

**DEPARTMENT OF HUMAN RESOURCES/OFFICE OF TECHNOLOGY FOR HUMAN
SERVICES (OTHS)
REQUEST FOR PROPOSALS (RFP) FOR
AUTOMATED FISCAL SYSTEM (AFS) MODERNIZATION PROJECT**

QUESTIONS AND RESPONSES #3

Question 8: Is the Offeror responsible for providing services to determine the As-Is/ “work around” processes?

Answer: The Department will collaborate with the vendor on all business process analysis that impact current and future business operations. The Department will provide subject matter expertise to articulate current business processes to the vendor. The vendor will assess and compile these processes, and provide technical leadership and guidance to configure the solution. The vendor will also describe to the Department how current business processes will be impacted and/or improved as a result of the solution being implemented.

Note: The Department does not seek to automate bad processes or inefficient processes. The Department will rely on the vendor to articulate best practices for the adoption of their solution.

Question 9: Is the Offeror responsible for facilitating and supporting DHR’s decisions on what the “To-Be” processes should be for the AFS?

Answer: Yes. See response to question 8.

Question 10: Should Business Process Analysis/Discovery services be included in this bid?

Answer: Yes. Services should be limited to configuring the application to meet the business needs of the Department.

Question 11: Are there documented As-Is processes? If so, will they be made available to the bidders?

Answer: No. The Department has not formally conducted business process analysis and prefers to conduct business process analysis closer to when the system is being implemented.

QUESTIONS & RESPONSES – SERIES 3

Question 12: Does the DHR have business processes/workflows that change often? If so, what is the frequency and what would trigger a change?

Answer: No.

Question 13: How many business processes do you anticipate the new AFS to support?

Answer: Not known at this time.

Question 14: Do you have a preference for SaaS or on Premise Hosted Solution?

Answer: Yes. While the Department is seeking all qualified systems that meet the stated requirements, we do have a preference for a SaaS solution.

Question 15: What skills/experience do the users of the current AFS system have?

Answer: Users employ accounting, fund control, budgeting, and fiscal reporting skills as part of their daily responsibilities.

Question 16: What skills/experience do the administrators of the current AFS system have?

Answer: In addition to responses to question #15, administrative users provide fiscal oversight of Local Departments of Social Services (LDSS), provide additional support for State reporting, journaling, account reconciliation and other related financial activities.

Question 17: Should the offer propose Help Desk services and the supporting Help Desk software in this bid?

Answer: No. The vendor will be required to provide tier-2 level support to

resolve matters that need to be escalated beyond the State's help desk.

Question 18: What types of fiscal management software has the State used in the past?

Answer: The current legacy application.

Question 19: Data Migration: How much of the legacy data needs to be migrated? 1 year only? Or all records?

Answer: The State prefers all records to be migrated.

Question 20: Data Migration: Should the mapping of legacy data model to new data model also be included in the bid? If so, will there be State personnel working with the Offeror on this effort?

Answer: Yes. The vendor will also need to provide ETL tools to facilitate the data migration process. The State will provide subject matter expertise to assist in the mapping of the legacy data model.

Question 21: Data Migration: Has a new information model/data model been developed for the new AFS system? If so, will the bidders get to see it?

Answer: No.