

State of Arkansas Department of Finance & Administration (DFA)  
RFP #: SP-19-0001 - e-Procurement Solution  
State's Response to O-1 Written Questions Draft 1

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	State Response
1	N/A	N/A	Has the department allocated funding for this? If so, through what source?	This information is not necessary to submit a proposal.
2	N/A	N/A	Does the State have sufficient approved budget for this initial engagement?	See answer to Question 1.
3	N/A	N/A	When does the Department want this to be implemented by?	Refer to (Draft #2) T-8 Work Plan and Deliverables, Section 1.0 (A).
4	RFP (Draft #1), Page 5, Section 1.6	N/A	Will the State be willing to receive and give consideration to proposals for Best of Breed solutions such as eSourcing only?	The State of Arkansas is seeking an end-to-end e-Procurement Solution. Prospective Contractors should thoroughly review the Solicitation requirements and SOW and submit a proposal, which will be evaluated based on the Solicitation requirements.
5	RFP (Draft #1), Page 10, section 1.13	Pricing	Does the State have an estimated cost? If so, what is it?	This information is not necessary to submit a proposal.
6	RFP (Draft #1), Page 10, Section 1.14	Ark. Requires “one contractor” identified as the prime contractor	Would a prime implementation partner and a separate software license with the licensor be acceptable?	The prime Contractor may be the implementation provider or the software license provider. A single Prospective Contractor <b>must</b> be identified as the prime Contractor. Refer to (Draft #2) RFP, Section 1.8 (A)(2)(d)(ii).
7	RFP (Draft #1), Page 12, Section 1.20	Minority and Women-Owned Business Policy	Is it required to have an Arkansas certified minority and women-owned partner?	No.
8	RFP (Draft #1), Page 13, Section 1.25	Technology Access	Will the system require access by blind and impaired users?	This information is not necessary to submit a proposal. Refer to (Draft #2) RFP, Section 1.25.

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9	RFP (Draft #1), Page 15, Section 1.30	This RFP includes a Procurement Library that contains supporting documentation to assist Prospective Contractors in understanding the context of this Solicitation. A zip file link to the Procurement Library is posted with the Solicitation documents and is titled 'Procurement Library'	We do not see a link to the zip file in reference. Has the Procurement Library been made available to bid participants?	Yes, the Procurement Library zip file is posted with the Solicitation documents and is titled 'Procurement Library'.
10	RFP (Draft #1), Pages 23-24, Section 3.3 and the associated (Draft #1) Template T-6, I4. Implementation SLRs and O1. Operations Support SLRs	The State is requesting the respondent propose liquidated damages for each SLR in implementation and support and operations.	What is the scoring methodology and scale for evaluation? How will the requirements be scored and respondents awarded points?	Refer to (Draft #2) RFP, Section 4.1.
11	RFP (Draft #1), Page 29, Section 5.4	"claims covered by other specific provisions of the Contract calling for damages" would be uncapped and not subject to the limitation	What categories/items are covered with this?	Any and all provisions of the contract calling for damages, which would include, but not necessarily be limited to (Draft #2) RFP, Section 3.3.
12	RFP (Draft #1), Page 29, Section Section 5.5	5 year record retention from the termination of the contract for all "financial and accounting records"	What does financial and accounting records include?	The RFP defines the records to be retained as "all financial and accounting records and evidence pertaining to the contract, " before going on to state that these records should be maintained in accordance with accepted principles of accounting and Arkansas law. Accordingly, the scope is any records that should be maintained according to principles of accounting and as specified by Arkansas law.
13	RFP (Draft #1), Page 30, Section 5.9(B)	<u>For Convenience.</u> The State may cancel any contract resulting from the solicitation by giving the Contractor written notice of such cancellation sixty (60) days prior to the date of cancellation.	Can this be suspended for the first three years?	No.

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14	(Draft #1) Template C-1	Contracts Module	How many Contract Administrators (users responsible for the administration of a contract) does the State have?	Refer to (Draft #2) RFP, Section 2.2(B)(2). The State has approximately 580 procurement specialist (buyers) in AASIS.
15	(Draft #1) Template C-1	Supplier LifeCycle and Performance Module	How many Supplier Enablement FTEs (users responsible for On-boarding Suppliers) does the State have? How many users will be responsible for Catalog Management?	Refer to (Draft #2) RFP, Section 2.2(B)(3-4).The State anticipates having three (3) users at DFA-OSP to review and approve Supplier accounts to make them active and available for use in the system. Approximately five (5) users (buyers) at DFA-OSP will be responsible for review of catalogs prior to Contractor publishing.
16	(Draft #1) Template C - 1, Introduction - Instructions	State of AR has a preference for a dedicated tenant eProcurement SaaS environment rather than a shared tenant model. If there is a pricing premium for a dedicated tenant model, include any price surcharge information in the Cost Assumptions tab.	<p>We see many advantages for the State to leverage a multi/shared-tenant SaaS model rather than a single/dedicated-tenant SaaS model. Multi-tenant models leverage agile development processes and deliver more frequent functionality enhancements and upgrades which are free to all customers. Conversely, application development cycles for dedicated tenants are lengthier and more complicated. Dedicated tenant solutions oftentimes come with larger consulting / services engagements. Their service groups are primed for large, complex, and costly implementation and integration projects—not rapid on-boarding and flexible lifecycle support services.</p> <p>Why does the State prefer a dedicated/single tenant model? Is the State willing to consider multi-tenant models as part of its evaluation?</p>	Refer to (Draft #2) Template C - 1, Introduction - Instructions and (Draft #2) Template T-6, T.5.08.01. Prospective Contractors should thoroughly review the Solicitation requirements and SOW and propose a tenancy model they feel would be most advantageous to the State.

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17	(Draft #1) Template C - 1, Business Transaction Surcharge Costs	If the Prospective Contractor is proposing a Business Transaction Surcharge for compensation for the use of the solution, the Prospective Contractor must specify all initial solution costs in the tables below	Is the State considering funding this engagement/solution through a self-funded or transaction based model? If so, can the State provide details on spend on State contracts that would be included in the proposed solution? Understanding the State does not currently charge vendor or agency fees, does the State have set or proposed percentage fees for one or both? Is there a minimum and/or cap? What is the statute that provides for a transaction based model?	Prospective Contractors <b>must</b> provide a Saas based pricing model using C-1 Official Price Sheet, Tabs 2-6. This pricing model <b>shall</b> be used to evaluate and score cost as described in (Draft #2) RFP, Section 4.3. C-1 Official Price Sheet, Tab 7 provides Prospective Contractors the opportunity to provide additional funding models that they would like the State to consider. Note that any funding models provided in Tab 7 <b>shall not</b> be taken into account for cost evaluation purposes.
18	(Draft #1) Template T-4, FR1.18	The e-Procurement Solution must allow DFA to perform administrative activities through a user interface.	Could the State provide some examples of the type of administrative activities in mind?	This specific requirement has been removed.
19	(Draft #1) Template T-4, FR1.19	Solution must comply with the State's password standards.	What are the State's password standards?	SS-70-0002 Password Standard is located in the Procurement Library. Refer to (Draft #2) RFP, Section 1.30.
20	(Draft #1) Template T-4, FR3.6	1. Unlimited number of catalogs;	How many catalogs should we assume for Level of Effort estimating purposes?	Refer to (Draft #2) Template T-6, I2. On-Going Support Services - Vendor Catalog Support Services and (Draft #2) Template T-7, 3.5.
21	(Draft #1) Template T-4, FR3.7	2. Unlimited number of items per catalog;	How many items per catalog, or items in total, should we assume for Level of Effort estimating purposes?	Refer to (Draft #2) Template T-6, I2. On-Going Support Services - Vendor Catalog Support Services and (Draft #2) Template T-7, 3.5.
22	(Draft #1) Template T-4, FR4.17	16. Submit Contract fee payments (for online and "offline/outside of system" sales) based on assessment and invoicing within the Solution	Do you want the supplier to submit Contract Fee Payment Requests or actually submit payments to the State? Could the State elaborate on this requirement and provide some examples?	This specific requirement has been removed.

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23	(Draft #1) Template T-4, FR4.54	The Supplier Enablement functionality must provide an automated means for a registered Supplier to retrieve their User ID and Password with State-defined security verifications to prevent unauthorized access to the account.	What are the State's security verifications?	Refer to (Draft #2) Template T-4, FR1.4. The State does not have State-defined security verifications to prevent unauthorized access. Prospective Contractors should describe proposed solution's security verification measures in Template T-5, 2.1.
24	(Draft #1) Template T-4, FR4.59	The Supplier Enablement functionality should interface with the State professional licensing system to provide current licensing data to the Sourcing and Contract modules of the Solution.	Please elaborate on the kinds of licensing data you want to incorporate in the Sourcing and Contracts modules.	This specific requirement has been removed.
25	(Draft #1) Template T-4, FR5.132	The e-Procurement Receiving functionality must have capabilities to give the State the option of either a system-assigned and/or a state configurable purchase request number format with appropriate controls to ensure that number is unique and not duplicated.	Usually receiving is done against purchase orders, not requests. Should this requirement be for a system assigned receiving document that is unique instead of purchase request number?	Refer to (Draft #2) Template T-4: FR5.6, FR5.81, FR5.129 for numbering format requirements.
26	(Draft #1) Template T-4, FR7.57	The e-Procurement Contract Management functionality must have the capability to calculate, track and monitor any fee assessed to a contract. Each contract may have a different fee percentage. This must include having the capability to compare Supplier reported sales data to vouchered spend.	Please elaborate on the use case for the fee assessed to a contract. Is this a fee to be assessed to an agency for use of the contract or some other use case?	Refer to (Draft #2) Template T-4, FR7.55.
27	(Draft #1) Template T-4, FR7.58	The e-Procurement Contract Management functionality must have the capability to facilitate the finance system's invoicing and collection process for any fee assessed to a contract to be sent to the contractor.	Please elaborate on the use case for the fee assessed to a supplier. Is this for capture of credits against a service level agreement or some other use cases?	Refer to (Draft #2) Template T-4: FR7.55-56.

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28	(Draft #1) Template T-6, G1.1	The e-Procurement Solution must provide a user interface (GUI) that must be consistent throughout all areas and functions of the e-Procurement Solution.	Does the state consider it preferable to have all modules on a single code base to insure consistency of look and feel - navigation process - consistency and effectiveness of training.	Prospective Contractors should thoroughly review the Solicitation requirements and SOW and submit a proposal they feel would be most advantageous to the State.
29	Page 16, Section 2.1, Number 1	1. The Prospective Contractor and the Prospective Contractor's Subcontractor(s) combined must have experience with three (3) U.S. Public Sector projects similar or greater in size, complexity and scope to this Project, preferably utilizing the software proposed, within the last seven (7) years	Would the State accept examples of experience from the private sector if the vendor doesn't have enough examples from public sector?	No.