1. **Question - Is the University supportive of offshore resources for non-key personnel?**
   Answer: It is unlikely that offshore resources can be utilized; however, if a vendor wants to submit information for an offshore option, MSU can then explore the feasibility.

2. **Question - Can the University disclose the budget for the migration project?**
   Answer: We have elected not to share budget information at this time.

3. **Question - Could the University please clarify the project workstreams that would have dedicated MSU personnel and the number of personnel supporting them? How many FTE individuals will the University dedicate to the project?**
   Answer: BASIS has 3 resources, Development team has 12 resources and Functional team has 19. It is anticipated that the majority of time for all of these resources will be dedicated to this project. Sometime from these resources will be needed to support operational work outside of the project but it is anticipated to be less than 25 percent time.

4. **Question - Has MSU created any structure for organizational change management for this project? For example, is there a steering committee or structure to evaluate current practices with a view to changing them?**
   Answer: The plan is to not change business processes with this project. If there are changes required, the appropriate SME and business owner will get involved.

5. **Question - Please describe key findings from any operational assessments you have conducted to understand your technology requirements as well as how new technology may drive improvement in other aspects of your organization (e.g., process, staffing, decision-making). Clarifying: What other aspects of your operations (e.g., processes, staffing, decision-making) do you hope to improve by leveraging new technology?**
   Answer: None have been identified. It is a brownfield (technical) implementation with minimal to no functional change with the focus on migrating the existing functionality from ECC to S4.

6. **Question - Can MSU please describe your current operational environment. To what degree might current processes be considered best practices? Please describe any external operational benchmarking that may have been conducted.**
   Answer: There is no plan to change business processes with this project.

7. **Question - What is MSU’s expectations and plans for engaging stakeholders in the leadership, decision-making, and work of this initiative?**
   Answer: Since it is only a technical project, there will be IT executives and HR executives that will need status updates. Issue escalation will be handled by MSU IT and MSU HR as needed.

8. **Question - Has MSU identified a core team (e.g., sponsors, steering committee, project managers, project leads, subject matter experts, etc.)? If so, what capability will they bring to the project? What gaps in capability may exist?**
   Answer: There are executive sponsors but no steering committee. MSU will provide project management but we expect to get guidance from the implementation partner. MSU will own the overall project management and will expect the implementation partner to participate as a key project member. See response to question #3 for resources. Only gap identified at this point is experience migrating to H4S4.

9. **Question - Can MSU please describe any experience key project leaders and subject matter experts may have with enterprise technology implementation? With process improvement**
and process re-engineering?
Answer: Majority of the HR IT team were part of the SAP launch in 2011 and have experience with annual support packs and biannual enhancement packs. Majority of the team also has many years of experience reviewing business processes and process improvement.

10. Question - Can MSU please describe the organizational experience with past change initiatives, including the type of project, success/struggles, lessons learned?
Answer: HR IT team has 12 years of experience with SAP HCM and team has successfully implemented more than 20 support packs and 3 Enhancement Packs.

**Success**: Ability to deliver all support packs and enhancement packs without consulting services. Very good inter team trust and communication. Capability to deliver custom solutions to meet MSU business requirements.

**Struggles**: MSU is large and decentralized which can create challenges from a communication and change management perspective. Colleges and major administrative units have varied rules and processes so it can be challenging to find technical solutions that are universally embraced.

**Lessons learned**: For past projects we have learned that setting expectations appropriately and early/often communications can help. Identifying and involving the right stakeholders has also been an important lessons learned with our larger projects.

11. Question - Can the University provide the SAP Readiness Findings Summary Report?
Answer: Yes. See attached.

12. Question - Can the University provide the location of where to upload the response? The portal: https://upl.msu.edu/for-suppliers/bid-opportunities/index.html has no place to upload this response that we can find.
Answer: Please email responses to Rachel Maas - rmaas@msu.edu. If you have issues with size limits of files, reach out to Rachel for an alternative option.

13. Question - Regarding Page 13 – Customizations - How many custom reports were built?
Answer: Based on last one year’s SCMON collected data 1,552 Z classes, programs and function modules are used. However, total custom objects created in system are close to 10,750 based on TADIR entries

14. Question - How many standard reports are being used?
Answer: Based on last one year’s SCMON collected data 41,262 standard classes, programs and function modules are used.

15. Question – Regarding page 7 – Introduction - Does Brownfield Implementation to S/4HANA mean that this is a technical upgrade with no changes to any of the current business processes or functionalities?
Answer: Yes that is the plan.

16. Question – Regarding page 15, Section 6 – Migration Requirements - Please provide a detailed list of all third-party applications that need integration.
Answer:
- On-Premise: LDAP, IBM DataStage (ETLs), Enterprise Datawarehouse (Exadata/Oracle), PeopleSoft Campus Solutions, Atomic (UC4), SolarWinds, SAP Cloud Connector, F5 Load balancer, CommVault
- SaaS: PageUp People, Okta
- File based integration: Fidelity, TIAA, Bank of America, State of Michigan, Blue Cross Blue Shield, Aetna, Delta Dental, Humana, PageUp, Skillsoft, Equifax, ADP etc.
- Middleware: MuleSoft

17. Question – Regarding page 14, Section C – Development Support - Are there any custom Developments or code within the existing SAP system, and do you have expectations regarding how they should be handled during the migration?
Answer: Yes, as answered in question 13, we do have custom objects in our system. Expectation is to
receive guidance and consultation in remediating the code, making it HANA compliant and optimized for performance. MSU Development resources will own the remediation, but guidance is expected.

18. Question - Regarding page 15, Section 6 – Migration Requirements - How much legacy data do you want to be migrated? How far back do you want to retain data? Is there any standard retention policy management in place?
Answer: All data should be retained. We have data back to go live in January 2011 and have not done any archiving or purging and none is planned as a part of this project.

19. Question - Please provide a detailed list of versions and compatibility checks for all applications that are a part of the integration.
Answer: Automic Web Interface 12.3.0.hf5-dev-feature-12.3.0-hf.5-93139
LDAP Client Library "OpenLDAP" (Vendor Version 20447); ICM LDAP API Version 1.0
IBM Datastage- 11.7.1.4
EDW- Oracle 18c
MuleSoft Current release: 4.2 Future: 4.4 (HTTPS & JCo)
PageUp connects to SAP through MuleSoft application.
SailPoint connects to SAP through MuleSoft application and through direct JCo (3.0.19) connection.

20. Question - Can you share the existing BPML Business Process Master List for the existing SAP solution?
Answer: We do not have a list of business processes but we use the following functions: Organizational Management, Personnel Administration, Time Management, Payroll, Benefits Administration, SAP Learning Solution, and SAP Finance for integrating with external financial system.

21. Question - How much data do you currently have in your SAP ECC system, and what is the expected growth in data volume?
Answer: SAP ECC Production system current size in Oracle DB is 3.6TB with the monthly growth of nearly 70GB.

22. Question - Have you already acquired the necessary licenses for S/4HANA, or is this part of the scope of the project?
Answer: This is in process right now and expected to be resolved before starting the project.

23. Question – Regarding page 13 – Customizations - What is the extent of customization currently in your SAP landscape? Please list down rough estimates of custom work (database tables with data volumes) for each application module. Please also list down the SAP RICEFW (Reports, Interface, Conversion, Enhancements, Forms, and Workflow) object counts for custom solutions.
Answer: We do have custom objects that will need to be made S4HANA compliant and performance optimized under the consulting partner’s guidance. Below is some estimate on extent of custom work in our system.

Based on last one year’s SCMON collected data 1,552 Z classes, programs and function modules are used. However, total custom objects including SAP RICEFW objects created in system are close to 10,750 based on TADIR entries. Total number of custom tables: 256 and their total size: 10.5GB

24. Question - Can you provide existing functionalities that are in place for Solman system, like Techmon, Charm, Soldoc etc? Will the new Solman have any changes to Application/OS/DB versions?
Answer: Customized Charm & RetroFit, EWA, System Monitoring.
Solution manager 7.2 systems running on ABAP and J2EE stacks supported by NetWeaver 7.40 will only have their databases migrated from Oracle 19c to HANA 2.0.
25. Question – Regarding page 21, Section 18 bullet iii - Is Disaster Recovery testing planned to be performed for every landscape including Non-Prod and Prod? Answer: The HA & DR must be configured and tested for SAP ECC Production and 1 QA systems.

26. Question - Can you share the number of users and the roles that are currently available in the ECC system? Answer: Users:

- Employee Self-Service
  - Active Employees = 49,500
  - Retirees & Surviving Spouses = 9,000
  - Terminated Employees = 147,700
- Manager Self-Service = 5,000
- Unit Administrator = 1,700
- Unit Time Administrator = 2,800
- Unit Time Entry Specialist = 900
- Fund Approver = 1,500
- CHR/CPY = 250

Number of Roles: 5000

27. Question - What is the role concept currently used? Single Role/Master Derived role /composite role? Answer: Single and Master-Derived roles.

28. Question – Regarding Page 13 – Customizations - In the context of avoiding customization and custom-developed code, how does the University envision handling unique business processes that may not align with standard SAP S/4HANA functionality? Answer: It is our expectation that customizations will continue to work with H4S4. If there are situations where that is not possible, the appropriate SMEs and stakeholders will get involved as needed.

29. Question - Can you list an inventory of FIORI Applications (or other side-by-side applications) in the scope of the project (custom or standard)? How many and which Fiori apps are in use today? Answer: We have around 20 custom and standard Fiori HR applications in production that help us serve ESS Users, MSS Users and Org Unit administrators. We also use Fiori applications for HR Process and Forms with some customizations to standard delivered applications for Fiori Forms.

30. Question - What pain points besides loss of SAP support is the University looking to resolve? Answer: None

31. Question - Does MSU currently conduct employee training or is it outsourced? Answer: SAP courses are sometimes utilized for SAP project team members, otherwise training is in-house.

32. Question – Regarding Page 1 - RFP Timeline - Can the University provide a two-week extension to the response due date to allow Vendors time to review answers to inquiries and apply them to our responses? It would benefit the University as there are details that will need to be accounted for in our technical and pricing proposals. The RFP timeline also encompasses two holidays. Answer: MSU has agreed to revise the bid due date to January 10, 2024.


34. Question - Regarding Page 7 – Introduction - Do mentions of S4HCM in the RFP mean the same thing as SAP H4S4? Answer: Yes
35. Question – Regarding Page 15 - Consulting Firm Qualifications - Please identify the company level certification required for S/4HANA migration as we have not been able to identify one.
Answer: Please review the list in the provided link:

36. Question – Regarding Page 14 - Section C - Development Support - Can MSU confirm it has SME/contacts to work with the Consulting firm to integrate third-party systems?
Answer: Yes

Answer: Please review the list in the provided link:

38. Question - Regarding Page 15 - Consulting Firm Qualifications - Please identify the company level certification required for HCM for S/4HANA as we have not been able to identify one.
Answer: Please review the list in the provided link:

39. Question - SAP Product Landscape:

<table>
<thead>
<tr>
<th>SAP Product Name/version</th>
<th>Version (Netweaver version) SP</th>
<th>SAP Kernel Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP ECC 6.0 EHP8(SAP HCM)</td>
<td>Netweaver 7.5</td>
<td>1225</td>
</tr>
<tr>
<td>SAP CUA</td>
<td>Netweaver 7.5</td>
<td>1113</td>
</tr>
<tr>
<td>Solution Manager 7.2 (Abap)</td>
<td>Netweaver 7.4</td>
<td>1113</td>
</tr>
<tr>
<td>Solution Manager 7.2(Java)</td>
<td>Netweaver 7.5</td>
<td>1113</td>
</tr>
<tr>
<td>SAP ADS (Java Instance)</td>
<td>Netweaver 7.5</td>
<td>1225</td>
</tr>
</tbody>
</table>

Answer: Specified in the matrix above.

40. Question – Page 15 - Has the customer ran the SAP Readiness check?
Answer: Yes. See attached.

41. Question - What features of the Solution Manager are you using?
   a. EWA Reports?
   b. SAP System Monitoring?
   c. Change Management (CHARM)?
   d. Incident Management?
   e. Or any other features like Document management or Data Volume Management etc.
Answer:
42. Question – Page 10 - In the RFP we see you have mentioned below:

1 ERP Production system
3 ERP QA systems
3 ERP Development systems
1 ERP Sandbox system

Does this mean you have 3 ECC Quality Systems & 3 SAP ECC Development systems?
Is there a reason to have 3 of each?
Is the HCM solution part of the ERP or does it have its own landscape?

Answer: Yes, We have 3 ECC QA systems and 3 ECC Development systems. To support multiple projects simultaneously. Yes, HCM is part of the ERP landscape.

43. Question – Page 20 - Third-Party Interfaces or Add-on’s:
In the RFP we noticed several Integrated third-party applications like (IBM-DataStage (DS)/ SailPoint / LDAP/ MuleSoft / Filestore (external storage for outbound/inbound data) / Automic (UC4 – Job Scheduling) / SolarWinds (Smart Monitoring) / Puppet/ Commvault (backup/restore)/ MSU Authorization System (D6501) / FS Load Balance (Big-IP)/ Okta SSO / Enterprise Data Warehouse / SAP Cloud Connector) and make sure all the third-party connectivity should work after the S/4 conversion.

a. How are the third-party interfaces connected to the ECC systems? RFC, ADBC, File, HTTPS
b. Is there any Middleware used for any third-party interfaces? Yes. MuleSoft
c. Number of interfaces activated in ECC? Approximately 100
d. Has MSU contacted the third-party vendors to confirm the respective applications will be compatible with S/4HANA 2023 or any updates need to performed post Conversion? No. But their product website list the compatibility. And there might be a change necessary too. Example – MuleSoft will require S4/HANA connector.

Answer: See answers inline after each question.

44. Question - As per the RFP the ADS will be migrated to the Adobe Cloud by SAP on BTP:
**ADS Cloud by SAP is managed by SAP (configuration and connectivity).**

*Does MSU have 2 ADS tenants (non-prod & prod) & Subscriptions in place?*

Answer: This will be run on Cloud Foundry and MSU is still reviewing a plan with SAP to determine the number of tenants, subaccounts, etc.

**45. Question - Backups – What is your retention policy for backups?**
Answer: 57 days standard. Exceptions can be accommodated.

**46. Question - HA/DR –**

- **a.** Is your current SAP Environment configured with High Availability? If yes, please provide details on HA Configuration?
- **b.** Is there a DR Environment? If yes, please provide details on DR replication and RTO/RPO requirements from the business?


**47. Question - Will MSU take care of Load balancer configuration after the migration?**
Answer: We are using BigIP (F5) for load Balancer and we will take care of the necessary configuration.

**48. Question - Will MSU take care of network setup and infrastructure in On-premises to build the SAP servers for S4 HANA Conversion?**
Answer: Yes
49. Question - Is there an Archiving solution running to optimize the database?
   Answer: No.

50. Question - What is the maximum Business Downtime window for SAP systems?
   Answer: In the context of cutover from ECC to H4S4 the timeline would ideally be done on a weekend between 5 pm Friday and 7 am Monday. If that is deemed not feasible, cutover may need to start on Thursday at 5 pm and the system would be down during business hours on Friday.

51. Question - Do we need to set up the CUA w.r.t each environment like DEV-CUA, QAS-CUA even after Conversion? Or set up a Single CUA system for all Systems?
   Answer: Yes, we need to setup the CUA w.r.t each environment.

52. Question - Is the SAP ATC setup in the current landscape? If yes, can you share the ATC report?
   Answer: Yes, SAP ATC is setup for development system. Attached is the latest report.

53. Question - Within how much time can a Sandbox system be refreshed with ERP PRD backup to start the POC?
   Answer: 1 week.

54. Question - SAP Security Questions:
   a. Is this environment required to comply with any other regulatory framework?
   b. Are all Existing GUI Based roles need to be converted to S4HANA FIORI based roles?
   c. Do we have GRC AC, and SOD compliance?

   Answer: a. No  b. Yes  c. No GRC

55. Question - SAP HCM Questions:
   a. Is HCM data utilized in any other modules like MM, SD, FI?
   b. Which are all regions/countries in scope of HCM? Only US
   c. Which are other external systems linked with HCM?

   Answer: MSU uses SAP FI only to integrate with a separate Kuali Finance System. Only the U.S. is in scope. Refer to Question 43 about external systems and interfaces.

56. Question - SAP Functional Questions:
   a. Will the customer perform all the Integration & Data validation post the migrations once the Migration team completes the reconnections to all the third-party integrations?
   b. How many Legal entities/registrations you have in operations currently?
   c. In how many countries you are Operating?
   d. What are the legal reporting requirements you have currently? Eg: WTH Reporting, VAT Reporting?
   e. Are you using Classic General Ledger or New General Ledger?
   f. (Classic General Ledger) Are you expecting the Document splitting functionality after S4HANA Migration?
   g. Do you need the Document functionality immediately, segment reporting and Parallel Ledgers?
   h. What is the financial year followed by your organization? Is it same for all legal entities?
   i. What are all your reporting requirements in different currencies?
   j. How do you print the checks currently- manually or mass printing? Which printer do you use?
k. Are you using Credit Management?
   i. IF Yes AR/SD credit management or FSCM credit Management?

l. Asset Accounting: are you using:
   i. Classic or New Asset Accounting
   ii. Lease accounting engine (LAE) Active
   iii. Joint venture accounting (JVA) Active
   iv. Classic real estate management
   v. Funds management (PSM-FM) or Industry specific component public sector (IS-PS)

m. Are you using CO-PA, If yes Accounting based CO-PA or Costing Based CO-PA

n. Are you using Material Ledger
   i. If Yes, What functionality of Material Ledger they are using Multiple Currency, Parallel Valuation, Actual Costing

o. What other SAP modules are being used other than HCM & FI?

Answer: Yes, MSU will perform necessary testing and validations. MSU has just one legal entity and is operating only in the U.S. MSU outsources most tax reporting and compliance with ADP. We are unsure which general ledger being used or what is meant by document splitting. MSU uses a different financial system called Kuali Financial System. The financial year for MSU is July 1 – June 30. We have no reporting requirements for other currencies. We have a check printer that is used. The CTRPRT3 Printer is in the Controller’s Office that Central Payroll staff walk to and manually put the Check Stock into the printer at the time they are ready to print the checks. SAP FPAYM job is used to create the Check File for B1 and M1; one file each payroll area, so they print them all at one time. Off-Cycle checks are smaller batches that are printed at the time they go to the printer and insert the check stock into the printer. Also, the CTRPRT3 Printer (our name label) is an HP LaserJet M605. We are not using credit management, asset accounting, CO-PA or material ledger. No modules outside of HCM and FI are being used.

57. Question - S4 HANA License:
   a. Will Michigan State University have the S4 HANA Conversion license from SAP along with S User ID?
   b. Will Michigan State University have SAP BTP as part of S4 HANA license?

Answer: Yes. MSU has planned for 13 developer licenses on S4 platform. BTP is not going to be part of the core S4 license.

58. Question - Is the integration of the third-party systems you’ve listed only with HCM, or do we need to consider any other modules?
Answer: MSU only uses HCM. We do use FI in limited capacity to post payroll.

59. Question - What standard functionality has been heavily customized? Could you please list your top five such customizations?
Answer: Pay change/cost redistribution, inbox, benefit enrollment, pers info, time approval, HCMP&F (FIORI and FPM).

60. Question - We see that you are open to a remote presence of the project team with travel during key phases. We offer flexible project teams that can be entirely onshore, offshore, or a mixed team. Please let us know your thoughts.
Answer: See response to question #1

61. Question - Does MSU currently use a particular system for testing? If not, is MSU open to using software for tracking and testing scripts?
Answer: Most testing will be done manually except for some load/performance testing which will be scripted and automated.

62. **Question - How many integrations/interfaces/reports are part of the migration?** Besides the interface to KFS, have any new interfaces been identified so far that are in scope?

   Answer: See response to question #43

63. **Question - What type of reports are being utilized today?** Ad hoc reports, custom reports, or third-party?

   Answer: All of the above.

64. **Question - Are there any manual tasks/processes that this project will likely build to reduce these tasks?**

   Answer: None of been identified.

65. **Question - In the documentation, there was a callout for onsite team members to require PPE; is this in reference to COVID PPE? Will onsite team members be required to provide vaccination records for COVID vaccinations?**

   Answer: This is old language from Covid protocols and is no longer relevant. Onsite members are not required to provide any health or vaccination records.

66. **Question - Is MSU looking to convert all historical records during the conversion?**

   Answer: Yes

67. **Question - During this project, are there plans already in place for a project shutdown?**

   Answer: Yes, there will be a freeze on business projects during the H4S4 project.

68. **Question - Are there any requirements to provide language packages besides English?**

   Answer: No

69. **Question - May we have a list of all custom applications?** Documentation has Pay Change and Cost distribution.

   Answer: Pay change and cost distribution is the biggest customization MSU has. Refer to question #59 for others.

70. **Question - Will MSU team members be fully 100% allocated to the project?**

   Answer: Refer to question #3

71. **Question - Please specify the SAP S4HCM certification course requirement in section 5.b.iv. Did not identify an SAP S4HCM certification in SAP’s Learning Hub. Please advise on the SAP certification course requirements for this opportunity.**

   Answer: See answer to # 38.

72. **Question - Per section 7.a.i., can proposer bids be submitted as a time and material project or is both a fixed price and time and material project required.**

   Answer: Bids should be submitted as both time and material as well as fixed price for the project to the end of cutover.
73. **Question - Please provide a count and outline of the current and planned Development for the SAP S4HCM project.**

    Answer: None. Focus is technical upgrade and development effort will be towards custom code migration to make it S4 compliant and performant.

74. **Question - Please provide the number of incoming/outgoing interfaces from the current SAP system. Are any new interfaces planned for the future state system?**

    Answer: Refer to question #43. There are no new interfaces planned for this project.

75. **Question - How many reports are currently used today by central and department end users?**

    Answer: Hundreds of queries in EPI-USE Query Manager are used and dozens of reports are used by unit HR users and central users.

76. **Question - Please provide a count and outline of the current and planned reports and indicate if standard the reports are standard SAP reports or custom developed reports.**

    Answer: MSU does not have a report inventory. Both standard SAP reports and custom developed reports are used. We are using about 785 custom programs/reports based on last one year’s data from SCMON.

77. **Question - Please provide list any third-party reporting solutions used currently by the User community and if the reporting solutions will continue to be used or retired as a result of the planned project.**

    Answer: EPI-USE Query Manager is used and will continue to be used post H4S4.

78. **Question - Please provide a count and outline of the current and planned HCM forms.**

    Answer: We have around 24 HCM custom forms which are developed using HCM Fiori Forms and ABAP Webdynpro FPM.

79. **Question - Please a count and outline of the current and planned process workflows.**

    Answer: We currently have around 24 – 30 business process workflows including HR Process and Forms workflow.

80. **Question - If workflows are used, please provide an overview of the workflow concept and how many levels of approval are provided for current system workflows and indicate if workflow approvals currently meet the University’s needs or are sufficient.**

    Answer: MSU uses custom workflow approval levels controlled via a Z table, which has up to 5 levels. And this custom solution meets MSU needs.

81. **Question - Please provide an overview of on-going or planned projects that will potentially impact the S4HCM migration project. If so, please confirm the University’s implementation team responsibilities to facilitate knowledge transfer and integration requirements with the vendors/integrators and implementation team.**

    Answer: The only business project that has been identified that will not finish by March 2024 is a new raise administration tool. MSU resources will be developing, testing and implementing the new solution in ECC as well as in H4S4. There are no new integration requirements as a result of this project.

82. **Question - Please provide an overview of the University’s project resources that will be dedicated to the project and indicate whether the University’s resources will be dedicated as a
full-time or part-time resource and if part-time, an estimated percent allocated to the project and if relevant by project phase.

Answer: Please refer to question #3

83. Question - Please provide an overview of the University’s responsibilities for Change Management and/or User Training or if the implementation partner should propose a comprehensive Organizational Change Management (OCM) engagement as well.

Answer: No change management support is needed from the implementation partner. No end user training is needed by implementation partner either. The SAP support team, HR IT, will be the only team that will require training/knowledge transfer so as to support the new H4S4 system.

84. Question - Should travel expenses included in the proposal or is it expected for work to be completed 100% remotely?

Answer: The only relevant travel expenses will be for the Basis resources during production cutover. Refer to #16 in the RFP regarding travel.

85. Question - For any on-site work planned, will the University provide a dedicated workspace for the University and System Integrator project team?

Answer: Yes

86. Question - How many FTE’s currently support your ERP system?

Answer: Refer to question #3

87. Question - Will the current ERP system support team continue to support the new system? If no, will the number of support team members decrease or increase?

Answer: Yes and the number will remain constant

88. Question - Please provide an estimate of how many users access the systems.

Answer: Refer to question 26

89. Question - Payroll and HR – how many employees are processed, and the payroll frequency?

Answer: MSU issues around 40k W-2s each year and has two payroll areas – biweekly and monthly.

90. Question - Do you use any specific Service Desk software, or is the expectation the contractor provides this?

Answer: MSU uses JIRA for tracking issues associated with H4S4 migration project and Team Dynamix is used for post go-live end user support tickets.

91. Question - Please provide a summary of the University’s technical and functional team, their respective skill sets and time commitment to the University’s ERP project.

Answer: Refer to questions #3 and #9

92. Question - Are off/near shore implementation services permitted?

Answer: Refer to question #1

93. Question - Does the University have a data integrity policy? If so, what date was the University’s master data (Employees, etc...) reviewed and corrections completed?
Answer: MSU has an institutional data policy: https://tech.msu.edu/about/guidelines-policies/msu-institutional-data-policy/. As far as data quality reviews in HCM, there are regular reviews that occur on various business cycles – some daily, weekly, biweekly, etc.

94. Question - Please summarize the current Employee self-services provided by the University.

Answer: ESS functionality includes time entry, time quotas, earnings statement, Pers Info, benefits enrollment, add dependents. Detailed information is available at https://hr.msu.edu/ebshelp/using-the-ebs-portal/who-gets-what/ess.html.

95. Question - Please indicate self-services are sufficient and if not, then please summarize the desired improvements planned for the project.

Answer: ESS functionality is sufficient. After the H4S4 project, MSU will evaluate moving some WDA applications to Fiori apps.