SAP Consulting Services RFP
Questions and Answers
April 26, 2016

Q1. Do you allow resources with H1B visas?

A1. This RFP does not prohibit resources with H1B visas. The successful proposer should ensure that they have adequate staffing for the duration of a project and anticipate the impact of any visa expiration date of their proposed resources.

Q2. Do you need resources 100% onsite, remote or both?

A2. RFP section VII Proposal Requirements, section B costs, requires proposers to provide hourly rates for all titles listed in the table and also requires hourly rates for "On-Site Hourly Rate Inclusive of Travel & Expenses" and "Remote Hourly Rate Inclusive of Expenses".

Q3. Do you support offshore/onshore model?

A3. As per Addendum 1 all remote resources must perform services within the United States.

Q4. What is the RFP number is it 0316-3 or 0416-3? On the cover page it is mentioned as 0316-3 and on Page 3 you have mentioned 0416-3.

A4. Please see Addendum 1 which correct the RFP number as RFP #0316-3.

Q5. Can you provide current SAP landscape at QBPL?

A5. Our SAP Landscape includes SAP ECC 6 Development, SAP ECC 6 Quality Assurance, SAP ECC 6 Production system, SAP BW Development, SAP BW Quality Assurance, SAP BW Production, EBP Production (We are not using DEV/QA for EBP as this product is already obsolete).

Q6. Which version of ECC are you currently on? If version is ECC 6.0, what enhancement pack is QBPL on?

A6. The Library is using version ECC 6.0 and EHP6. The Library is presently using Finance, Materials Management, Human Resources, Benefits, U.S. Payroll, Tax Reporter, Funds Management (PS) and Budgeting (Former Budgeting), Solution Manager.

Q7. What are the interfaces QBPL is currently running?

A7. Success factors (outbound), Purchase Orders (file based outbound), Vendor Master (outbound), EBP (access OCI catalogue from Vendors), BSI Tax Factory, Open Text (Archiving), Bank Reconciliation (outbound files), There are other files being generated and uploaded to external systems.

Q8. Any CRM, SRM, Ariba software?

A8. The Library anticipates using SAP SRM next year.

Q9. "The selected firm will assist with a range of projects and support initiatives as may be directed and required by the Library". Can QBPL inform us if the SAP modules in scope are already implemented?

A9. Finance, Materials Management, Human Resources, Benefits, U.S. Payroll, Tax Reporter, Funds Management (PS) and Budgeting (Former Budgeting) upcoming is SRM, e-Recruitment, Portals, ESS, MSS.

Q10. Can QBPL provide the range of services to be provided under 'Support Initiatives'? and "range of projects"?

A10. No. RFP section V Scope of Services states in part, "The selected firm will assist with a range of projects and support initiatives as may be directed and required by the Library."

The Library intends to contract for as required SAP Consulting Services. Specific requirements will be determined during the contract term.

Q11. Can QBPL provide the expected date when this services need to be operative (start date of the contract and duration of the contract)?

A11. Possibly Q1 of next fiscal year (mid July 2017).

Q12. "The selected firm will be required to communicate knowledge transfer to Library's Information Technology Department as may be directed and will provide, without limitations Can QBPL provide the details of the knowledge transfer. Can we understand this as knowledge transfer post implementation of the SAP modules?

A12. Blueprint, Function Configuration Documentation (explaining the change made and need of that), Technical Documentation (user exits, enhancements etc., why, where, how, when they will be called and impact if any).

Q13. Are there any other vendors, currently providing (or recently provided in the last couple of years) these services?

A13. Yes. The Library' original implementation partner is still providing us with the consulting services.

Q14. Does QBPL has a Tier 1 help desk in place? What is the ticketing system currently being used?

A14. The Library has a helpdesk system and we use Remedy as our Ticketing System.

Q15. Does QBPL use any tools and applications to enable service Delivery?

A15. Remedy, Jira, ALM.

Q16. Can QBPL share the extract of ticket data of last 12 months from their ticketing system?

A16. This question seeks information that is not required to submit a responsive proposal.

Q17. Can QBPL provide information on small enhancements/ large enhancements/ projects undertaken in last 12 months?

A17. The Library recently finished its implementation of affordable care act configuration to issue 1095C to all employees and reports for ACA are being worked on.

Q18. Can QBPL provide details of customizations (Reports, Interfaces, Conversions, Interfaces, Forms and workflows) and their complexity as well as approximate usage?

A18. The Library does not have any complex interfaces as of now and the minimum interfaces we are using are provided in the answer to question 7.

Q19. Can QBPL provide details on extent of customization and deviation from standard SAP functionality for each implemented module/ submodule?

A19. The Library implemented SAP back in 1998/1999 and standard SAP did not have GL functionality that time, which is totally custom built and as ledger is custom built most financial reports are Z reports.

Q20. The RFP asks for only one rate for each of the skills. A single rate does not account for the experience level of a resource for the skill. Would the Library entertain different rates for different experience levels (say Junior, Intermediate and Senior)?

A20. No the Library will not accept rates that do not conform to the requirements of the RFP. As per RFP section VII Proposal Requirements, B. Cost and as per Addendum No 1. Item 3., proposers are to provide hourly rates as required in the RFP. Failure to provide your cost proposal as requested in item VII.B.1. will be grounds for determining a proposal to be non-responsive.

Q20. Is the documentation available for all the implemented business processes?

A20. The Library implemented systems back in 1998-1999 and it does not have any blueprint of the system implemented and does not have documentation from that period. The Library has changes the system and has had two technical upgrades.

Q21. How many users access the system? Can you please provide number of core users and number of Lite / self-service users?

A21. The approximate number of core users are and ess/mss will be up to 1600 now and could go up to 2000.

Q22. SAP-Controlling: What are the sub modules which are in support scope?

A22. This RFP is not for support.

Q23. Can QBPL provide the list of Success Factors modules that are implemented?

A23. Success Factors (Goals Management, Performance Evaluation).

Q24. Can QBPL provide details on integration of Success Factors solution to SAP HR?

A24. SAP HR provides outbound data to success factors (Employee Records, Photos, Employment History on daily basis.

Q25. Are there any 3rd party bolt-ons modules in scope other than Tax Reporter?

A25. Open Text for Archiving.

Q26. What modules of SAP GRC implemented?

A26. None.

Q27. As BASIS services are in scope, can you please provide SAP landscape details to estimate BASIS effort?

A27. The Library is using version ECC 6.0 and EHP6. The Library is presently using Finance, Materials Management, Human Resources, Benefits, U.S. Payroll, Tax Reporter, Funds Management (PS) and Budgeting (Former Budgeting), Solution Manager, Early Watch System.

Q28. Can you please share the QBPL SAP System landscape along with versions of all the components/Applications -Ex. ECC, SAP BW, BPC etc?

A28. ECC 6 EHP 6 , SAP BW 3.1, EBP.

Q29. As SAP Security services are in scope, can QBPL provide details on SAP roles and profiles in use as well as monthly tickets related to roles and User profiles?

A29. This information will be provided to the successful proposer. This question seeks information that is not required to submit a responsive proposal.

Q30. Are password resets in scope as part of SAP Security services?

A30. Yes as implementation. The successful proposer does the configuration and development as may be required.

Q31. SAP BPC , SAP Front End Developer (BI) / Enterprise Portsls- The experience requirements state " .. Professional with SAP R/3 implementation Experience". Please clarify this requirement of "SAP R/3 implementation experience" specifically for SAP BPC, SAP Front End / Enterprise Portals. Similar for SAP Net Weaver (Java) Developer.

A31. This means the Library may need the SAP Developer to develop for us using ABAP or Netweaver as and when needed. Front end programming is portals, change to web dynpro's etc.

Q32. SAP Business Information Warehouse- The experience requirements state " .. Professional with SAP R/3 implementation Experience". Please clarify this requirement "SAP R/3 implementation experience" specifically for SAP BW.

A32. This means the Library may need the SAP BI Developer to develop for us using ABAP for BI or Netweaver as and when needed.

Q33. What versions of of SAP BW are implemented in QBPL?

A33. BW 3.1 and we are already in planning phase to move to BI 7.4

Q34. Can QBPL provide approximate number of data flows, Data Objects, process chains, Reports?

A34. This question seeks information that is not required to submit a responsive proposal.

Q35. Please provide expected service levels for low, medium, high priority issues/ tickets Are there any integration with Third Party / External systems which are expected to support?

A35. The Library expects to have live support for 6 months for any projects we do with the successful proposers. The Library expects high priority support.

Q36. What are the current SAP software versions for the systems in scope?

A36. Current SAP Version is ECC 6 EHP 6.

Q37. How many Batch Jobs are in Production? What tool do QBPL use for Batch Monitoring?

A37. Not applicable for this RFP and the Library does not have any specific tool to monitor jobs.

Q38. How frequently are support packs applied to the different SAP systems?

A38. The Library stays 1 support pack behind the current market release and staff monitors the current release until staff feels it is stabilized and then implements the support.

Q39. Please provide details of inflight projects.

A39. This question seeks information that is not required to submit a responsive proposal.

Q40. Is there any expectation of rebadging the current vendor support staff?

A40. No, this is not part of this RFP.

Q41. Remote Support - Is QBPL open to locating the support resources in offshore locations/ Global Locations?

A41. This RFP is for consulting resources not for support.

Q42. Is support required in languages in addition to English?

A42. Support language must be in English.

Q43. Is there a requirement of transition of knowledge from QBPL staff to IBM or from a third Party to IBM at the start of the support contract? If so what are the modules to be covered?

A43. This RFP is for consulting resources not for support.

Q44. What are the expected support coverage times ? Is 24x7 coverage required?

A44. This RFP is for consulting resources not for support.

Q45.If you are using/recently used other vendors for similar services, is the previous contract recently expired (or expiring in near future)?

A45. This question seeks information that is not required to submit a responsive proposal.

Q46.Which vendor did the initial SAP implementation?

A46. Answerthink a SAP partner company.

Q47. Are you satisfied with services provided by vendor that performed similar services, and the initial SAP implementation?

A47. This question seeks information that is not required to submit a responsive proposal. The Library has determined a need to issue an RFP for SAP Consulting Services. Interested proposers should submit a proposal that responds to the requirements of the RFP.

Q48. What year was SAP initially implemented?

A48. 1998-1999.

Q49. What has been the spend on similar services over last couple of years?

A49. This question seeks information that is not required to submit a responsive proposal.

Q50. What is the anticipated annual budget for the SAP support services?

A50. This RFP is for consulting resources not for support.

Q51. For assigned personnel, is there any requirement that the candidates be US Citizens or Green Card holders, or can assigned candidates be on other work visas e.g. H1B visa?

A51. Assigned personnel must be legally permitted to work in the United States. Also please see the answer to question 1.

Q52. For Remote Work, will you allow this to be done by offshore resources?

A52. No. Please see Addendum 1 and the answer to question 3.

Q53. RFP Pg. 13 - General Information (18 page limit) - Is 18 page limit is for both PRIME and SUBCONTRACTOR (with the amount of information being requested, it may not be possible to provide quality of Prime + Subcontractor firm credentials). Please allow expanding this page limit, if we need to provide detail information on subcontractor

A53. Please conform to the requirements of the RFP.

Q54. Do you have an estimate of the number of hours each support position (19 positions) will be working on yearly or monthly basis?

A54. No. This contract is for as required services as determined by the Library.

Q55.Are majority of consultants expected to work full-time hours?

A56. The number of hour would be determined by a project by project basis.

Q56. How many vendors do you expect to select, as a result of this RFP?

A56. The Library may contract with more than one vendor.

Q57. What is the weightage for each of the components of the proposal evaluation criteria?

A57. The RFP states in the RFP that the non-cost criteria will be given more consideration than the cost criteria in the Library's evaluation of proposals. Specific weights will not be communicated to proposers.

Q58. RFP Pg. 5 - SCOPE OF SERVICES – "In addition, firms should be able to provide consulting and support services in the areas described below within twenty-four (24) hours of the Library requesting services." Does the 24 hour support services have to be on-site or can they be remote?

A58. The 24 hour support services may be performed remotely. Please see Addendum 1 for remote requirements.