

ADDENDUM 2
Issued March 12, 2019
To
State of Washington
Office of Financial Management
One Washington
ERP SaaS Procurement Assistance Services
OFM 19-200

QUESTIONS AND ANSWERS

The following questions have been received about this competitive procurement:

1. The answer to Question #2 from Addendum 1 is modified as follows:

Whether we need to come over there for meetings?

ANSWER: See section 3.2 State Expectations of ERP SaaS Procurement Assistance Firm Staffing (M). It is expected that ~~ERP SaaS Procurement Assistance OCM Services~~ Consultants will be collocated onsite in Olympia with the One Washington program team for a minimum of four (4) full Business Days per week during core business hours.

2. The answer to Question #3 from Addendum 1 is modified as follows:

Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

ANSWER: See section 3.2 State Expectations of ERP SaaS Procurement Assistance Firm Staffing (M). It is expected that ~~ERP SaaS Procurement Assistance OCM Services~~ Consultants will be collocated onsite in Olympia with the One Washington program team for a minimum of four (4) full Business Days per week during core business hours.

3. The answer to Question #6 from Addendum 1 is modified as follows:

Please confirm that the vendors bidding on and/or selected for ERP SaaS Procurement Assistance Services will not be precluded from providing ERP expertise in the upcoming procurement noted on page 10 of the CP.

ANSWER: As set forth in the Introduction section of the CP document: The ERP SaaS Procurement Services firm will ~~not~~ be allowed to respond to the ERP ~~expert-SaaS-Solution-procurement~~.

4. Has One Washington completed any work in anticipation of the procurement strategy such as guiding principles, etc. and if so can it be provided as part of this CP? For example – decisions on structure of the procurement, scope, implementation support, managed services, etc.

ANSWER: One Washington will be looking to the winning bidder and the forthcoming ERP expert CP to help us develop a thoughtful procurement strategy. The structure and processes used for the procurement must align with Washington State law and policy. Otherwise, One Washington expects to collaborate with the chosen firm regarding the structure of the procurement. The scope of the procurement is set forth in the body of the published CP document and in the SOWs.

5. Please describe the work done by the State of Washington in the business capabilities workshops in additional detail. If possible, can the output of these workshops be provided as part of this CP?

ANSWER: State staff captured business requirements (capabilities) for state-wide Finance and Procurement business functions. A description of the work performed can be found at the following link:
<https://ofm.wa.gov/about/special-initiatives/one-washington/one-washington-program-resources/business-capabilities>

6. The CP indicates that other services may be required – AI, Platform, etc. Has One Washington done any work to determine what this might be and if it requires a separate of singular procurement? If so, please describe.

ANSWER: One Washington expects to publish a single competitive procurement for all four functional areas: Finance, Procurement, HR/Payroll, and Budget. In the event that necessary functional components are not available, One Washington will determine how to procure those components.

7. Other than timeline, have recent developments resulted in other deviations from the program blueprint? If so, can you please provide a high level list of the anticipated changes?

ANSWER: The blueprint originally identified two procurements, one for Finance and Procurement functionality and another later procurement for HR/Payroll and Budget functionality. Recently the Steering Committee decided to go with a single procurement for all functionality.

8. Describe the governance model for development of the procurement. Who will the selected vendor report to?

ANSWER: The selected firm will be expected to work with OFM Contracts staff to ensure that the procurement is consistent with Washington procurement laws, policies, and best practices. Further, the One WA governance model included on page 11 of the CP will be applied to the development of the procurement content. The selected firm will report to the One Washington Program Director.

9. Does OFM have a defined budget for the procurement support effort as defined in the CP for SOW1 and SOW2?

ANSWER: OFM has requested funding from the Legislature for professional services contracts. OFM has elected not to disclose the budget but to have bidders provide their best estimates of the level of effort and cost.

10. Please provide additional detail regarding the SLA's for use between the Program and the Agencies. Include 1) How many agencies 2) Describe the purpose and intent for these SLAs 3) Describe how these SLAs relate to the ERP SaaS Procurement 4) Describe the procurement assistant vendor's responsibility in any stakeholder activity on these SLAs.

ANSWER:

1) Potentially all Washington state agencies, boards and commissions who are users of state-wide systems targeted for replacement by the ERP system will be involved at some level. This is 115 excluding higher education. In addition, there are other user organizations that use these tools, including the Legislature, the Courts, and some local jurisdictions.

2) The purpose of these SLAs is to (potentially) provide services to state agencies from One Washington as a central service provider on their behalf.

3) These SLAs, if necessary, may be for providing services related to the ERP SaaS Procurement.

4) The procurement assistant vendor's responsibility in any stakeholder activity on these SLAs would likely be limited to providing advice to One Washington in how to engage with the stakeholder community. It is anticipated that One Washington or other state staff would be interfacing directly with the stakeholder community.

11. Please describe the State of Washington dedicated and part time team available to support the selected procurement vendor in completing SOW1 and SOW2. Please include number and skillset so staff and their percent time dedicated to these projects.

ANSWER: The program currently has a staff of four (4) subject matter experts, two (2) project managers, and two (2) technical staff with plans to hire an additional six (6) subject matter experts, two (2) project managers and additional technology staff in the near future. All of these staff are dedicated to the One Washington program and will be available to provide assistance to the contractor as needed. In addition, the program plans to leverage subject matter expertise in partner organizations (state agencies, etc.) on an as-needed basis.

12. Describe the purpose of the final report. Is this more than the final status report? Is it a legislative report? If a template exists can it be provided as part of this CP?

ANSWER: This is the final status report that should summarize activities performed, deliverables produced and lessons learned across the contractor's performance period for the SOW.

13. Is there a budget established for this scope of work? If yes, can you share that budget?

ANSWER: OFM has requested funding from the Legislature for professional services contracts. OFM has elected not to disclose the budget but to have bidders provide their best estimates of the level of effort and cost.

14. Does One Washington have a budget for the overall ERP procurement and implementation that can be shared?

ANSWER: This information is not available at this time.

15. To what extent have functional or technical requirements already been defined or documented?

ANSWER: State staff captured business requirements (capabilities) for state-wide Finance and Procurement business functions. A description of the work performed can be found at the following link:

<https://ofm.wa.gov/about/special-initiatives/one-washington/one-washington-program-resources/business-capabilities>

16. Are there any particular drivers behind the published timeline for this scope of work? What are they?

ANSWER: Primary drivers are the receipt of funding on July 1, 2019 and contract execution date with the ERP Solution vendor which is targeted for June 30, 2021.

17. Does One Washington have a preference of public cloud/multi-tenant ERP solutions vs. single-tenant cloud models?

ANSWER: This is yet to be determined.

18. The One Washington website indicates that Accenture is currently "providing expertise to help One Washington prepare and execute business transformation through the design, configuration, test and deployment phases of the ERP system implementation." The Strategic Partner RFP awarded to Accenture defined activities to be performed which included the following:

- a. Chart of Accounts Improvements
- b. Procurement Readiness Activities
- c. WSDOT Readiness Assessment
- d. Facilities Portfolio Management tool
- e. Budget system improvements

Have these activities been completed and if yes, can the results be provided?

ANSWER: The Accenture activities have been completed but the final work products are still under development by state staff.

In addition, are there any expectations that the recommendations from this work be considered during this phase of the project?

ANSWER: No, this work should not impact the scope of services within this solicitation.

What is the ongoing role of Accenture for the SaaS Procurement Assistance Services SOW?

ANSWER: Accenture has completed the work required under the Strategic Partner Services contract. Accenture has no ongoing role in the SaaS Procurement Assistance activities.

19. The State has completed budget enhancements over the past few years. Is it anticipated to replace the Agency Budgeting System (ABS) as part of this effort, or to integrate with the overall solution?

ANSWER: Budget functionality is within the scope of the ERP procurement. Decisions on replacement, modification or interfacing is part of program and agency readiness activities currently underway.

20. For the human resources system, is the SAP Human Capital System anticipated to be reviewed and replaced or integrated with the overall ERP system?

ANSWER: HR and Payroll functionality is within the scope of the ERP procurement. Decisions on replacement, modification or interfacing is part of program and agency readiness activities currently underway.

21. What resources would be provided by the State of Washington to help support this work?

ANSWER: The program currently has a staff of four (4) subject matter experts, two (2) project managers, and two (2) technical staff with plans to hire an additional six (6) subject matter experts, two (2) project managers and additional technology staff in the near future. All of these staff are dedicated to the One Washington program and will be available to provide assistance to the contractor as needed. In addition, the program plans to leverage subject matter expertise in partner organizations (state agencies, etc.) on an as-needed basis.

22. How many State of Washington agencies or authorities are to be included in the scope of this proposal? Could they be named?

ANSWER: All Washington state agencies, boards and commissions who are users of state-wide systems targeted for replacement by the ERP system will be involved at some level. This is 115 excluding higher education. In addition, there are other user organizations that use these tools, including the Legislature, the Courts, and some local jurisdictions.

23. Have you secured external consulting services in the past (such as implementation estimates, upgrade reviews, or audits) for the legacy applications listed in the RFP? If so, would this consulting work be made available as part of this procurement assistance?

ANSWER: Yes, Accenture provided strategic planning services and produced the One Washington Program Blueprint which is available at the following link:

https://ofm.wa.gov/sites/default/files/public/onewa/OneWA_Blueprint.pdf

24. Has the current state of these four listed business functions been assessed internally (such as current state process flows)? If so, will these be made available as part of this procurement assistance?

ANSWER: Current process flows are part of program and agency readiness activities that state staff are performing during 2019.

25. Are you currently using any external consultants for support of the legacy applications listed in the RFP? Would these external consultants be able to provide a response for this RFP?

ANSWER: Legacy applications are supported by state staff.

26. Have functional requirements (business specifications) been developed for any of these four listed business functions? If so, will these be made available as part of this procurement assistance?

ANSWER: Yes, business requirements have been developed for Finance and Procurement and will be made available to the successful bidder.

27. Can the State of Washington provide the types of documentation that would be available for this procurement assistance (such as policies, procedures, operational manuals, system workflows and infrastructure diagrams)?

ANSWER: Documentation will be made available to the successful bidder

28. The following text is from page 2 of Appendix C.2 Statement of Work 2:

- Review, assess and validate Finance and Procurement Business Capabilities that have already been defined.
- Develop, assess and validate Human Resources, Payroll and Budget Business Capabilities with the Program and stakeholders.
- Review, assess and validate Technical Specifications that have already been documented.
- Review, assess and validate User Stories and Use Cases developed for Finance and Procurement that have already been created.
- Develop, assess and validate User Stories and Use Cases for Human Resources, Payroll and Budget.

Please provide samples of the Business Capabilities, User Stories, and Use Cases that have been developed so that we will have a clear understanding of the State's expectations regarding those items.

ANSWER: Business capabilities, use cases and user stories will be made available to the successful bidder.

END OF QUESTIONS