

MARYLAND STATE TREASURER'S OFFICE
Louis L. Goldstein Treasury Building
80 Calvert Street, Room 109
Annapolis, Maryland 21401

QUESTIONS AND ANSWERS
FOR
RFP FOR MICROSOFT DYNAMICS ENTERPRISE 365
IMPLEMENTATION AND IT SUPPORT

May 8, 2018

	<u>Section</u>	<u>Pg. No.</u>	<u>Questions</u>	<u>Answers</u>
1	1.1 - Only those Offerors that fully meet all minimum qualification criteria shall be eligible for RFP proposal evaluation. The Offeror's proposal and references will be used to verify minimum qualifications.	1	In this section and on the Attachment C, may the offeror use the experience of its subs to meet the minimum and preferred qualification criteria?	Yes, See the First Amendment to the RFP dated May 7, 2018.
2			Will the State allow an offeror to use qualifications from an affiliate company under the same parental control if the offeror can draw from those resources in the execution of the project?	Yes.
3			Can a vendor be a sub-contractor to more than one primes? Can a vendor submit a proposal as a prime and also be included as a sub with another prime?	Yes. One contract will be awarded as a result of this procurement. Yes.
4			Is there any preference for local vendors?	See Section 6.3.8 – Tab 8 – <u>Economic Benefit Factors.</u>

5			Who is the current DPOR? Is the DPOR eligible to bid on this opportunity?	None. Not Applicable.
6			Are the proposed consultants/resources expected to be available post award? Can we replace the proposed consultants in case of their unavailability post award?	Personnel need to be available 2 weeks after award to start work (see RFP, Section 3.5.2). See Section 4 <u>Contractor Requirements: General of the RFP</u> regarding personnel replacement.
7		1	Will you send out a clarification or addendum to RFP section 1.1 Offeror Minimum Qualifications which allows for the "Offer" to include the "full team – Prime and Subcontractor(s)" to substantiate meeting this requirement as discussed in the Bid Meeting on Tuesday, April 24th?	See the First Amendment to the RFP dated May 7, 2018.
8	5.17		In section 5.17 Acceptance of Terms and Conditions, you state "All exceptions will be taken into consideration when evaluating an Offeror's Proposal. The Office reserves the right to accept or reject any exceptions." Will the State reject proposals without evaluation of technical and price, if the vendor states in the Executive Summary "We would like to reserve the right to negotiate terms and conditions if selected as the winning bidder for this RFP"?	No. Exceptions will be considered; however, if there are conflicts between an Offeror's exception and the State's Contract that is awarded as a result of this RFP, those exceptions will not be negotiated.
9	5.26. MBE Participation Goal	29	Regarding the MBE goal, this solicitation is primarily a staffing contract. Although the MBE allocation is based on the contract amount, 20% of 10.5 positions is between two and three positions and for years 2 to 5 if one position is allocated as an MB position that would be 33% and not 10%. Is it possible for the State to adjust the MBE requirements to avoid these issues?	Section 3.4 of the RFP states that STO seeks to staff the 'equivalent' of three positions, so this can be a combination of part time resources or three full time resources. The proposed staffing makeup should be included in the offeror's proposal. The MBE goals are to be based on Contract value.
10	1.2 Personnel Minimum Qualifications	1	Although this is not a CATS+ solicitation, the description of labor requirements are similar. CATS+ allows at the discretion of the State to substitute education with work experience. For the identified labor categories, can education requirements be substituted with work experience?	Candidates need to meet the education credentials as specified in the RFP.
11			If an Oral Presentation is held is it expected that all of the 11 identified individuals be part of the presentation? Would all 11 need to attend in person or would there be video conferencing available for some?	No. If the STO determines to conduct oral presentations, the Offeror that represents the "Prime" or firm that will enter into the Contract awarded from this RFP and any subcontractors that the Offeror proposes to meet the Offeror's Minimum and Preferred Qualifications

				requirements in Sections 1.1 and 2.1 are expected to be present.
12	3.3	14	We understand that STO has preference for MS D365 CRM Online and D365 Operations Cloud environment in TO-BE state. Please confirm. Also, what are the current CRM and ERP systems in place? If no, how is the functionality being current out as per the current process?	Correct. Currently, STO has the most current versions of CRM and Operations and Finance installed for the cloud Dynamics 365 Enterprise Edition
13			Can you please provide user details as below: - What are the total number of users expected to use CRM and D365 Operations system? - What are the different geographies from which the CRM and D365 Operations system will be accessed?	For CRM there will be 20 concurrent internal users and 50 concurrent portal users; and for Operations and Finance there will be 40 concurrent internal users. This is a single geography solution.
14	3.3	14	Can you elaborate the functionality that needs to be carried out using portals? What are the different set of portals to be considered as part of the implementation?	Portals will be used for other agencies to submit claims. A second external portal might be implemented for citizens to submit claims. The portals considered as part of the implementation are Dev portal Prod portal.
15	3.3	14	Please elaborate on the following functionality which needs to be built as part of the Service module in CRM: - CRM modified for Custom Insurance Management module - CRM modified for Custom Claims Management module	The customer engagement module will be used. Insurance functionality consists of managing insurance brokers, insurance contracts, calculating premiums, collecting premiums. Claims functionality consists of online claims record submission with attachments, submission of agency insurance needs, claims lookups and interface with agency financial applications to generate claim settlements/payments and record subrogation receipts.
16			Does STO have any middleware/ESB as part of the TO-BE landscape?	No ESB.
17	3.3	14	High level information on integrating systems and file transfer is mentioned in section 3.3. However, can you	Possible import of batch claims; financial transaction integration with Dynamics Finance and Operations GL, invoicing.

			kindly specify the different peripheral systems with which CRM needs to integrate?	
18			Do you have any CTI/IVR in place currently? If yes, can you name the system in place? If No, is CTI/IVR functionality in scope of this RFP?	There is no CTI/IVR and is not within scope.
19			Kindly confirm if the CRM and D365 Operations application needs to support multiple languages? If yes, please list the languages to be supported?	This is not a multi-language install.
20			Please specify following in terms of Data Migration: - Can you specify the legacy system from which the data needs to be migrated to CRM? - Can you specify the CORE entities and the Data volume?	Please see Section 3.2 <u>Requesting Agency Background</u> regarding the legacy system. Additional information regarding STO's operations can be found in the Agency's Annual Report which is on the website at: www.treasurer.state.md.us . This preliminary data migration analysis has been completed.
21			Is the CRM application needed to be accessed from Mobile? If yes, can you specify the high level functionality?	No.
22			Do you have any document management system in place currently? If No, are you open for MS Sharepoint to store the documents?	SharePoint is fully installed and operational as the supporting document management system.
23			Has the implementation methodology been finalized by STO for the engagement or can SI propose the methodology based on its experience?	The vendor can propose project management and ERP methods. For Dynamics Finance and Operations STO is required to use LCS. The State is requiring an Agile approach. STO is using a SAFE 4.5 with Scrum Agile.
24			Please provide details on the 3rd party systems that will interface with D365 system (CRM +Operations) and what are the integration touch points.	Rstars – batch processing; GMC Server for check printing – batch processing; and Banks – batch processing.
25			Are there any country specific tax locations that will be deployed in D365 Operations system? Please provide details.	No.
26			What are the high level business processes and modules planned for development in D365 Operations system?	For modules see Section 3 <u>Requirements Scope of Work</u> of the RFP. The core business processes and work activities to be implemented have been identified. Core business processes to be implemented are deposit processing, disbursement processing, credit card processing, bank

				transaction reconciliation, bank account management, Rstars GL transaction interface, investment interest calculation and management.
27			What are desired transaction volumes to be handled by the new system?	Operations and Financials daily transaction volume is about 500K per day. The cloud is sized for our agencies volume.
28			Are there any ISV's or vertical solutions planned for deployment in the new D365 system?	No.
29	3.3	14	We understand that STO has preference for MS D365 Online environment in TO-BE state. From CRM perspective, is there any CRM application in place currently? If no, how is the functionality being current out as per the current process?	No. Functionality is to be determined during process re-engineering.
30.			Is it mandatory for an organization priming this opportunity to have a license to do business in the State of Maryland? Or, are we eligible if the sub-contractor has the license?	The firm (prime) selected for award of the contract resulting from this RFP must be registered to do business in the State of Maryland.