



REQUEST FOR PROPOSAL (“RFP”) #5067ME

Workday Augmentation Resourcing

ADDENDUM #1, Questions and Answers

Due Date /Time: 6/2/26 by 2:00pm ET via email with the RFP #5067ME in the subject line

Issued Date: 5/18/26

Questions due by: 5/21/26 by 2:00pm ET via email with the RFP #5067ME in the subject line

Contact:

Michael Eames

Purchasing Manager

bids@csuohio.edu

Proposals must be received by the due date/time specified above. Proposals received after the due date/time will be returned unopened to the supplier

Please refer to the attached sheets for Instructions & Information. Proposals must be submitted on the form(s) provided and signed by an authorized representative in ink in the proper spaces. Vendors are cautioned to read this entire document carefully and to prepare and submit their Proposal providing all requested information in accordance with the terms and conditions set forth herein.

ADDENDUM #1, RFP #5067, Workday Augmentation Resourcing, Questions and Answers

1. Can CSU confirm which functional areas are currently prioritized, and whether the full list outlined in Attachment E represents the intended scope of this engagement?
 - A. The full list is the intended scope of this engagement
2. Does CSU accept NCTRCA Minority Business Enterprise (MBE) certification in lieu of State of Ohio DAS certification?
 - A. No
3. Can CSU provide the expected volume of resources required for each functional and technical area listed?
 - A. No. Needs will change during different phases of the implementation
4. Will the resources be required to work onsite in Cleveland, or is 100% remote delivery acceptable?
 - A. Depends on the role and will depend on the candidates. CSU is open to 100% remote, but some areas may need onsite resources.
5. Are there specific background check requirements beyond standard criminal history (e.g., Ohio-specific requirements)?
 - A. No, unless the role is for seeing and handling finance data and bank statements then a credit check is needed.
6. How will CSU evaluate 'Best Overall Value' beyond the weighted selection criteria (Attachment H)?
 - A. CSU will review the response and have a selection team score each vendor accordingly for each criteria
7. What is the expected lead time for a resource to start after a successful interview?
 - A. Depends on the role and timing of the project, but could be as early as 1 week.
8. Does CSU have a preferred maximum bill rate or range for the various Workday roles?
 - A. No, competitive rates are expected.
9. Are there specific PeopleSoft Finance modules (e.g., Grants, Project Costing) that require immediate backfill priority?
 - A. All PeopleSoft Finance modules, no specific priorities
10. Will CSU consider firms with limited Higher Education experience if they possess extensive ERP-to-Workday migration experience in other sectors?
 - A. Yes
11. Is there an incumbent firm currently providing these services? If yes are there any current pain points?
 - A. No
12. Regarding Attachment B, item 4: Will a vendor with no Ohio office but significant U.S. onshore presence be scored differently?
 - A. Yes
13. Can the 18-month potential renewal be extended if the ERC Workday platform integration initiative timeline shifts?
 - A. Yes
14. Can CSU confirm the anticipated number of resources needed during the initial six-month term, by role/category?
 - A. No. Needs will change during different phases of the implementation
15. Which roles does CSU expect to request first after award, and which roles are considered highest priority?
 - A. We have need in all areas
16. Can CSU clarify whether the requested resources are expected mainly for Workday implementation support, operational backfill, or a mix of both? If mixed, what is the approximate split?

A. For this response, the focus should be on Workday resources. There is some backfill need as well, which you can note, but the focus should be on Workday

17. Can CSU confirm the specific Finance/Accounting backfill roles needed, such as general accounting, AP, AR, procurement support, grants accounting, budget support, payroll accounting, or project accounting?

A. All Finance roles.

18. Which Workday modules are currently in scope for this resource augmentation engagement?

A. All modules

19. What is the current Workday implementation phase and expected timeline for upcoming activities such as configuration, testing, training, cutover, go-live, and stabilization?

A. Architect/Configure is currently active. Platform go-live is July 1, 2027

20. Will resource needs be issued after award through individual resource requests, work orders, or separate SOWs?

A. Separate SOWs

21. Are resources expected to be full-time, or will CSU also use part-time, fractional, or short-term resources based on project needs?

A. All options will be available, based on project needs

22. What is the expected work model for placed resources: remote, hybrid, onsite, or role-dependent?

A. Some areas may prefer onsite, but hybrid and remote are possibilities

23. If onsite or hybrid work is required, how often should vendors assume resources may need to be present at CSU's Cleveland campus?

A. Some areas may prefer onsite, but hybrid and remote are possibilities

24. What standard work schedule should vendors assume for pricing purposes, including business hours, time zone, and any expected after-hours support during testing, cutover, or go-live?

A. M-F, 8-5est. Depending on the role, there could be after-hours support.

25. What turnaround time does CSU expect for vendors to submit qualified candidates after receiving a resource request?

A. ASAP, but will be reasonable.

26. Will CSU require interviews for all proposed candidates before placement, or only for selected roles?

A. For all proposed candidates

27. Are there minimum experience expectations by role, such as years of Workday experience, higher education experience, public-sector experience, or Workday certifications?

A. Depends on specific role

28. Should pricing be submitted as hourly bill rates by role/category only, or should vendors include any additional fee types such as overtime, conversion fees, travel, or replacement-related costs?

A. hourly bill rates by role/category is sufficient

29. Should onsite travel expenses be included in the hourly rates, or priced separately as pre-approved reimbursable expenses?

A. No

30. Does CSU have a budget range, rate ceiling, or estimated spend for the initial six-month term?

A. No. Rates should be competitive

31. Will extension periods beyond the initial six months use the same awarded rate card, or may rates be adjusted for renewal periods?
A. Possibly
32. What are the specific positions needed (PM, Integration, etc)?
A. All Workday related roles/positions are within scope. Needs will be determined as the project progresses.
33. Will the roles be full-time, half-time?
A. Both
34. Are the roles remote, onsite or hybrid?
A. Some areas may prefer onsite, but hybrid and remote are possibilities
35. Are there job descriptions you can share?
A. Not at this time
36. What is the estimated start date?
A. as early as June, 2026 if possible.
37. Clarification on the Workday modules – Student, HCM?
A. All Workday modules
38. We assume “PS Finance” is PeopleSoft Finance, please confirm.
A. PeopleSoft Finance
39. What is the process to select candidates? Interviews? Timing to hear decision?
A. Request will be sent for a specific role, resumes will be reviewed, interviews will be conducted, candidate(s) selected. < 2 week turnaround desired.
40. Would CSU prefer to utilize multiple highly specialized resources with deep experience in specific areas (e.g., Procurement), or would you prefer individuals with broader experience who can cover a wider range of functional areas?
A. Depending on the role, there may be a need for both types of resources
41. With respect to a Functional Workday Accounting consultant, will CSU be implementing an Accounting Center?
A. Not at this time
42. Within Supply Chain, is CSU implementing Strategic Sourcing and Inventory alongside Procurement and Expenses?
A. Yes
43. Will there be a need for any Functional Workday resources across the broader Workday HCM suite?
A. Yes
44. For the provision of backfill resources in Finance and Accounting, which systems will these individuals use?
A. Potentially both Workday and PeopleSoft
45. Are there any other areas that may require backfill resources?
A. No
46. Are there any additional tools, outside of those listed, that will be used for integration build and maintenance (e.g., PECL, Boomi)?
A. Integrations work will be in Workday native tools, but any other experience may be helpful.

47. What Workday implementation methodology will CSU be utilizing (e.g., Launch Now, Launch Express, Launch Flex)?
A. Launch Plus
48. Typically, we see significant needs for Organizational Change Management (OCM) during a Workday implementation. Will any change management, communication, or training resources be required under this agreement?
A. It is possible change management resources may also be needed as part of this scope
49. Will CSU be utilizing Workday Extend?
A. Yes
50. Is CSU also implementing Workday Student?
A. Yes
51. Can CSU clarify the meaning of "PS Finance" as referenced in the RFP?
A. PeopleSoft Finance
52. Which Workday modules are currently in scope for the ERC Workday platform integration?
A. All Workday modules
53. What is the current phase of the ERC Workday platform integration?
A. Architect/Configure is currently active. Platform go-live is July 1, 2027
54. How many resources does CSU anticipate needing during the initial six-month term?
A. Unknown. Needs will arise as the project progresses
55. What is the expected start date for the first resource request after award?
A. Architect/Configure is currently active. Platform go-live is July 1, 2027
56. Which functional, technical, project, testing, deployment, or operational areas are most constrained today?
A. All areas are constrained and are part of the scope
57. Will resources be expected to work remotely, onsite, or in a hybrid capacity?
A. Some areas may prefer onsite, but hybrid and remote are possibilities
58. Is CSU seeking one primary vendor, multiple awarded vendors, or a qualified bench of vendors?
A. Multiple awarded quality vendors
59. Are Workday certifications required for any role categories?
A. Some roles may require certifications, but they will always be preferred.
60. What background check, system access, security, or compliance requirements should vendors assume for proposed contractors?
A. Vendors are responsible for conducting and verifying comprehensive background checks for all proposed personnel prior to assignment. This includes criminal background history (federal, state, and county), sex offender registry checks, and employment/education verification. CSU will ensure temporary institutional credentials are provided and complete mandatory institutional compliance training prior to provisioning access to sensitive data (eg. FERPA, PII, etc.)
61. Will the services be expected to be performed onsite, remotely, or in a hybrid model?
A. Some areas may prefer onsite, but hybrid and remote are possibilities
62. Are resumes required to be submitted along with the bid response? If yes, please clarify whether the University requires actual candidate resumes or sample resumes.
A. Not required

63. Regarding the Proposal Submission Requirements outlined on pages 18–19 of the RFP under Attachment F, can these requirements be submitted as a separate Word document attachment?

A.

64. Can the University share a pricing template or provide guidance on the preferred pricing format and details expected in the price proposal?

A. No expected pricing format

65. Are vendors required to submit Attachment E – Background Information/Project Overview and Attachment H – Selection Criteria as part of the proposal response, or are these attachments provided for informational purposes only?

A. Information only

66. Please confirm whether Attachment I – Professional Services Agreement is for informational purposes only, or if it must be signed and submitted along with the proposal response.

A. Information only.

67. Attachment E (Background Information/Project Overview) describes a broad set of resource needs across functional, technical, and project/testing areas — including Financial Management, Payroll, Grants, Workday Integrations, Reporting, Data Conversion, and Project Management, among others. However, Attachment F (Scope of Services) identifies Finance/Accounting as the only backfill area. Can CSU confirm which functional areas are currently prioritized, and whether the full list outlined in Attachment E represents the intended scope of this engagement?

A. Attachment E represents the intended scope of this engagement. All areas will be prioritized

68. What is Cleveland State University's (CSU) project strategy for the duration of the partnership? Will your system integrator handle the build and provide the architecture and templates?

A. Our system integrator will handle the build, architecture, and templates.

69. Do you plan to use the selected company as a build partner, or will you use this partner for ad hoc support to supplement your system integrator?

A. We have a system integrator. This engagement will not provide build services.

70. Do you have a defined roadmap for when you will onboard the required resources?

A. We would like to begin onboarding in June, but other needs will be onboarded at different times as part of the project.

71. Are all roles named in the RFP clearly defined? What required roles or potential needs could arise?

A. Any types of roles in the areas defined could become a need.

72. Are you able to share the project timeline and milestones?

A. We can share a Workday Platform go-live of 7/1/2027.

73. Can you share all in-scope functionality and any third-party applications that will be critical to integrations after go-live?

A. All Workday functionality is in scope.

74. Do you have a defined number of roles that will be identified, or do you have an estimated number?

A. We do not have a defined number of roles or an estimate.

75. Will CSU use these resources on a part-time or full-time basis?

A. Both