



ADDENDUM NO. 1 TO ALL OFFERORS:

Reference: Request for Proposal: **RFP# 3567MG**

Commodity: **Microsoft Dynamics Support and Development**

Dated: **November 12, 2019**

All Offerors are required to acknowledge all RFP addenda in their proposals.

1st Round of Questions and Answers

1. Q: Can you provide any examples of how **Section VI – E – 2** would be applicable to these services?

A: If the awarded vendor came to possess any facilities, equipment, or data that the Lottery owns, they would be required to turn it over back to the Lottery once the contract ends.

2. Q: In a Time and Materials Contract, we are puzzled as to how **Section VI – H** would be applicable – can you provide specific examples within the context of these services?

A: The Lottery expects the awarded vendor to provide correct and working solutions to issues that we present. It is understood however, that not all problems are equal and some solutions may require testing and corrections to get to a finalized resolution.

3. Q: Does Section **VI – V** apply to a contract in which no equipment is provided?

A: This clause would only apply to any equipment that is proposed to be used. It is not expected that the vendor would supply equipment that would need to be tested.

4. Q: In reference to **Section VI – X**: for most of the government and quasi-government entities that Ellipse Solutions does business with, the

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software is purchased directly from Microsoft as part of a 'Microsoft Enterprise Agreement'. As such, Ellipse Solutions only sells adjunct and applicable services. In which case, how would this clause apply? If there is not a 'Microsoft Enterprise Agreement' in place – Ellipse Solutions is a Microsoft Certified Direct (Tier 1) CSP and is capable of selling licenses. Can you clarify this for us?

A: The Lottery already owns all the Microsoft Dynamics Licenses and has a Enterprise Agreement in place.

5. Q: In **Section 6 – Sections T and U** seem to be duplicated by **Sections Y and Z**. Was this just an oversight?

A: Yes

6. Q: Does **Section VI – AA** apply to any “support tickets” filed with Ellipse Solutions by The Virginia Lottery? If not, can you elucidate the applicability of this section within the context of these services?

A: Yes.

7. Q: Can the winner of this contract require The Virginia Lottery to establish said winner as the 'Partner of Record' with Microsoft?

A: No. The Lottery will make this decision if it is their best interest to do so.

8. Q: Is this RFP for only implementing the Customer Relationship Management (CRM) system on Dynamics 365? Or to support and implement support Microsoft Dynamics AX 2012 R3 CU 13 and Dynamics 365 Finance and Operations and CRM?

A: The Lottery has already implemented and is using Microsoft Dynamics AX 2012 R3 CU 13. This RFP is provide both support and development resources to assist the Lottery with any issues or problem that arise while

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using Microsoft Dynamics AX 2012 R3 CU 13 or Dynamics 365 (once implemented). Additionally, the Lottery plans on migrating to Dynamics 365 internally but may require additional technical resources for assistance and support.

9. Q: As we understand (refer Section II, III B), Lottery plans to upgrade from Dynamics AX 2012 R3 CU13 to Dynamics 365. Modules include Accounts Payable, General Ledger, Cash and Bank Management, Procurement and Sourcing. Do we have to need to provide services for the upgrade initiative as well or only application support.

A: The Lottery may require both.

10. Q: As per the understanding from Section II, III B, Lottery is looking from offerer to provide Application support. Does the scope of work for application support include Level 1 (L1) production support as well? Or it will only required L2, L3 support.

A: It is expected that all levels of support will be required.

11. Q: We understand that this RFP is for services for 1 year and then extend to additional 3 years. However the pricing template indicates 100 hours for each of the Labor Category in addition to rate/hr. Need clarification on the minimum duration for a team member once deployed.

A: There is no minimum duration. If Lottery requires assistance or support then the Lottery will use the awarded vendor for support. The hours provided in the RFP are only an estimate and actual hours used may be more or less.

12. Q: It would help if we know more about the current MS Dynamics implementation. Like how many legal Entities are currently in the system and please mention ticket volume module wise.

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A: There is one legal entity. Potential ticket volume is unknown at this time.

13. Q: What are the masters (item, vendor etc.) that are maintained in each modules? What information are captured in each of the masters?

A: Vendors and retailers are maintained in Accounts Payable.

14. Q: What are the reports used? Provide List of reports (customized and standard). Customised reports need rewriting?

A: See the list below:

- Ledger transactions list
- Transaction origin
- Dimension Statement
- Ledger Transaction List
- VL Governor Letter
- VL Expanded Comparison
- VL Statement of Net Position rolling 3 months
- Virginia Lottery- Statement of Net Position
- Virginia Lottery-Statement of Revenues, Expenses, and Change in Net Position
- VL Proforma (sales, expenses, profit for current and recent prior FY)
- VL Proforma Rolling 4 month income statement
- VL Budget to Actual Monthly Reports
- AX upload Assist
- VL Budget to Actual Agency Wide
- VL Budget development by Dept
- VL Net Profit Summary by Month (Forecast vs Actuals)
- Gross and Net Profit by Account
- VL Expanded IS
- VL Comparison Budget to Actuals

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- VL Detail Transactions by Account (filter on Department)
- VL Data Analysis (account)
- Balance Sheet and Income Statement Sided by Side – Default
- Virginia Lottery Cash Flow Statement
- New Report Definition
- Tax 1099 Summary
- Tax 1099 Detail
- Tax 1099 Duplicate Taxpater Identification
- Vendor Invoice Transactions
- Invoice Specification
- Vendor Account Statement, Transactions, and History
- Detailed Trial Balance
- Summary Trial Balance
- Fixed Asset Listing
- Fixed Asset Additions
- Fixed Asset Acquisitions
- Fixed Asset Disposals
- Fixed Asset Transactions
- Fixed Asset Balance
- Fixed Asset Physical Inventory.

15. Q: Is there any external integration? If any - No. of interfaces and destination applications details and inbound details. Please provide the details.

A: The external integration is with the Commonwealth of Virginia's financial system. It works both outbound (A/P vouchers) and inbound (checks).

16. Q: Is there any challenges/complexity in the current that need special treatment / Attention?

A: Unknown at this time.

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17. Q: Wipro assumes that we will assist the Lottery with technical questions and development work on the modules: Accounts Payable, Accounts Receivable, General Ledger, Cash and Bank, Fixed Assest, Procurement and Sourcing?

A: Yes

18. Q: Please highlight any critical periodic activities(if Any) that need to be considered for direct or indirect support.

A:The Lottery will need specific support for specific issues. It is doubtful there will be periodic requirements.

19. Q: Please provide details of customization in each of the modules: Accounts Payable, Accounts Receivable, General Ledger, Cash and Bank, Fixed Assest, Procurement and Sourcing. Please specify the level of customization - Simple / Medium / Heavy.

A: The Lottery has implemented several customizations in each module with Account Payable, General Ledger, and Procurement and Sourcing being the main modules. More information can be provided to the awarded vendor.

20. Q: Licensing has changed so security profiles probably need revisiting?

A: At this time, the Lottery does not intend to revisit security profiles.

21. Q: Please share details of ISV(Independent Software Vendor) solutions implemented. If any do you have support with ISV Vendor for issues related to this ISV.

A: No ISVs are being used.

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22. Q: What customizations, including custom applications, do you have in your current instance of Dynamics?

A: See Question 19.

23. Q: Any Complex customizations identified?

A: The customizations themselves are not complex, but some of the technical custom development work is.

24. Q: How many, and what kinds of integrations, currently exist between Dynamics and other systems or 3rd party applications?

A: See Question 15.

25. Q: How often, or what percentage of the time, do you expect to have resources onsite? Any particular role(s)?

A: Unknown at this time. It will depend on the nature of the issues encountered and support needed.

26. Q: When does the Lottery plan to fully upgrade all modules to Dynamics 365?

A: 2020/2021

27. Q: Does the Lottery plan to upgrade only Code or Data as well to Dynamics 365?

A: Both code and data.

28. Q: How far along is the Lottery in implementing CRM on Dynamics 365? What remains to be done?

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A: The Lottery is currently implementing CRM. As for Dynamics 365, the Lottery is still in the research phase, no work has been completed yet.

29. Q: Does the Lottery require assistance in completing the implementation of CRM on Dynamics 365?

A: Potentially.

30. Q: How many Dynamics users does the Lottery have?

A: 200

31. Q: Are there any 3rd party applications (ISV's)in the current instance ?

A: See Question 21.

32. Q: Is the Lottery active on the Microsoft Enhancement Plan?

A: Yes

33. Q: Are there any new modules needed to be introduced in future?

A: Not at this time.

34. Q: Does the Lottery have any significant open issues listed ?

A: Not at this time.

35. Q: Any Complex customizations identified?

A: See Question 23.

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36. Q: What is the incident management system currently being used(i.e. Remedy,ServiceNow, etc)

A: There is nothing currently in place.

37. Q: Is there flexibility in the contractual types accepted – Fixed/Flat monthly Fee vs Hourly(Time & Materials), etc.?

A: Please submit a hourly rate for the positions listed. If you wish you propose an alternate method you may do so in addition to what is listed in the RFP.

38. Q: Will the Lottery provide the required hardware and Software(Development tools etc.) for the project ?

A: This will depend on the nature of the support provided. If the Lottery has an issue on its system, tools and access will be provided. Any developmental work would be completed on the Contractor's own system.

39. Q: How many number of Legal Entities are currently configured ?

A: See Question 12.

40. Q: As shared in the RFP, CRM is being implemented. Do they require Integration with CRM ? If so Which Module of CRM?

A: No

41. Q: Any End User Training Required ?

A: Potentially.

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42. Q: Any adhoc On-hands support required for end users during hands-on phase ?

A: Potentially.

43. Q: Any Change Management process in place ? Like Any iteration plan to deploy changes to Production

A: Yes.

44. Q: Any previous documentation available for functional understanding ?

A: No.

45. Q: Any Integrations landscape available ?

A: No.

46. Q: Details of Database – SQL/Azure Cloud storage/ any other

A: SQL and Azure Cloud storage.

47. Q: Does VA lottery have Current Environment tech architecture documents for Dynamics they can share?

A: Yes. These documents can be made available to the awarded vendor.

48. Q: Has VA Lottery done a cloud readiness assessment

A: Yes

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49. Q: Has VA Lottery decided on the cloud infrastructure model - multi-tenanted, hybrid/VPC, on premise?

A: Azure tenant but hybrid on the migration phase

50. Q: Has VA lottery conducted/done volumetrics exercise on data for migration and derived effort estimates

A: Yes

51. Q: Are there any customizations in your current environment that need to be migrated?

A: Yes

52. Q: Does VA Lottery have a SOW & any estimates?

A: No.

53. Q: Does VA Lottery ntend to use additional new functions that are not available in Dynamics but available in Dynamics365?

A: Potentially, but not currently at this time.

54. Q: Does VA Lottery have any applications on the cloud

A: Yes

55. Q: Has VA Lottery foreseen end-user training required in the new environment

A: Potentially.

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56. Q: Does VA Lottery have a change management plan in place?

A: Yes

57. Q: What is the current landscape (Development system, UAT, Production)

A: The Lottery uses three environments: Development, QA, and Production.

58. Q: What is the number of customizations in current system and size of transactional data in the system

A: See Question 19.

59. Q: What are the total number of Legal entities that are currently available

A: See Question 12.

60. Q: Is there any roadmap to build new enhanced features into D365 ERP ? If the enhancement road map is major change, have the possibilities of implementing a new system taken into consideration ?

A: Yes

61. Q: Is the User licensing planning completed ? How many end users currently & how many users are planned for next phase

A: See Question 30. The number of users is not expected to change.

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