

**Questions & Answers for Proposal P018-24****Q&A Due February 16, 2024****Bid Due March 21, 2024**

- Q1.** Is there an Exhibit E that can be provided for review?
A1. **See Addendum No. 1.**
- Q2.** How many current PeopleSoft users, excluding employee self-service, are there?
A2. **FIS = 682 HCM = 776**
- Q3.** Have you already defined any project management structures or oversight mechanisms for this engagement that we should be aware of?
A3. **No, project management structures or oversight mechanisms will be developed collaboratively with selected vendor.**
- Q4.** Are there any existing business process documents from the initial PeopleSoft implementation or subsequent upgrades?
A4. **There are some existing business processes documents from the last significant upgrade in 2018.**
- Q5.** Do you have a short list of preferred software vendors to consider for the selection?
A5. **No.**
- Q6.** Will Omaha Public Schools employees be made available to support the project needs? Are there any resources fully devoted to the project? If so, how many?
A6. **The District anticipates working with the selected vendor to determine the number of employees needed to support the project and to keep this number as low as possible.**
- Q7.** In section 3.3.3 of the RFP, it states "There will be no reimbursement for out-of-town travel unless it has previously been approved by the Assistant Superintendent of Business Services of the District."
What expectations, if any, are there for vendor resources to travel or work on-site to support the project delivery and rollout? If you're not planning to cover travel, do you expect a separate onsite and offsite bill rate?
A7. **The District will cover travel as proposed in the response to the RFP, but all travel must be approved in advance to minimize costs as much as practical.**
- Q8.** Will you coordinate process workshops or provide us access to calendars?
A8. **The District will work with the selected vendor to coordinate staff availability for activities required to successfully complete the project as outlined in the response to the RFP. The District would provide the selected vendor's staff access to email and calendars using Outlook.**
- Q9.** Was a consulting firm used to help draft this RFP? If so, is the consulting firm allowed to bid on the ERP System Consulting Services engagement?
A9. **No consulting firm was used to help create this RFP document.**
- Q10.** Is there an estimated budget for the overall ERP solution that can be shared?
A10. **The District understands that this project will require considerable financial resources and desires to find the best possible solution for the lowest cost.**

- Q11.** Is there an estimated budget for the ERP System Consulting Services portion of the solution that can be shared?
- A11.** **The District understands that this project will require considerable financial resources and desires to find the best possible solution for the lowest cost.**
- Q12.** Is there a preference on the engagement pricing structure (e.g., Firm fixed price, time & materials)?
- A12.** **There is no preference for pricing structure.**
- Q13.** Is OPS open to proposers suggesting a modified and/or accelerated timeline?
- A13.** **The District is open to modifications to the timeline that do not impact the overall quality of the project.**
- Q14.** Is OPS open to proposers suggesting an alternate approach to the ERP Strategy?
- A14.** **No.**
- Q15.** For the Strategic Implementation Leader Services, is OPS primarily expecting oversight and program management / quality assurance services or is there any expectation to lead the System Implementor PMO team?
- A15.** **The District expects the vendor selected to have primary responsibility for project oversight and management during the actual RFP implementation.**
- Q16.** Are companies that bid on this RFP precluded from bidding on the implementation services themselves?
- A16.** **The vendor awarded this contract will not be eligible to bid on ERP and related implementation services.**
- Q17.** Is there a named point of contact for this RFP to include on the submitted proposal?
- A17.** **No.**
- Q18.** Please clarify which email subject line the proposer should use for submittal, there are two versions in the RFP noted below.
- Section 1.3 The proposal must be attached to and submitted with a transmittal email that contains the following language in the subject line of the email: "Proposal for Enterprise Resource Planning System Consulting Services RFP No. P018-24."
 - Exhibit B - The Firm's proposal, with all required attachments, shall be emailed to the designated lockbox clearly labeled in the subject line of the transmitting email with: Proposal No. P018-24 – ENTERPRISE RESOURCE PLANNING SYSTEM CONSULTING SERVICE
- A18.** **See Addendum 1**
- Q19.** When was the last time that OPS engaged in a system modernization effort near the same magnitude as this current ERP modernization initiative and what was the program?
- A19.** **The last significant system upgrade was in 2018.**
- Q20.** Will the District consider requests for modification to any of the RFP terms and conditions, including limited requests to the attached Data Protection Agreement?
- A20.** **No.**
- Q21.** Will the District be providing Exhibit E or generating an addendum to the RFP removing its inclusion in the final award?
- A21.** **See Addendum No. 1.**
- Q22.** Will the District forward proposed contract terms for negotiation at a later point in the process or

does the District desire each respondent to provide a template as the starting base for negotiations?

A22. The District will prepare the initial draft contract.

Q23. Can you share the scoring criteria and weighting that will be used to evaluate proposals?

A23. See Section 1.15 in the RFP document for evaluation and selection criteria.

Q24. What additional systems are there in OPS, which interacts with PeopleSoft?

A24. Tableau, Frontline Absence Management, Talent Ed Suite (recruit and hire, records, and performance), Case IQ, Highjump (inventory management). In addition to these, the District also has the following integrations:

- **Office 365 - MIM (creates accounts from the new hire data entry)**
- **Badge Security System**
- **Work Number/Equifax**
- **Benefits (Blue Cross, LTD, Life Insurance)**
- **Alteryx - creditable year**
- **OSERS/NPERS**
- **Infinite Campus**
- **NDE - State Reporting is currently a file that District personnel manually load**

Q25. Regarding RFP Section 4.2.4, would the District allow resumes to be included as an attachment?

A25. Yes.

Q26. Regarding RFP Section 3.2.1(a) #9, would the District expand upon the scope and nature of external stakeholders that may be engaged in business process sessions? Are there specific interest groups, or City/County stakeholders that would participate in the business process sessions?

A26. External stakeholders would include separate systems that are anticipated to integrate with the ERP selected, see A24 for list. Additional integration would include banking and office supply catalog integrated with requisitions.

Q27. Regarding the identified Project Milestones (RFP Section 3.2.1) would the District share further context behind the target dates? Would the District be open to more expedited timelines that are mutually reviewed and developed between the District and the selected Firm?

A27. The District is open to modifications to the timeline that do not impact the overall quality of the project.

Q28. Has the District established a budget range for this initiative, or any portion of the work (e.g. an established budget for the Business Process Review and Management, and ERP RFP Creation and Evaluation phases)?

A28. The District understands that this project will require considerable financial resources and desires to find the best possible solution for the lowest cost.

Q29. Are offerors that sell hardware or software products, as well as system integrators of software solutions, precluded from responding to the District's RFP?

A29. The vendor selected for this RFP will not be eligible to respond to the ERP RFP to be issued later.

Q30. Does the District have a preference for single integrated software solution over a combination of integrated best-of-breed solutions? Based on the response to the first part of this question, would the District anticipate issuing a single RFP for software and system integration services, or separate RFPs for (for example) financial management and human capital management?

A30. The District prefers a single ERP system with the capabilities to integrate with a limited number of other solutions, primarily HR related. If the results of the initial business

process reviews identify a best of breed solution as the recommendation, the District would be open to separate RFPs for financial management and human capital management.

Q31. Does the District have a preference toward issuing a single RFP for both software and system integration services, or is the preference toward issuing an RFP for software first and then selecting a system integrator?

A31. The District's preference is for a single RFP for both software and system integration services.

Q32. Does the District have a preference toward onsite versus remote or hybrid meetings for the Business Process Review and Management, and ERP RFP Creation and Evaluation phases?

A32. The District expects a model that will accomplish its goals in the most cost effective manner possible.

Q33. How does the District prefer that proposers' cost information be presented for the Business Process Review and Management, and ERP RFP Creation and Evaluation phases (e.g., fixed fee, time and materials, etc.)?

A33. See Addendum 1.

Q34. For the RFP response document, do you have a preferred/required document format (e.g., PowerPoint or Word)?

A34. See Section 1.3, "All electronically submitted proposals must be submitted by email in a pdf format."

Q35. The scope of the RFP includes an assessment of current state, development of an RFP for ERP selection, and ERP implementation support, which (per the anticipated milestones) spans multiple years. In our experience, the implementation fees for a program like this are heavily dependent on which ERP and/or support systems are selected. Would Douglas County like us to provide anticipated fees for each phase individually, and is it satisfactory to provide an estimate with a wide fee range for implementation?

A35. The ERP implementation support is to design and lead organizational change management strategy and plans for the system-wide implementation of the ERP solution. The vendor selected for this engagement is not responsible for the actual implementation of the ERP system, but to be the District's advocate and liaison with the vendor for the actual ERP solution.

Q36. How many accounting and finance team members interact with the current ERP?

A36. Approximately 40 in Accounting and Finance, 20 school-based Treasurers, 12 in Purchasing, 3 in Printing and Publication, and 13 in Distribution.

Q37. How many HR team members interact with the current ERP?

A37. The entire HR team interacts with the current ERP system. This approximately 38 positions.

Q38. How many stakeholders do you estimate will participate in this initiative?

A38. Approximately 21 internal staff: three Executive Sponsors, four Project Leadership, and 14 Subject Matter Experts.

Q39. Are you required to send an RFP to a certain number of vendors before down-selecting to finalists (for each solution in scope)?

A39. No.

Q40. Are you required or do you prefer to select a platform and subsequently select a system integrator (typically done with separate RFP's) or do you prefer to select the platform and SI as part of a single RFP?

A40. **The District's preference is for a single RFP for both software and system integration services.**

Q41. Will technical resources be available to support the design and execution of integrations with existing systems?

A41. **Yes.**

Q42. Can you provide a current state system landscape showing ancillary systems that interface with the current ERP?

A42. **No.**

Q43. Does the current ERP support all aspects of HR (recruiting, performance management, learning management, etc.)? If other HR technologies are currently used as ancillary systems, do you expect your new ERP to replace any ancillary HR systems/technologies?

A43. **No, the District currently uses third party software for recruiting/hiring, performance management, records, and substitute placement. The District does not have a current learning management system. The District is open to migrating these functions from their current system to a single software platform if the functionality of the single platform outperformed the current third party software. Note the District would require integrations of any remaining third party software to the new ERP system for these functions.**

Q44. Do you have a list of targeted ERP systems developed or are you looking for the selected partner to shortlist the potential systems based on business requirements and experience?

A44. **No. The District is open to the best practical solution for its needs.**

Q45. How many active employees are employed by Douglas County School District? Are contractors also tracked in the current ERP?

A45. **Approximately 8,500 full-time, part-time, and seasonal employees are tracked in the District's current ERP system. Yes, the District tracks some contractors in its current ERP system.**

Q46. Does Douglas County School District have a preference for onsite, remote, or hybrid work for the project?

A46. **The District anticipates a hybrid work model will provide the best combination of effectiveness and value.**

Q47. Is there an existing Project and Change Management structure within Douglas County School District? If so, how large is the PMO/CMO and what will their role be during each phase of this project?

A47. **No.**

Q48. Will the vendor RFP process and related vendor communication be managed by the selected partner or by Douglas County School District's RFP committee or procurement representative?

A48. **The District procurement team will manage the ERP RFP process in coordination with the selected vendor.**

Q49. Will there be a project steering committee? If so, who is included in it from Douglas County School District? What representation do you expect from us?

A49. **The District has three Executive Sponsors and four Project Leaders from General Finance, Human Resources, Supply Chain Management, and Information Management Services.**

Q50. Who are the business and functional sponsors of this initiative?

A50. The District has three Executive Sponsors and four Project Leaders from General Finance, Human Resources, Supply Chain Management, and Information Management Services.

Q51. Who are the technical sponsors of this initiative?

A51. The District has three Executive Sponsors and four Project Leaders from General Finance, Human Resources, Supply Chain Management, and Information Management Services.

Q52. What is the current state of the IT team's involvement in the organization? (e.g. in-house, hybrid, outsourced)? Are you able to share an organizational chart of the IT team structure?

A52. The internal organizational charts will be submitted with this Q&A document and can be found under "Additional Information" for the RFP on our website. The District also uses several consultants.

Q53. There is an HR and Supply Chain Go-live mentioned in the listing of anticipated project milestones. Will payroll and procurement be in scope for this ERP implementation? If so, how many people support those areas?

A53. The Payroll team has six staff members and Procurement has 12 staff members.

Q54. Are there any unique considerations or goals that Douglas County School District has for this project, such as reducing operational costs, enhancing reporting and collaboration, or improving decision-making processes?

A54. The District seeks a system that will facilitate best practices in business processes, robust reporting, and ease of access to critical information for decision making.

Q55. Are there any additional future business goals or budget initiatives that will impact this project?

A55. No.

Q56. Are there seasonal or busier times of year we should be aware of for your organization, or any known upcoming conflicts that may impact key stakeholder's availability to support the project?

A56. August to October is the busiest time of year for General Finance staff. HR is busiest from April through September and again in December and January. Supply Chain is busiest in July through September and January through March. IMS team is busiest in August and September.

Q57. Has Douglas County School District, as an Enterprise, or within business units, conducted any assessments on internal change capabilities or risks to assess the ability to successfully lead and deliver large scale change?

A57. No.

Q58. Does Douglas County School District, or Business Unit Leadership have any processes in place to measure workload capacity constraints on specific workgroups, teams, or individuals, i.e., custom "heat maps"?

A58. No.

Q59. Are there any OCM resources, i.e., trained FTEs, methodologies, tools, etc., in use at Douglas County School District?

A59. Some staff have used Microsoft Projects.

Q60. Are there plans to have a Douglas County School District co-lead work alongside the selected vendor's OCM team either from the business or IT? Will they own and drive any of the methodology or work collaboratively with selected vendor?

A60. District staff will work collaboratively with the vendor selected to support the full life of the project. The vendor selected will have primary responsibility for the project management methodology.

Q61. Does Douglas County School District have an expectation for the selected OCM partner to transfer the skills and knowledge of how to design and execute a customized change plan for future change programs?

A61. No.

Q62. Does Douglas County School District plan to use any internal training resources for training design, development, or knowledge transfer?

A62. The District will coordinate with the vendor to support development of internal training resources.

Q63. Is it known or will Douglas County School District use a Train-the-Trainer model for end user training?

A63. The District will collaborate with the vendor selected to determine the best model for end user training and is open to a Train-the-Trainer model.

Q64. Is hyper-care / sustainability in scope for organizational change management to monitor adoption?

A64. Yes, the District is aware that the initial post-implementation period is critical to the successful adoption of a new ERP system. Proposals should include monitoring adoption and support for a limited period post "Go Live".