ARKANSAS DEPARTMENT OF TRANSPORTATION
EQUIPMENT AND PROCUREMENT OFFICE
LITTLE ROCK, ARKANSAS

May 9, 2018

<u>NOTICE TO BIDDERS</u>
ADDENDUM

Request for Proposals (RFP) 18-002P

Software Vendors for New Accounting System

OPENING DATE: May 16, 2018

Answers to Requests submitted for Scope of Work Clarification are attached.

ALL OTHER SPECIFICATIONS SHALL REMAIN THE SAME.

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REQUEST FOR PROPOSAL (RFP) 18-002P

SOFTWARE VENDORS FOR NEW ACCOUNTING SYSTEM CLARIFICATIONS

Section E Preparing the Proposal

A detailed work plan that identifies all tasks included in Section A – Scope of Work

Question: Is the State expecting proposers to identify the tasks based on the list of requirements listed in Section A – Scope of Work or is the list of tasks missing from the RFP?

Answer: Yes, respond to the list of tasks and then any that are valuable to your implementation. As stated in the RFP, this list is not intended to be all-inclusive.

Section E – Preparing the Proposal

Details illustrating commitment and responsiveness to the Implementation Plan category in Section A – Scope of Work

Question: There isn't an Implementation Plan category included in Section A – Scope of Work. Is this category missing from the RFP? If not, please confirm the two implementation questions in the Technical Specification category listed below are the implementation plan questions to be responded to.

- Full-time vendor dedicated implementation team, explain how your firm would staff and handle this
- What would be the process for a mid-year conversion/implementation if that became a reality in the project timeline

Answer: This category is intended for the proposing firm to elaborate on their implementation plan (how would you handle it, how would you staff it – based upon our statements) and what the team would look like and how much time would be dedicated to the project. As far as the mid-year conversion, how would the proposing firm handle this and would there be added costs.

Section A - Scope of Work, Management Reporting

Question: Please confirm the following bulleted item under Management Reporting in Section A – Scope of Work is the only requirement that requires a narrative response in our Project Proposal Response.

- Describe your management reporting platform and the capabilities of the reporting system

Answer: No, each of the items in the Management Reporting section should be addressed in some way in order for ARDOT to understand what the reporting requirements/limitations/capabilities are and if there is an additional cost.

Section A – Scope of Work, Technical Specifications

Question: The Department's requirements made reference to the need to utilize modern interfaces to maximize automation. Please provide additional information on the Department's interface requirements. Is there a particular interface technology or product solution that the Department plans to use to facilitate interface transactions to the new accounting system?

Answer: The interface technology will be dependent on the vendor solution chosen and the solutions capabilities. ARDOT is open to interface technology solutions.

Section A – Scope of Work, Technical Specifications

Question: What is the estimated number of Inbound and Outbound interfaces to be implemented in the new accounting system?

Answer: ARDOT has multiple silo systems with multiple interfaces currently. Other potential interface opportunities may be discovered during the installation/implementation process. To guesstimate a number would not be practical.

Section A – Scope of Work, Technical Specifications

Question: Please confirm the total Financial Application and Reporting Users

Answer: The reference to the 500+ concurrent users should be used as a "guide", as mentioned in Section A – Scope of Work, Technical Specifications, at this point.

Section A – Scope of Work, Technical Specifications

Question: How many concurrent reporting user sessions will be needed?

Answer: Every user should have reporting capabilities at any given time. The reference to the 500+ concurrent users should be used as a "guide", as mentioned in Section A – Scope of Work, Technical Specifications, at this point.

Section A – Scope of Work, Technical Specifications

Question: What is the average number of financial transaction processed per month such as journal entries, purchase orders, etc.

Answer: As referenced in the third paragraph of Section 1.1 – Scope of Proposal, ARDOT is very antiquated, manual and fragmented. To guesstimate a number would not be practical. ARDOT is seeking to make this process more efficient with the selected solution.

Section A – Scope of Work, Technical Specifications

Question: What is the estimated number of disbursement EFTs / checks will be generated per month

Answer: ARDOT checks are processed by another Agency within the State of Arkansas. This would be handled by an interface.

Section A – Scope of Work, General Ledger

Question: How many years of data (historical, current, and future years) are to be maintained in the production environment?

Answer: As referenced in Section A – Scope of Work, General Ledger, must be able to maintain/keep a minimum of ten (10) years of on-going data history.

Section A – Scope of Work, Technical Specifications

Question: What is the estimated volume of data to be converted from non-Financial system databases?

Answer: ARDOT is very spreadsheet intensive. The evaluation of what spreadsheet (non-Financial system data) data to be converted will be assessed during the evaluation of the system and implementation.

Section A – Scope of Work, Technical Specifications

Question: What is the current Production Database(s) software that is being used?

Answer: The current mainframe software is Computer Associates Datacom.

Section A – Scope of Work, Technical Specifications

Question: What is the size of the current Production database(s)?

Answer: As referenced in the third paragraph of Section 1.1 – Scope of Proposal, ARDOT is very antiquated, manual and fragmented. To guesstimate a number would not be practical. The factors that make it hard to quantify are the on mainframe and off mainframe size needs. These would both need to be considered and are not readily quantifiable.

Section A – Scope of Work, Technical Specifications

Question: Does the State have an Enterprise Content Management (ECM) solution that you plan to leverage for the new accounting system to store attachments? If so what is the ECM product?

Answer: Not at this time.

Section A – Scope of Work, Technical Specifications

Question: What percentage of total users will have the ability to create adhoc reports?

Answer: Every user should have reporting capabilities at any given time. The reference to the 500+ concurrent users should be used as a "guide", as mentioned in Section A – Scope of Work, Technical Specifications, at this point.

Section A – Scope of Work, Technical Specifications

Question: What percentage of total users will have the ability to refresh reports (retrieve new data at will)?

Answer: Every user should have reporting capabilities at any given time. The reference to the 500+ concurrent users should be used as a "guide", as mentioned in Section A – Scope of Work, Technical Specifications, at this point.

Section D – Arkansas Technology Access Clause

Question: Are there any specific State or Department IT or security policies and/or Industry security standards that with which the vendor's system must comply? If yes, please provide a copy or a link to the applicable policies.

Answer: Section A – Technical Specifications addresses some of the policies and security issues along with Section D – Arkansas Technology Access Clause. These are not meant to be all-inclusive.

Section A – Scope of Work, Technical Specifications

Question: How will the applications be accessed by the users? Will the user be connected to Department's network or expected to access the application through the public Internet?

Answer: Both, as note in Section A – Scope of Work, Technical Specifications ARDOT is _**requiring**_ that the system selected _**currently**_ have a mobile device (phone, tablet, etc.) platform as well as a _**current**_ cloud hosted platform.

Section A – Scope of Work, Management Reporting

Question: What is the estimated number of reports to be implemented in the new accounting system?

Answer: Unknown at this time. Will depend on the abilities of the management reporting system that is elaborated on in the response to Section A – Scope of Work, Management Reporting.

Section A – Scope of Work, Accounts Payable

Question: What is meant with the Accounts Payable requirement: 'Ability to run data validation on information from outside vendor (US Bank) and to show original vendor in the voucher detail'?

Answer: ARDOT will be trying to evaluate this requirement need during the implementation of the selected system.

General Question –

Question: Are you seeking a) an implementation of an existing system tailored to your use, b) a full custom software conversion of the mainframe system, c) no preference?

Answer: Whatever solution is the best fit for ARDOT. No mainframe specifically and would prefer to not be a full custom from the ground up (meaning – ARDOT may need some customization of existing code, not all-new code). Not all the existing systems will be converted in this initial phase. Only the areas (General Ledger, Accounts Payable, Stock, Distribution and Management Reporting) listed in Section A – Scope of Work. Listing of items under the initial areas is not intended to be all-inclusive.

Section A – Scope of Work, Technical Specifications

Question: By "cloud-based" do you mean "accessible from the web" or do you truly want the application and data hosted in a cloud provider such as AWS, Azure, or Google?

Answer: As note in Section A – Scope of Work, Technical Specifications ARDOT is _**requiring**_ that the system selected _**currently**_ have a cloud-hosted platform.

Section A – Scope of Work, Technical Specifications

Question: Should an estimated cost of hosting and storage be included in this response? If so, what are the data storage requirements of the current system?

Answer: Yes. ARDOT is very spreadsheet intensive. The evaluation of what spreadsheet on mainframe and off mainframe data storage is unknown at this time. As note in Section A – Scope of Work, Technical Specifications ARDOT is _**requiring**_ that the system/vendor selected _**currently**_ have a cloud-hosted platform in place for other customers and should be able to provide an estimate for the cost based on experience.

Section A – Scope of Work, Technical Specifications

Question: Does "ongoing support and maintenance" include end-user support/call desk? If so, what hours of support/ Service Level Agreement (SLA) is expected?

Answer: ARDOT has a Computer Support Service Portal that would allow us to have single point of contact for the vendor. Specific support tier level response times will be agreed upon and negotiated in a contract. Please provide your current support tier level response times as an example.

Section A – Scope of Work, Technical Specifications

Question: What level of functionality is required of the mobile platform? (i.e., transactional, reporting-only, only certain subsystems, etc.)

Answer: Transactional input, reporting, GPS tracking and other functionality that would benefit ARDOT.

Section A – Scope of Work, General Ledger

Question: If the system must maintain ten (10) years of online history, does that mean that the scope of the data migration is limited to ten (10) years as well?

Answer: As referenced in Section A – Scope of Work, General Ledger, must be able to maintain/keep a minimum of ten (10) years of on-going data history. ARDOT is intending to build a data warehouse for the existing mainframe data and will implement the selected solution on a "go forward" basis with new data.

Section E – Preparing Proposals

Question: Just want to confirm what organizational chart you want to see (referenced in Section E. Project Proposal). Are you wanting a leadership org chart? Or more project focused Org chart?

Answer: Project Focused Organizational Chart should provide us the information as to the staff that ARDOT could anticipate working with during the project.

Section A – Scope of Work, General Ledger

Question: Must accommodate document imaging and storage solutions, do you currently have a solution in place? If so, what is it?

Answer: No

Section B – Qualifications

Question: Provide a copy of your latest SSAE 16/18, will this be open to public viewing?

Answer: Arkansas is a very liberal Freedom Of Information Act (FOIA) State. It would probably depend on the wording of the engagement letter with your SSAE16/18 auditor. Certain types of SSAE 16/18 Service Organization Control (SOC) audits are available to the public where others are available to

customers. If a vendor proposal were requested via FOIA, ArDOT and the vendor would agree what information should be disclosed so that a competitive advantage would not be gained by receiving the information.