

## 1. RFP Related Questions

- a. Is this Time and Material or Fixed cost bid? It is anticipated that the contract would be Time and Material. Each support activity would also require a scope of services/work to be negotiated prior to preparing a Purchase Order for the activity.
- b. Is Full time support resource required for each module or it is FTE billing? Full time support is not required. This would be a support contract used to supplement our current resources for activities on an as needed basis.
- c. How many issue tickets are created each day / month? if possible by module. We have onsite staff that typically deal with the day to day issues, this contract would be used to supplement our current resources/staff for activities on an as needed basis, it is not for day to day support.
- d. Is Projects mentioned in each module, part of this bid, or will be undertaken as a separate RFP? The items listed in the RFP were to provide the respondents with the modules that we currently have installed and the types of activities that may be undertaken with this support contract. Each item may not necessarily be completed with this contract.

The scope of services for each support activity would be negotiated prior to preparing a Purchase Order for the activities. The Scope of Work items listed in the RFP were intended to provide the respondents with the modules installed and the types of activities that may be undertaken with this support contract. The questions listed below in items 2 – 5 could be answered when each type of activity is negotiated, on an as needed basis.

## 2. Basis

- a. Road map customizations and upgrades activities planned
- b. Is there a separate DBA/OS Admin/Network admin or is that part of basis deliverable?

## 3. Finance –

- a. AP/AR
  - i. RICEFW Objects in AP including all outbound payments, Advices and interface payments?
  - ii. RICEFW Objects in AR including all Inbound payments (Lockbox, ACH, PPD Etc)?
  - iii. AP Manual Invoicing process used or only PO based Invoices?
  - iv. Does County has separate contract with BSI Tax and Document Scanner for Support?
- b. Controlling
  - i. Is CO-Orders, Internal Orders used (PS)?
  - ii. Is CO Order Planning used? Any Web Dynpro Queries used in CO planning?
- c. FI-GL-Local Close
  - i. Is closing cockpit already used or will it be part of New GL Migration?
  - ii. If used then is there workflow and dependency setup in the scheduled Task lists?
- d. FI-GL-Classic GL

- i. What is the time frame for this NEW GL Migration which will be a separate project
  - ii. What scenarios in Migration Cockpit is county going to use for New GL Migration (Merge Ledgers, Document Splitting with segments, Multiple Reporting Ledgers (GAAP/IFRS) and Parallel Ledgers) or (Subsequent Implementation of Document Splitting and ledgers?)
  - iii. Is there a change from Account Based to Ledger based GL Approach?
  - iv. What is the Intended Go-Live date of New GL migration to understand Gap between Migration date and Activation Date
  - v. Is Business Area Accounting/Functional Area used as parallel accounting currently?
  - vi. Is PCA used or is there a plan to implement after New GL Migration?
  - vii. Specify Numbers in Classis GL
  - viii. • Totals Table for FI : GLTO
  - ix. • Totals Table for PCA : GLPCT
  - x. • Totals Table for COS : GLFUNCT
  - xi. • Open Items ( GL, Vendors and Customers)
  - xii. • Total Productive Company Codes:
  - xiii. • Total GL Accounts in COA:
  - xiv. How many Enhancements are being used in FICO Area?
  - xv. Will the GL totals match the Assets balance to the cent during migration? is there a process if we find a mismatch to proceed during migration?
  - xvi. Does the County need IFRS 16 Lease Accounting related activities to be implemented as part of New GL Migration
  - xvii. Does county has plan to move all the previous year data to BW or any reporting tool for comparisons? (As new GL statement will have only detailed view of current year and rolled forward balances)
  - xviii. What additional RICEFW Objects needed after New GL Migration? (Need this to understand the reports needed with different views after additional features implemented)
- e. FI-Funds Management
- i. Is Open Item Management for Zero Balance Accounts followed?
  - ii. Is all features of BCS Implemented to achieve the results of Grants Management?
- f. FI-Asset Accounting
- i. Is New Fixed Assets being used or need to migrate to New FA during New GL Migration?
  - ii. Is there a need for reorganization of assets?
  - iii. Segment Re organization of Fixed assets needed?
  - iv. Any changes in way assets valuations is done after migration? (Real-Time, Flexible Leading Valuation, Parallel documents, Simply Chart of Dep, Valuation Specific Posting to Ledger Group/Dep Area etc)
  - v. Total Assets count?

- vi. How many Dep Area currently and will it increase after New GL Implementation?
- vii. Is Lease Accounting for Assets needs to be setup for IFRS 16?
- g. FSCM – Collection & Dispute Management
  - i. What FSCM Sub Process does County have
  - ii. Collections/Dispute Mgmt.
- h. Grants Management
  - i. Is Grantor/Grantee Mgmt. needed or already implemented?
  - ii. What type of RICEFW Enhancements are needed in GM?
- i. Treasury
  - i. What re-work or Enhancements/Additional Features needed in Treasury?
  - ii. What sub modules/Additional features implemented in Treasury?
  - iii. Is some end-to-end solutions that covers from the initial planning to the final payment and reconciliation Implemented?
  - iv. How many RICEFW objects used that will derive from Classic GL tables?
  - v. Auto bank statements upload and clearing used? Will there be a need to be Implemented after New GL for post processing?

#### **4. Purchasing**

- a. Purchasing
  - i. WRICEF objects list
  - ii. No. of Purchase Orders per month
  - iii. is Service Procurement done?
  - iv. Is contracts used now?
- b. CLM
  - i. How soon CLM implementation expected?
  - ii. How many contracts expected to be processed in CLM?
- c. SRM
  - i. for Supplier Relation management, do you want to go with SAP SRM or Ariba?
  - ii. How soon do you intend to implement SRM/Ariba

#### **5. Human Resource**

- a. Employee Self Service / Manager Self Service:
  - i. What support pack and enhancement pack you are on?.
  - ii. Approximately how many employees will use ESS application?
  - iii. Any approvals in Mobile application?
- b. Time Management:
  - i. How are you submitting timesheet right now? Through SAP or any third-party tool like Kronos?

- ii. Looking for Substitution functionality for approval (Delegation) in UWL? and also on behalf of functionality in delegation?
  - iii. All Collier County employees using the same Timesheet application to submit the timesheet or some of them using different application which we need to upload in SAP again? Any process like this?
- c. Any plan to move towards SuccessFactors for Personnel administration?

**Others:**

- a) Are we required to submit the Bonding/Insurance Certificate (p 17 of 29) in our proposal? **This information was provided in the RFP to notify the respondents what Bonding/Insurance would be required for a resulting contract, it is not required at time of submission of proposal.**
- b) Can we acknowledge our acceptance of the RFP's Terms and Conditions (p 15 of 29) in our Cover Letter/Management Summary in one sentence or do we need to itemize all terms and conditions in our acceptance? **This can be acknowledged in the Cover Letter/Management Summary along with completing Page 22 of RFP package.**
- c) As per the response format stated in the RFP (p 10-13 of 29) which itemizes the specific proposal sections we must follow in a prescribed order, do we place the following in Section/Tab 1?: **These items may be included at the end of the proposal**
  - o Proposal Summary Pages (excluding Financial References and Statements which need to be specifically placed in an appendix) (p 19 of 29)
  - o Proposer's Check List (p 20-21 of 29)
  - o RFP Addendum/Addenda if issued (21 of 29)
  - o Exhibit A (p 22 of 29)
  - o Exhibit B (p 23-24 of 29)
- d) What kind of a Support Service model is expected (Onsite , Offshore Model or Offsite (Within US) , Offshore Model?) **It is anticipated that remote/offsite resources would be used with web meetings and conference calls. Minimal on-site meetings could be necessary for some support. Offshore resources are not under consideration.**