



THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA
 SCHOOL BOARD ADMINISTRATION BUILDING
 Procurement Management Services
 1450 N.E. 2nd Avenue, Room 650
 Miami, FL 33132

Direct All Inquiries To Procurement Management Services Buyer's Name: _____ PHONE: (305) 995-_____ Email: _____ TDD PHONE: (305) 995-2400
--

BID/RFP ADDENDUM

Date: _____
 Addendum No. _____

BID/RFP No. _____ BID/RFP TITLE: _____

This addendum modifies the conditions of the above-referenced BID/RFP as follows:

All information, specifications terms, and conditions for the above-referenced BID/RFP, are included on the document posted on the Procurement Management website at <http://procurement.dadeschools.net>

The attached pages containing clarifications, additional information and requirements constitute an integral part of the referenced bid. If your bid/proposal has not been submitted, substitute the pages marked REVISED and mail your entire bid/proposal package.

I acknowledge receipt of Addendum Number _____

PLEASE NOTE: If your firm has forwarded a copy of this bid/proposal to another vendor, it is your responsibility to forward him/her a copy of this addendum.

(PLEASE TYPE OR PRINT BELOW)

LEGAL NAME OF BIDDER: _____

MAILING ADDRESS: _____

CITY, STATE ZIP CODE: _____

TELEPHONE NUMBER: _____ E-MAIL _____ FAX # _____

BY: SIGNATURE (Manual): _____
 OF AUTHORIZED REPRESENTATIVE

NAME (Typed): _____ TITLE: _____
 OF AUTHORIZED REPRESENTATIVE

ITN-23-017-CM SAP Human Resources/ Payroll Maintenance and Support Services Q&A

1. **Question:** Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.
ANSWER: Yes
2. **Question:** Can you please let us know the previous spending of this contract?
ANSWER: N/A, this is a new engagement
3. **Question:** Please confirm if we can get the proposals or pricing of the incumbent(s). –
ANSWER: There is no current incumbent.
4. **Question:** Are there any pain points or issues with the current vendor(s)?
ANSWER: Please see response to Question 2.
5. **Question:** Please confirm the anticipated number of awards.
ANSWER: One award that encompasses HCM, FICO, Procurement, etc.
6. **Question:** Please confirm if pricing will be hourly basis.
ANSWER: Proposer must submit pricing model as part of their proposal.
7. **Question:** Can we just bid for payrolling service?
ANSWER: Yes
8. **Question:** What are the County SLAs requirements for different priority levels of Incidents (P1, P2, P3, P4...)
ANSWER: Proposers should provide the SLA's for the solution.
9. **Question:** Are there any SLAs for enhancement/process improvements as well or those will be done as per business priority and bandwidth of support resources ?
ANSWER: Yes, and proposers to provide the SLA's for the solution.
10. **Question:** Which is of higher priority for county ? Incidents or Enhancements/Process Improvements ?
ANSWER: All are equal. Priority will be based on project or BPO request, State Mandate, etc.
11. **Question:** Is county using any current tool for Incident and Change management (E.g. Remedy, ServiceNow, Ivanti Service Manager etc.) ?
ANSWER: Invanti Service Management

12. **Question:** Does county prefer to have offshore resources (i.e., Located outside united states) for support services or all the resources have to be located within US ?
ANSWER: US based resources are required, however, onsite support services is not required unless agreed upon prior to service start.
13. **Question:** Could you provide an overview of legacy systems interfaced with current ECC environments and total number of RICEFW objects across the core modules of SAP ?
ANSWER: Over 500 unique FRICE items have been catalogued/developed across all SAP modules. Complexity varies, but many are basic interfaces and simple reports or customizations.
14. **Question:** What is the total duration of support services needed by county for its ERP environment ? I believe you mentioned 2+1 years?
ANSWER: At this time there is a potential 3-year support window but that could be extended
15. **Question:** Is there an incumbent support provider currently who will be competing? If so is it possible to name that provider?
ANSWER: No
16. **Question:** Does M-DCPS allow for offshore consulting for a portion of this engagement?
ANSWER: No
17. **Question:** If there is no current incumbent service provider, please describe how the support is being conducted today.
ANSWER: Support is being provided using limited in house resources
18. **Question:** Do the human resources (for prime or sub) need to be US citizens, or can anyone with a working visa be part of the team?
ANSWER: As per Florida Statutes, as amended from time to time, Contractor shall register with and use the E-Verify system to verify the work authorization status of all newly hired employees. Should Contractor utilize a subcontractor to perform services, an affidavit must be obtained stating that the subcontractor does not employ, contract with or subcontract with any unauthorized aliens.
19. **Question:** For ITN-23-017-CM, do we have to bid on all the services or can we bid on the payroll support but not other modules?
ANSWER: Please see responses to questions 5 &7.
20. **Question:** Does the vendor need to be on the current M-DCPS bench or State of Florida bench list?
ANSWER: No.

21. **Question:** All the support resources have to be physically located in the USA or be available for USA hours?
ANSWER: Yes
22. **Question:** What are the specific goals and objectives you aim to achieve with this project?
ANSWER: Ability to support the functional aspects of the ECC environment and maintain a stable system.
23. **Question:** Do we need to adhere to any specific compliance or security standards?
ANSWER: Yes
24. **Question:** Could you specify this project's expected start date and timeline?
ANSWER: As soon as a contract has been signed. At this time this is a 3-year engagement that could be extended beyond 3 years.
25. **Question:** Can you detail the scope and expectations for the system upgrades?
ANSWER: SAP OSS note review, test case analysis and execution, corrective configuration made as needed
26. **Question:** Do you have S/4 Hana in your roadmap as part of a system upgrade?
ANSWER: Yes, we have begun discussions regarding the upgrade to S/4 Hana.
27. **Question:** Are there any known issues or challenges with the current system that we should be aware of?
ANSWER: No notable issues/challenges as the system has been running various modules since 2010. Payroll System does leverage "Concurrent Employment" which processes multiple assignments differently. Also, as a K-12 environment, we have several requirements specific to that niche industry [such as 10mo defer pay, summer school, etc.]
28. **Question:** Do you have S/4 Hana in your roadmap as part of a system upgrade?
Answer: Yes, we have begun discussions regarding the upgrade to S/4 Hana.
29. **Question:** Can you provide examples of the system enhancements you anticipate?
ANSWER: New reports, interfaces, update programs. New requirements to existing functionality necessitating further enhancement and code changes.
30. **Question:** How do you typically prioritize system enhancements?
ANSWER: Expected methodology such as hard deadlines, legal necessity, work arounds available, capacity, etc.
31. **Question:** Are there specific performance metrics or outcomes you expect from these enhancements?

ANSWER: Enhancements are added to adhere to functional requirements needed to be carried out by the system

32. **Question:** What are your current challenges in managing day-to-day IT tasks?

ANSWER: Many requests are novel/unique as opposed to routine and re-executable. Every item needs basic analysis to move forward.

33. **Question:** Can you outline the volume and nature of typical daily tasks?

ANSWER: A mix of newly reported errors for analysis, reporting/data requests, more involved work items that carryover days/weeks

34. **Question:** What key performance indicators (KPIs) do you use to measure day-to-day operational success?

ANSWER: Issue resolution with adherence to SLAs and communicated timelines.

35. **Question:** Are there existing technical specifications, and how often are they updated?

ANSWER: Yes, updated as they change for new functional requirements [some can be several times a year, others have not needed any change]

36. **Question:** What is your process for approving new technical specifications?

ANSWER: SAP Manager/Architect review

37. **Question:** Are there particular formats or standards that you prefer for technical documentation?

ANSWER: Specific templates have been in use for approx. 15 years for SAP system specifications

38. **Question:** Can you describe the current IT support structure and where improvements are needed?

ANSWER: SAP Architect and Managers receive requests/priorities and plan based on resource capacity and timeframes. More capacity/skill is needed.

39. **Question:** What are the average daily IT support requests you receive?

A mix of newly reported errors for analysis, reporting/data requests, more involved work items that carryover days/weeks

40. **Question:** How do you measure the effectiveness and responsiveness of IT support?

ANSWER: Issue resolution with adherence to SLAs and communicated timelines.

41. **Question:** What are the key business challenges you hope to address with our services?

ANSWER: Skilled Capacity to maintain the functional side of our ECC system

42. **Question:** Can you provide details on past or ongoing projects related to this engagement?

ANSWER: N/A

43. **Question:** How do you typically integrate business analyst outputs into your decision-making processes?

ANSWER: Errors/Requirements/Requests are given to business analysts to resolve/complete

44. **Question:** Can you describe the current data collection processes and their associated challenges?

ANSWER: N/A

45. **Question:** What data sources (ERP, SIS, etc.) are you using, and how are they integrated?

ANSWER: ERP SAP ECC

46. **Question:** What are your data accuracy, frequency, and reporting expectations?

ANSWER: As requests and requirements dictate case by case

47. **Question:** What are the specific requirements and expectations for onsite personnel?

ANSWER: This will be discussed as part of the onboarding process

48. **Question:** How does the hybrid model operate within your organization, and what are its objectives?

ANSWER: This will be discussed as part of the onboarding process

49. **Question:** Should our staff know any site-specific security or induction processes?

ANSWER: This will be discussed/provided as part of the onboarding process