

INVITATION FOR BIDS #0003
INFOR CAREFOR MANAGED SERVICES
OFFICE OF THE STATE COMPTROLLER
RESPONSES TO QUESTIONS

The official responses to questions submitted pursuant to the above-captioned procurement are listed below. Responses are in **bold blue type**.

Question #1: [Company Name] is an Alliance Partner of Infor, with a fully certified team capable of handling CloudSuite implementations, optimizations, and ERP Managed Support. Our service portfolio is quite similar to what Infor offers through its CareFor program. Essentially, Carefor is simply the branded name Infor uses for its Managed Support offering, and our services align closely with that approach. However, the minimum qualifications appears to be a service only provided by Infor, which I believe would make this a sole-source procurement. Can [Company Name] respond to this bid?

Response: This IFB is open only to the developer of the software and the developer's authorized resellers. If an authorized reseller submits the lowest responsive bid to this IFB, the authorized reseller will collaborate with the developer to provide the CareFor Managed Services. If your firm is authorized by the developer to sell the CareFor Managed Services described in Section 2.0 of the IFB, your firm may submit a bid to this IFB.

Question #2: Can OSC confirm if a certified Infor Alliance Partner status satisfies the authorized reseller of CareFor Services' requirement in Section 2.0?

Response: Any Bidder that is authorized to resell CareFor Managed Services may participate. See response to Question #1.

Question #3: Regarding Section 2.2, if consumable hours are "pulled forward," does this require a formal Change Order or just email mutual agreement?

Response: A formal change order is not required.

Question #4: Section 2.2 states SDM/SOM time is not charged to consumable hours; are there any caps on the number of governance meetings per month?

Response: OSC would prefer not to cap the number of meetings, however, the expectation would be a minimum of two per month.

Question #5: Section 2.8.3, for "Solution Enhancement" requests, is the "24 Business Hours" target for the final estimate or just the initial acknowledgement?

Response: Initial acknowledgement and planned conversation (i.e., scheduling time to review the request).

Question #6: Will OSC provide the specific “Customer Profile Document” template, or should the Bidder propose their own format during transition?

Response: The Bidder may propose their own format, subject to OSC review and approval.

Question #7: Regarding Section 2.2 (Services Delivery), are there specific VPN hardware requirements for the site-to-site tunnel?

Response: OSC’s instance of the Infor solution is not hosted in OSC’s data center.

Question #8: Can OSC provide a list of the specific “Extensions” (reports, interfaces, etc.) currently in production to help calibrate the 240-hour allotment?

Response: Documentation of extensions will be provided to the selected Bidder. OSC has 1,357 extensions in production and runs five interfaces. OSC also has a number of intelligent process automation flows not counted in the total extension number.

Question #9: Is there a preference for the frequency of the “Application Failure Report” mentioned in Section 2.6?

Response: No.

Question #10: For regression testing (Section 2.5), does OSC utilize any automated testing tools (e.g., Infor Testing Tool) that the Bidder must use?

Response: No.

Question #11: Is the \$XXXXX “Total Compensation” in Attachment C inclusive of the 8 optional blocks of 40 hours?

Response: The total compensation amount includes the total of the eight optional blocks of 40 hours. However, this is an estimate, and OSC does not guarantee any volume of optional hour block usage.

Question #12: Will OSC consider a “No” response to any non-material standard clause in Appendix A as an automatic disqualification?

Response: Appendix A (Standard Clauses for New York State Contracts) is a summary of statutes and is required by the New York State Attorney General’s office to be included in all New York State agency contracts without revision.

Question #13: What are the onsite expectations for these services?

Response: None.