

**Questions received on Oracle Cloud Services Implementation RFI and EFC's responses:
June 30, 2017**

1. What is the expected issuance date of the RFP?

Response: EFC's estimated timeframe to issue the RFP is Fall 2017, however, that is subject to change.

2. Will the RFP only be released to a limited number of vendors who respond to the RFI?

Response: No. The RFP will be advertised in the NYS Contract Reporter and all qualified vendors are encouraged to respond.

3. What type of contract does EFC intend to enter into with the successful offeror as a result of the RFP process?

Response: EFC intends to enter into a professional services contract with the successful offeror following the RFP process.

4. What is the timeframe for beginning/completing each component listed in the proposed requirements for implementation section?

Response: EFC requests that respondents to the RFI provide anticipated timeframes for completion per RFI questions 3(a) and 4(b).

5. Is there any one of the business functions that have a significant event compelling prioritization of implementation?

Response: No.

6. What is the estimated cost/budget of the Oracle cloud services implementation project?

Response: EFC declines to provide an estimated cost/budget for the implementation. EFC requests that respondents to the RFI provide information regarding implementation costs per RFI questions 3(b) and 4(c).

7. What are the anticipated number of end users for the suites of Oracle cloud services?

Response: The anticipated number of end users are as follows:

- Service Cloud: 110
- Financials: 50
- Procurement: 50
- Project Financial Management: 50
- Lending and Leasing: 50
- Business Intelligence Cloud: 40
- Documents Cloud: 150
- Human Capital Management Cloud: 110

8. Which other systems will have to integrate or interface with the Oracle cloud services implementation, and will EFC provide incumbent vendors for each system?

Response: The Oracle cloud services may have to integrate with in-house custom built client-server applications during implementation, until such client-server applications are fully replaced by the Oracle cloud services. No incumbent vendors will be involved; however, knowledgeable EFC IT staff will be available to assist.

9. Which operating platform does EFC currently use?

Response: EFC currently uses the following operating platforms: VMware; Microsoft Active Directory; Microsoft File Servers; Microsoft SQL Server; Office 365 via NYS Office of Information Technology Services tenant; CISCO Phone/WebEx via NYS Office of Information Technology Services; and, Visual Studio and PowerBuilder for application development.

10. Does EFC anticipate any professional or consulting services may be needed to accomplish this effort?

Response: No. EFC does not anticipate any further services beyond the professional implementation services.

11. How much time/resources will your SMEs allocate to the success of the project?

Response: EFC is dedicated to the success of this project and will invest sufficient SME resources to achieve this outcome.

12. Who is responsible for communicating with the customer base and what methods of communications are used?

Response: Communications with EFC staff are expected to occur both through intermediary EFC IT staff and directly from the implementation team. EFC encourages communications to occur in-person as often as possible.

13. Will your SMEs create the User Acceptance Testing Scripts and conduct UAT with issue resolution provided by the implementer?

Response: This is to be determined. EFC requests that respondents to the RFI provide suggestions regarding implementation approach.

14. How much assistance is EFC looking for from the vendor in the actual business process reengineering component?

Response: This is to be determined; however, EFC does expect a level of collaboration in business process reengineering between EFC and the implementation vendor. EFC requests that respondents to the RFI provide suggestions regarding the approach to business process reengineering per RFI question 3.

15. Will our organization be creating the business requirements documents, business process flow diagrams/wireframes, etc.?

Response: This is to be determined; however, EFC does expect a level of collaboration in business process reengineering between EFC and the implementation vendor. EFC requests that respondents to the RFI provide suggestions regarding the approach to business process reengineering per RFI question 3.

16. Is your organization prepared or capable to restructure their responsibilities based on new business process functions?

Response: Yes. EFC fully anticipates restructuring responsibilities based on new business processes.

17. Does your organization have end user training staff/team that will conduct training?

Response: No, EFC does not have dedicated training staff. EFC requests that respondents to the RFI provide feedback on how best to conduct training with the implementer taking on a lead role (e.g., train-the-trainer model).

18. Do you expect that you will implement Oracle Time and Labor to capture hours and interface them into a project or general ledger tracking system?

Response: No.

19. Do you expect to track and reimburse employee or contingent worker expenses using an application that will be in the scope to implement?

Response: No.

20. Does your organization leverage shared resources for separate business divisions?

Response: Yes.

21. For conversion activity, who will be providing the extraction of data from legacy systems?

Response: EFC IT staff will be providing this to the implementer.

22. Would the EFC provide the cleansed data for the data import? Or is the data cleansing part of the scope of work?

Response: EFC IT staff will provide clean data for import.

23. Are there any enterprise scheduling tools that need to be leveraged for process scheduling?

Response: No.