September 9, 2019

ARIZONA STATE UNIVERSITY

ADDENDUM 2
RFP 342001 Robotic Process Automation Services

Please note the following answers to questions that were asked prior to the deadline for inquiries date of 09/05/19 at 12:00 P.M., MST.

Q1: Have you selected an RPA solution to use?
   A1: No. The purpose of this RFP is to identify qualified vendors that are capable of providing the services referenced in the scope of the solicitation, and not to specifically select an RPA solution. Those needs will be identified in future Statements of Work as the need arises.

Q2: Do you have target use cases identified for RPA, or will you need assistance with process selection?
   A2: ASU may draft a Statement of Work indicating a specific project of interest with the awarded vendor. However, the University is open to recommendations to be fully described in the respondents' proposal.

Q3: Will the bots be running "attended" on a user's machine or "unattended" on dedicated servers?
   A3: ASU's request is for unattended processes.

Q4: For future maintenance, will an internal resource manage the RPA bots, or would you like the service provider to both maintain and manage the daily operation of the bots?
   A4: This will be scope specific depending on the Statement of Work.

Q5: What types of data files (Excel, PDFs, text, database) and applications (Windows based, Citrix, web apps, etc) are you planning to automate / connect?
   A5: Individual scopes may include a variety of applications and data files.

Q6: Are you planning to establish / have you established an RPA Center of Excellence (CoE) for governance / program oversight?
   A6: Yes, ASU is planning to establish governance and program oversight for RPA.

Q7: Would the University allow qualifications from non-university organizations on routine tasks that are more generic in nature? For example, automating tasks for finance, accounting, time entry, IT systems tasks, data entry, and many others, are general in nature and apply to many types of businesses. By opening up the non-university related functions to automation, ASU will have a greater pool of automation partners to support them.
   A7: Higher education experience is preferred but this will not disqualify a proposer from award.

Q8: Are references from other schools required? If we currently don't have any existing customers in Academia, will this be a major issue?
   A8: Higher education references are preferred but this will not disqualify a proposer from award.
Q9: Is a SOC2 or any 3rd party penetration testing a requirement? Since we offer both (on-prem and hosted), does this affect your preference of an on-prem VS SaaS solution?
A9: Pending an executed Statement of Work between the awarded vendor and ASU, the vendor must have a complete certified third party audit (such as SOC2 Type II or substantially equivalent) in accordance with then current industry standards, which audits are subject to review by ASU upon ASU’s request. Currently, no more than two audits per year are required. The vendor will be required to go through an ASU security review process that identifies risks within the software for each Statement of Work.

Q10: For any internal University Platforms that are not standard off-the-shelf and need custom integrations with our system - should those integrations be handled by the proposer or The University?
A10: Pending an executed Statement of Work between the awarded vendor and ASU, ASU will work in good faith to determine the specifics of integration services. If integration services are requested by ASU for the vendor to facilitate, pricing should be reflective in that SOW.

Q11: [Per Section VII - Proposer Qualifications] Please provide an overview of the current system landscape at ASU, including name, brief description of the system and the business purpose achieved by the system
A11: Some information on ASU systems and large scale enterprise services are available on public ASU websites for reference.

Q12: Can ASU provide the technical APIs for integrating with their existing systems?
A12: This will be scope specific and identified as the need arises.

Q13: Are there flowcharts / standard operating procedure available for the various business processes?
A13: This will be scope specific and identified as the need arises.

Q14: Are there defined KPIs, like AHT, TAT, Accuracy, CSAT etc. for the processes. Does ASU have mechanism to capture performance on these KPIs?
A14: This will be scope specific and identified as the need arises.

Q15: We understand that English is the only language that needs to be supported. Is that correct? If not, please share list of languages that need to be supported by the solution.
A15: English must be supported. Please provide your capability on supporting additional languages at ASU's discretion.

Q16: Is there any preference for solution hosting Cloud vs On-Premise?
A16: ASU is a cloud-first shop, but depending on where the code is located, this will be scope specific.

Q17: Please share indicative timeline / calendar for the RFI process, for example: Initial shortlisting date, Presentation by vendors, Final vendor shortlisting, etc.
A17: Proposers may contact Lorenzo.Espinoza@asu.edu for updates in the process.

Q18: Does the engagement have to be completely onsite? (or) are you open to Nearshore/Offshore options as well.
A18: All development or modification of software for ASU is performed only within the borders of the United States, and all ASU Data (including any backup copies) are stored, accessed from, and otherwise processed only within the borders of the United States

Q19: Do you have a preferred RPA platform already in mind? Where are you in the selection process?
A19: No. The purpose of this RFP is to identify qualified vendors that are capable of providing the services referenced in the scope of the solicitation, and not to specifically select an RPA solution. Those needs will be identified in future Statements of Work as the need arises.

Q20: You mentioned that ASU has multiple internal systems and SaaS products – can you mention the major applications where RPA is intended to be used?
A20: Some information on ASU systems and large scale enterprise services are available on public ASU websites for reference.

Q21: Does ASU currently have a list of use cases that they have identified as good candidates for RPA implementations? If yes, Can these be shared with us for the RFP – even brief descriptions will help.
A21: No. Use cases will be determined based on need of ASU.

Q22: What departments and processes does ASU have in scope to implement RPA solutions?
A22: Use cases will be determined based on need of ASU.

Q23: Have the target processes for automation been identified? If yes, can ASU provide a high-level overview of the processes and application ecosystem (applications and existing functionality flow).
A23: No. Use cases will be determined based on need of ASU.

Q24: Does University have any existing tool or technology for RPA? Has an RPA platform been selected for the target automations (ex: UiPath, Automation Anywhere, Blue Prism)?
A24: No. Use cases will be determined based on need of ASU.

Q25: “Section 5 of the RFP states ”"qualified vendor will be able to provide an off-the-shelf solution that sits on top of various University platforms"". a) Can ASU identify the various platforms that are currently being used? b) Can ASU define the context of “off-the-shelf solution”? Does the context refer to the base RPA platform that would be used for automating yet to be identified processes, or does it refer to a developed automation solution for a specific process? If it is referring to a developed automation solution, can ASU provide a high-level overview of the processes and application ecosystem (applications and existing functionality flow)."
A25: The intent is for ASU to identify providers who have off-the-shelf products, in addition to being able to customize a solution for ASU. Off-the-shelf-products are defined as products have been previously developed and are available for resale to ASU.

Q26: What are the different platforms University have which needs to integrate with the RPA?
A26: Some information on ASU systems and large scale enterprise services are available on public ASU websites for reference.

Q27: Please confirm if ASU is open to custom solutions or just want to work with the existing off-the-shelf solutions?
A27: The intent is for ASU to identify providers who have off-the-shelf products, in addition to being able to customize a solution for ASU. Off-the-shelf-products are defined as products have been previously developed and are available for resale to ASU.

Q28: Is University looking for an on-prem solutions or managed services or on-cloud?
A28: ASU is a cloud-first shop, but depending on where the code is located, this will be scope specific.

Q29: Please confirm if ASU is good to accept onsite-offshore model? Please highlight any specific security concerns from the onsite-offshore model?
A29: All development or modification of software for ASU is performed only within the borders of the United States, and all ASU Data (including any backup copies) are stored, accessed from, and otherwise processed only within the borders of the United States.

Q30: What is the % solution needs to be out of the box vs prebuilt?
A30: This has not been determined at this time.

Q31: How many total users (staff, students, etc.) is ASU looking for the RPA solution to serve? I.E. all 100,000+, only 50,000 for the first x amount of years?
A31: The purpose of this RFP is to identify qualified vendors that are capable of providing the services referenced in the scope of the solicitation. Those needs will be identified in future Statements of Work as the need arises.

Q32: What is the preferred format for answering designated areas (Section V, VI, etc.)? Answers provided below the each section in the RFP or separated from the original RFP in a similar format?
A32: Refer to Appendix 1 - RFP Checklist/Cover Page (last page of the RFP) on instructions to the order of submitting your proposal. In response to the submitted question, your response to each section should be answers provided below each section of the RFP. Sections of the RFP not covered under Appendix 1 – RFP Checklist/Cover Page do not require a response in your proposal.

Please remember that Proposals are to be mailed or delivered to Arizona State University Purchasing and Business Services 1551 S. Rural Rd. Tempe, AZ 85281, no later than 12:00 P.M., MST, 09/16/19.

If you have any questions regarding this notice, please contact me at 480-965-3849 or Lorenzo.Espinoza@asu.edu. You may also find RFP 342001 and any updates at http://www.asu.edu/purchasing/bids/index.html