

Core-CT Modernization Project

RFP Questions and Answers

1. Would the State accept proposals from vendors that propose a specific platform upfront (either AWS or OCI). Some vendors may only have expertise with hosting PeopleSoft on one of the platforms (AWS or OCI), therefore making it difficult to assist in a general cloud assessment and selection of the cloud architecture.

No. Core-CT wants to conduct a technical capabilities and cost comparison.

2. Regarding Page 5 of the RFP – “**Supplement Support:** The vendor will provide technical infrastructure PeopleSoft application support on an as needed basis of the term of the contract” - Will the State require a formal managed services offering or staff augmentation support based on hourly rates? If the latter, can the State estimate how many hours of support you are targeting?

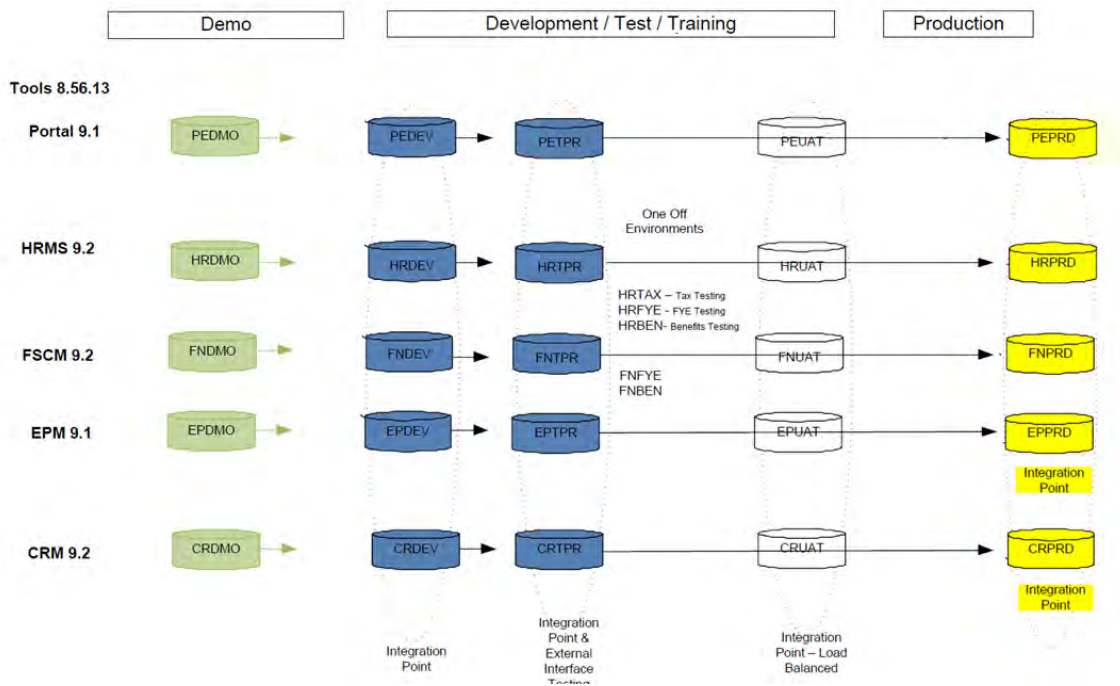
Core-CT is not looking for a complete fully managed services offering but is willing to explore both types of supplement support arrangements.

3. Please provide a diagram or listing of the current Peoplesoft instances for each module, what purpose they serve (i.e. dev, test, prod, dr, demo) and any shared components or environments

Each product has a demo (as delivered) environment, a development and TPR environment, additional one off environments for targeted functional testing, and a UAT environment used during PeopleTools or upgrade/PUM testing.

April 2021

Core-CT Prod Support Environment Path



4. Please provide a current server listing, including CPU, RAM, and disk sizing, and which of the instances each supports from the list above.

That level of detail will be provided at an appropriate time during the project.

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5. Please provide documentation around performance and reliability objectives if available (i.e., DR RPO/RTO, user experience, uptime and maintenance requirements, etc.).

RPO = 15 minutes RTO = 4 hours uptime = 99.99

6. Are there any specific features or functionalities in newer releases that CT-OSC specifically would like to include as part of the migration and upgrades

This is still TBD, but fluid pages, additional work centers, DB encryption and or Data masking, and 2FA are likely.

7. Would CT-OSC allow multiple responses from the same vendor or a compound response showing multiple solution options available?

Don't understand the question.

8. Please provide a list of 3rd party interfaces and integrations.

CRM – FileNet, for file attachments

Financials – Punchout (WBMason and Suburban vendors), Bank Interfaces, Billing Interfaces (internal), Voucher interfaces (internal)

Financials – DocuSign

HCM – Benefits Interfaces with Vendors, Kronos, HR Interfaces with Vendors

Portal – Uconn NetId/CAS single signon

Portal – the Core-CT portal has custom-built functionality that supports the majority of file-based file integrations with State agencies and third-party vendors. Files are pushed or pulled using ftp and sftp. Files are also available for upload/download through the Supplier Portal PIA.

9. Please provide a count of customized objects for each application. How many are customizations to delivered functionality vs. new (Bolt-On) customizations?

That level of detail will be provided at an appropriate time during the project.

10. Do you use any third-party software in the current environment today? If so please list.

Quest Stat for Code Management/migration, OBIEE, Puppet for object replication, Nagios for monitoring, CA Workload Automation ESP / PeopleSoft Agent for scheduling, IBM TSM for backups.

11. Do you have any specific applications that require access to the database directly? If so, please describe.

Yes, other State agencies have direct read access to the EPM database. There are some ODBC application connections to DB's. We have a Filemover application (Java based Interface application) which directly accesses Portal. UCONN data warehouse ETL. We have DBLinks from UCONN Oracle DB's.

12. Is the State expecting Systems Integrator to include projected Cloud Infrastructure cost estimates?

No, that will be part of the cloud assessment.

13. Does the State own any Security software for SI to leverage in addressing some of the goals specified in the RFP?

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No.

14. What additional PeopleSoft functionality is the State interested in implementing?

The general themes are self-service and business process improvement. The specific PeopleSoft functionality will be determined during the upgrade design phase.

15. What is the size of the project team in terms of business analysts, developers, PeopleSoft administrators, DBAs, cloud architects and project managers that the OSC will assign to this project?

Business Analysts – 12

Developers - 9

PeopleSoft Administrators – 3

DBAs - 3

Cloud architects - 2

Project Managers – 3

16. Is implementing new functionality part of this project or will this be executed as another phase after the upgrade project?

Various Statements of Work will be executed during the duration of the contract that will address the objectives defined in the RFP.

17. Will OSC provide a number/list of environments (e.g. Demo, DEV, TEST etc.) for each application pillar (HCM, FSCM, CRM, IH and EPM) and their usage?

That level of detail will be provided at an appropriate time during the project.

18. Will OSC provide current Production and Non-Production database size for Finance, HRMS instances (UCONN and Core-CT), EPM and CRM?

That level of detail will be provided at an appropriate time during the project.

19. Will OSC provide architecture diagrams for applications that are in scope?

That level of detail will be provided at an appropriate time during the project.

20. Regarding Supplemental Support, will OSC elaborate on the expectations from the vendor? Does OSC require ad hoc supplemental services only or a fully managed solution?

Core-CT is looking for ad hoc supplemental services

21. Is UCONN HRMS in scope as part of Core-CT HRMS?

Yes

22. Does UCONN HRMS need to be migrated to the cloud along with Core-CT HRMS?

Yes

23. Does OSC currently use any IdP (Identity Provider)?

No.

24. Is OSC looking to continue with EPM, Portal/IH and CRM in their current state?

This is still TBD

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25. Will OSC provide a list of licensed modules for each pillar?

General Ledger, Commitment Control, Receivables, Payables, Asset Management, Project Costing, Contracts Management, Grants, Order Management, Billing, Purchasing, Inventory, eProcurement, Supplier Portal, Strategic Sourcing, PCard, Treasury, Human Resources, Payroll for North America, Benefits Administration
Time and Labor, eBenefits, ePay, Enterprise Learning, Enterprise Portal, Enterprise Warehouse

26. Are there any projects/enhancements that are in-flight that would impact this engagement?

No.

27. Will OSC provide a list of interfaces/integrations?

See question 8

28. Does OSC allow for the use of offshore resources?

No.

29. In Section III, top of page 5, the RFP states “Implement additional security protocols for:” and lists a set. Please share your current security profile in regards to the bulleted items listed.

That level of detail will be provided at an appropriate time during the project.

30. Do you currently have single sign-on? Please provide information regarding you identity stack/architecture?

Single sign-on is not used.

31. Please share the OSC current state architecture diagrams.

See question 19

32. How many environments do you currently have per application? Do you foresee migrating all of these to OCI or a subset?

There are approximately 60 PeopleSoft / BI environments. There are additional databases for support applications like ODI, STAT, APEX, Form processing. They will all be migrated to the cloud.

33. Please provide the current size of your prod and non-prod databases per application.

See Question 18

34. Please add an additional question period post 4/29 answers for follow up questions.

The deadline for written questions is April 22, 2021

35. Please provide a listing of all current online and batch (SQR) customizations for each application pillar.

That level of detail will be provided at an appropriate time during the project.

36. Does OSC utilize Content Manager functionality within their Interaction Hub/Portal application?

Minimally

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37. Please provide information regarding current integrations.

Current integrations are based upon third parties that need HR and/or Financial information for validation or statuses within the third party system, I.e., valid state personnel, job classes, voucher and payment information. Other integrations are receiving transactional files, I.e., bank statements (deposits and payments), procurement card transactions, etc.

38. What are your business challenges that will be driving additional PeopleSoft modules and new functionality/workflow?

Functionality and workflow that will streamline processes, provide paperless processes, while still meeting state procedures and statutes.

39. Please provide details on what data masking requirements might be required as there are options that can be provided both at the database and PeopleSoft application level, the latter have restrictions that might not meet requirements.

The requirement for integration to other systems requires for data to be masked and/or encrypted at the database level while at rest, and for application level data to be viewed by authorized personnel only.

40. Does OSC currently have testing governance and if so, could these be provided to ensure testing support meets these requirements.

OSC works with their stakeholders and business owners to ensure testing is completed.

41. Please provide a list of PeopleSoft modules in each pillar.

Please refer to question 25

42. What additional functionality, referenced in Section III, is OSC interested in implementing?

This is still TBD

43. Can OSC provide some indication of how and what sort of paper based processing exists to help determine the optimal solutions.

The general themes are self-service and business process improvement. The optimal solutions will be determined during the upgrade design phase.

44. Can the vendor utilize offshore or nearshore resources to support this effort?

All resources must be US based.

45. Due to the global pandemic, please confirm a digital copy of a proposal response delivered via email to osc.rfp@ct.gov is an acceptable delivery method.

A physical copy is also required. Refer to RFP instructions

46. Electronic delivery is preferred but if the State is not able to accept electronic submissions at this time, please confirm if one physical copy of the response, along with two USBs or CDs with digital copies of the response, mailed to the address provided is acceptable.

Yes, physical copy plus 2 USBs

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47. Please provide details on your current OCI engagement. We understand that you have been using OCI and testing it. Please provide details on use cases executed, results obtained, and any issues or challenges encountered. Include any additional use cases that you wish to execute but haven't yet executed that you would like the partner to include in the evaluation of your future Cloud platform.

Team built a three tier PeopleSoft infrastructure with load balancing utilizing demo environment data for Portal, HRMS, FSCM and CRM. Configured servers in two Availability Domains. Also built VPN tunnel to support direct access for OCI and on-site PeopleSoft sub-nets to OCI. Tested Oracle Identity Cloud services and Application Gateway for PeopleSoft authentication with 2FA.

48. Please provide details on your current AWS engagement. We understand that you have been using AWS. Please provide details on use cases executed, results obtained, and any issues or challenges encountered. Include any additional use cases that you wish to execute but haven't yet executed that you would like the partner to include in the evaluation of your future Cloud platform.

Team completed AWS Well-Architected review of existing PeopleSoft work loads. Team built a three tier PeopleSoft infrastructure with F5 load balancing utilizing demo environment data for Portal, HRMS, FSCM and CRM. We investigated RDS services relative to Oracle database management.

49. Given that you use Exa on-premise, do you wish to replicate that same architecture on Cloud with Exa CS? As you may already know, OCI offers Exa CS exclusively whereas AWS and other cloud providers do not.

Core-CT is open to exploring non Exadata options. We are aware of the OCI Exadata services and the RDS services in AWS.

50. Do you currently use the Exa servers on-premise exclusively for PeopleSoft databases or do you have other Oracle databases running on them as well? If yes, please provide a listing of all databases running on Exa along with their version and sizing information.

1/8 rack Exadata 4, ¼ rack Exadata 5, ½ rack Exadata 5. Running PeopleSoft and OBIEE

51. Please provide additional details on what you wish to accomplish during the Cloud Pilots? Do you expect the vendor to execute pilots on AWS and OCI side by side? Will customer reference and anecdotal evidence be considered a substitute for some use cases?

Core-CT is not looking for vendors to execute pilots. Yes, customer references and anecdotal evidence will be substitute for some use cases.

52. Do you have a preference for big-bang vs phased approach?

Core-CT is open to vendor recommendations.

53. Do you wish to upgrade PeopleSoft on-premise first and then migrate to the Cloud? Or migrate PeopleSoft as-is to the Cloud and upgrade later? Or combine the upgrade with the cloud migration into one project? Please indicate a preference. Please also indicate risk tolerance for each approach?

This is still TBD.

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54. What specific change management challenges should the vendor expect with regards to PeopleSoft migration to Cloud?

Unknown at this time.

55. Please provide a detailed architecture diagram of your on-premise PeopleSoft infrastructure including sizing for CPU, Memory, Disk, Utilization, OS Version, DB Version and third-party software information

That level of detail will be provided at an appropriate time during the project.

56. Please provide a detailed integration architecture diagram for your on-premise PeopleSoft applications or provide a spreadsheet inventory of all current integrations broken down by type, frequency, technology

That level of detail will be provided at an appropriate time during the project.

57. Does Core-CT have a preference for cloud architecture? Single region multi-ad vs multi-region multi-ad?

This is still TBD

58. Which WAN providers does customer currently have relationships with to establish fastconnect to OCI?

None.

59. Please provide details on new functionality implementation scope that is to be included in the PUM upgrade for each PeopleSoft pillar

This is still TBD

60. Will the Customer consider upgrading to PeopleTools 8.59 since that has recently been released by PeopleSoft?

Yes.

61. Will the Customer consider moving from current Oracle DB to Oracle Autonomous DB Cloud Service since that is certified by PeopleSoft?

Yes.

62. Are there specific timelines and deadlines by which PUM and Tools upgrades have to be completed?

No.

63. Please provide details on paperless processing requirements, number, complexity, and so on for each process that is in scope.

This would be determined during the design phase of the upgrade and recommendations by the vendor.

64. Is the customer using a RPA service today? If yes please provide details

No.

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65. Do you have a data archiving plan implemented currently? What tools are you using, if any, to archive data currently? What is your data archiving policy if you are implementing it now? How would you like to change that policy?

There is no plan in place. Core-CT would like to develop a plan and would welcome vendor input.

66. Do you have Fluid UI implemented today? If so, please specify to what extent you have implemented it in your current environment and what new Fluid UI features you would like to include in the upgrade project.

Yes, we currently use fluid pages in the Asset Management module. We envision all modules converting to fluid UI with the project.

67. Please provide details on your security needs around NACHA, PII, FSSDE, Data Masking, Identity Management.

These security needs are dictated by those entities and their requirements to meet security protocols. NACHA referencing National Automated Clearing House rules and compliance; and, PII referencing Personal Identifiable Information security rules and compliance; and, FSSDE referencing the Electronic Exchange Requirements and Procedures for State and Local Agencies exchanging electronic information with the Social Security Administration; Data Masking and Identify Management referring to masking of PII, bank accounts and other sensitive data.

68. If you have tools in place for the above today, please provide details on those current state solutions and what is missing or not working in those

No tools in use at this time.

69. Recognizing the State's initiative to move to a more digital platform, are there other major initiatives in progress that could impact the success or delivery of this initiative?

No.

70. Do you have any relationships with Cloud providers?

Core-CT has an account with AWS and OCI.

71. Has any prior work or effort been completed to evaluate current business process performance and improvement opportunities to help direct priorities for potential enhancements?

No, that will be part of this project.

72. From that activity, is there any new functionality in PeopleSoft that has been already identified that you know will / should be utilized?

N/A

73. Would the State be open to new modules (within the ecosystem) that might not be currently utilized?

Yes.

74. What modules are utilized for CRM?

Employee Helpdesk

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75. Are there any constraints on team composition – i.e., is a combination onsite/offshore team acceptable for this project?

Offshore resources are not allowed.

76. Can you share a summary of the State team members that will be available to work with the partner on this initiative (e.g., admins, business owners, etc.)?

See question 15

77. The Goals and Background section focused on the PeopleSoft App/DB. It didn't emphasize on the Interfaces/Integrations which is key for Cloud Strategy. What is the current technology used for Integrations to 3rd party solutions? Have you determined if any changes are required of the integration middleware platform? If a new one is needed / recommended, would you want the selected partner to include in the proposal?

Interfaces are currently XML file based with SFTP. Core-CT is open to investigation other interface options.

78. What integrations / interfaces are currently in use for each of the PeopleSoft applications, including purpose, vendor, cloud vs. on premise, application/by system (FSCM, HCM), etc.? Please refer to similar questions and answers.

That level of detail will be provided at an appropriate time during the project.

79. Customizations?

- How many customizations per module?
- Types of customizations?
- Complexity of customizations?

See Question 9

80. Are you using Learning Management Systems/UPK?

UPK is in use.

81. Do you require assistance with license updates with Oracle depending on your current agreement and the impact this migration will have on those licenses remaining in compliance?

Yes.

82. What are you doing for data archival - PeopleSoft or other 3rd Party Tools?

Data archival is not currently in use.

83. Are there any Legacy Applications you are decommissioning based on this initiative?

No.

84. Disaster Recovery on Exadata X4. Is the DR environment considered in Scope for Cloud Migration as well? What is the current technology used for replication between primary and DR site?

Yes, DR environment is in scope. Data is replicated with Data Guard.

85. Implement additional security protocols for:

- NACHA

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- PII
- Federal Social Security Data Exchange

Refer to question 67.

86. Is the State currently regulated by any Compliance requirements that this transformation would need to comply with?

This is still TBD.

87. Does the State have Data Masking solution Implemented? Is it Oracle Data Masking Management pack? Please clarify the implemented solution.

No. Some data is masked manually via scripts and via customized code.

88. Does the State have a SSO implementation for the PeopleSoft applications? If so, please clarify the technology used.

No.

89. Are you currently running a ticketing System? Custom or packaged?

BMC Footprints, packaged.

90. Do the resources allocated to the project should reside within US? Can resources work from locations outside US like Canada, India? Can resources work remotely within the US?

Remote work from within the US is allowed

91. Will there be client resources available to assist with the project (i.e. PM, Functional, Technical, Admin, DBA) and what % of time will they be available

Please refer to question 15.

92. Are there any consideration/factors that may impact/influence the timeline of the Migration and Upgrade process? E.g. Freeze period, Year End close etc. which determine the date by which the new version should be live. Is there any hard dependency driving the target implementation date?

Yes, the following periods can affect/impact the timeline: fiscal year end for Financials and HRMS, calendar year end for HRMS, payroll cycles, tax updates, Open Enrollment, legislative mandates and/or statutes. Fiscal year end has been good for implementation for Financials, calendar or fiscal year end has been good for HRMS. This is also dependent upon the functionality being implemented.

93. Can the SI add a supplemental MicroSoft PowerPoint deck along with the responses to the questions in the spreadsheet?

Yes

94. Please provide the Target Application/PUM Version for the following PeopleSoft Applications, i.e. Financials & Supply Chain Management (FSCM), Human Capital Management (HCM), Customer Relationship Management (CRM), Enterprise Performance Management (EPM) and Integration Hub (IH)

Core-CT wants to implement to latest PUM version that is available at the start of the project.

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95. Please provide the Target Tools/ Database Version for the following system components for the PS applications, i.e. PeopleTools, Database, Database Server H/W and Database Server OS for HCM, FSCM, CRM, EPM & IH

96. Please provide the number of users module wise.

There are about 66,000 portal users that access Core-CT systems.

Retiree Portal has roughly 10,000 registered users

Please refer to question 163 as well.

97. Please provide additional information on activities being performed as part of Manage capital projects as well as bill for appropriate reimbursements.

Capital Projects are budgeted, tracked and monitored utilizing Project Costing, Customer Contracts, Billing and Accounts Receivable. DOT utilizes FHWA billing to upload files to FHWA and then track reimbursement through billing and accounts receivable.

98. Please share high level details of functionalities and integrations implemented for PeopleSoft CRM.

CRM is used for employee helpdesk and it is integrated with IBM FileNet.

99. Please provide the scope with respect to PeopleSoft EPM 9.1 application.

This is still TBD. Core-CT is investigating EPM alternatives.

100. Kindly share the details of integrations (Internal/Third-Party) configured through IH. Is application being used as unified gateway for all other PeopleSoft applications integrations?

Internal messaging between Portal, HRMS, FSCM, CRM, EPM for user, role, vendor syncs
DocuSign, FileNet, e-Procurement Punch_out.

101. Are there any PeopleSoft “bolt-on” applications in the landscape? If yes, can you list the same along with brief details and integration points?

Budget Workbook for non-profit providers to submit budgets and reporting of expenditures and provide agencies and providers a means to sign contracts (DocuSign) and fulfill reporting requirements; OPM Approval for POS/PSAs; and, School Construction Grant Reporting for Schools to apply for school grants and report expenditures for reimbursement; and, internal security role request process for all applications.

102. Please provide details of all Interfaces / Integrated applications (Integration Broker, On Premise, ETL, Cloud, other). (Integrated System diagrams) – PeopleSoft FSCM / HCM / CRM / EPM / IH

That level of detail will be provided at an appropriate time during the project.

103. What is level of documentation available for the current PS application?

The system is well documented.

104. What is the degree of customization in the current environment? Can you please share the customizations list with complexity information?

Please refer to question Question 9.

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105. What batch job scheduler is being used i.e. PeopleSoft or Third party (Using Autosys/Control M/etc.)? Are you also looking to upgrade it – Compatibility with the latest PeopleTools version might require upgrades of the other interfacing applications. Please highlight any areas that you would like Cognizant to provide consulting/upgrade assistance.

CA Workload Automation ESP is used. No changes are anticipated

106. With latest PeopleTools versions offering Fluid features, are you looking to incorporate technological enhancements that come with latest version? If yes, please provide details of the functionalities that you would like to deploy using Fluid Framework? E.g. Approval through email/mobile, Kibana etc.?

The features to be incorporated would be to improve business process, streamline procedures, which would be determined during the upgrade design phase, which can include approval through email/mobile, Kibana and Fluid features.

107. Have you performed any analysis on the functionalities/features to be implemented as a part of the PUM upgrade version that you are targeting to go with?

This is still TBD

108. Are there any specific infrastructure/application/database pain points that need to be addressed?

No.

109. How is data being archived in current application? Do you want to archive the data within PeopleSoft or outside PeopleSoft? Do you want to perform the archival before upgrade or post upgrade? Do you want to perform the archival only specific to few modules or all modules in all applications? Any data retention policies followed?

The data retention policies followed are set forth by the CT State Library in the General Records Retention Schedules for State Agencies policies available on their website. There has been no archiving of data.

110. Please elaborate on the user-training requirement as part of the project? Cognizant typically proposes Super user training using “Train-the-Trainer” methodology. Please confirm if this suffices the Customer requirements for end-user training.

OSC has used the Train-the-Trainer, however, dependent upon the amount of new functionality and/or business process changes, some lab or specialized training maybe required. This would be determined during the design phase of upgrade.

111. Can the SI assume that System Integration Testing of PeopleSoft application for OCI migration and PUM upgrade will be performed by State of Connecticut? Please list down QA tools currently being used like PTF or any other automation tools.

The SI would assist with developing and managing the testing plan, the majority of the testing would be performed State of Ct. Finance does use PTF

112. Is it an AS-IS migration of application deployment architecture (e.g. # App nodes and db nodes etc.)? If no, please provide details on the required changes in deployment architecture

Please see responses provided to other question.

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113. Please provide an inventory list of servers, OS, OS versions, storage, load balancer URLs in scope (refer to Server Inventory Tab).

That level of detail will be provided at an appropriate time during the project.

114. Pleaes provide a list of Load balancer/VIP in scope (URL, internal/external and whether it terminates SSL)? Are any of internet facing application URL protected with WAF?

This information will be provided at the appropriate time

115. Please provide a list of environments of each application in scope

Please refer to question 17 and 18.

116. Please provide an architecture diagram that illustrate network, application deployment and each integration points and protocol used.

That level of detail will be provided at an appropriate time during the project.

117. Are there any tools/3rd party software in scope of migration (e.g. monitoring, code migration tools)? If yes, provide details of each

No

118. Please provide details on high availability configurations in place for each application (HA and DR)

Production databases are replicated to an Exadata located at UCONN using Oracle Dataguard. Servers are replicated using VMWare to VMWare cluster and SAN environment located at UCONN.

119. How often do you refresh/clone non-production environment? (Provide #clones per each application env in last 6months)

HRMS – 24, FSCM - 20, CRM – 8, Portal - 10

120. What is maximum downtime window allowed during production cutover?

48 Hours

121. Please provide an inventory of all databases in scope of migration with exact version, size, OS Platform and version, any advanced features used (e.g. Encryption, Partitioning, Label Security, DB vault etc.)

Databases are Oracle 12.2.0.1

We use Oracle Advanced compression, table partitioning, Invisible Columns, DataGuard, Flashback

122. Is target deployment architecture on OCI for databases going to remain the same (Exadata to ExaCS etc.)? If not, please provide the details.

Database server and cloud vendor are TBD

123. Please share the following details about DR

124. • What are your RTO and RPO for each application DR Failover in scope

RTO = 4 hours RPO = 15 minutes

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125. • Provide DR failover and failback process brief overview

Oracle Dataguard is used for failover to a DR datacenter.

126. • How often do you test DR failover process in a year

This information is not applicable at this time.

127. What security features/tools are in use for application/data security to meet current security compliance?

This information is not applicable at this time.

128. Please provide details on User authentication/provisioning configuration for each application (SSO tools/technology used, source of truth, Federation type, provisioning process etc.)

That level of detail will be provided at an appropriate time during the project.

129. Are you running Elastic Search Servers? If so, how many servers and how are they deployed in Production and Non-prod environments?

A single DEV and a single PRD server. We only run Elastic Search for Portal and Financials. Portal has one search definition deployed and Financials has 10 search definitions deployed

130. Please confirm if PeopleSoft application support (functional/technical support) is in scope. Are there any non PeopleSoft applications that needs to be considered for support?

Please refer to question 101 for non PeopleSoft applications, and yes functional/technical is in scope.

131. Is Infrastructure support in scope post migration (PS-Admin, DBA, OCI Admin etc.)?

Yes.

132. Please provide Application Online Window and Peak transaction volume? Are there any special requirements for additional business support? E.g. Month/period end processing in PS FSCM, Benefits enrollment in HCM?

Please refer to question 92.

133. Statistics of current incidents and support tickets i.e. Volume of support tickets (per month/quarter/year)?

Please refer to question 173.

134. Are there are any SLAs currently applicable? If yes, please share the SLAs for Critical, High, Medium and Low severity tickets?

No.

135. What is the support coverage window needed?

System is available to users 4am-8pm, except on payroll weeks, where HCM is not available from 2pm until 4am the next day. BATCH starts running at 8pm. Would like to look at making the system available 24/7.

136. Are there any Backlog/ volume of defects in the existing system? Also, please share the approximate efforts spent on new enhancement in last 1 year.

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Current backlog is currently in HR and Pension modules. Enhancements for HRMS have been implemented throughout the whole year for new system integrations, benefit plan realignment and implementation of a new tax.

137. What is the Ticketing System being used for Support tracking? E.g. Service Now, Remedy, JIRA etc.

[BMC FootPrints](#)

138. Is there any work, which is outside the tracking system which support team does? If yes, what are the approximate efforts required?

No

139. "The partner will assist OSC with the completion of the cloud assessment and the selection of the cloud architecture ", this infers that a "cloud assessment" has been started. Can the State share the current assessment so the vendor can determine how much effort will be required to complete it?

[Please see questions 47 and 48 for assessment details.](#)

140. Can the State confirm that only assessment, selection, design, and planning type activities related to cloud are in scope, and that the actual migration and on-going cloud managed services is not part of this effort?

[That is incorrect. This effort will include the migration.](#)

141. Assuming question #140 is confirmed, and that the migration execution is not part of this effort, will the selected vendor be precluded from bidding on the following phase of work to perform the actual migration to the cloud?

N/A

142. Please clarify if the scope of services is to do a PeopleSoft Upgrade Strategy only or to also perform the actual services described : PUM Upgrade Functional and Technical effort, performing the Tools upgrade, upgrading the Oracle Databases to the latest versions.

[Scope includes the development of a strategy to: select a cloud provider, migrate to a the selected cloud environment, perform upgrades to the latest PeopleTools and PUM levels, implement additional PeopleSoft functionality.](#)

143. Please confirm the scope of the infrastructure support (Hardware, Cloud Managed Services, Infrastructure Security. Please clarify if DBA, Sys Admin and PeopleSoft Technical Development and Functional Application support is in scope or not.

[All are in scope on an as needed basis.](#)

144. Please confirm what the scope of the "objective " is. Are the Goals stated in Section III the "objective" that we need to supply Level of effort, estimated costs and FTEs for the items identified in the Scope of work Section IV

[See RFP section V.B.6.e](#)

145. Would the State be willing to consider changes to the terms and conditions during contract negotiations?

[Some items might be negotiable.](#)

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146. Can you please clarify/share existing assessment of what additional PeopleSoft functionalities are to be estimated as part of this RFP ?

[Please refer to question 6.](#)

147. Can you share the list of boundary systems/integrations in order to better assess/estimate the impact of this migration ?

[That level of detail will be provided at an appropriate time during the project.](#)

148. Can you provide more detail regarding the servers supporting the Application and Database environments by environment - configuration of VMs and Exadata servers, load balancing, database sizing, filesystem sizing, report and batch servers (Production, Non Production, Disaster Recovery, and tempory environments such as FYE and Open Enrollment)?

[Please see answered provided to similar questions.](#)

149. Please provide current Data Center locations for all environments?

[State datacenter Groton CT, UConn Storrs CT](#)

150. Can your provide current and planned Database sizes for all databases and any future growth projections. (Production, Non Production, Disaster Recovery, and temporary environments such as FYE and Open Enrollment) For the temporary databases, how long are they kept up?

[That level of detail will be provided at an appropriate time during the project.](#)

151. Please provide any data retention/archival requirements?

[Please refer to question 109.](#)

152. Can you provide current Application server and Database utilization (AWR) metrics?

[That level of detail will be provided at an appropriate time during the project](#)

153. Can you provide AWR reports from all Production Databases for 1 Business Day at interval of 1 Hour?

[That level of detail will be provided at an appropriate time during the project.](#)

154. Can you provide CPU/Memory utilization data for App Servers/Web Servers for 1 business day for the Production environment? Ideally the data could be provided for a normal day and a peak load day.

[That level of detail will be provided at an appropriate time during the project.](#)

155. Which middleware applications are being used to transfer data among Oracle and 3rd Party legacy applications in existing architecture. Is data transfer done in real time and/or batch?

[ODI is used for EPM and BI data extracts from HRMS and FSCM. UCONN uses a custom ETL tool to extract data from HRMS, they also use a Java middle ware tool to exchange NedID information with Core-CT. For FileNet we have a custom plug-in and WISDL components that are used to exchange data and files.](#)

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156. Please provide a list of the WRICEF objects per respective application and the estimated level of complexity per object. With respect to the interfaces, please provide the type of interface (file based, rest api, web services, etc) and the frequency the respective interfaces run?

That level of detail will be provided at an appropriate time during the project.

157. Can you provide details regarding the Windows Servers by environment?

Non-prod production support environments are shared across two Windows PSNT servers. Non-prod upgrade support environments are shared across two Windows PSNT servers. Prod environments are shared across 4 PSNT servers, with one serving a very narrow Financials support role.

Non-prod has a single file server which supports the ftp functions as well as file storage.

Production has a file server which hosts the majority of our interface files, file attachments and report repository output. Production also has an additional Financials attachment server. All PeopleSoft production ftp activity is controlled through a single ftp server.

158. Please provide any High Availability and Disaster Recovery requirements. (Recovery Point Objective (RPO), Recovery Time Objective (RTO), Recovery Time Actual (RTA))?

See question 124

159. Do you have a preferred IaaS provider?

No.

160. Do the Non Production environments need to be co-located in the same region as Production or can it reside in a Disaster Recovery region?

They can reside in a different region.

161. Do you have a need for dedicated, fast direct connection between data center and cloud?

Yes

162. Please provide any SLA requirements?

This is still TBD

163. How many concurrent users will be accessing the portal and how many concurrent users per respective application ?

Portal Unified Navigation can complicate the calculation of connections to the source environments. Retiree Portal user activity is currently centered around month end and first few days of a new month. HRMS - we sometimes see some significant spikes around dates involving paychecks and time entry, etc.

Environment	Avg Concurrent	Max Concurrent
Portal	1300	+ 20%
HRMS	600	+ 20%
FSCM	560	+ 10%
CRM	40	+10%

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EPM	60	+20%
STARS – BI	25	+30%
Retiree Portal	15	+ 20%

164. Does Core-CT want a QA / Performance Testing environment that replicates production identically?

A QA environment is required with similar production performance characteristics

165. What type of performance tools and load simulation tools are used by Core-CT?

None

166. Please provide blackout periods during which we should not plan any rollouts per respective applications?

May – June November - December

167. Does Core-CT have any limitations or special provisions in place around a vendor's use of off-site resources including resources located outside the United States?

Off-site resources are acceptable. Off-shore resources are not allowed.

168. Are there any HR transformation initiatives like Job Code Rationalization, Position Management implementation, etc.?

These are initiatives that OSC in conjunction with DAS would like to review as part of the upgrade design phase and vendor recommendations.

169. Please share your existing Secondary Data Storage/Archival strategy- which tool, if any, are you currently using to store/archive the old historical data ?

No archive strategy in place

170. what is the current Enterprise Data Analytics Strategy ? How you access/update the old historical/archieve data in the existing systems ?

Please refer to question 109.

171. Could you please provide the overall Core-CT Applications (PS and non-PS systems) integration architecture including 3rd party/vendor/downstream applications?

Please see answers to similar questions.

172. What type/level of warranty/post implementation support state is expecting from the winning SI as part of this project ?

This is still TBD

173. Please share the ticket dump from Current ERP Systems for last 12 months ,with following information : Priority , Status, Description , Resolution Code ,Resolution Details, Application/Module Name , Opened Date, Resolved Date, L1/L2/L3 and any other details that you deem fit on top of these data.

Financials – tickets logged 1599 in 2020, majority are purchasing and workflow updates.

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HRMS – tickets logged 8839 in 2020, majority are job and payroll corrections,

174. Is there any ticketing tool being used to support the current ERP system?

Yes, BMC FootPrints

175. Please share the SLAs expected for services like Incident Management, Service Request Management etc.

This is still TBD

176. Do we need to plan for entire support team at on-site OR can the team be a combination of Onsite and Remote during the post production support?

Either on-site or remote.

177. Are there any Crystal Report in scope to be converted to the SQR/BI Publisher report ?

Unknown at this time.

178. Any there any on-site work requirements and does Core-CT have dedicated office space for the SI team?

There are no on-site work requirements. Core-CT does have office space available if needed.

179. Are you using Stat or PHIRE?

Core-CT currently uses Stat but is open to other options.

180. You mentioned 85 resources work to support Core-CT, how many resources would be available to work on the project and what skillsets / specialties do the resources possess and what percentage of time would they have to commit to the project?

See question 15

181. Are there any performance issues or painpoints that need to be addressed during the project?

No. Performance on the current platform is acceptable.

182. Can you provide a list of new functionality that you would like implemented?

This is still TBD

183. Is there a list of new delivered functionality that could replace existing customizations?

No

184. Please provide the implemented modules for HCM and FSCM?

See question 25

185. Does Core-CT use a data masking tool?

See question 87