

State of Connecticut
Office of the State Comptroller
Request for Information
For
Consulting Services to Perform a PeopleSoft Upgrade

**Answers to Vendor Submitted Questions
Posted October 28, 2010**

Q. Training. What is the State's plan for end user training? What is expected from the implementation partner? Will the State provide trainers to support training development and training delivery?

A. Vendor should provide training materials and train the trainer. We do not anticipate classroom training.

Q. Can you provide more details around customizations within each module area? How many objects were changed or added?

A. Financial

- Record definitions including Record Peoplecode and rec defn changes : 821 objects.
- Page definitions : 271 Pages
- App engine changes : 137 steps/sections
- App packages : 3

Total : 1,232

HRMS

- 1800 data base objects that have been touched or changed by programmers ranging from the very simple to the very complex.
- 306 custom SQR/SQC objects
- 48 custom Cobol/DMS objects.

EPM – Count of Custom objects

Count of Job Type (Data Extraction, Reporting Table, etc.)	HR or FN		
Job Type (Data Extraction, Reporting Table, etc.)	FN	HR	Grand Total
Count Report	1	11	12
Oracle Delete Script Reporting Table	11	2	13
Session Report	56	23	79
Staging Table	1	1	2
Status Table	231	142	373
Tree Import	2		2
Webpage Status Update	18		18
	2		2
Grand Total	322	179	501

Security

Custom Permission Lists = **517**
Custom Roles = **525**

Q. Will the State be adding any new modules as part of the upgrade project? For example, Grants, Contracts, Expenses.

A. Nothing is anticipated at this time.

Q. How does the State handle Federal Billing needs?

A. Customized SQRs and EPM queries are used to create the bill information. Majority of the federal billing is manually created bills and uploaded into Federal systems where applicable.

Q. What is the goal of the State in regards to the removal of current customizations in the current release?

A. Our goal is to remove customizations that are no longer required.

Q. Change Management. What are the expectations from the Implementation Partner in regards to Change Management initiatives?

A. Agency readiness and training

Q. Are there current challenges in the current production environment that are targeted to be resolved with the upgrade?

A. None identified at this time

Q. Go-Live Dates: Does the State plan to upgrade and go-live all applications simultaneously (HCM, Financials, EPM)?

A. We are looking for recommendations.

Q. Data Center Hosting. Would the State consider outsourcing out their Hosting services as part of the upgrade?

A. No.

Q. Performance Testing. Will the State expect to conduct a round of Performance Testing? Will the State provide a tool to fulfill the testing needs?

A. Yes; we do not have an automated tool.

Q. Has the State established an expected timeframe for this project? Is there a preferred deployment approach to be considered (e.g., big bang, phased by agency, phased by functionality, etc.)?

A. We are looking for recommendations.

Q. Are processes standardized across the 88 agencies?

A. Yes, the majority of processes are standardized

Q. Please clarify the following item listed under section 3.5, Required Information: *Contract Modifications – include procedures to assess and quantify.*

A. The methodology by which modifications (change orders) to the contract will be reviewed quantified and approved.

Q. What degree of system documentation is available (e.g., business process flows, design specifications, test scripts, test expected results, training materials/UPKs)? Is this information current, reflecting what is in the production system.

A. There is a considerable amount of system documentation. Most of it reflects the current production environment.

Q. For the State resources described in Section 3.4, are the FTE counts generally comprised of dedicated resources, or will there be some number of part-time resources that make up the FTE count? Do the resources to be assigned have experience with the CORE-CT system? Will these resources be

supporting the production system as well as participate in the upgrade, or is there a separate production support team?

A. People could be assigned part-time, but our goal is to provide full-time experienced personnel to staff a dedicated upgrade team.

Q. Are the Subject Matter Experts included to provide input to the program, or can they be responsible for specific tasks assigned in the workplan?

A. SME's can be assigned specific tasks.

Q. Will each agency have a team responsible for ensuring that they are ready to accept the new system and implement the changes?

A. Each agency will have an upgrade liaison.

Q. Will additional State resources be available to support the testing effort?

A. Yes.

Q. Are there restrictions on the work location of supplier resources? Specifically, may offshore and onshore/off-site resources be used for the upgrade?

A. Yes; no offshore resources. Our preference is that all work is performed at our site.

Q. If working on-site, would the State provide all computing resources for the upgrade team?

A. Yes.

Q. Is this project intended to be primarily a technical upgrade, to move the CORE-CT system from the current PeopleSoft release to version 9.1?

A. Yes.

Q. Is there a desire to incorporate business process redesign?

A. Possibility, depending on new delivered functionality

Q. What degree of Change Management is needed, besides training end users?

A. Agency readiness

Q. Will additional modules be implemented? Will enhanced functionality be configured in any of the production modules, including additional reporting through EPM (e.g., Employee Self Service for HR)?

A. No additional modules are planned to be implemented at this time. Enhanced functionality may be configured, including reporting through EPM, dependent upon new delivered functionality.

Q. For planning purposes, can you provide additional information regarding current reports, interfaces, customizations, and workflow (RICEFW)?

A. This following links provides reporting information (copy and paste the URL into browser).

<http://www.core-ct.state.ct.us/reports/>

http://www.core-ct.state.ct.us/docs/reporting_mstr.doc

<http://www.core-ct.state.ct.us/reports/financial.asp>

http://www.core-ct.state.ct.us/user/hrjobaids/hr/hr_reports.xls

http://www.core-ct.state.ct.us/user/hrjobaids/tl/time_and_labor_reports.xls

http://www.core-ct.state.ct.us/user/hrjobaids/pay/payroll_reports.xls

http://www.core-ct.state.ct.us/user/hrjobaids/ben/benefits_reports.xls

Workflow is implemented across all modules.

Q. Will all historical data from the current system be moved to the v9.1 release?

A. Yes.

Q. What degree of customizations do you anticipate to carry over to PeopleSoft HCM 9.1?

A. Answered in question # 2

Q. Are there any "bolt on" applications that have been added to the delivered PS application (e.g. Scheduling Front End)? Who would be responsible for testing these applications?

A. Yes. State resources will test these applications.

Q. Is Workflow used in the current system and to what extent? Are workflow rules consistent across agencies?

A. Yes; 20 workflow rules are implemented, and they are consistent across agencies.

Q. How many PeopleSoft database instances / environments do you have?

A. 1 production, 1 disaster recovery and 5 dev/ test instances per product

Q. What is the size of the production databases?

A. Portal 90 GB

HRMS1300 GB

FIN 1100 GB

EPM 1900 GB

Q. Who is responsible for managing the technical infrastructure during the upgrade? Will that be the State's technical staff or is the vendor expected to include resources for this? If the State will be providing support, will the support be available in extended hours, or only during the normal business day?

A. The state will provide the technical resources described in the RFI during normal business hours. If more resources or additional hours of support are required the vendor should include those resources.

Q. Will the existing platform and failover capabilities be leveraged for the upgrade?

A. Yes; there is also a dev/test environment which can be used

Q. Will there be any custom requirements for auditing or security?

A. We developed custom menus in order for our customizations to NOT be overwritten when we do upgrades. We have one for each area HR, BN, TL and PY. We do have custom audit records all named PS_CT_AUDIT (a count of 44 but not all are used) and we have turned on some delivered audit records. But due to performance concerns we did not have all available used.

Q. Are there any data masking/encryption requirements for database or flat files?

A. No.

Q. Does the solution leverage or will the solution leverage PeopleSoft EAI or a packaged EAI component?

A. None at this time.

Q. What is the existing batch architecture solution and will this be leveraged?

A. We use and will continue to use CA ESP for batch scheduling.

Q. Are you planning any major technology changes or expansions as a result of the upgrade (e.g. changing products, changing infrastructure).

A. No.

Q. Would you expect a full performance test of all application functions?

A. Yes.

Q. Do you expect to upgrade and retain current Interface and Reporting Bursting functions, or are these expected to be replaced?

A. We want to retain current functionality.

Q. Please let us know if any of the PeopleSoft products has more than one production instance to be upgraded to ver. 9.1.x

A. No.

Q. Please let us know if "Catalog Management Version 8.9" is a separate PeopleSoft instance.

A. No.

Q. Has the State upgraded its PeopleSoft application earlier? If yes, please let us know when these upgrades were undertaken and the duration of the same.

A.

2006

FIN 8.4 → 8.9 (9) months

HRMS 8.3 → 8.9 (9) months

2008

EMP 8.3 → 9.0 (9) months

Portal 8.8 → 9.0 (3) months

Q. Does the State have any plans to implement any new modules or carry out significant functional enhancements as part of the upgrade?

A. Answered in Question # 3

Q. Does the State have any expectation at this time of the project duration?

A. No.

Q. Are there any significant issues with the current implementation? If yes, please list the issues.

A. No.

Q. Please let us know if the State open to a “Train the Trainer” approach for end user training?

A. Yes

Q. Please let us know how many end users are required to be trained, by product.

A. Unknown at this time

Q. Please let us know the level of documentation – Functional Requirements, Functional Design, Technical Design, Configuration, Test Scenarios, and Test Cases etc., available for v8.9.

A. There is a considerable amount of system documentation. Most of it reflects the current production environment

Q. Can the experience requested be fulfilled by a bid team (a combination of vendors bidding together).

A. No; the prime contractor must meet the requirements.

Q. Is it possible to do work remotely?

A. It is possible, but not preferred.

Q. Does the state have the requisite budget for the project?

A. There is no budget at this time

Q. What is the budget allocated for this project?

A. There is no budget at this time

Q. If you pursue the PSFT Upgrade Project, when would the State of CT be sending out the RFP?

A. Unknown at this time

Q. Would it go to those that responded to the RFI or would it be put out to bid just like this RFI was?

A. An RFP would be issued in the same manner as the RFI.

Q. If the State of CT decides to pursue the PS Upgrade project, what timeframe are you looking at?

A. Unknown at this time

Q. Would you consider doing a portion of this in our off-site lab environment, or do all consultants have to be on-site full time?

A. Our preference is on-site.

Q. Will you agree not to implement any new functionality until after the project is finished?

A. Yes; the production code will be frozen for the duration of the upgrade where possible, but any new delivered functionality would need to be reviewed.

Q. Will you agree to using the 1st pass copy of the upgraded database as the source for the development database?

A. Don't understand the question.

Q. How long have each of the PeopleSoft modules been in production?

A.

- Financials, Phase 1: July 2003
- EPM Ad-Hoc Reporting for Financials: September 2003
- HRMS: October 2003
- EPM Go Live for HRMS (October 2003)
- Financials: Billing, January 2005; Asset Management, July 2005; Inventory, August 2005
- Financials: Project Costing and Customer Contracts, July 2007

Q. How many business units do you have?

A. There are multiple BUs in the sub modules, i.e. 149 AP BUs, however, the State operates under 1 GL BU.

Q. Are you thinking about changing the chart of accounts during this project?

A. No

Q. How many months of history do you want to convert?

A. We want to convert all history; from July 2003 to present

Q. What are the most time consuming (i.e. system intensive) processes in your system?

A. Project costing pricing, time admin, actuals distribution and GL year end processes.

Q. How are objects moved from Production for PeopleSoft Financials and HRMS today?

A. Quest Stat 5.4

Q. Have you kept a copy of the DEMO database from your current production version?

A. Yes.

Q. Do the modules to be upgraded reside in different production databases?

A. Yes.

Q. Do you have documentation for your current customizations?

A. Yes.

Q. Does the documentation explain the business reason justifying the customizations?

A. Yes

Q. How many custom Crystal / Query reports have been created and how complex are they?

A.

Financials	
· SQR/SQC	: 166
· N-Vision layouts	: 152
· Crystal reports reports	: 54

Complexity varies from moderate to complex cannot identify specifically at this time.

HRMS

- 7 Crystal reports which have minor modifications
- Custom SQRs – 306

Q. What is the current Update & Fix strategy (i.e., evaluate all published patches; only look for patches if something breaks)

A. Regulatory bundles are applied.

Q. Has the State applied all, most, some or none of the PeopleSoft fixes and patches to the production database?

A. Some

Q. Have PeopleSoft upgrade or application updates been performed at the State before?

A. Yes.

Q. Do you have space available for the following additional databases: DMO and 2 copies of production?

A. Yes.

Q. What is your definition for the level of customizations; how many objects make up the following: a) Extensive; b) Moderate; c) Minimal

A. Minimal – no effect on the delivered PeopleSoft application logic

Moderate – minor changes to the delivered PeopleSoft application logic.

Extensive – Replace the delivered PeopleSoft application logic with custom business rules.

Q. Are PeopleTools objects being constantly moved into production each week?

A. Application code is changed on a weekly basis.

Q. Would a phased approach be acceptable? (ex: HR upgrade first completed and go live; then Financials) HR Quarter end and Financials month end

A. We are looking for recommendations.

Q. Is there a budget range set aside for this project?

A. There is no budget at this time.

Q. Regarding the RFI for consulting services to perform a PeopleSoft upgrade, is there a vendor that is contracted to provide the Core-CT system? If so, who is the vendor and what is their current contract duration and value?

A. The system is supported by State resources.

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Issue Date:

October 1, 2010

Vendor Questions Cut-Off Date:

October 21, 2010 1:00 pm

Question and Answer Publish Date:

No later than October 28, 2010 1:00 pm

RFI Response Due Date:

November 8, 2010, 1:00 pm

Issued by:

**State of Connecticut
Office of the State Comptroller
55 Elm St.
Hartford, CT 06106**

1. Requirements and Deadlines for Inspections, Questions and Responses

This Request for Information (RFI) outlines the information being solicited from vendors and includes guidelines for content and format of responses.

Questions:

All questions must be in written form, submitted using electronic mail and addressed to: **Osc.rfp@po.state.ct.us**

Written questions must be submitted no later than 1:00 PM Eastern Daylight Time on October 21, 2010

Questions and answers will be published no later than 1:00 pm on October 28, 2010 on the OSC website <http://www.osc.state.ct.us/vendor/>

Responses:

All RFI Responses are due November 8, 2010, no later than 1:00 PM Eastern Daylight Time

The postal address for RFI responses is:

State of Connecticut
Office of the State Comptroller
Business Services Office
Attn: Sarah Ormerod
55 Elm St.
Hartford, CT 06106

Vendors desiring to respond to this RFI must do so in writing, providing one original and one copy of the submitted response. All vendors responding to the RFI must provide contact information (name of contact, title, phone number, email, address). Responses will be reviewed by the agency and, depending on the results of that review, additional information or product/service demonstrations may be requested. Late responses may or may not be considered, and it will be up to the Office of the State Comptroller (OSC) discretion to accept or reject late responses.

No contract will result directly from this RFI. Following the review of submitted information, the Office of the State Comptroller will determine the best course of action. This RFI process is intended to help OSC research a variety of available services so that OSC can determine the best strategy for a PeopleSoft upgrade.

2. Freedom of Information Act

Due regard will be given for the protection of proprietary information contained in all proposals received; however, vendors should be aware that all materials associated with the procurement are subject to the terms of the Freedom of Information Act (FOIA) and all rules, regulations and interpretations resulting there from. It will not be sufficient for vendors to merely state in general terms that the proposal is proprietary in nature and, therefore, not subject to release to third parties. Any proposal that makes such a general or overarching claim may be subject to disqualification. **Those particular sentences, paragraphs, pages or sections which a vendor believes to be exempt from disclosure under the Act must be specifically identified as such.**

3. General Systems Requirements

3.1 Background

The State of Connecticut is considering an upgrade to its Core-CT PeopleSoft ERP system to version 9.1.x.

Core-CT is the State's enterprise-wide integrated financial, human resource and payroll system. The system's Financial modules are used to perform the following functions in all executive branch agencies – purchasing, eProcurement, accounts payable, accounts receivable, billing, asset management, inventory management, general ledger, commitment control and financial reporting, as well as to manage capital projects and bill for appropriate reimbursements. There are approximately 5,000 State employees engaged in performing these functions using Core-CT.

The Human Resource Management System (HRMS) modules of the system are used to conduct the following functions in all executive branch agencies – human resources, time and attendance, benefits administration, and to pay all State employees in all three branches of government and in the State's institutions of higher education. There are approximately 3,000 State employees engaged in performing these functions along with another 6,500 employees who directly enter their time and attendance data into Core-CT each pay period. There are approximately 65,000 employees spread across 88 State agencies, paid over 4 frequencies. Core-CT implements contract language for 70 bargaining units, resulting in over 200 time and labor rules.

The EPM application provides approximately 80 Financial and HR reporting tables and 70 staging tables from which end users can query using the EPM PS Query tool. The reporting tables are denormalized and based on information from over 300 other Financial and HR staging tables. Data is extracted, transformed and loaded on a nightly basis via a combination of materialized

views and table views using custom Ascential Data Stage ETL maps (150+). There are approximately 3,800 statewide users with access to EPM with over 10,000 private and public queries run at various intervals over the last fiscal year.

3.2 System Inventory

Product	Module	Level of Customization
Catalog Management Version 8.9 PeopleTools 8.49	Cohera Catalog Management System	Extensive
Financials Version 8.9 PeopleTools 8.49	General Ledger	Moderate
	Accounts Receivable	Extensive
	Commitment Control	Minimal
	Payables	Moderate
	Vendor File	Moderate
	Asset Management	Moderate
	Project Costing	Minimal
	Customer Contracts	Minimal
	Billing	Moderate
	Purchasing	Extensive
	Inventory	Minimal
	eProcurement	Extensive
	Supplier Portal	Minimal
Vendor Self Service	Minimal	
HRMS Version 8.9 PeopleTools 8.49	Human Resources	Extensive
	Payroll for North America	Moderate
	Benefits Administration	Moderate
	Time and Labor	Extensive
	eRecruit	Minimal
	ePay	Moderate
	Enterprise Learning	Minimal
Portal Version 9.0 PeopleTools 8.49	Enterprise Portal	Minimal
EPM Version 9.0 PeopleTools 8.49	Enterprise Warehouse	Extensive
	Ascential DataStage 7.52.	Extensive
UPK Version 3.6.1	All Modules	None, but content is customized.

3.3 Technical Infrastructure

The Core-CT technical infrastructure consists of the following technologies; geographically dispersed clusters, multiple EMC storage arrays, multiple SAN fabrics, coarse wavelength–division multiplexing and 10GB Ethernet switching. The application, web and NT process scheduler servers run on Windows Enterprise Server 2003 hosted by a 4 node VMware virtual infrastructure cluster. The UNIX process scheduler servers run on RedHat 4 32 bit servers. The database tier including multiple RedHat 5 64 bit LINUX clusters running Oracle 11g Real Application Clusters. The primary datacenter is located in East Hartford, CT and the mirrored alternate datacenter is located in Storrs, CT.

3.4 State Resources

The State will allocate the following resources to the project.

Description	FTE's
Database Administrator	1.25
PeopleSoft Administrator	1.75
PeopleSoft HRMS Developer	6.0
PeopleSoft FIN Developer	5.5
PeopleSoft Security Administrator	2.0
Financial Subject Matter Expert	5.5
HRMS Subject Matter Expert	5.0
Project Management	3.75
ETL Developer	2.5

3.5 Requested Information

Respondents are required to respond to all of the following areas. Respondents are also invited to provide additional related information not specifically addressed below. Information is requested regarding the following:

- Upgrade Project Methodology
 - Fit Gap Analysis Methodology
 - Design, Build and Configuration Methodology
 - Testing Methodology
- Deployment Strategy and Approach
- Regression Testing Strategy and Approach
- Performance Testing and Tuning Strategy and Approach
- ETL Performance tuning abilities
- End User Training - including all suggested methodologies for development and delivery
- Project Team Size, Experience Level and Project Duration
- Approximate Costs - broken out by project phase

- Approach to effectively utilize State project team members, incorporating knowledge transitioning
- Contract Modifications - including procedures to assess and quantify
- Experience with successful completion of upgrades of similarly sized Public Sector Oracle / PeopleSoft ERPs
- Experience w/ highly customized Oracle / PeopleSoft ERP systems

4. Responses to RFI

4.1 Scope of RFI

Responses to this RFI will be used by OSC to assess the viability of various alternatives. No contract will result directly from the RFI process. The responses to this RFI may be used to determine whether an RFP should be issued.

4.2 Quality of Responses

Well-organized and concise responses are encouraged in order to facilitate the State's assessment.

4.3 Product and Service Availability

The State expects that the services described in response to this request for information are generally available as of the date that responses are due. Responders must explain any exceptions.

5. References: Existing Customers

The respondent must provide at least three references similar in size to the scope of the work being proposed. For each reference, provide:

- The reference organization's name
- Contact person name
- Address
- Telephone number
- Electronic mail address
- A brief description of the upgrade project