Harper College

Request for Proposal Q01009
Oracle ERP Cloud Post Implementation Support Services
Addendum #1
July 27, 2020

All changes to the Request for Proposal (RFP) are valid only if they are issued by written addendum. Each respondent must acknowledge receipt of any addenda in their proposal submission. Each respondent, by acknowledging receipt of any addenda, is responsible for the contents of the addenda and any changes to the proposal therein. Failure to acknowledge receipt of any addenda may cause the proposal to be rejected. If any language or figures contained in this addendum are in conflict with the original document this addendum shall prevail.

This addendum consists of the following questions received:

1. Does Harper have an internal ticketing system that we will have access to or will you want to use our ticketing system?
   Response: Harper uses Managed Engine as its ticketing system. Logistics on ticket sharing/access would be defined as part of onboarding the service.

2. On page 13 within the Scope of Work requirements section, question 21 states "Please provide your philosophy on change management". I want to ensure that by change management you are talking about organizational change management – i.e. communications, training vs. functional system change control.
   Response: *We are asking you to describe your philosophy of change management – not to provide pricing for change management services.*
   a) If you are referring to organizational change management, can you tell me if Highstreet is currently performing that function (communications execution, training development and execution) for the in-progress implementation?
      Response: No, that function is not being done by the implementer.
   b) Are you doing that work internally?
      Response: Some of this function is being done internally, additional vendors are being looked at for training.
   c) There is no ask for pricing specifically around this work and typically we don't have AMS post-production models for that type of consulting work but we have vast experience in this area. Can you please advise as to how you'd like us to break that out?
      Response: Harper is just looking to ascertain whether your company has a philosophy on how best to introduce change into an organization as new functionality arises introduced by the quarterly updates.

3. To contain cost, will the College consider utilizing offshore resources?
   Response: On-shore is preferable. Any offshore support would require availability during Central time.

4. What are the College's:
    a) primary support hours?
        Response: Primary support hours are 8:00 AM to 5:00 PM CT.
    b) after-hours support needs?
        Response: For #23 Sec 1 support only, otherwise none.

5. Who completed the original implementation and are you live on Oracle Cloud?
    Response: Highstreet is implementing, and we are not live yet.

6. My questions is if the scope covers both support/management of the infrastructure and/or application development?
    Response: The scope covers working with functional users. Infrastructure is supported by Oracle.

7. Also, could you please expand on the required criteria for references?
    Response: References should include those for whom you have performed Oracle services similar to the scope of work describes, especially focused on higher education clients.

8. How many vendors are expected to be awarded?
    Response: One vendor is expected to receive the award.

9. Due to the specific nature of this work, will the BPE goal of 20% be mandatory?
    Response: The 20% BEP goal is the College's aspirational goal; however, you must include the forms enclosed in the proposal to be considered responsive.

10. Is the support work to be expected onsite or remotely?
    Response: Under current conditions, the support work is expected to be conducted remotely. If conditions change, some onsite support may be desirable.

11. Page 14, Question 13 - We have 2 references in higher Ed, not 3. We have plenty of others that are not Higher Ed is that OK for us to bid? (13. Provide three Higher Ed references - must be EBS/Oracle Cloud)
    Response: Yes. Please provide your best references.

12. Are Oracle PeopleSoft references acceptable?
    Response: Oracle EBS Cloud references are preferred and will be considered during the course of the evaluation.

13. Can you please provide the current Harper IT support team structure/numbers working in supporting the Oracle Cloud?
    Response: Harper IT support consists of three to four IT resources.

14. Are the optional, additional services (item #23) meant to cover any support not related to quarterly updates? Whereas items 1-10 are strictly focused on quarterly release support?
    Response: Correct. This will be for future projects which will require a separate SOW.

15. Can you clarify the aspirational goal of 50% FBE?
    Response: Ideally the 20% BEP Goal should be achieved by 50% Female Owned Business (FBE) and 50% Minority owned business (MBE) participation. However, the College will accept any combination that you are able to achieve.

16. I see Financials in scope but no mention of General Ledger? I assume GL is part of scope.
    Response: Yes, GL is part of the scope.

17. I thought I read that of the 20% MBE, there was 50% of that (being 10%) to be FBE. Please clarify.
    Response: Ideally the 20% BEP Goal should be achieved by 50% Female Owned Business (FBE) and 50% Minority owned business (MBE) participation. However, the College will accept any combination that you are able to achieve.

18. Follow up question on FBE. So, if you have an MBE partner that would satisfy the 20% goal? You wouldn't need an additional FBE firm?
    Response: Correct.

19. So, no FBE requirement or goal I should say?
    Response: See Response to Question 17 above.

20. If good faith is made, do we need to comply with all items on pg. 27 or just some portion?
    Response: You need to complete the form provided, indicating all applicable good faith efforts you have made.

21. Is there any flexibility on the Gold Certification requirement (meaning can the bidder be a gold partner but not certified if the firm can demonstrate cloud experience)?
    Response: Per Oracle, there is no difference between Gold and Certified Gold.

22. If there is going to be that flexibility, is gold requirement or is silver acceptable?
    Response: Gold Partner or Platinum Partner is required.

23. Is it Fixed Fee or Not to Exceed? TOTAL NOT TO EXCEED ANNUAL COST: (Bullet points 1-10) This is a fixed annual fee for the primary scope as outlined in the statement of work. $_____
    Response: It is a fixed fee.

24. For travel expenses, since this is going to be remote, should we not include those?
    Response: Provide travel expenses, should onsite support be necessary as conditions permit.

25. What estimate then should we use for the % of travel expected?
    Response: Please do not include travel and travel related reimbursable expenses in your fixed fee. However, actual estimated cost should be itemized as a separate line item. The GSA schedule should be used to calculate reimbursement for travel expenses.

26. So, if it is a fixed annual fee, but the work necessary to complete the work is variable (work will vary based on requests), how will this be treated?
Response: A separate statement of work will be negotiated based on hourly rates provided in your proposal submission.

27. Will representative resumes for our team be sufficient or do we have to guarantee the availability of these resources? Typically, in AMS work these are assigned based upon the variability of the work needed
Response: Representative resumes should be sufficient. We are not judging individual people, but only the skill level that vendors bring to the table.

28. Will the scope of the work include tickets/post production support?
Response: Provide separate pricing for tickets, as specified in the RFP.

29. That second item, can that be on time and materials basis?
Response: No. We are asking for separate fixed pricing.

30. Would a baseline number of tickets with an additional charge if tickets exceed that amount be more amenable than straight T&M?
Response: The additional pricing can be by skill level as you see fit.

31. Does Harper have an internal ticketing system that (we) will have access to or will you want to use (our) ticketing system?
Response: Harper uses Managed Engine as its ticketing system. Logistics on ticket sharing/access would be defined as part of onboarding the service.

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