



Minnesota State Retirement System

RFP70 – Consulting Support Services for Microsoft Dynamics GP - Questions & Answers

#	QUESTION	ANSWER
1	Can we convert the pdf to doc and start filling up along with additional documents to attach for submission Or do we have to write a proposal with requested information as a separate document.	Responder may convert the pdf to doc to complete the information and provide a separate document.
2	Has a budget been determined for this project?	Yes, up to \$5,000 per year.
3	What are the issues or concerns with the current provider?	MSRS has no issues or concerns with the current provider. Their five year contract time maximum is set to expire February 14, 2021; therefore, MSRS is requesting proposals for a new contract.
4	How many support cases were submitted last year?	Six
5	Users: a) How many users on this website/application? Internal Users: External Users: b) What brings users to this application or website? c) How do you plan to reach new audiences in the future and how is that different from today? d) Are the users Limited or Full Users? e) How many are full users and how many limited users?	a) Internal Users: 14 External Users: 2 b) Perform financial work c) No changes in the future d) Full e) All full
6	How would you describe the vision you want for this new experience?	Technical Support for Dynamics GP application and interface technologies.

7	<p>a) Who are the primary stakeholders and subject matter experts (SMEs) available for this engagement?</p> <p>b) Will they be accessible for scheduled meetings?</p>	<p>a) MSRS Finance and IT Operations.</p> <p>b) Yes</p>
8	What is your preferred Business Model (Onsite, remote, onsite-remote)?	Remote
9	Does your organization use 3rd party tools with your ERP? If yes, please specify.	Yes, EOne SmartConnect, EConnect, Smartlist Builder and Extender
10	<p>Hardware:</p> <p>a) On-premise or Cloud based?</p> <p>b) Is a move to the cloud being considered?</p>	<p>a) On-premise</p> <p>b) No</p>
11	What is the Existing Environment?	Dynamics GP is version 2018 running on Windows Server 2016
12	<p>a) What is the Existing Documentation?</p> <p>b) Is there a governance plan in place?</p> <p>c) Custom Applications?</p> <p>d) Custom Forms, Sites, Pages?</p> <p>e) Custom List of features?</p> <p>f) Workflows?</p> <p>g) Integrations?</p> <p>h) Third Party Tools used?</p> <p>i) Branding and Customizations?</p> <p>j) Timer Jobs?</p> <p>k) Ticket Count by month/year?</p> <p>l) Ticket Count by Application?</p> <p>m) Ticket Count by User?</p>	<p>a) MSRS does not understand the question.</p> <p>b) Yes</p> <p>c) Yes, See answer 9 above.</p> <p>d) No</p> <p>e) No</p> <p>f) Yes</p> <p>g) Yes</p> <p>h) Yes, See answer 9 above.</p> <p>i) No</p> <p>j) Yes, batch jobs run on a schedule</p> <p>k) MSRS does not understand the question</p> <p>l) MSRS does not understand the question</p> <p>m) MSRS does not understand the question</p>
13	What is the estimate of your current storage?	Not applicable. Our storage is dynamic.
14	What is your current integrations with existing systems or tools or legacy content sources?	MSRS ERP application interfaces into Dynamics GP providing GL transactions. Dynamics GP interfaces with State of Minnesota ERP system for POs, Vendor Payments and Cash Receipts. State of Minnesota ERP system interfaces back to Dynamics GP with required information.
15	Can you specify any workflow tools used?	GP workflow
16	What tools and processes are currently in place to monitor and track assignment of helpdesk tickets?	MSRS has a process in place to monitor internal helpdesk tickets.

17	How would you define success for this engagement (What are your KPIs)?	MSRS defines success for this contract as receiving requested support within two hours of request, as stated on page 5 of the RFP.
18	<ul style="list-style-type: none"> a) What is the current version of Microsoft Dynamics GP are you using? b) If not using the latest version, any plan to carry out an upgrade? c) Do you anticipate updating to Microsoft Dynamics 365 in the future? <ul style="list-style-type: none"> • If so, is that anticipated to be part of this contract? d) What is the extent of support on Integration errors (just on the GP side?) 	<ul style="list-style-type: none"> a) 18.2.1036 b) Not Applicable c) Not at this time. d) Situationally dependent on the error.
19	What modules are currently in use?	Financial, Fixed Assets, Purchasing, Sales, Smartlist, Mgmt Reporter
20	<p>What is the current usage in transaction numbers per month for the following?</p> <ul style="list-style-type: none"> a) How many requisitions? b) How many purchase orders? c) How many purchase invoices? d) How many Payables invoices? e) How many checks are cut in a month? f) How many Sales Orders/Sales invoices? g) How many Fixed Assets Purchases? h) How many vendors currently exist and how many are added on average monthly? i) How many customers currently exist and how many are added on average monthly? j) How many Fixed Assets currently exist and how many are added on average monthly? 	<ul style="list-style-type: none"> a) none b) 30 c) 104 d) none e) 71 f) 8 receivables invoices g) rarely h) 232, 2 i) 463, 4 j) 25, added only occasionally
21	<p>How many Instances of GP Servers & Database Servers?</p> <ul style="list-style-type: none"> a) Production b) Development c) Testing d) Staging e) QA f) High Availability (HA) g) Disaster Recovery (DR) 	<ul style="list-style-type: none"> a) Two b) One c) One d) Not Applicable e) One f) Not Applicable g) One

22	Will you allow the use of off-shore resources for this project?	Data Security - Foreign Outsourcing of Work is Prohibited. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all levels. See RFP Addendum 1, Revision 4
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