



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
FAR226005

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**KRISTA FERRELL
 304-558-2596**

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

WEST VIRGINIA ERP
 PROJECT MANAGEMENT OFFICE
 SUITE 301
 1615 WASHINGTON ST E
 CHARLESTON, WV
 25311

| DATE PRINTED | TERMS OF SALE | SHIP VIA | F.O.B. | FREIGHT TERMS |
|--------------|---------------|----------|--------|---------------|
| 02/25/2011 | | | | |

BID OPENING DATE: **04/06/2011** BID OPENING TIME: **01:30PM**

| LINE | QUANTITY | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|--|----------|-----|----------|-------------|------------|--------|
| ADDENDUM NO. 5 THIS ADDENDUM IS ISSUED TO ANSWER ALL REMAINING TECHNICAL QUESTIONS. TECHNICAL OPENING DATE REMAINS: 04/06/2011 TECHNICAL OPENING TIME REMAINS: 1:30 PM ***** END ADDENDUM NO. 5 ***** | | | | | | |
| 0001 | 1 | LS | | 920-49 | | |
| ENTERPISE RESOURCE PLANNING SOFTWARE (ERP) | | | | | | |
| ***** THIS IS THE END OF RFQ FAR226005 ***** TOTAL: | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | | | |
|-----------|------|-----------------------------------|--|------|
| SIGNATURE | | TELEPHONE | | DATE |
| TITLE | FEIN | ADDRESS CHANGES TO BE NOTED ABOVE | | |

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

Purpose of this Addendum:

Vendor Inquiries and responses are provided. Where appropriate, the impacted section(s) of the RFP have been inserted to reflect the amended language. Clarification has also been provided for certain other sections as deemed appropriate.

CLARIFICATIONS PROVIDED NOT IN RESPONSE TO A VENDOR INQUIRY

Section 2.2.5, Exhibit 13 is amended as follows:

2.2.5 Demographics and Other Metrics

The following tables present demographics related to the estimated number of users for enterprise and other key State legacy systems and transaction volumes for WVFIMS.

Exhibit 13: Enterprise and Other Key System Users

| System | Estimated Users (2010) |
|-------------------------------------|---------------------------|
| WVFIMS - DOA side | 3,349 3,213 |
| WVFIMS - SAO side | 147 |
| EBIS, FEBIS & ECOM | 12 |
| EPICS | 823 |
| PIMS | 767 733 |
| HRIS | 975 942 |
| TEAM | 1,000 |
| REMIS | 1,560 |
| eTravel | 10,000 |
| VISTA (Includes the general public) | 56,000 |
| TOPS | 677 |
| CCS | 143 |
| QED | 20 |
| FIMS Warehouse | 495 487 |
| EPICS Warehouse | 220 |
| PIMS/WV11 Warehouse | 64 62 |
| Check DW | 118 |

Appendix M: Functional and System-wide Requirements

The following functional requirements in Appendix M are amended as follows:

Stmtd 714062 - Medium Integrate with WVDOT's web based Trimble TrimWEB and Telvistar Mobile Resource Management application and/or WVDOT's TRIMDB SQL*Server database to allow for viewing vehicle activity history including activity, location and date and time of activity. Provide the capability to integrate with industry leading value-added technology systems to include telematics, driver risk assessments, xRM, and motor vehicle records.

Stmtd 714063 - Medium Integrate with WVDOT's web based Trimble TrimWEB and Telvistar Mobile Resource Management application and/or WVDOT's TRIMDB SQL*Server database to

allow for viewing available vehicle activity and event history which are logged such as speeding, vehicle operations during scheduled down-time, the location and date and time of activity, etc.

RESPONSES TO VENDOR INQUIRIES

12. **QUESTION** - What are the total number of users across the state departments for traditional EAM functions asset tracking, work, materials management? What are the total number of users across the state departments for traditional EAM functions asset tracking, work, materials management?

RESPONSE - This question is being researched and a response will be provided in a subsequent Addendum.

29. **QUESTION** - Would the State be willing to consider less than 99.999 percent availability, which only allows for slightly over 5 minutes of downtime per year? There is a significant cost to having that limited amount of downtime.

RESPONSE - This question is being researched and a response will be provided in a subsequent Addendum.

37. **QUESTION** - Please describe the license components and software versions currently in production for each of the six document management systems that are intended to be integrated with the ERP? What agencies and institutions use FileNet, Kofax, and ADIS (in addition to Fairmont State University)? Do each of these systems have test and training instances that will support the proposed ERP project timeline?

RESPONSE - This question is being researched and a response will be provided in a subsequent Addendum.

96. **QUESTION** - Sections 3.3.1.11, 3.3.1.12, 3.3.1.13, 3.3.1.14: 3.3.1.11 TAB 8 – Project Goals and Objectives. The Vendor should complete the responses to each of the State's goals and objectives identified in Section 2.4 following the format provided in Appendix A. Vendors should describe how they will comply with each. The completed response should be inserted in the Technical Proposal in TAB 9. Starting with TAB 8, the text states that completed response should be inserted in TAB 9. The assumption is that the text should be inserted in TAB 8. Is this a typo and should the Project Goals and Objectives actually appear under TAB 8 and then follow the same logic for the following TABs?

RESPONSE - Yes. Please refer to the answers for questions #4, #5, #6, and #7.

97. **QUESTION** - 3.3.1.10.8 "The Vendor is responsible for recommending a proposed ERP production environment configuration as part of its proposal. The Vendor should then acquire the specified components on behalf of the State, install these components in production and hot-site data center environments provided by the State and operate the ERP production environment in these data centers in conjunction with the State for one year following the Go-Live of Phase 4." Is there a hard requirement to have vendor resources on-site during Phase 1 through Phase 4, or can the support for the systems be provided remotely, through a secure Internet connection?

RESPONSE - Since a key objective is to transfer knowledge to State staff while the vendor is operating the production environment, it is the State's expectation that a significant portion of the support would be provided on-site. The State is willing to consider alternatives which involve some degree of off-site support. Examples could include late night/weekend hours and vacation coverage.

98. **QUESTION** - 3.3.1.10.8 "The Vendor is responsible for recommending a proposed ERP production environment configuration as part of its proposal. The Vendor should then acquire the specified components on behalf of the State, install these components in production and hot-site data center environments provided by the State and operate the ERP production environment in these data centers in conjunction with the State for one year following the Go-Live of Phase 4." b) Would the state accept an alternate low costly hosting site?

RESPONSE - The State has evaluated several alternatives for operating the ERP production environment. At this time, it is not willing to consider a hosted solution. Vendors should propose a solution for the ERP production operations environment which is consistent with the requirements outlined in the RFP.

99. **QUESTION** - 3.3.1.10.8 "The Vendor is responsible for recommending a proposed ERP production environment configuration as part of its proposal. The Vendor should then acquire the specified components on behalf of the State, install these components in production and hot-site data center environments provided by the State and operate the ERP production environment in these data centers in conjunction with the State for one year following the Go-Live of Phase 4." c) Would the state consider a longer term hosting outsourcing option?

RESPONSE - The State has evaluated several alternatives for operating the ERP production environment. At this time, it is not willing to consider a longer term hosted or outsourcing solution. Vendors should propose a solution for the ERP production operations environment which is consistent with the requirements outlined in the RFP.

100. **QUESTION** - 3.3.1.10.8 "The Vendor is responsible for recommending a proposed ERP production environment configuration as part of its proposal. The Vendor should then acquire the specified components on behalf of the State, install these components in production and hot-site data center environments provided by the State and operate the ERP production environment in these data centers in conjunction with the State for one year following the Go-Live of Phase 4." d) Would the state consider alternatives to its overall strategy for hosting the development environment and build of its production environment?

RESPONSE - The State evaluated several alternatives for establishing and operating the ERP development and production environments. At this time, the State is not interested in considering alternative approaches for the ERP production operations environment. Vendors should propose a solution for the ERP production operations environment which is consistent with the requirements outlined in the RFP. In terms of the development environment, vendors should propose a solution consistent with the requirements in the RFP. However, Vendors may also propose as an option (in addition to the specified approach in the RFP) the Vendor establishing and operating the development environment in a State managed facility instead of in a Vendor operated hosted environment. Please refer to Question #63 for additional information.

101. **QUESTION** - 2.10.2 (Fourth bullet) How the proposed technical architecture design fits within the State's existing network security architecture, composed of unique logical areas separating development/test environments from production environments. a) What is the State's existing network security architecture that the design must meet?

RESPONSE - The State's existing network security architecture is not available to provide to Vendors at this time beyond the information already provided within the RFP document.

The State's intent is to have distinct ERP development and production environments with appropriate physical and application security for each environment. The State currently has four Active Directory implementations across the various agencies involved in the ERP project. The selected Vendor will be responsible for helping the State to architect and implement a security solution for the ERP. This proposed security solution may leverage the existing Active Directory environments or may, based on the recommendation of the Vendor, utilize some other approach.

102. **QUESTION** - Appendix L The ERP development / test environment must consist at least of the following instances/environments: Baseline (vanilla); Sandbox; Development; System testing; and Training. What are the State's plans for the Baseline system?

RESPONSE - The Baseline instance / environment should contain the "vanilla" version of the latest version of the ERP and any third party software installed in the Sandbox and Development environment. It is anticipated that this instance should include West Virginia configurations for the software, but would not include any custom extensions, changes to pre-configured workflows, custom workflows, etc.

103. **QUESTION** - Appendix L The ERP development / test environment must consist at least of the following instances/environments: Baseline (vanilla); Sandbox; Development; System testing; and Training. Are all the instances / environments expected to be available at the same time?

RESPONSE - All of the instances / environments are expected to be available in advance of the time at which they are needed for project activities according to the project work plan approved by the State. As an example, the System Testing and Training instances are not needed at the start of the project. However, the System Testing instance would need to be available in sufficient time to allow for configuration activities and initial data loading in advance of the start of system testing. The Training instance would need to be configured and available for use by trainers in time to prepare for the start of training.

104. **QUESTION** - Appendix L Provide for fail-over of the ERP development environment within 48 hours of an outage, with no more than the loss of one day of data. Is the expectation for all the development systems to be highly available or for a subset of development systems to be highly available?

RESPONSE - It is State's expectation that all development systems required to perform day-to-day project activities at that particular point in the project schedule would be able to fail-over within 48 hours of an outage. For example, if development activities were ongoing, but system testing was not underway, it would be essential for the Development environment to be able to be restored within 48 hours while it might not be essential for the System Testing environment to be restored within that timeframe.

105. **QUESTION** - Appendix L Provide ability to support scaling of the application to accommodate 10 years of future growth with minimal user impact. How much growth is the State expecting over the next 10 years?

RESPONSE - Please refer to Question #85.

106. **QUESTION** - Appendix L Design the system architecture to ensure that normal system operations are restored within less than five minutes of a failover event of a production system component 99% of the time. Is this requirement just for the production system or all systems in the production environment?

RESPONSE - This requirement is for the Production system only. The User Acceptance Test, Performance Test and Production Patch environment should comply with the fail over requirements for the ERP development environment.

107. **QUESTION** - 1.3 Schedule of events. Would the State consider a 2 week extension of the due date?

RESPONSE - Please refer to the answer for question #92.

108. **QUESTION** - 1.3 Schedule of events. Based on the number of requirements in Appendix M, would the State consider a 2 week extension to ask questions?

RESPONSE - No. The State believes that the allotted time of approximately four weeks should have been adequate for Vendors to identify and submit questions for significant items requiring clarification.

109. **QUESTION** - 2.2.4 , 2.4.1 , 2.4.2 , & 2.10.3 2.2.4 - Page 8: "Business Owners will be responsible for participating in the design, configuration, testing, and preparation of business process procedures for specific business processes for which they are assigned." 2.4.1 Page 32-33: "Replacing multiple outdated, stand-alone systems with a single, integrated ERP system; Incorporating business process improvements as appropriate, to increase the efficiency of managing State resources;" 2.4.2 Page 33: Facilitate Standardization: "Implement the ERP system in a manner that supports Statewide standardization of data and business processes ..." 2.10.3 Page 74: Systems Analysis and Business Process Design "The Vendor should describe its approach to analyzing the State's business requirements and demonstrating the proposed software's ability to satisfactorily meet those requirements." Other than the Shared Services Center Business Process candidates specified in section '2.9.14 Shared Services Center' on pages 55-56, what percentage of the "as-is" BP (Business Processes) for the State's 118 legacy systems have associated BP workflow and data elements documented for the vendor to use as a comparison in BP re-design and improvement? Is it expected that the current Business Intelligence tools (i.e. Microsoft Business Intelligence Suite) operating in the State's environment today be evaluated by the vendor for possible consideration as part of the integrated ERP solution?

RESPONSE - The documentation of the State's existing As-Is business processes is currently underway. This effort is expected to be completed prior to the start of the Implementation phase. While the State will not document the business processes of all agencies and systems, it expects to document representative processes for each of the business functions within the scope of the ERP project. For example, the State would expect to document the business process for an agency which currently processes accounts payable invoices in a centralized manner at the department level and the business processes for an agency which processes accounts payable invoices in a decentralized manner such as within each division or office.

110. **QUESTION** - 2.9.14 Shared Services Center: "It is the State's expectation that some State agencies may transition to the shared services center at the time they begin using the new ERP implementation, while others may potentially transition at a later date. For planning purposes, the Vendor should assume that some business functions may require two workflows, one for agencies migrating to the shared services center and one for agencies who may be continuing to perform most aspects of the business function within their individual agencies." Will the State provide transition services to agencies who chose

to migrate to the new ERP system at a later date than those agencies the vendor has already transitioned?

RESPONSE - It is expected that all agencies currently using FIMS and / or EPCIS will migrate to the ERP system as part of the ERP implementation effort as defined in the RFP. Some agencies as part of moving to the ERP may also migrate certain business processes to a shared services center. Other agencies may migrate some business processes into a shared services model at a later date. Vendors should assume the State will be responsible for providing transition services to any agency which migrates a business function to the shared services model after the initial implementation of the ERP system for that agency for that business function.

111. **QUESTION** - 2.2.5 Demographics and Other Metrics In Exhibit 13, Enterprise and Other Key System Users, of the RFP (page 31), what is the number of users from higher education institutions?

RESPONSE - Available counts of current higher education users by system are as follows:

- ◆ DOA side of WVFIMS – 730
- ◆ PIMS – 17
- ◆ HRIS – 0
- ◆ FIMS Warehouse – 52
- ◆ PIMS/WV11 Warehouse – 0
- ◆ TEAM - 26

112. **QUESTION** - 2.9.12 Document Management What are the factors for determining whether a scanned image is stored in 1) document system repository; 2) the ERP system repository; or 3) both?

RESPONSE - The State expects the selected Vendor to assist the State in determining the most appropriate approach for storing scanned images as part of modeling the To-Be business processes and configuring the ERP software. The State anticipates that different solutions may be appropriate for different business functions.

113. **QUESTION** - Out of 26,392 fulltime and part-time State employees and 22,603 fulltime and part-time Higher Education employees, how many are expected to use time sheet-entry functionality?

RESPONSE - At a minimum, all part-time and hourly employees will be utilizing time sheet entry. It is also expected that all employees will fill out the time sheet regardless of whether they are positive pay (hourly) or exception pay (salary).

114. **QUESTION** - How many of total fulltime and part-time State and Higher Education employees (48,995 total) will be using open enrolment functionality?

RESPONSE - All fulltime and permanent part-time benefit eligible employees will be utilizing the open enrollment functionality (as well as all non-state employee participants).

115. **QUESTION** - a) Could the State provide their preferred hardware, operating system, and database platform? b) Does a State have a preference between Oracle and SQL Server database, if both are supported by the ERP? c) Would any proposed platform

combination of hardware, OS and DB, providing that it appears in Appendix E, be evaluated equally and without preference?

RESPONSE - (a) For the ERP project, Vendors should propose the technical architecture which the Vendor believes is most appropriate to meet the State's requirements given the ERP solution the Vendor is proposing. The State expects the Vendor to propose a platform which is a proven solution and has the lowest cost of ownership, while meeting the performance requirements defined in the RFP. (b) The State does not have a preference between Oracle and SQL and would expect the Vendor to recommend the solution it believes is most appropriate as indicated in our response to item (a) above. (c) Any proposed platform combination of hardware, operating system and database identified in Appendix E would be considered by the State and evaluated fairly on its merits. The solution should be proven and the vendor should demonstrate that it will meet the requirements of the RFP in a cost effective manner.

116. **QUESTION** - The State currently operates several systems under virtualized environment. Does the State have a preferred virtualization platform?

RESPONSE - The State expects the vendor to propose the platform they think has the lowest cost of ownership for the best performance given the performance criteria set forth in the RFP. The Office of Technology, the State Auditor's Office and the State Treasurer's Office utilize VMWare ESX 4.x supporting approximately 250 virtual servers. Please also see the responses to questions #16 and #115.

117. **QUESTION** - What is the amount of anticipated converted data that the State anticipates to store in the new system for its reference and reporting needs?

RESPONSE - The State has identified its requirements for data conversion in Appendix I of the RFP. Exhibit 33 in the RFP contains the information currently available to the ERP project team on the types of data likely to be converted and the potential sources of data for conversion. The State is seeking to minimize the conversion of the historical data to the extent possible. As indicated in Appendix I, data conversion into the operational application components of the ERP is expected to at least include data that is expected to support ongoing business processes. This includes master files such as employee master data, vendor master data, commodity master data, asset register, etc. It also includes 'open' transactional data at the time of conversion. Examples include general ledger balances, un-cleared checks, open purchase orders or employee pay, deduction and leave balances, etc. In addition, some historical data is expected to be converted into the operational systems or ERP data warehouse where a solid business case is identified through detailed conversion planning. The State expects the selected Vendor to assist the State in making decisions about the extent to which historical data should be converted based on best practices and the Vendor's prior experience. Likewise, the State expects as part of its scope of responsibility to develop solutions for access to some historical data not converted to the ERP. This could be through adding data to the FIMS data warehouse or developing additional data warehouse applications.

118. **QUESTION** - Will Unisys Infolmage imaging servers still be used in new ERP system?

RESPONSE - Unisys Infolmage is the document management system currently used by the State Auditor's Office. The Unisys Infolmage system is the repository of record for images of accounts payable invoices. It is currently expected that this system will still be in place after the ERP is implemented and that it will be integrated with the ERP system.

119. **QUESTION** - What versions of ECM Documentum, ECM Application Xtender, IBM FileNet, Kofax, Unisys Infolmage, and Hyland OnBase is the State currently using?

RESPONSE - Please refer to the answer to Question #37.

120. **QUESTION** - Will the State provide a list of document types that it desires to be scanned that are currently not scanned today.

RESPONSE - The State anticipates that the selected Vendor will work with the State to finalize this list during To-Be modeling and configuration of the ERP software. A number of integration points between the ERP solution and the State's document management systems have been identified in the requirements for different business functions in Appendix M.

121. **QUESTION** - 2.9.12 Document Management, the RFP states "It is expected that the ERP system have the capability to integrate with the six document management systems in widest use within State government today. For each of the EDMses, will the ERP system need to send images to or retrieve images from them? Assuming Unisys, FileNet used for storage; EMC, OnBase used for retrieval; Kofax used for capture.

RESPONSE - Depending on the integration requirements between the ERP system and the document management systems in each business function, the ERP may need to send images only, retrieve images, and / or both send and retrieve images. For example, in the Accounts Payable function, the ERP will need to integrate with the document management systems to support image capture. The ERP system will also need to support retrieval of the invoice image to support review and approval or auditing of the invoice. On the other hand in the Facilities function, the ERP system will need to integrate with document management systems to retrieve and display manuals for systems and other components associated with a facility.

122. **QUESTION** - The State indicates that vendors are expected to develop custom forms for all requirements designated as "high" in Appendix M. Does the State expect that all agencies will utilize the same layout for check stubs, direct deposit advices, invoices, etc. or is variation by each agency expected?

RESPONSE - In general, the State would like to achieve as much standardization of forms as possible, The State anticipates that the same layout will be utilized for check stubs and direct deposit advices. Some variability by agency (for example agency logos, remittance addresses, etc.) is likely for accounts receivable invoices.

123. **QUESTION** - Section 2.10.9 identifies the vendor as responsible for developing all reports required to meet reporting requirements rated as "high" or "medium". Given that the vendor will develop these reports, is the proper response to such requirements "SF" and "BES" as the report comes at no additional cost from configuration within a configurable reporting tool, if assuming the development requires no modifications to said base ERP reporting tool?

RESPONSE - For the specific circumstances described in this question, the State agrees that "SF" and "BES" would be an appropriate response. If customization is required to develop a "high" or "medium" report, then the State would expect to see a response with either "CMI", "CME" or "CMA" and "RQ" with the associated cost and work effort appropriately reflected in the Cost Proposal.

124. **QUESTION** - As stated in Section 2.10.14.6, all training will be delivered in a training facilities provided by the State. Our training delivery model includes both live instructor led

delivery with an instructor physically in the classroom with students and instructors virtually delivering training through the use of web tools (e.g. Live Meeting and Conference Call) and the support of onsite vendor consultants in the training room with students to facilitate the learning. a) Will virtual delivery of training in this manner be considered for cost saving measures? b) Training can also be performed with virtual training available for students across the state with on-site 'power users' available for support. Will flexible training such as this and self-paced learning be considered as part of the solution?

RESPONSE - Section 2.10.14 describes the training services being requested by the State. While instructor-led, hands-on classroom training is typically deemed to be the most effective training delivery method, the State recognizes that other training delivery methods may also be effective for selected subject areas. Vendors should describe their strategy for providing the training that appropriately integrates with the Vendor's methodology and timeline. In this light, the State is willing to consider virtual delivery of training and self-paced learning as part of an overall training solution.

125. **QUESTION** - Are there any technical shared services available such as printing, scanning, operational backups?

RESPONSE - The State Auditor's Office provides check and remittance advice printing services for multiple agencies. The Office of Technology (OT) utilizes EMC Avamar and IBM Tivoli Storage Manager to offer backup services. Once OT's DR site is complete, they will offer replication of backups on the local Avamar to the DR site's Avamar. With respect to applications running on the z series, OT offers off-site vaulting to user agencies. Operationally, OT backs up all of the Z/OS storage once a week. OT also offers printing and inserting services.

126. **QUESTION** - Technical Architecture and Infrastructure Design. "Technical assistance in assessing the sizing and procurement of infrastructure hardware and systems software including an assessment of the State's current IT resources (e.g., IFL on OT's z series machine)" Can the State elaborate on the scope of the assessment of the current IT resources and the vendors responsibilities?

RESPONSE - This activity involves making recommendations to the State on the technical architecture and infrastructure required to operate the ERP system. Vendors should make initial recommendations as part of their proposal response. The selected Vendor will then work with the State to refine these recommendations as required, evaluate how the recommended components will integrate with elements in the existing State technical environment, assist and support the State in procuring required components through / from the Vendor or other sources, and implement the required technical architecture components according to the approved project work plan.

127. **QUESTION** - For the production environment, the vendor should provide the proposed cost of the production environment if the State pays for this environment in annual increments over the life of the contract beginning with the time of acceptance of the technical infrastructure by the State. The Vendor should also reflect the cost that the State would pay for the production environment at the time of acceptance of the technical infrastructure by the State. Can the State define the time of acceptance of technical infrastructure? Is it when the delivered hardware is received and configured?

RESPONSE - The State will accept technical infrastructure components when these components have been installed and verified through various acceptance test steps. In

order to be accepted, the technical infrastructure must be configured and determined by the State to be ready and available for their intended use.

128. **QUESTION** - Data: Q1. How is historical data addressed? Q2. How is archiving / purging of historical data addressed in the application? Can the State provide its archiving and data retention policies including time frames?

RESPONSE - Q1: The State anticipates converting only a limited amount of historical data to the ERP system as outlined in Appendix I. The State will be responsible for providing a solution for user access to historical data not being converted to the ERP system. A number of options are being explored including bringing additional data into the FIMS data warehouse, developing additional data warehouse applications, etc. Q2: The capability to purge, archive, and restore data based on user defined business rules and the ability to view and query against archived data are requirements for the ERP system. Please refer to Requirements # 708591, 716032, 718181, 718257-718269 and 718529. The State currently does not have formalized data retention policies for its central systems other than any specific statutory requirements which may be in place. The State anticipates that the selected Vendor will provide guidance to the State in establishing data retention policies for the ERP system based on best practices and the selected Vendor's prior experience.

129. **QUESTION** - Appendix L - ERP System Operations Environment The State is willing to consider Vendor proposals which leverage existing components of the State's technology infrastructure. One example could be implementing the ERP system under the Integrated Facility for Linux (IFL) on the Office of Technology IBM Z series mainframe. a) Can the State please elaborate on what other components are available that the Vendor can leverage? b) Are there any limitations on the processing units available for IFL? c) Can the State elaborate on the SAN storage that can be leveraged? d) Does the State have any Intrusion Detection & Protection services that can be leveraged for WVFIMS?

RESPONSE - a) The Office of Technology (OT) hardware and network environment is described in the RFP Section 2.2.4.1. OT has open slots on its HP Blade Chassis. The State Auditor's Office (WVSAO) has Unisys ES7000 servers and fiber connected EMC Symmetrix and Clarrion CX3 storage all on a SAN that can be upgraded if required. In the WVSAO production environment two of the ES7000s each have 24 Intel Xeon CPU cores (4 procs x 6 cores/proc) running at 2.66GHZ, and 264GB of memory. A third ES7000 has 16 Xeon CPU's (8 procs x 2 cores/proc) running at 3.4GHZ with 64 GB Memory. The WVSAO also has a Unisys Libra 690 metered mainframe that is upgradeable and will be available totally as the accounting system and payroll are being migrated to the new ERP system. The State Treasurer's Office hardware and software environment is described in 2.2.4.3 of the RFP and may be able to expand the capacity of this configuration should the vendor desire to leverage it. b) Currently the IFL engine is running at approximately 10% of capacity and only Oracle DB is licensed to the IFL. c) The storage environment is Fiber and iSCSI. The boxes are EMC CX500 and CX700. These environments may not have excess capacity at this time, but additional storage can still be added. d) OT does support Intrusion Detection and Protection services on its network. It also supports signature and behavioral based detection as well as central logging. It also has correlation capability. The State anticipates that the ERP will be supported out of one data center and not spread over these three as is currently the case. The State is looking for the vendor to recommend an approach that is proven and has the lowest cost of ownership while meeting the performance metrics outlined in the RFP.

130. **QUESTION** - Appendix L - ERP System Operations Environment The ERP production environment must at least consist of the following instances/environments: Production; Production; Emergency patch; User acceptance testing in an environment that mirrors the production environment; and Performance testing in an environment that mirrors the production environment. Can the State please confirm that a UAT is required to mirror production in terms of functionality, releases/patches and not necessarily in size?

RESPONSE - Yes. The User Acceptance Testing environment is required to mirror production in terms of functionality and releases / patches, but not necessarily in size. That being said, Vendors should provide for the ability to conduct full dry runs of data conversion prior to the production cut-over in one of the environments. Likewise, the Performance Testing environment must be able to support simulating production data volumes and production transaction loads.

131. **QUESTION** - Appendix L - ERP System Operations Environment Specify in its proposal the appropriate hot site hardware and system software components/configuration and acquire these components on behalf of the State in order to establish a disaster recovery/hot site back-up in an existing State-owned disaster recovery facility. a) Does the State disaster recovery data center comply with Telecommunications Industry Association (TIA) Tier 3 or 4 data center standard? b) What is the network connectivity between the Production Site and the State Disaster Recovery site? c) What disaster recovery services does the State-owned disaster recovery site provide?

RESPONSE - a) The Sun Guard site utilized by the Office of Technology probably meets the Tier 3 or 4 standards, but we are unsure of their certification. The site being developed by OT at Flatwoods may only meet Tier 2 since there is another tenant in the building. The WVSAO has a disaster recovery center in Clarksburg WV. All WVSAO data is replicated to this site. The site would likely meet a Tier 3 classification. It does have redundancy with generator power. The State Treasurer's Office (WVSTO) utilizes a disaster recovery site at Flatwoods (the same site that OT will be utilizing in the future). The WVSTO replicates all the applications and corresponding data from its Charleston Data Center to the Flatwoods site. b) The Office of Technology, OT, uses a T1 line between Charleston and the Sun Guard data center that OT utilizes for disaster recovery of the z/OS systems. OT is currently building a DR site in Flatwoods, WV that will be utilized for server based applications. This site will be connected by two primary 1 gigabit fiber paths -- one to the network core located at the Capitol Complex, and the second to a Clarksburg site that is being developed. WVSAO utilizes a dedicated 100 Mb point-to-point fibernet connection to the Clarksburg DR site. c) OT offers DR services for the z/OS systems as mentioned earlier. OT offers a test of this service once a year. When completed, the DR site in Flatwoods will offer recovery services for at least server based applications for participating agencies. Also, please refer to the response to question #125.

132. **QUESTION** - Exhibit 18: State Staffing Chart Can the Vendor define/request the specific skills needed for the Infrastructure 5 FTE staff?

RESPONSE - It will be helpful for Vendors to identify preferred specific skills needed for the State's Infrastructure staff. However, the State cannot provide assurances at this time that individuals with the preferred specific skills will be available to fill these roles.

133. **QUESTION** - Demographics and Other Metrics Does the count include all entities such as West Virginia Parkways Authority who are not current WVFIMS users? Does the exhibit

include the expected WVDOT user counts and transactions based on systems that are expected to be replaced?

RESPONSE - The count does not include West Virginia Parkways Authority staff or staff from other agencies who may utilize the ERP in the future, but who do not currently perform functions in a central system such as FIMS, EPICS, or TEAM. The exhibit does include WVDOT staff who utilize a central system. However, the exhibit does not include WVDOT staff who only utilize WVDOT's agency level systems. WVDOT estimates the number of current users of the DOT REMIS system is 1,560. WVDOT believes in the ERP system the number of users for WVDOT will be significantly greater (perhaps 3 times as many) than the current number of users of REMIS. Exhibit 13 Demographics and Other Metrics has been updated in Addendum #5.

134. **QUESTION** - 3.3.1.9.2 Personnel Summary Table Please confirm that only Key Personnel (e.g., Project Manager, Technical Architect, QA Lead, etc.) need to be named in the proposal response and that representative resumes may be provided for other positions.

RESPONSE - As reflected in Section 4.2 of the RFP, Vendor Team Experience is a significant factor in the evaluation of Vendor proposals. The State intends to evaluate the strength of the team proposed by each Vendor. From a practical perspective, we recognize that Vendors may not be able to make a firm commitment of resources for all of the ERP Project team roles. However, from an evaluation perspective, Vendors who are able to commit qualified resources for more ERP Project team roles are likely to receive a higher score in this area than Vendors who are unable to commit as many qualified resources.

135. **QUESTION** - Appendix M Requirement StmtID 705038, Medium, Provide standard interfaces for document imaging; Could the State please define "standard interfaces".

RESPONSE - This requirement refers to the capability to integrate with a document management system to support Accounts Payable functionality through a pre-defined user exit or vendor supported connector. This capability refers to integration with any one of the document management systems as further identified in Requirement #718140 - 718147.

136. **QUESTION** - Appendix M Requirement StmtID 705132, Medium, Support the process to refund revenue which includes document imaging capabilities. a) What are document imaging capabilities? b) Could the State please define "document imaging capabilities"?

RESPONSE - This will not require any unique capabilities beyond regular invoice processing document imaging. This requirement refers to the capability to integrate with a document management system to support Accounts Payable functionality through a pre-defined user exit or Vendor supported connector.

137. **QUESTION** - Appendix M Requirement StmtID 705574, High, Provide ability to support bar code or scan line printing on envelopes and remittance advice to aid in remittance processing. Is State currently using barcode and barcode readers or scan lines, and if so, could you please state which ones are being used.

RESPONSE - The Office of Technology (OT) and other State agencies are required to use a sheltered workshop, Job Squad Inc., to perform mail pre-sort and encoding. OT can create bar codes through Advanced Function Printing, AFP, or Streamweaver bar codes.

OCR readable fonts are also available on OT Data Center printers. Information on the printers utilized by OT is also included in this addendum.

138. **QUESTION** - Appendix M Requirement StmtID 707107, Medium, System will generate invoices that can be scanned with a user-defined scan line. Can the State please explain "user defined scan line"?

RESPONSE - Allows flexibility to scan billing invoices with customized user comments in designated invoice fields.

139. **QUESTION** - Appendix M Requirement StmtID 708578, HIGH, Scan redacted documents for the presence of a social security number, FEIN, Credit Card, or other recognizable text patterns. If one of these patterns is detected, the document will not be accepted by the system. Could the State please clarify what software, if any, is being used today to recognize sensitive data?

RESPONSE - The SAO has in-house customized software written in Oracle. The code is rule-based to determine sensitive data.

140. **QUESTION** - Appendix M Requirement StmtID 718295 - Support running application over State of West Virginia networks including networks operated by State Auditor, State Treasurer, Office of Technology, Department of Education, West Virginia Lottery, West Virginia Legislature, other State agencies which maintain their own networks and various higher education institutions. Can the State provide a network topology including bandwidth available from the various state agencies?

RESPONSE - No additional information on the State network is currently available beyond that provided in the RFP. The State is currently planning for an upgrade of its network. As part of this effort, the State is evaluating the impact of the ERP system on the existing network. As a result, it is likely the State will upgrade bandwidth or establish connectivity to a number of field locations prior to the implementation of the ERP system.

141. **QUESTION** - Appendix M Requirement StmtID 718298 - Support access outside the State network/ firewall to the application through virtual private network or internet access with application security. a) Will the Vendor need to provide a VPN solution for any user access? b) Can the vendor leverage the State VPN for any remote maintenance needs?

RESPONSE - The Vendor will not need to provide a VPN solution for any user access. The Vendor, subject to final approval by the State's security officer and Chief Technology Officer as part of the start-up of the ERP implementation phase, would be able to leverage the State VPN for approved remote maintenance needs.

142. **QUESTION** - Appendix M Requirement StmtID - 705324 states "Vendor invoice entry/maintenance should be provided via an invoice entry screen. Invoice entry screen will utilize Web technology to minimize the need for desktop hardware upgrades." Does the State desire the vendor provide the State with a front end capture Invoice processing solution?

RESPONSE - This intent of this requirement is to provide Internet-based self-service capability to allow authorized vendors to the State to enter or upload invoice information for review and processing by the State.

143. **QUESTION** - Appendix M Requirement 709406 This requirement, along with following requirements, require specific batch controls that appear to be driven based on current system functionality. Can the State clarify the types of batch processes that these

requirements should apply to? And in the event that the requirements are not relevant to a vendor's proposed solution, how should we respond?

RESPONSE - Eligibility rules control participation in each of the group insurance plans. The State is looking for a means to check and monitor eligibility throughout the plan year for both participants (making sure they remain eligible based on the rules) and non-participants (making sure PEIA can track individual's eligible, but not participating). Current eligibility rules are based on employment status, hours worked, premiums collected, etc.

144. **QUESTION** - Appendix M Requirement 709485 The State frequently uses the term "participant" in this and other requirements. Can the State fully define the individuals that they are tracking as participants?

RESPONSE - PEIA provides health and life insurance benefits for West Virginia's public employees. This population includes State employees (Active State employees including Higher Education) and participants no longer employed or employed by entities other than the State (Retirees, Survivors, County Schools employees, and Local Government Employees). Additional information on the participant count and distribution can be found in the PEIA CAFR report. Please refer to §5-16-2 of the Code of West Virginia, 1931, as Amended, for definitions under the West Virginia Public Employees Insurance Act. [http://www.peia.wv.gov/forms-and-downloads/Documents/financial reports/cafr/Comprehensive Annual Financial Report 2010.pdf](http://www.peia.wv.gov/forms-and-downloads/Documents/financial%20reports/cafr/Comprehensive%20Annual%20Financial%20Report%20010.pdf)

145. **QUESTION** - Appendix M 709559 Can the State clarify or provide an example of "initiation of conversion process (life insurance specific)"?

RESPONSE - Examples include converting term insurance to whole life or universal life and the eligibility rules that control the conversion of how much insurance can be converted, etc.

146. **QUESTION** - Appendix M, Requirement 709623 Can the State clarify how the calculation of the deduction should occur for contract paid employees on the listed schedules? Should the deduction be taken during the months worked or the months paid?

RESPONSE - An escrow account is established at the start of the contract to correspond to the number of months contained in the contract. If an employee opts to be paid over a 12 month period for a 9 month contract, then the deductions are not taken out of the paycheck for the last three months, but rather paid out of the escrow account containing the additional money deducted during first nine months to cover 12 months. Depending on the employee preference or Agency policy, the spread of deductions must correspond to the number of months paid.

147. **QUESTION** - Appendix M Requirement 709640 and 709653 Can the State clarify how it identifies a "transfer" and how benefit costs are accumulated related to them?

RESPONSE - When an employee transfers from one org to another within the State or to a participating non-State entity, a new organization is picking up the participants portion of the benefit cost. The transfer could occur at the end of the pay period or during a pay period. Today, PEIA doesn't permit partial month coverage so there is always a clean monthly break for the employer. During each budget cycle, each org has a planned contribution to employee benefits. As employees transfer-out and transfer-in during the year, transferred benefits cost need to be tracked and reportable.

148. **QUESTION** - Appendix M Requirement 709657 The requirement calls for maintaining premium and contribution history online. Can the State elaborate how "notification to employees" relates to tracking premium and contribution history?

RESPONSE - The State anticipates tracking historical information regarding premiums and contributions which included notifications to employees. When an employee's health or life premium changes due to plan change, carrier change, age change, salary change, rate change, etc., then the employee needs to be notified of the change and a historical log of insurance premium cost changes should be maintained by the system.

149. **QUESTION** - Appendix M Requirement 709666 What criteria does the State use to track vendor compliance with contract performance guarantees?

RESPONSE - The third-party administrator (TPA) must receive and process eligibility update files within a certain time and provide reconciliation files intermittently.

150. **QUESTION** - Appendix M, Requirement 709757 Can the State clarify how this process currently works including the additional requirement around overage insurance premium amounts?

RESPONSE - Requirement 709757 is amended to read as follows: "[High] Retirees have the option to use accrued leave at retirement to extend employer paid insurance coverage, requiring the need to ~~verage~~ override insurance premium amounts." Clarification: The system should allow the insurance premium charged to the retiree to be overridden since the retiree can use the value of unused accumulated leave to offset their insurance premium. Currently the premium amount simply isn't billed for some period of time because the system knows the retiree is a 100% leave conversion retiree. Once the unused leave is exhausted for insurance premium payments, the retiree would then be charged the appropriate premium rate.

151. **QUESTION** - Appendix M, Requirement 709818 and 709819 These requirements under the Benefits Administration Inquiry and Reporting section indicate integration with sorting bar-coding systems to support distribution through the US Postal service. Are these interfaces also tracked on Appendix J or are they additional interfaces?

RESPONSE - No. They were not included in Appendix J and represent additional interfaces that need to be considered.

152. **QUESTION** - Appendix M, Requirement 709869 Can the State clarify which part of this requirement, which is flagged as High, is optional?

RESPONSE - Requirement 709869 is amended to read as follows: "[High] Maintain salary tables (hourly, Bi-weekly, Bi-monthly, monthly, and/or ~~annually~~) for: salary range structure (minimum / mid points / maximum (optional - e.g. market rate))."

153. **QUESTION** - Appendix M, Requirement 709955 Can the State clarify what they consider an appointment in the context of tracking appointment maximum pay rates?

RESPONSE - Assignment of an employee to a particular position (whether temporary or permanent). Currently, for classified employees, our general salary schedule (<http://www.state.wv.us/admin/personnel/clascomp/payplan/grades2-26.pdf>) has a designated "Market Rate" for each pay grade. By rule and policy, this is the maximum rate at which a new employee may be appointed (i.e., hired) unless the Director of Personnel allows a specific exception based on recruitment difficulty. This is a specific instance for which this requirement would apply; however, ability to have maximum pay rates in the

various pay schedules and to track appointments at those rates could have applicability statewide.

154. **QUESTION** - Appendix M, Requirement 710334 What is an example of a conflict that could arise and require an override date?

RESPONSE - An example would be two classes scheduled for the same time period on the same date.

155. **QUESTION** - Appendix M, Requirement 710417 Can the State clarify how pre-workshop feedback should be tracked as part of tracking resources that deliver training courses?

RESPONSE - An example would be online posting course evaluation results.

156. **QUESTION** - As we anticipated a phases approach to replace f WVDOT's 25 year old mainframe administrative applications, it is important to understand the file access/export capabilities associated with these systems. Please comment on what file/record access/export capabilities are available in the mainframe applications.

RESPONSE - The file / record access in the current WVDOT mainframe applications is VSAM and the export capabilities are via File transfer protocol (FTP) or sequential files.

157. **QUESTION** - In addition to the vendor master file cleanup activities described in section 2.9.2 Vendor Master Files, what additional activities are taking place related to data cleansing?

RESPONSE - No other data cleansing activities are currently underway. However, the State expects to initiate some level of data clean-up efforts for each of the current central systems and the WVDOT systems as part of the implementation phase of the project. The State would welcome suggestions from Vendors in this regard based on best practices and the Vendor's prior experience.

158. **QUESTION** - With respect to WVDOT, what Document Management Systems are currently in place, as well as anticipated for implementation with the ERP? We understand that there are 6 Document Management Systems to be integrated with, but are looking for specifics related to WVDOT data. Are current projects tracked from inception through maintenance with documents stored (i.e. NEPA, as-builts, permits, etc) in a Document Management System?

RESPONSE - WVDOT is using ApplicationXtender extensively in numerous areas (17 active applications) such as Accounts Payable invoice processing and interagency transfers, General Correspondence (tif, pdf, word and excel documents) EEO Grievance files (tif format). Currently, Engineering Project Documents within WVDOT are managed by ProjectWise (Bentley Product). For purposes of the ERP system, we are considering ProjectWise to be a part of the WVDOT CADD environment. There are a number of requirements in Appendix M related to the need for the ERP software to integrate with the WVDOT CADD environment.

159. **QUESTION** - How many of the current legacy systems in place at WVDOT include storage of spatial data components? What file types are involved (i.e. .shp, geodatabase, coverages, etc.)?

RESPONSE - None of the WVDOT systems to be replaced by the ERP include storage of spatial data components.

160. **QUESTION** - Please expand on the explanation/utilization of the Deed Microfilm Index sub system associated with Right-of-Way activities at WVDOT.

RESPONSE - The Deed Indexing program is contained on the State's mainframe. It allows for the searching by parcel owner, project number, deed references, the card/frame number, etc. The microfilm is for some 72,000+ deeds that have not been scanned into a digital format at this time. This microfilm is on 16mm film inserted into 3 X 5 cards for each individual deed.

161. **QUESTION** - With regard to Pavement Management Information, are there any additional videolog/file formats from historical records beyond the VisiData format to be integrated in the new ERP system?

RESPONSE - Visidata/Visiweb is the only file format in use at this time.

162. **QUESTION** - Are there any spatial data related to the WVDOT's Crash Records System or is this primarily crash diagram information in a document format?

RESPONSE - Yes, there is spatial data contained within the Crash Records System. Each crash is located by GPS Coordinates and / or a County, Route, and Milepost linear referencing system. Generally, the later pertains to all crashes, with the former applying to the more recent crash data.

163. **QUESTION** - Project Management information is asked for in two places. Please clarify where we should respond. Tab 7 3.3.1.10.3 Project Management Methodology and Approach, and Tab 7 3.3.1.10.4 Detailed Description of Services/Deliverables to be Provided, 2.10.1 Project Management

RESPONSE - Section 2.10 provides a description of the services to be provided, including a description of Project Management related services while Section 3.3.1 provides the format for Vendor Technical Proposals. In accordance with Section 3.3.1.10.3, Vendor responses for Project Management items should be provided in TAB 7 of the Technical Proposal.

164. **QUESTION** - 2.9.13, page 55: Did the HR/Payroll standardization workgroup submit their recommendations for legislative consideration by January 2011, as planned. What is the anticipated timeframe before recommendations can be approved and changes to policy, process, and procedure can be implemented? Can you share these results?

RESPONSE - As indicated in the response to response for question #31, the study will be made available to the successful Vendor. Analysis suggests that most of the recommended changes can be implemented in the State's legacy system prior to implementation of the ERP system. A specific timeframe is not available at this time.

165. **QUESTION** - Can the date for questions and answers be extended? Section 1.3 Schedule of Events

RESPONSE - Please refer to the answer for question #108.

166. **QUESTION** - Appendix M, page 85 - Requirement 706806, section FIN-Cash Management, Monitor Cash Position (5 Reqs) , states "Provide ability to automatically recognize cash that is available in an account outside the system." What is meant by "outside the system?"

RESPONSE - Several state agencies maintain bank accounts that do not contain State funds. As such, transactions affecting these accounts are not required to be included in the State's financial system. However, the State Treasurer has access to these accounts through the information maintained by the banks themselves. The State would like to

update account balances in the ERP system for these "Outside Bank Accounts" via an electronic interface with the bank(s).

167. **QUESTION** - How many Collective Bargaining Agreements does the State have, and how many employees are in the unions? 2.2.3.10 PIMS

RESPONSE - There are no collective bargaining agreements in effect.

168. **QUESTION** - Please indicate, for the following categories, if the implementation team will be using software currently owned and managed by the State of WV or if the vendor will be required to provide such applications. If the applications will be supplied by the state, please indicate the vendor and software name. Section 2.10.4: Migration/Version Management, Configuration Management, Change Management, Automated Testing, Test Plan Management, Defect Tracking, Issues Management, Risk Management, Project Planning

RESPONSE - The State expects the selected Vendor to provide software to perform the various activities identified in Question #168. Sufficient licenses should be provided to support use by the State team, including STA and the Vendor's team members. The proposed software should have been utilized by the potential Vendor to perform similar activities on projects of comparable size and scope. As indicated in the RFP, Microsoft Project 2007 should be utilized to perform project planning and for maintaining / managing the project work plan.

169. **QUESTION** - Section 2.9.16 – What is the planned implementation date of the TRX travel management solution? Will TRX be rolled out to all agencies in the State?

RESPONSE - The implementation roll out for all the West Virginia agencies on TRX travel will begin March 2011, and is planned to be completed by the end of 2011. In addition, higher education institutions will be required at a minimum to use the expense reporting functionality.

170. **QUESTION** - Exhibit 35, page 181, interfaces 8 and 9 discuss payment setoffs due to other obligations/monies owed to the State. Does the state maintain a master debtor list for use in payment setoff? Please provide details regarding the current business process for payment setoff.

RESPONSE - The State uses payment setoff for all garnishments, reducing the vendor's payment, and redirecting the amount owed to the garnishor. The State also has a Child Support collection system that provides the information on spouses that are delinquent in the child support payments. Payments due to individuals identified by the Child Support system are redirect to pay back child support. There is no single master debtor file. Vendors whose payments are to be garnished are identified in the vendor file. Tax refunds, lottery winnings, etc. are matched against the Child Support collection file before they are made.

171. **QUESTION** - Can the State provide the number of Classified and Unclassified employees?

RESPONSE - The number of classified positions (filled and vacant) is approximately 24,500. The remaining positions (filled and vacant) include staff of elected officials (legislative, judicial and executive), the central K-12 Department of Education, higher education, and miscellaneous boards for a total of approximately 16,000.

172. **QUESTION** - How many Special Pays / Differentials are associated with different groups of employees?

RESPONSE - There are 24 for use by all agencies.

173. **QUESTION** - Are State hospitals in scope for the project?

RESPONSE - Yes, the State Hospitals are in scope for this project. Currently, the State Hospitals process all of their financial and payroll transactions through FIMS and EPICS. This data is then extracted from FIMS and EPICS and interfaced into DHHR's Keane Software. DHHR uses the Keane Software to support its Medicare/Medicaid cost reporting and third party billings. DHHR DOES NOT plan to replace Keane with the ERP system. DHHR plans to use the ERP system in the same manner that it uses FIMS and EPICS today. That is, entering all of its financial and payroll transactions into the ERP system and interfacing that data from the ERP system into Keane.

174. **QUESTION** - Does the State have a Learning Management System (LMS) ? If so, is it used across all areas? What application is used for the LMS? Section 2.10.14

RESPONSE - The State does not currently have a statewide LMS system. The WVSAO utilizes a custom online training/testing/tracking system for 6,000+ State purchasing card holders across all state agencies. The Office of Technology uses and promotes across Executive Agencies the product from Trivantis, CourseMill, in the following manner: (a) Delivery of online required courses to all state employees, (b) Delivery of self enrollment, employee skills improvement courses, (c) Agency use for specific agency training, (d) Agency training to a public audience, (e) Agency use for instructor led course registration (although we maintain a more active registration system for instructor led courses/conferences), and (f) Agency use for promotional testing (function currently in development). Current users include: Office of Technology, Military Affairs, Department of Corrections, Health Care Authority, and Environmental Protection.

175. **QUESTION** - Will the vendor be required to coordinate or provide training completion data to any other organization for the purpose of competency management and/or skill development tracking purposes? Section 2.10.14

RESPONSE - Please refer to section 2.10.14 through 2.10.14.6 for full description of organization impact.

176. **QUESTION** - Item number 705627 references the ability to scan a check into the system – this requires the use of specialty equipment, how many units do we need to include in the cost proposal? Appendix M

RESPONSE - Include two units in your cost proposal.

177. **QUESTION** - Item number 705649 references the ability to support multiple cash drawers – How many "multiple" cash drawers will be needed and how many single cash drawers will be needed for this project? Appendix M

RESPONSE - Estimate five multiple cash drawers. Do not include any additional cost for any single cash drawers.

178. **QUESTION** - When is the State's new pension system scheduled to go live? 2.9.3 Public Employees Insurance Agency

RESPONSE - While there is no specific timeline at this time, CPRB estimates a 3 to 5 year implementation period. This project is still in the early stages of the procurement cycle.

179. **QUESTION** - "There are almost as many different approaches to labor distribution and cost allocation as there are agencies." Is the State open to standardize labor distribution method, such as based on actual costs? Page 46 Section 2.9.6 Cost Allocation.

RESPONSE - The State can encourage standardization of labor distribution methods utilized whenever possible. However, it is unlikely that one standard method will be used by all due to diverse costing requirements and the fact that more than one cognizant federal authority is involved.

180. **QUESTION** - Section 2.2.4. The West Virginia Parkways Authority is listed as a component unit of the State that is not currently using WVFIMS or EPICS. Please provide a list of other in-scope agencies that are not currently using the State's central systems described in the RFP.

RESPONSE - The West Virginia Parkways Authority is the only in-scope agency that is currently not using either FIMS or EPICS. There are some other State agencies not using FIMS; however, the State currently anticipates implementing these agencies on its own as a future phase or extension of the ERP project efforts.

181. **QUESTION** - Are there any non-State organizations for which the State processes ERP transactions, which may have specific unique requirements we need to consider during design? 2.7.2, page 36, Prelim Impl Phasing, 2.2.4, page 21, Tech Arch Overview

RESPONSE - The Public Employees Insurance Agency (PEIA) manages benefits for local political subdivisions. This will need to be considered as part of the design and configuration of the Benefits Administration function. In addition, the State is interested in exploring the feasibility of having its proposed shared services center have the ability to potentially offer some services to local political subdivisions in the future. The State would value input from Vendors during system design and configuration on design and configuration options that may be appropriate during the initial ERP implementation which could facilitate the State's ability to offer these types of services in a single instance of the ERP software at some point in the future.