

State of Arkansas Department of Finance and Administration
SAP HANA Implementation Services
RFP #: SP-18-0087
Questions and Answers

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answer
1	Page 1	Submission Deadline for Response: Estimated to be April 11, 2018. Date to be finalized when the Final RFP is posted.	We would like to request a two week extension to the current response due date to allow adequate proposal preparation once clarification responses are received from the State estimated to be 3/28.	Please see Final RFP.
2			We seek a 3 week extension for the RFP response date. There are a lot of terms and conditions which will need legal / contracts review in parallel to the solution review and pricing. We want to respond with the best solution in line with best business practices along with the long term roadmap of the product. Hence the request	Please see Final RFP.

3	Page 6, 1.9, B & Page 3, 1.6, A-B	<p>The Prospective Contractor should notify the OSP buyer of any term, condition, etc., that precludes the Prospective Contractor from submitting a compliant, responsive proposal. Prospective Contractors should note that it is the responsibility of the Prospective Contractor to seek resolution of all such issues, including those relating to the terms and conditions of the contract, prior to the submission of a proposal. Yet in Section 1.6 it states that.</p> <p>a. A Prospective Contractor must unconditionally accept all Requirements in the Requirements Section(s) of this RFP to be considered a responsive Prospective Contractor.</p> <p>b. B. A Prospective Contractor’s proposal will be disqualified if a Prospective Contractor takes exceptions to any Requirements in the Requirements Section(s) of this RFP.</p>	Which takes precedence?	Any Prospective Contractor's proposal that takes exceptions to requirements will be disqualified. Prospective Contractors should note that it is the responsibility of the Prospective Contractor to seek resolution of all such issues, including those relating to the terms and conditions of the contract, prior to the submission of a proposal.
4	-	-	Is state looking for onshore resources only (Onsite+Offsite) or can offshore be a mix of offering	See Section 2.10.C.5
5	-	-	Are there any incumbants / vendors currently serving the State?	That information is not relevant to providing a response to this RFP.
6			The RFP refers to Public Cloud – So can we assume that no customization is allow in the Public Cloud and the solution be as close as possible to standard SAP, unless it’s a compliance, mandatory or legal need. Is that a correct assumption?	That information is not relevant to providing a response to this RFP.
7	Page 12, Section 2.1, A.1	Unicode	Specify all languages installed on SAP system.	English and German

8	Page 12, 2.1, A, 1-3	General / All	Can the state please provide current sizing for the ECC and BW landscapes?	Current ECC 3.2 Terebytes per system or smaller. Current BW 3.1 Terebytes per system or smaller. Please see Final RFP.
9	Page 12, Section 2.1.A.2	"Introduction"	Current Database Size (Data Size) of all the systems	See answer to Question 8.
10	Page 12, Section 2.1.A.2	"Introduction"	Current Database details with version and SP level of all the systems	ECC and BW Systems DB2/UDB 10.5.0008. Please see Final RFP.
11	Page 12, 2.1, A, 1-3	General / All	Can the State confirm the planned hardware architecture for ECC will be configured for scale up (single-node) and for scale out for SAP BW (multi-node)?	Scale Out
12			Can S/4 HANA be used instead of Business Suite on HANA? – Is there a plan to move to S4HANA in the near future? That'll help solution if we understand the longer term plans and avoid rework	No
13	Page 12, Section 2.1, B	"The State will procure SAP HANA Hardware and SAP User Licenses separately from this contract"	What HANA sizing for ECC and BW has been performed by the State? Can the State please share each sizing report for ECC on HANA and BW on HANA? Please include the Sizes of Production databases	That information is not relevant to providing a response to this RFP.
14	Page 12, Section 2.1, B	"The State will procure SAP HANA Hardware and SAP User Licenses separately from this contract"	Is hardware sizing completed? What type of hardware will be used i.e., HANA Appliance or HANA TDI?	Yes, hardware sizing is complete. Hardware to be used is IBM Power8 Series with Tailored Datacenter Integration. See final RFP.
15	Page 12, 2.1, B	General / All	Please provide guidance on the state's expectations for the role the systems integrator will play in hardware sizing as part of this effort.	See answer to Question 14.
16	Page 12, Section 2.1.B	"Introduction"	Is there any plan of growth for no. of users planned for each planned product/component for next five Years?	That information is not relevant to providing a response to this RFP.

17	Page 12, 2.3, B	Staff must be HANA certified	The RFP states all proposed staff should be HANA certified. Can the State clarify this only applies to technical resources where this is applicable?	This only applies to technical staff. Please see Final RFP.
18	Page 12, 2.1, C, 4	General / All	Can the state explain the meaning of, "Provide flexibility to accommodate shifting priorities?"	Removed. Please see Final RFP.
19	Page 12, Section 2.2	"...the entire AASIS landscape.."	What is the SAP Landscape layout? Please provide architecture diagram if available	For the ECC environment, the State has a standard 3-tiered system landscape (Development, Quality Assurance, and Production) In addition, we have a Sandbox and a Training system. For the BW environment, there is also a standard 3-tiered system landscape (Dev, QA, Prod), in addition to a Sandbox environment. We have Solution Manager up and running.
20	Page 12, paragraph 1, section 2.3	Please provide information regarding your organizations status as an SAP Certified Upgrade Partner. Please include links or other documentation that show this status.	We are not aware of SAP Certified upgrade partner certification provided by SAP. Will a good standing SAP services partner suffice the requirement?	Prospective Contractor must be SAP Partner Center of Expertise certification (SAP PCOE certification). Please Final RFP.
21	Page 12, Section 2.3, E	"Prospective Contractor must include at least three (3) references (for the Prime Contractor)"	Will the State consider HANA 2.0 upgrade references from both the subcontractor and prime contractor (combined) to meet the minimum mandatory reference requirements?	No
22	Page 13, 2.4, last paragraph	Over the years has been heavily customized to meet specific needs of the State, making it very challenging to maintain, as well as complicated to enhance and modernize	Can the state provide a diagram or other documentation depicting this customization?	That information is not available.
23	Page 13,Section 2.5, Paragraph 1	DIS provides the infrastructure (e.g. network, servers, data center, and disaster recovery services) for AASIS.	Please provide the details on disaster recovery setup for ECC and BW.	That information is not necessary to provide a response to this RFP.

24	Page 13,Section 2.5, Paragraph 1	DIS provides the infrastructure (e.g. network, servers, data center, and disaster recovery services) for AASIS.	Have you configured high availability? (i.e.. Hardware / DB cluster?). If yes , please provide the details.	No.
25	Page 13, Section 2.5A	A. Software Environment	Please describe the current landscape for both ECC and BW: 3-tier or 4-tier? [e.g. SBX, DEV, WAS, PRD]	See answer to Question 19.
26	Page 13, Section 2.5A	A. Software Environment	Please describe existing data volumes in ECC PRD and BW PRD.	17 years of data, no archiving.
27	Page 13, Section 2.5	"Technology overview"	Any present DR site or planned or to be planned (far/near), DR server for the landscape	That information is not necessary to provide a response to this RFP.
28	Page 14, Section 2.5 , Paragraph A 3	EHP7 for SAP ERP 6.0 (ECC and Portal),SAP NetWeaver 7.5 (BW and BW Portal)	Are ECC and BW systems dual-Stack?	No.
29	Page 14, Section 2.5 , Paragraph A 3	EHP7 for SAP ERP 6.0 (ECC and Portal),SAP NetWeaver 7.5 (BW and BW Portal)	How does the State's Business Warehouse feed any external systems?	Yes, via Flat files.
30	Page 14, Section 2.5A 3	3. System Software iv. SAP Solution Manager 7.1 (we are analyzing Solman 7.2 now)	We note that you are analyzing SOLMAN7.2 currently, will this be ready for use when the upgrade project commences?	No.
31	Page 14, Section 2.5.A.3	"System software"	What are the SAP Products /Components Deployed to be Migrated? The deployed product details are given in	All components of the current ECC and BW will be migrated to HANA. Please see Final RFP.
32	Page 14, Section 2.5.A.3	"System software"	Need details of SAP System (Like DEV, QAS, PRD with clients and their usage) with current Architecture/Landscape document. Can it be shared?	See answer to Question 19.
33	Page 14, Section 2.5.A.3	"System software"	H/W details with current CPU Utilization at peak time with concurrent users (number)	Max. CPU Utilization on DB Server 28 % Max. CPU Utilization on Appl. Server 32 % Max Users peak 1529. Please see Final RFP.
34	Page 14, Section 2.5.A.3	"System software"	OS details with versions and service pack of all the systems	AIX 7.1
35	Page 14, Paragraph 2.5, Section 3	System Software	Is the customer open to do a technical assessment on the SAP landscapes involved in the project?	No.

36	Page 14, Paragraph 2.5, Section 4	System Software	May we have EW reports from each component?	That information is not available.
37	Page 14, Paragraph 2.5, Section 5	System Software	May we have a Visio depicting the current landscape?	See answer to Question 19.
38	Page 14, Paragraph 2.5, Section 6	System Software	May we have detailed description of the current hardware besides that is running on P8?	That information is not relevant to providing a response to this RFP.
39	Page 14, Paragraph 2.5, Section 7	System Software	May we have the current hardware layout depicting where each SAP components running, and the resources allocated for those components? vCPUs, Memory, Storage and I/O allocated, system load diagrams showing peak usages?	See answer to Question 33.
40	Page 14, Paragraph 2.5, Section 8	System Software	May we have the current hardware max capability and any additional hardware that can be allocated to the existing SAP landscapes?	See answer to Question 33.
41	Page 14, Paragraph 2.5, Section 9	System Software	May we have the target landscape hardware allocations and future proposed SAP landscapes diagram?	See answer to Question 19.
42	Page 14, Paragraph 2.5, Section 10	System Software	May we have the detailed SAP HANA sizing report per systems?	Hardware sizing is outside the scope of this RFP. See Section 2.1.B of the RFP.
43	Page 14, Paragraph 2.5, Section 11	System Software	May we have the target hardware appliance detailed specifications?	See answer to Question 14.
44	Page 14, Paragraph 2.5, Section 12	System Software	Is the target hardware vendor supported SAP certified hardware or TDI?	See answer to Question 14.
45	Page 14, Paragraph 2.5, Section 13	System Software	If TDI who is working to certify the target environments for SAP?	That information is not relevant to providing a response to this RFP.
46	Page 14, Paragraph 2.5, Section 14	System Software	Can we assume all infrastructure work will be provided by customer?	Yes, except SAP related OS tuning noted on Page 18, Section 2.6.E.4 of the RFP.
47	Page 14, Paragraph 2.5, Section 15	System Software	Is the source and target environments located in the same physical location?	Yes, however, some hardware may be located at a different site (i.e. Sandbox and Dev).
48	Page 14, Paragraph 2.5, Section 16	System Software	May we have the network bandwidth data between source and target environments?	10 GB fiber

49	Page 14, Paragraph 2.5, Section 17	System Software	May we have current OS logs from source landscapes?	That information is not relevant to providing a response to this RFP.
50	Page 14, Paragraph 2.5, Section 18	System Software	May we have the OS configuration parameters for each systems?	That information is not relevant to providing a response to this RFP.
51	Page 14, Paragraph 2.5, Section 19	System Software	May we have the database sizes per instances?	See answer to Question 8.
52	Page 14, Paragraph 2.5, Section 20	System Software	May we have source DB2 instances error logs?	That information is not relevant to providing a response to this RFP.
53	Page 14, Paragraph 2.5, Section 21	System Software	May we have the database parameters for each systems?	That information is not relevant to providing a response to this RFP.
54	Page 14, Paragraph 2.5, Section 22	System Software	<p>May we have the following SAP transactions output per systems?</p> <ul style="list-style-type: none"> • ST03n average and peak times; top 40 transactions • SM21 errors only • ST07 showing logged on and active users hourly per day per systems; correlated with system load statistics • ST06n • Sm12 peak usage • Sm13 errors • DB02 tables and indexes sorted by size 	We have approximately 5000 professional licensed users and approximately 25,000 ESS users accessing ECC system from 7:30 to 5:00 daily throughout the week peak times being mid-morning and mid-afternoon. Bi-weekly payroll is one of the highest utilization times. CPU utilization typically falls within acceptable ranges. For additional information, please also see answer to Question 33.
55	Page 14, Section 2.5, 2	Software Management	How long does it take for the State to complete back-up and restores? What approach is used?	1.5 hours, Full nightly backup to TSM and DB2 Logging.
56	Page 14, Section 2.5, 2	"There are also Sandbox systems and Test Systems"	How many sandbox systems are included in the HANA migration? Beyond DEV, QA, and PRD	2 ECC and 2 BW.
57	Page 14, Section 2.5, 3	State Staff	How many State AASIS staff, by skillset listed, are available to support the HANA Migration? For example how many Basis Administrators, Basis Security Administrators, ABAP developers, Operating System Administrators?	See Section 2.10.B.2.

58	Page 14, Paragraph 2.5, Section 31	System Software	May we have the SAP instance parameters per systems?	That information is not relevant to providing a response to this RFP.
59	Page 14, Paragraph 2.5, Section 32	System Software	Is there any dual ABAP+JAVA instances currently?	No.
60	Page 14, Paragraph 2.5, Section 33	System Software	Is the NWGW standalone?	Yes.
61	Page 14, Paragraph 2.5, Section 34	System Software	Is Linux Red hat target patched for HANA v2.0?	Installation of Linux has not been completed.
62	Page 14, Paragraph 2.5, Section 35	System Software	Is business process testing end to end transaction scripts readily available?	That information is not relevant to providing a response to this RFP.
63	Page 14, Paragraph 2.5, Section 36	System Software	Time needed for Landscape re-integrations?	Please see Section 2.7. The timeline is a tentative timeline and the Prospective Contractor is asked to provide a project plan in Template T-5. It is preferable to stay close to the State's proposed timeline.
64	Page 14, Paragraph 2.5, Section 37	System Software	Time needed for Interface retrofitting?	See answer to Question 63.
65	Page 14, Paragraph 2.5, Section 38	System Software	Time needed for ABAP retrofitting and optimization?	See answer to Question 63.
66	Page 14, Paragraph 2.5, Section 39	System Software	Is there a production sized sandbox hardware readily available?	Yes.
67	Page 14, point#3	System Software	Please share the database sizes of the SAP ECC 6 and SAP BW instances	See answer to Question 8.
68	Page 14, point#3	System Software	Please share landscape diagram of the landscape	See answer to Question 19.
69	Page 14, Section 2.5, 2	Software Management	How long does it take for the State to complete annual support pack implementations?	Support pack implementations are completed on weekends and take 48 hours or less.
70	Page 14, point#2	Software Management	Is the Sandbox and Training environment updated with recent Production data ? And these environment is having same interfaces and computing resources as of Produtcion environment.	Sandbox Is Production sized data, Training Is Not. Not all Interfaces are in non production environments but most are. Computing Resources Are Much Less Since 60 Or Less Users.

71	Page 14, point#3	System Software	Is the sizing of the HANA hardware performed?	See answer to Question 14.
72	Page 16, point#6	Hardware Environment	Is the backup / restore of the HANA database within scope and any backup solutions configuration falls under Contractors scope ?	Yes, backup and restore is part of the scope. Please see Final RFP.
73	Page 16, Figure 3 & 4	System Software	Does the configuration of interfaces fall under contractor scope? If so share the existing documentation available in the existing landscape.	Yes, please see Final RFP. Existing documentation can be provided to the awarded Contractor.
74	Page 16, Figure 3 & 4	System Software	Is testing of third party applications fall under contractor scope?	Yes, please see Final RFP.
75	Page 16, Figure 3 & 4	System Software	Do you have custom SAP Fiori based applications?	Yes.
76	Page 16, Section 2.5.A.3	"System software"	For the third party softwares running in the SAP environment, please mention the data synchronization details between SAP and third party applications	That infomration is not relevant to providing a response to this RFP.
77	2.6.A.1		The RFP recommends the bidders to "Have a methodology that either adopts, mimics, or supplements a Rapid Deployment Solution". Are you open to using the Activate methodology to meet this requirement?	Please see Section 2.6.A.1.
78	2.6.A.1		Can a Model Company (Best Practices) be used as an engagement model or does this have to be a "lift and shift of your current applications/configuration?"	Please see Section 2.6.A.1.

79	Page 17 Section 2.6 A. 1	Have a methodology that either adopts, mimics, or supplements a Rapid Deployment Solution, developed by SAP, or a framework for Lift and Shift Migration to Business Suite on HANA and Business Warehouse for HANA. The proposal may include scoping of upgrade, <u>but must not require a blueprint or design phase and should simply focus on a technical migration to Business Suite on HANA and Business Warehouse for HANA</u>	If SAP Model Company (Best Practices) are to be used as an engagement model an Explore Phase will be necessary for a Fit/Gap Analysis. This follows the SAP Active methodology. Would this be acceptable?	Please see Section 2.6.A.1.
80	Page 17, Section 2.6	Scope of Work/Deliverables	Do you intend to perform SAP ECC 6.0 EHP7 upgrade to SAP ECC 6.0 EHP8 along with unicode and db migration?	No.
81	Page 17, Section 2.6B&C	B. Design Requirements and C. Software Requirements	Please confirm that the desire is to move to BW/4HANA, and not BW on HANA. (a move to BW on HANA will be similar to a move to SAP Suite on HANA).	See Section 2.1.A.3.
82	Page 17, 2.6, E	3,300 custom development objects	Can the state provide a breakdown of the different type of RICEFW objects, e.g. Reports, Interfaces, Conversion, Workflow, Enhancements, & Forms currently implemented?	See Attachment C Custom Development Objects.
83	2.6.E.1	“The AASIS system contains approximately 3300 custom development objects that must be addressed during the upgrade. Within the SAP ECC landscape SAP HANA Code Remediation of around 3150 custom programs and Unicode enablement of around 150 custom programs shall be performed by the Contractor's ABAP staff working jointly with the DFA-OIS-ASC ABAP staff by providing ABAP subject matter expertise (SME) for support during the code remediation phase”	How can we review to estimate this specific requirement - Customization/Development Requirements:	See Attachment C Custom Development Objects.

84	Page 17, Section 2.5.6.iii.d	"Hardware environment"	Current Back up details including tools currently used/ planned for future	TSM is used for nightly backups.
85	Page 18,Section E	Customization/Development Requirements	Please provide Custom object types for the HANA Code remediation	See Attachment C Custom Development Objects.
86	Page 18,Section 2.6, Paragraph C	Unicode migration upgrade, with the ECC upgrade.	Number of code pages in TCPDB table.	Table has one code page entry = "1100"
87	Page 18,Section 2.6, Paragraph C	Unicode migration upgrade, with the ECC upgrade.	What is the target version of ECC? Is upgrading and/or applying the latest support package stacks in scope?	Target version is ECC 6.0 EHP7. Support packs are not in scope. Please see Section 2.5.A.3.
88	Page 18, Paragraph 1, Section 2.6 C C. Software Requirements	The upgrade will not include: 1. Unicode migration with the BW upgrade	Will this migration be addressed by you before the upgrade project commences?	BW is already Unicode.
89	Page 18, Section 2.6.C.2	"Unicode migration upgrade, with the ECC upgrade"	Upgrading from EHP7 to 8 with combined Unicode migration cannot be done as 7.5 based shadow instance only supports Unicode. So what is expected from the Contractor – Unicode migration upgrade or ECC 7 to ECC 8 upgrade?	Unicode migration is expected from the Contractor (see Section 2.1.A.1). Also see response to question 87 regarding target version.
90	Page 18, Section 2.6.C.3	"Installation and configuration of the current operating system to Redhat/Linux from AIX (UNIX)"	Will there be any OS migration involved from the Contractor?	No, see revised Section 2.1.A.4. and 2.1.B. in final RFP.
91	Page 18, Section F	Performance Tuning Requirements:	What intergration technologies are used for integrating various systems (IDOCs,oData services,File interfaces etc)	File interfaces, oData services, SICF services, and RFC.
92	Page 18, Section E	Customization/Development Requirements	How many custom programs may be there for performance tuning? Share the number in exisiting landscape	See Attachment C Custom Development Objects.
93	Page 18, Section 2.6, E	Custom Development Objects	What is the breakout of the State's development objects? For example, how many interfaces, reports, workflow, enhancements, forms, etc.?	See Attachment C Custom Development Objects.

94	Page 18, Section 2.6 E - Customization (# 1 and 2)	<p>1) The AASIS system contains approximately 3300 custom development objects that must be addressed during the upgrade. Within the SAP ECC landscape SAP HANA Code Remediation of around 3150 custom programs and Unicode enablement of around 150 custom programs shall be performed by the Contractor's ABAP staff working jointly with the DFA-OIS-ASC ABAP staff by providing ABAP subject matter expertise (SME) for support during the code remediation phase.</p> <p>2) The Contractor shall perform Unicode enablement and assist DFA-OIS-ABAP staff with Code Remediation activities.</p>	<p>Please confirm:</p> <p>1) Contractor will be responsible for Unicode development activities, as needed</p> <p>2) State will be responsible for all other Code Remediation Activities, as needed, with support from Contractor</p> <p>If confirmed, please clarify the Contractor's role with assisting in Code Remediation</p>	The Contractor SAP ABAP Development Staff shall be responsible for assisting DFA-OIS-ABAP staff with Code Remediation activities, including identifying and resolving issues with the ABAP code where necessary to successfully perform in the new HANA environment. Please see Final RFP.
95	Page 18, Section 2.6, G	State Staff	How many functional testers will the State provide to the project?	The number of functional testers available will be dependent on the awarded Contractor's response.
96	Page 18, Section 2.6.C.2	"Unicode migration upgrade, with the ECC upgrade"	Upgrading from EHP7 to 8 with combined Unicode migration cannot be done as 7.5 based shadow instance only supports Unicode. So what is expected from the Contractor – Unicode migration upgrade or ECC 7 to ECC 8 upgrade?	See answer to Question 89.
97	Page 18, Section 2.6.C.3	"Installation and configuration of the current operating system to Redhat/Linux from AIX (UNIX)"	Will there be any OS migration involved from the Contractor?	Removed. Please see Final RFP.
98	Page 19, Section 2.6 K - Documentation	Project Documentation	Does the State have specific documentation standards or requirements? Is a template available for review as part of this RFP?	No.
99	Page 19, Section E	Customization/Development Requirements	Is technical documentation available for those objects which need code remediation?	No.

100	Page 19, Section 2.6 K - Training & Knowledge Transfer	Training and Knowledge Transfer	Does the State have a preferred Training delivery method? Ex. Self-paced or instructor led. Are Training documentation templates available for review as part of this RFP?	See Section 2.6.H.3 of the RFP.
101	Page 19, Section 2.6 K - Training & Knowledge Transfer	Contractor shall provide technical training and knowledge transfer to State IT staff in upgrading, tuning, monitoring, and maintaining the Solution	Please confirm the State's expectations relating to the amount, duration, and general guidance for Technical Training. And, please clarify the State's expectations for knowledge transfer.	As part of the Knowledge Transfer process, the upgrade shall be documented so that it can be repeated exactly in the next system. Documentation must be such that it is usable even if the technical staff changes. Contractor's onsite technical staff shall assist in this process. See section 2.6.H.3 and 2.6.H.8 of the RFP.
102	Page 19, Section 2.6 F - Testing	Performance/Stress Testing — Ensure the Solution will meet DFA-OIS' performance needs	Does the State have performance or stress testing software or capabilities that could be leveraged for this project?	Hp Quicktest. Please see Final RFP.
103	Page 20, Section 2.7	Project Timeline	How was the project timeline determined? Is it mandatory to use the milestones listed to determine the work plan duration? Will the State accept alternative timelines?	See answer to Question 63.
104	Page 20, Section 2.7 - timeline	Please note that the State requires no downtime for the system. Contractor shall implement over a weekend.	Contractor acknowledges this need and will plan accordingly. However, the Unicode conversion and other Go-Live activities may require more than 48 hours worth of effort. Through cutover simulations, the actual cutover time will be known. If the required time is more than 48 hours, requiring downtime, will the State agree to this, without damages assessed to the Contractor?	The final timeline will be mutually agreed to within 30 days of contract award.
105	Page 21, Section 2.0 B - State Project Team	resource availability	Please define the hours availability for each resource listed.	Template T-3 Section 4 requests that Prospective Contractor's provide the roles and responsibilities for each party.

106	Page 21, Section 2.10, C	Contractor must have consultants currently in the US. Access to the State system shall only be available from US locations.	Is the State willing to permit a hybrid project team, with a mixture of Team members onsite and remote (USA-based and non-USA-based)?	See Section 2.10.C.5.
107	Page 21, Section 2.10.C.6	"Contractor project team"	Details on maximum time for which down time can be planned with Business Continuity	See answer to Question 104.
108	Page 22, 2.10, D, 5	General / All	The RFP defines very specific experiential requirements for proposed staff roles which are inconsistent with the broader SAP market. This could substantially limit competition. Could the State be more flexible in allowing alternative or comparable experience and expertise for these identified roles?	No.
109	Page 25, Section 2.15	The Contractor may submit an alternate milestone schedule with their proposal in T-4	How were the milestones and percentages determined? Can new/different milestones and percentages be proposed?	Per Section 2.15 of the Final RFP, Contractor may propose alternative milestones, however, the State shall not pay more than 50% of the total project cost prior to successful completion of Post Go Live Support.
110	Page 25, 2.15	50% tied to completion of post go live support	50% of payment deferred to after post go live support which is significantly out of alignment with the expected burn rate of resources throughout the project. Such an approach will require vendors to incur additionally carrying cost which will be passed on to the state. This will drive up the total cost to the state. Would the state consider an alternate payment schedule, which better aligns to vendor level of resources commitment?	See answer to Question 109.
111	Page 25, Section 2.16	DFA shall not pay more than fifty percent (50%) prior completion of Post Go-Live Support	Is the State open to adjusting this as part of contract negotiations, where more than 50% would be paid prior to Go-Live?	See answer to Question 109.

112	Page 25, 2.16 & Page 18, 2.6 G	General / All	Our experience with the State has been that Performance Standards are negotiated with the selected vendor. Section 2.16.B allows for negotiations of Section 2.16 prior to award. We respectfully request this section be updated to permit vendors to identify their respective negotiation items for Section 2.16 in their proposals without risk of disqualification. In the event the State and the highest rated vendor selected for negotiations are unable to reach final agreement, then per RFP Section 1.18.B. the State could then move to the next highest rated vendor. Because RFP Section 2.6.G includes the resolution times, we request that RFP Section 2.6.G be updated to permit the vendors to recommend changes to the requested approach and that they be addressed in negotiations (again removing the risk of disqualification).	Any negotiations would be handled after the final ranking of Prospective Contractors is completed. At that time, the highest ranking Prospective Contractor could request to negotiate performance standards. It is the State's final decision whether negotiations regarding performance standards would be acceptable to the State.
113	Page 31, 4.3, A	General / All	For paragraph A, would the State clarify compliance is required only for Arkansas laws, local laws, ordinances, orders, and regulations which are applicable to Contractor in its performance of Services under the Agreement? Can the State remove the indemnity in paragraph (b) as such matters would be direct claims between the parties rather than indemnity claims?	No.

114	Page 31, 4.4, B	Clauses stating, “to claims covered by other specific provisions of the Contract calling for damages”	In paragraph B, can both of the clauses which state “to claims covered by other specific provisions of the Contract calling for damages” be removed or clarified so they are limited to the liquidated damages clause in Section 2.16?	No.
115	Page 31, 4.5, A	General / All and specifically, “generally accepted principles of accounting”	Would the State limit the requirements of paragraph A to billing and payment records? Also, can the phrase “generally accepted principles of accounting” be replaced with the phrase “accounting procedures and practices consistently applied”?	No.
116	Page 32, 4.7, A	“Contractor’s subsidiaries”	For paragraph A, (i) can the phrase “Contractor’s subsidiaries” be removed or be clarified to indicate it is only subsidiaries who receive the State’s confidential information under the resultant contract that must comply with such laws and Requirements, and (ii) can the requirements of paragraph A be limited to laws and to all Requirements which are applicable to Contractor in its performance of Services under the resultant agreement?	No.
117	Page 32, 4.8	General / All	Can the second sentence be removed, or clarified that if the Contractor disagrees with such determination, that it may challenge such determination pursuant to Section 4.4(C).	No.

118	Page 32, 4.9, A-C	General / All	For paragraph A, can the State add a provision making the right to terminate for breach of the contract mutual? For paragraphs B and C, can the state change this paragraph to state that the Contractor shall be entitled to payment for all services provided up to the date of termination?	No.
119	Section T-6, Subsection 2.0 – Prospective Contractor Attachments	EO 98-04 Disclosure Form. (See Standard Terms and Conditions, #27. Disclosure.)	We weren't able to find a form that needed to be completed and included with the overall response. Will there be a form provided to vendors to complete when the final RFP is released?	The form can be found at: https://www.dfa.arkansas.gov/images/uploads/procurementOffice/contgrantform.pdf .
120	Page 12, Paragraph 2, Section 2.1	A. The technical upgrade must include: 1. Migration of SAP ECC systems to SAP's Business Suite on HANA platform, including Unicode migration in the ECC landscape.	ECC6.0 and above or NW7.0 onward systems are already Unicode. Any specific reason to mention "including Unicode migration in the ECC landscape" ?	See answer to Question 87.
121	Page 12, Paragraph 2, Section 2.1	B. The State will procure SAP HANA Hardware and SAP User Licenses separately from this contract	We assume that SAP HANA database installation will be performed by the appliance vendor unless "Tailored Datacenter Integration approach" is followed, and SAP application specific configuration is required to be done by Upgrade/Migration partner on HANA database. Is the assumption correct?	See Section 2.1.B. of the Final RFP.
122	Page 14, Paragraph 2, Section 2.5	A. 3. System Software iii. SAP Netweaver 7.5 (BW and BW Portal)	Is this a Federated Portal or an independent SAP Enterprise Portal integrated with BW ?	Federated Portal

123	Page 16, Paragraph 2, Section 2.5	<p>A.</p> <p>3. System Software</p> <p>Third party applications used by AASIS are listed below.</p> <ul style="list-style-type: none"> i. BSI TaxFactory ii. Vertex iii. GuiXT iv. Kronos v. Panaya vi. Hanelly vii. HP Quick Test 	Are the above third party applications, integrated to SAP ? If yes, is the capability assessment for integrating these with planned versions of SAP post upgrade? Also please provide technical details.	<p>Yes, all third party applications are compatible With Hana.</p> <p>Technical details can be provided to the awarded Contractor.</p>
124	Page 16, Paragraph 2, Section 2.5	Document Management Software	Is the DMS integrated with SAP ECC or an external system? If this is external, please provide technical details.	Not integrated
125	Page 18, Paragraph 2, Section 2.6	C. 4. Installation and configuration of the current database to SAP HANA.	We assume that SAP HANA database installation will be performed by the appliance vendor unless "Tailored Datacenter Integration approach" is followed, and SAP application specific configuration is required to be done by Upgrade/Migration partner on HANA database. Is the assumption correct?	See answer to Question 121.