



Environmental Facilities Corporation

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Request for Information Oracle Cloud Services Implementation

June 21, 2017

Purpose and Objective

The New York State Environmental Facilities Corporation (“EFC”) is issuing a Request for Information (“RFI”) to solicit vendor feedback on EFC’s proposed implementation of a cloud-based enterprise suite of Oracle solutions and corresponding modification of current business practices as part of EFC’s Information Technology Business Modernization Project.

EFC will use the information received from this RFI to assist in establishing a more definitive set of requirements for the implementation services that will be required in the request for proposals (“RFP”) as well as provide insight as to the best approach for EFC to manage this important project.

To achieve EFC’s goals in issuing this RFI, vendors who submit a response should meet one of the following qualifications.

1. Have experience providing similar Oracle implementation services similar in scope to EFC’s Business Modernization Project; or,
2. Have experience implementing appropriate Commercial Off-The-Shelf (“COTS”) products similar in scope to EFC’s Business Modernization Project.

EFC Overview

EFC is a public benefit corporation created by Chapter 744 of the Laws of 1970 (the “EFC Act,” codified in Title 12 of Article 5 of the Public Authorities Law, as amended). EFC has approximately 100 employees. EFC’s divisions include executive, engineering and program management, finance, corporate operations (including human resources, accounting, and contracts), legal, and information technology.

The mission of the Environmental Facilities Corporation is to assist communities throughout New York State to undertake critical water quality infrastructure projects by providing access to low cost capital, grants, and expert technical assistance. A primary goal is to ensure that these projects remain affordable while safeguarding essential water resources. We support this mission by consistently using an innovative approach to developing and advancing new financing strategies to maximize the funding that can be made available to our clients, aiding compliance with Federal and State requirements, and promoting green infrastructure practices.

The two largest programs at EFC are the Clean Water State Revolving Fund and the Drinking Water State Revolving Fund (“SRF programs”). EFC is empowered in the EFC Act, and pursuant to the Federal Water Pollution Control Act and the Federal Safe Drinking Water Act to administer the SRF programs to provide low-interest rate or zero-interest rate financings, guarantees, and grants primarily to municipalities to construct water quality protection projects such as sewers and wastewater treatment facilities, or public water facilities, water treatment plants, distribution mains, or water storage facilities.

Business Modernization Project

As part of its Information Technology Business Modernization Project, EFC proposes to purchase and implement a COTS cloud-based enterprise suite of solutions while simultaneously modifying current business practices to allow EFC staff, EFC customers (primarily recipients of EFC financing), and the cloud services to interact and efficiently function together. EFC's business operations are complex and involve performing functions including but not limited to:

- Project Portfolio Management:
 - Tracking data for projects funded by several types of programs with varying data elements, business processes, and funding requirements.
- Project Contract Management:
 - Tracking project contracts (e.g., construction, engineering, or professional services) for the total project financing (e.g., loan, grant, or combination) between recipients of EFC financing and external parties.
- Loan / Grant Management:
 - Origination of project financing, loan/grant servicing, monitoring program cash flow, and tracking program investments.
- Customer / Contact Lists Management:
 - Maintaining multiple lists of EFC's customers in order to associate and track customers to related projects and financings as well as facilitate outreach.
- Corporate Operations:
 - Performing tasks related to accounting; contract management for internal corporate contracts and procurement; and human resources, including employee management, timekeeping, and performance assessment.

EFC currently manages business operations with an information technology infrastructure that is mainly developed in-house, compartmentalized between divisions, and requires added effort by all staff to implement EFC's programs. As part of its Business Modernization Project, EFC proposes to replace its current systems with the following suites of Oracle cloud services:

- Service Cloud
- Financials, Procurement, Project Financial Management
- Lending and Leasing
- Business Intelligence Cloud
- Documents Cloud
- Human Capital Management Cloud

Proposed Requirements for the Implementation

The implementation vendor should be able to configure the Oracle cloud services suites to do the following:

- Tight integration of all cloud services
- Customer self-service portal where EFC customers can:
 - Apply for project funding, including loans and grants
 - Maintain their project and financing information
 - Submit materials required for an application
 - Submit disbursement requests, project contract information, and related invoices
 - View payment reminders and information on how to make payments
- EFC dashboard where staff can:
 - Manage workload and notifications
 - Assist customers with applications
 - Manage and track projects for funding
 - Manage contracts related to projects and funding
 - Develop and service funding
 - Perform comprehensive reporting and analytics
 - Maintain a master inventory of customers
- Human Resources:
 - Maintain employee data
 - Recruitment
 - Timekeeping
 - Conduct performance appraisals
- Accounting:
 - Maintain general ledger
 - Maintain accounts payable

This is a list of preliminary implementation requirements and does not reflect the level of detail or completeness of requirements that EFC will include in its RFP.

General Information

Vendors are requested to respond to all questions included in this document. A response does not bind the responder or EFC to any agreement regarding products or services referenced. No contract will be awarded based on submissions in response to this RFI.

Since this RFI is designed as a tool to collect information and shall not result in a procurement contract for implementation services by EFC, it does not fall under the requirements of State Finance Law §§ 139-j and 139-k (the Procurement Lobbying Law) and there is no restricted period. However, we ask that you direct your questions and responses in writing to the email address listed in the RFI Instructions section.

If any of the information in the vendor response is considered confidential, proprietary or a trade secret, it must be clearly indicated on the appropriate page of the vendor response. EFC cannot guarantee that information not labeled appropriately by a vendor will not be released pursuant to a request pursuant to the State Freedom of Information Law (Public Officers Law, Article 6).

Requests for Information

1. Please provide your organization's name, contact information, and description that includes the types of relevant services you provide. Please list the types and sizes of entities that you have previously provided implementation services for. Please include discussion of any unique challenges you have faced in prior implementations and how such challenges were successfully addressed.
2. In the RFP, EFC intends to provide a general overview of its current systems and business processes. EFC anticipates that specific details will be uncovered during the discovery phase of the implementation. However, what do you believe is the minimum level of specificity needed regarding current systems and/or business processes in the RFP in order for a respondent to provide a thorough proposal with an accurate and realistic implementation plan, timeline, and cost proposal (e.g., complex business rules, complex integrations between systems, etc.)?
3. EFC intends that the implementation vendor selected as a result of the RFP perform significant business process reengineering to aid in the modernization of EFC's business practices. How would you approach incorporating business process reengineering into the implementation (e.g., would you prefer to have business process reengineering occur prior to or concurrently with implementation)?
 - a. If there are multiple approaches, please indicate how each approach would impact the timeline for the implementation. If only one approach, please indicate the anticipated timeline.
 - b. If there are multiple approaches, please indicate how each approach would impact the cost of implementation. Please provide some detail other than a relative measure (e.g., "more" or "less").
 - c. If there are multiple approaches, which approach do you recommend and why?
 - d. If there is only one approach, please explain why this is your recommendation.

4. This project includes several Oracle cloud products whose implementation will involve varying degrees of complexity. While some modules can be independent of the other modules and be configured fairly quickly, others are highly interrelated requiring a substantial amount of configuration, integration, and business process reengineering. How would you approach the phases of implementation?
 - a. Please provide detail as to each phase and the specific deliverables for each phase.
 - b. If there are multiple approaches, please indicate how each approach would impact the timeline of each phase as well as the timeline for implementation overall. If only one approach, please indicate the anticipated timeline.
 - c. If there are multiple approaches, please indicate how each approach would impact the cost of implementation. Please provide some detail other than a relative measure (e.g., “more” or “less”).
 - d. If there are multiple approaches, which approach do you recommend and why?
 - e. If there is only one approach, please explain why this is your recommendation.
5. Please provide any other information that you think would be helpful to consider in developing an RFP for implementation services.

RFI Instructions

1. **Registration** - EFC requests firms intending to respond to this RFI to register their interest in doing so within one (1) week of release of the RFI (June 28, 2017). While this is not required, only those firms that register their interest or who submit questions prior to the deadline for submitting questions will be directly emailed answers to questions or any RFI updates that may be issued.

Firms can register their interest via email to: RFPinfo@efc.ny.gov

Please use the subject line “RFI Registration – [Company Name]” and include a company name, contact name, address, email address and telephone number in the body of the email.

2. **Submission of Questions** - Vendors and firms may submit questions regarding this RFI up until noon on June 28, 2017. Electronic mail is the required method for the submission of questions. All questions must be submitted to the following mailbox: RFPinfo@efc.ny.gov

Please use the subject line “RFI Questions – [Company Name].”

No telephone inquiries will be accepted. It is in EFC’s discretion whether to answer some or all questions concerning this RFI. Responses to submitted questions will be provided via email to all parties who registered to receive the RFI and all parties who submitted questions prior to the deadline for submission of questions.

Questions and answers will also be posted on EFC’s website at: www.efc.ny.gov.

- 3. Submission of RFI Responses** - Vendors shall submit responses to this RFI via email by noon on **July 12, 2017**. All responses must be submitted to the following mailbox: RFPinfo@efc.ny.gov

Please use the subject line “RFI Response – [Company Name].”

EFC requests that interested vendors provide specific responses to the information requested below so that common data is received on all vendors who have products and services as described. Vendors may also provide additional narrative in a separate Microsoft Word document.

If a question cannot be answered, provide a brief explanation as to why the question cannot be answered (e.g., “N/A - function is outside the scope of offering”).

Pre-printed marketing material should not be included in the response. This solicitation requests input and feedback for information purposes only. The information provided in the response will be taken into consideration as EFC determines how best to proceed with procuring the implementation services.

4. Timeline Summary

Milestone	Date and Time
RFI Release Date	June 21, 2017
Registration Date (optional)	June 28, 2017
Deadline for Questions	June 28, 2017 – 12:00 PM ET
Posting of Answers (estimated)	June 30, 2017
RFI Response Due Date	July 12, 2017 – 12:00 PM ET