

## RSSB2101ITT – ERP and CRM for RSSB

### Questions and answers

#### A Questions and answers discussed at the Supplier Clarification of Scope Session 25 July 2016

Item	Question from supplier	Answer from RSSB
1	Will RSSB sign separate contracts with the supplier of software and the implementation partner?	Yes, we may consider signing a separate contract for licensing only. The main contractor will be responsible for delivery of the project.
2	Would RSSB accept a non-Microsoft solution provided it offers integration to the Microsoft productivity stack?	Yes, but please note RSSB requires not just integration but a high level of interoperability with the Microsoft productivity stack. The evaluation criteria indicates how the tenders will be scored.
3	What are the underlying assumptions for the budget of the project as given in page 14 of the invitation to tender document?	RSSB has undertaken a high level functional requirements and estimated the costs to the size and scale of the project. RSSB has a fixed budget to invest in an ERP/CRM solution.
4	How essential is Grants management to your business as the requirements for the same (RFP00127, RFP00261, RFP00279) are should haves and not must haves?	It is as defined in the MoSCoW. The solution should be able to provide sufficient fields available to code expenditure against grant/s. The current solution does not have sufficient fields available for grants.

5	Can we supply just finance system?	No, the tender is not divided into lots.
6	What does RSSB mean by ERP?	ERP to RSSB means component parts that cover finance and accounting, purchasing, human resources, project management, CRM etc. which are detailed in the tender documentation.
7	Is it a problem if the HR system is different from the Finance system?	Currently, we use HR Pro for HR activity and ADP for payroll activity which are not fully integrated. Yes, we would be open to a solution that can link into a similar HR system or provide it as part of the ERP solution that is proposed. Ideally, we are seeking an integrated ERP solution hence, it should be modular or a plug-in.
8	You mentioned that RSSB has gone through a lot of thought, diligence and went through a considerable exercise to get to this point. Did RSSB work with a consultancy to prepare the requirements?	RSSB is fully responsible for the development of the requirements. RSSB staff have been fully involved in the preparation of the requirements, carried out several reviews and delivered a lot of the requirements as part of the final document. An external support helped pull component parts together. Quite a lot of work was done by RSSB building on our initial set of requirements.
10	Is it possible to ask further clarification questions?	Yes, you can send clarification questions until 8 August 2016 by email to <a href="mailto:RSSB2101@rssb.co.uk">RSSB2101@rssb.co.uk</a> as detailed in the tender documentation.
11	Just to confirm: - the contract will commence 1 October 2016? - due to go live end of March 2016 (end of financial year)?	Yes, that is correct

12	Are you expecting to do your financial year end reporting out of the new system or the old system, and start the new financial year in the new system?	We would like to start the new financial year in the new system. We will run the old system in parallel with the new system for a period of time. We will work with the supplier to understand how much of the data needs to be migrated over from the existing system over to the new system.
13	The other question I was going to ask is around data migration. Obviously, all the standing data etc. to be able to transact and the balances will come at a later time if need be. Are you in particular rush to be decommission the existing system?	The only impact we have is the additional licensing costs to RSSB to run the old system in parallel. We have provisioned costs for the existing system for up to 3 months (until mid June 2017).
14	Our assumption would be that RSSB would be responsible for extracting the data out, cleansing etc.; and the supplier's job would be importing the data into the new system; and then, RSSB will reconcile it.	We would be looking for support from the supplier to get the data out of the system. It would be good if the supplier could assist or advise us on the process. We don't have a large technology team at RSSB to do that for you.

## B Questions and answers submitted before 3 August 2016

Item	Question from supplier	Answer from RSSB
1	How can I register my interest for the same and where to get the RFP documents?	The ITT documents can be viewed at this link: <a href="https://www.contractsfinder.service.gov.uk/Notice/6d7b641d-6be8-49e7-9f94-9904429cc49d">https://www.contractsfinder.service.gov.uk/Notice/6d7b641d-6be8-49e7-9f94-9904429cc49d</a> . Please be advised that all instructions concerning what potential tenderers need to do are contained with the tender documents that are available through this link.

		Please note that the closing date for submitting tenders in response to the ITT is 1000 hours (AM) on 17 August 2016 by email to <a href="mailto:RSSB2101@rssb.co.uk">RSSB2101@rssb.co.uk</a> .
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## C Questions and answers submitted before 10 August 2016

Item	Question from supplier	Answer from RSSB
1	Will you be interested if we bid only for the CRM Services part of the solution?	Please see Items 5 and 1 in Section A of this Q&A document above.
2	We are Microsoft certified Gold partners – will you be okay with MS Dynamics being the focal point of our solution or are you looking at other alternatives?	We are interested in any solution that will meet our requirements. Please note that RSSB requires a high level of interoperability with the Microsoft productivity stack referred to in the tender documents. The evaluation criteria indicates how the tenders will be scored. Please note that this response is similar to Item 2 in Section A of this Q&A document above.

## D Correction to Procurement timetable on 11 August 2016

Please be advised that the correct dates for Supplier Presentation are Friday 19 August 2016 or Monday 22 August 2016 from 0800 – 1800. The ITT document (RSSB2101ITT ERP\_CRM v3.pdf) has been updated and published on Contracts Finder.

## E Questions and answers submitted before 15 August 2016

Item	Question from supplier	Answer from RSSB
1	I can't find (within the documents issued on Contract Finder) any request for company information (ie. name & address; company registration number; VAT number etc)	Apologies for the omission. An addendum has been added to Appendix E - RSSB2101 ERP CRM Tender Response Document to include company information and grounds for exclusion. Please complete the addendum.
2	Should we have contacted you earlier to register our company details or is there a requirement to log this sort of information via Contracts Finder?	No, you do not need to contact us to register your company details.
3	I also just wanted to confirm that the deadline is Wednesday 17th August 10:00hrs.	Yes, that is correct.
4	Can you please let me know how many users there are in total who will need access to these systems?	This information is available in the tender document "Appendix F – RSSB2101 Pricing Schedule Response". See spreadsheet entitled 'Minimum Licence requirement'
5	Are we able to reallocate the phase or each budget as long as the overall budget remains the same or will this rule the tender out?	Your proposal will not be compliant if the costs exceed the budgeted amount for each element for each of the Phases.