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Solicitation Amendment / Modification

1.	Solicitation No.	110323/ET
2.	Solicitation Name	PeopleSoft Application Hosting, Maintenance and Development Support
3.	Issue Date	November 03, 2023
4.	Closing Date	January 05, 2024
5.	Solicitation Amendment No.	1
6.	Solicitation Amendment Date	December 15, 2023

7. The above numbered solicitation is amended as set forth in Item 9 below.

8. The hour and dates specified for receipt of proposals/quotations: is not extended; is extended as described in Item 9 below.

9. Description of Amendment/Modification:

The purpose of this solicitation amendment is to inform prospective offerors/bidders that the above numbered solicitation is hereby amended to provide responses to questions as follows.

See attached full list of Questions and Answers.

END OF AMENDMENT

ID #	Topic	Question	Answer
Q #001	Infrastructure & Architecture	Are there any general patching frequencies or Release Cycles in place?	At IIE, OS and Firmware patching schedule for database, app and web server is " <u>monthly</u> " for production and non-production servers over a weekend. Quarterly Patching for CPU updates. Any critical security patches are applied ASAP.
Q #002	Infrastructure & Architecture	What is the patching frequency or release cycle for OS and Firmware?	See answer to Q #001.
Q #003	Infrastructure & Architecture	Please list any performance challenges in the Infrastructure today.	A. We experienced outages due to disconnect between SSO and App/Web layer. B. Session disconnect for the large transactions.
Q #004	Infrastructure & Architecture	Please indicate the number of Severity 1 issues created in the last 6 months, as well as the total number of SRs created in the last month.	There were 3 outages in last 6 months after the server patching was performed. Oracle SR in last one month - 1 for 1099 patch.
Q #005	Infrastructure & Architecture	What are the major pain points in your Infrastructure today?	Issues with cross application connectivity after the patching/PUM upgrades are applied.
Q #006	Infrastructure & Architecture	What has been the Availability of the Production systems (99.9+)?	System is available most of the time. There were a few unplanned brief outages not lasting over an hour.
Q #007	Infrastructure & Architecture	Please describe any unplanned outages of your Production systems in the last 6 months?	We experienced 3 outages in last 6 months after the server patching was performed due to disconnect between Single Sign On (SSO) services and app/web layer. SSO services are managed by a third party provider.
Q #008	Infrastructure & Architecture	What is the normal Maintenance window for patching and general housekeeping of your Production environments?	See answer to Q #001.
Q #009	Infrastructure & Architecture	Are there proactive monitoring systems deployed? If so are they available for specific configuration and notifications to service providers?	At IIE, Infrastructure monitoring is managed by PeopleSoft vendor team today. IIE staff is notified via the email.
Q #010	Infrastructure & Architecture	Are the systems housed in house or at 3rd party datacenters/Public Cloud Providers? Please provide locations if applicable.	At IIE, PeopleSoft FSCM and HCM applications are currently hosted on an Oracle Cloud (OCI) environment owned a third party Vendor, where IIE is a tenant.

ID #	Topic	Question	Answer
Q #011	Infrastructure & Architecture	Are there any Infrastructure updates for Servers/Storage/Network planned in the next 6 months?	No, Infrastructure updates are planned besides the monthly/quarterly/critical patch application.
Q #012	Infrastructure & Architecture	Do you expect work to be conducted on-site at any of your locations?	IIE doesn't expect on-site work for this engagement.
Q #013	Infrastructure & Architecture	We typically like to run our tooling to get the environment details and quantify the work. Is that an option?	IIE will not be able to support this need for the estimates.
Q #014	Infrastructure & Architecture	What is the current OCI footprint(approx.), how many applications are currently Running?	At IIE, PeopleSoft FSCM and HCM applications are currently hosted on an Oracle Cloud (OCI) environment owned a third party Vendor, where IIE is a tenant. See the RFP for the footprint details.
Q #015	Infrastructure & Architecture	Is there any AWS footprint?	IIE doesn't have AWS footprint at this time
Q #016	Infrastructure & Architecture	Confirming that both App and DB need to be upgrade?	The scope of this RFP doesn't include App and DB upgrade.
Q #017	Infrastructure & Architecture	What is IIE's required RTO & RPO?	At IIE, here are the Service Level Targets today with the vendor Urgent Priority Issue: Response time 30 minutes, Target resolution 2 hours
Q #018	Infrastructure & Architecture	Does IIE want to migrate from OCI to another Cloud Service provider like Azure/AWS?	IIE has no preferences on any specific Cloud Service provider (AWS, Azure, or OCI) yet.
Q #019	Infrastructure & Architecture	Can you provide insights into the expected growth of PeopleSoft instances, and are there any specific scalability requirements to accommodate this growth?	No additional application growth is planned, besides the normal transaction volume growth.
Q #020	Infrastructure & Architecture	Regarding the disaster recovery plan, what are the RTO (Recovery Time Objective) and RPO (Recovery Point Objective) expectations?	At IIE, the current DR RTO & RPO is 24 hours with the vendor. IIE would consider improving the objectives.
Q #021	Infrastructure & Architecture	Could you elaborate on the frequency and methodology of database backups and refreshes, and are there any specific retention policies in place?	At IIE, a break-fix environment is refreshed daily on the weekdays. Dev and QA environments are refreshed on demand. Full server snapshots of production systems is backed up daily. Incremental transactional backups are performed every three hours. Retention period is 42 calendar days
Q #022	Infrastructure & Architecture	What's Web servers currently being used?	Oracle Linux Server release 7.5 and Windows (Multi-server architecture.)

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Q #023	Infrastructure & Architecture	What is the backup strategy and scope of work for the bidder related to it?	See answer to Q #001.
Q #024	Infrastructure & Architecture	What is the database growth rate every month?	No additional application growth is planned, besides the normal transaction volume growth.
Q #025	Infrastructure & Architecture	What is the People Tools version, fix packs, bundles?	PeopleTools 8.59.10 for HCM and FSCM.
Q #026	Infrastructure & Architecture	What is the Oracle WebLogic version?	WebLogic 14.1.1.0
Q #027	Infrastructure & Architecture	What is the Tuxedo versions?	Tuxedo 12.2.2
Q #028	Infrastructure & Architecture	What is the COBOL compiler version?	Visual Cobol 6
Q #029	Infrastructure & Architecture	What is the current database backup, recovery methodology?	See answer to Q #001.
Q #030	Infrastructure & Architecture	Is DR setup in current production environment?	Yes
Q #031	Infrastructure & Architecture	Current MAX and MIN appserver processes for DEV / Production	FSCM : Production environment (2 app servers), 2 dev environments (1 app server each), 1 QA environment (1 app server) TBD
Q #032	Infrastructure & Architecture	Current FSCM and HRMS architecture diagram	See the RFP for the architecture details.
Q #033	Infrastructure & Architecture	Can you clarify the number of non-production environments requested for both the HCM and Financials applications? Section 2.4.2 of the RFP references DEV, Remediation, QA, PRD, DEMO, PUM (and any other additional instances needed in the future). Appendix A lists Demo, DV1, DV3, QA1, UPG, and QAUPG for HCM and DEMO, FSDV1/FSUPG, FSDV3, FSQA1/FSQAUPG, and FSRED for Financials.	HCM : Demo, DV1, DV3 (development), QA1, PRD and a separate UPG environment used during PUM upgrades. FSCM : Demo, DV1, DV3 (development), QA1, FSRED (remediation/static environment), PRD and a separate UPG environment used during PUM upgrades.
Q #034	Infrastructure & Architecture	Do you require any recurring refreshes of your non-production environments? If so, please specify which environments and frequency.	See answer to Q #021.
Q #035	Infrastructure & Architecture	Can you please provide the production Database size in GB for both the HCM and Financials applications?	FSCM : 863 GB HCM: 235 GB

ID #	Topic	Question	Answer
Q #036	Infrastructure & Architecture	Can you please update the CPU information provided in the FSCM environment details table of Appendix A? The FSCM CPU column appears to have a storage or memory value in there currently.	CPU information for Prod & Non Production environments Web App - 4 PSUNX- 4 PSNT - 4 ES- 8 Database- 16
Q #037	Infrastructure & Architecture	Can you please provide information regarding the number of IIE users for the HCM and FSCM applications? Information such as the number of core users, self-service users, 2-tier developers, and user concurrency data for the HCM and FSCM applications would be helpful to accurately size the environments.	System users FSCM: Less than 550 HCM: Less than 650
Q #038	Contracting & Licensing	What is your main driver for changing MSP? (cost reduction, service quality, others)	IIE's contract with the current MSP expires at the end of FY24 (9/30/24). IIE is required to conduct RFP to select MSP after that date.
Q #039	Contracting & Licensing	Please confirm if any of the modules installed (E.g. •General Ledger •Accounts Payables •Billing •Accounts Receivables •Projects •Treasury)	PeopleSoft HCM (HR, Benefits and Payroll Interface) and PeopleSoft FSCM (Grants, Contracts, Billing, Cash Management, Accounts Receivables, Accounts Payables, eProcurement, Purchasing, and General Ledger).
Q #040	Contracting & Licensing	What is the current Oracle database licensing construct in place today (e.g., Standard Edition, Enterprise Edition)	Oracle Database 19c Enterprise Edition
Q #041	Contracting & Licensing	Does IIE own the database licensing or is it part of the OCI subscription costs?	IIE owns the licenses for Oracle Database
Q #042	Contracting & Licensing	Is the current project OCI tenancy owned by the existing vendor?	PeopleSoft FSCM and HCM products are currently hosted on an Oracle Cloud (OCI) environment by a third party Vendor, where IIE is a tenant
Q #043	Contracting & Licensing	Does bidder need to include Peoplesoft subscription/license price and Cloud Resource consumption price in the proposal?	IIE will welcome any additional info to review PeopleSoft subscription/license price.
Q #044	Contracting & Licensing	Does bidder need to include database license price in the proposal?	IIE will welcome any additional info to review database license price.

ID #	Topic	Question	Answer
Q #045	Contracting & Licensing	Please provide no of users for both modules FSCM and HCM	System users FSCM: Less than 550 HCM: Less than 650
Q #046	Contracting & Licensing	What are Concurrent application users on HRMS and FSCM	See answer to Q #045.
Q #047	Contracting & Licensing	NDA - May the RFP responder disclose information that is confidential under the executed NDA to the proposed cloud infrastructure services provider (e.g., Amazon Web Services (AWS)) in order to provide IIE with a more complete response to the proposal, so long as the RFP responder notifies AWS of the NDA provisions?	IIE's confidential information may not be provided to others that are not parties of the NDA.
Q #048	Contracting & Licensing	Is IIE open to considering a fixed-fee pricing approach for the transition project with regular monthly payments during the specified transition timeframe?	IIE requires that the Transition Project be addressed like a true, deliverable/milestone-based project. The project schedule must clearly identify deliverables and milestones. The proposed fixed-price must be consistent with the scheduled deliverables and milestones. Monthly invoicing must be based on the price of deliverables accepted / milestones met.
Q #049	PeopleSoft Finance Implementation	Besides PeopleTools, PUM & tax updates are you planning any additional implementation, expansion or customization in the next 3 years?	IIE may expand the PeopleSoft footprint depending on business needs.
Q #050	PeopleSoft Finance Implementation	Is there any potential requirement for additional specified resources other than those listed in RFP? Or is the Full time Financial Functional and partial HCM exhaustive of plan?	No additional resources.
Q #051	PeopleSoft Finance Implementation	Can you clarify the onsite requirement for FT Finance? The RFP mentions an onsite resource, is that a strict requirement? 100% of time or partial, if required?	The expectation for Financial SME is to be onshore to support US business hours. (Can be remote onshore). There may be some onsite visits recommended to get familiar with user community.
Q #052	PeopleSoft Finance Implementation	Please let us know the average technical ticket no. (3 months average) for the bug fixing scope for the technology mentioned here.	Three month averages Enhancements ~ 5-6 (custom development) Technical ~ 50 - 55 (bug fixes/data correction/interfaces/job failures)

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Q #053	PeopleSoft Finance Implementation	Please let us know the average technical ticket no. (3 months average) for the enhancement/new development scope.	Three month averages Enhancements ~ 5-6 (custom development) Technical ~ 50 - 55 (bug fixes/data correction/interfaces/job failures)
Q #054	Peoplesoft HCM Implementation	Please let us know the average technical ticket no. (3 months average) for the bug fixing scope for the technology mentioned here.	Three month averages Enhancements ~ 2-3 (custom development) Technical ~ 10 - 15 (bug fixes/data correction/interfaces/job failures)
Q #055	Application Integrations	We would like more detail on potential integration of support tools such as Service Now. Is there an expectation from IIE to integrate into a single shared platform?	No, there is no integration of support tool requested at this time.
Q #056	Application Integrations	What all 3rd party software using for integration with PeopleSoft?	At IIE, Mulesoft, Azure integration services, SSO Gen are used as 3rd party software as middleware.
Q #057	Application Integrations	Who will manage the Integration 3rd party software (Scope of them)?	IIE manages the Middleware software.
Q #058	Application Integrations	What are the other integration points outside PeopleSoft?	All 3 party applications are integrated to PeopleSoft via Integration Broker or via flat file interfaces.
Q #059	Application Integrations	Is FSCM and HRMS application are currently LDAP enabled?	FSCM and HCM sign-ons are enabled through a single sign on application (Okta).
Q #060	Application Integrations	Any external process servers other than Process scheduler?	There are no external process servers.
Q #061	Application Integrations	Is Search Framework in use?	At IIE, Navigation search is enabled, Transaction search capabilities are planned for future
Q #062	Application Development & Support	Total number of employees?	See answer to Q #045.
Q #063	Application Development & Support	Total number of system users per module?	See answer to Q #062.
Q #064	Application Development & Support	Users per region: NA/Latam, APAC, EMEA?	Total FSCM users: 550 LATAM: Less than 20 EMEA: Less than 20 APAC: Less than 20 Rest in USCAN

ID #	Topic	Question	Answer
Q #065	Application Development & Support	Is there a current internal support structure for triaging application issues/requests? If so, what does that structure look like and the process flow?	Level 1 support - IIE + Vendor (1 FSCM FTE + 0.5 HCM FTE) Level 2 support - Vendor team Level 3 support - Vendor team
Q #066	Application Development & Support	Is the expectation for application support to be Tier 1, Tier 2, Tier 3? (Tier 1 – No Internal Support team, Tier 2 – Functional Helpdesk, break-fixes, questions, testing, etc. Tier 3 – Technical support, enhancements, integrations, etc.)	See answer to Q #065.
Q #067	Application Development & Support	Do you currently use a ticketing system (ITSM)? If so, what is it?	IIE is currently using a <u>vendor-provided</u> ITSM (ServiceNow).
Q #068	Application Development & Support	Can you provide detail tickets history (volume, categories, severity, type, region/location, etc.) for the past 12 months?	FSCM: 3 Critical + 19 High + 216 Moderate + 8 Low = 246 Total HCM: 0 Critical + 4 High + 53 Moderate + 21 Low = 78 Total ADMIN: 0 Critical + 0 High + 23 Moderate + 2 Low = 25 Total TOTAL: 3 Critical + 23 High + 292 Moderate + 31 Low = 349 Total
Q #069	Application Development & Support	How would you rate the complexity of your customization level? (Low, medium, high)	At IIE, the complexity of customization is rated at "medium" per industry standards.
Q #070	Application Development & Support	We understand you have 20 interfaces. How many custom reports do you have?	FSCM : 24 custom reports HCM : 2 custom reports
Q #071	Application Development & Support	Are there any specific areas or modules that require special attention from an application support perspective?	PeopleSoft FSCM is heavily used in in GL and Purchasing, AP, Supplier management operations. HCM: the module we have the least institutional knowledge of is Absence Management. When issues do arise, it is our greatest area of need for assistance.
Q #072	Application Development & Support	Do you require the dedicated Financial SME to be physically onsite? If so, is that 5 days a week?	The expectation for Financial SME is to be onshore to support US business hours. (Can be remote onshore)
Q #073	Application Development & Support	Was your 2015 implementation well documented? Do you have updated documentation: Requirements docs, design docs, tech design, test scripts, etc.?	At IIE, there is limited documentation available from the initial implementation in 2016.

ID #	Topic	Question	Answer
Q #074	Application Development & Support	Does Peoplesoft host the NON USA employees and if so are there processing and reporting requirements for those additional Countries?	IIE has Non-USA employees in international offices. They typically run local software for localized government reporting.
Q #075	Application Development & Support	Are contingent workers or persons of interest tracked in PeopleSoft HCM?	Yes: we track both <ul style="list-style-type: none"> •CWR: Temps, and interns. •POI: Retirees who are enrolled in legacy retirement plans.
Q #076	Application Development & Support	Do any employees have concurrent jobs (multiple empl_rcd#s)?	No
Q #077	Application Development & Support	What is the extent and nature of customization within each module?	At IIE, the complexity of customization is rated at "medium" per industry standards. There are custom objects to support mass updates, reports and Integrations in PO and GL modules.
Q #078	Application Development & Support	Are delivered objects customized or customizations bolt-on?	Yes, delivered objects are customized but are limited in the number. There are custom objects to support mass updates, reports and Integrations.
Q #079	Application Development & Support	Are customizations easily identified?	Yes. Customizations are easily identifiable with IIE naming constructs.
Q #080	Application Development & Support	Have any COBOL programs been customized?	At IIE. In FSCM & HCM combined there are limited (1 or 2) customized COBOL programs
Q #081	Application Development & Support	What are the most pressing production issues?	See answer to Q #003.
Q #082	Application Development & Support	What issues are related to interfaces?	Interface monitoring is not automated. There have been incidents of cross-application connectivity issues after the patches/upgrades/refreshes.

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Q #083	Application Development & Support	What percent of processes are SQR, BI Publisher, etc.?	<p>FSCM</p> <p>Process Type + Count + Percentage Application Engine + 15510 + 79.61 COBOL SQL + 3 + 0.02 PSJob + 1952 + 10.02 SQR Report + 457 + 2.35 XML Publisher + 1540 + 7.90 nVision-Report + 20 + 0.10</p> <p>HCM</p> <p>Process Type + Count + Percentage SQR Report + 36 + 0.73 PSJob + 372 + 7.51 COBOL SQL + 154 + 3.11 Application Engine + 4392 + 88.66</p>
Q #084	Application Development & Support	What is your change control process?	See answer to Q #105.
Q #085	Application Development & Support	Are you using integrations/messaging between systems and/or 3rd parties? E integration Broker, Web Services, SOAP or REST messaging?	Yes, Integration Broker is heavily used.
Q #086	Application Development & Support	Is third party recruiting used? If so, how does it interface with PeopleSoft HCM?	<p>Yes: IIE recruits through a Deltek product named HRSmart. There are both in and outbound interfaces nightly.</p> <ul style="list-style-type: none"> • Inbound: New hires and internal movement. • Outbound: foundation tables (job codes, locations, departments) and personnel changes.
Q #087	Application Development & Support	What reporting needs do you have? Regular EEO, Benefits OE, Payroll W2, Charity Campaigns, Financial Saving Plans, etc.?	Normal cyclical (annual, quarterly) reporting for Benefits, Payroll, and Headcount movements. We do not currently receive assistance with report creation, but are interested in growing Workforce Insight access and report distribution.
Q #088	Application Development & Support	Are there any time sensitive processing beyond the payroll cycles and year end?	FSCM: 1099 reporting in Jan, Monthly close process. HCM: Union (NY office) salary raises in July.

ID #	Topic	Question	Answer
Q #089	Application Development & Support	Are you using any advanced features? EI. eRecruit/Taleo, ePerformance, eLearning, Succession Planning, Benefits Administration, FMLA Administration, Cobra Administration, Pension Administration, Health and Safety, Time and Labor, ...?	<ul style="list-style-type: none"> • Ben Admin, Absence Management, Time and Labor, ePerformance, and pieces of Health and Safety for the purposes of tracking.
Q #090	Application Development & Support	<p>If using Benefit Administration, how many Benefit Programs? How many elig EE's? Are all plans handle by PS or are some managed by vendor?</p> <p>Heath Plans? Life Plans? Leve Plans? Savings Plans? Flex Spending and HSA? Pension Plans?</p>	<p>We use Ben Admin to administer domestic benefit programs only.</p> <p>Health: All provided via Cigna</p> <p>1. Medical: 2 2. Dental: 1 3. Vision: 1</p> <p>Life: 7: Basic Life and ADD, Supp Life and ADD, Spousal Life and ADD, Child Life.</p> <p>Leave: NA</p> <p>Savings: 2: 403b employer paid (all enrolled), and 403b employee election.</p> <p>FSA: 6</p> <p>1. Healthcare FSA 2. Dependent Care FSA 3. Commuter: 2 for Pre and Post Tax 4. Parking: 2 for Pre and Post Tax</p> <p>Pension: NA</p>
Q #091	Application Development & Support	What is the Payroll schedule?	Semi-Monthly, will a large (A) payroll that pays all semi-monthly salaries, and a small (B) payroll that pays all overtime funds to NE team members.
Q #092	Application Development & Support	Who is the current vendor for Payroll?	ADP, but all time and leave collection is done via HCM.
Q #093	Application Development & Support	Do you use the Project Costing module with your Grants module?	Yes, IIE uses Project Costing module with the Grants module
Q #094	Application Development & Support	How many business units for each module are there?	1 US business unit for all subsystem, 24 different GL business units for International offices
Q #095	Application Development & Support	How many currencies are used as a base currency on a GL ledger?	IIE uses 15 different base currencies in PeopleSoft
Q #096	Application Development & Support	Do you have test scripts for your processes?	There are excel test scripts available.

ID #	Topic	Question	Answer
Q #097	Application Development & Support	Which modules have workflow and what is it used for? Is the workflow delivered or custom?	IIE uses delivered application workflows for PO, AP, AR and GL Journals. HCM: MSS (delivered with custom process def), Time and Labor and Absence Management (delivered), ePerf (delivered), and a custom education and professional development submission and approval page (completely custom)
Q #098	Application Development & Support	For what countries do you do governmental/tax reporting?	IIE only uses PeopleSoft for financial report in the US. The International Offices typically run local software for localized government reporting
Q #099	Application Development & Support	What countries do you use PeopleSoft's delivered processes for governmental/tax reporting? What kind of reporting?	US Reporting. IIE uses a combination of delivered reports, queries and nVision
Q #100	Application Development & Support	Do you run scheduled processes? If so, during what time of the day?	Yes, multiple PO, AP, GL jobs are scheduled during and after the business hours
Q #101	Application Development & Support	Do you use a third party application to schedule your processes? If so, what application?	All processes are scheduled within PeopleSoft. i.e. No third party application is used
Q #102	Application Development & Support	What countries do you process and/or report VAT?	IIE doesn't use PeopleSoft for VAT reporting today.
Q #103	Application Development & Support	Do you use any other accounting methods other than GAAP? If so, which ones and for what countries?	IIE uses GAAP. There are a few specific Nonprofit reporting requirements but they follow GAAP
Q #104	Application Development & Support	Do you use delivered PeopleSoft delivered consolidation processes? If not, what do you use to run consolidations and report on them?	Yes, delivered functionality is used
Q #105	Application Development & Support	Please describe any Change Control procedures in place.	System changes (enhancement, bug fix, data corrections) require IIE's IT and business approvals before deployment. Any cross-application change is reviewed by IIE Change Advisory Board.

ID #	Topic	Question	Answer
Q #106	Application Development & Support	Please describe the SLAs in place with business users for Production systems, as well as non Production systems.	At IIE, here are the Service Level Targets today with the vendor today Urgent Priority Issue: Response time 30 minutes, Target resolution 2 hours High Priority Issue: Response time 1 hour, Target resolution 8 hours Medium Priority Issue Response time 4 hours, Target resolution 16 hours Low Priority Issue: Response time 4 hours, Target resolution 24 hours
Q #107	Application Development & Support	What is the frequency of cloning between environments (if any)?	See answer to Q #021.
Q #108	Application Development & Support	Are there any upgrades planned (or underway) for the next 6 months?	No
Q #109	Application Development & Support	Are there any 3rd party tools deployed for administration, patching or maintenance?	For IIE, Application Infrastructure patching is administered and performed by the vendor. IIE staff is notified of the schedule and status via the email.
Q #110	Application Development & Support	Please indicate number of DBAs, OS/Storage system administrators on staff. Are they available 24x7 for operational support?	For IIE, DBAs, OS/Storage system administrators are managed by the vendor staff. There is 24*7 support available on demand.
Q #111	Application Development & Support	Are there any custom queries to be upgraded? if so, how many?	There are no upgrade requirements in scope of this RFP
Q #112	Application Development & Support	What version is PeopleTools? if used.	PeopleTools 8.59.10 for HCM and FSCM.
Q #113	Application Development & Support	Section 2.4.3 Application Management & Development Services, second to last bullet on page 11 states and onsite PS Finance Lead is required but Section 2.6 Delivery Locations states IIE does not require onsite presence. Will IIE clarify?	The expectation for Financial & HCM SME is to be onshore to support US business hours. (Can be remote onshore)
Q #114	Application Development & Support	Is the PS Finance Lead expected to be full-time?	Yes, IIE expects PS finance lead to be full-time.
Q #115	Application Development & Support	How is Fluid being used today?	IIE uses fluid homepages and fluid pages which are delivered by PeopleSoft.

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Q #116	Application Development & Support	Will IIE provide monthly or annual ticket information for all severity levels including dev/minor enhancements for HCM and FSCM?	See answer to Q #068.
Q #117	Application Development & Support	Is there any upgrade scope included in the scope? If yes, please provide the current and target version number?	IIE doesn't foresee any systems upgrade in scope for this RFP
Q #118	Application Development & Support	Is offshoring allowed?	An Offeror may assign offshore resources that are part of their staff and present/document them accordingly. The Offeror must still demonstrate authorization to do business in the US. If "offshoring" refers to partnering with an offshore secondary offeror, than this needs to be clearly specified in the Proposal. A separate/different NDA may be required.
Q #119	Application Development & Support	Is helpdesk (L1) functional support needed?	No, here is the support arrangement: Level 1 support - IIE + Vendor (1 FSCM FTE + 0.5 HCM FTE) Level 2 support - Vendor team Level 3 support - Vendor team
Q #120	Application Development & Support	Is 24*7 support needed for L1/functional support?	Functional Support 5x8, 8:00 AM to 5:00 PM Eastern Time
Q #121	Application Development & Support	Would you please share the current resource count under each technology that will be part of the managed services?	For the managed services support, IIE will not set out the number of resources for the application. The engagement will be tracked by the agreed SLA.
Q #122	Application Development & Support	Is there any other consideration here to be taken, like support after working hours, night shifts, etc.?	Operational Support 7x24, 365 days per year Functional Support 5x8, 8:00 AM to 5:00 PM Eastern Time
Q #123	Application Development & Support	Please provide no. of custom reports to be supported.	Financials: 24 custom reports HCM: 2 - Load Benefit Reporting Table & IIE Audit Report
Q #124	Application Development & Support	Please let us know the no. of custom reports to be implemented	No new custom reports are in scope for this RFP
Q #125	Application Development & Support	Please clarify if there are any critical issues in the current environment in performance-wise?	There are no critical performance issues with the infrastructure.

ID #	Topic	Question	Answer
Q #126	Application Development & Support	Could you provide more details on the specific SLAs (Service Level Agreements) expected for support ticket requests?	Service Level Targets by the priority of request- Urgent Priority Issue: Response SLA 20 minutes, Target resolution 2 hours High Priority Issue: Response SLA 1 hour, Target resolution 8 hours Medium Priority Issue Response SLA 4 hours, Target resolution 16 hours Low Priority Issue: Response SLA 4 hours, Target resolution 24 hours
Q #127	Application Development & Support	Are there different SLAs based on the nature of the request (e.g., data anomalies, complex issues, enhancements)?	See answer to Q #126.
Q #128	Application Development & Support	Can you elaborate on the process for accommodating minor enhancement requests and what criteria determine the classification of an enhancement as "minor"	At IIE, any system changes that requires 8-24 hours of development effort is considered minor. All development activities are supported by using pre-arranged hours with the vendor.
Q #129	Application Development & Support	Can you provide more details on the expectations for building and sharing a PeopleSoft support ticket Knowledge Base? How will this Knowledge Base be utilized?	IIE expects a knowledge base to be setup (in form of User manuals & Support ticketing tools) for the common support issues which can thereby be shared with the end users as a self-service solution
Q #130	Application Development & Support	Our fair understanding is that HRMS and FSCM has DEMO, DEV, QA and Production (In total 4 + 4) environments which would be part of cloud migration. Is that correct?	See answer to Q #033.
Q #131	Application Development & Support	Is the plan for migrating completely to cloud including database?	Oracle PeopleSoft FSCM and HCM products (Including database) are currently hosted on Oracle Cloud (OCI) environment by a third party Vendor, where IIE is a tenant. This RFP is to move the existing Oracle Cloud PeopleSoft applications tenancy (Production and Non-Production) to IIE's own cloud tenancy.
Q #132	Application Development & Support	Is any cloud vendor already decided by IIE?	IIE has no preferences on any specific Cloud Service provider (AWS, Azure, or OCI) yet.
Q #133	Application Development & Support	Who is responsible for cloud administration until migration completion. (Responsibility Matrix)	Cloud administration will be managed by existing managed services vendor team.

ID #	Topic	Question	Answer
Q #134	Project Management & PMO Governance	Please specify how to submit the proposal? Is it over email?	Technical Proposal & Cost Proposal (and other relevant attachments) are to be submitted by email to the contact address specified.
Q #135	Project Management & PMO Governance	Section 4.4.5 – Outsourcing/Subcontracting – For this section, does IIE intend its definition of outsourcing/subcontracting to include infrastructure providers (e.g., AWS)?	Yes, plans to outsource/subcontract any part of the services/deliverables under the RFP includes cloud infrastructure providers
Q #136	Project Management & PMO Governance	Section 4.4.8 – Would IIE provide additional information about its request for a “dedicated full-time functional consultant....” Is IIE envisioning engaging one specific named managed services resource to focus full-time and exclusively on IIE, or could these services be provided by a combination of non-dedicated resources?	IIE requires a named PS Finance Lead functional consultant to focus full-time and exclusively on IIE business. IIE also requires a named PS HR Lead functional consultant to be assigned part-time to IIE. In addition to these resources, services may be provided by a combination of non-dedicated resources, as needed.
Q #137	Project Management & PMO Governance	What are IIE’s expectations regarding onsite work? (The second to last bullet in Section 2.4.3 says “provide onsite PS Finance Lead consulting resource and fractional/remote FTE for HR lead to assist IIE (specify details about development resources - onshore, offshore etc.)” but Section 2.6 notes that IIE does not require any onsite presence for delivery of services.	The expectation for Financial SME is to be onshore to support US business hours. (Can be remote onshore.)
Q #138	Information Security & Compliance	Besides ISO 27001/SOC 2 Type 2, are there any other compliance or certifications required?	IIE also requires SOC 1 Type 2 Report (SSAE-18)
Q #139	Information Security & Compliance	Regarding the installation of PGP/SSH Keys for data transmission encryption, are there specific instances or data flows where this is particularly critical?	AP Payment information to the banks and Concur information are critical PGP/SSH encryption HCM: several of our outbound benefit vendor interfaces.
Q #140	Information Security & Compliance	What is the patch migration frequency?	See answer to Q #001.

ID #	Topic	Question	Answer
Q #141	Demo: Showcase 1. Support Structure	Will IIE allow its down-selected vendors to submit additional questions regarding the Appendix B Demo of Capabilities requirements later, once it has selected and notified the three vendor finalists?	The RFP does not provide for a second Q&A timeframe. However, the discussions during the Demo sessions may result in additional info useful to submitting the Best and Final Offer (BFO).
Q #142	Demo: Showcase 4. Monitoring	What's Application monitoring tool presently used in the project?	For IIE, Infrastructure monitoring is managed by the vendor staff today. IIE staff is notified via the email.
Q #143	Demo: Showcase 4. Monitoring	What's Infrastructure monitoring tool presently used in the project?	See answer to Q #142.