



New Jersey Turnpike Authority

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March 10, 2021

TO ALL PROPOSERS:

RE: Request for Proposals
Enterprise Resource Planning (ERP)/Business
Administration Software Managed Services
RM-162784

Responses to Inquiries

Dear Sir/Madam:

Below are the New Jersey Turnpike Authority's ("Authority") responses to inquiries received with respect to the above-referenced Request for Proposals ("RFP").

Responses to Inquiries:

1. Are you looking for an upgrade of PeopleSoft or are you looking to replace PeopleSoft?

ANSWER: The Authority will be exploring all options as far as our next generation ERP systems are concerned.

2. Is the 3rd party application support provided through the onsite resources or augmented staff?

ANSWER: The 3rd party application support will be provided by both sources.

3. Is the 3rd party application support included in the SLA penalties?

ANSWER: The Service Level Agreement ("SLA") penalties are only Peoplesoft specific.

4. Does NJTA want a vendor to provide a Help Desk service? Software?

ANSWER: No.

5. Will NJTA track the SLA through their onsite Help Desk?

ANSWER: Yes.

6. Will NJTA provide technical application support where needed?

ANSWER: The Authority anticipates the Managed Services Provider would provide technical application support to their onsite business analyst resources where needed. The Authority technical application support may also be utilized as needed.

7. Are we able to submit a bid for this regarding a true SaaS ERP system instead of Hosting your PeopleSoft?

ANSWER: No.

8. The bid document mentions writing and evaluating an RFP to replace the PeopleSoft and HCM Systems. The Authority does plan on replacing the Systems in the future correct? If so, has a potential timeline been established for when this may occur?

ANSWER: Currently there is no timeline established.

9. Is there any relation between this project and the Capital Project/Program/Portfolio Management System, in which an RFI was released for in 2020?

ANSWER: Interfaces between both systems will exist.

10. Does the Authority have a team that supports the PeopleSoft ERP platform currently? How big is the team and what is the composition (roles, number of positions, in-house/contracted, etc.)?

ANSWER: Ten total resources. Three (3) of which are contracted (PSADMIN, HCM business analyst, and FSCM business analyst). Of the seven (7) in-house resources, there is a group manager, an HCM technical lead, an HCM developer, an FSCM technical lead and three (3) FSCM developers. This is subject to change without notice.

11. Will the functional analysts being sourced through this contract be the only ones playing that role in entirety, on the support team? Or, will there be other functional analysts?

ANSWER: Please refer to the response to question 10.

12. Does the Authority currently utilize contracted resources for the services sought through this RFP? If yes, who (firm/individuals) is providing the service?

ANSWER: Yes, Cherry Road Technologies, Inc., Agenda Item No. 129-03-2016.

13. What is the estimated budget for these services (per year or for the contract term)?

ANSWER: At this time, we do not have an estimated budget.

14. What is the authority's expectation with respect to the number of resources required to provide this support, in each of the following roles?

a. Business Analysts

ANSWER: Please refer to Section III.D of the RFP.

b. PS Admin

ANSWER: Please refer to Section III.D of the RFP.

c. Developers

ANSWER: Please refer to Section III.D of the RFP.

d. DBAs

ANSWER: Please refer to Section III.D of the RFP.

15. Please provide some information that is representative of the volume of work expected under this contract. For e.g.

a. Number of PeopleSoft users in Finance and HR, each?

ANSWER: FOR FSCM – approximately 500 users. For HCM – approximately 2433 total active employees as all active employees have ESS access to paychecks. Out of these 2433 there are 443 employees who actually use PS HR for their job function.

b. Size of the current team supporting the PeopleSoft platform?

ANSWER: Please refer to the response to question 10.

c. Average number of tickets per month for the last 12/24/36 months – by nature (break fix, enhancement, etc.), severity/criticality (critical, high, medium, etc.)

ANSWER: The Authority implemented a new Service Desk system in July 2020. Since its inception, there have been approximately 160 FSCM tickets and 200 HCM tickets entered. The on-site business analysts have served as resources when needed for these tickets.

16. Under the description of “Detailed Scope”, bulleted items 7 and 9 refer to work to be performed by resources beyond the three positions (Functional Analyst – Finance, Functional Analyst – HR, PSADMIN) listed in the scope. Are these services to be provided “as-needed”? Can the Authority provide additional information that will allow proposers to estimate the additional resources that may be needed for such extended support?

ANSWER: Bulleted questions 7 and 9 do not refer to this.

17. Outside of the PeopleSoft support services (Functional Analysts and PS Admin support), the scope refers to the effort for “authoring and RFP” and “evaluating proposals” for the replacement of the current ERP platform. Please provide additional details with respect to these scope items:

a. When is the ERP replacement/procurement exercise expected to start?

ANSWER: Currently there is no timeline established.

- b. Please provide an approximate month/year (if known) or when in relation to the 3-year base term for the support services?

ANSWER: Currently there is no timeline established.

- c. Will this exercise involve development of business processes, detailed functional and technical requirements prior to the authoring of an RFP?

ANSWER: Yes.

18. In the section "Required Components of the Proposal", item 8 asks for three (3) client references. Can this requirement be met jointly by the team of prime proposer and subcontractor?

ANSWER: Yes, strength of references will be considered in the overall evaluation.

19. Has the Authority established a goal for SBE participation for this contract? What is the goal?

ANSWER: There is no required percentage for SBE/MBE/WBE. However, the Authority strongly encourages SBE/MBE/WBE participation to the extent possible.

20. If our firm is certified as MBE and DBE in the State of NJ, would our participation be counted towards the SBE goal (if one exists)?

ANSWER: See question 19.

21. If the system integrator company respond and is awarded the subject RFP will they be precluded from responding to the Oracle Cloud implementation?

ANSWER: This question is not understood by the Authority.

22. Is this a single or multiple?

ANSWER: This question is not understood by the Authority.

23. Are there incumbents on this contract? If yes, please provide details.

ANSWER: See question 12.

24. What is the annual spend for past contract?

ANSWER: Please note that the 2016 RFP Scope of Services was different than this RFP and included an upgrade.

\$3,267,044.00 for 2016-2019 (3-year contract)

\$664,272.00 for 2019-2020 (Year 1 extension)

\$664,272.00 for 2020-2021 (Year 2 extension)

25. What is the business driver prompting an outsourcing of support for the Peoplesoft applications environment?

ANSWER: The need to provide enhanced support to the business.

26. Is there an incumbent? We understand Cherry Road did the original implementation.
a. If there is no incumbent, how is support of PS being handled today?

ANSWER: See question 12.

27. Section III.D.9 – Is it possible to get an idea of the type of tickets that are being handled today? How many of them are critical vs medium vs simple?

ANSWER: Please refer to question 15.c for the response.

- a. Section III.D.7 – What percentage of support is required during regular business hours (9-5 PM ET) vs outside of that?

ANSWER: The majority of support is required during regular business hours.

28. Section III.D.2 – Due to COVID-19, would you consider onshore (offsite resources) to provide the services on Section III, sub-section D.2?

ANSWER: As a result of COVID-19 the onsite resources are for the most part working remotely. It is anticipated the onsite resources will return to the building full time when authorization to do is provided.

- a. Section C - If required to be onsite, can you please confirm that we cannot charge any travel time (i.e. tolls, mileage and/or gas) as mentioned in the RFP?

ANSWER: Correct, travel time/expenses cannot be charged.

29. Section III.D.13 – Depending on the upgrade plan, the 3 managed services consultants may not be enough to carry on a full upgrade (technical, functional, regression testing, remediation, etc.). Will the provider be able to quote additional staff for that situation?

ANSWER: The only upgrades will be to Peopletools.

30. Section III.D.14 – All development (enhancements) are to be T&M with an onsite/offsite hourly rate. Please confirm.

ANSWER: Correct. Both onsite and offsite (onshore) hourly rates are to be quoted.

31. Appendix 3 – If the consultant does not possess working knowledge of ALL ancillary applications (Kronos Workforce Center 8.x, Infor EAM v11.4x, High Jump Release 12.x/13.x/Korber 1, and Aurigo MasterWorks 12.2x), will they be disqualified? Or is there opportunity for internal training?

ANSWER: No, they will not be disqualified. However, the consultant should provide a plan as to how the gap would be met.

32. Section III.D.3 – Is the remote PSADMIN resource required to be US-based, or can that role be based offshore (India)?

ANSWER: The remote PSADMIN must be an on-shore (US-based) resource.

33. Section III.D.18 & 19 – Given the request to quote an RFP for other ERP evaluation as well as for the implementation of another ERP, have there been discussions of replacing Peoplesoft?

ANSWER: Yes, there have been discussions of replacing Peoplesoft. Please refer back to the response to question 1.

- a. If so, what are the current pain points with PS in both FIN and HCM?

ANSWER: End of support.

- b. Is there a possibility that a software replacement will occur before the 3-year managed services period requested in the RFP?

ANSWER: Currently there is no timeline established.

34. When do you plan to upgrade the People Tools from 8.55 to 8.58?

ANSWER: Possibly in 2021.

35. Do you have all documentation available (like Configurations, Business Processes, Design Docs, Coding for Customizations etc.) for PeopleSoft Financials 9.2 and HCM 9.2?

ANSWER: There is the appropriate level of documentation for customizations.

36. The Authority will provide the software loaded PCs to the Consultants?

ANSWER: For the onsite resources.

37. The Consultants will be given access to Kronos, High Jump, Etc. Downstream and upstream Integrations/applications?

ANSWER: Application access will be provided where required.

38. Do you currently track travel Expenses functionality in PeopleSoft?

ANSWER: No.

39. Do you have plans to add any additional applications in PeopleSoft, or any new integrations with PeopleSoft?

ANSWER: There are no specifics at this time, however, it is a possibility.

40. Will the oral presentations be in person or online?

ANSWER: Oral presentations will be via Cisco WebEx.

41. Can the on-site resources be from out of the area provided that travel expenses are included in the original pricing and not billed separately?

ANSWER: Yes

42. Can the PSADMINs perform non-emergency services outside of typical working hours, i.e. apply patches and service packs in the evenings?

ANSWER: Yes, when directed and approved by the Authority.

43. What is the start date for the resources?

ANSWER: Anticipated start date is between 05/15/2021 and 06/01/2021.

44. Can you provide more details on what is expected as part of the evaluation of the RFP to replace PeopleSoft?

- a. Will this effort include evaluation of the written submissions only?

ANSWER: Yes

- b. Will this effort include narrowing down the applicants to a smaller pool of finalists?

ANSWER: Yes.

- c. Will this effort include viewing oral presentations?

ANSWER: Yes.

- d. Will this effort include a full vendor selection process, including meetings, viewing sales presentations, evaluation of business needs and software capabilities, and the final vendor selection?

ANSWER: Yes.

- e. Is there a time estimate for this process?

ANSWER: Currently there is no timeline established.

- f. Will this effort include a fit-gap analysis of NJTA's needs versus the software capabilities of the vendor?

ANSWER: Yes.

45. Is the PSADMIN expected to also perform DBA tasks or is there a DBA at NJTA that the PSADMIN can work with to perform DBA tasks?

ANSWER: No, the Authority has a DBA team which will typically work with the PSADMIN.

46. For the FSCM and HCM positions, how many hours per week are they expected to work?

ANSWER: The FSCM and HCM are expected to work 40 hours/week with an hour lunch each day.

47. In the Services Agreement pg 52 2(a) & 2(b) state maximum fee for the RFP

- a. Is this amount to be calculated for the full five-year term of the contract? If not, what time period should it be for?

ANSWER: The Service Agreement is completed by the Authority after the Board Commission Meeting authorizing the award. The amount to be calculated is based on a three-year contract.

- b. Should this amount include only the following: HCM Functional full-time, FSCM Functional full-time, 1248 hours per year for PSADMIN? Or should the maximum also include an allocation for some of the add-ons such as emergency services, PSADMIN hours in excess of 1248 per year, DBA work, development work, etc.?

ANSWER: The Service Agreement is completed by the Authority after the Board Commission Meeting authorizing the award.

48. How do we find out if there are any addendums to the original RFP?

ANSWER: Any addendums are posted to the Authority website and emailed to the distribution list for the RFP.

49. What is meant by sub-professional staff and supporting staff in Section IV.B.4?

ANSWER: The language in Section IV.B.4 is intended to instruct the proposer to include a comprehensive listing of staff that will be available for the services to be provided. This may include professionals, technical subject matter experts and any supporting staff that are relevant to this RFP.

50. Are hourly rates needed for any positions that are not included in section C – Fee Proposal Forms? If so, what positions?

ANSWER: No.

51. Due to COVID and the changing nature of onsite consulting, will NJTA accept proposals that include off site (onshore) functional resources? If resources must be onsite, please provide requirements for onsite work week (Monday through Thursday, M-F, 8am - 5pm, etc.).

ANSWER: Please refer to Section III.D of the RFP.

52. Would it be acceptable to provide resources who could be on site occasionally (one week per month, etc.)?

ANSWER: No.

53. Please provide additional details on the requirement "Write an RFP to replace both the Authority's PeopleSoft Financials and HCM Systems". Is there a desire to replace PeopleSoft with a non-PeopleSoft system?

ANSWER: The Authority will be exploring all options as far as our next generation ERP systems are concerned.

54. What is the timing of this replacement?

ANSWER: Currently there is no timeline established.

55. Is there a desired system for future state?

ANSWER: The Authority will be exploring all options as far as our next generation ERP systems are concerned.

56. Will Managed Services consultants be tier 1 or only tier 2 or 3 as is indicated by the requirement "Tickets from the Authority's internal service desk system (JIRA) will be assigned to the Consultant's resource(s) only from the Authority's technical staff." Please explain.

ANSWER: The managed services consultants are expected to solve all level tickets.

57. Please clarify expectations around SLA's for resolutions. Are these resolution timeframes bound to only PSAdmin duties or do you expect functional issues to be resolved in the same time frame from the business analysts? Please provide sample tickets in the critical and high categories for both PSAdmin as well as FSCM/HCM Functional Analysts.

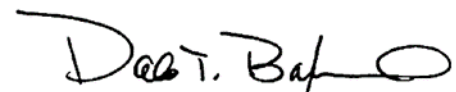
ANSWER: SLA's for resolutions apply both to the PSADMIN and the FSCM/HCM functional analysts respectively. An example critical ticket for the PSADMIN is a process scheduler down scenario. For the FSCM functional analyst, an example would be the inability to close a month. For the HCM analyst, it would be a scenario where payroll did not process.

58. Please provide estimates with respect to the amount of issues by module (in each pillar). Do some modules create more issues for NJTA than others? This is important in finding resources with strengths that align to the major need areas.

ANSWER: This data is unavailable at the detailed level. The support of all modules is equally important.

Proposals are due on Monday, March 22, 2021 at 4:00 PM EST.

Very truly yours,

A handwritten signature in black ink, appearing to read "Dale Barnfield".

Dale Barnfield, Director
Procurement and Materials Management