

ADDENDUM NUMBER ONE

THE UNIVERSITY OF NEW MEXICO HOSPITALS

Purchasing Department
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Albuquerque, New Mexico 87106

Date: February 17, 2016

Proposal Number: P340-16

Name of Procurement Specialist: Jennifer Sanchez

Due Date: February 22, 2016 @ 2:00 pm MST

Notice to all respondents:

Amend the Proposal: P340-16 Infor Lawson Upgrade/Migration Services

This addendum becomes part of the Proposal Documents and modifies, as noted below, the original Bidding Documents.

WRITTEN RESPONES – QUESTIONS AND ANSWERS

QUESTION 1: What platform is UNMHS running Infor on today?

UNMH RESPONSE: Windows 2008 r2

QUESTION 2: What is UNMHS current database & version?

UNMH RESPONSE: Oracle 11.2.0.4

QUESTION 3: What is the size of the UNMHS Infor database?

UNMH RESPONSE: 325Gb

QUESTION 4: What Infor environment version is UNMHS on?

UNMH RESPONSE: MSP 9.0.1.10

QUESTION 5: What Infor application version is UNMHS on?

UNMH RESPONSE: ESP 9.0.1.13

QUESTION 6: How many environments will UNMHS be implementing in the Cloud?

UNMH RESPONSE: Three (PROD, TEST, DEV)

QUESTION 7: Has UNMHS implemented Role Based Security?

UNMH RESPONSE: UNMH is currently using Lawson Security, but we are not federated.

QUESTION 8: Does UNMHS have any ProcessFlows? How many?

UNMH RESPONSE: Yes, 13.

QUESTION 9: Has UNMHS already converted ProcessFlows to IPA? What version of IPA?

UNMH RESPONSE: We have one Lawson Process Flow that has not been converted for RQC module. IPA version 10.0.4.11.23

QUESTION 10: Does UNMHS use LBI?

UNMH RESPONSE: Yes

QUESTION 11: Has UNMHS already upgraded LBI?

UNMH RESPONSE: No

QUESTION 12: How many reports/dashboards does UNMHS have in LBI?

UNMH RESPONSE: 95/4

QUESTION 13: Does UNMHS use MSCM?

UNMH RESPONSE: Yes

QUESTION 14: Has UNMHS already upgraded MSCM?

UNMH RESPONSE: No

QUESTION 15: Will UNMHS need functional assistance for upgrade testing?

UNMH RESPONSE: Yes

QUESTION 16: Will UNMHS need functional differences training?

UNMH RESPONSE: Yes

RFP Section 2: Scope of Procurement

QUESTION 17: What does this statement mean? Services should include a technical assessment to determine the configuration and extension of the Infor Software and complementary products that will need to be moved and configured in the Infor cloud.

- i. Perform a remote technical assessment to determine the appropriate configuration, and extension of the Infor Software and complementary products to meet UNMH's objectives. The technical assessment includes:
 1. An inventory of software and extensions to be installed and modified and configured during the implementation. These include, but are not limited to Infor Modules, Infor Extensions, and Third Party Products; these statements are too broad to scope. What software and extensions is UNMHS referring to? Infor should have a standard list of installations for the Cloud that include all of UNMHS software and the 3rd party software needed to make the Infor software work. I am unclear what UNMHS would need HyBridge to do here.

UNMH RESPONSE:

UNMHS has not received a standard list of installations for the Cloud from Infor. UNMHS would need bidder to ensure MHC Software applications, Perceptive Software applications, and Lawson Workforce Management Applications function when the remaining modules of Infor Suites are moved to the Cloud.

2. An inventory of Process Customizations and extensions required for the implementation. These include, but are not limited to reports, interfaces, custom code objects, user exits, and user interface modifications; This is a critical step to clearly define the scope for the Cloud migration, but also to determine which customizations Infor will

support in the Cloud. HyBridge will need this list before we bid on the upgrade.

UNMH RESPONSE: RQC ProcessFlow would need to be converted to IPA. Remaining ProcessFlows were already converted to IPA. MHC Document Express used for Accounts Payable, Payroll, W2, 1095-C. Lexmark/Perceptive ImageNow used for AP automation (queries provide data to ImageNow, file import to Lawson for MA540 and AP520 processing)

RFP Section 2: Scope of Procurement. LTM v11.

QUESTION 18: What version of LTM is UNMHS currently using?

UNMH RESPONSE: 10.0.2

QUESTION 19: Will this be a technical upgrade from UNMHS' current LTM version to v11?

UNMH RESPONSE: Yes

QUESTION 20: Will UNMHS be implementing any new functionality in v11, such as Benefits or Absence Management? If yes, which functionality will be implemented as part of the upgrade project.

UNMH RESPONSE: Not at this time.

QUESTION 21: Will UNMHS be assessing and optimizing the functional processes in LTM as part of the upgrade?

UNMH RESPONSE: Not as part of the move to Infor Cloud.

QUESTION 22: Can UNMHS provide definition of what the following deliverable means: Install/Configure/Upgrade Customer from their current implementations of remaining Infor Products.

ii. What are the remaining Infor products that need to be installed?

UNMH RESPONSE: Enterprise Search, Min.gle

iii. What are the remaining Infor products that need to be configured?

UNMH RESPONSE: Smart Office, Enterprise Search, Min.gle, Federated Lawson Security.

iv. What are the remaining Infor products that need to be upgraded?

UNMH RESPONSE: UNMHS is assuming that all Infor products listed in 2.3.2 would need to be upgraded.

QUESTION 23: A review of project team and user training required by UNMH, SRMC, and UNMMG. We will need a list of training requirements in order to provide an estimate. If HyBridge needs to assess UNMHS training needs/requirements, this would be a short assessment and would need to be done before we can provide an estimate for training.

UNMH RESPONSE: UNMHS would need training for the multiple departments that are using the current suites. This would be differences training due to upgrade changes.

QUESTION 24: Will provide agreed upon training. What is the training that is required?

UNMH RESPONSE: Once the suites are moved to the cloud and upgraded, the functional departments will need training on the differences between the current version and the version in the cloud.

QUESTION 25: Manage the project and engagement, including change management and quality / delivery assurance. Please explain what responsibilities UNMHS will have and what responsibilities HyBridge will have regarding project management, engagement management, and change management. This will be needed in order to provide an estimate of services.

UNMH RESPONSE: Since UNMHS has not previously done an Upgrade X project, UNMHS would rely on the bidder to know the tasks and sequence of application/suite upgrades in the cloud environment, and be able to provide resource requirements for the project (this would include the resources needed by UNMHS). Bidder would work with UNMHS on the project plan with timelines according to UNMHS resource availability (due to competing projects). UNMHS does not have a dedicated Project Manager for the project, so will rely on the project management provided by the bidder to work with UNMHS management regarding the project.

QUESTION 26: Are all of the products listed in 2.3.2 as included in the Infor Upgrade X project already implemented at UNMHS?

UNMH RESPONSE: Enterprise Search is not implemented at UNMHS. Learning & Development, Talent Acquisition, Workload Management, and Succession Management are not configured at UNMHS.

QUESTION 27: Will there be expectations of any assessments/optimizations/or change to processes/data/or configuration as part of the upgrade project?

UNMH RESPONSE: The intent of the upgrade project is to limit the scope to migrate to the Infor Cloud and upgrade the applications. If the application upgrade requires a process/data or configuration change, then UNMHS will have an expectation for bidder to assist with the required changes.

Acknowledge receipt of this Addendum in the space provided in Exhibit B. Failure to do so may subject Offeror to disqualification.

All other provisions of the Proposal Documents shall remain unchanged. This addendum is hereby made a part of the Proposal Documents to the same extent as those provisions contained in the original documents and all itemized listing thereof.