

REQUEST FOR PROPOSALS "RFP" PS20191195

PROVISION OF IMPLEMENTATION SERVICES FOR SAP SUCCESSFACTORS LEARNING, AND
APPLICATION MANAGEMENT SUPPORT

QUESTIONS & ANSWERS NO. 1

ISSUED ON FEBRUARY 20, 2020

Q1	What other SuccessFactors Modules does the City currently have implemented?
A1	Recruiting Management and Recruiting Marketing.
Q2	Will the system need to be set up only in English?
A2	Yes.
Q3	On Page B-3 of the RFP, regarding 'Training Video scripts' deliverable for the vendor to provide Scripts for end user starter Show Me video: How many different Show Me videos is the City planning to have?
A3	One Show Me Video for regular users.
Q4	On Page B-6 of the RFP, 4h): 'Separate notification templates for different business domains, items...': Can the City elaborate on what the City is trying to accomplish with the 16 different domains and 80 domain restrictions?
A4	The City needs to be able to permission admins in training teams within the business, so they are only able to view and administer their own content and/or learners' communities.
Q5	On Page B-7 of the RFP, 4 gg): 'Enable exporting training records to external systems...': Which systems will training records need to be exported to?
A5	VanORCA, Better Impact, and Business Objects Enterprise Data Warehouse for Learning History.
Q6	On Page B-7 of the RFP, 4 nn): 'Configure Recruiting module business rules where a requisition can't be applied for unless a specific course has been completed': a. Is the City's current Recruiting Module "SuccessFactors Recruiting"? b. Is this rule intended to apply to internal candidates (current employees), or to external candidates?
A6	a. Yes b. Internal candidates
Q7	For AMS, what is the scope of work, estimated volume of work, and expected SLA terms?
A7	The scope is expected to be ad-hoc help with enhancements requiring provisioning access, and potentially issue resolution where SAP has not been

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	able to resolve or where a cost from SAP would be incurred. Estimated volume of work is estimated at 100 hours/year. Proponents can propose SLA terms.
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