# MEDC CRM RFP Pre-Bid Meeting

# June 23, 2010

# Vendors Registering Attendance

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| Accenture | Accenture.com |
| Acumen Solutions | Acumensolutions.com |
| Eagle Creek Software Services | Eaglecrk.com |
| EHTC | Ehtc.com |
| eVerge Group | Evergegroup.com |
| Microsoft | Microsoft.com |
| Oracle | Oracle.com |
| Polylogical Solutions | polylogical.net |
| TM Group | www.tmgroupinc.com |
| Technology Advisors | Techadv.com |
| Traction Software | Tractionsoftware.com |
| Xede | Xede.com |
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# MEDC PowerPoint

The brief PowerPoint from the MEDC is imbedded here:



# Question and Answers

1. Is there a preference for Michigan-based companies?

* The MEDC has no policy favoring Michigan-based companies in the procurement process. Such a policy would cause Michigan-based companies to be disadvantaged when bidding for business in other states by triggering reciprocal preference policies in those states.

1. Exhibit 10 defines some recommendations for business process changes that would be difficult to include in a fixed-price software implementation bid. How will these business process changes be addressed?

* Business process changes described or implied in Exhibit 10 are not in the scope of the fixed price bid. Any business process changes that occur before or during the project will be dealt with as changes in scope using a change control process.
* Exhibit 10 is for reference and is not a requirements Exhibit. It is intended to provide high-level enterprise context for the project.

1. Implementation – does the MEDC desire a SaaS solution or an on-premise solution?

* The MEDC is open to either a Software as a Service solution or an on-premise solution. Attachment E of RFP provides instructions for both On-Premise and SaaS.

1. Is the MEDC expecting a single-vendor solution or are we willing to contract separately with a software provider and an implementation company?

* MEDC expects the bidding vendor specify all software modules and options required for the proposed solution. The bidding vendor may act as a re-seller for the CRM software, or MEDC is willing to contract separately with the CRM software provider based upon the bidder’s specifications. Please see RFP Attachment E, Section B.

1. Would the MEDC present an overview of the current Siebel implementation – key functions enabled, licensing, etc.?

* The MEDC declined to present additional information regarding the current Siebel implementation, but would be glad to answer any specific questions regarding the current system. Please refer to the system information provided in RFP Section I.B, Background Statement and Objectives, and in the various exhibits referenced therein.

1. How is the Oracle CRM OnDemand system used at MEDC today?

* MEDC manages the Business One-Stop consolidated call center operation that routes calls to many State agencies. The call center uses an Oracle CRM OnDemand system that was implemented by the Michigan Department of Technology, Management and Budget. It is not integrated with the MEDC CRM system and is not in the scope of this RFP.

1. For benefit and benefit request processes, are checks cut out of our system?

* No, the current CRM and program administration systems do not issue checks. Checks are issued by several different accounting systems. Due to the low volume, no system integration is in place or planned with these systems. We plan to continue to enter check requests into the accounting systems manually.

1. Please confirm that MEDC is requesting fixed-price bids for BIR Phase 2.

* Yes. BIR Phase II is intended to be covered by the fixed bid portion of the contract, and Phase III will be done on a time and materials basis under the same contract.