TECHNICAL PROPOSAL PACKET
SP-21-0025

INFORMATION FOR EVALUATION

- *Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.*
- ***Do not** include additional information if not pertinent to the itemized request.*

	Maximum RAW Score Available
E.1 MINIMUM QUALIFICATIONS	
1. Describe your company's experience providing services such as those described in this RFP and how that experience meets or exceeds the Contractor Minimum Qualifications set forth in Section 2.4. Include details on your company's status as an SAP Partner Center of Expertise.	5

Company has extensive experience in working across public sector enterprises offering SAP implementation strategy, design, configuration, integration, and post-implementation support.

Company is one of the few SAP consulting firm in USA that focuses its practice specifically in Public Sector. Company has been working with Public Sector clients for last 11 years. Our consultants understand public sector culture; they understand public funds accounting, contract accounting (PSCD), Real Estate (RE-FX), GASB-87 Accounting and reporting, CAFR reporting, budgeting, new G/L, investment management, BPS, BCS, PBF, Treasury, CFM, Grant Accounting, VIM, CRM, Public procurement, SRM, Mobility, GRC, HANA Migration, Enterprise Portal and other requirements that makes Public Sector unique.

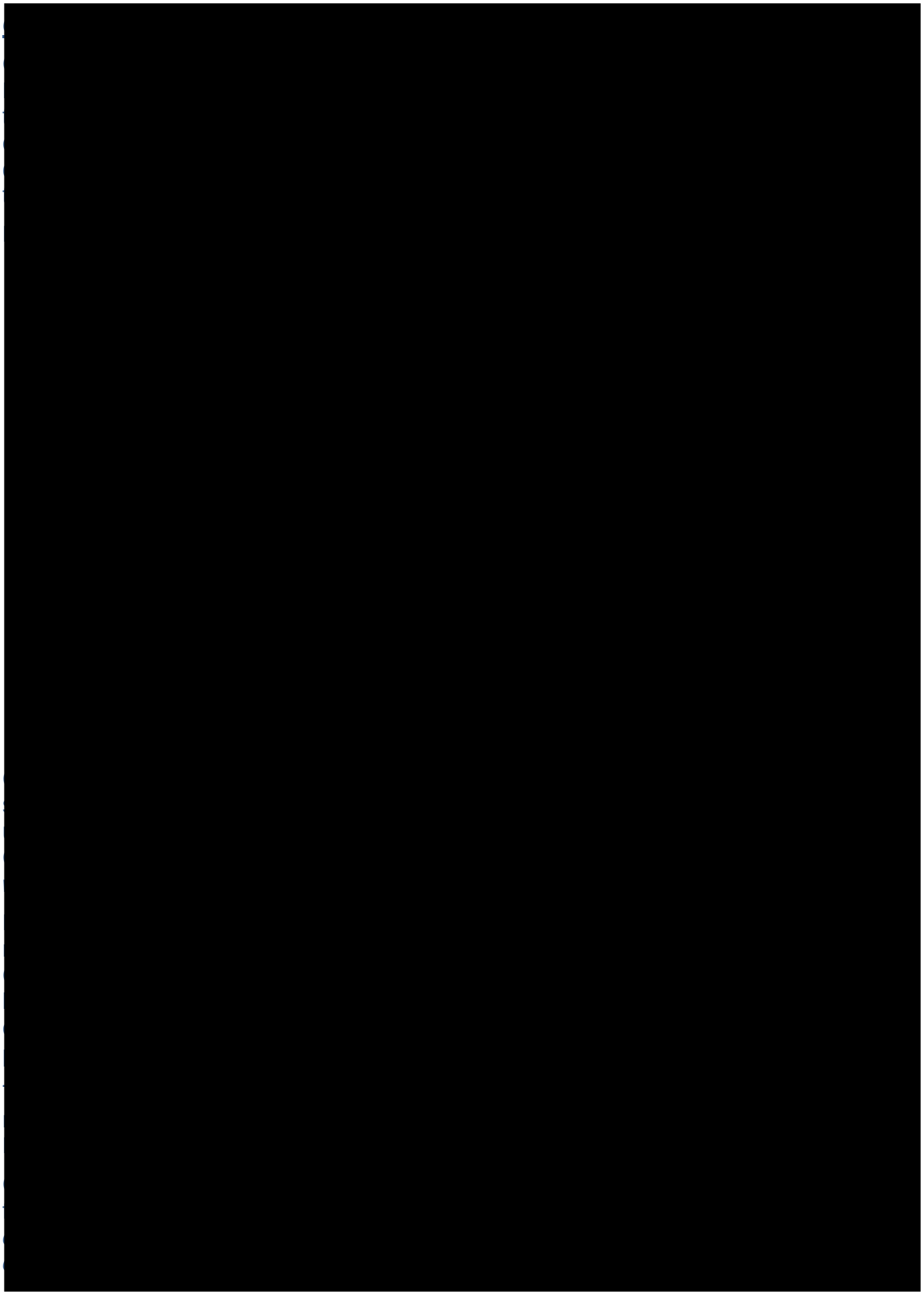
Company is proud of our workforce of senior SAP consultants who are trained and certified in new technologies like HANA. Our high-performance work teams are expert at both Activate and our own SAP implementation methodologies, which ensures on time and on-budget delivery of the highest quality results. We provide following services for effective transition to stable SAP environment.

• Project management • Functional services • Business process optimization • Technical Objects fixing	• Custom Development (Fiori, Mobility) • Basis support and HANA Migration • End-user training • Go Live support

Unique proprietary tools and methodologies have given Company an unparalleled advantage and expertise in SAP space. We believe that each of our customers has unique situations and goals, and that there is no one solution fits all approach. Our balanced spread of expertise is ideal for Public Sector clients.

[redacted]

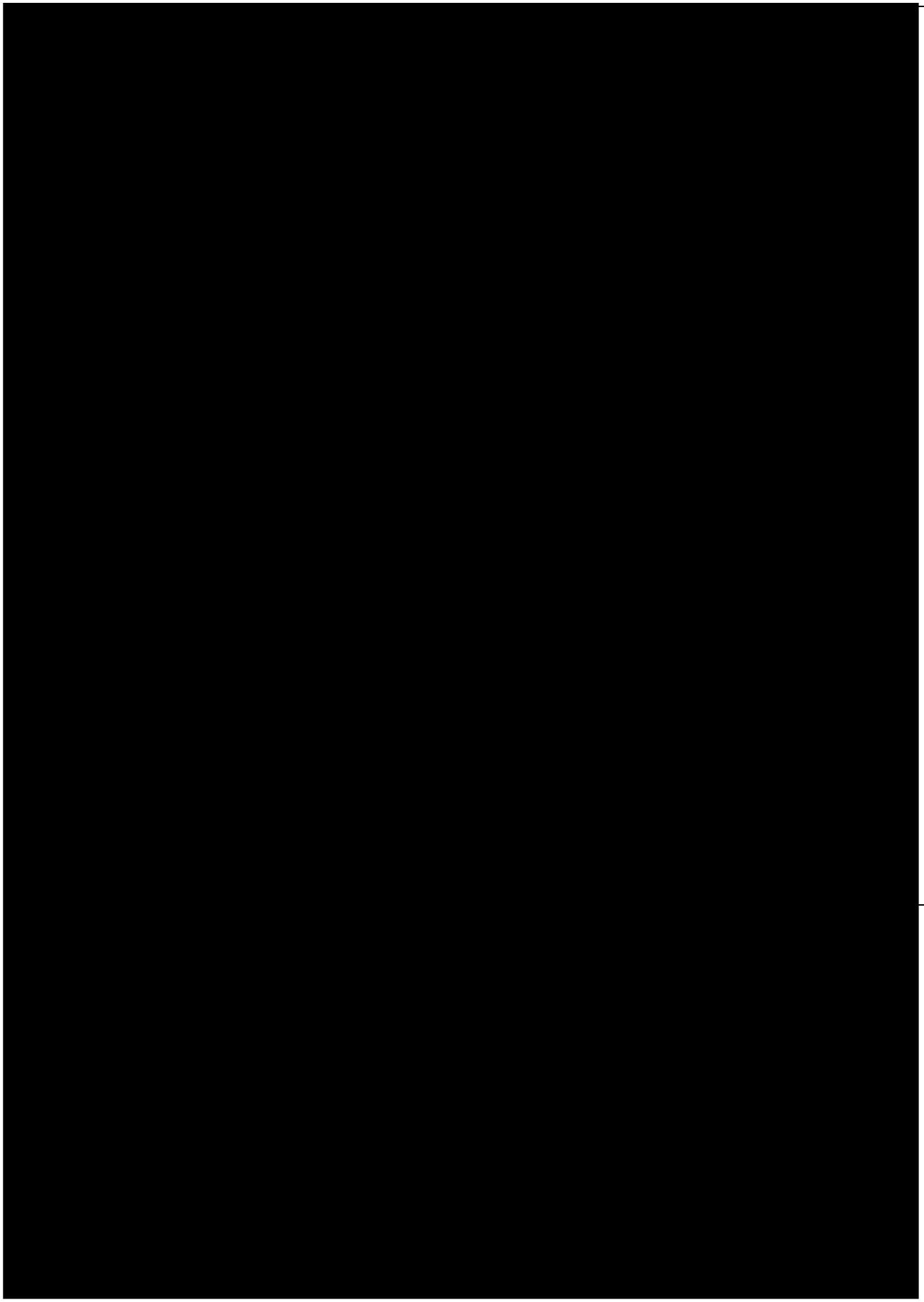
Examples are numerous but we will highlight a very recent SAP RE-FX ***GASB87 Compliant CLM implementation for State of Colorado transport agency, which is similar in scope and complexity as contemplated by State of Arkansas***.



Company tracks its own performance based on responsiveness, timely deliverables, quality of deliverables and customer satisfaction. Company provides the project management reports to the Senior Management for optimization and planning of resources in line with the business objectives.

sure that there is no other company in public-sector space who can bring a team with these credentials together. We will deliver an entire team that has been working together at CDOT, which is very similar to the State of AR project, and knows exactly what they will be facing and how to manage the issues for a project of this scope and complexity.

2. Provide names, contact information, and contract details for at a least three (3) government entities in the United States for whom you have successfully provided services of a similar size, complexity, and scope to this engagement, that have either been completed within the last five (5) years or are active projects. At minimum, one (1) of the references provided **must** be for an SAP CLM implementation. Each reference chosen should clearly demonstrate the Prospective Contractor's ability to perform the Scope of Work described in the RFP.



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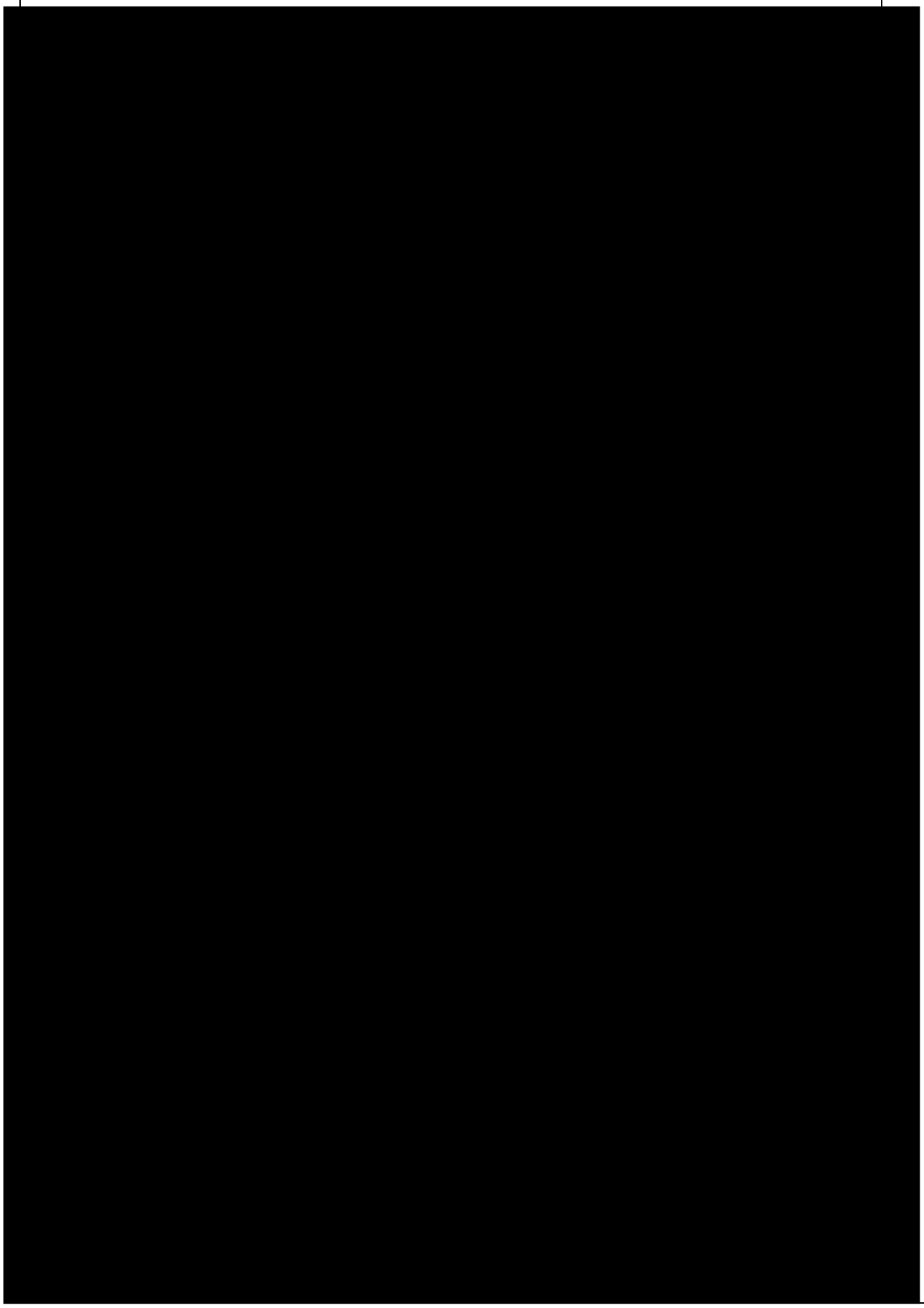

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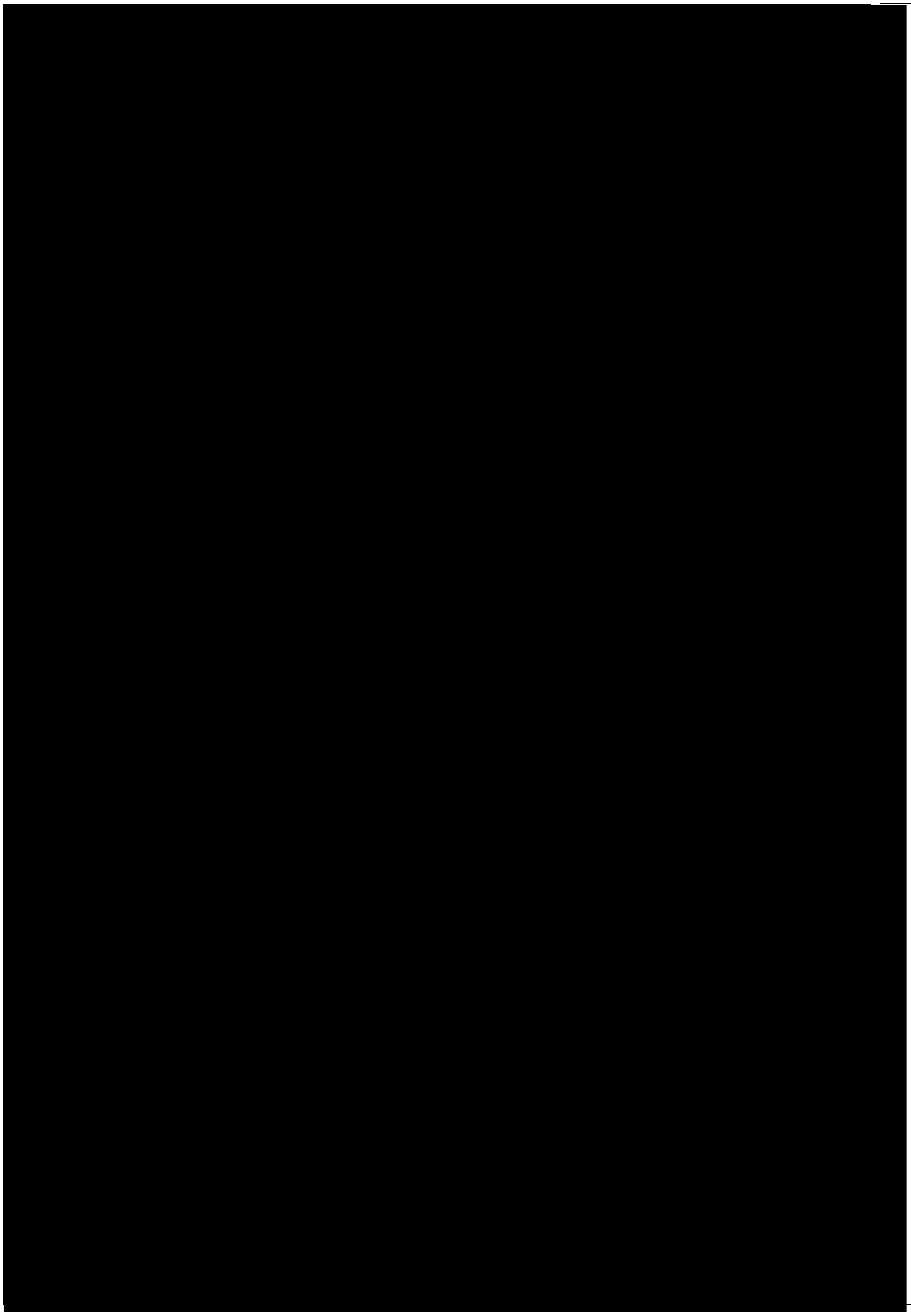
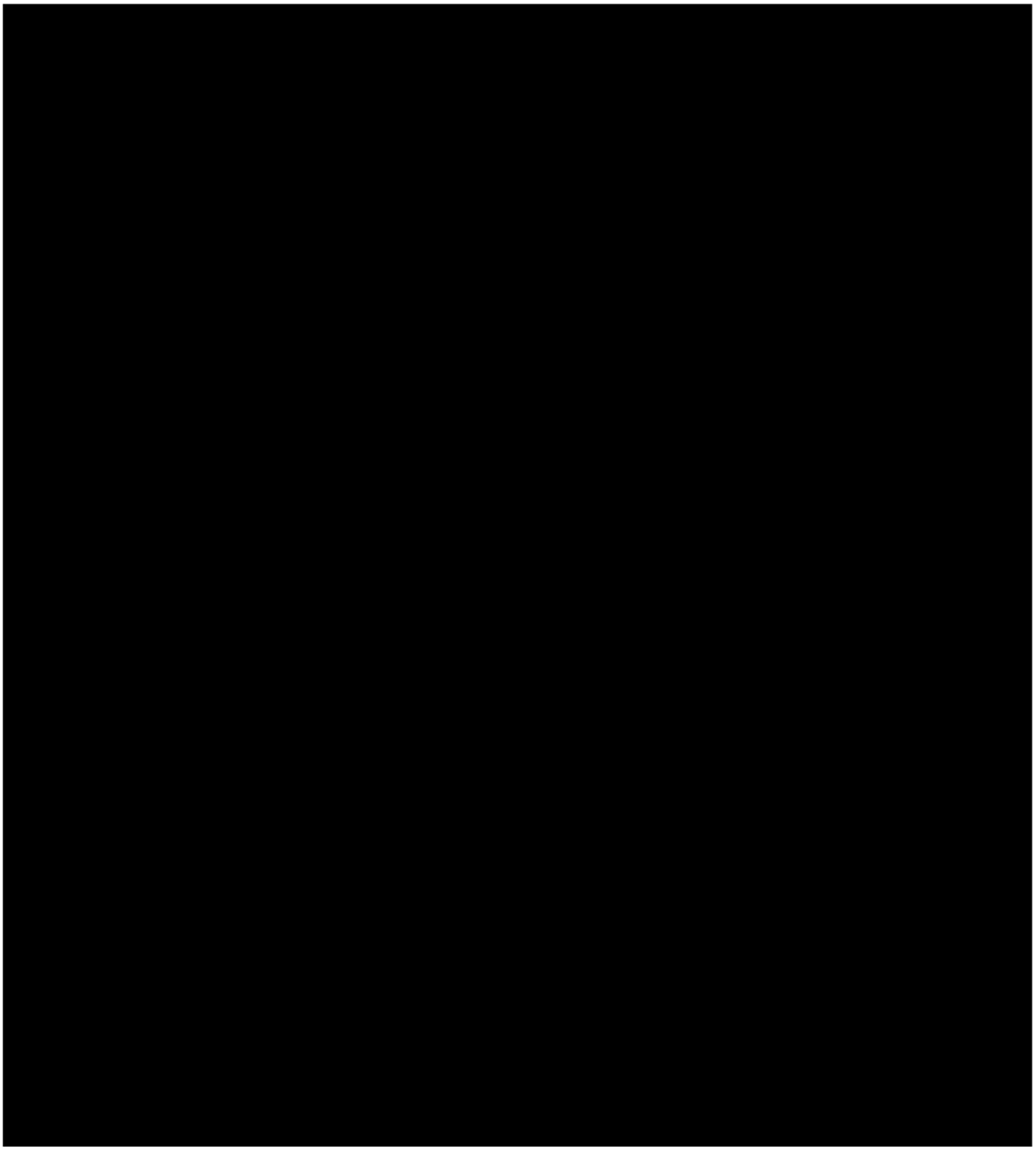


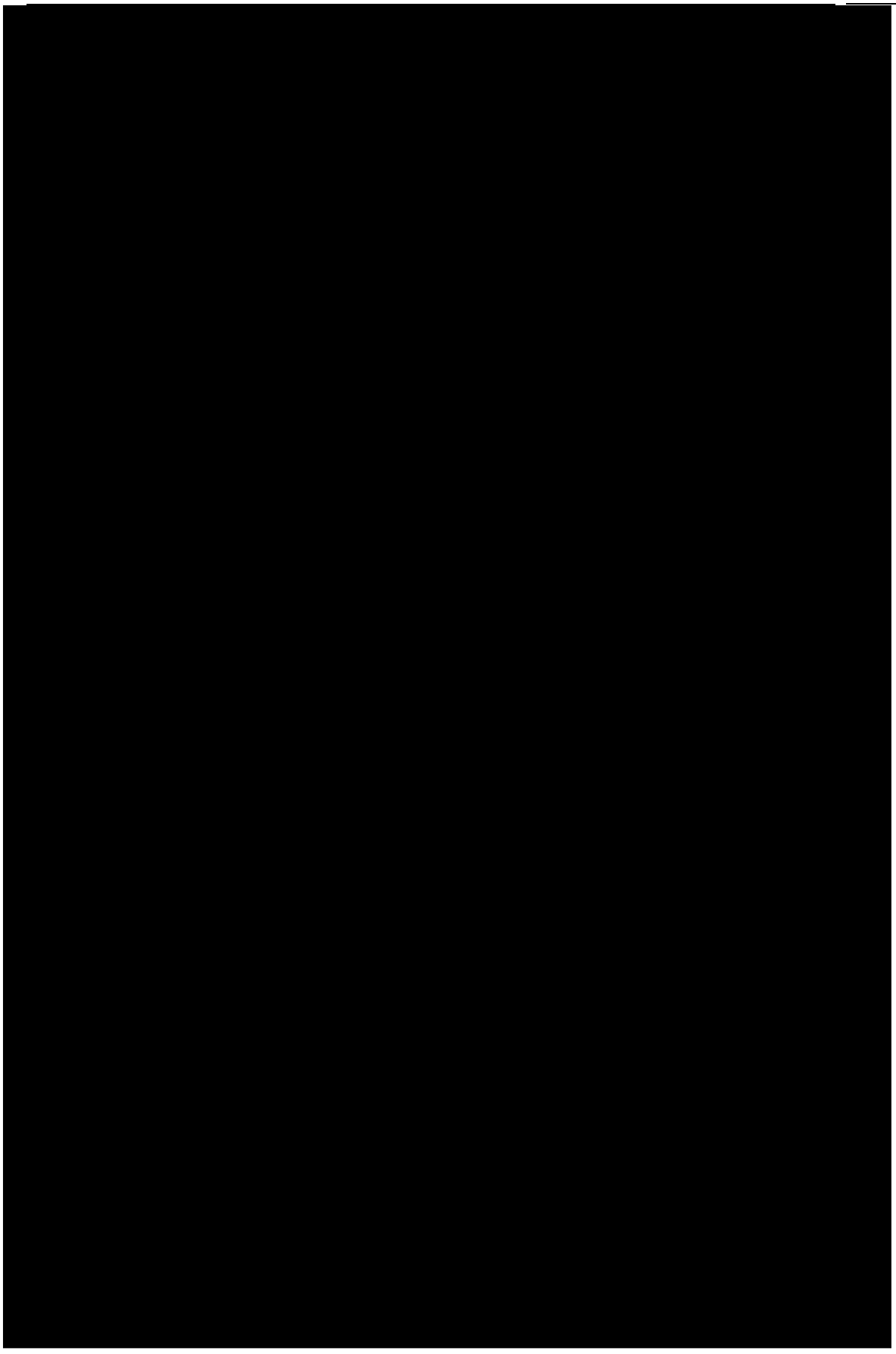
E.2 DESIGN

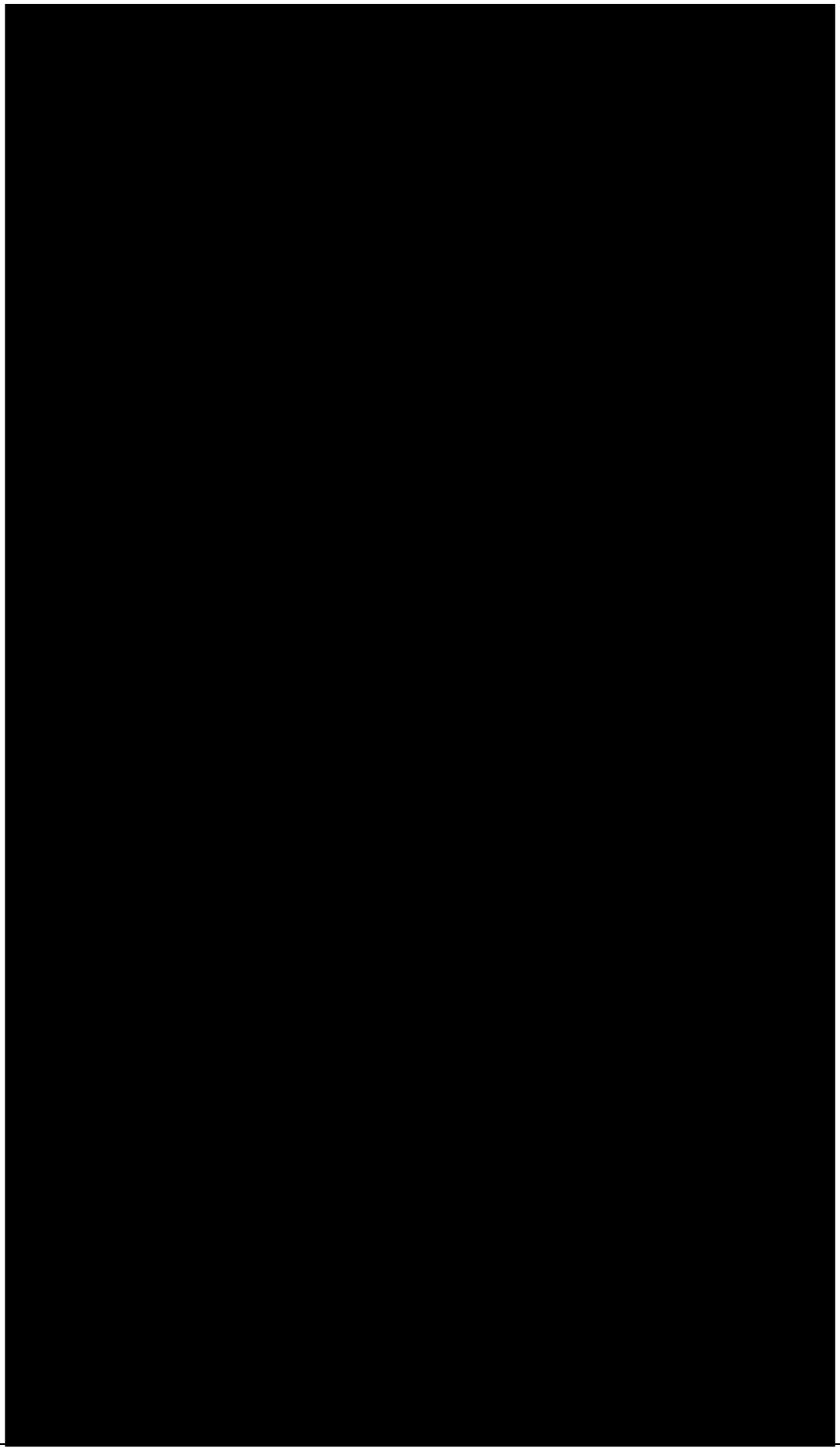
1. Provide examples of Project Design work products. The examples should demonstrate the Prospective Contractor has a thorough understanding of all activities required to seamlessly design the proposed solution. 5

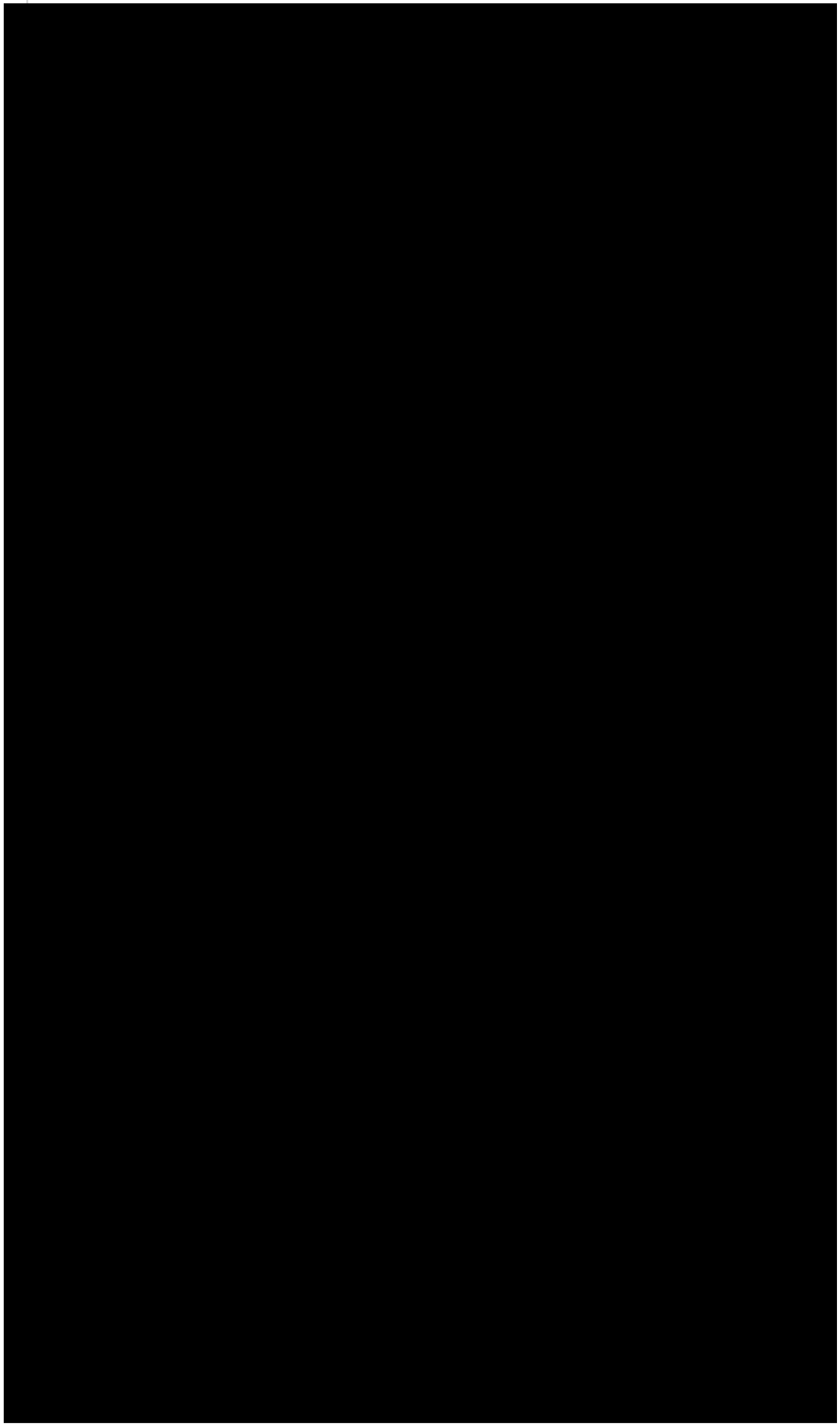
Company proposes to bring to State of AR its knowledge, tools, templates, and best practices on similar SAP GASB87 CLM rollout experiences. Our methodology is built on SAP's Activate methodology with added advantages/features. Company will utilize best practices for the State of AR requirements through the proposed approach. The solution modeled by Company and work product produced have been fine-tuned with Experts with many years of experience with complex SAP rollouts.

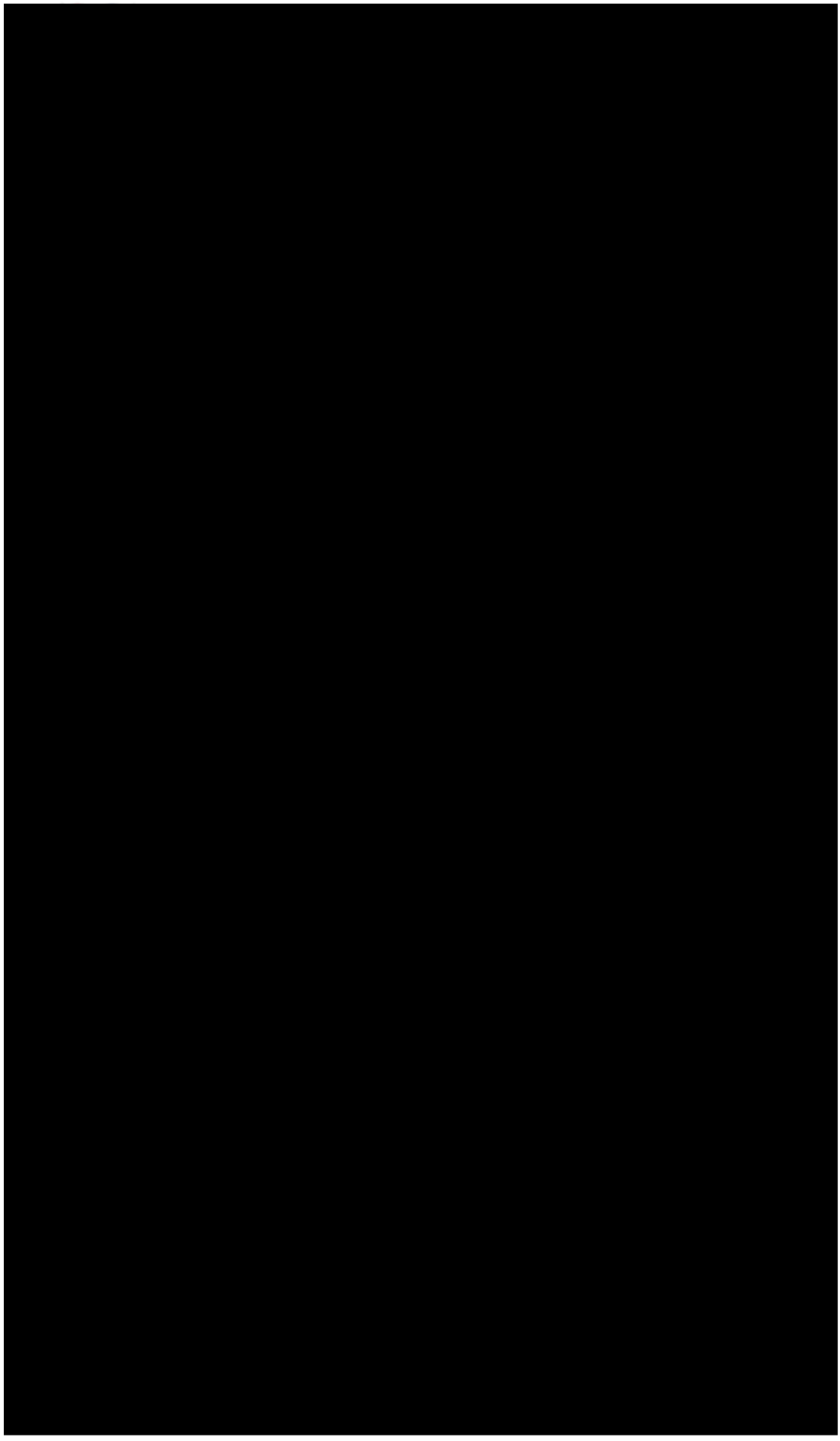
Company will review the current state of AASIS' existing SAP landscapes in order implement an appropriately sized, fully-operational SAP HANA-based solution. Project Design work products will be developed throughout the project starting from early phase of planning to transition to GASB87 compliant CLM solution. Following table defines a listing of expected deliverables/work products.

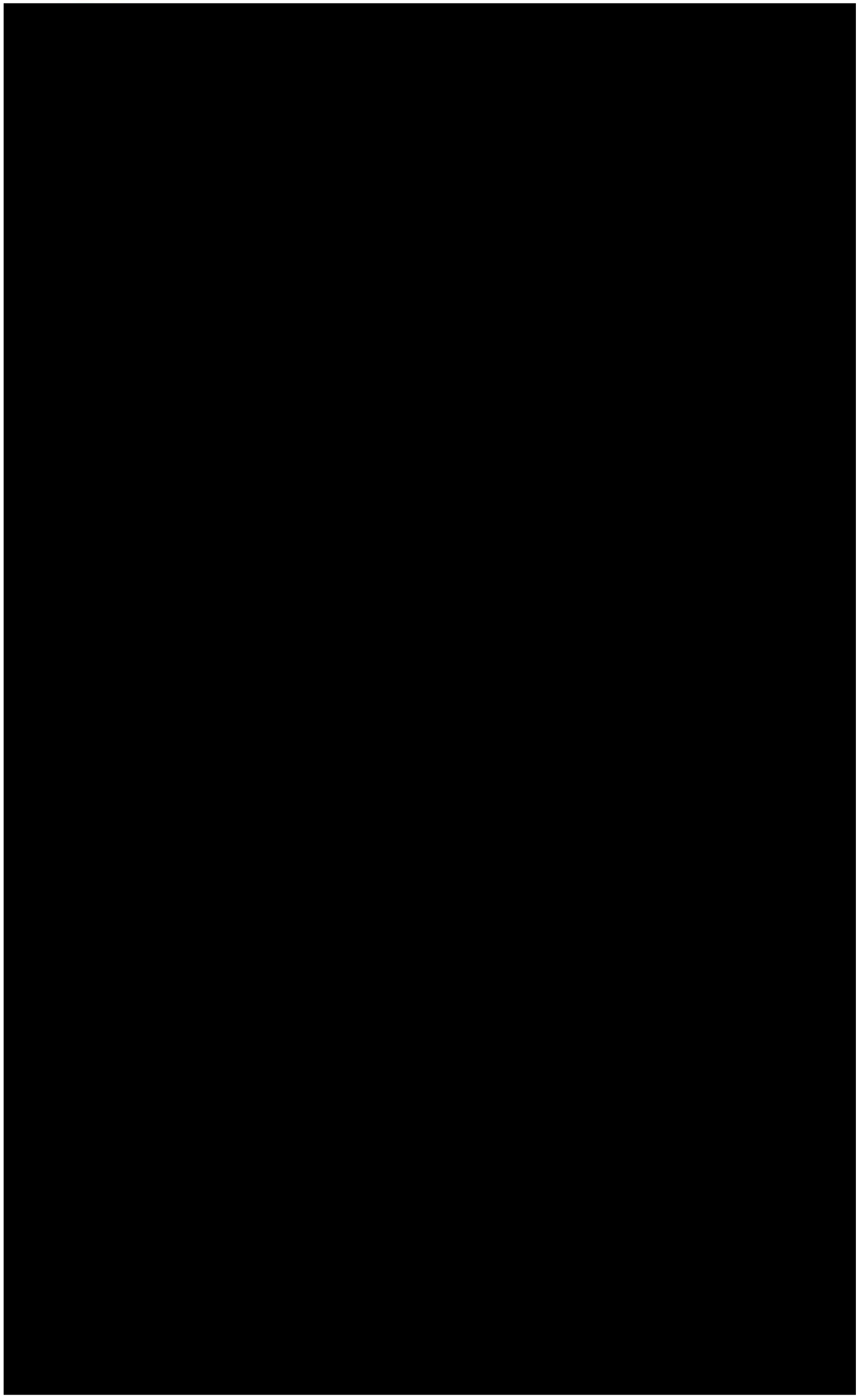


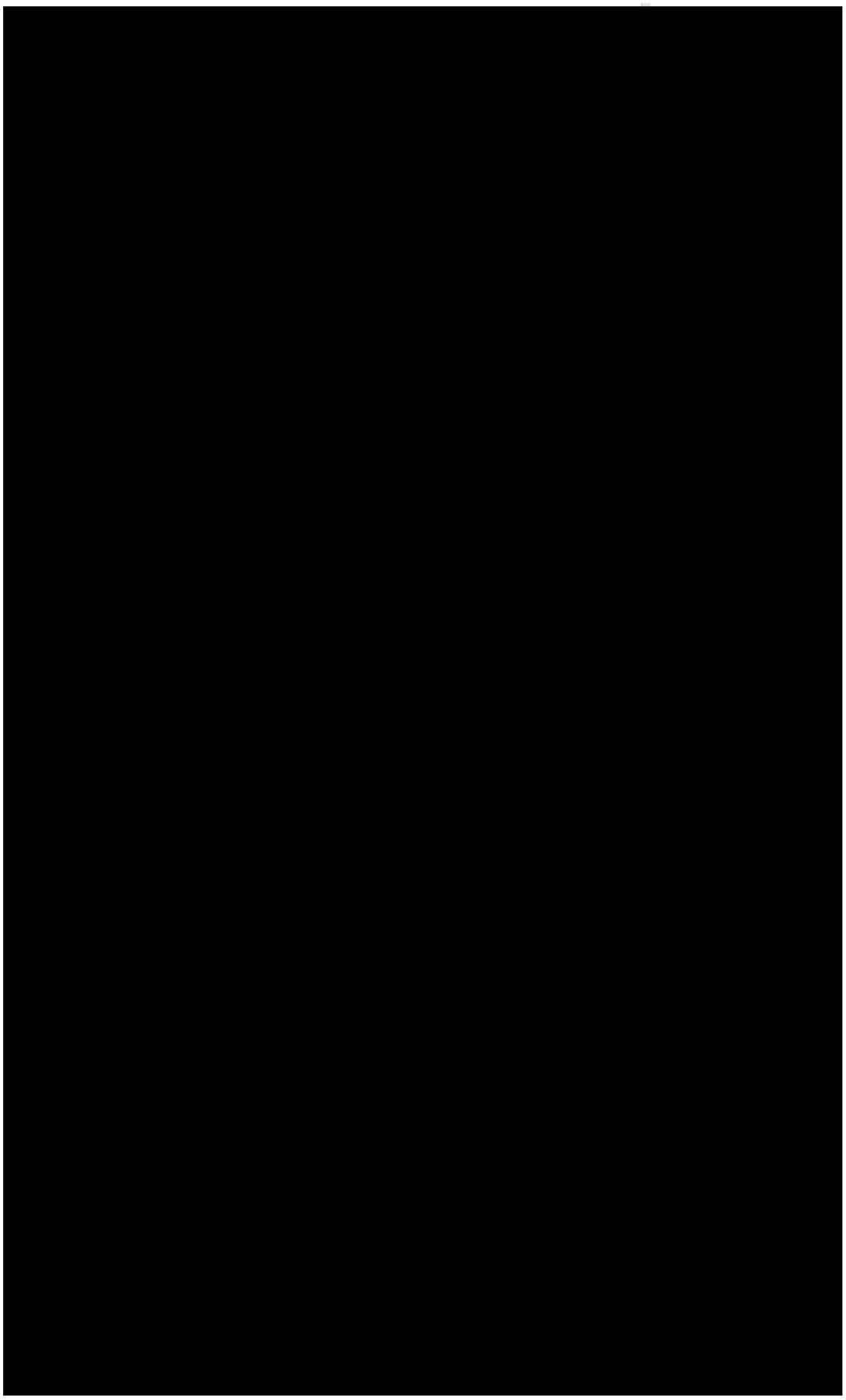












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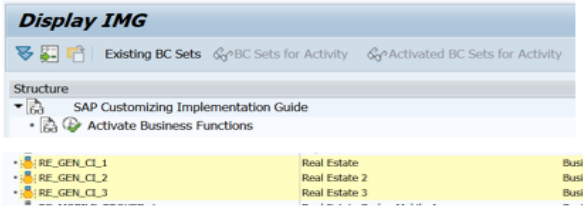
3 Basic Business Settings

3.1 Activate Business Functions

Path = IMG > Activate Business Functions

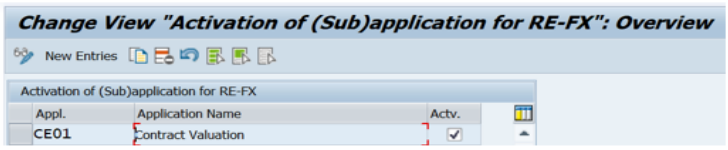


3.2 Activate Subfunction

Path = IMG > Flexible Real Estate (RE-FX) > Basic Settings > Basic Settings > Activate Subfunction

Note:

CE01 – Contract Valuation was not marked as active as required. It was now activated together with the other settings shown.



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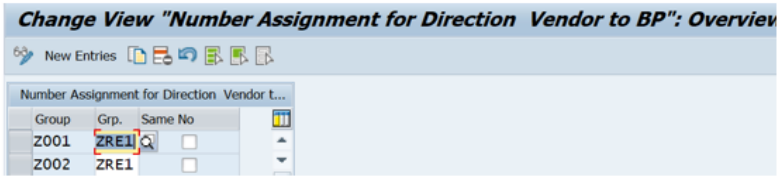
5.3 Define Number Assignment for Direction Vendor to BP

Path = IMG > Cross-Application Components> Master Data Synchronization> Customer/Vendor Integration> Business Partner Settings> Settings for Vendor Integration > Field Assignment for Vendor Integration >Assign Keys> Define Number Assignment for Direction Vendor to BP



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7.2 Valuation Relevance

Path = IMG > Flexible Real Estate (RE-FX) > Balance-Sheet Valuation of Contracts > Valuation Relevance

Valuation Relevance

Rel.to Valuatn	Not Relevant	Obsolete	Valuation Relevance
ZEXMTM	☑	☐	Month to Month
ZEXNEXH	☑	☐	Non-Exchange
ZEXNEXUC	☑	☐	Non-Exchange & Unilaterally Cancelable
ZEXONG	☑	☐	Oil and Gas
ZEXSECDEP	☑	☐	Security Deposit
ZEXUNIC	☑	☐	Unilaterally Cancelable

7.3 Valuation Rule

Path = IMG > Flexible Real Estate (RE-FX) > Balance-Sheet Valuation of Contracts > Valuation Rule

Valuation Rule

Valuation Rule	Cond. Val. Grp	Valuation Rule Name
ZGASB87LI	ZGASBLI	GASB87 Lease-In
ZGASB87LO	ZGASBLO	GASB87 Lease-Out

[redacted]

7.5 Valuation Object-Dependent Control Parameters

Path = IMG > Flexible Real Estate (RE-FX) > Balance-Sheet Valuation of Contracts > Valuation Object-Dependent Control Parameters

Valuation Object-Dependent Control Parameters

CoCd	Type	Object Type Name	DifCrt	Diff.Criterion Name	CTyp	Contr.type text	AcctDeterm.V...	Acct determ.value
1000	IM	Rental Object			Z01	CDOT Commercial lease-out	GASB_LO_BU	GASB LO Building
1000	IM	Rental Object			Z07	CDOT Interagency Lease Out	GASB_LO_BU	GASB LO Building
1000	IM	Rental Object			Z08	CDOT Lease In Buildings	GASB_LI_BU	GASB LI Building
1000	IM	Rental Object			Z10	CDOT Lease In Interagency ...	GASB_LI_BU	GASB LI Building
1000	IM	Rental Object			Z11	CDOT Lease In Land Only	GASB_LI_LD	GASB LI Land
1000	IM	Rental Object			Z12	CDOT Lease In Equipment/F...	GASB_LI_LD	GASB LI Land
1000	IS	Contract	Z01	CDOT Commercial lease-out	Z01	CDOT Commercial lease-out	GASB_LO_BU	GASB LO Building
1000	IS	Contract	Z07	CDOT Interagency Lease Out	Z07	CDOT Interagency Lease Out	GASB_LO_BU	GASB LO Building
1000	IS	Contract	Z08	CDOT Lease In Buildings	Z08	CDOT Lease In Buildings	GASB_LI_BU	GASB LI Building
1000	IS	Contract	Z10	CDOT Lease In Interagency ...	Z10	CDOT Lease In Interagency ...	GASB_LI_BU	GASB LI Building
1000	IS	Contract	Z11	CDOT Lease In Land Only	Z11	CDOT Lease In Land Only	GASB_LI_LD	GASB LI Land
1000	IS	Contract	Z12	CDOT Lease In Equipment/F...	Z12	CDOT Lease In Equipment/F...	GASB_LI_EQ	GASB LI Equipment
1000	J4	Contract Object	BU	Building	Z08	CDOT Lease In Buildings	GASB_LI_BU	GASB LI Building
1000	J4	Contract Object	BU	Building	Z10	CDOT Lease In Interagency ...	GASB_LI_BU	GASB LI Building
1000	J4	Contract Object	EQ	Equipment/Furniture	Z12	CDOT Lease In Equipment/F...	GASB_LI_EQ	GASB LI Equipment
1000	J4	Contract Object	LD	Land	Z10	CDOT Lease In Interagency ...	GASB_LI_LD	GASB LI Land
1000	J4	Contract Object	LD	Land	Z11	CDOT Lease In Land Only	GASB_LI_LD	GASB LI Land
1000	KS	Cost center			Z01	CDOT Commercial lease-out	GASB_LO_BU	GASB LO Building

Testing Approach - Sample

1. Test Approach

Our testing approach ensures that mobile SAP Work Manager application implementation relevant changes works in tune with the CDOT Business Processes. We are leveraging actual test cases which are approved by CDOT. CDOT SAP Business support team plays an important role in testing the same and reporting any new unforeseen errors. At the same time responsibility lies with the Consultants and the CDOT SAP Support Team to ensure that any functionality being tested works as anticipated and work orders are being transmitted to ECC and vice-versa as expected from Work Manager functionality.

This Mobile Work Manager implementation in reality does not impacts core ERP SAP application but it is tightly integrated with core SAP ECC plant maintenance module and it has many components integrating with many other applications. CDOT's SAP mobile Work Manager Solution will consist of several pieces. Our testing approach is centered on addressing testing requirements of individual pieces and testing integrated solution.

The purpose of testing is to confirm that the CDOT Work order maintenance business processes work according to the established BPPs and that the system is ready to go live. To accomplish this, implementation team must test every aspect of the processes.

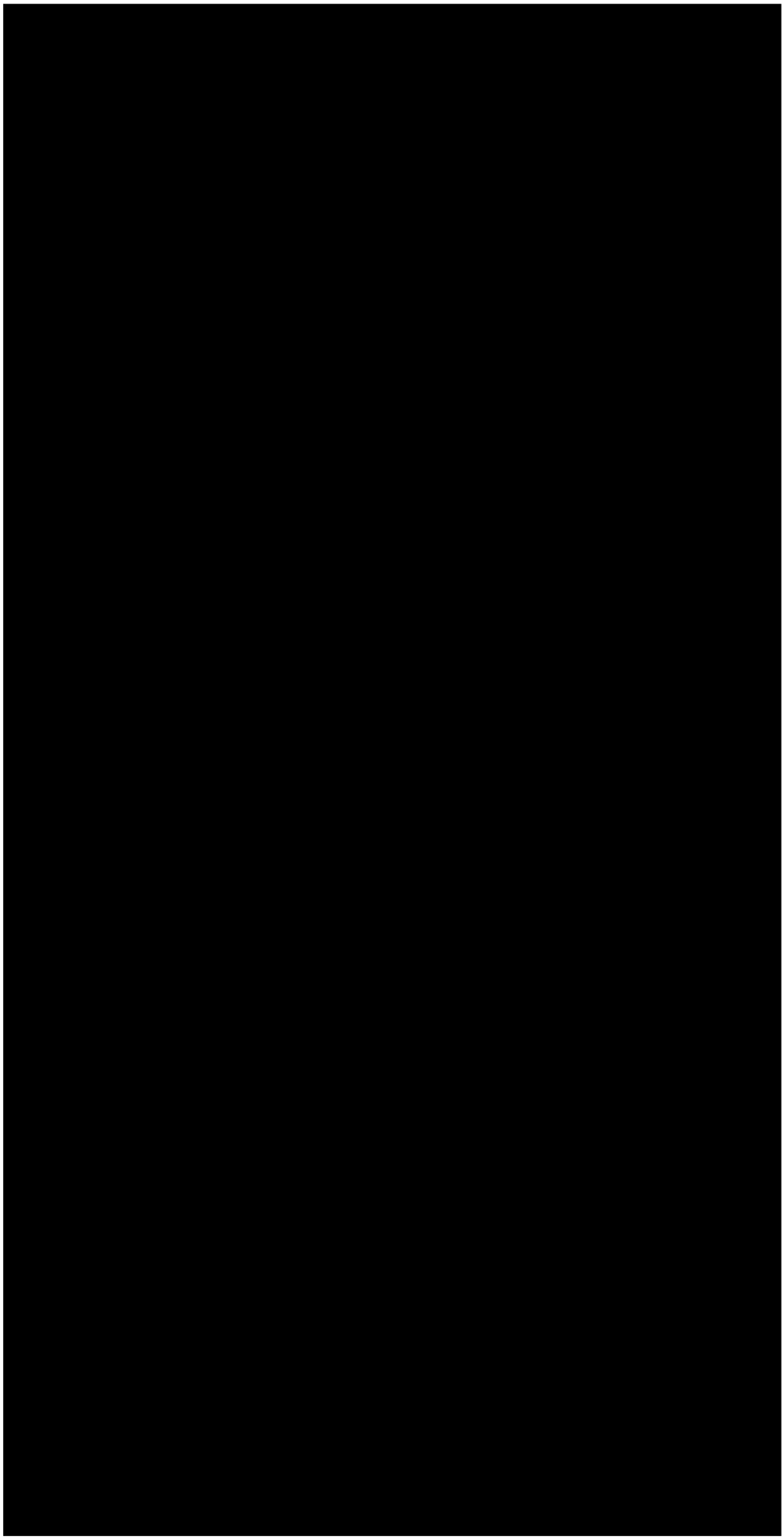
There will be several phases of testing, starting with Preparation testing which includes validating test cases, recording and or developing test cases, security roles testing and running integration tests. We have compiled a list of test cases aligning those with business scenarios.

- A complete list of Work Order related business test cases in a logical testing flow
- All available documentation including test scenarios, work instructions, and business process procedures

After collecting all this information, we have formulated our testing approach for CDOT SAP mobile Work Manager implementation project.

Testing will be conducted for each identified item on Test cases. Most of the items will be tested manually in each test cycles.

A short cycle of unit testing will be performed in DEV environment. DEV environment is the source environment for all the transports. We have developed test cases to cover the Work Manager functionality from process and technology perpective. QA environment is designated as final testing environment. We plan to perform three rounds of incremental testing in QA environment.



E.3 IMPLEMENTATION

1. Provide an Implementation Plan. The Implementation Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to seamlessly implement the proposed system. The proposed Implementation Plan must address and meet or exceed all requirements set forth in Section 2.8 of the RFP. If proposing an alternative approach, please include at a minimum, a detailed description of the approach, pros/cons and expected outcomes of utilizing the alternative approach. 5

Proposed Implementation Approach and Plan

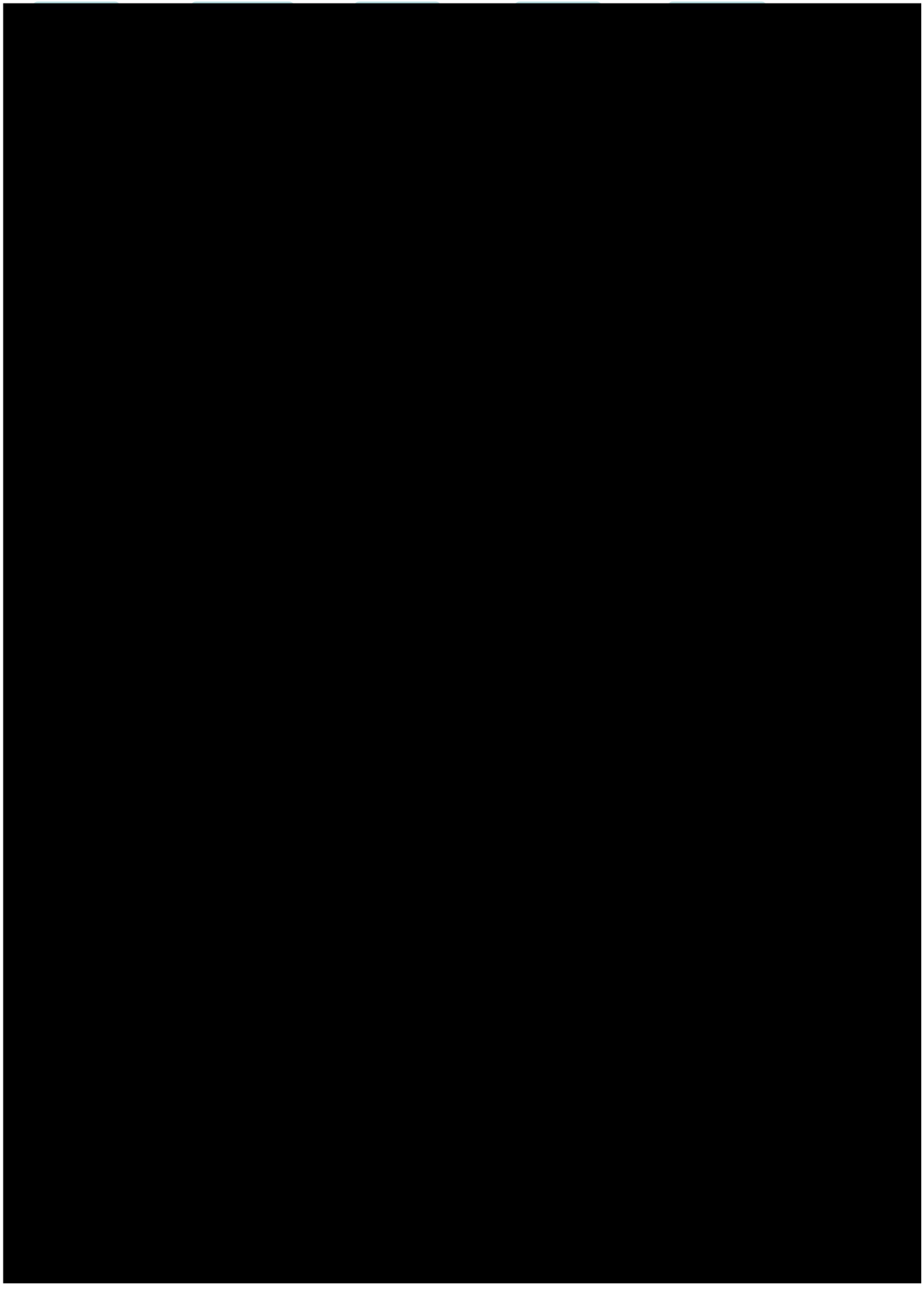
Company proposes to bring to State of AR its knowledge, tools, templates, and best practices on similar SAP GASB87 CLM rollout experiences. Company's SAP Implementation methodology is built on SAP's Activate methodology with added advantages/features. Company will utilize best practices for the State of AR requirements through the proposed approach. The solution modeled by Company in this proposal has been fine-tuned with Experts with many years of experience with complex SAP rollouts.

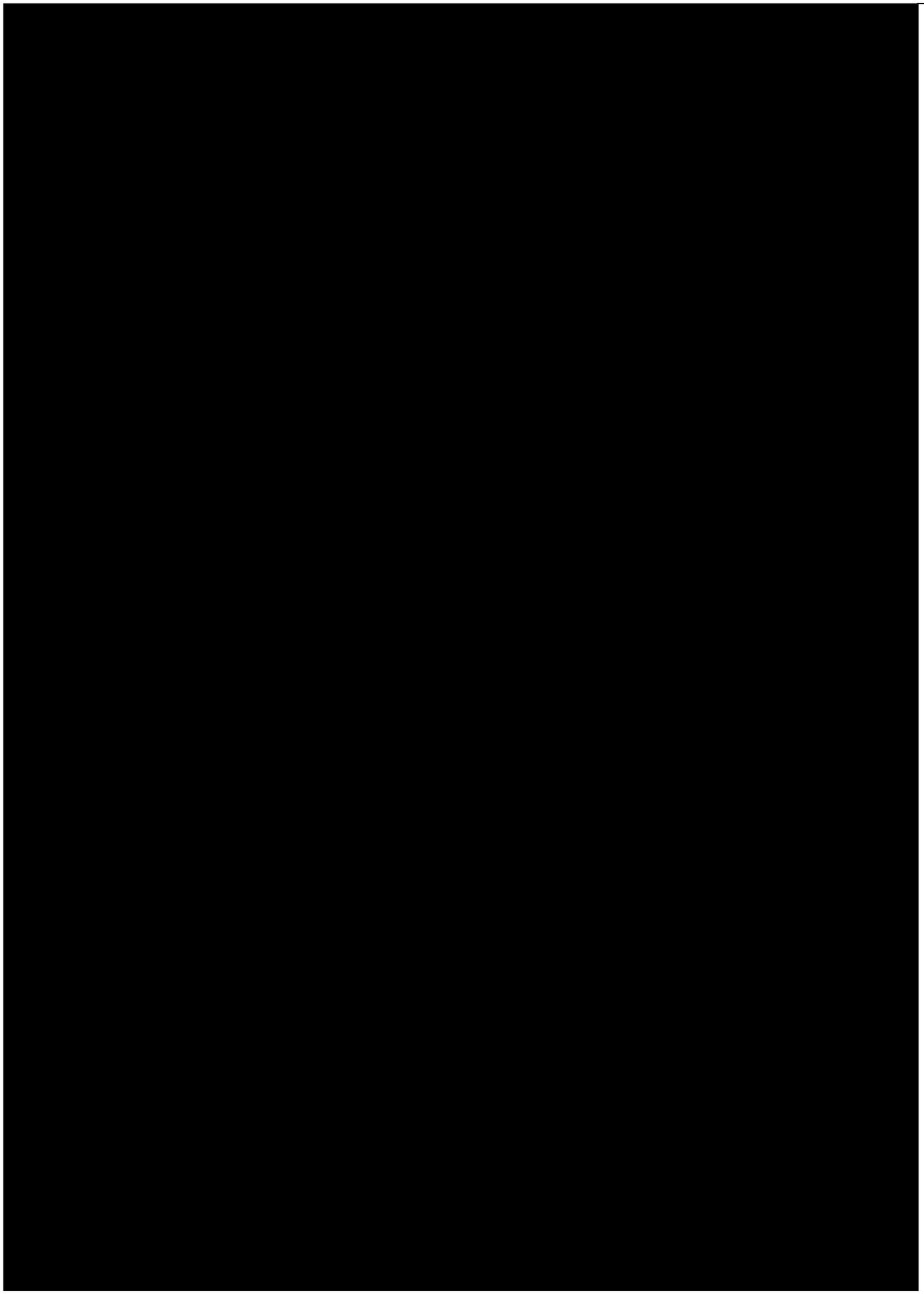
Company will lead the SAP RE-FX rollout project from planning to successful transition to production environment. ***Our Project Organization philosophy is based on a true spirit of partnership with our customers, sharing of knowledge and transparency at all levels for the successful implementation of the project.*** Company manages projects in accordance with a disciplined process, which is documented in our Project Management Guidelines. This guide contains the principles, guidelines techniques, and processes used to govern delivery projects. It describes how to define and organize a project, develop a project plan, control the activities, identify review points, and conclude the project. It describes the methods we use to:

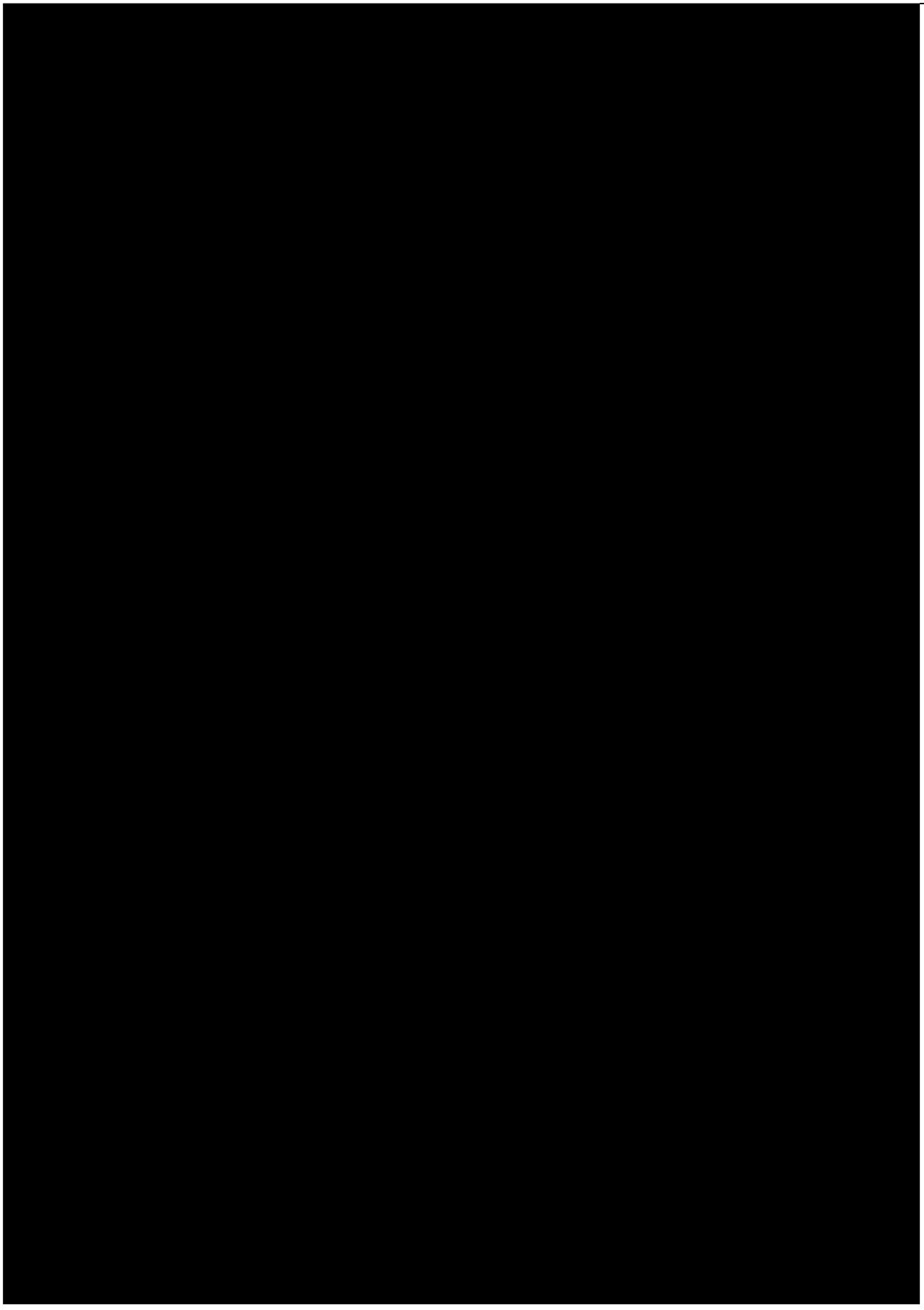
- Ensure that projects are completed on time, within budget, and as per defined specifications.
- Specify the types and levels of commitment of client resources to conduct a project.
- Provide for frequent and scheduled review and control points, ensuring that the quality of results and the client's expectations are monitored and managed
- Facilitate effective management of project staff and resources
- Involve clients in the project process, achieving ownership of the issues and buy-in to the results
- Leverage the experience of staff and knowledge gained in past efforts
- Build a foundation for quality, which can be passed on to future projects

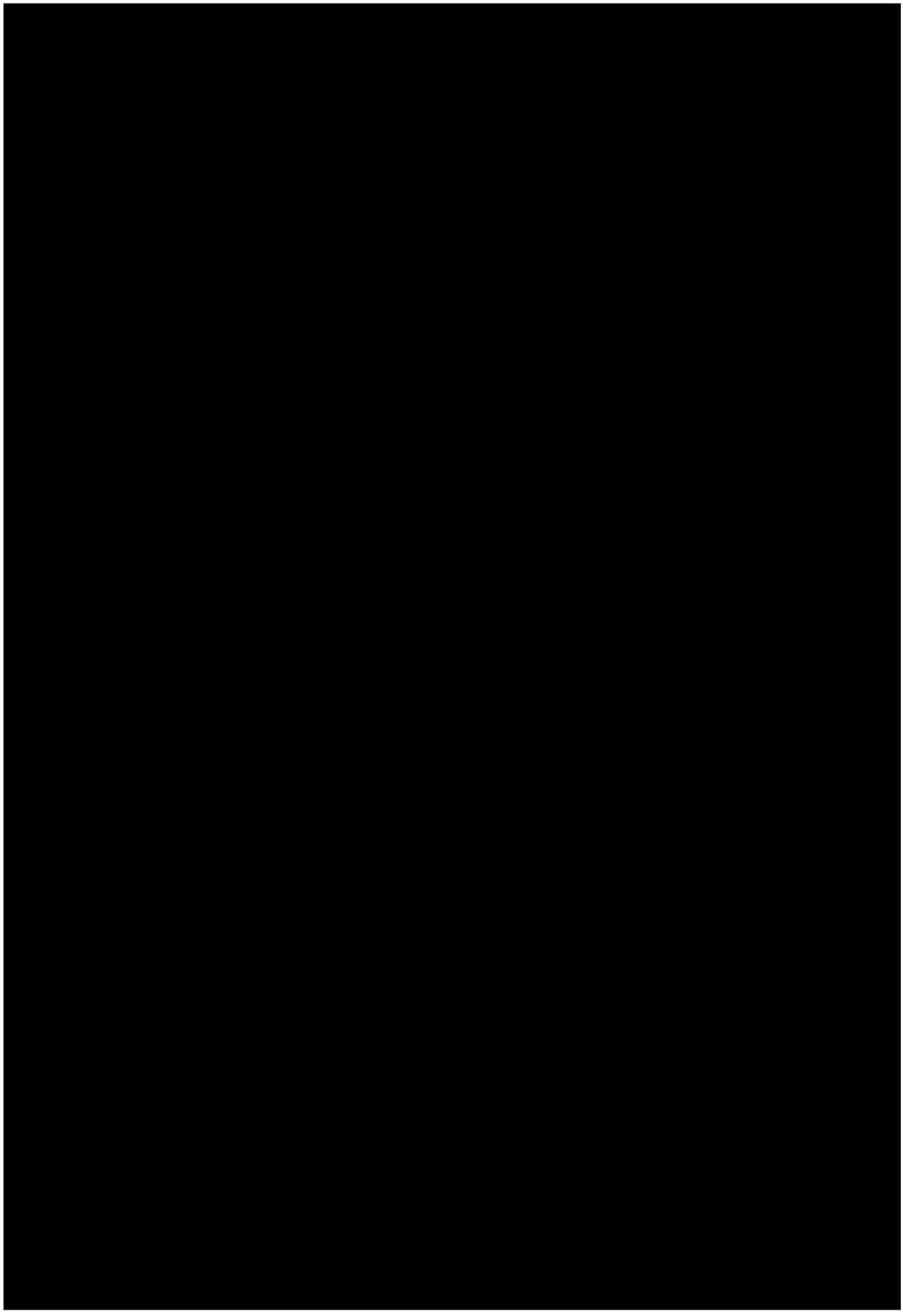
ACTIVATE adopted Company Methodology

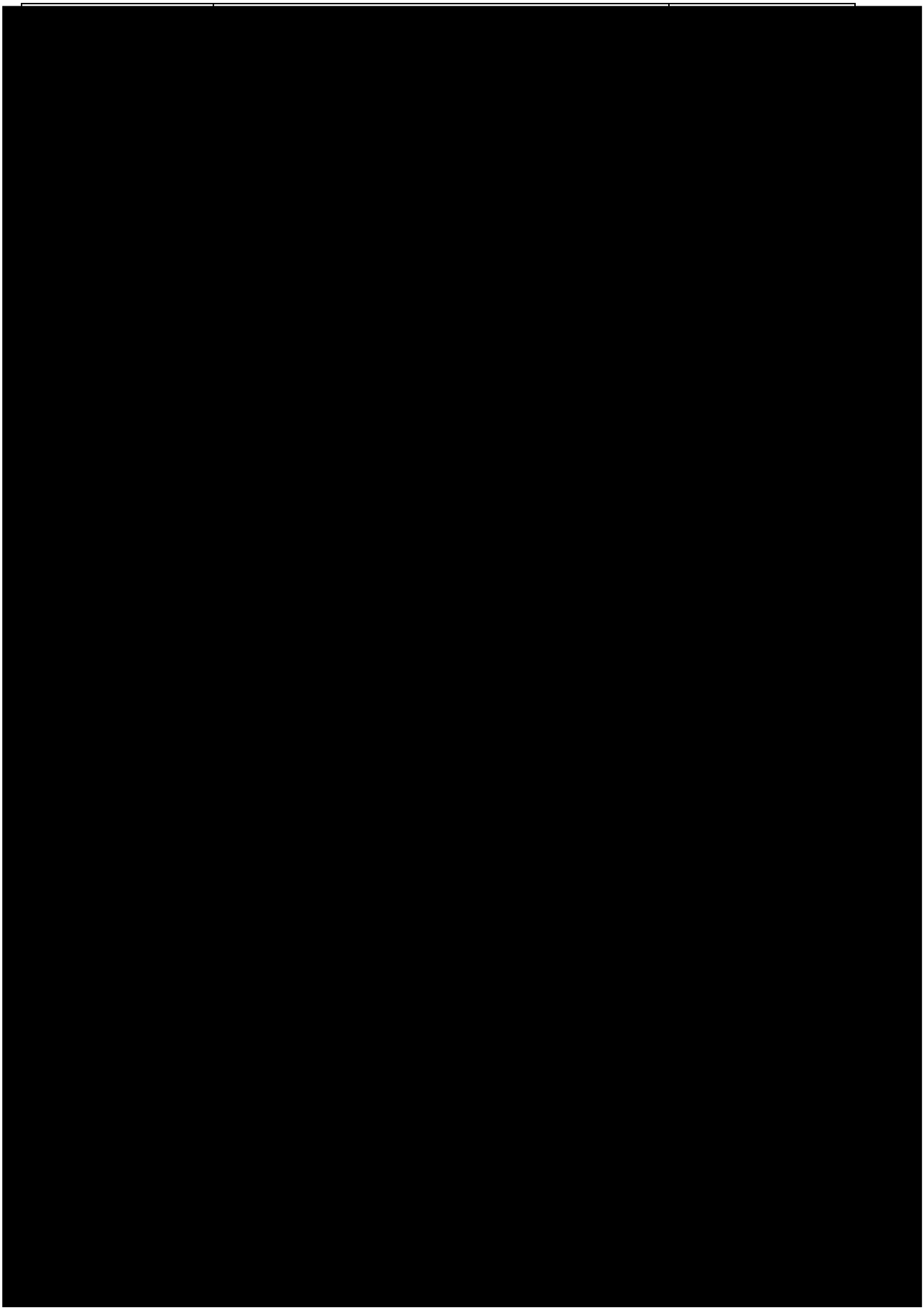
The Company methodology is based on delivering an Agile and Competitive enterprise to the client. The power of ACTIVATE is exploited by offe speed and cost effectiveness. The methodology also provides definitions for the project team, suggested organizational structures anything else that is required for the project. The ACTIVATE methodo helps ensure that the scope and requirements are defined quickly accurately. Therefore, it increases the probability of delivering the sys on time, within budget, and with assured quality. ACTIVATE is a pro approach that will reduce costs, increase knowledge transfer, and maximize the use of available resources. Following are the phases of SAP RE-FX rollout project.

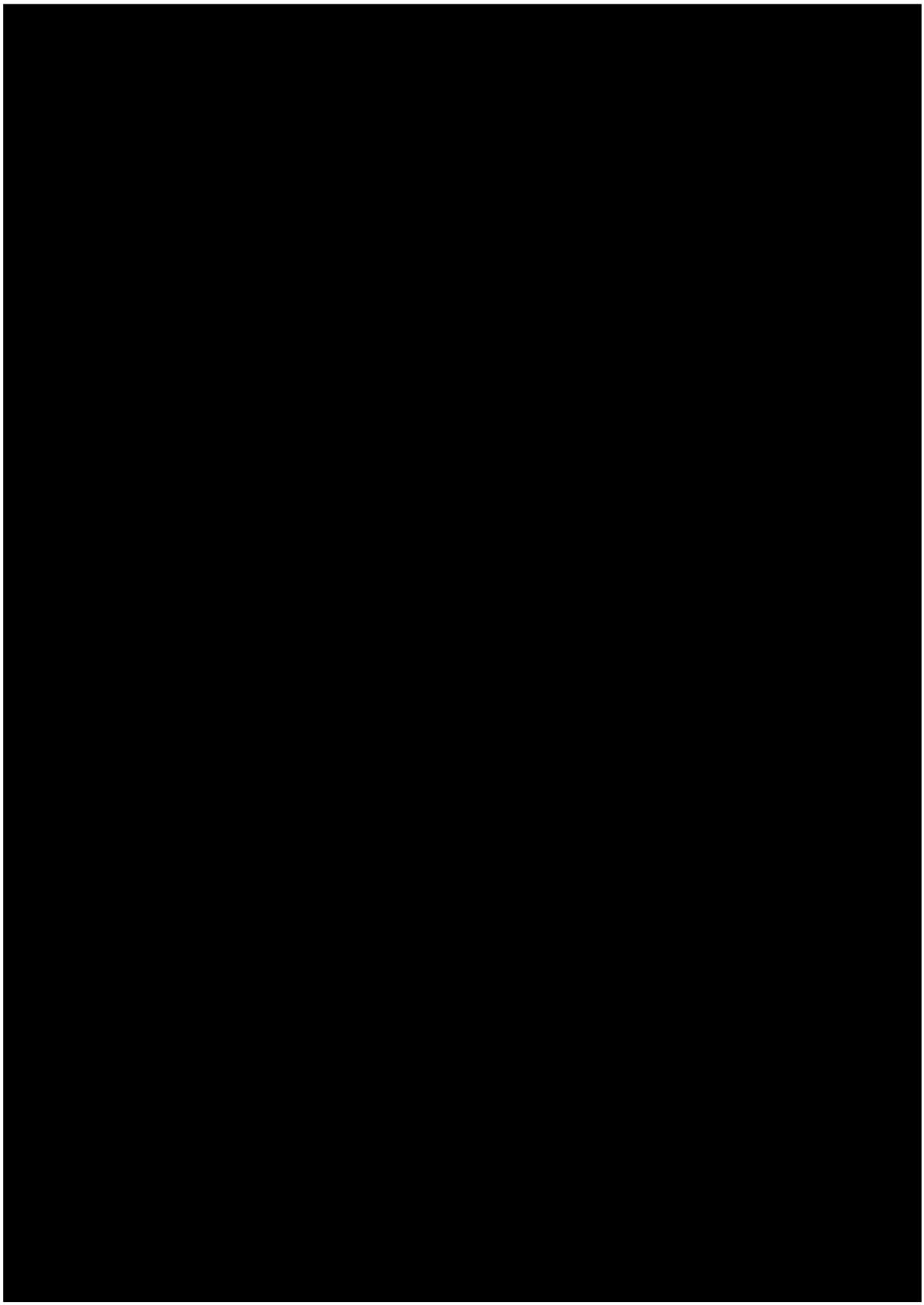








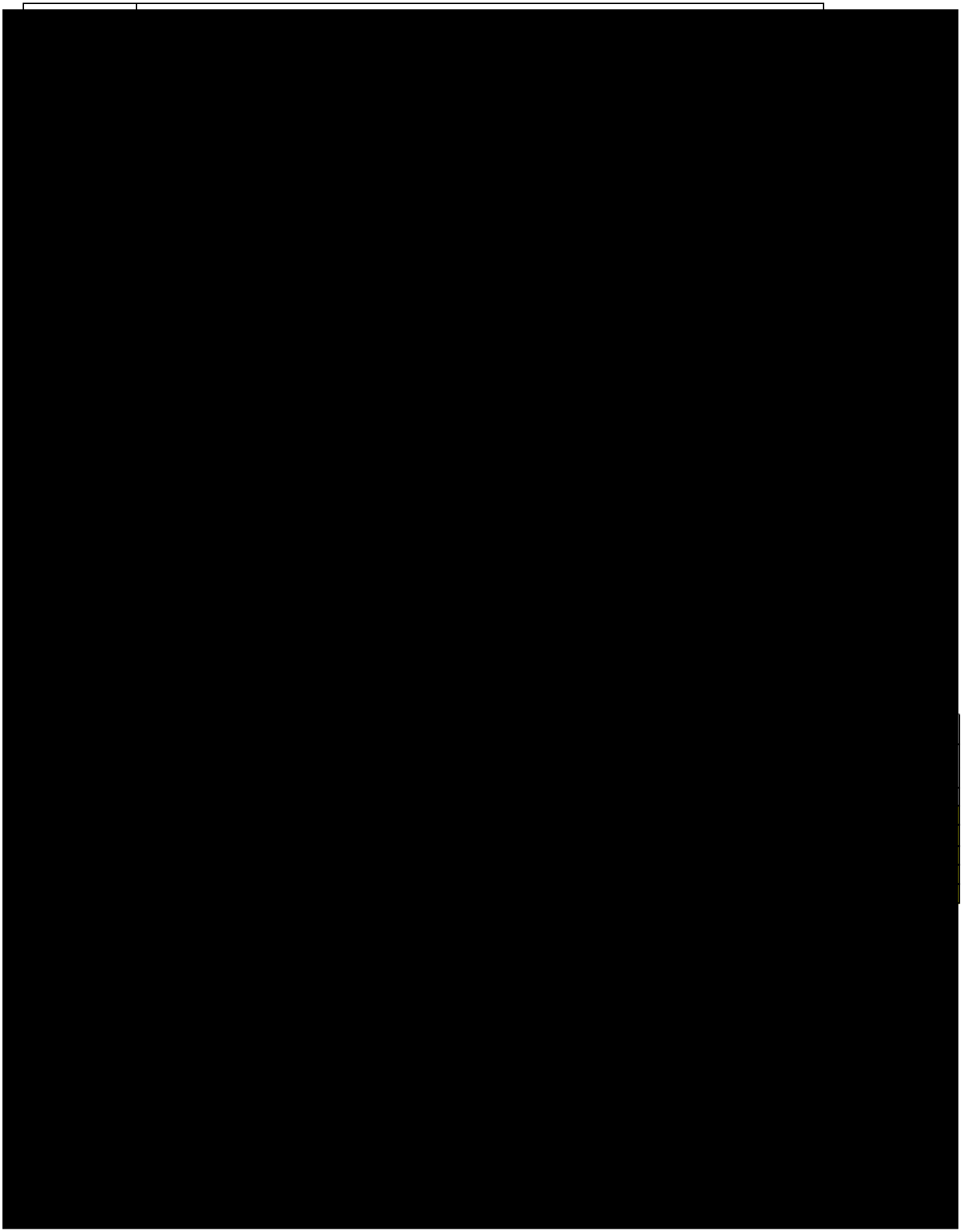


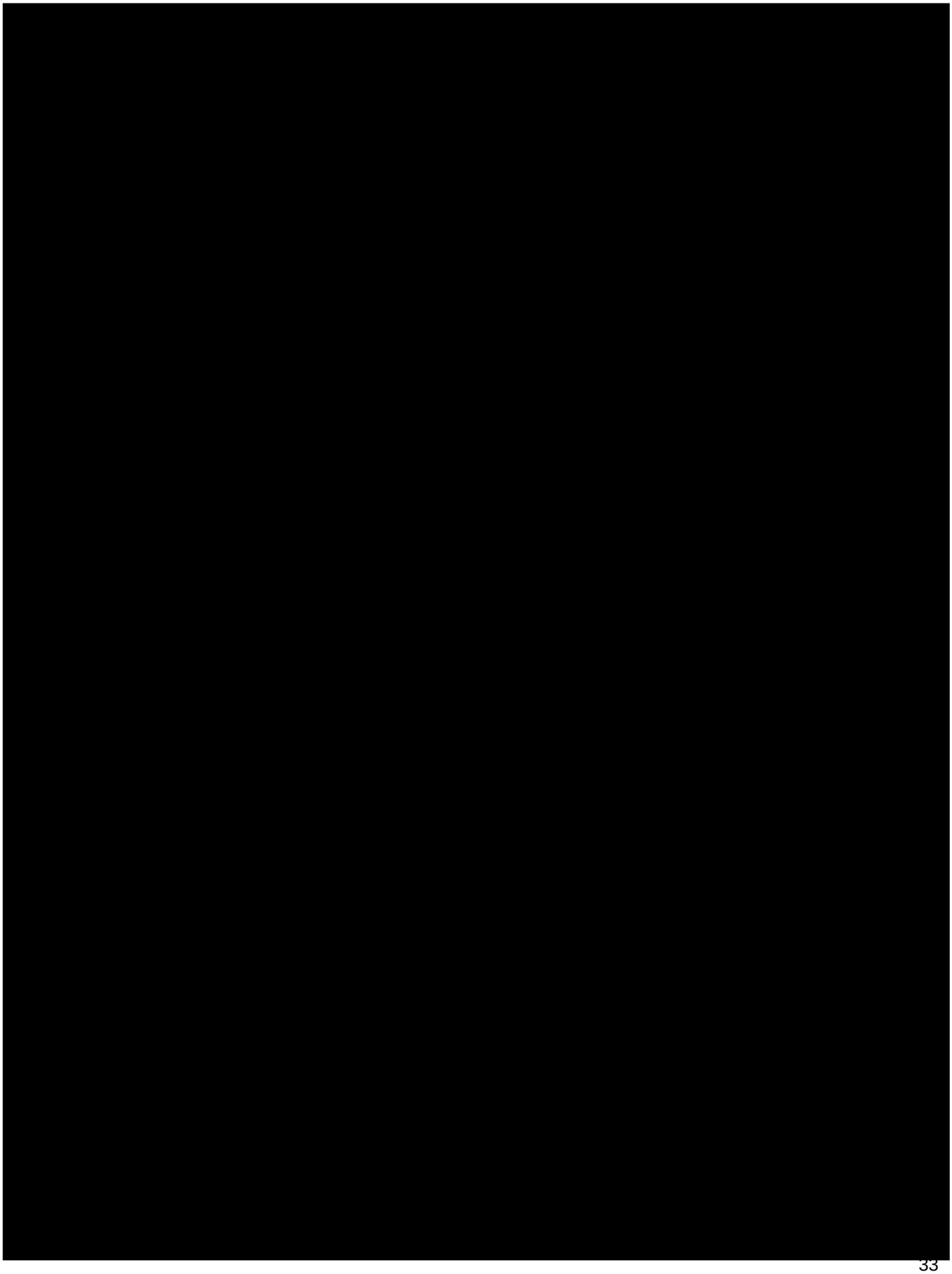


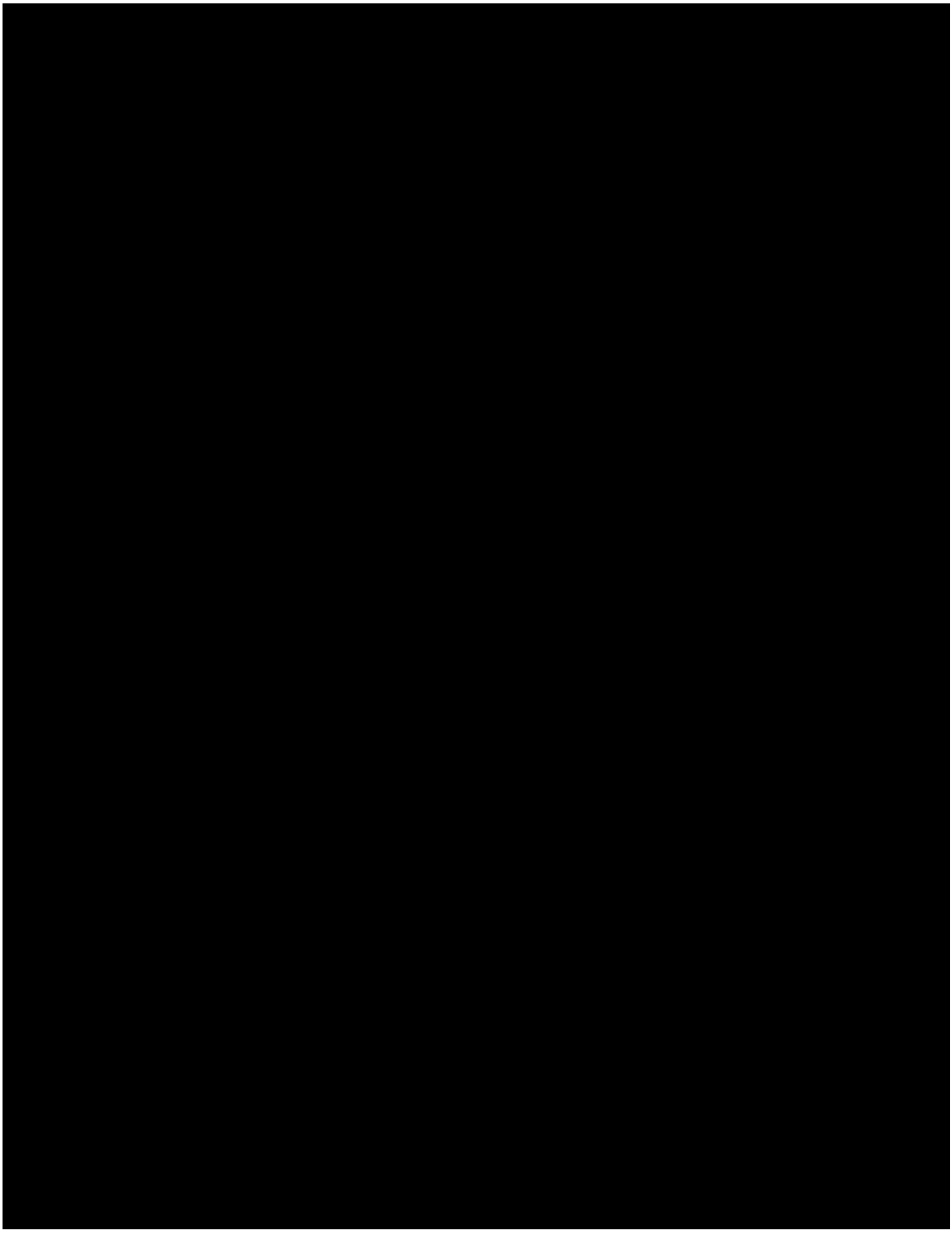
Roles and Responsibilities

Company has implemented SAP RE-FX GASB87 CLM solution in similar environment as State of AR, so it knows the expected deliverables, roles and responsibilities as expected during different phases of the project. Our experience working with similar project and client suggests that State of AR will follow existing SAP ACTIVATE philosophy of building and deploying SAP project team with optimum balance of expertise and contributions for a successful execution of SAP RE-FX GASB87 CLM rollout.

Role	Responsibilities
Project Manager	• Provide the project team and the business team with the required support to accomplish the goals of the project. • Ensure contractual obligations are met with all project vendors • Ensure good communication between teams within the project • Ensure timely issue resolution or appropriate escalation of issues • Ensure timely availability of all resources required for the project as per the project plan (like key users, hardware, software, network required for the project) • Report project status to the MOA Executives on a regular basis • Approve changes to project plans • Review and signoff on project plans and deliverables • Manage resource dependencies • Work directly with the Process Team members for planning and day to day activities • Provide best practices application • Acts as liaison between technical and functional teams • Ensure the quality and completeness of the deliverables
Functional Resources	• Facilitate business requirements workshops • Configure the SAP system to enable processes that meet business requirements • Test and obtain approval of configuration • Prepare business process procedures • Ensure processes are integrated with other business processes • Work closely with Process Owners to transfer system knowledge and prepare training materials • Provide 1 Week training to Core Team • Provide SAP functional modules software expertise • Effectively transfer to SAP Solution design and configuration knowledge to Business Process Team and other team members • Provide Best Business Practices knowledge to aid design process • Facilitate business requirements workshops • Help build the test scripts • Prepare and execute test cycles • Ensure all the technical objects are compatible with new SAP environment • Prepare business process procedures • Ensure processes are integrated with other business processes • Conduct unit and string testing of interfaces & Reports • Knowledge Transfer



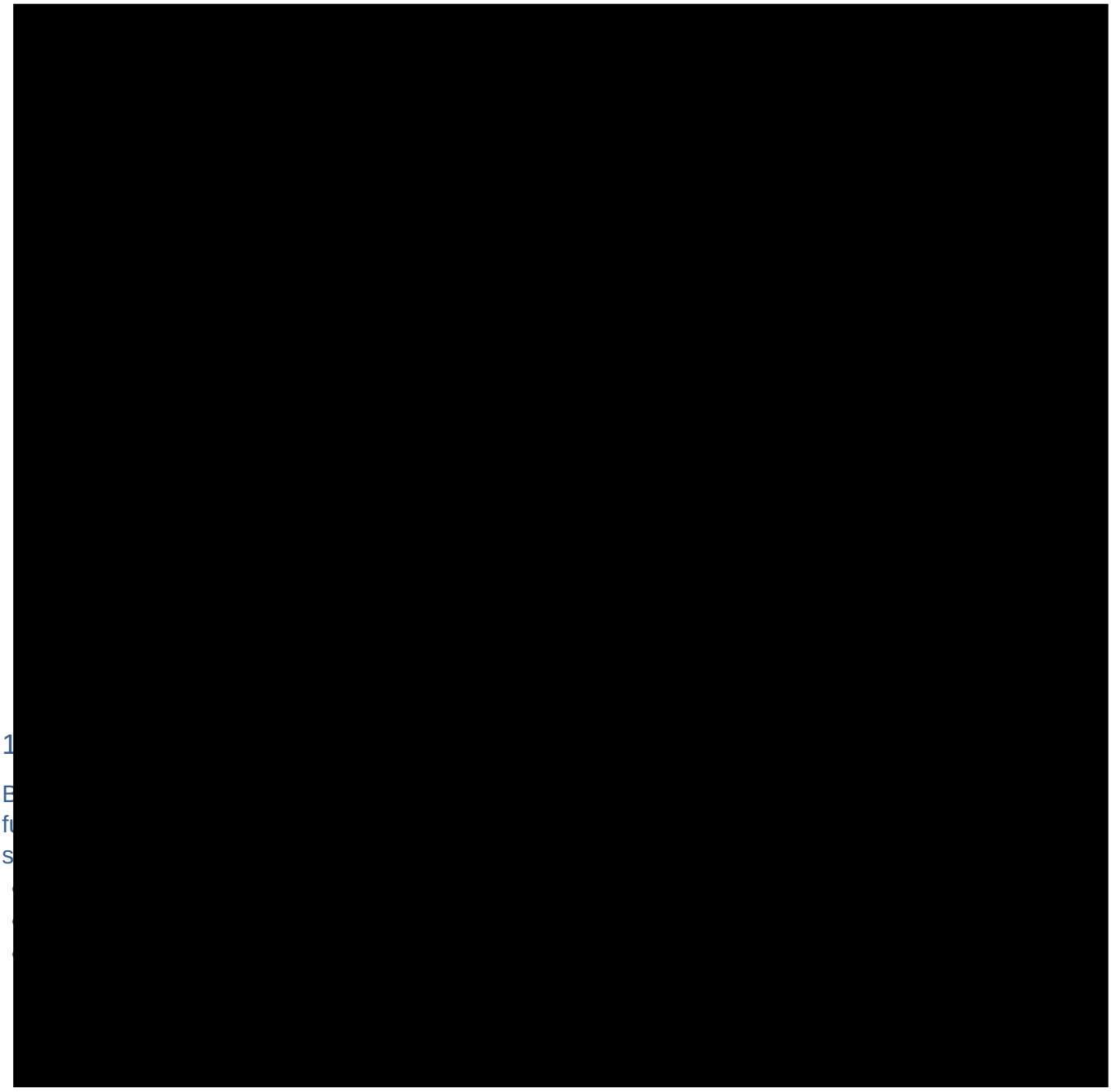


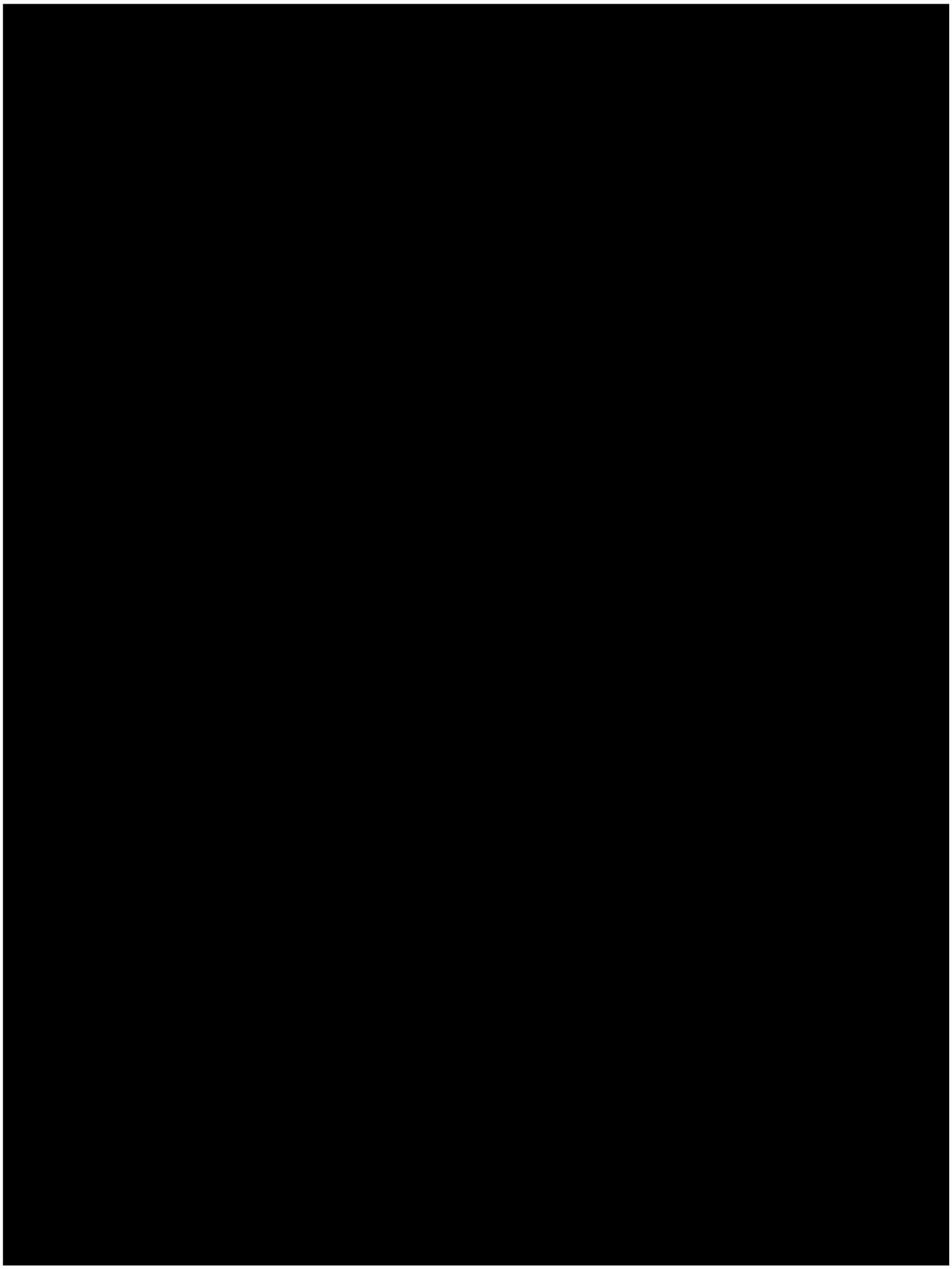


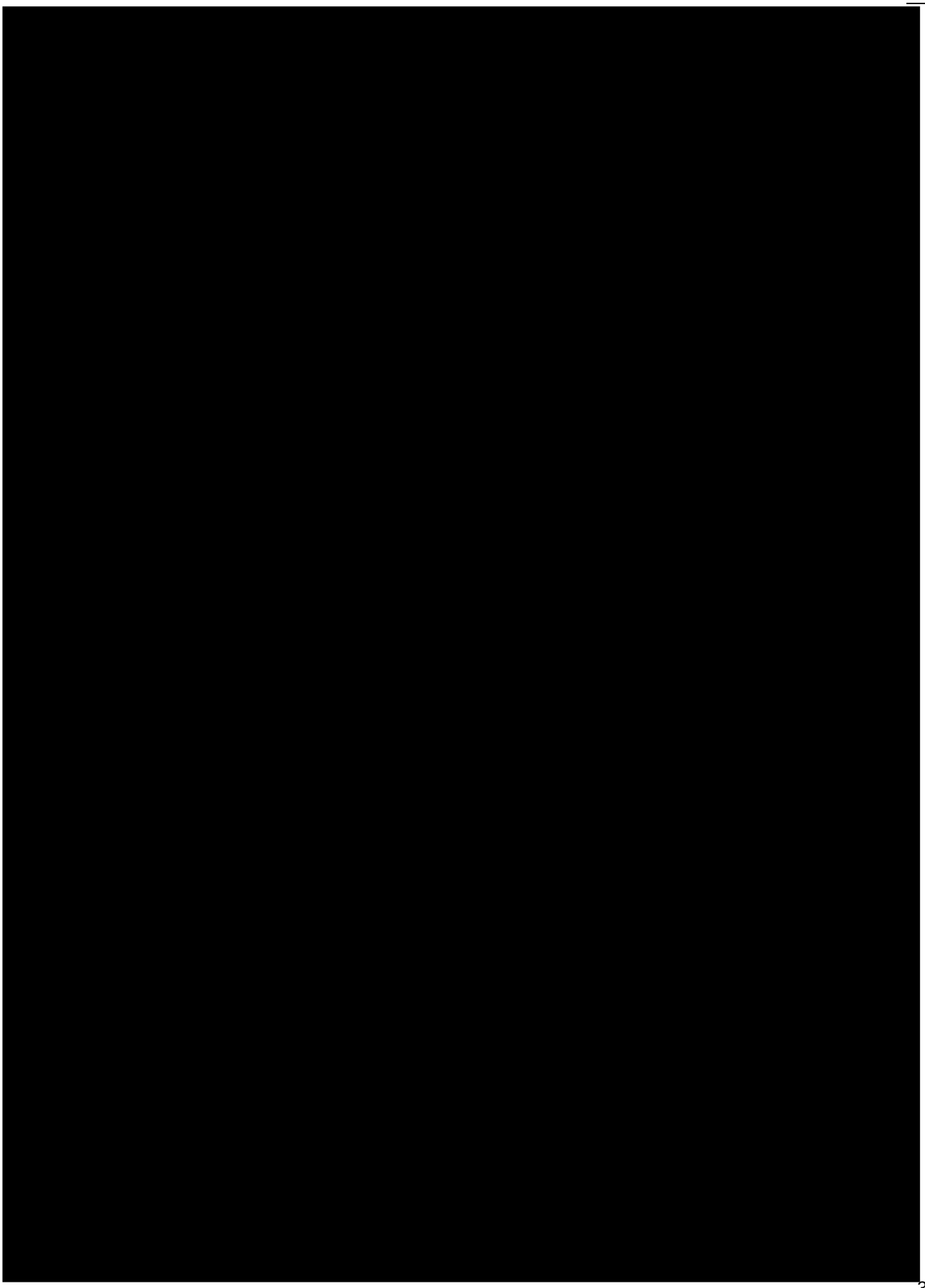
E.4 TESTING

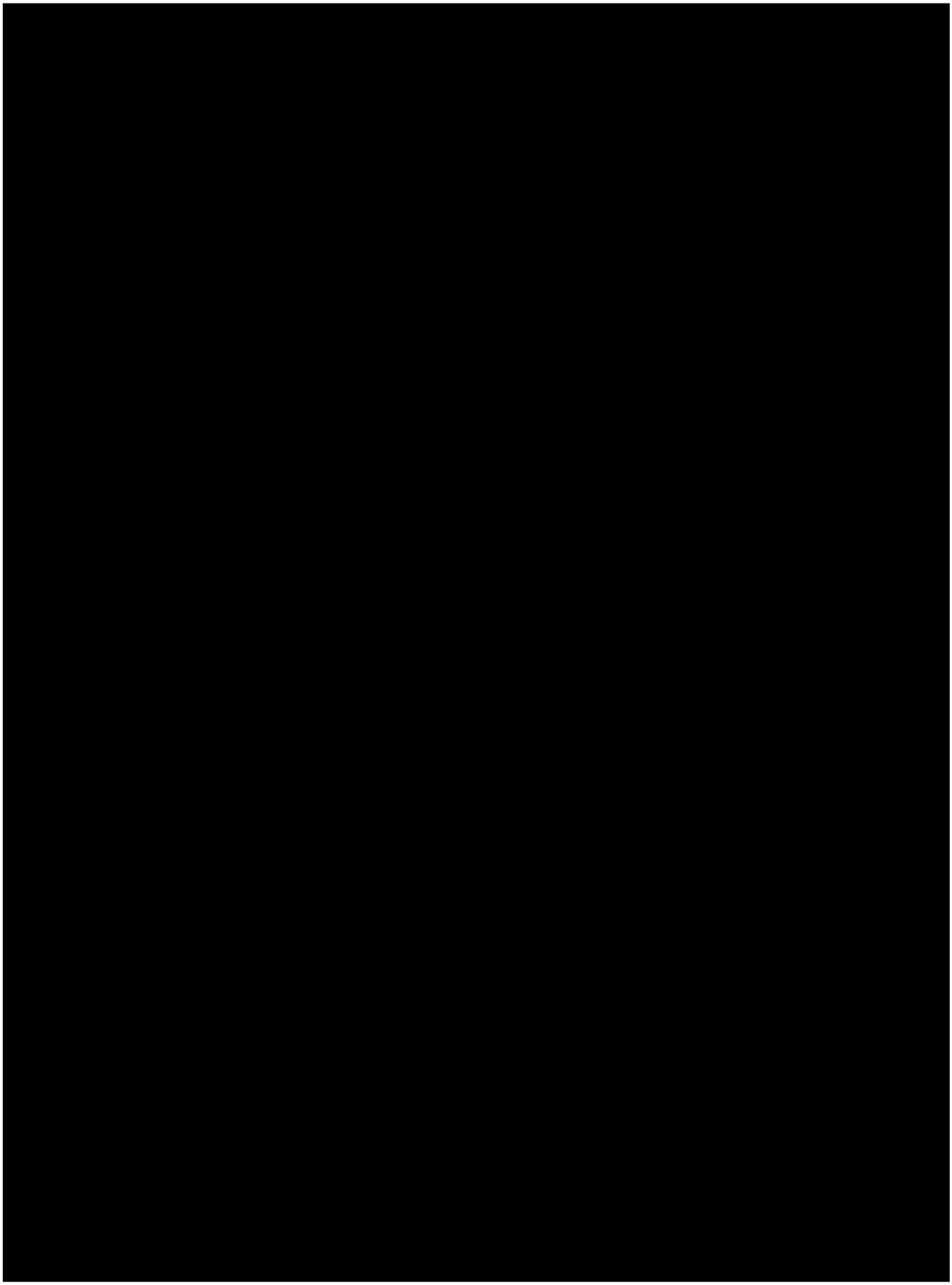
1. Provide a proposed Testing Plan. The Testing Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to effectively test the proposed system. Testing Plan must at meet or exceed all requirements set forth in Section 2.9 of the RFP. 5

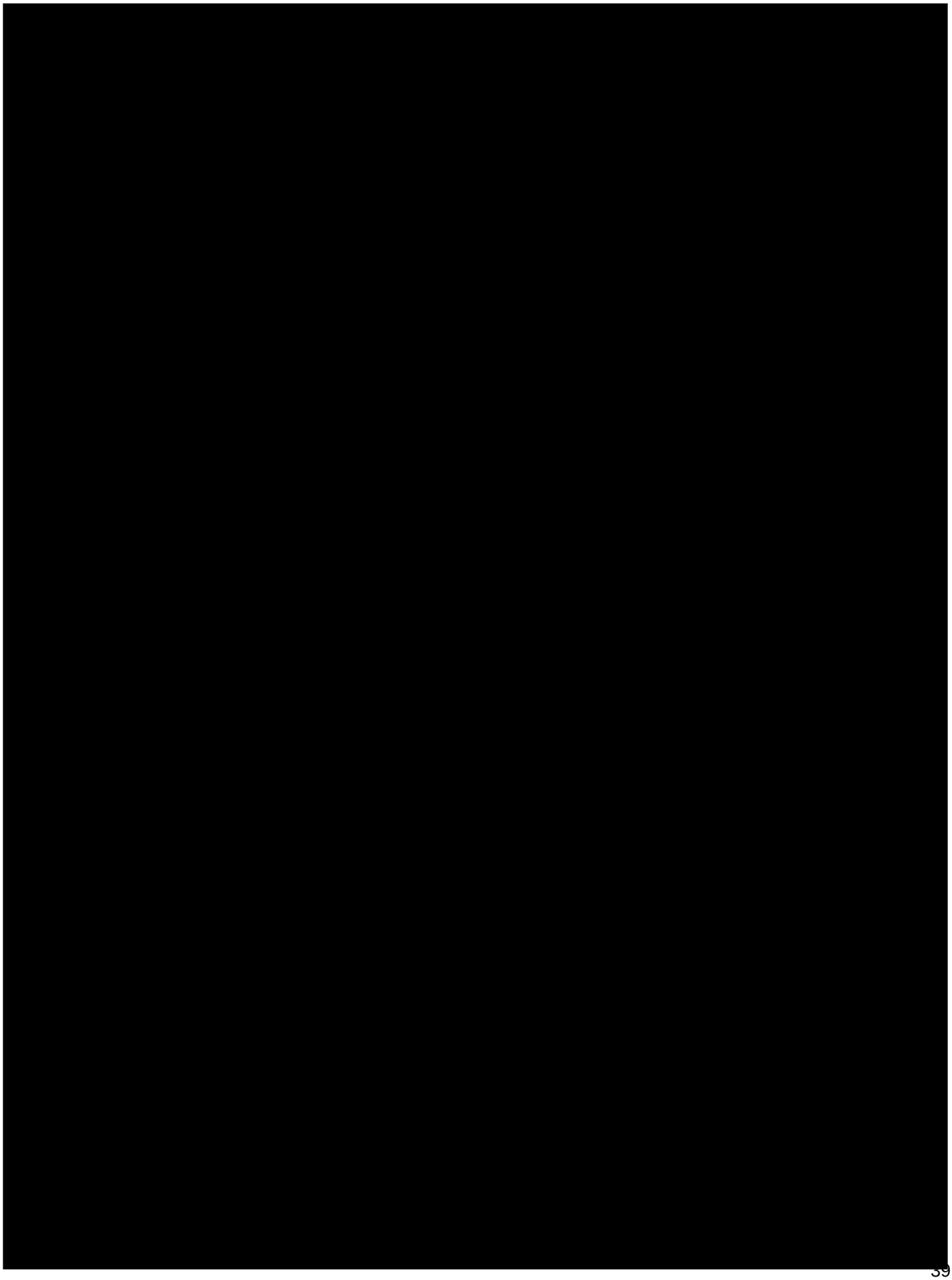
Our testing approach ensures that SAP RE-FX GASB87 CLM relevant changes works in tune with the State of AR Business Processes. We will be leveraging actual test cases which are approved by State of AR. State of AR SAP Business support team will play an important role in testing the same and reporting any new unforeseen errors. At the same time responsibility lies with the Consultants and the State of AR SAP Support Team to ensure that any functionality being tested works as anticipated processes, contract management, and GASB87 Lease valuation, Liability and account postings are happening as expected, reports are being generated as designed.

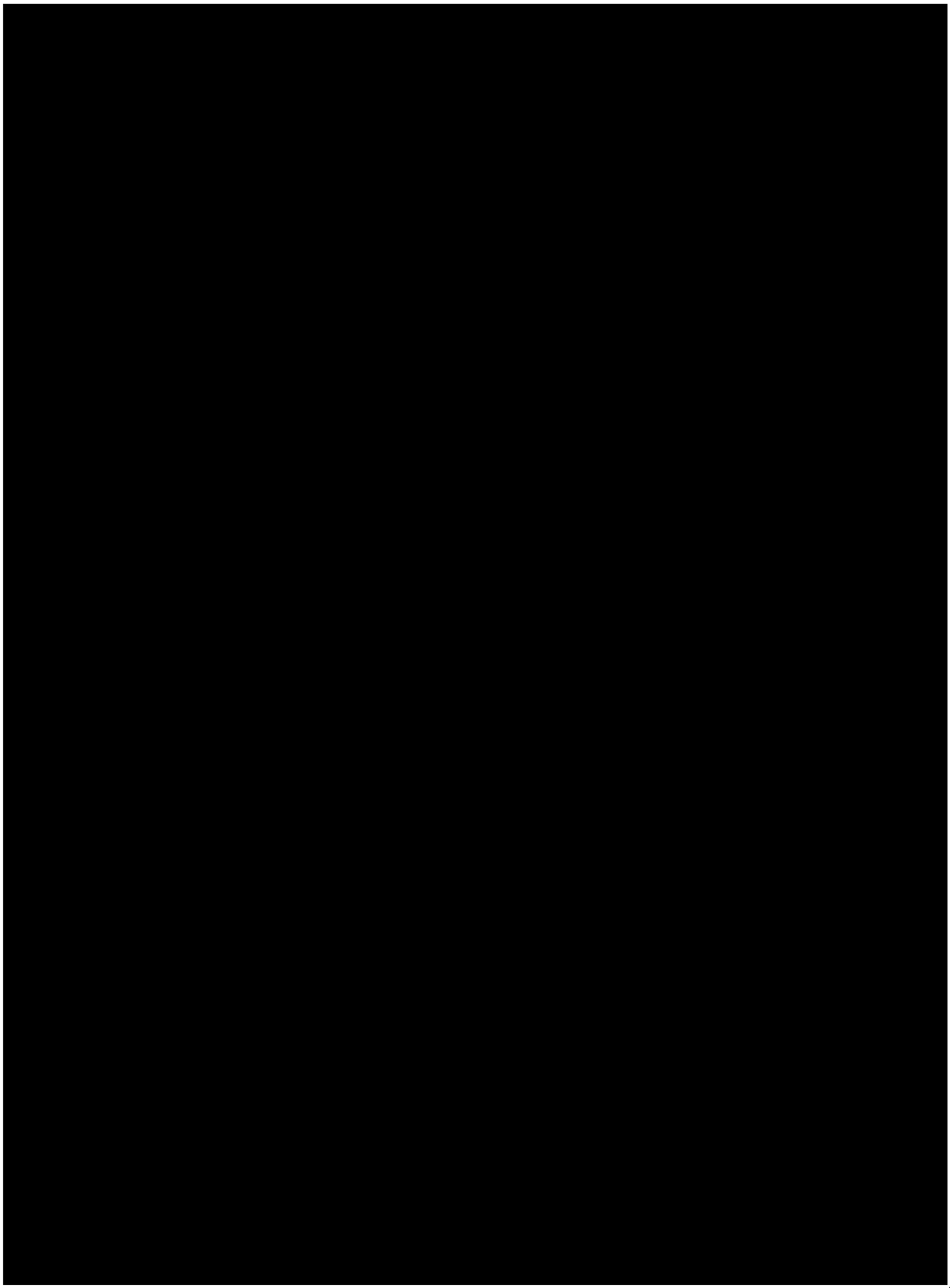












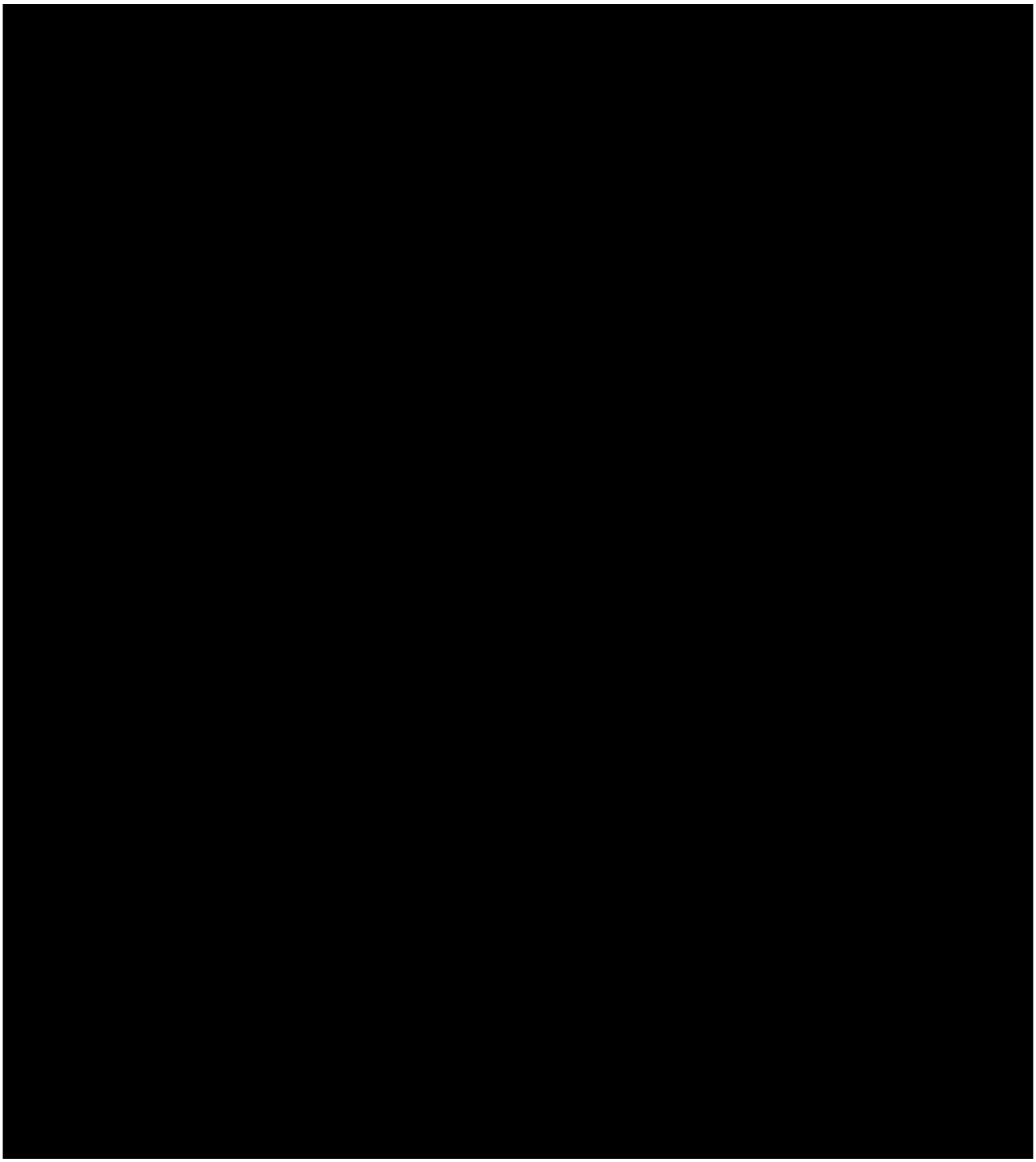
Note: *Company has considered all the requirements suggested in RFP document under section 2.9 (Testing). Proposed Testing plan and our test approach is committing/conforming to all requirements including Final test Plan DFA review, Company's responsibility for performing testing and getting DFA approval*, coordinating testing activities with DFA-OIS, performing User Acceptance, regression and Performance Testing.

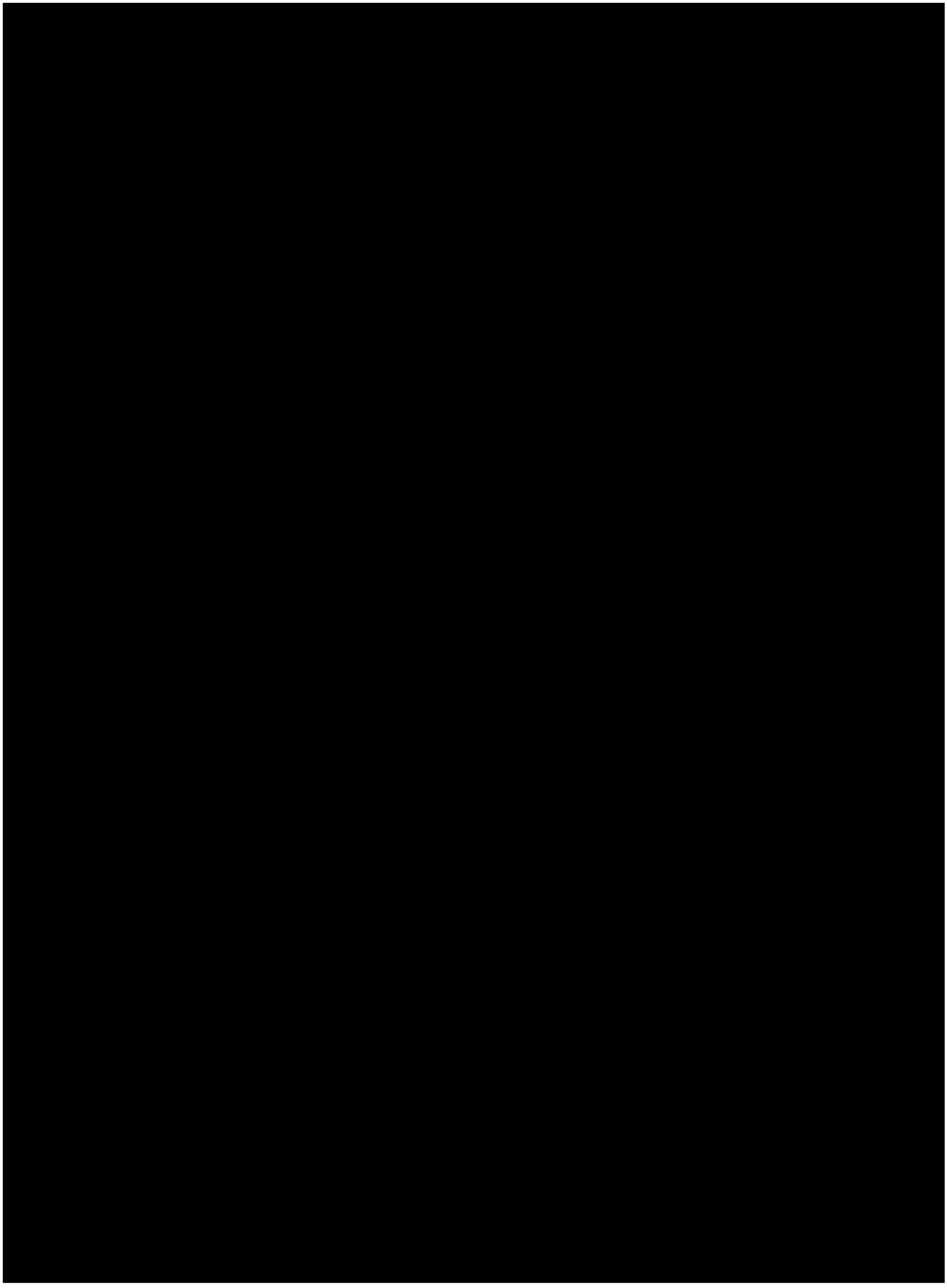
Company will provide a plan to address and fix all deficiencies identified through testing within fifteen (15) business days of its identification. This plan will include but is not limited to the development of a Corrective Action Plan (CAP) for each defect or deficiency. Each CAP shall be subject to the review and approval by the State Project Manager. All defects discovered during the testing phase must be resolved prior to Go-Live.

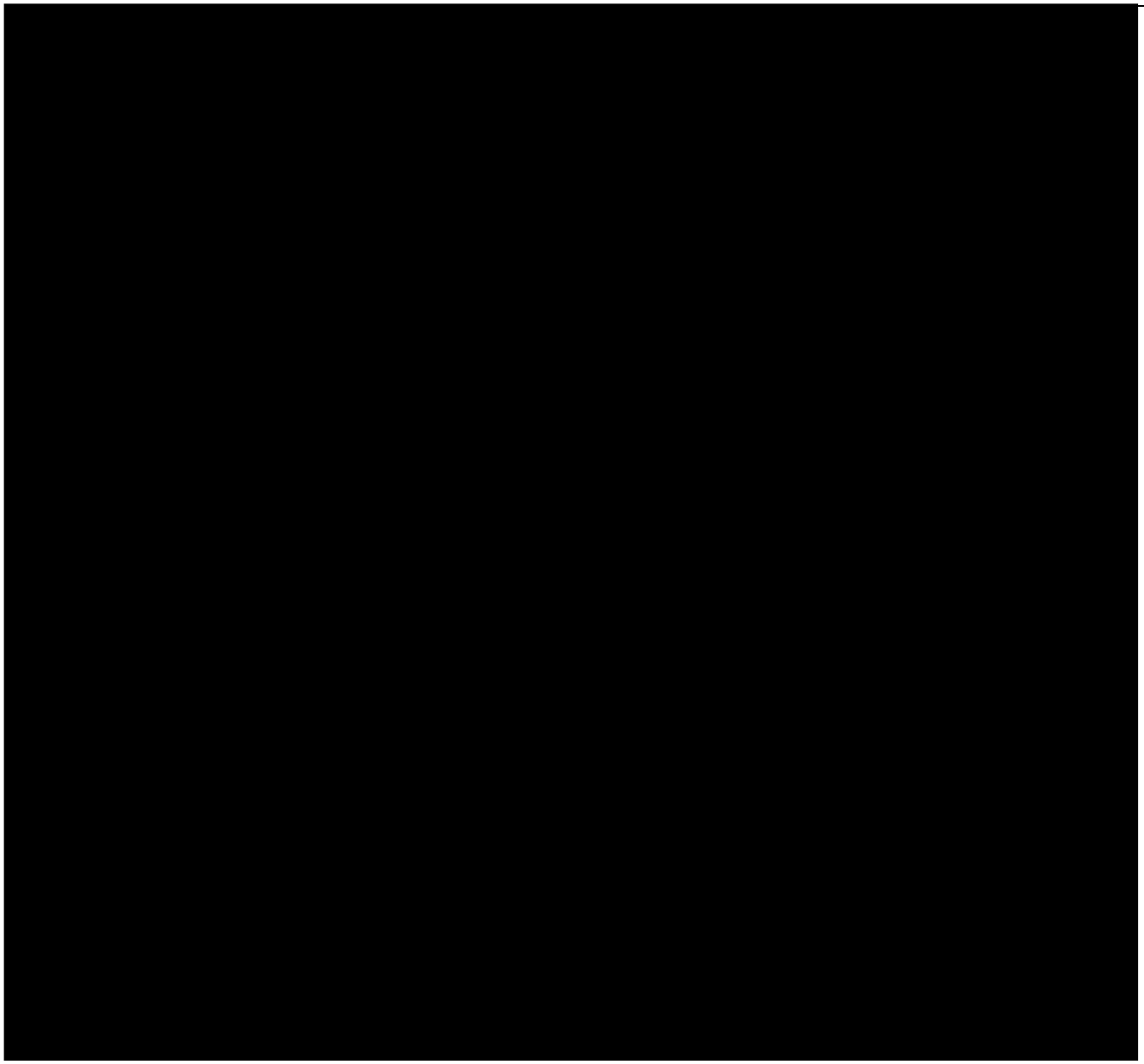
E.5 TRAINING & KNOWLEDGE TRANSFER

1. Provide a proposed Training & Knowledge Transfer Plan that meets or exceed requirements set forth in Section 2.10 of the RFP. The Training Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to effectively train staff. Include sample training materials that have been used in past implementations of similar size and scope to the one described in the RFP 5

Knowledge Transfer plays an important role in two areas: support of the processes & systems and efficient operations of the process. Company has a great deal of experience providing coaching and skill set enhancement of client resources during our support for large companies.





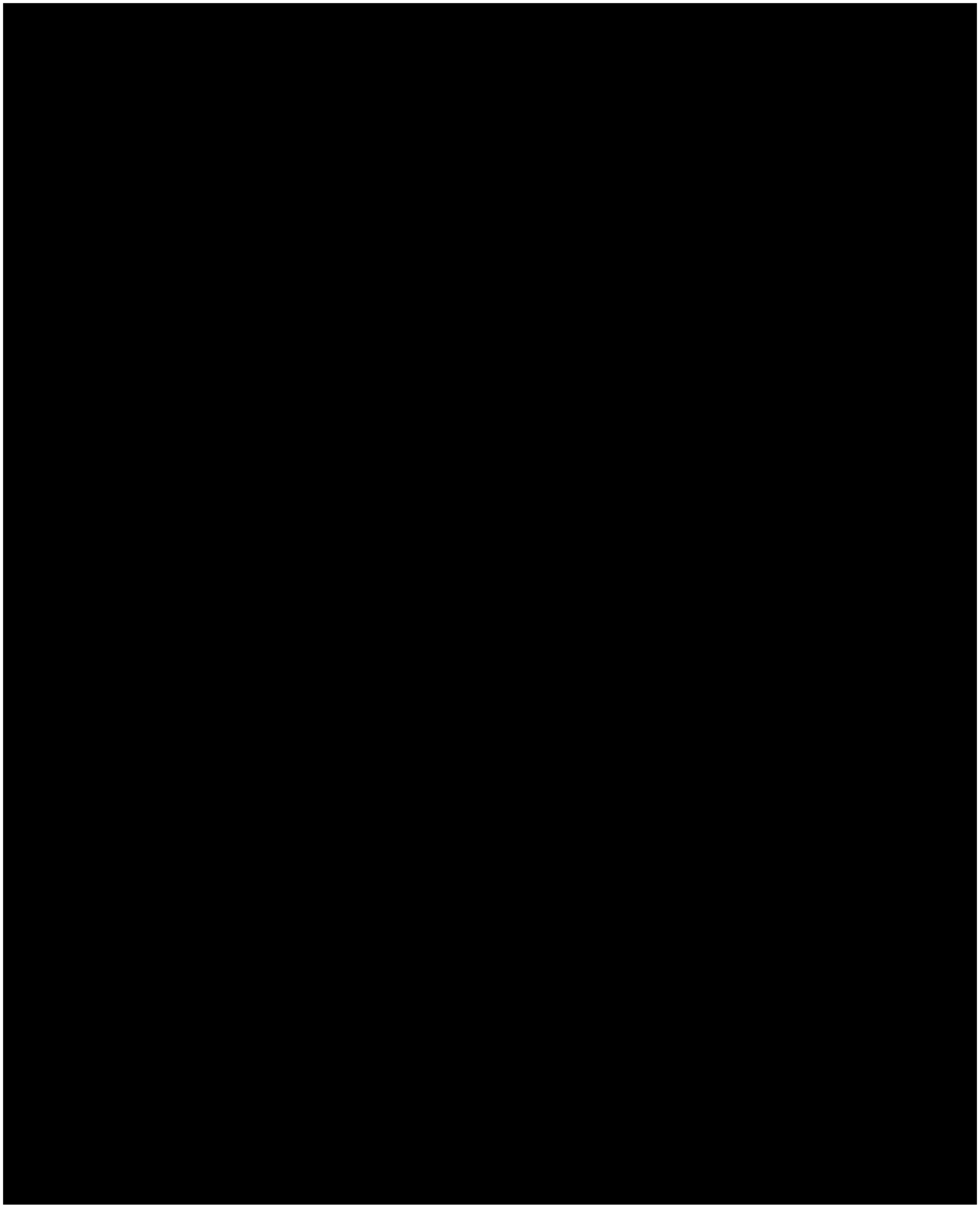


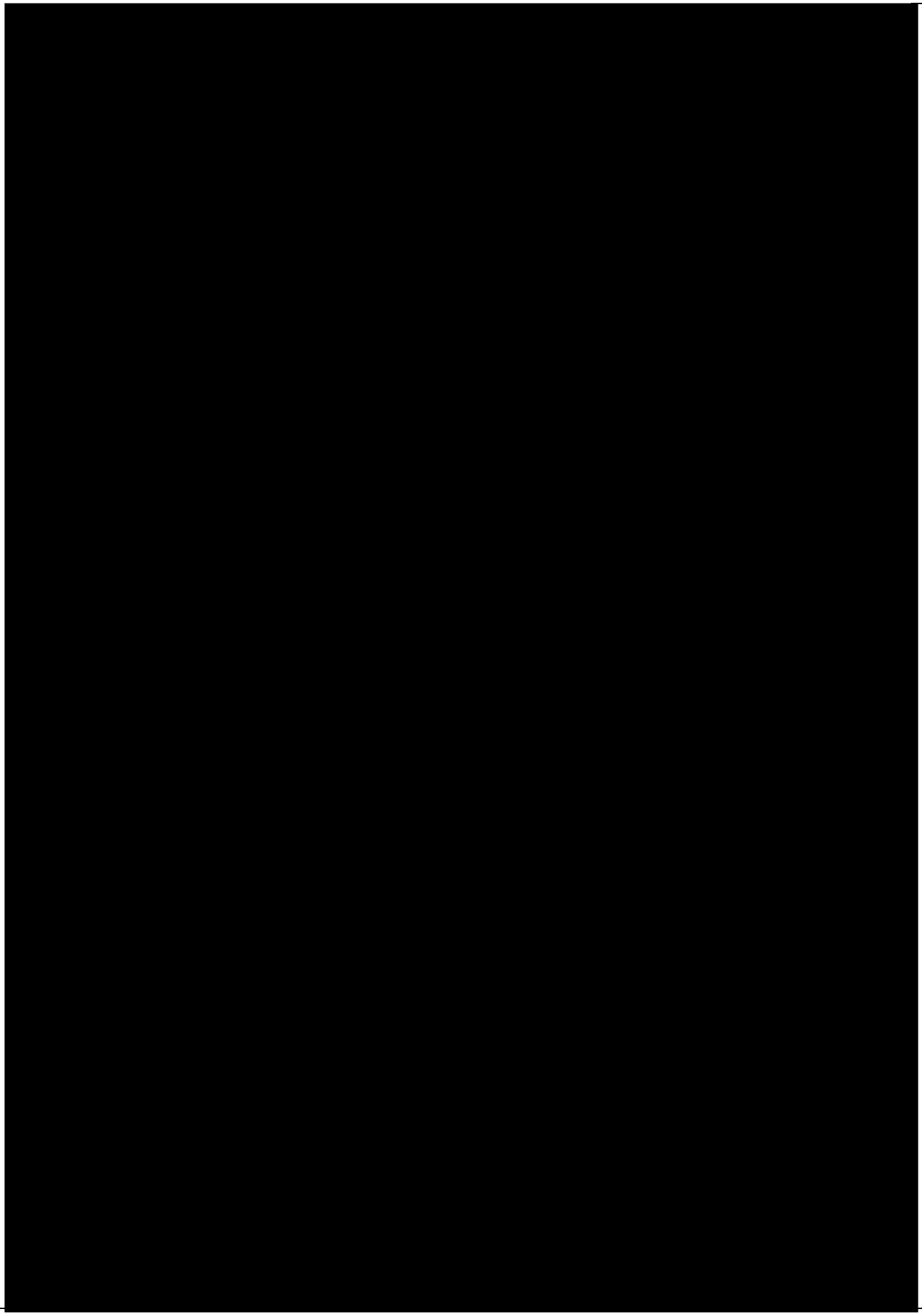
Note: *Company has considered all the requirements suggested in RFP document under section 2.10 (TRAINING & KNOWLEDGE TRANSFER). Proposed Training plan and our training approach is committing/conforming to all requirements including Final test Plan DFA review, Company's responsibility for performing knowledge transfer will be focused on State IT and Accounting staff for maintaining the CLM functionality*.

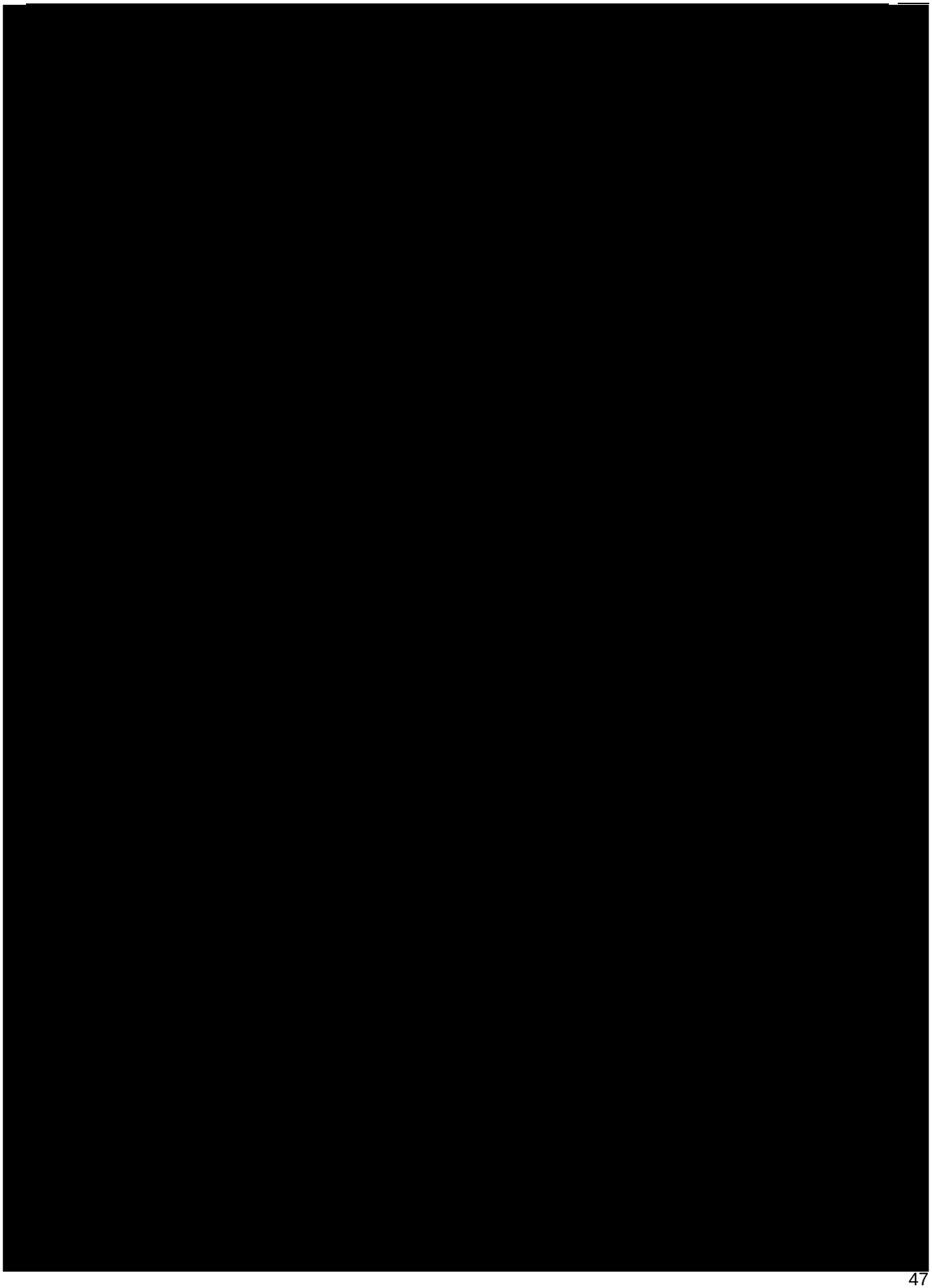
Note: The Company will submit a final Training & Knowledge Transfer Plan for DFA's review and approval within thirty (30) days of Contract Award. Company consultants will perform the training as part of hands on knowledge transfer during the implementation to the non-production systems prior to the production implementation. ***All knowledge transfer will be completed prior to Go-Live***.

E.6 POST GO-LIVE SUPPORT

1. Provide a proposed Post Go-Live Support Plan detailing your Company's approach to Post Go-Live Support that meets or exceeds the requirements set forth in Section 2.11 of the RFP. 5







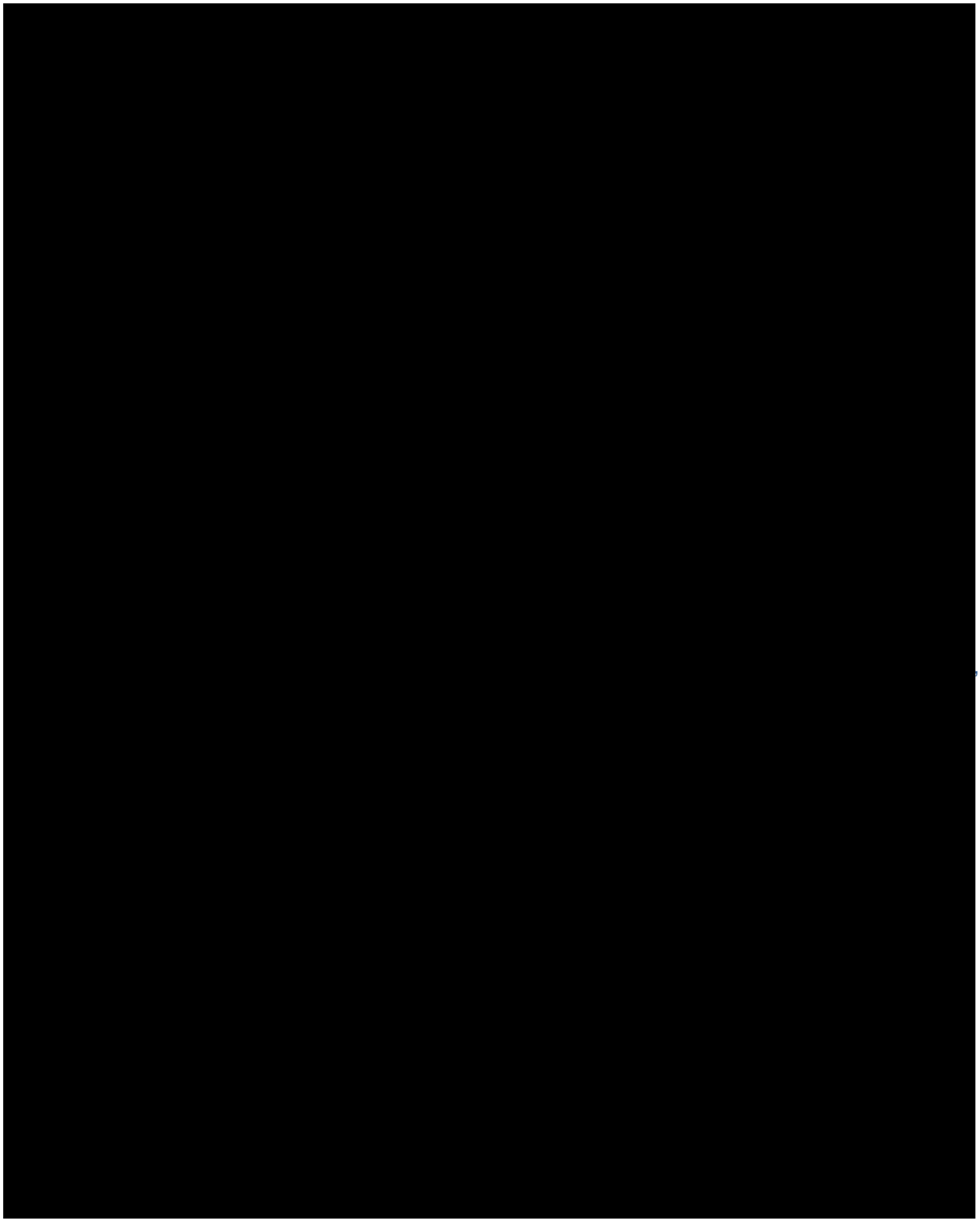
- *The Company and OIS shall mutually agree to the parameters for, High, Medium, and Low Priority Issues within thirty (30) days of Contract Award.*
- *Providing an issue resolution tracking process which will log, assign requests, and*
- *document the resolution including timeframe to resolve, steps taken to resolve, etc.*

Note: The Company will submit a final Post Go-Live Support Plan for DFA's review and approval within thirty (30) days of Contract Award. Company consultants will perform the training as part of hands on knowledge transfer during the implementation to the non-production systems prior to the production implementation. All knowledge transfer will be completed prior to Go-Live.

E.7 DOCUMENTATION

1. Describe the types of documentation provided by the Contractor and how it will meet the requirements set forth in Section 2.12 of the RFP. 5

Company will endorse the State of AR documentation standards and if necessary, propose documentation templates and guidelines to document the Blueprinting documents.

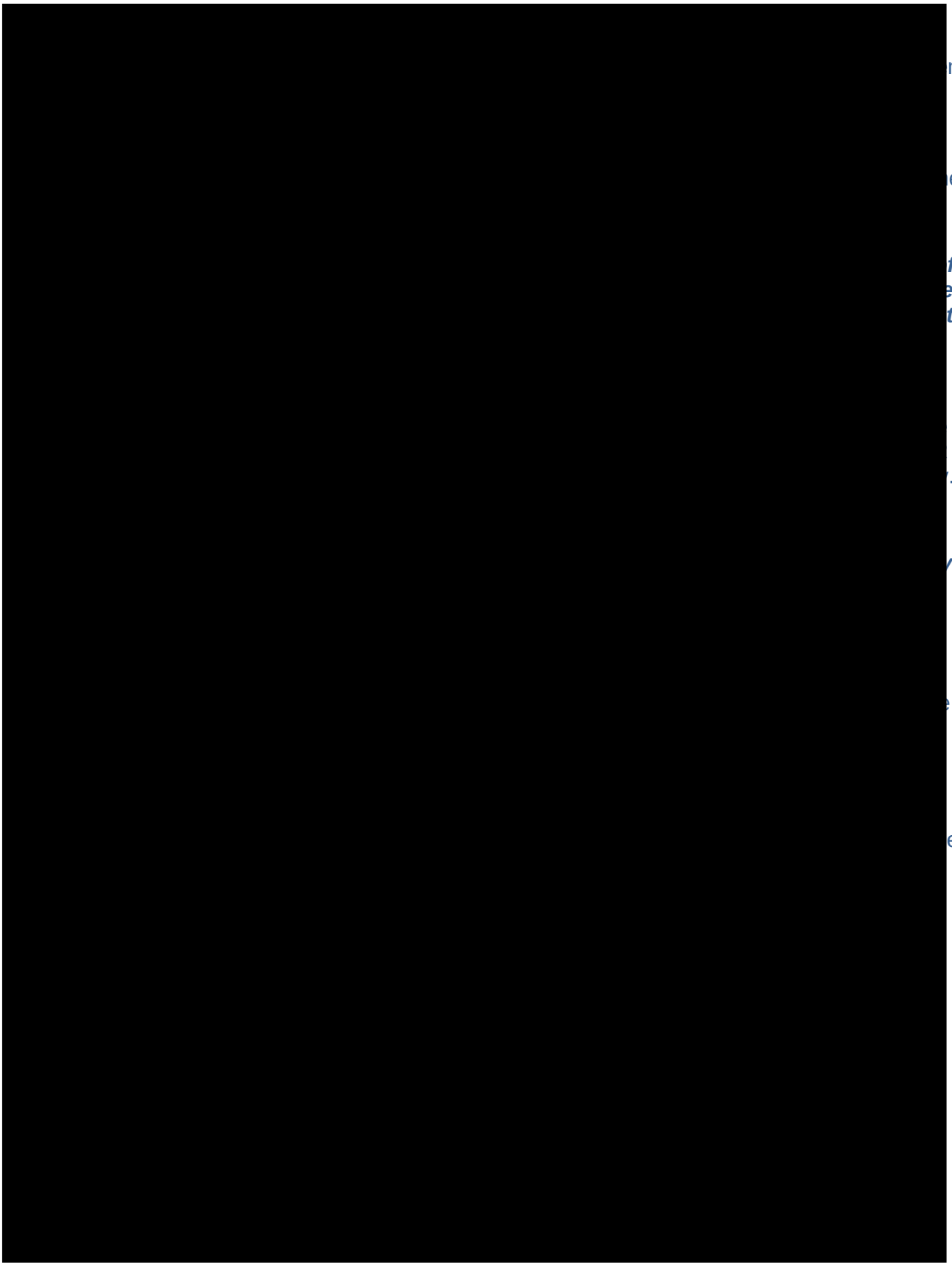


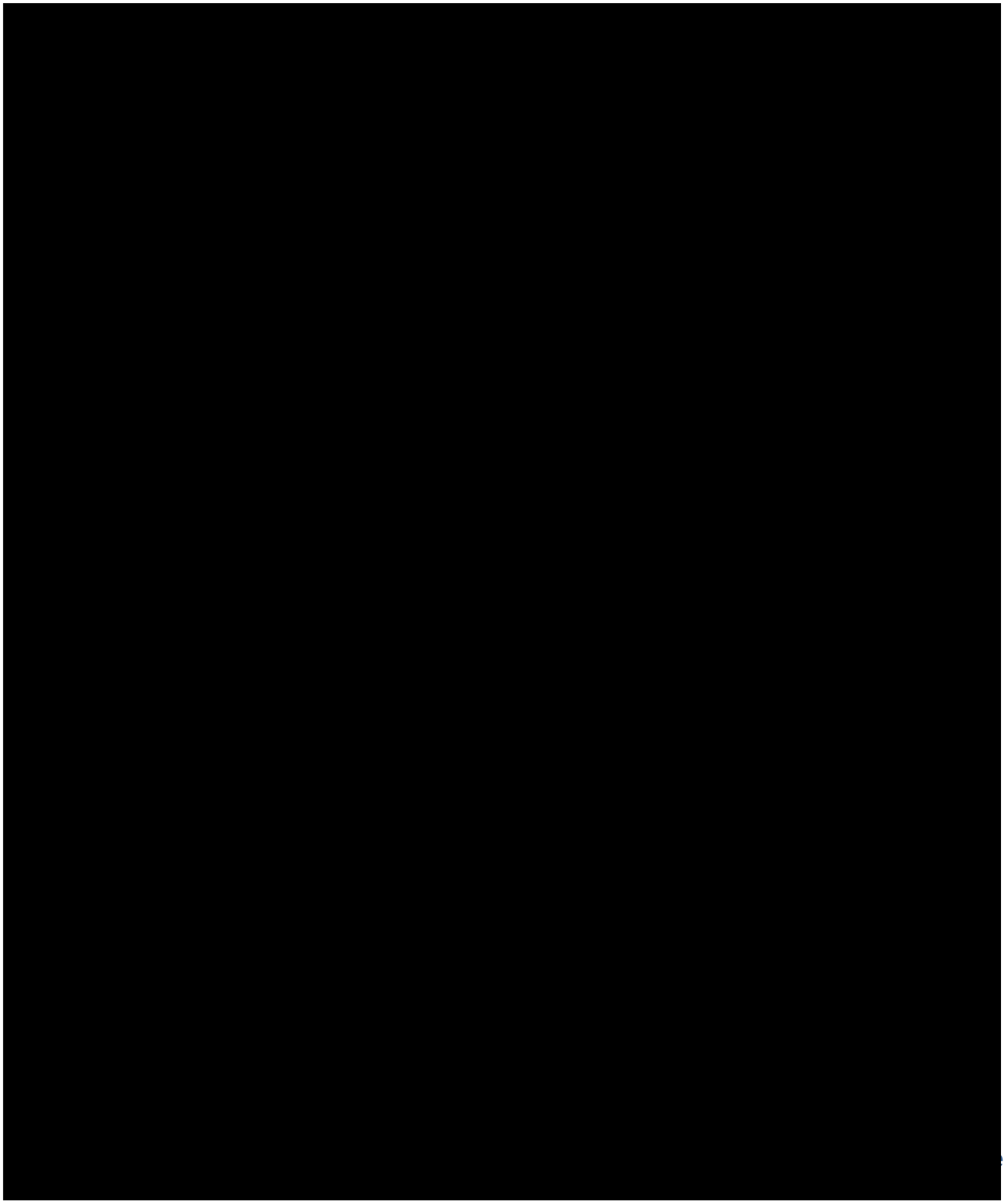
Note: Company has considered all the requirements suggested in RFP document under section 2.12 (Documentation Requirements). Company is committed to provide all required documentation to OIS within two (2) weeks of Go-Live. Company understands that all software, data files, documentation, records, worksheets, or any other materials developed through a resulting contract must become the exclusive property of the Arkansas Department of Finance and Administration.

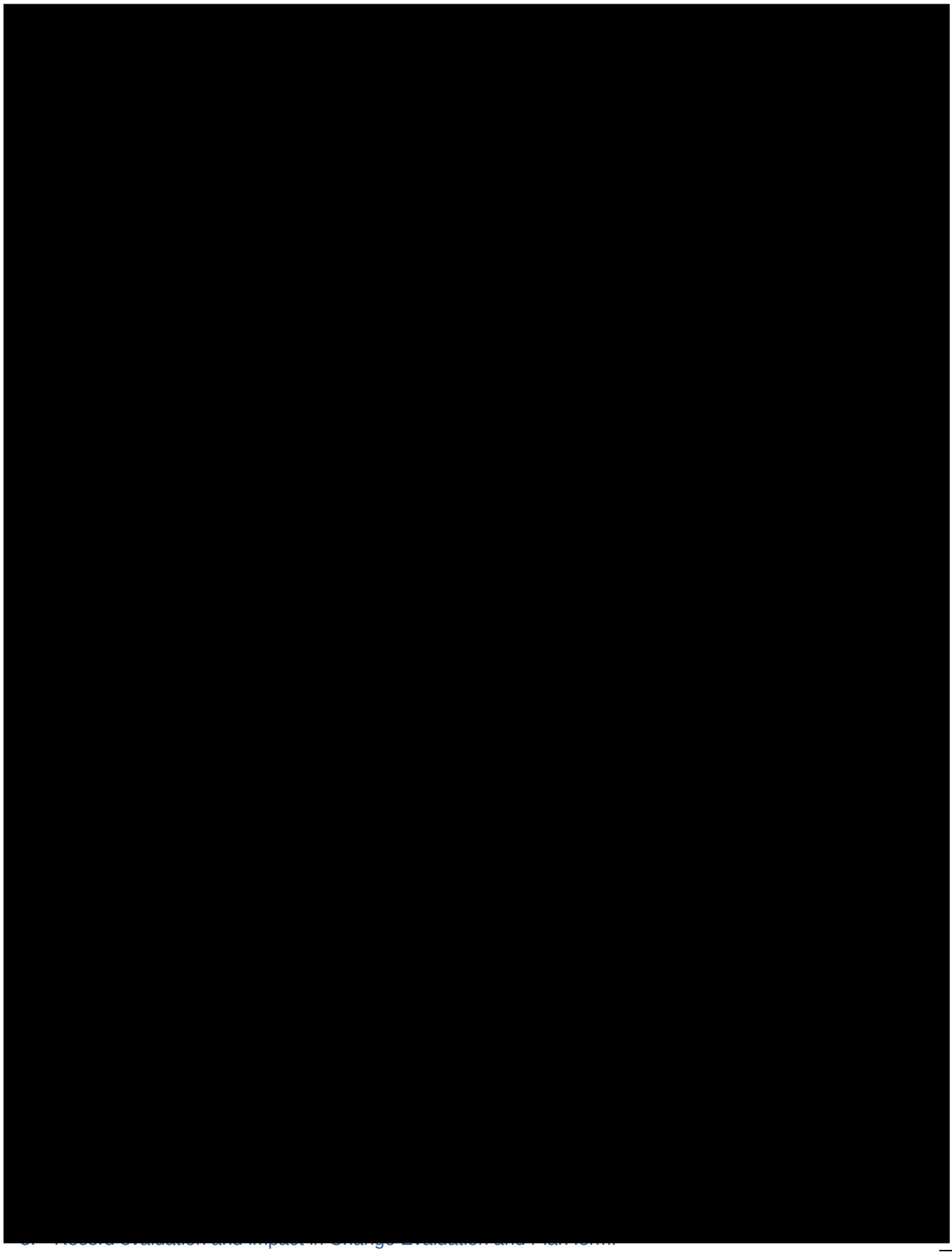
E.8 CHANGE MANAGEMENT

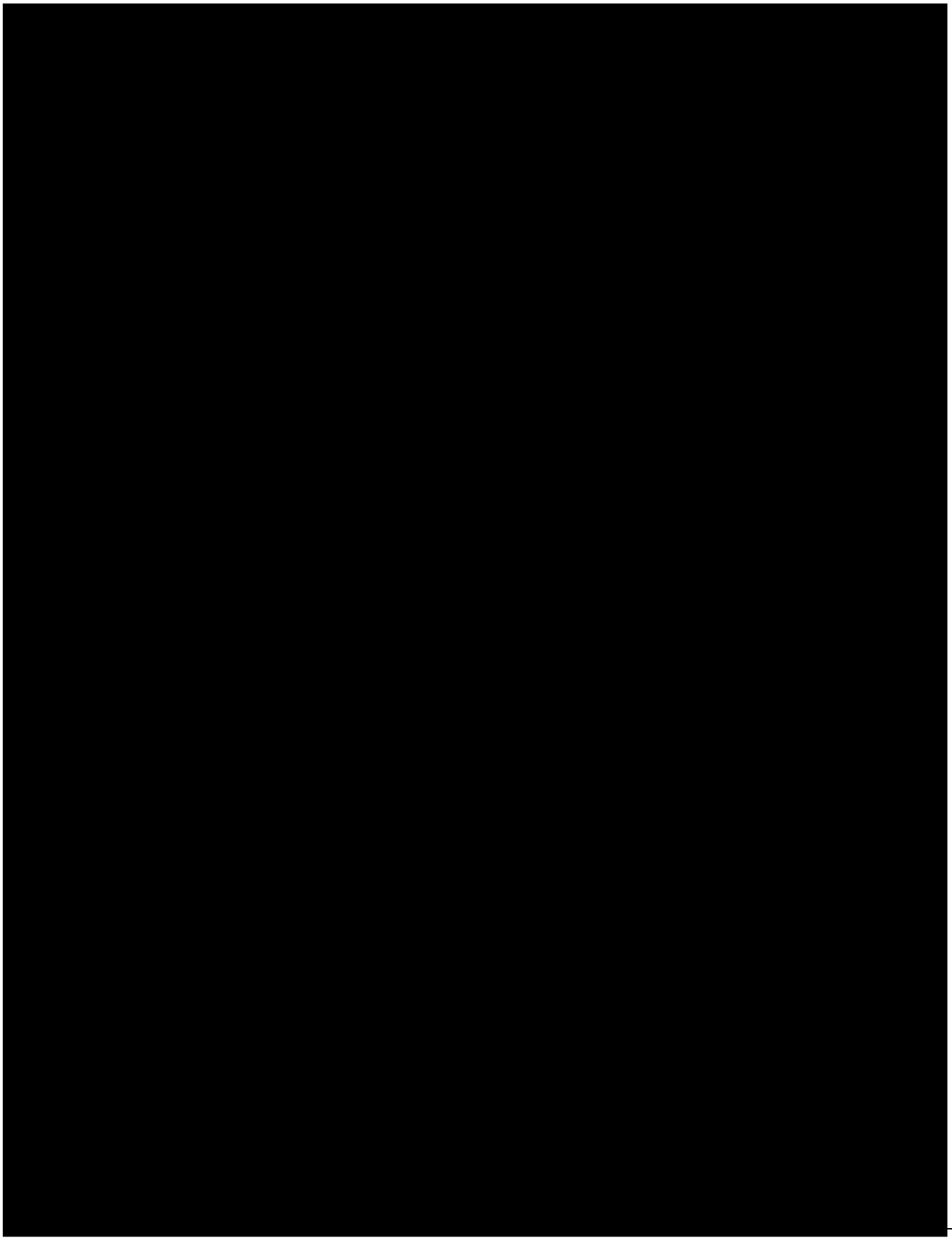
5

1. Describe your organizations approach to change management as it relates to the requirements of the RFP.





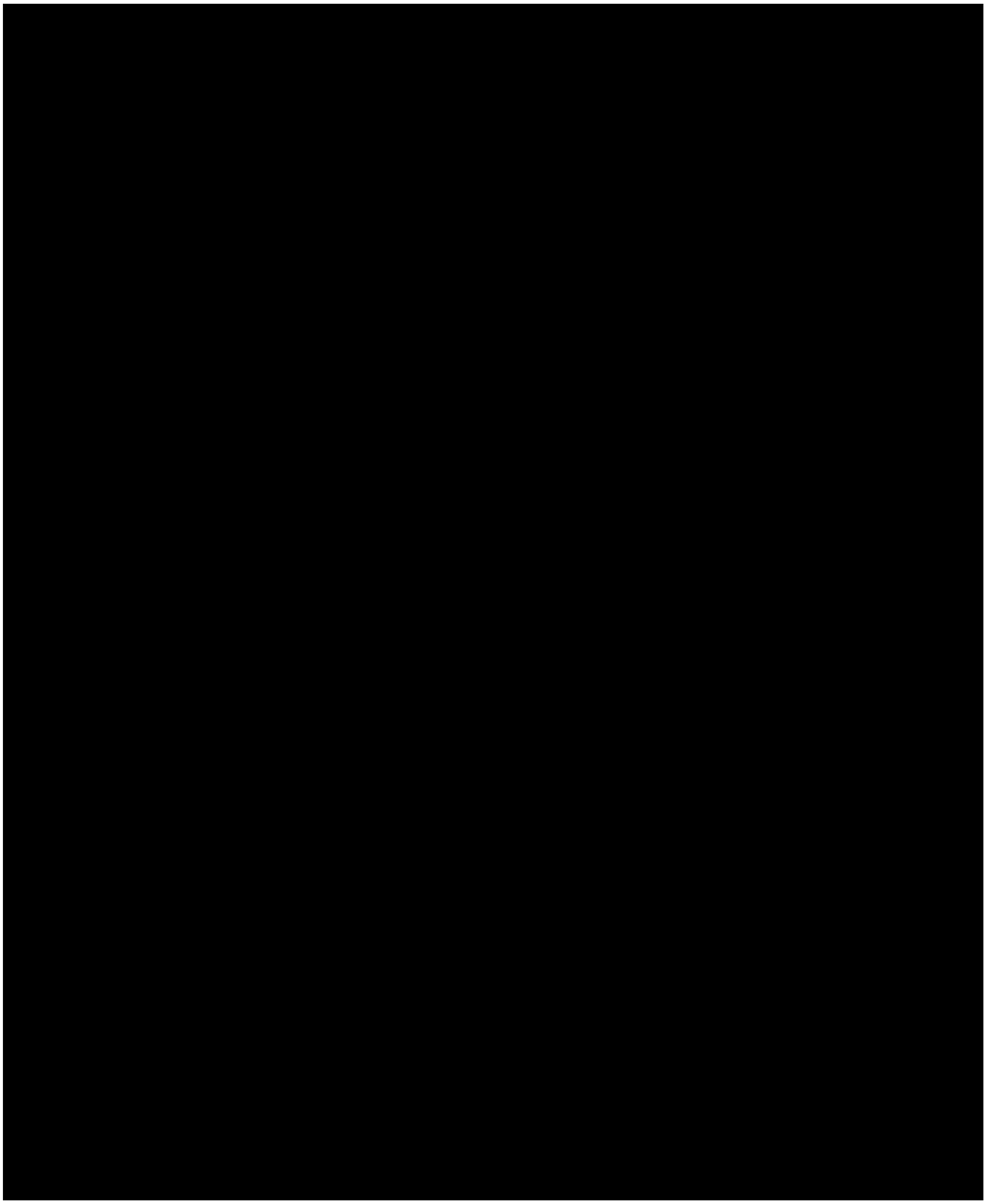


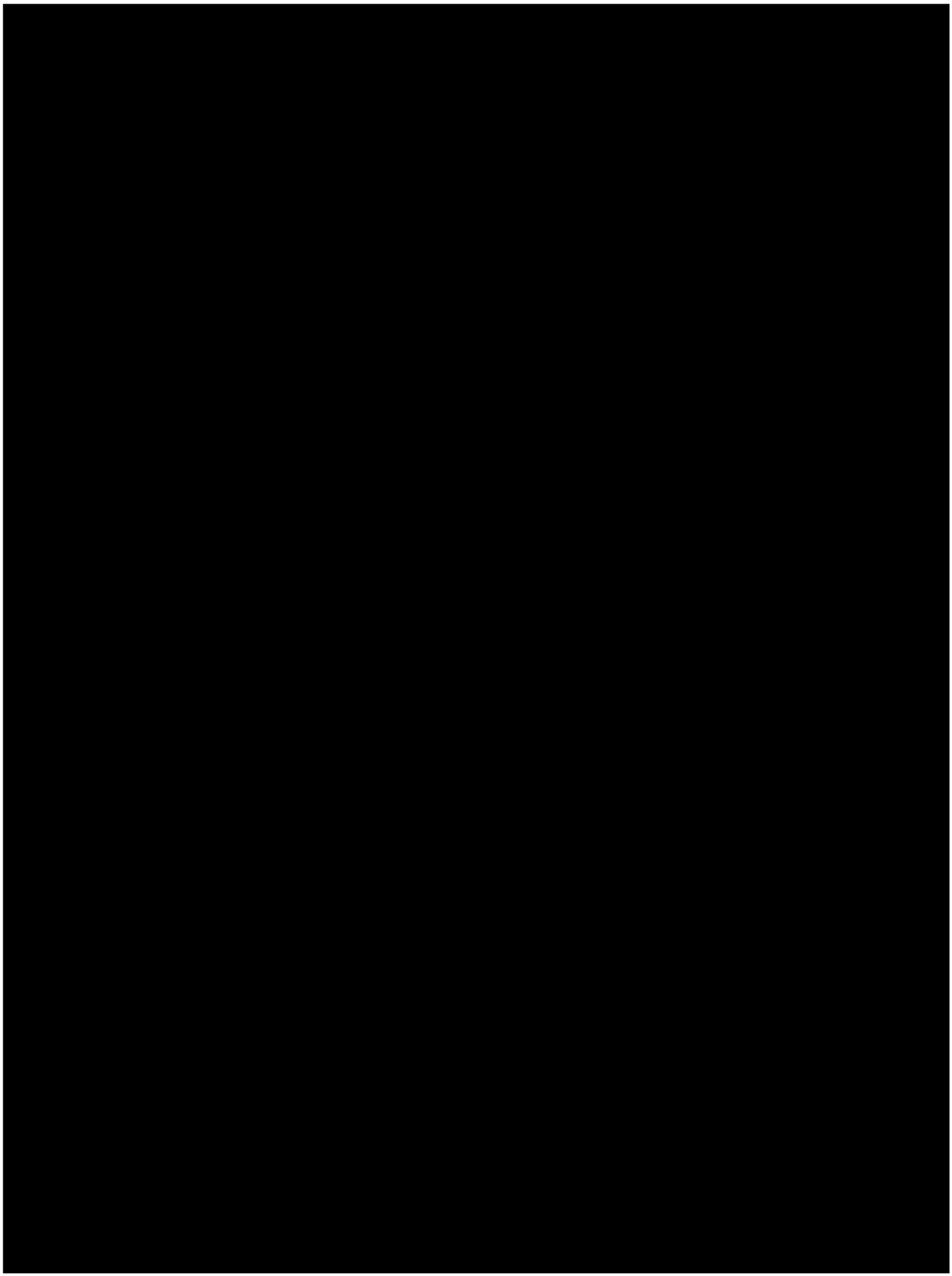


E.9 PROJECT MANAGEMENT

1. Describe your organizations approach in managing this project and how it meets or exceeds the requirements set forth in Section 2.14 of the RFP. 5

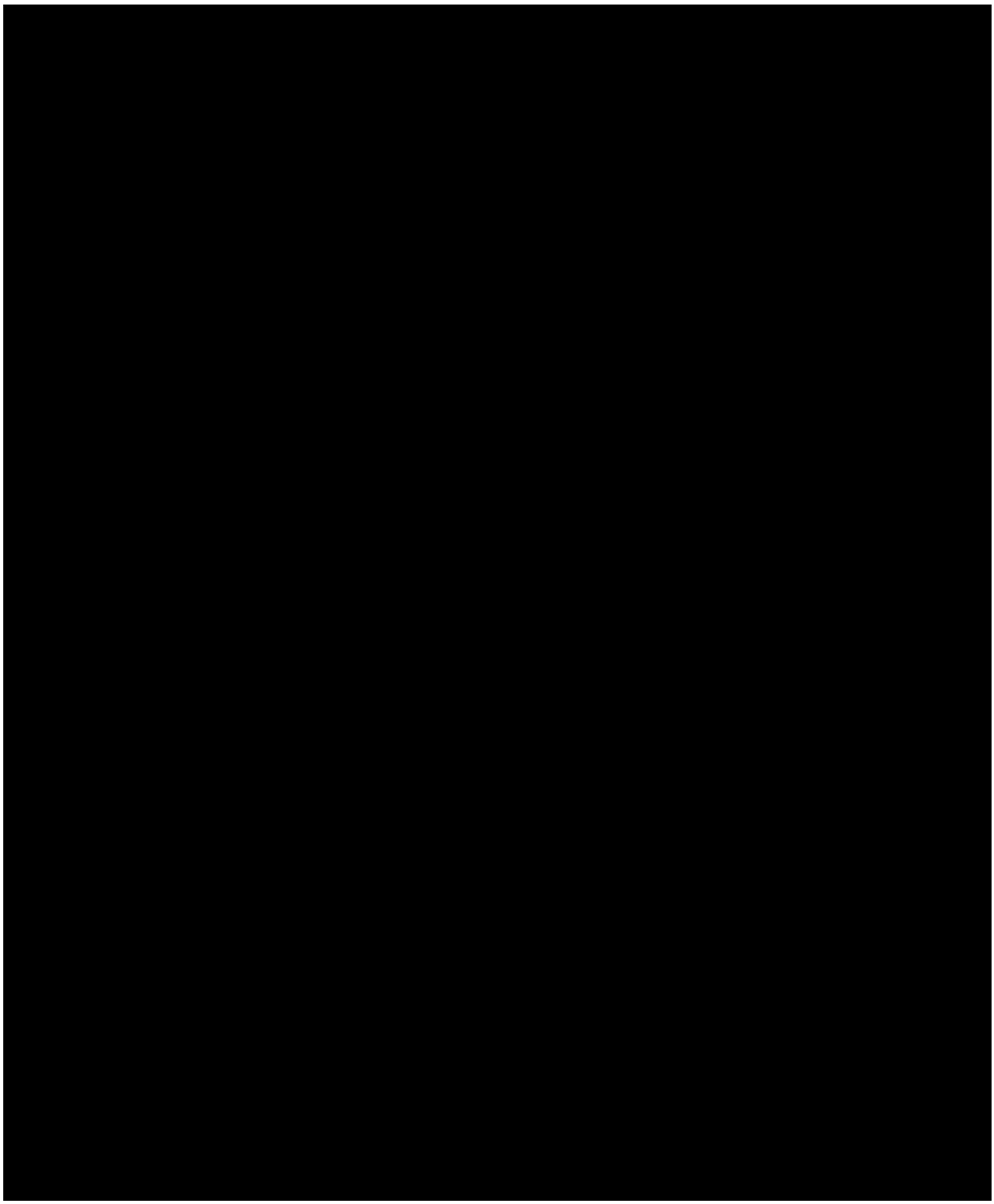
Company manages projects in accordance with a disciplined process guided by client program management guidelines. Company takes a collaborative approach to provide project management services. It is our assumption that State of AR will assign a project manager for this project. Company Project Manager will plan and manage the project tasks as stated in RFP

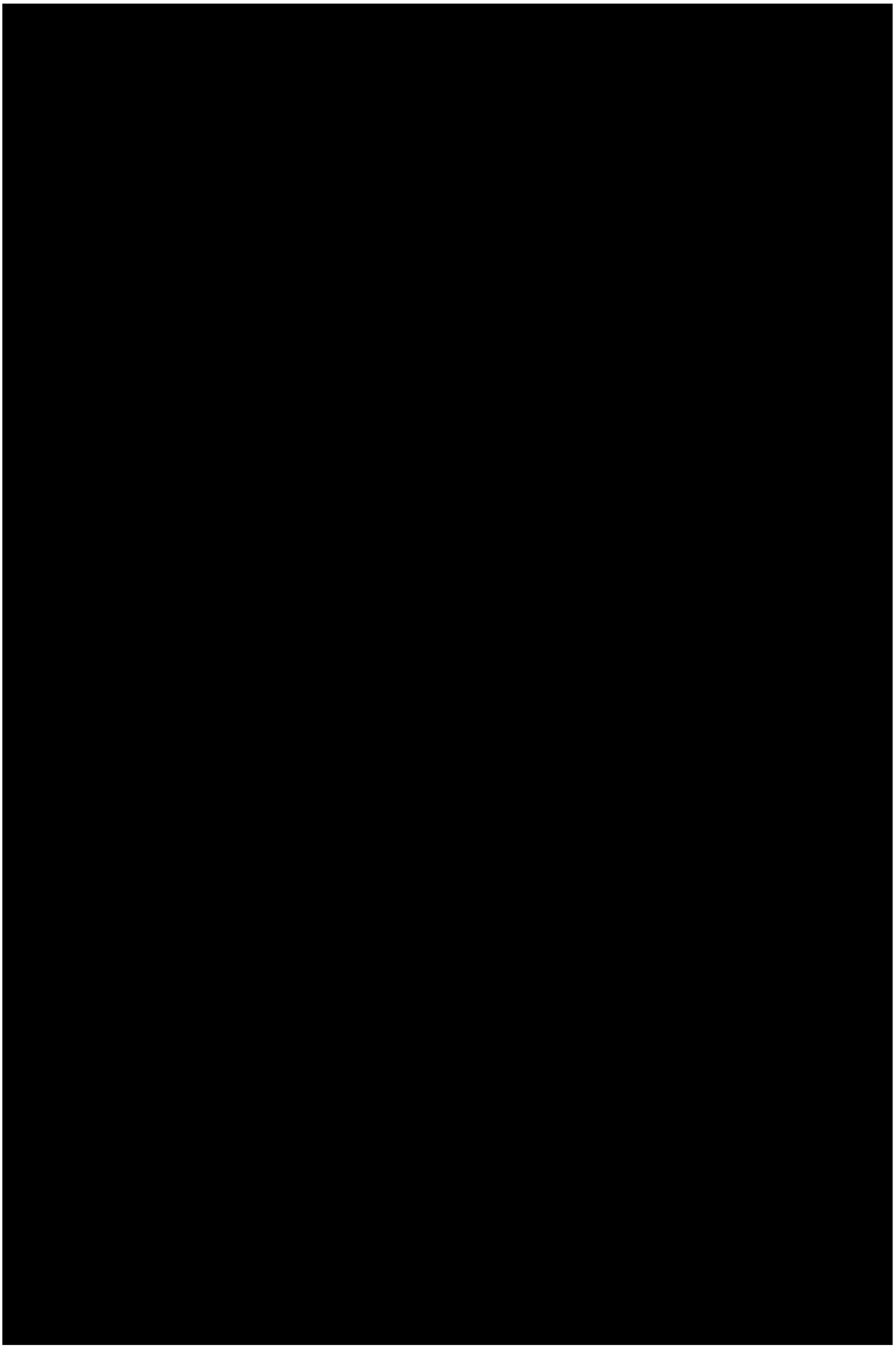


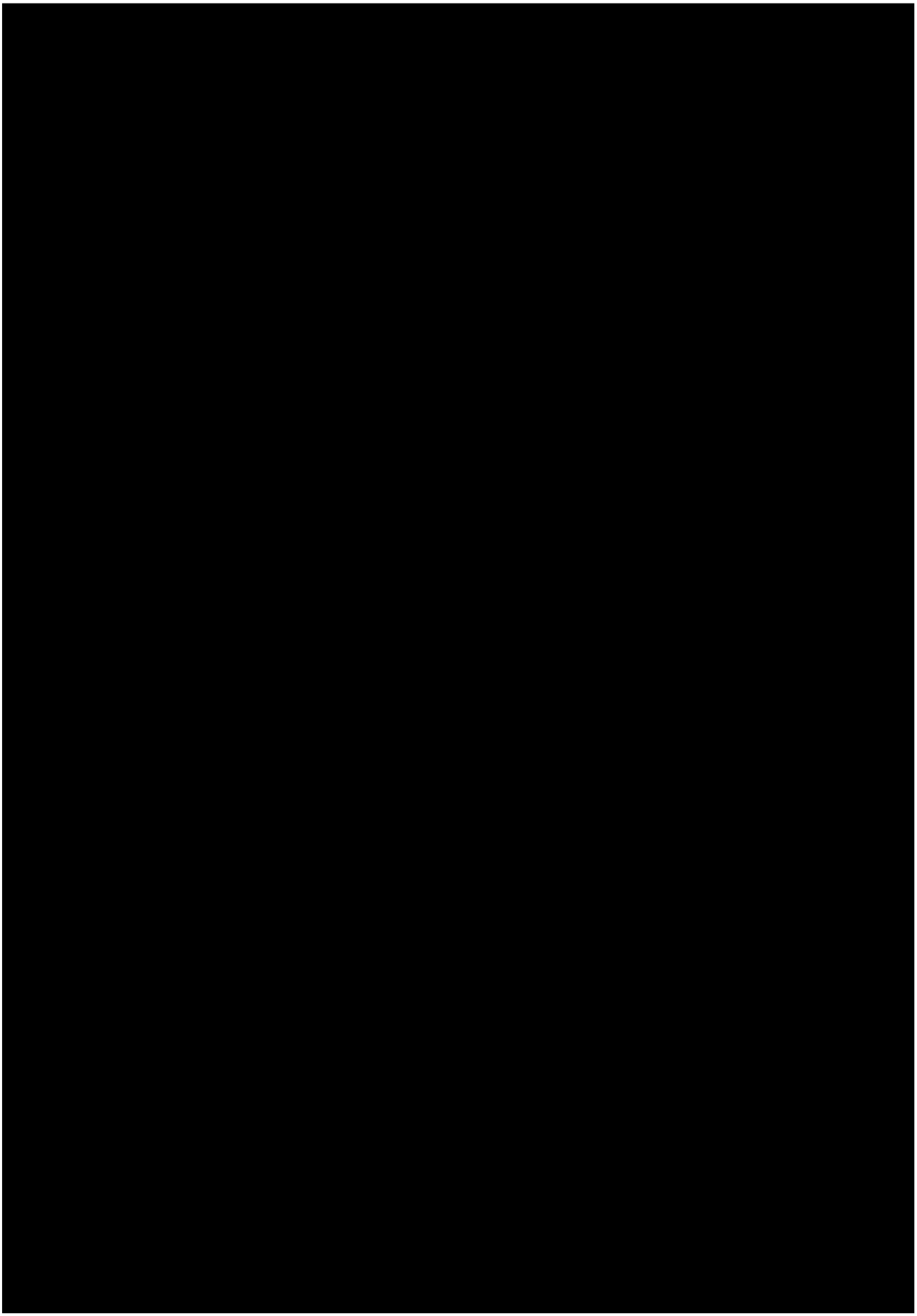


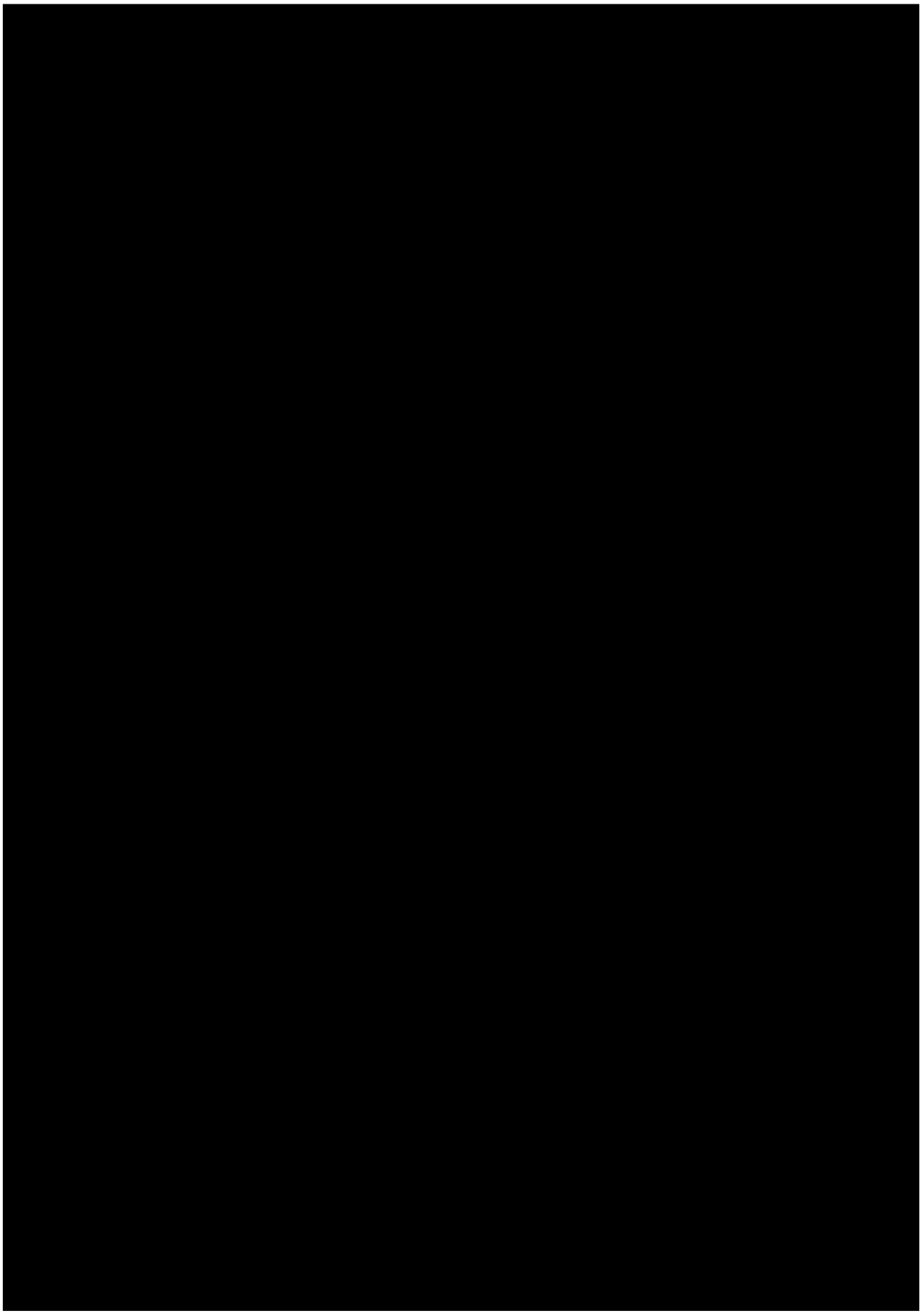
E.10 PROJECT STATUS REPORT

1. Provide examples of Project Status Reports. The examples should communicate current activities, issues, risks, resolutions and overall timeline of the project at a minimum. The examples should demonstrate the Prospective Contractor has a thorough understanding of all activities required to manage the project. Reports **must** address and meet or exceed all requirements set forth in Section 2.15 of the RFP. 5







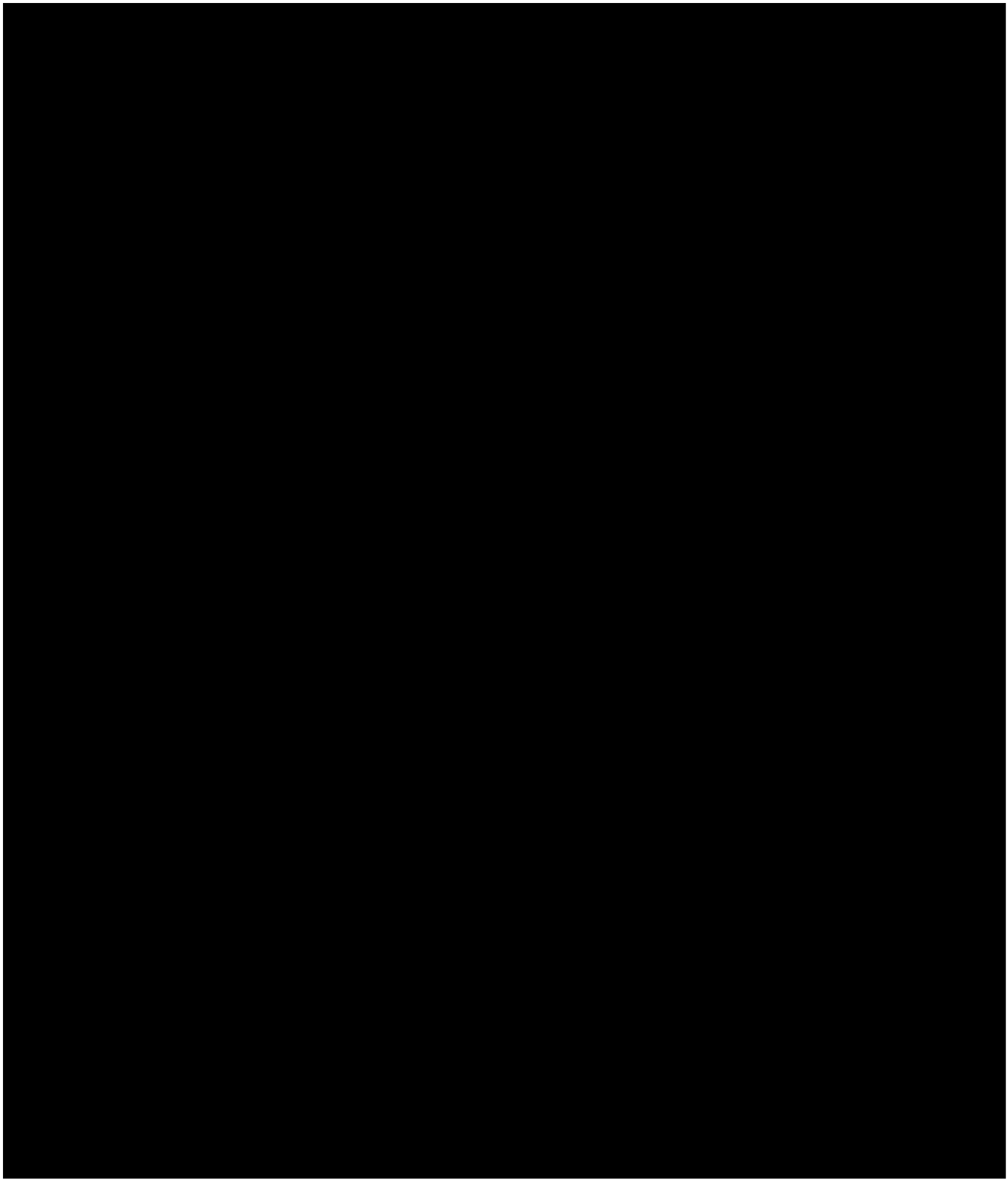


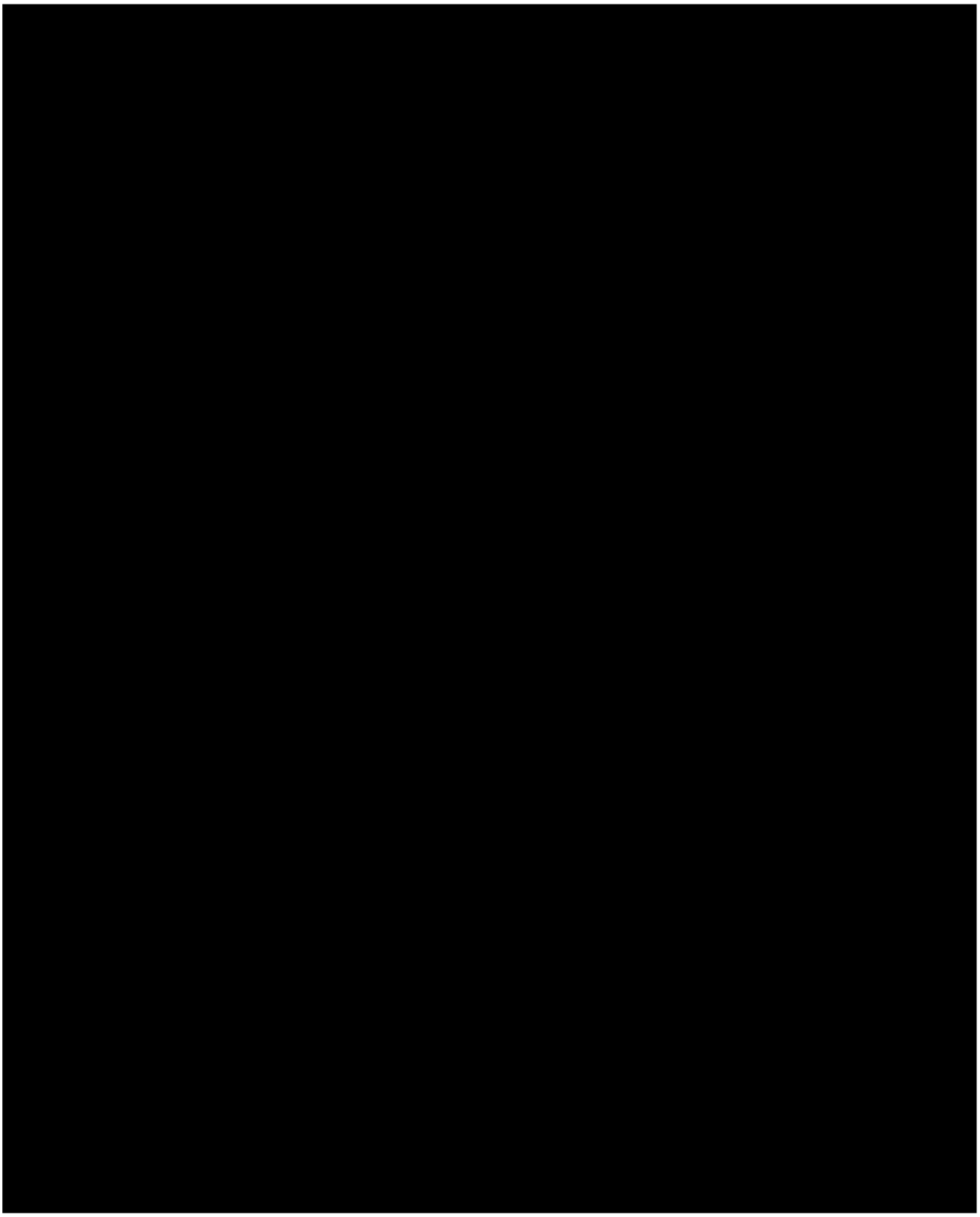
Note: Company has considered all the requirements suggested in RFP document under section 2.15 (Project Status Report). Company is committed to propose a schedule of frequency and due dates for the Project Status Report for DFA's review and approval within thirty (30) days of Contract Award.

E.11 CONTRACTOR PROJECT TEAM

1. Provide a proposed Staffing Plan. Include key staff members required by Section 2.18 of the RFP and any additional key staff being proposed by the Contractor. Provide resumes for all key staff members. Proposed plan **must** at minimum meet all requirements set forth in Section 2.18 of the RFP. 5

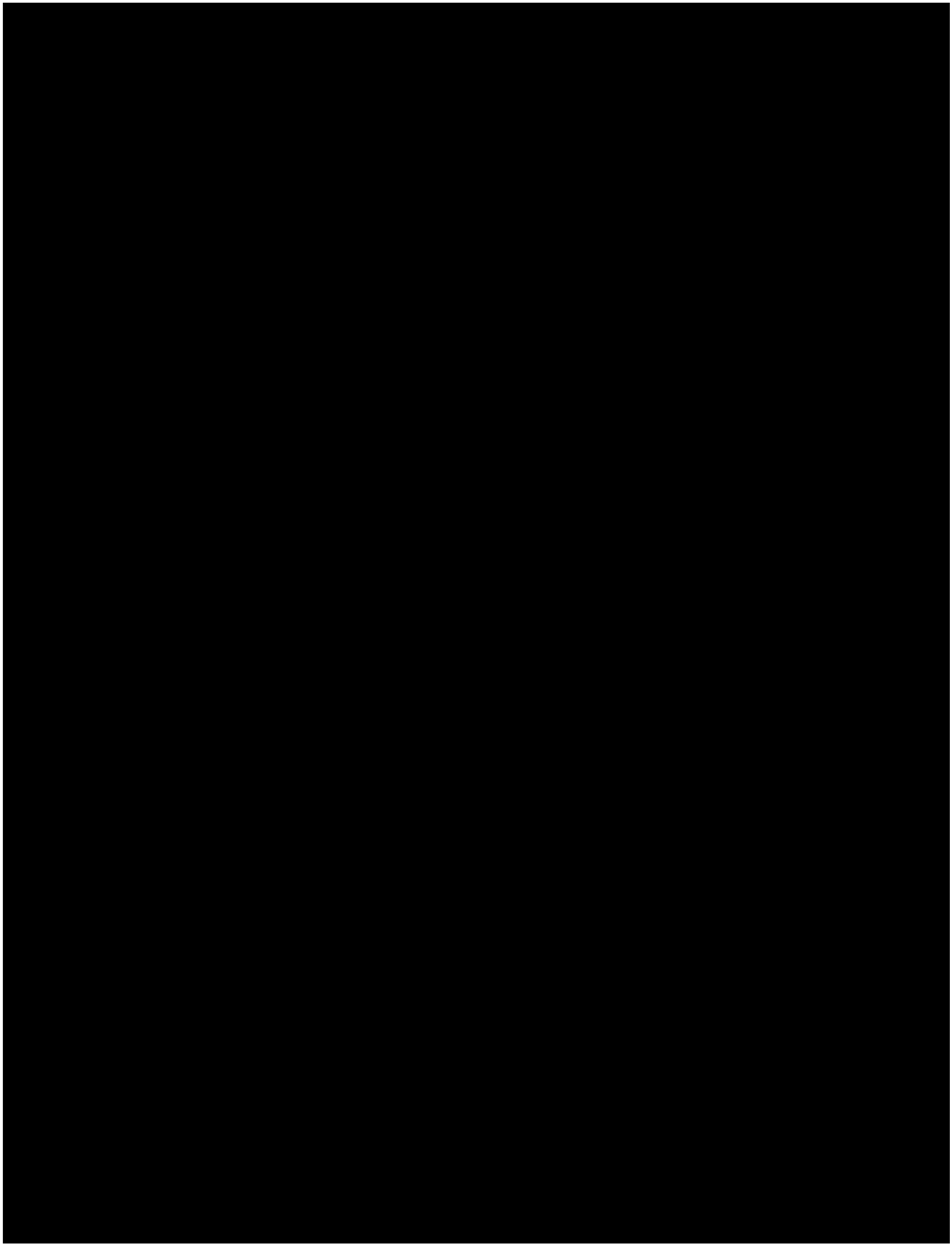
Company will establish a qualified team of Project Lead, Functional and technical consultants to support State of AR SAP GASB87 CLM solution project.

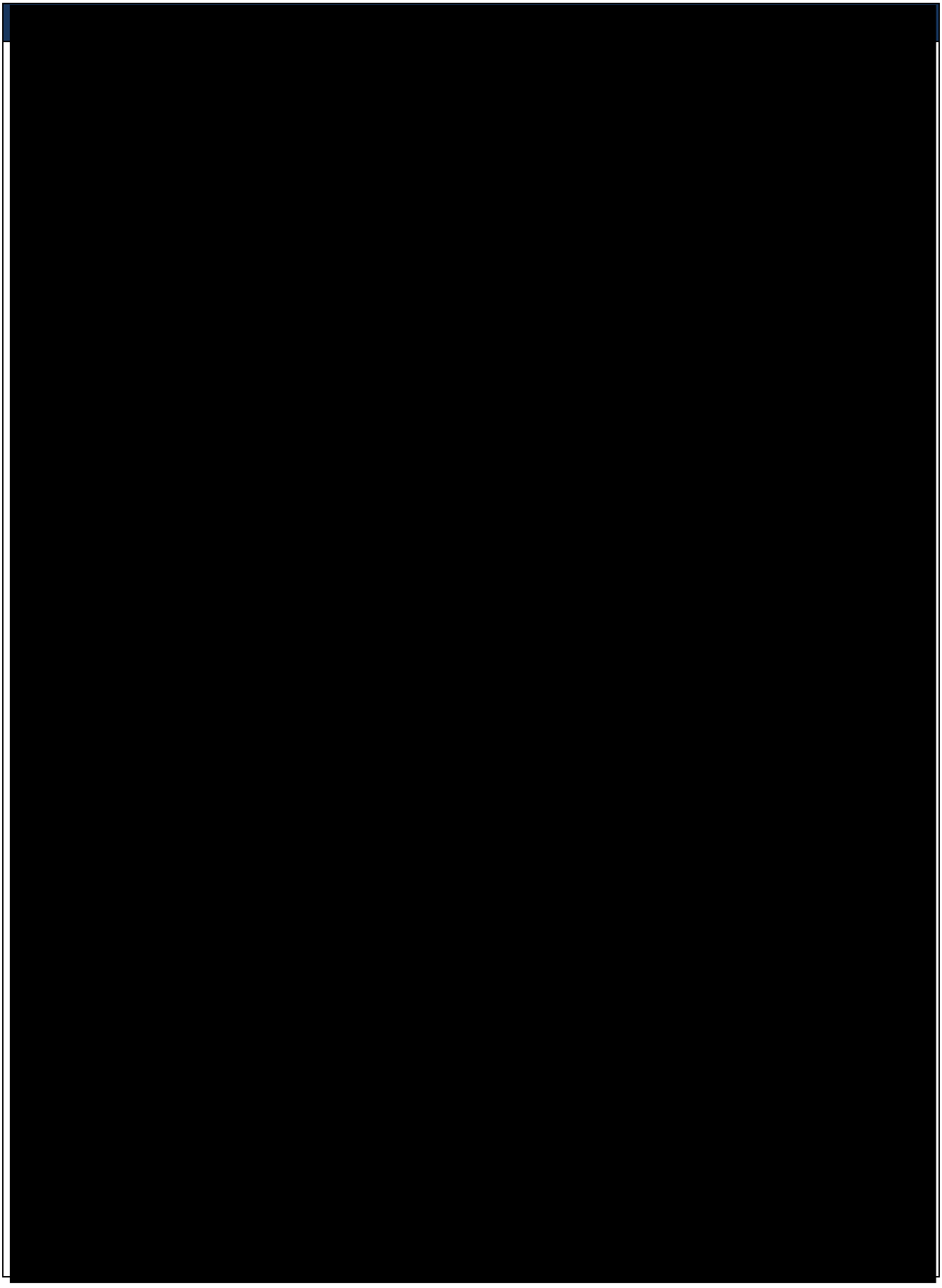


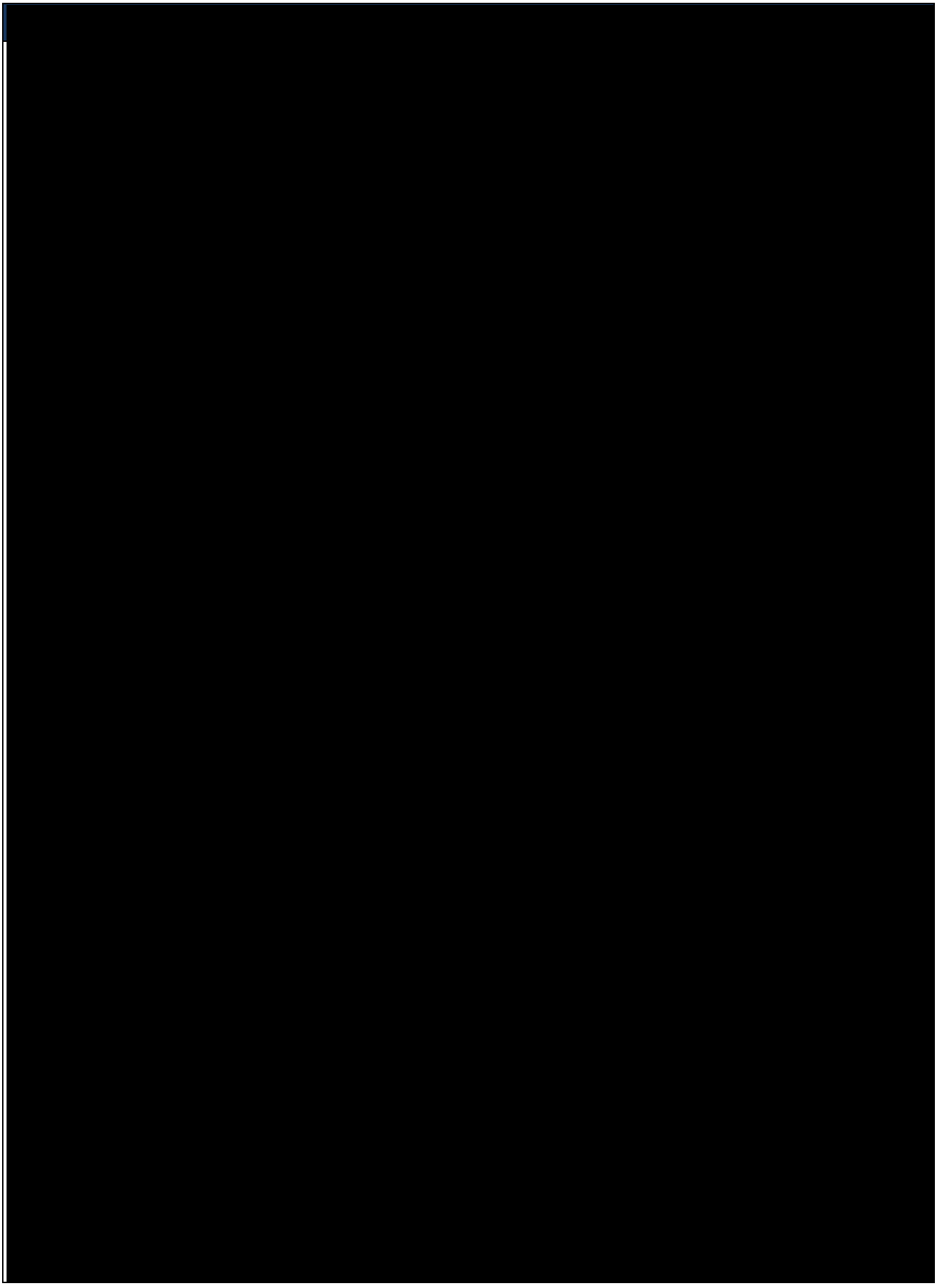


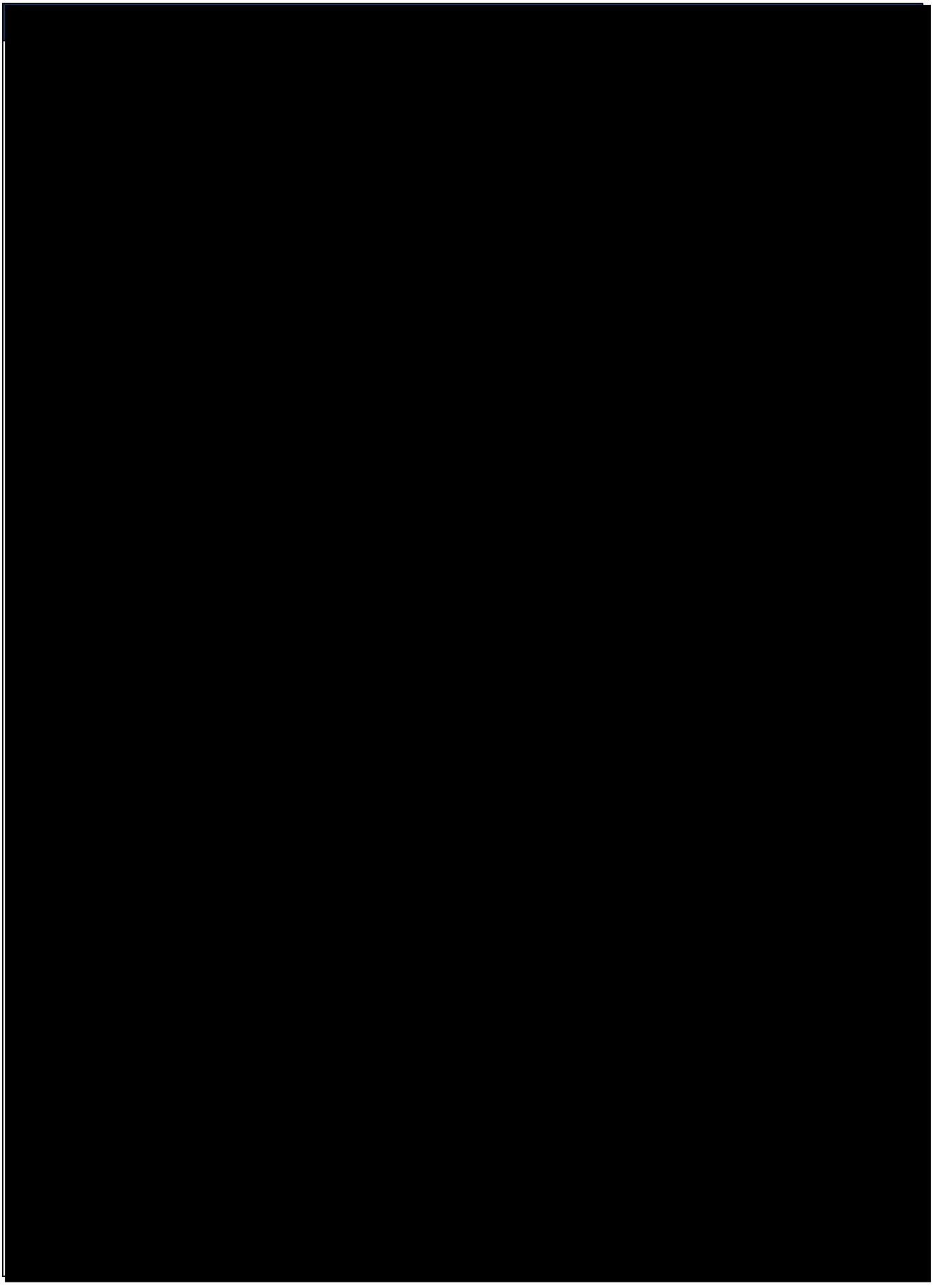
Key Personnel Resumes

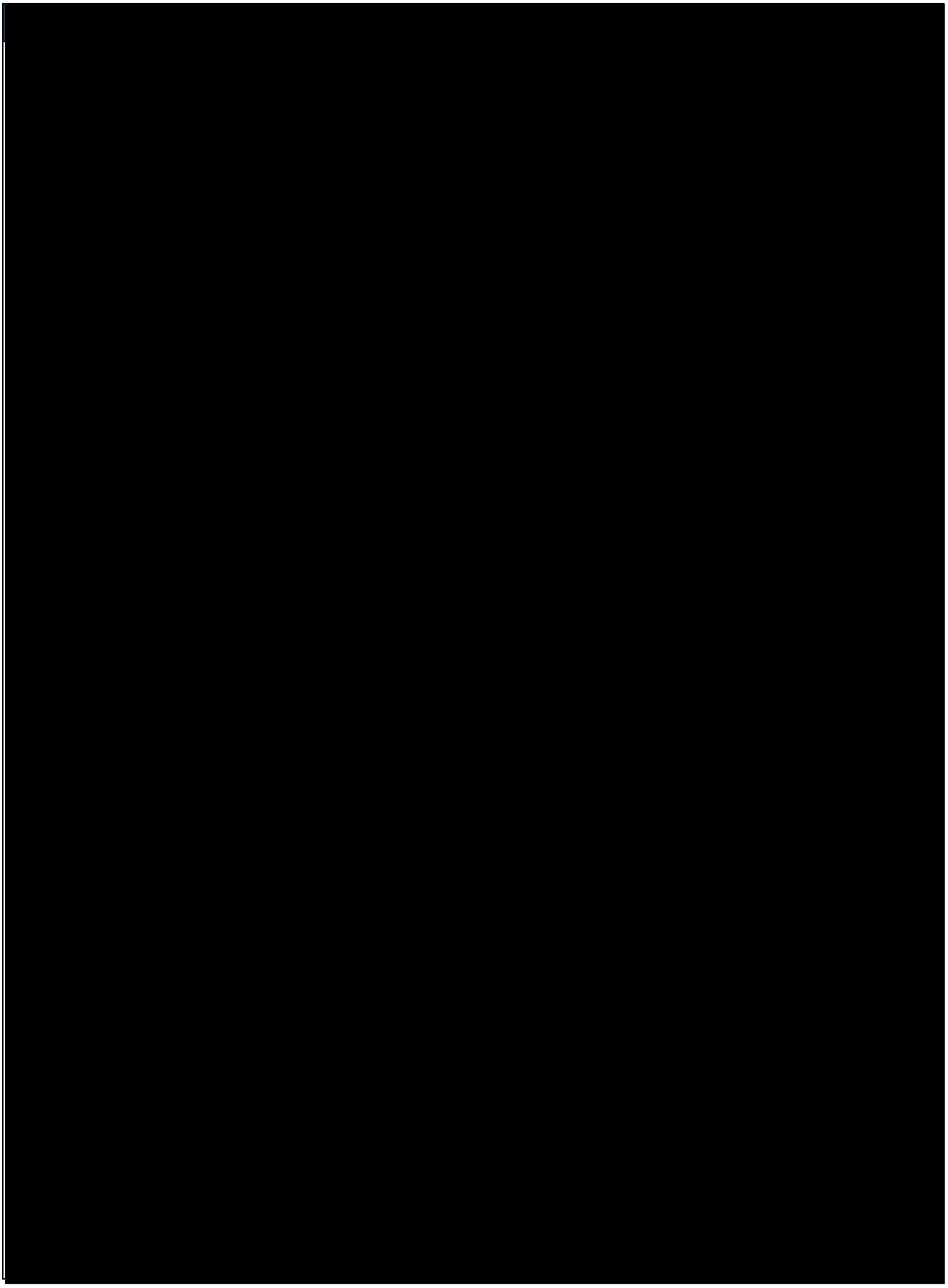
SS – Project/Program Manager

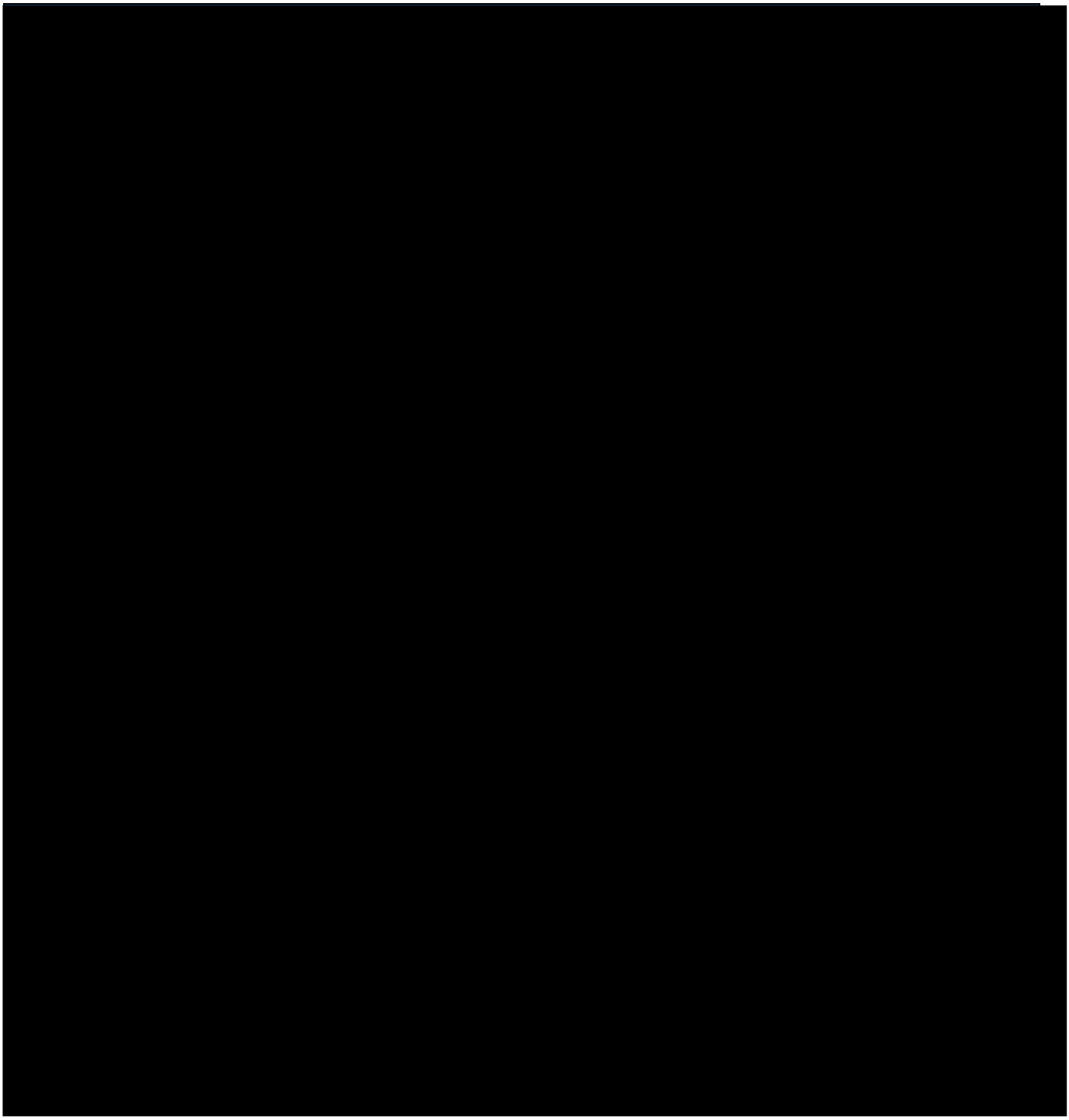


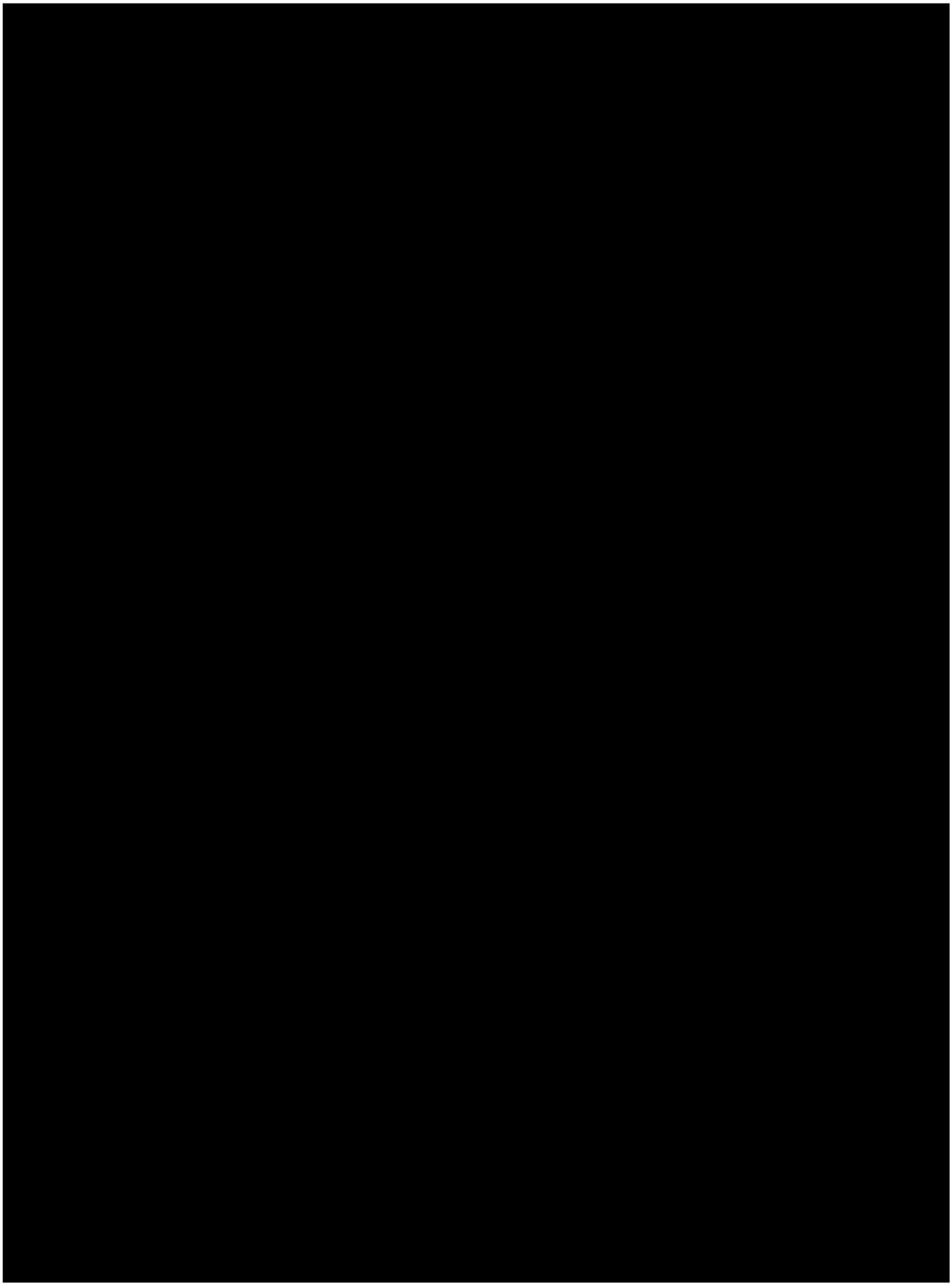


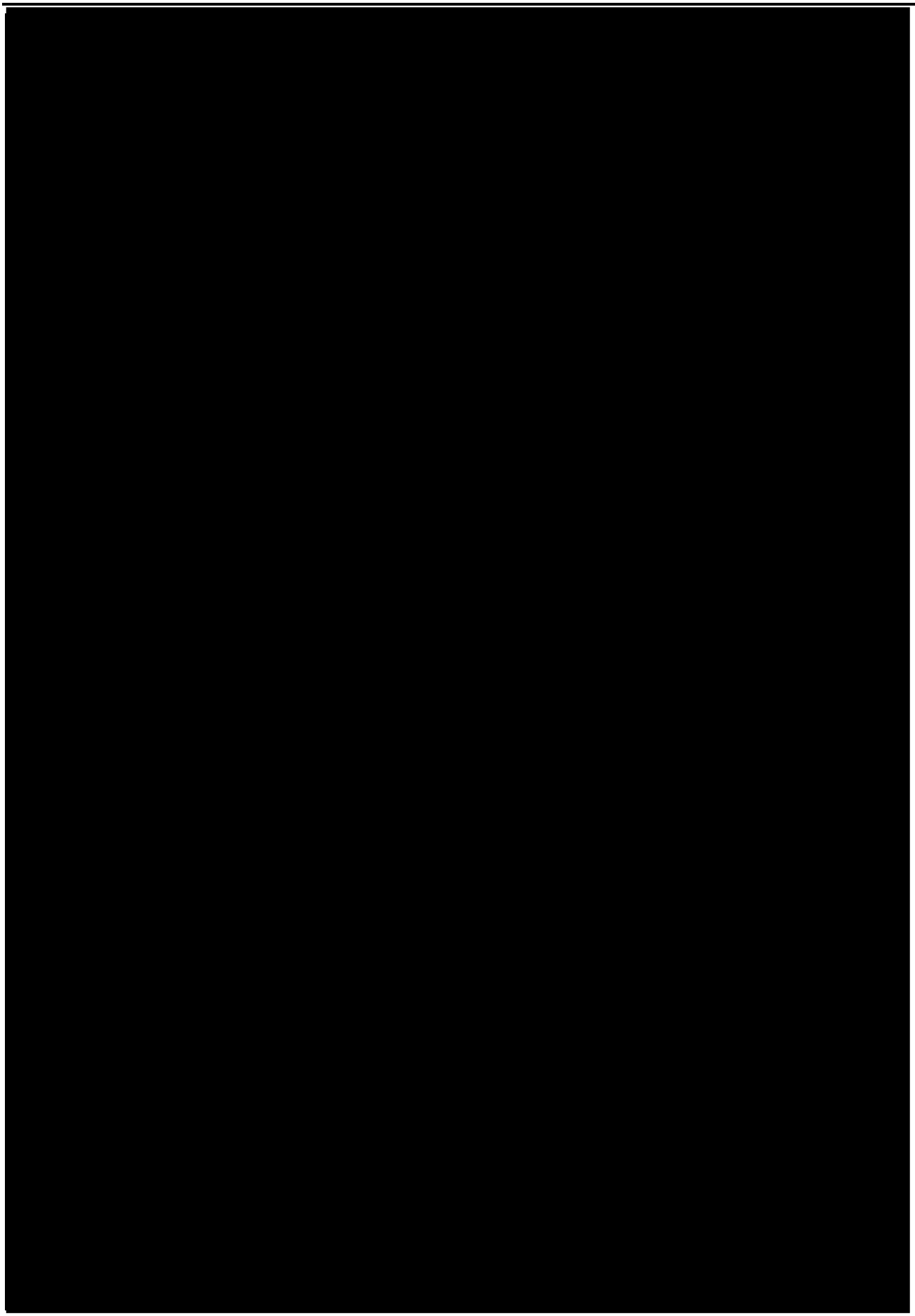


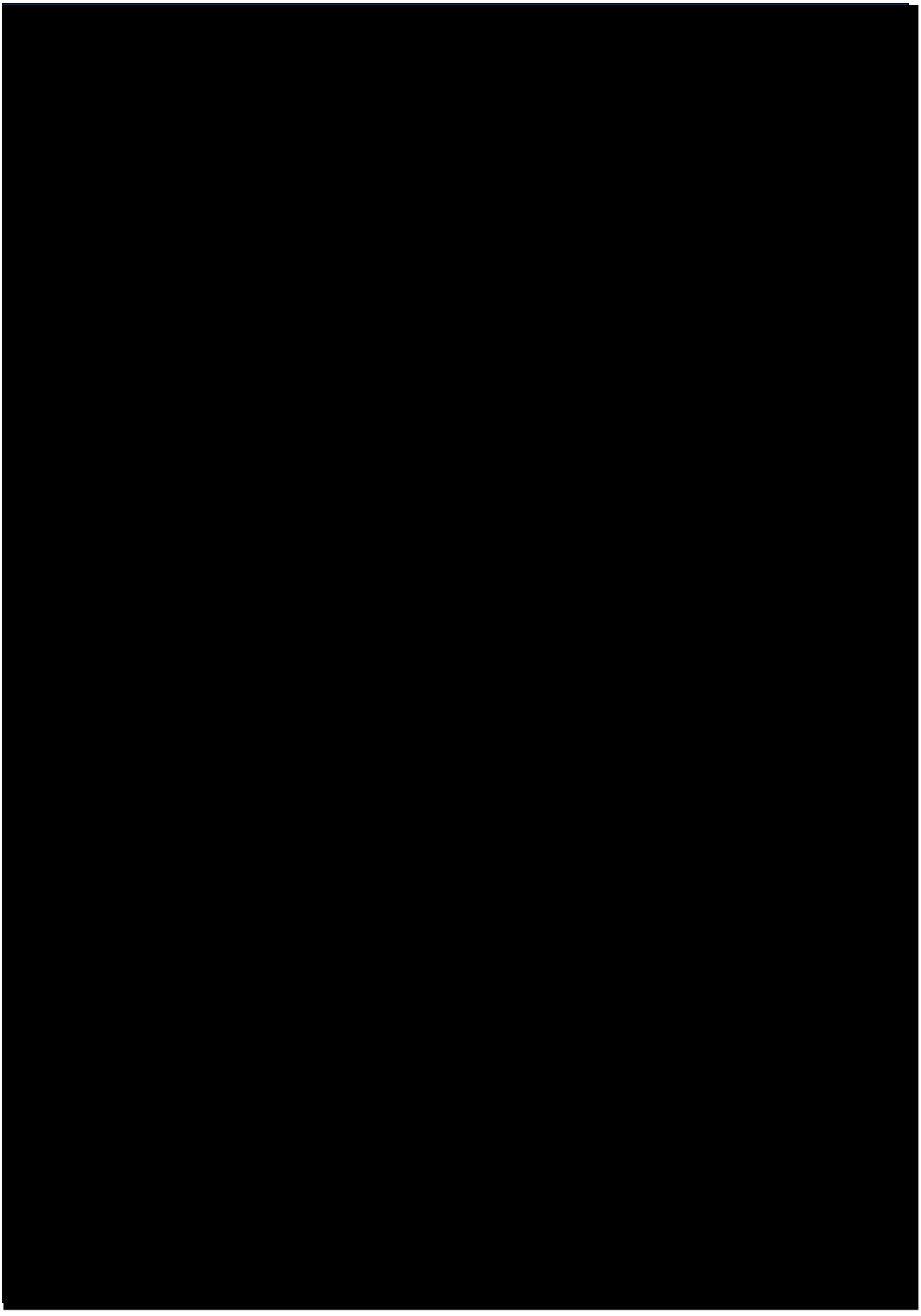


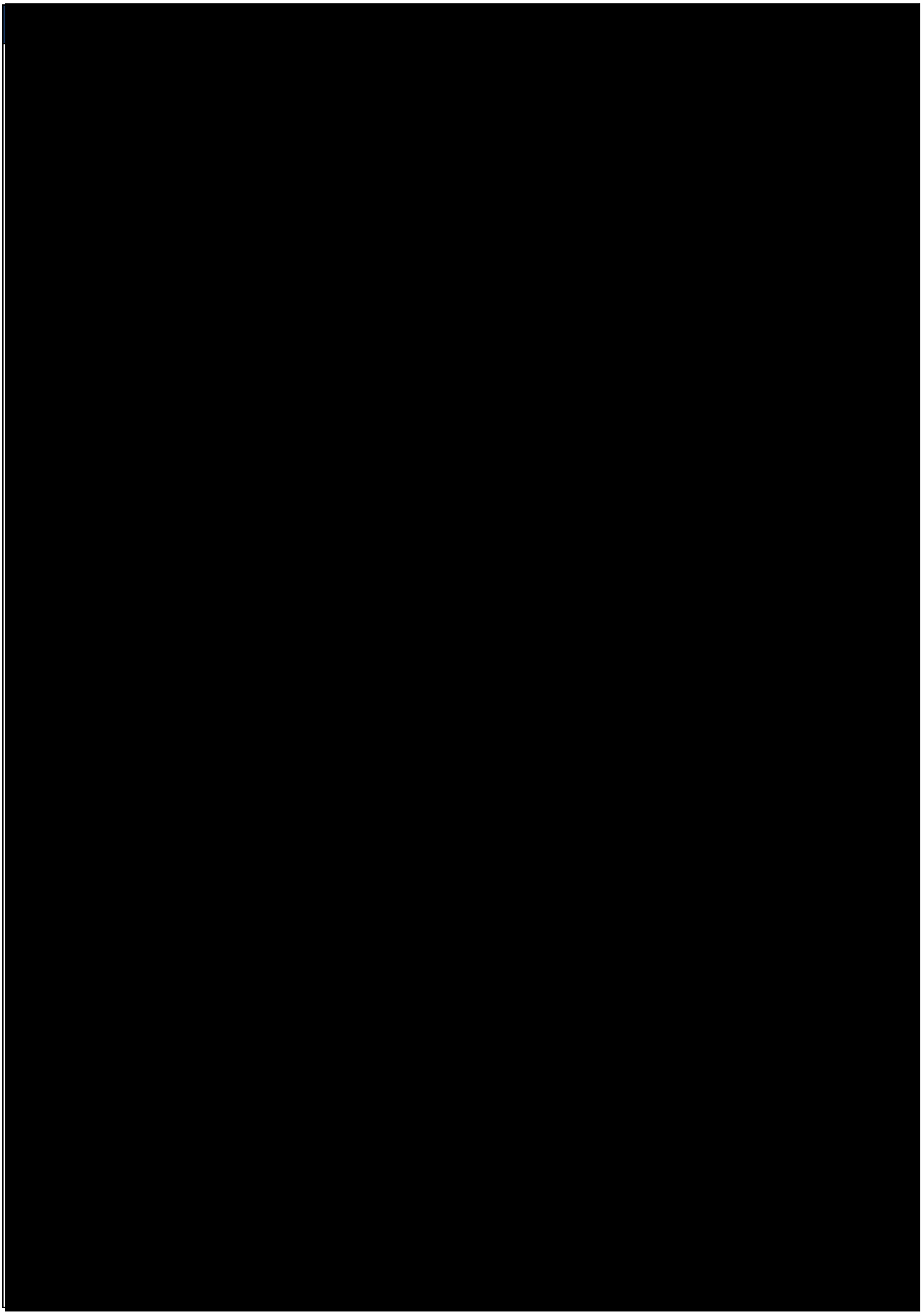


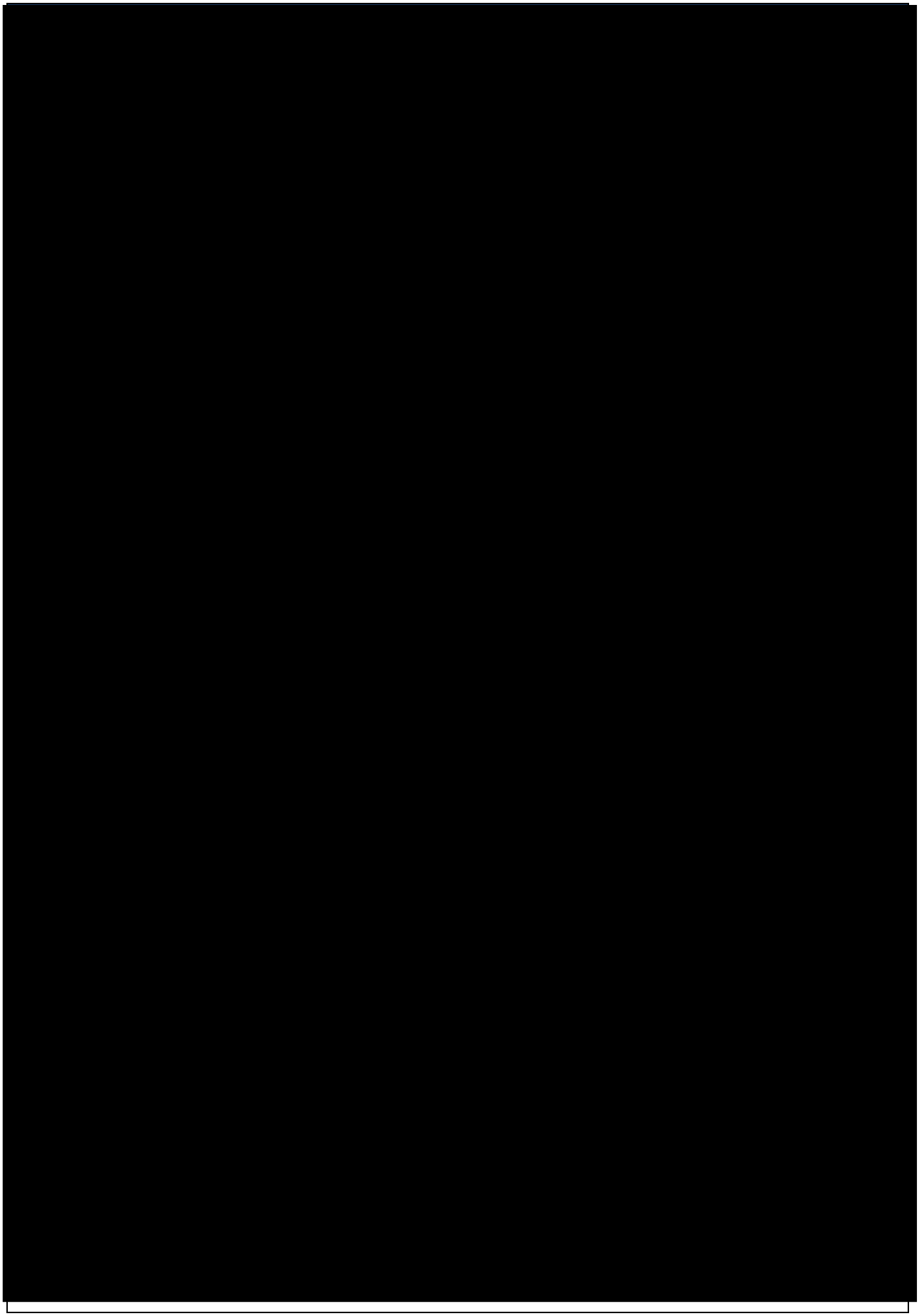


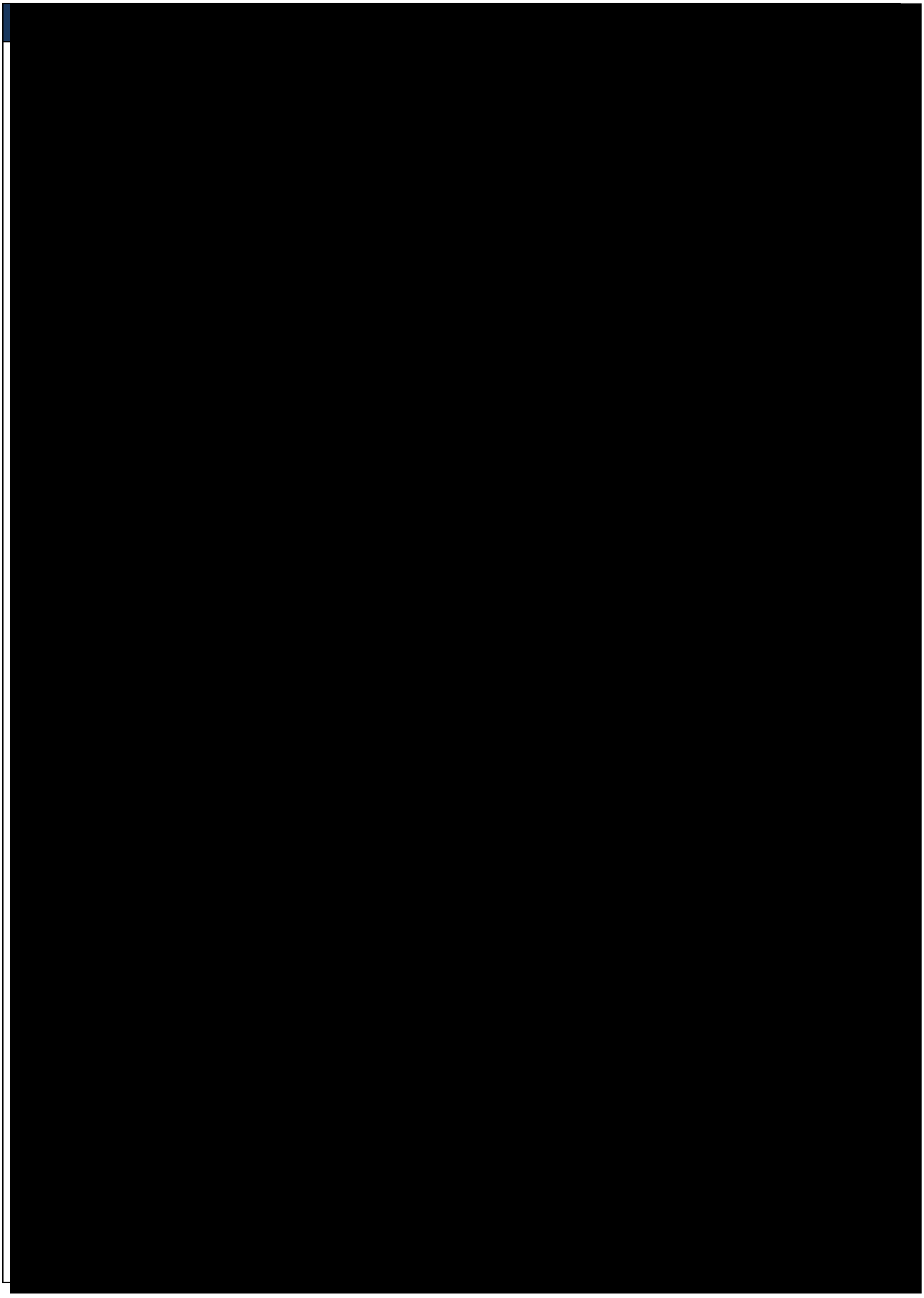


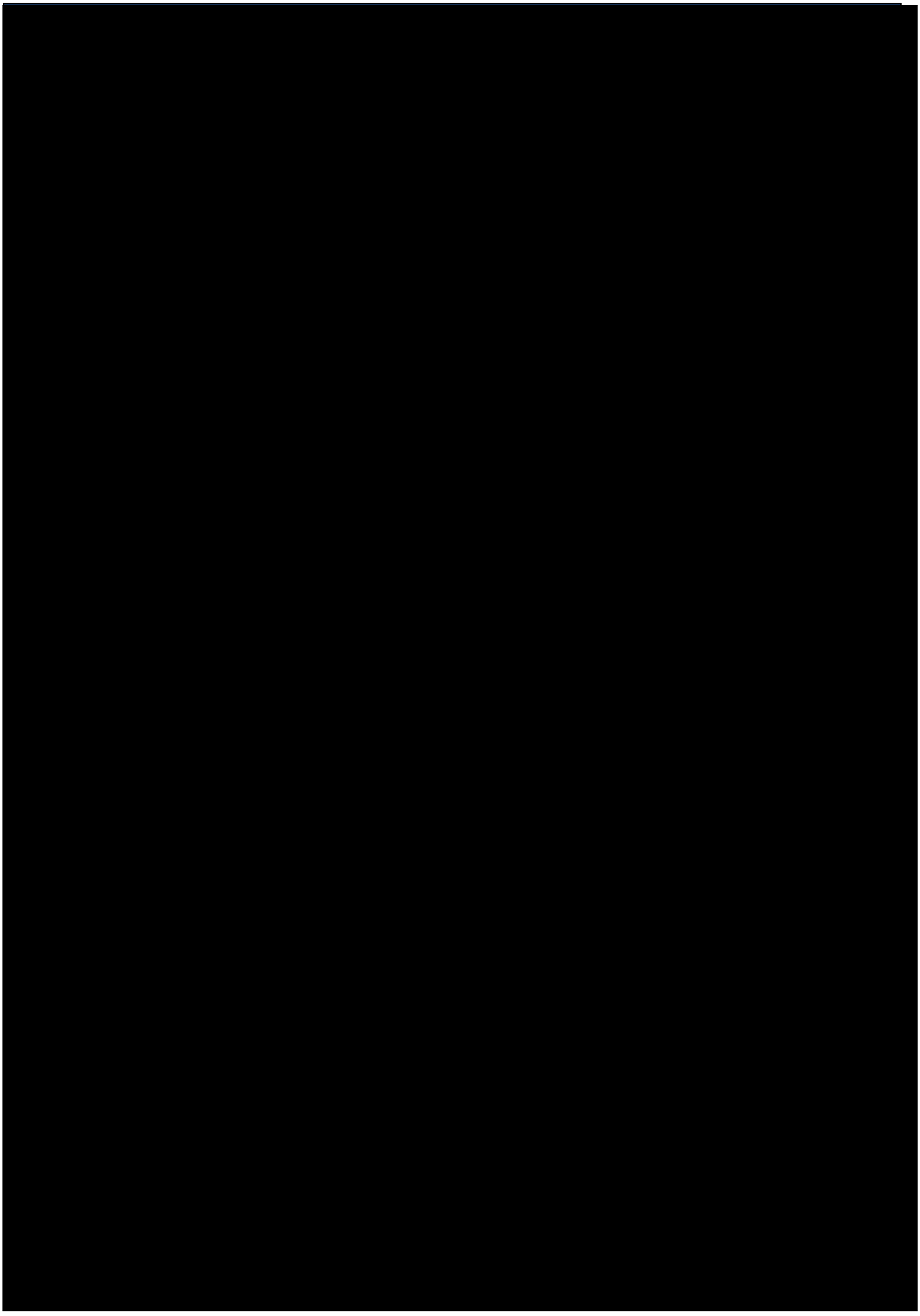


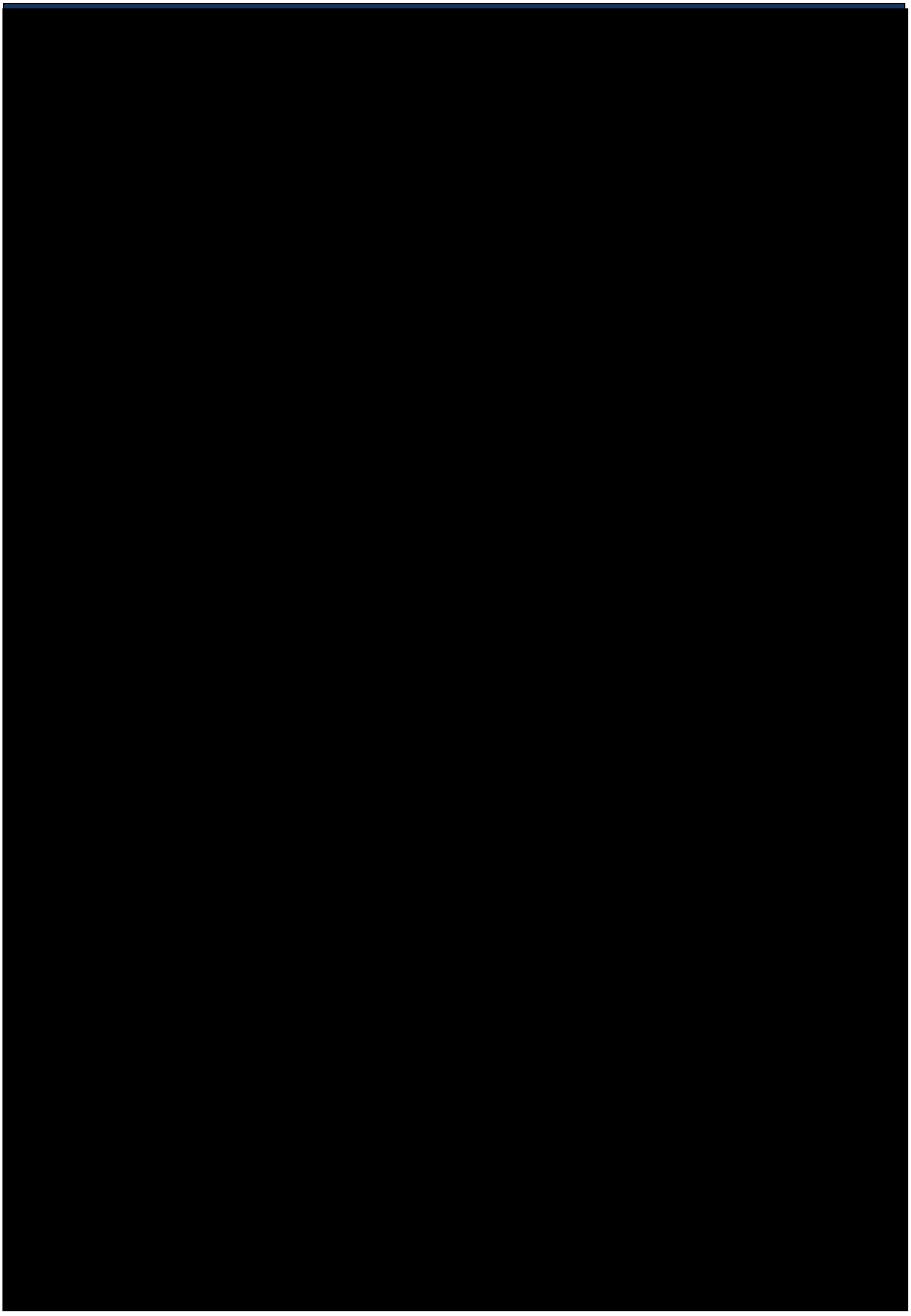


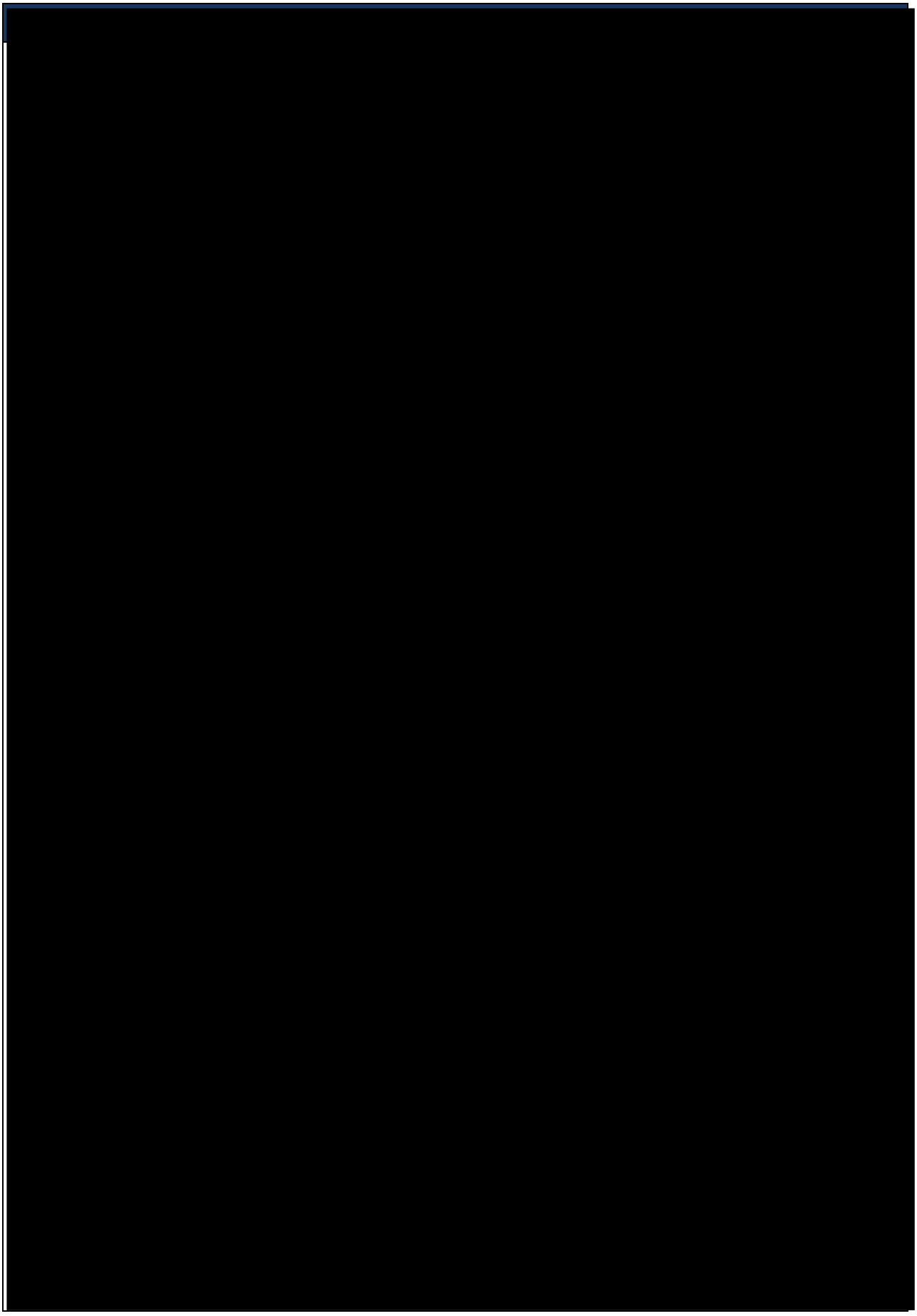


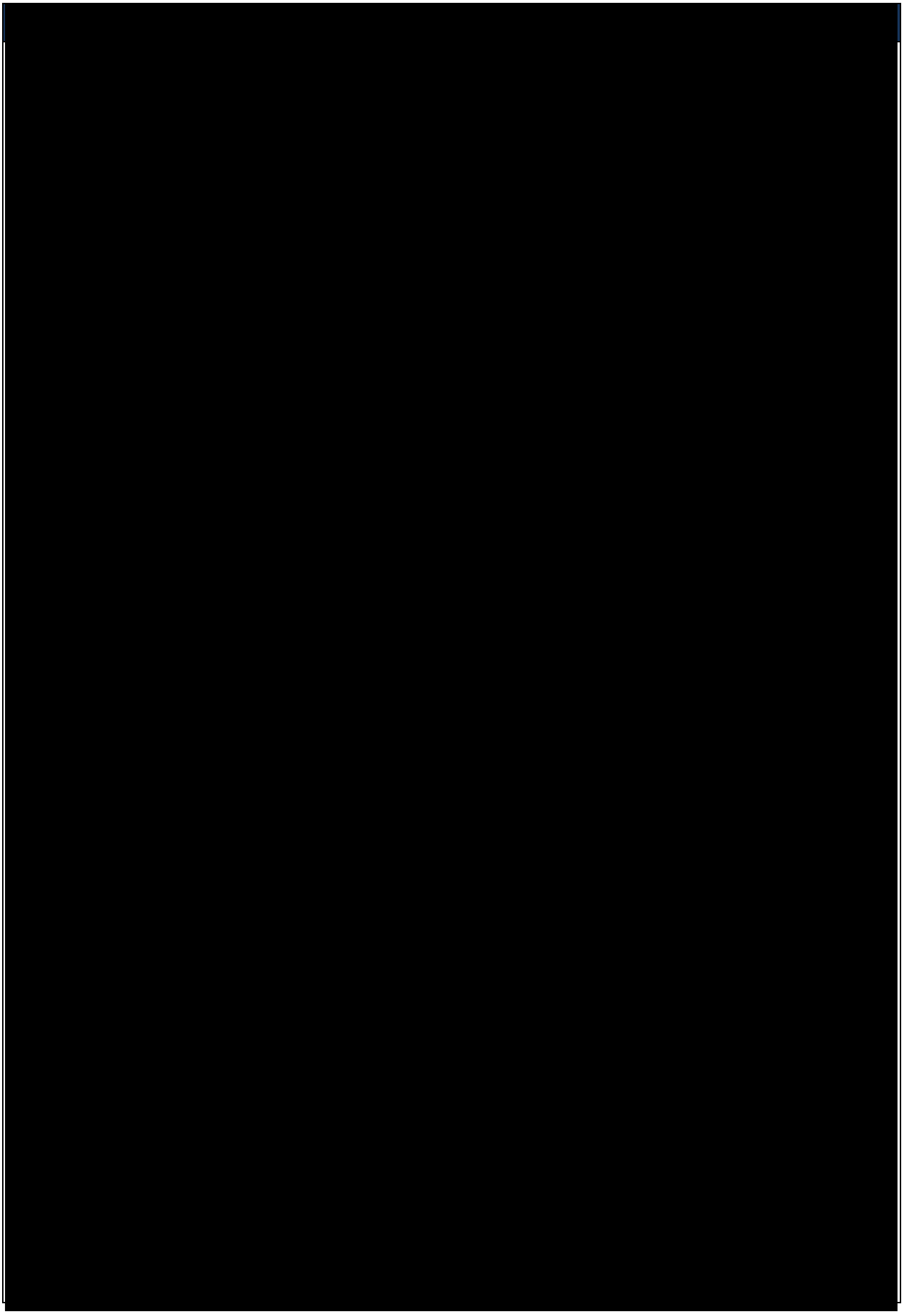


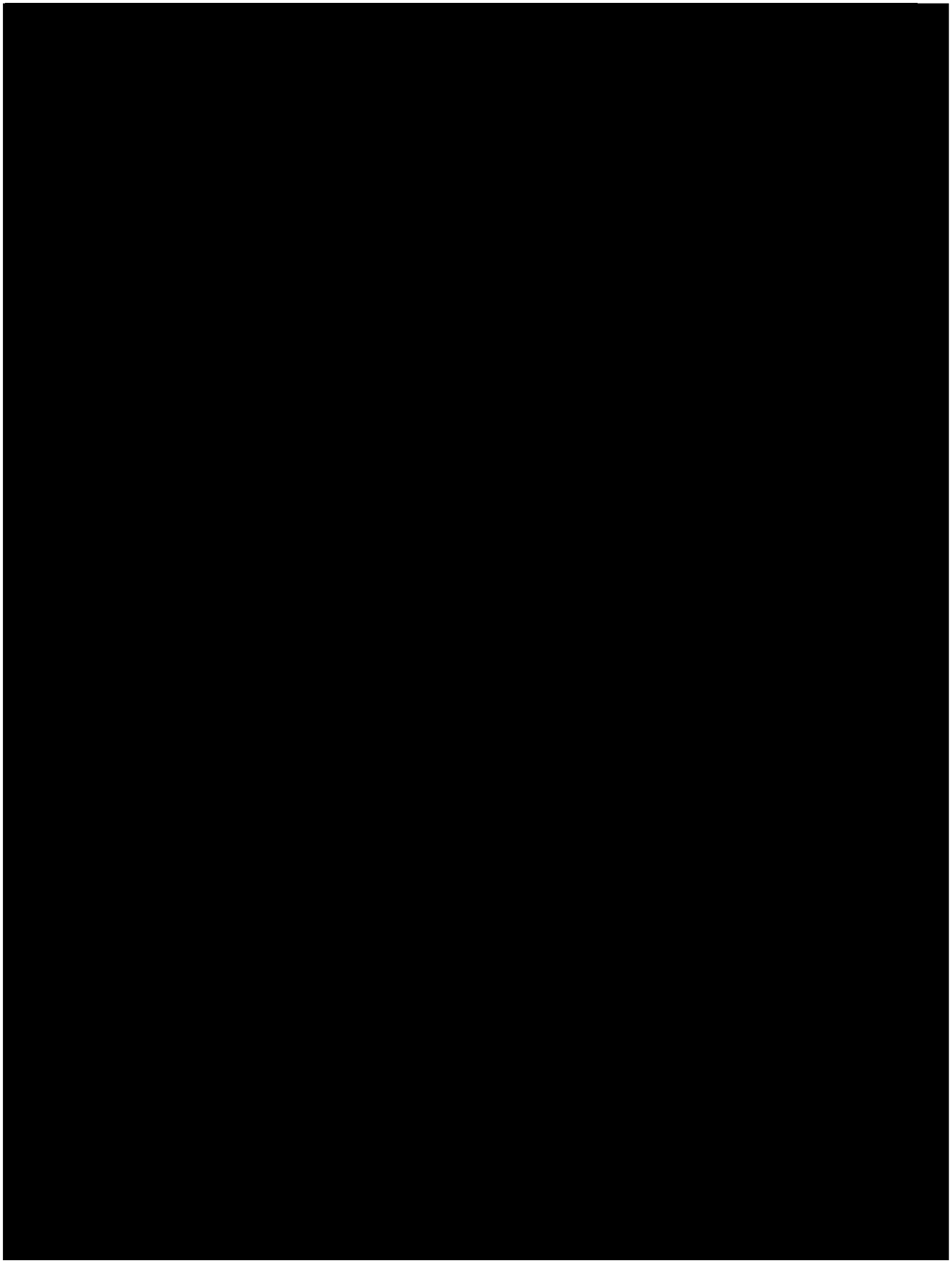


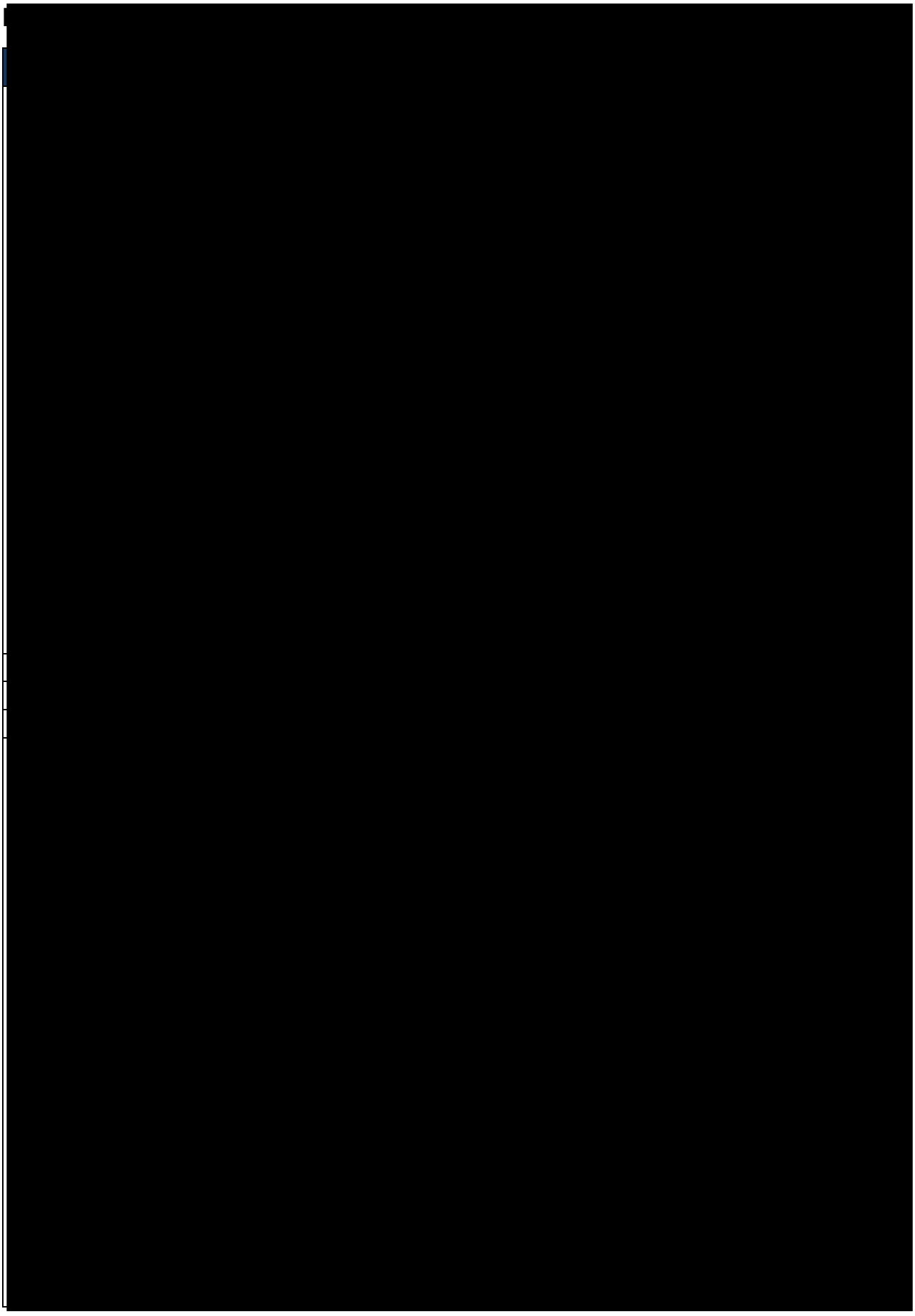


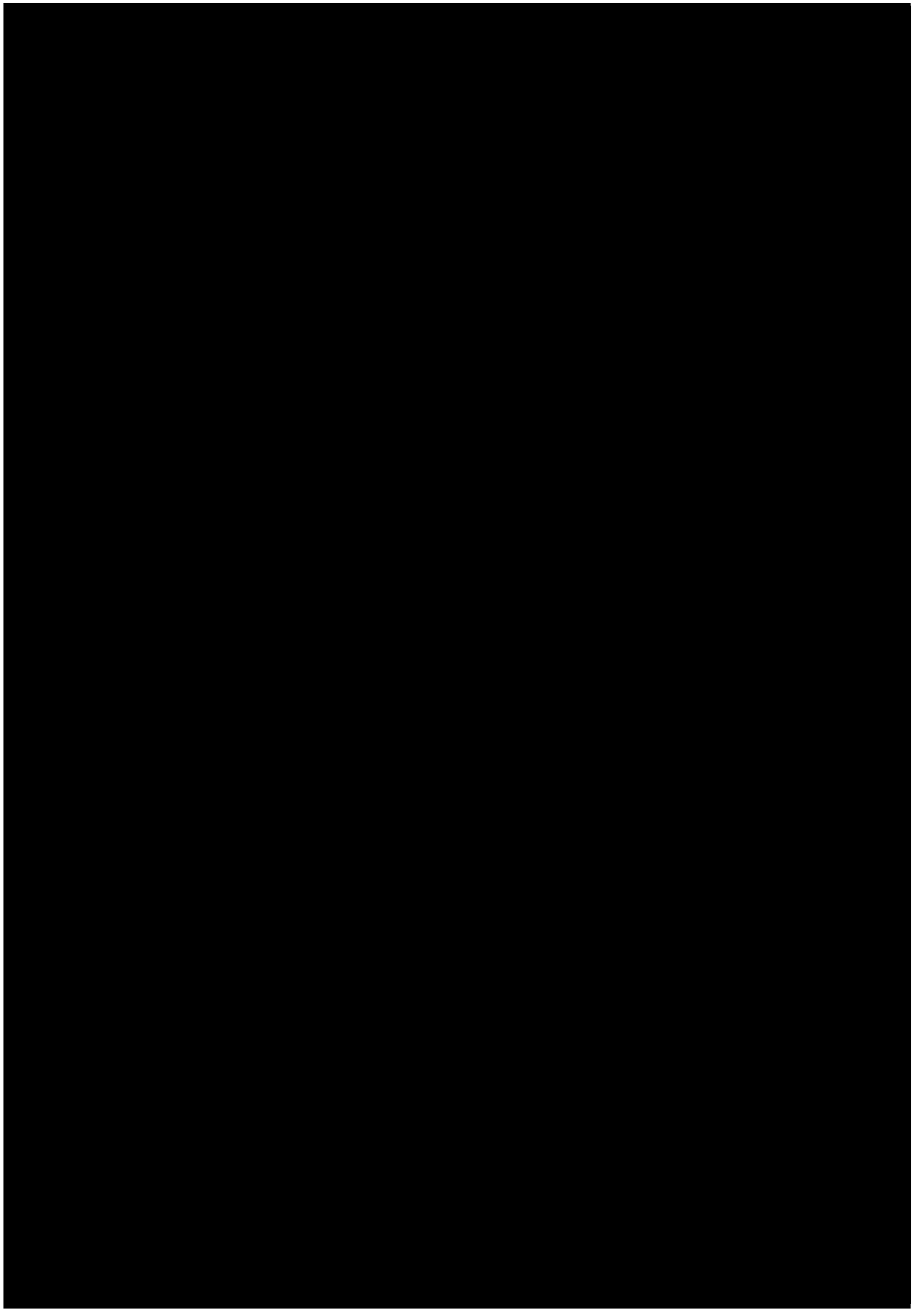


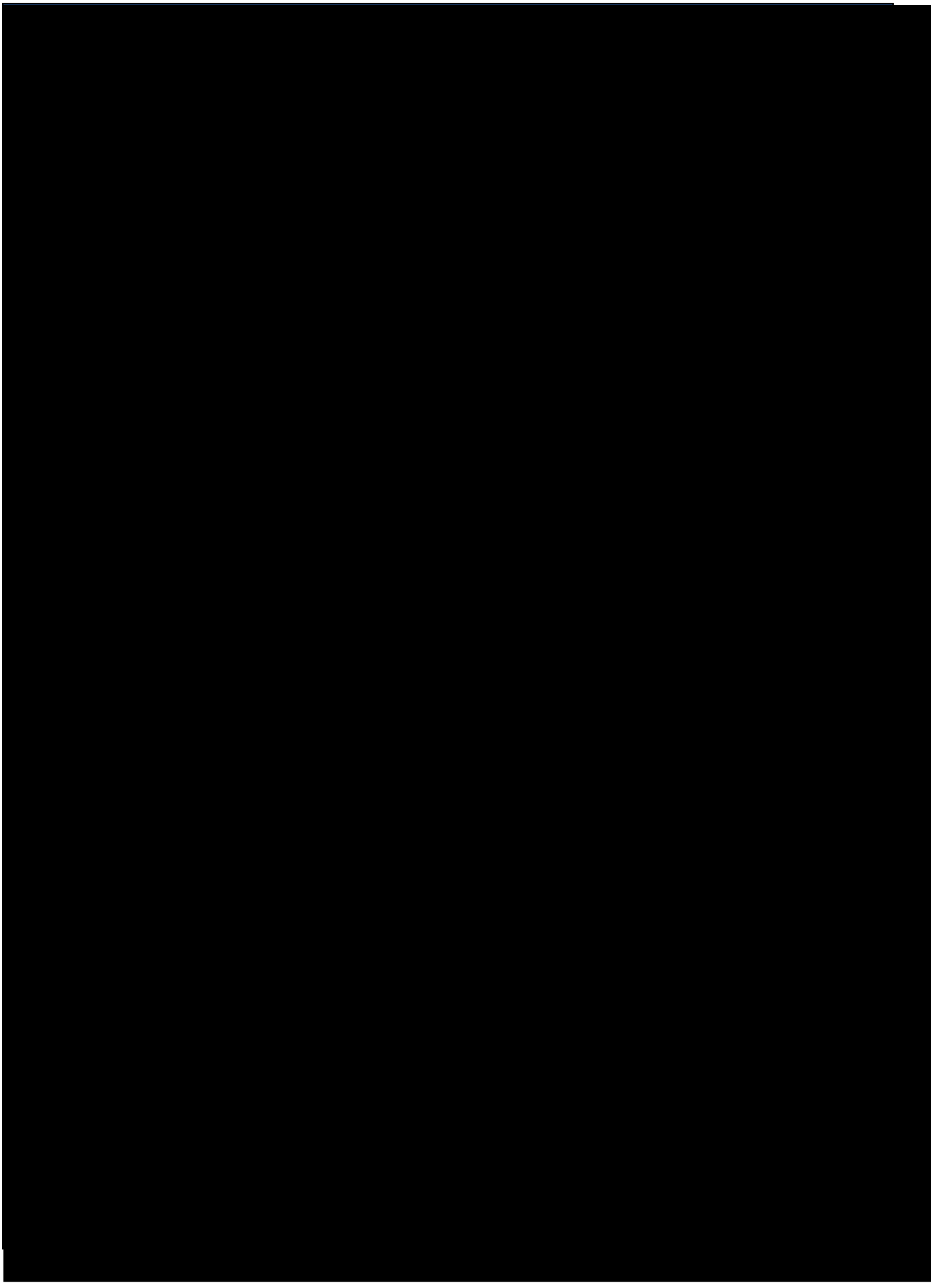


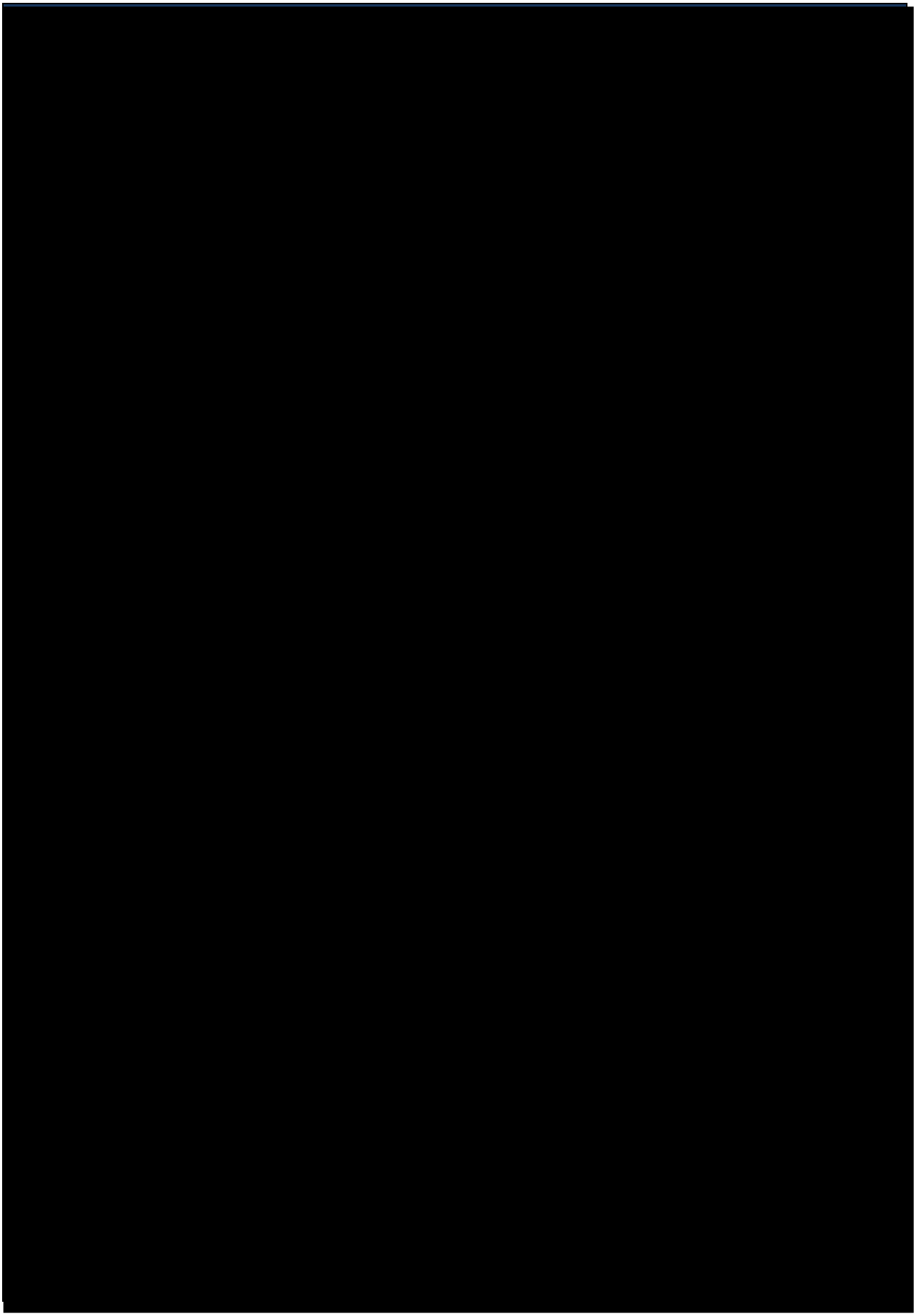


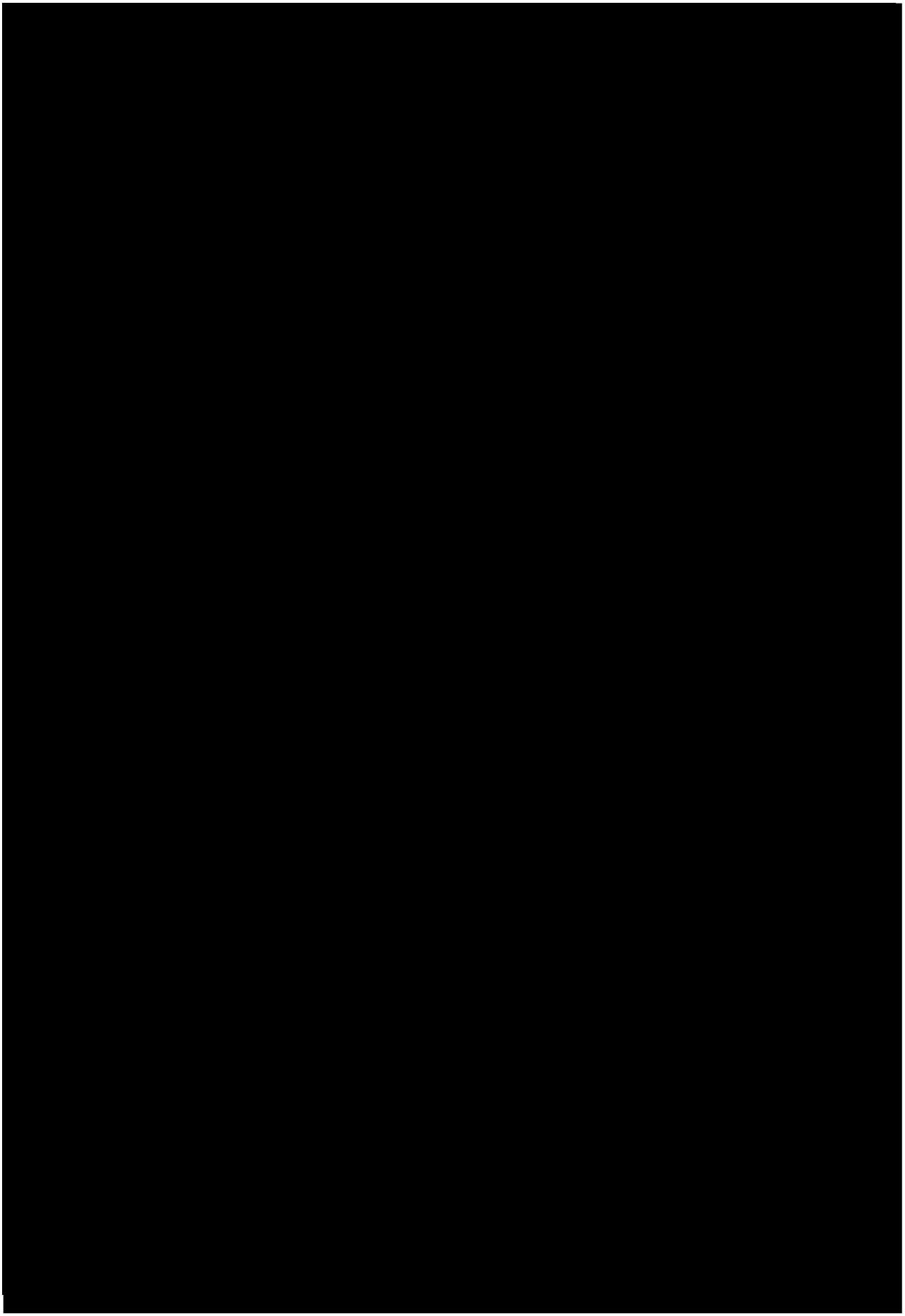


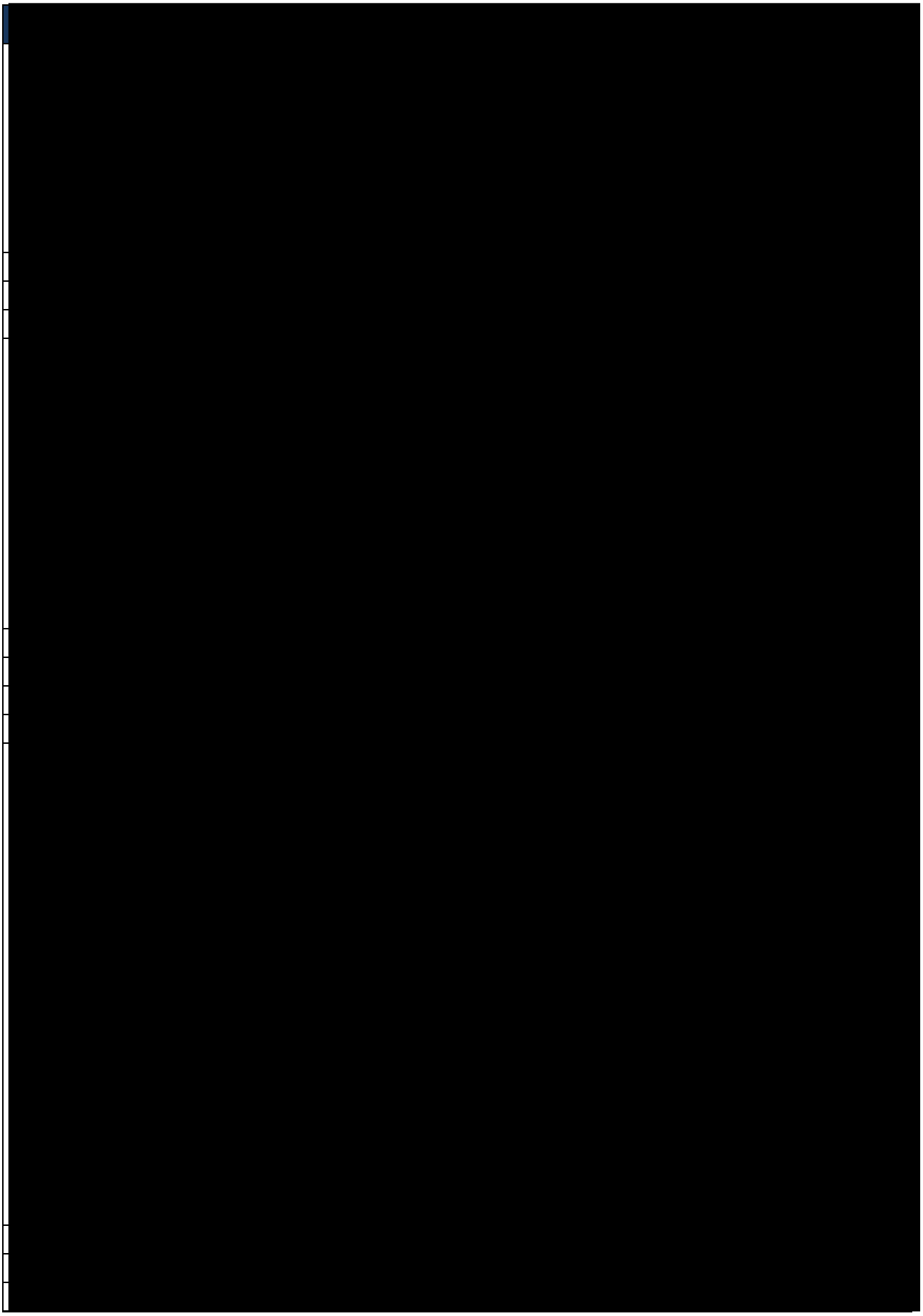


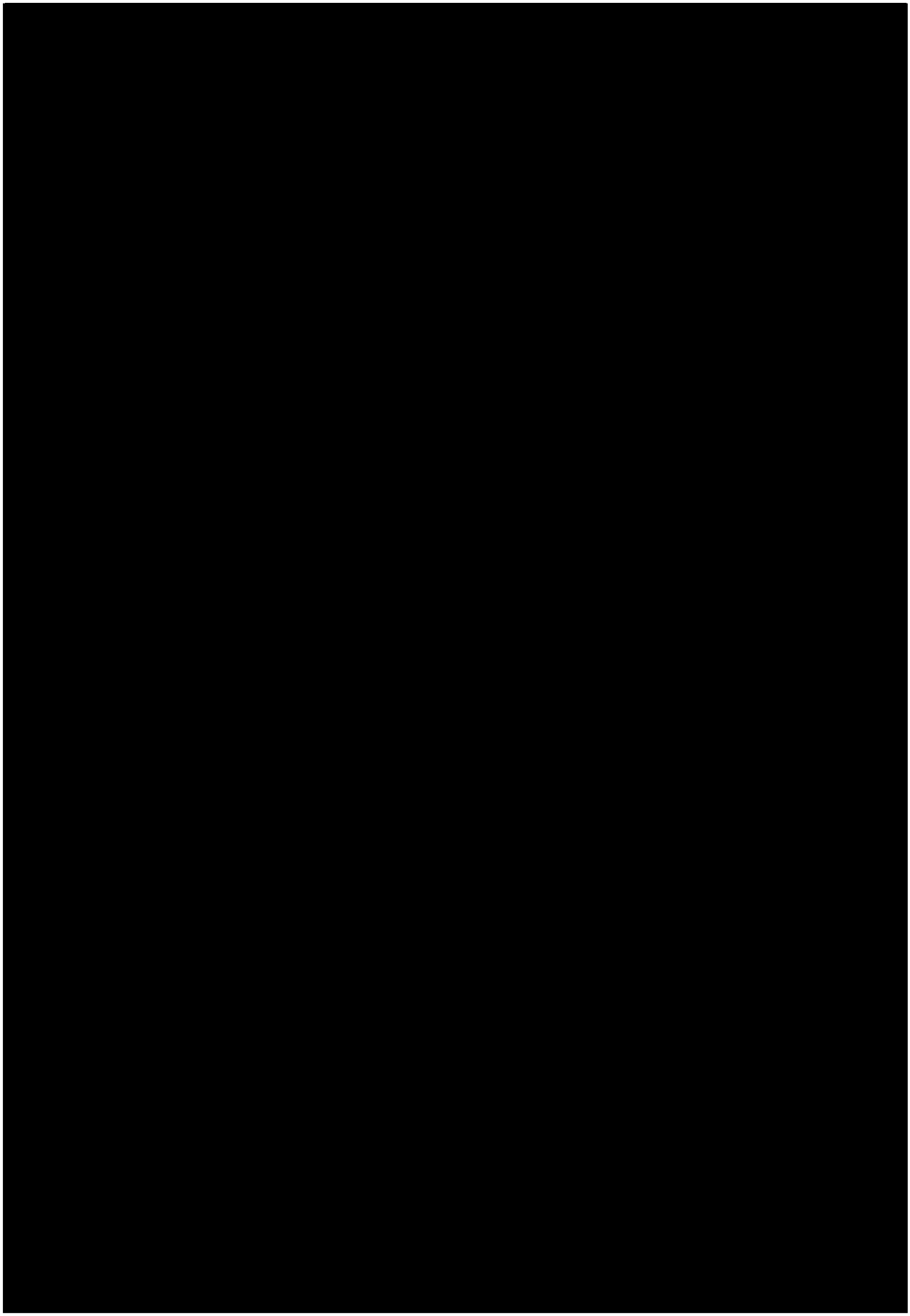


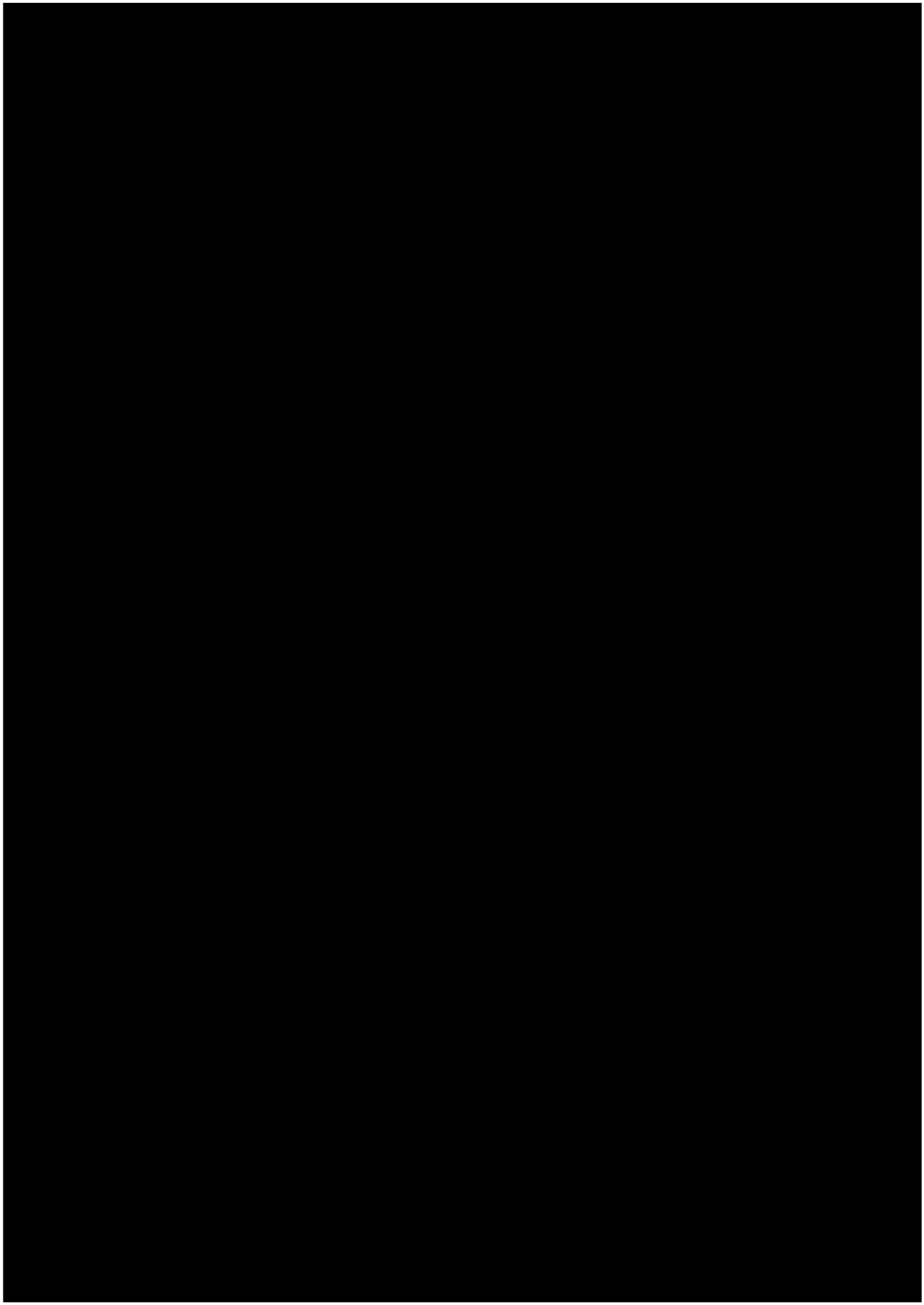


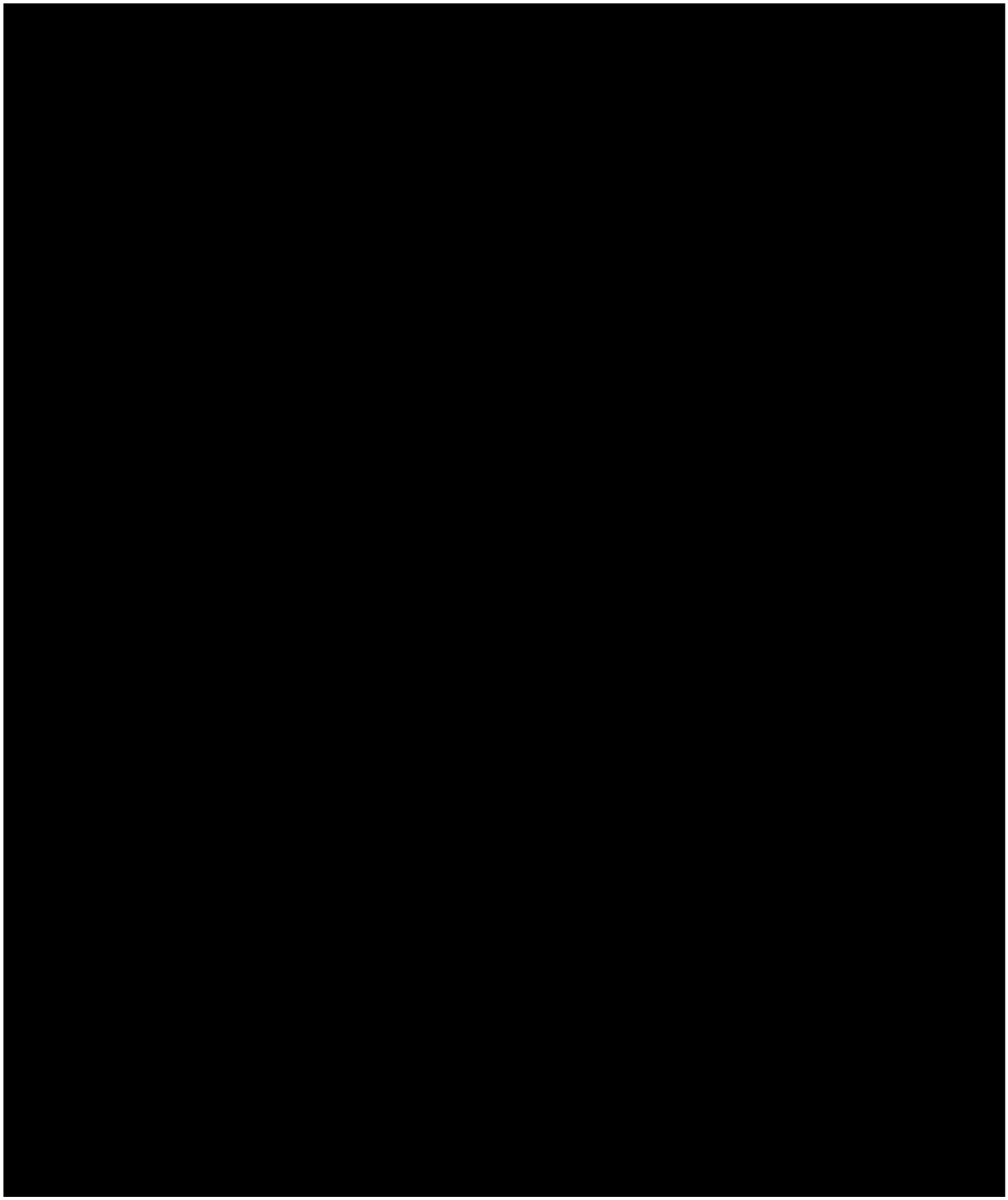




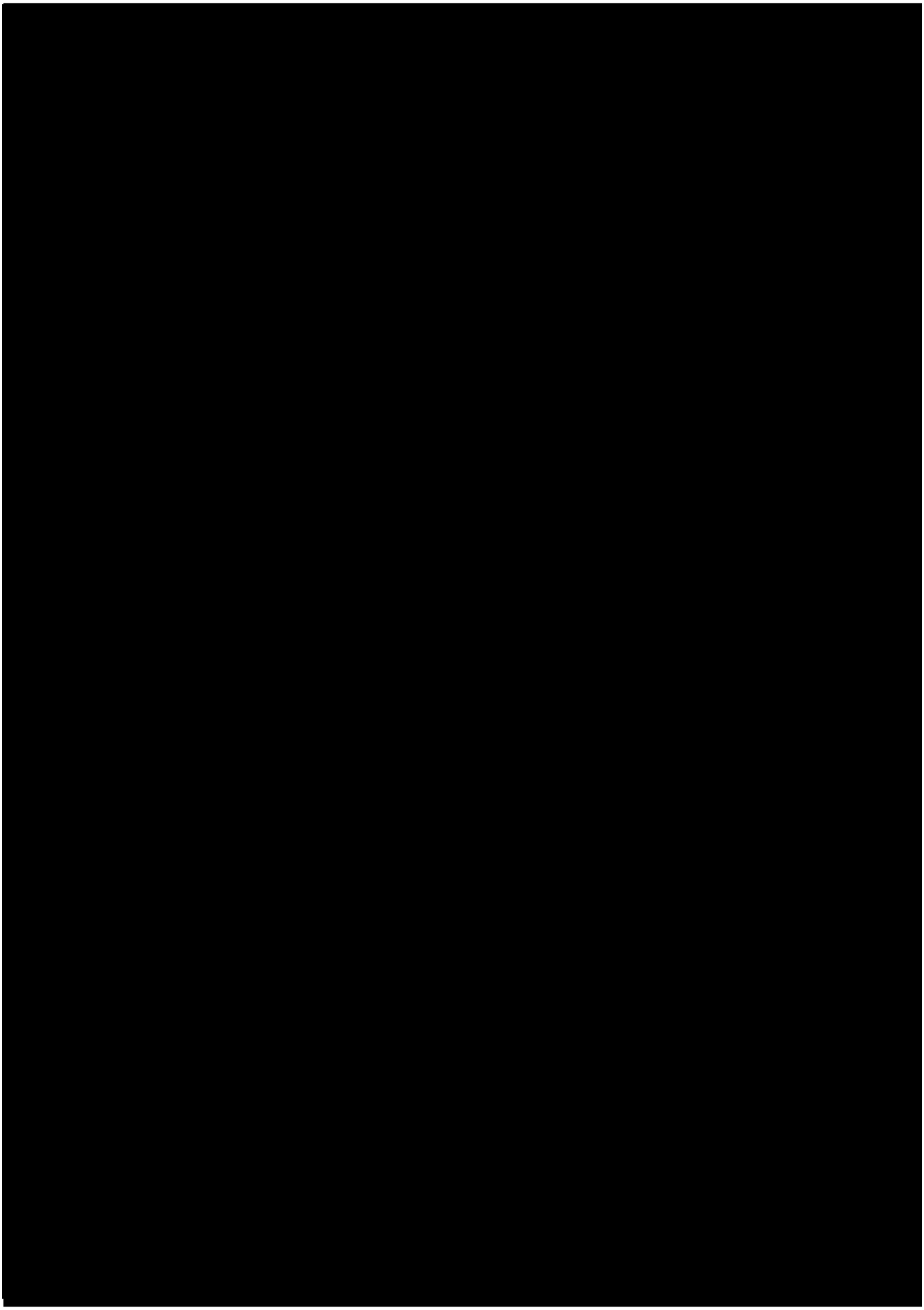


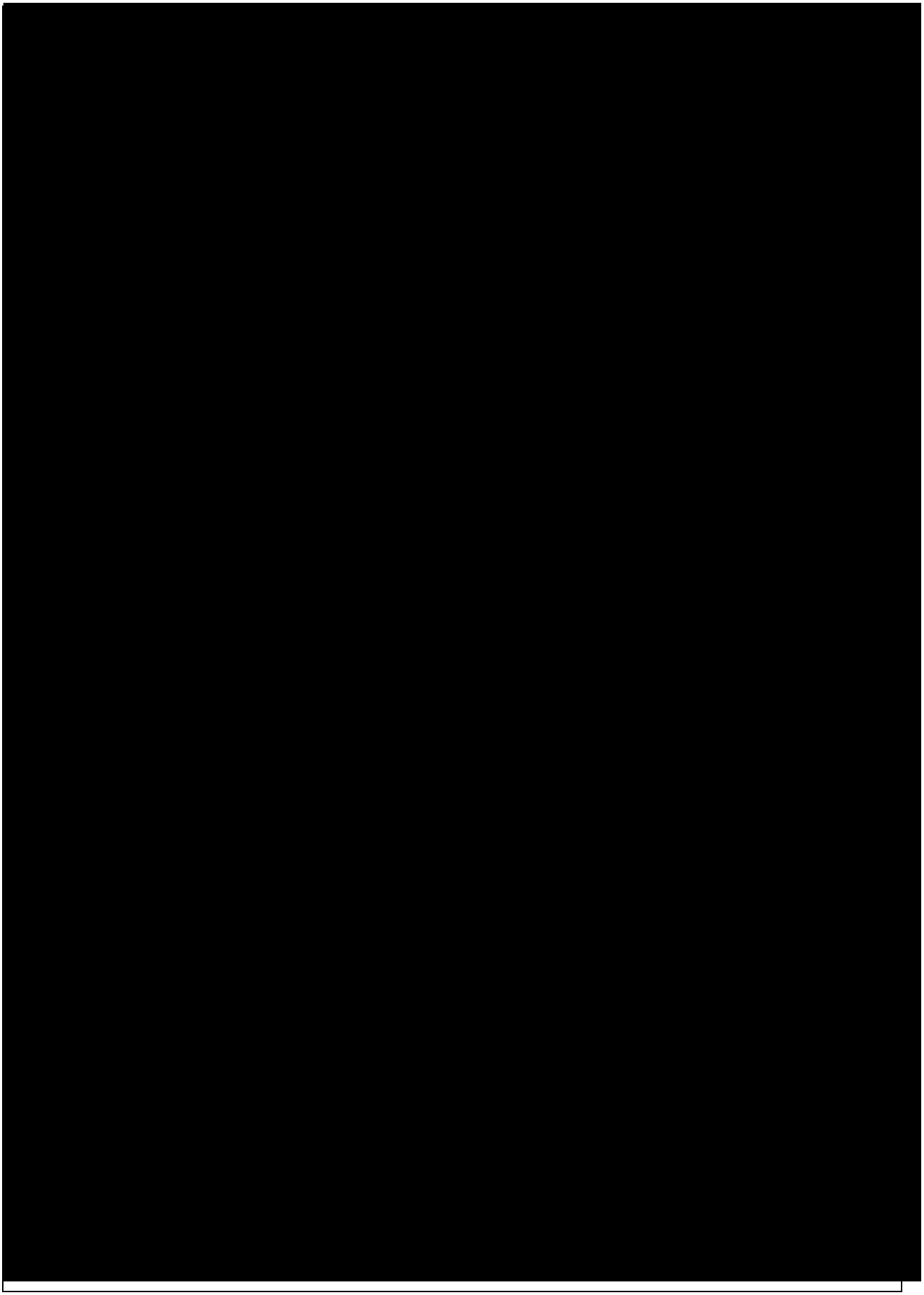


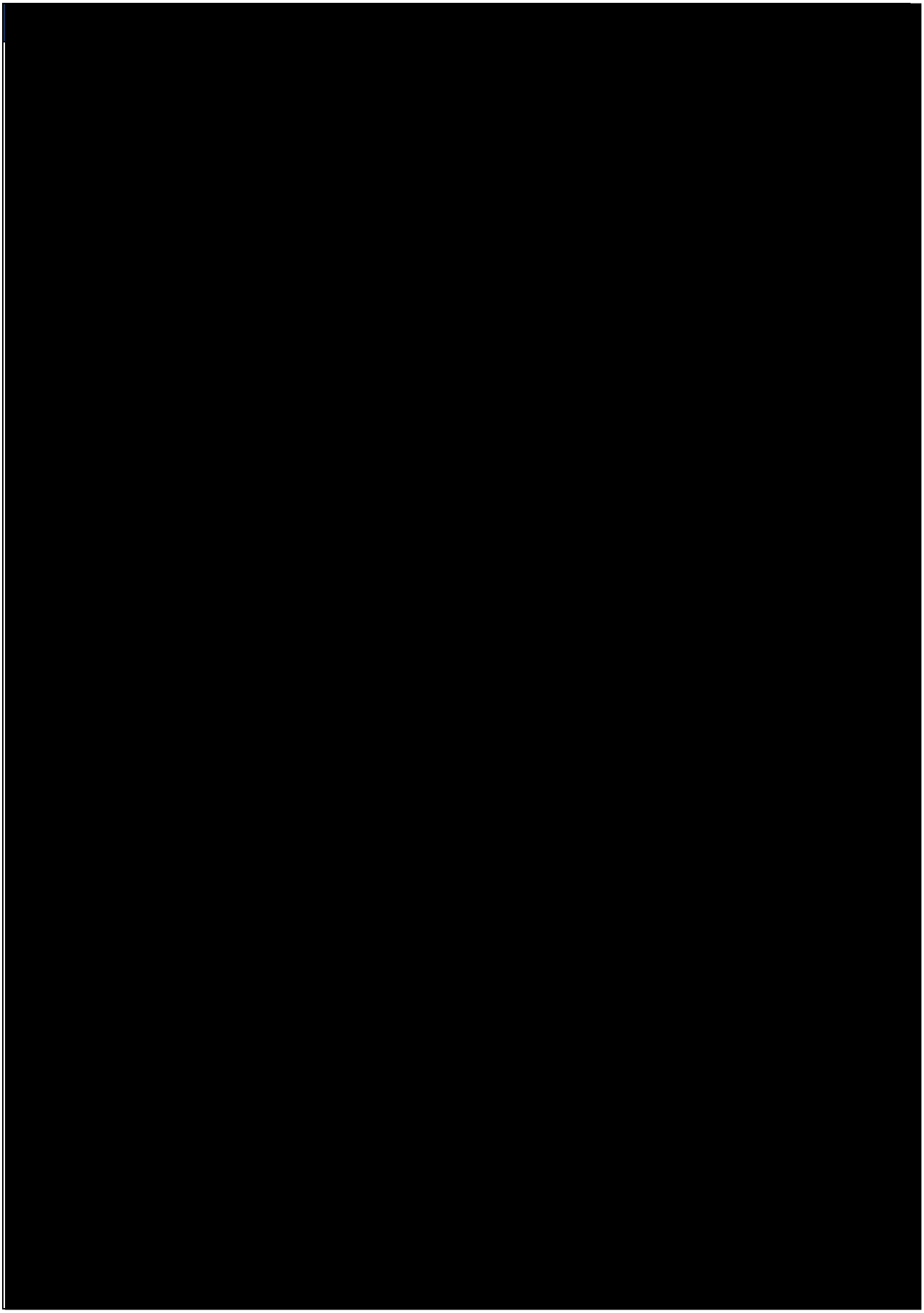


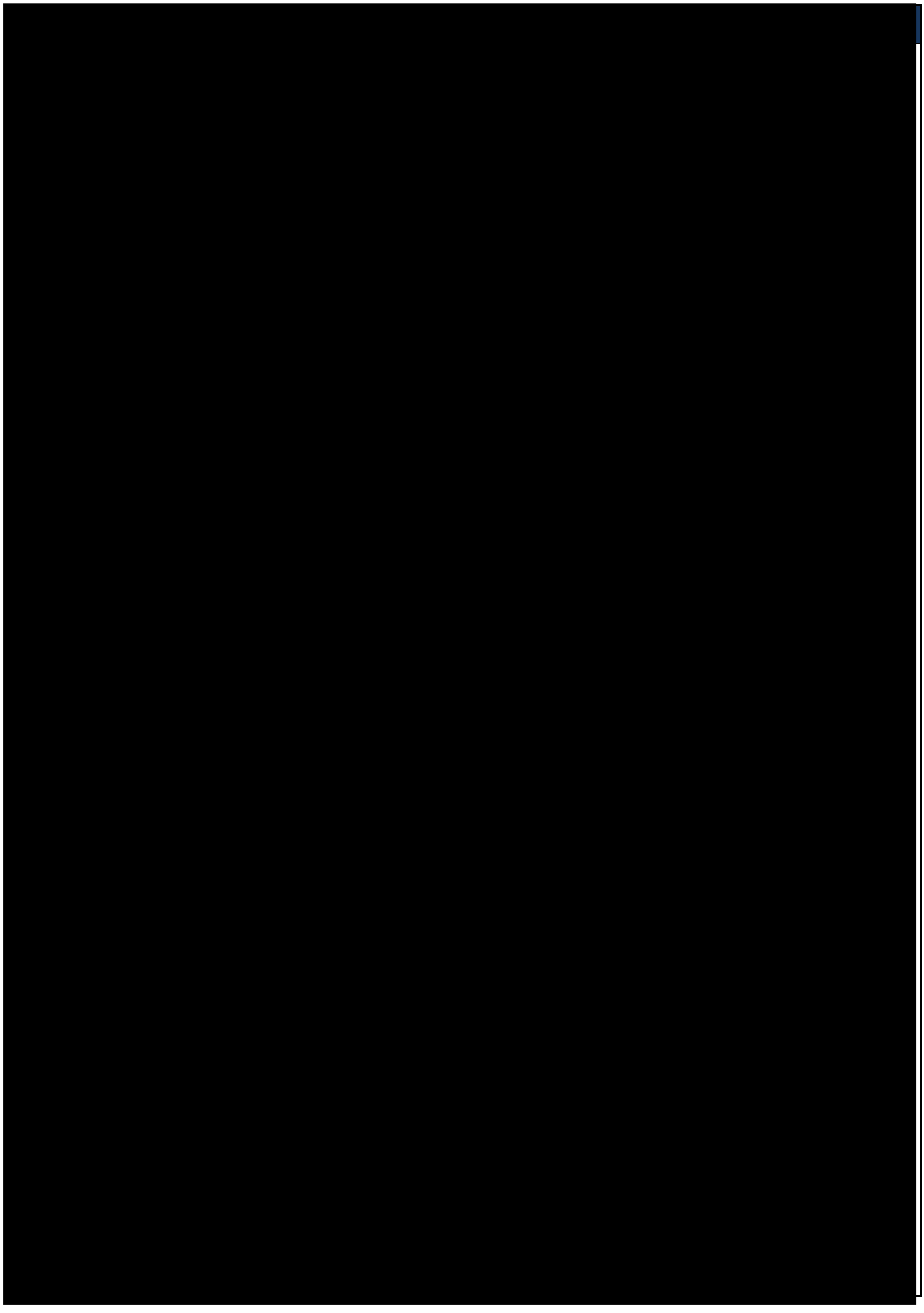


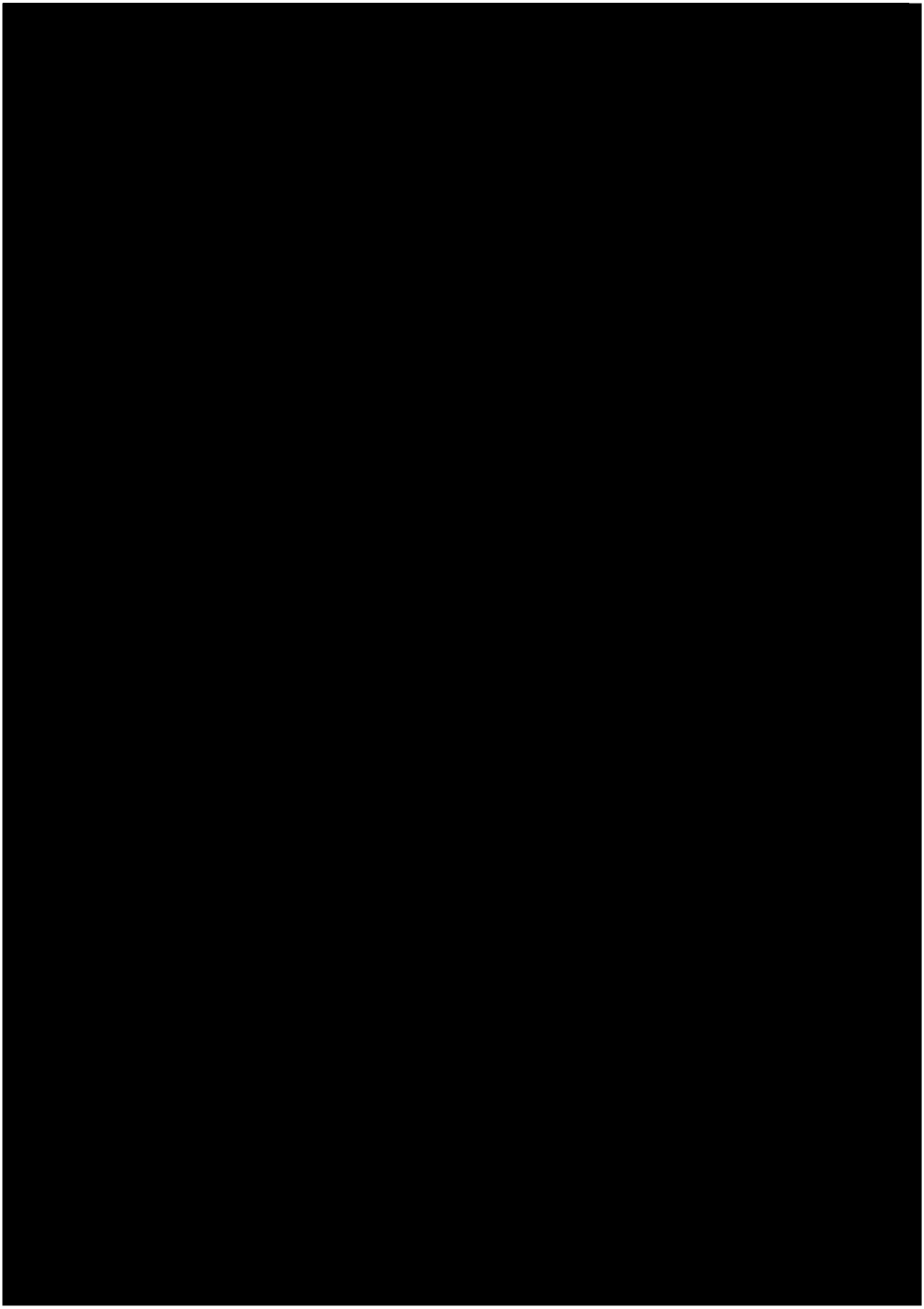
VC – SAP Technical Development Lead

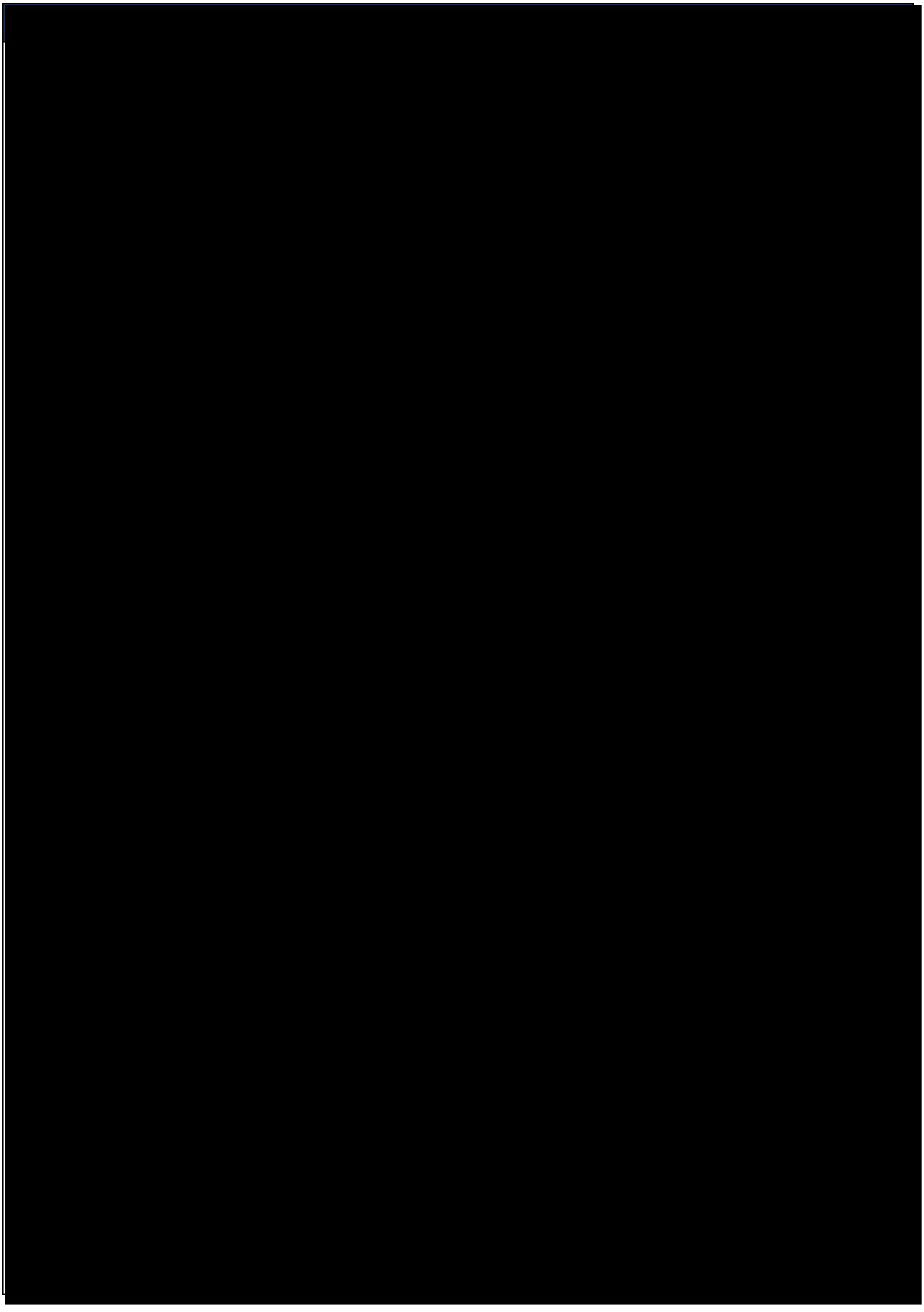


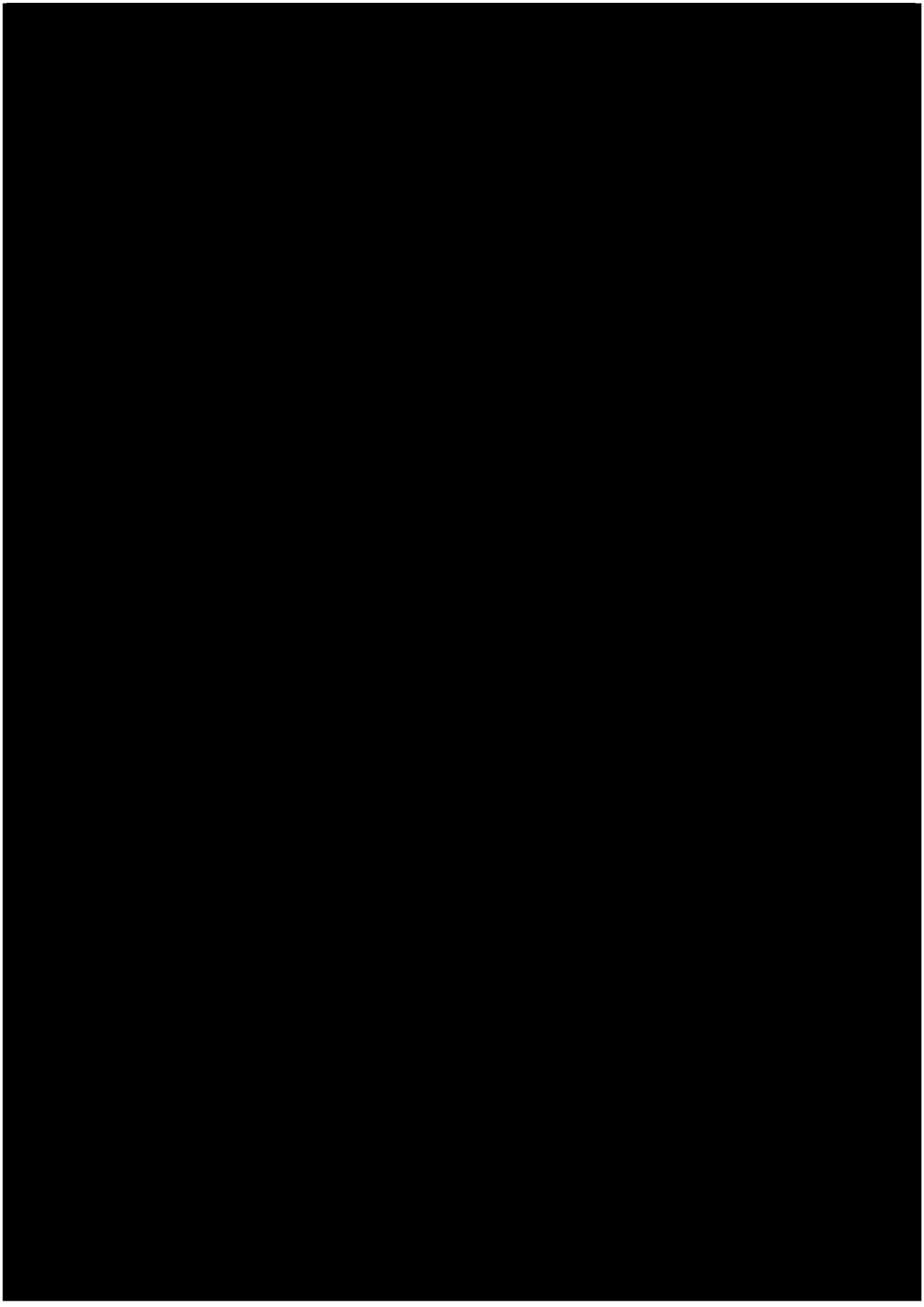


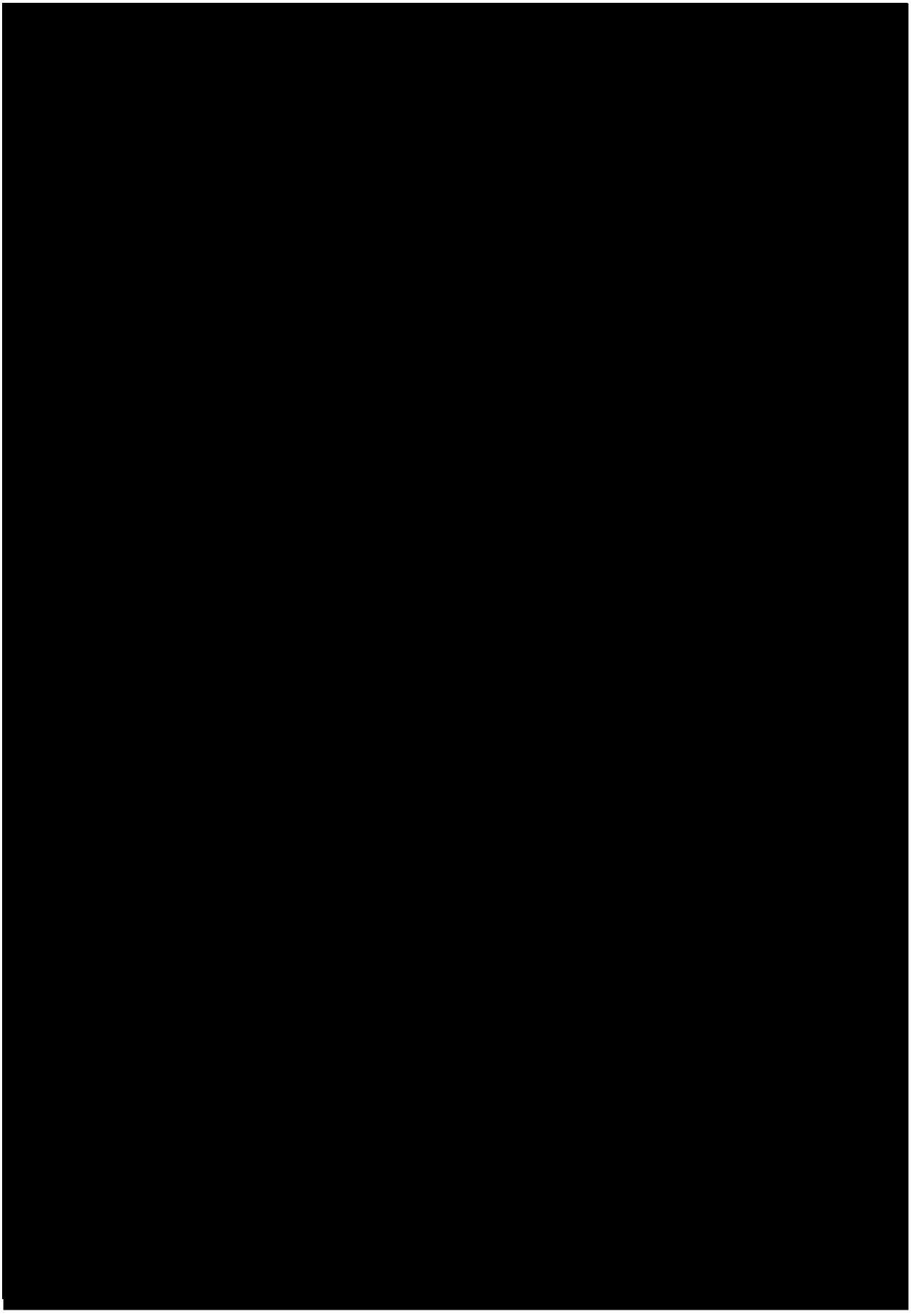


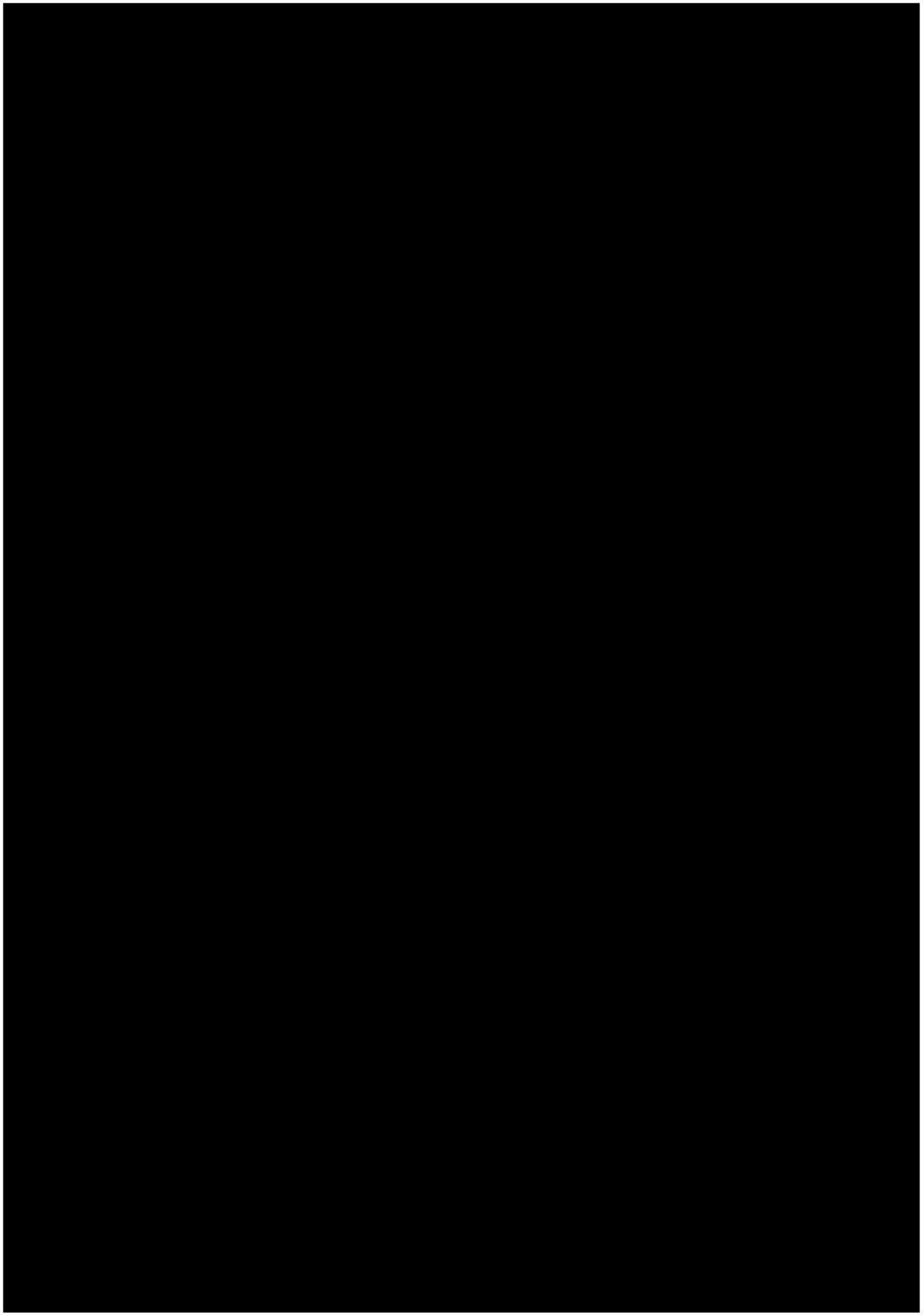












E.12 PAYMENT MILESTONES

1. The State described the preferred payment milestone schedule in Section 2.21 of the RFP. Please describe your organization's suggested milestone schedule and why you feel it is a better approach. 5

   Note: Section 2.21 states that the State **shall not** pay more than 50% prior to Go-Live.

Note: Company has reviewed the suggested Milestone Payment schedule in RFP document under section 2.21 (Payment Milestones). Although Company is comfortable with suggested payment milestones schedule, however based on our experience we have submitted an alternative optimum Payment Milestone Schedule. We believe that it minimizes State of AR risks and maximizes the benefits to both the organizations. Company is committed to get certification by DFA after acceptance of each milestone/deliverable for achievement of a milestone.

EXCEPTIONS FORM

Prospective Contractor **shall** document all exceptions related to requirements in the RFP Solicitation and terms in the "Standard Services Contract" and "Solicitation Terms and Conditions" located on the OSP website. See Section 1.8 and 1.9 of the RFP Solicitation.

ITEM #	REFERENCE (SECTION, PAGE, PARAGRAPH)	DESCRIPTION	PROPOSED LANGUAGE
1.	N/A	N/A	N/A
2.			
3.			