

Central Bank of The Bahamas
Response To Vendor Questions Regarding
RFP IT202501: PeopleSoft Enterprise Resource Planning Advisory and
Implementation

The Bank thoroughly analysed all submitted questions and has consolidated these inquiries into a comprehensive and streamlined set of responses. This approach ensures all vendors receive the same clear and unambiguous information, providing a level playing field and enabling vendors to submit their most focused and competitive proposal. The Bank believes this method addresses the core of the inquiries submitted while avoiding redundant or overlapping answers.

Current System State & Documentation

1. What are the currently implemented HCM and FSCM modules, versions, integrations, and customisations?

Answer: *The Bank's PeopleSoft HCM 9.2 is live; FSCM is in UAT and planned for end-2025 go-live. A detailed inventory of implemented modules, versions, and a high-level overview of customisations and integrations will be provided to the selected bidder under a Non-Disclosure Agreement (NDA) before the final contract negotiation. The RFP outlines our strategic desire to reduce customisations in favour of delivered features. Multiple non-production and production environments exist to support the deployment lifecycle.*

2. What documentation will be made available?

Answer: *The chosen vendor for Phase I will be granted access to all relevant documentation, including available functional/technical specifications, configuration workbooks, integration designs, security matrices, training materials, and production support ticket logs from the past 12 months.*

3. What are the known pain points?

Answer: *High-level challenges are described in the RFP (process inefficiency, technical debt, need for enhanced features). The Bank will brief the selected vendor on known issues during the discovery workshops during Phase I. A core deliverable of Phase I is for the chosen vendor to provide a detailed, granular analysis of these pain points.*

Project Scope, Phasing & Roadmap

1. Can you confirm the two-phase approach?

2. **Answer:** *Yes. Phase I is a discrete Current State Assessment and Strategic Roadmap project. Phase II (Implementation) is a separate engagement. The award of Phase I does not guarantee the award of Phase II. The vendor for Phase II will be selected based on the execution of Phase I and a competitive process for the implementation defined by that roadmap.*

3. What is the scope of Phase I?

Answer: *The Phase I engagement is to deliver: 1) A comprehensive current state assessment, 2) A strategic roadmap for optimisation and future modules, 3) A detailed plan, timeline, and cost estimate for Phase II implementation. There is no implementation or remediation scope in Phase I.*

4. Is support for ongoing FSCM UAT/hypercare included?

Answer: *No. Support for the ongoing FSCM implementation is outside the scope of this RFP. The focus of this engagement is on the future strategic state. The deliverable from Phase I*

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will include recommendations for enhancing and post-production support for FSCM as part of the overall roadmap.

5. What is the long-term strategy?

Answer: *Developing this strategy is a primary goal of Phase I. The vendor will be expected to evaluate and recommend on hosting (cloud vs. on-prem), a continuous upgrade path, and a module prioritisation strategy based on business value.*

Implementation Approach & Resources

1. What is the preferred delivery methodology?

Answer: *The Bank mandates an agile, outcome-driven delivery model for Phase II. The Bank expects fixed-length sprints (e.g., 4-8 weeks) with deliverables agreed during sprint planning. The vendor must detail their approach to managing scope change within this model. Hybrid delivery is acceptable, with key workshops and go-lives expected in person.*

2. What level of training is expected?

Answer: *The Bank requires a detailed knowledge transfer strategy as a cornerstone of this engagement. Vendors must propose a blended methodology, including train-the-trainer programs, end-user workshops, shadowing opportunities, and supporting documentation. A Phase I deliverable will include an assessment of current user proficiency to tailor this approach for different groups, culminating in a comprehensive plan for all training programs and materials to be executed in Phase II.*

3. What internal resources will be provided?

Answer: *The Bank will dedicate a core team of Subject Matter Experts (SMEs), Business Analysts and a Project Manager. The exact number of SMEs will be finalised with the selected vendor. Proposals should assume the vendor will provide the bulk of the technical and functional implementation resources.*

4. Are there blackout periods?

Answer: *Yes. Key periods include quarter-end and year-end financial close, audit cycles, and scheduled payroll runs. A detailed calendar will be shared with the selected vendor during Phase I planning.*

5. How much testing (SIT, UAT, regression) is performed by vendor vs. internal teams?

Answer: *Vendors are expected to support testing activities primarily for SIT and regression, while internal teams manage UAT and compliance validation.*

Support & Managed Services

6. What are expectations for post-go-live support?

Answer: *The scope, support hours, service level agreements, and hardware support expectations for post-go-live managed services will be defined in Phase I of the engagement. Initially, standard business hours support with provisions for critical severity after-hours issues is anticipated. Vendors should outline their support, monitoring, patching, capacity planning, and upgrade management models in proposals. Internal IT handles backup/storage, but vendors may collaborate on infrastructure tasks.*

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7. What infrastructure support is expected?

Answer: *The Bank's internal IT team manages the infrastructure layer (servers, OS, network, storage, backup). The vendor's scope is limited to the application layer. The vendor is expected to collaborate with the Bank's IT team on performance tuning, patching, and disaster recovery planning from an application perspective.*

Commercials, Logistics & Evaluation

1. What is the budget and duration?

Answer: *The budget is established but will not be disclosed to ensure a competitive process. Phase I is targeted for 12 weeks and expected to commence before the end of 2025. The duration of Phase II will be determined by its output. Vendors are asked to propose their most efficient solution and pricing model to meet the objectives.*

2. What are the preferred commercial terms?

Answer: *For Phase I, the Bank prefers a fixed-price bid. For Phase II, the Bank is amenable to a fixed-price or hybrid model (e.g., fixed-price for milestones, T&M for support). The 15% retainer applies to all invoices. Travel should be priced as a separate, not-to-exceed line item. Consultant pre-approval is required. Additional commercial terms are outlined in section 7 of the RFP.*

3. What are the key qualitative selection criteria?

Answer: *Beyond technical score, the Bank values: 1) Proven experience with PeopleSoft implementations in a regulatory agency or financial services, 2) Expertise and Experience of the Proposed Team and key personnel, 3) A collaborative partnership approach, and 4) Strategic Vision demonstrated in the proposal.*

4. What are the key business objectives of the project, how the Bank plans to measure success, and which specific KPIs (such as operational efficiency, cost savings, compliance adherence, or user adoption rates) are considered most important for evaluating the project's outcomes?

Answer: *The key business objectives for this project are outlined in Section 4.2 of the RFP and focus on improving operational efficiency, enhancing regulatory compliance, and supporting strategic growth through technology enablement. Success will be measured using a set of specific KPIs agreed upon with the selected vendor, which may include operational efficiency gains, cost reductions, compliance adherence, and user adoption or satisfaction rates. The Bank emphasizes measurable performance improvements aligned with its strategic goals and regulatory requirements. These success metrics will guide project governance and performance assessments, with the option to extend the engagement based on successful delivery against these KPIs.*