

REQUEST FOR PROPOSAL

PROJECT NO. RFP 19-20

System Applications and Products in Data Processing (SAP) Hands-on Lab

QUESTIONS AND ANSWERS No. 001

Date: Feb 08, 2019

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1. Is the provider responsible for preparing the training data in the SAP system?

Response: Yes, data tables from IDES SAP

Q2. Can we reset the data back to original after every course is completed?

Response: Yes, this would be required to start a new class

Q3. Is the expectation that the support resources will be on-site during the class times? (The RFP includes a request for travel and living expenses to be included in the cost estimate.)

Response: No, just need to provide an adequate support to ensure the labs are running properly.

Q4. Does the support need to be 24/7 while the class is in session, or only during regular business hours and class meeting times?

Response: No, need for labs to be working properly during class times and other non-class times (as will be designated)

Q5. What are the system maintenance expectations in terms of patches, service packs, etc.? (To be scheduled between classes or as prescribed by SAP?)

Response: **Need functional labs, patches, service packs, etc.. to be determined by vendor to keep their systems running**

Q6. Please list the sub-modules within each of the SAP areas below that are in scope and the provider must provide functional data sets for students.

- 1- SAP FICO
- 2- SAP Logistics with Materials Management
- 3- SAP Human Capital Management
- 4- SAP Sales & Distribution
- 5- SAP Security
- 6- SAP End User Applications? Please define SAP End User Applications.

Response: **The SAP End-user module**

Q7. Is the internship program to be based on hours or number of interns? Must the provider have a resource available onsite for the internship program?

Response: **Proposers are encouraged to describe how they envision using HCC students as part of their delivered service to support the application of relevant educational programs as aligned with real world work experience. Please refer to Tab 8 – Business Relationship Strength, Student Internship page 10 & 11 of 46**

Q8. How far in advance are courses typically canceled or postponed? (This will impact travel arrangements referenced above...)

Response: **Travel by lab provider to our site is not necessary. We require the labs be functional at the provider's site**

Q9. How long in advance will the provider receive notice and requirements for the functional data set needed to allow students to work online?

Response: **Approximately 5 days**

Q10. Is the provider responsible for any course content including exercises for students?

Response: **No**

Q11. Has a budget been established for this project? If so, has it been funded? What is the amount?

Response: Yes budget has been established and funded in an amount to cover our classes for 12 months

Q12. Have the course curriculums been created for the Lab? If so, can the provider get copies of the course curriculums?

Response: No don't do this as it's not required

Q13. Is HCC willing to extend the deadline for submission of the response to this RFP? If so, what date?

Response: No.

Q14. What are the required hours for technical support for the system?

Response: Scheduled other than class times, established by the lab provider to maintain their systems

Q15. Is the provider responsible for providing the individual workstations in the lab and corresponding software? If so, how many?

Response: Workstations will be in the classroom at HCC with SAP client installed by HCC Techs

Q16. Whether companies from Outside USA can apply for this? (like,from India or Canada)

Response: HCC seeks proposals from vendors that will meet the needs of the RFP scope.

Q17. Whether we need to come over there for meetings?

Response: No

Q18. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

Response: HCC seeks proposals from vendors that will meet the needs of the RFP scope.

Q19. Can we submit the proposals via email?

Response: No, please refer to RFP documents, Section 4 – Instructions to Proposers, point D. Page 8 of 46.

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