

**Request for Proposals for
SAP Consulting Services
RFP # 0123-2
Questions and Answers**

February 2, 2023

Q1. Do NYC/NYS certified MWBE companies get any advantage in the decision-making process? Do you have any MWBE goals or small business goals?

A1. Firms that are able to provide the scope of services and meet the Threshold Criteria under RFP section VI. Should submit a proposal. See also RFP section VIII. EVALUATION AND SELECTION.

Q2. Would you encourage small businesses to team w/ bigger companies to bring in trust and confidence?

A2. See A1.

Q3. If yes, can 2 companies bid together as a team instead of one being Prime and the other Sub? Is there any disadvantage in teaming?

A3. Proposer is a firm and a proposer is to identify any of its sub-contractors. Proposer to meet the Threshold Criteria under RFP section VI.

Q4. What is your decision-making matrix and weightage to each item?

A4. See RFP section VIII. EVALUATION AND SELECTION.

Q5. While have been successful in staffing projects, it is usually not practical to hold specific consultants presented along w/ the proposal for a long time to be available at the time of award. Given this, what's the purpose of providing resumes at the time of bid?

A5. As per RFP section VII. PROPOSAL REQUIREMENTS, A. General Information, 6 states:

Describe how you would staff the engagement. To the maximum extent possible identify all of the individuals who will be involved in fulfilling the obligations and satisfying the Scope of Services under this RFP. When identifying those individuals, include the primary role and responsibilities of each. Please provide resumes for these individuals including years of employment in your organization and total years of experience. Also, include the physical location at which each team member will work on tasks related to this RFP. Detail the assignments that these individuals performed work for your firm.

Proposers to provide this information to the maximum extent possible.

Q6. When you say "Remote", can the consultant be located anywhere in the world working in EST zone or should the consultants be located in the US only or in NYC metro area only?

A6. The RFP does not restrict remote work.

- Q7. On-site part is clear, but do you foresee remote consultants traveling to your site?
- A7. The Library will establish its requirements on a project by project basis.
- Q8. Are on-site resources required to be at your location 5 days a week or do they have flexibility to choose hybrid option?
- A8. The Library will establish its requirements on a project by project basis.
- Q9. Rates to all consultants are mandatory or partial bid OK as well?
- A9. Proposer to provide all hourly rates requested in the RFP. Failure to provide cost proposal as requested will be grounds for determining a proposal to be non-responsive.
- Q10. Do you envision/foresee onsite support/travel during any phase of this project?
- A10. See answers to questions 7 and 8.
- Q11. Is there a roadblock for an offshore services model?
- A11. See answer to question 6.
- Q12. Would you please share the estimated budget range for this project? (For example \$150k to \$200k, \$200k to \$250k, etc.) This would help us propose the appropriate resource(s).
- A12. The Library has not established a budget for these services. This RFP is for SAP consulting services that are to be determined by the Library during the term of the contract.
- Q13. The budget will be 'per' year? Or, for the tenure of 3 years?
- A13. See the answer to question 12.
- Q14. I would like to confirm, based on your “Request for Proposals (“RFP”) for SAP Consulting Services Issuance Date - January 17, 2023”, are requesting 19 consultants to meet your SAP needs.”
- A14. No. This is for as required SAP services that may be needed by the Library. Proposers to provide all requested information including cost information under RFP section VII. PROPOSAL REQUIREMENTS.
- Q15. Is there any SDVOSB "set-aside" for this project?
- A15. No.
- Q16. We have not done business with SAP in the last five years but have a past performance that coincides with the open requirements. Is it worth the time to submit a proposal?

- A16. Firms that are able to provide the scope of services and meet the Threshold Criteria under RFP section VI. Should submit a proposal.
- Q17. How many awards are you going to present?
- A17. As stated in the RFP, the Library intends to award multiple contracts for this engagement. The number of awards are to be determined by the Library at the conclusion of the RFP.
- Q18. Is this an open market RFP? Was it sent to a specific group?
- A18. This RFP has been advertised and posted on the Library's webpage. Firms that are able to provide the scope of services and meet the Threshold Criteria under RFP section VI. Should submit a proposal.
- Q19. Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.
- A19. This question seeks information that is not required to submit a responsive proposal, however the Library has retained these services previously.
- Q20. Can you please let us know the previous spending of this contract?
- A20. This question seeks information that is not required to submit a responsive proposal.
- Q21. Please confirm if we can get the proposals or pricing of the incumbent(s).
- A21. This question seeks information that is not required to submit a responsive proposal.
- Q22. Are there any pain points or issues with the current vendor(s)?
- A22. This question seeks information that is not required to submit a responsive proposal.
- Q23. Please confirm the anticipated number of awards.
- A23. See answer to question 18.
- Q24. Will you accept Federal, DoD as well as state and local government as "non-profit" experience?
- A24. The RFP includes public sector experience and or not-for-profit experience. The question above includes examples of the public sector. RFP Section, VI. THRESHHOLD CRITERIA in part states:

Only Proposals submitted from Proposers who meet the following minimum threshold requirements, will be considered by the Library:

1. The firm has worked with public sector and or not-for-profit entities within the last three (3) years.

Q25. What other software are you looking at besides SAP and Open Text?

A25. RFP section V. SCOPE OF WORK, includes that, “The Library may require firms to provide SAP software, software maintenance and third party software and software maintenance that can interface with SAP, and also provide related consulting services.”

The Library shall determine its SAP software requirements and third party software and software maintenance that can interface with SAP during the term of the contract.

Q26. What is the version of your SAP instance?

A26. Our Core system is ECC 6.0 with HR
SRM 7.0 EP2
BW 3.1 (legacy being retired)
BW 7.5
Portal

Q27. Is there any planned date for S/4 HANA and SuccessFactors migration?

A27. The Library is still in the early planning phases for future upgrades. The Library does not have specific dates for upgrades but anticipates them to be completed in 24 to 36 months from now.

Q28. Are you able to share the landscape diagram for better understanding of the overall requirements?

A28. A diagram is not available, however the following information is provided:

- 1 – All landscapes have a Dev, QA, PRD
- 2 – We are currently a windows / MSSQL shop for our SAP infrastructure
- 3 – Versions
 - Our Core system is ECC 6.0 with HR
 - SRM 7.0 EP2
 - BW 3.1 (legacy being retired)
 - BW 7.5
 - Portal

Q29. Do you have a better description for each position requirement other than what is listed below? Most of the software solutions have additional third-party software specific to the company using it.

“The consultant should possess the expertise and qualifications for this subject area and specifically have experience and qualifications in the following areas:”

A29. The descriptions provide the minimum requirements. When the Library identifies a project, specific requirements will be provided to the selected firms.

- Q30. I have reviewed and see that we can submit people that are none U.S based. Can we submit a third pricing tier, “Remote Price Non-U.S. based”?
- A30. No. Proposers are to adhere to the pricing requirements of the RFP. See Addendum 1. Firms are to provide its Maximum Hourly rate for all consultants.
- Q31. Does the 30 page limit include resumes? Can the resumes be added as Appendix and not be included in the 30 page limit?
- A31. Please note that the required resumes requested do not count towards the General Information section page limit. See Addendum 1.
- Q32. Is it permissible to submit a landscape-oriented proposal that complies with 12-pt font and 8 1/2 x 11 inch-size paper?
- A32. Yes it is.
- Q33. Is there a flexibility in providing resources on 24 hour notice?
- A33. For its specific projects the Library may allow more time for response.
- Q34. Is it mandatory to have not-for-profit experience for the stated profiles like SAP Financial Accounting & Control?
- A34. The Threshold Requirement allows for either public or non-for-profit experience, “The firm has worked with public sector and or not-for-profit entities within the last three (3) years.”
- Q35. Is there any specific product in use for SAP GRC?
- A35. No.
- Q36. What is the current version of your SAP system along with database version?
- A36. See answer to question 26.
- Q37. Please provide details about all the SAP landscape components, such as ECC, S/4HANA, BW, BOBJ, Portals, SRM, GRC, BPC, NetWeaver, etc. in scope. The details we are requesting are: Number of tiers (Dev/QA/Prod/Sandbox), version with patch level, database vendor, database size, number of users in production.
- A37. See answer to questions 26, 27 and 28.
- Q38. You have mentioned experience with upgrades. Are any of the SAP systems to be upgraded within the service timeframe? Will the consultants engaged need to support those upgrades or will it be a separate RFP?

- A38. The Library is expecting to upgrade systems during the contract term. All projects will have specific Statement of Work (“SOW”) assigned which will outline consultant requirements for the specific project and will be distributed among the selected firms.
- Q39. Will the consultants be engaged full-time 5 days a week or will they be engaged based on projects/tickets/service requests as needed?
- A39. All consultant engagement requirements and working hours will be defined in the SOW phase for the specific project.
- Q40. If engaged full-time, are the consultants expected to work US Eastern time zone or will there be flexibility in work schedules as appropriate?
- A40. Projects to be defined by the Library during the term of the contract, the Library anticipates use of the Eastern Time zone for the expected work schedule.
- Q41. Is not-for-profit experience for each consultant mandatory or desired?
- A41. It is not mandatory for the consultant to have not-for-profit experience.
- Q42. Please elaborate on the domain knowledge required for the business analyst.
- A42. See answer to question 29.
- Q43. Since the Library intends to award multiple contracts for this engagement and to award work on a competitive basis among awarded firms (page 4), should respondents submit proposals only specifically for the expertise that they have?
- A43. Yes, the Library is seeking experienced and qualified SAP consulting firm(s) that can provide and access skilled SAP resources.
- Q44. How will projects and programs be prioritized?
- A44. At the Library’s Information Technology Department (“ITD”) discretion.
- Q45. Does the Library have a Program or Project Management Office that will manage scope and timeline for individual projects?
- A45. Yes, the Library’s Information Technology Department (“ITD”).
- Q46. The RFP says awards will be made at the conclusion of the RFP process. Is there an estimate of how long the process may take and when respondents would be expected to kick off the three-year contract? E.g. Q2 2023. Q3 2023, September 2023, etc.
- A46. In signing the cover letter, the firm agrees to be bound by the terms of this solicitation and its submission hereunder for no less than one year. The Library anticipates making awards within that timeframe. Please note that the Library has the right to cancel the RFP at any time prior to making any awards.

- Q47. Does the remote position need to be in the US?
- A47. See answer to questions 6, 30 and 40.
- Q48. Where would the Library like vendors to include audited financial statements to facilitate easy review and so as to not throw off the page count? Is an appendix acceptable?
- A48. Yes, an appendix is acceptable as long as the file is clearly labeled and it is referenced in the main proposal response.
- Q50. Please explain the use of the conditional “if” in this statement. Do some forms not require completion and/or submission with the proposal? *Firms to complete all forms if Attachment 1 and Attachment 3- Local Law 34.*
- A50. There is an error, the word should be “of” not “if”. “Firms to complete all forms of Attachment 1 and Attachment 3- Local Law 34.”
- Q51. Please confirm Attachment 3 – Local Law 34 is due upon proposal award versus with proposal submission on 02/16?
- A51. A completed Attachment 3 is required with proposal submission.
- Q52. Please clarify if QPL wishes vendors to include project descriptions with each reference customer’s contact information.
- A52. Yes, include a short project description.
- Q53. Please confirm that the “Answers to Questions 1.25.23” file is Addendum 1 and should be listed as such on Form 5.
- A53. No. Addendum 1 date should be listed as 1.27.23
- Q54. Please identify where prospective proposers are to “...fill in Trade and PIN...”. Attachment 1. Form 5 Acknowledgement of Addenda
- A54. PIN 0123-2, Trade: SAP Consulting Services
- Q55. Page7/SAP U.S. Payroll / Tax Reporter: Is agency using BSI Tax Factory? What is the Time Management Solution that is integrated with Payroll? What is benefits solution and who are benefits vendors that agency is using currently. How many integrations (inbound/outbound) that Payroll solution has today?
- A55. The Library is currently using BSI Tax Factory. The Time Management Solution is Kronos Timekeeper. The Library has approximately 6 inbound/outbound integrations that comprise our payroll related integrations.

Q56. Page 8/SAP SuccessFactors (e-Recruitment): SAP SuccessFactors Recruiting Management (RCM) and SAP e-Recruitment are 2 different solutions. However, the description in page 8 suggests that agency has combined both the solutions. Need a clarification on which solution the agency needs help with?

A56. The Library is not currently using Success Factor or E-recruitment. The Library is planning to implement E-recruitment as part of a future project.

Q57. If an audited financial statement is not available, what will be an alternative document that will be acceptable to participate in the RFP?

A57. If audited financial statements are not available, provide alternative documentation subject to the Library's sole discretion to accept. In the past, the Library has accepted other financial documents including financial statements and tax documentation.

Q58. Will this RFP be awarded to a single firm or multiple vendors?

A58. See answer to question 17.

Q59. How many Resumes do you need for reference?

A59. As stated in the RFP, provide a minimum of three (3) recent SAP clients as references or from clients of similar size to that of the Library and this Scope of Services (a "Reference Client").

Q60. "The Library may require firms to provide SAP software, software maintenance and third party software and software maintenance that can interface with SAP, and also provide related consulting services" Page 5:

a) We understand that procurement of SAP software license, software maintenance and 3rd party software license and software maintenance are out of the project scope since the tender is specifically for resource staffing (service related). Please confirm

b) The bidder only needs to provide man-power rates as mentioned in the table in page 14 of the RFP. Please confirm

A60. The RFP permits the Library to be able to purchase from selected firms SAP software, software maintenance and third party software and software maintenance that can interface with SAP, and also provide related consulting services.

Proposers are not being requested to provide cost information for software with its proposal.

Proposers are required to provide its Maximum Hourly Rates for each team member.

Q61. Resources requirement Page 5 to Page 10: Do the roles/resources need to have "Not-for-profit"/public sector experience mandatorily?

A61. See answer to question 41.

- Q62. Resources requirement Page 5 to Page 10: Do we need to provide resumes for all 20 the roles?
- A62. VII. PROPOSAL REQUIREMENTS, item 6. states:
- Describe how you would staff the engagement. To the maximum extent possible identify all of the individuals who will be involved in fulfilling the obligations and satisfying the Scope of Services under this RFP. When identifying those individuals, include the primary role and responsibilities of each. Please provide resumes for these individuals including years of employment in your organization and total years of experience. Also, include the physical location at which each team member will work on tasks related to this RFP. Detail the assignments that these individuals performed work for your firm. Please note that the required resumes requested in this section do not count towards the General Information section page limit.
- Proposers to provide this information to the maximum extent possible.
- Q63. Cost Proposal Table Page 14: The table does not have “SAP Archiving (OpenText/IXOS)” role whereas it’s mentioned in page 10 of the RFP. Do we need to consider this role as part of commercial proposal?
- A63. The Pricing Sheet has been corrected with Addendum 2.
- Q64. “Firms shall confirm that they will meet the insurance obligations” Page 15: Please provide Insurance requirements.
- A64. See Attachment 2 – Queens Borough Public Library – General Terms and Conditions and Insurance, <https://www.queenslibrary.org/about-us/procurement-opportunities>
- Q65. Please provide attachment 1, 2 and 3
- A65. Proposers are to obtain all documents form the webpage. All RFP documents can be accessed through the Library’s Procurement Opportunities page, <https://www.queenslibrary.org/about-us/procurement-opportunities>
- Q66. We understand that payment will be on monthly basis based on time-sheet approval. Please confirm
- A66. Yes. Also see Article 11- Timely Performance and Prompt Payment of GENERAL TERMS AND CONDITIONS FOR QUEENS BOROUGH PUBLIC LIBRARY CONTRACTS.
- Q67. Please provide Queens Public Library’s views/advise on overtime (if resource would work beyond normal working hours and during weekend/holidays) payment.
- A67. Firms are to not charge the Library above its maximum hourly rates. Firm to manage its resources.

- Q68. Please provide Queens Public Library's views/advise on resource mobilization timeline and resource replacement timeline.
- A68. Please see the answer to question 33.
- Q69. Do you need any replacement while staffed resource will be on leave (annual, sick leave etc.)?
- A69. The Library will establish its requirements on a project by project basis.
- Q70. Is there a project schedule that is being followed here for various modules?
- A70. The Library will establish its requirements on a project by project basis.
- Q71. Do all team members need to start at the same time or are they staggered?
- A71. The Library will establish its requirements on a project by project basis.
- Q72. Does the client support expenses for onsite resources?
- A71. No. The proposed Maximum Hourly rate must be inclusive of all expenses.
- Q73. Is the project just to provide operate services for environments in current state or any upgrade/conversion is involved.
- A73. Both.
- Q74. How many environments (SIDs) per product needs to be supported?
- A74. All landscapes have a dev, QA, PRD 3 for ECC, 3 for SRM, 3 for BI, 3 MDM, 3 for enterprise Portals and, 1 for solution manager. Please note these numbers are dynamic and will change over the life of the of the support engagement contract.
- Q75. What are the connected interfaces?
- A75. The Library uses interfaces for Timekeeping, outbound purchase orders, and other internal systems to transfer data between SAP and non-SAP systems.
- Q76. Any ongoing projects like upgrade/conversion to S/4 HANA or migration to cloud
- A76. Currently BI project and working on a new interface for procurement. The Library is planning to start a review project to move forward with a HANA migration.
- Q77. Number of users are there in existing ECC/S/4 HANA environment
- A77. ~1000 active users.
- Q78. Current landscape OS and database to be supported

- A78. Windows NT and MSSQL supported versions.
- Q79. Is HA/DR currently setup, what is the mechanism/architecture for achieving HA and DR
- A79. Off-site DR is in place using backup and restore methods.
- Q80. Share existing upgrade/refresh strategy and 3 year roadmap
- A80. This planning will occur with the selected firms.
- Q81. In RFP there is emphasis on Installation/Implementation, however the products other than S/4 are very old and soon will be out of support, having more details on the project goals will be helpful.
- A81. During the term the Library intends to move its current SAP infrastructure to the most current support version via Hana migration.
- Q82. Historical volume of tickets by module/month
- A82. The Library's SAP support team responds to ~35 tickets a month.