

**Information Technology Software Maintenance Services RFP**  
**RFP 4400008516**  
**Official Questions and Responses**

Q: Is this a new requirement or has the State held a contract for these services in the past?

A: The State has contracted for these services in the past.

Q: If not new, can the State please provide the incumbent contract details (vendor(s), duration and amount spent/pricing)?

A: This is a new RFP and the previous contract amount or rates shall not have any relevance/influence on the new contract.

Q: Who will be the program manager for the State once a contract is in place?

A: The Director of the Information Technology Division will be the Project Director and the principle point of contact for the contract. The Director of the Revenue Processing Center will be responsible for the day-to-day contact with the Contractor and the day-to-day monitoring of the Contractor's performance.

Q: Section 1.1 & Appendix C, 9 - Is it the intent of the State with the release of this RFP to unite into a single contract the annual maintenance/annual changes contracts for **all** the vendors the vendors mentioned in RFP, e.g., Scan-Optics, Fairfax and IBML? Or is this RFP focused on the annual maintenance/annual changes contract with Scan-Optics only?

A: The focus of the RFP is the annual maintenance/annual changes needed for the Scan Optics scanners and Vista Capture programs only.

Q: Appendix A, Attachment II – Since this RFP is for software maintenance services, please explain the statement “The system to be installed must be able to operate on the State data processing facility and configuration as follows.” Is it the State's intention also to install a new system via this contract?

A: It is not the State's intention to install a new system via this contract. Any existing software maintenance or new software to be developed under the resulting contract is to be installed and operate on the hardware and operating systems listed in the attachment.

Q: Appendix C, 1, 4, 13, 17 – The State has a number of scanners from different vendors; “scanners” here refers to which vendor's scanner(s)?

A: “Scanners” refer to the Scan Optics scanners only.

Q: Appendix C, 11 – What databases and database standards are currently being utilized for the system being maintained and supported by the contract that would be awarded from this RFP? Does the State believe that these databases and standards will change in light of the reengineering effort and modernization specified in Section 2.2?

A: Data is currently maintained in a SQL 2000 database. SQL 2000 will continue to be used under the contract to be awarded from this RFP. It is not known at this time whether or not the database platform and standards will change under the re-engineering and modernization effort.

Q: In Section 1.1.2 of the RFP, it states that the proposer should have sufficient experience with certain programming languages and tools described below. Do any of the tools, equipment, software, or programming languages listed have proprietary licensing or source code where only the vendor providing the tools, equipment, or software would have access to make modifications and enhancements? If so, please list those that are restricted. If there are restrictions, would the proposer awarded the contract have access through the LDR to any and all proprietary source code?

A: There are no licensing or source code restrictions.

Q: Will the contracted skill sets indicated in Appendix B of the RFP work as full time status for the

duration of the contract (October 1, 2007 - September 30, 2008) or will the LDR project personnel use the contracted skill set as needed at any time during the duration of the contract (October 1, 2007 - September 30, 2008) for less than full time work?

A: The contracted skill sets will be used on an as needed basis. The skill sets to be used will be determined by each project change request (PCR) that will be issued under the resulting contract. Historically, the Relative Usage % Rate in Appendix B is an average usage of total PCR hours for each of the skill sets.

Q: What is the state's best estimate of the total number of manhours that will be procured under this award for the initial 1 year term of the contract? Please provide an estimate of the number of personnel needed for each Job Title listed in Appendix B:

<b>Job Title</b>	<b># of Resources</b>
Project Manager	
Database Analyst	
Network Systems Engineer	
System Design Consultant	
Programmer/Analyst – Scanner	
Senior Programmer/Analyst	
Programmer/Analyst	
Quality Assurance, testing, staging analyst	
Technical Writer/Analyst	
Weighted Proposal Price	

A: The State cannot provide an estimate of manhours that will be procured under the resulting contract. The volume of work is directly related to the amount of legislative changes that take place and forms that are redesigned to support those changes or changes to Department work processes. Similarly, an estimate of the number of personnel needed for each job title cannot be provided as the work to be performed may require more personnel at certain times of the year and less personnel at other times of the year. A series of Project Change Requests (PCR) will be issued for any work to be performed under this contract. Each PCR will vary in complexity, time, and skill sets required. Historically, the Relative Usage % Rate in Appendix B is an average usage of total PCR hours for each of the skill sets.

Q: What will the state's role be in providing daily direction to the engaged resources? Is the state looking to the vendor to provide day to day task assignment and guidance or is this a state responsibility?

A: A series of Project Change Requests (PCR) will be issued for any work to be performed under this contract. The vendor Project Manager and State Project Manager will agree upon a project plan for each PCR.

Q: What is the role of the Vendor PM referred to in section 1.5 - C.? Will the vendor PM be responsible for managing projects or vendor staff?

A: A series of Project Change Requests (PCR) will be issued for any work to be performed under this contract. The vendor Project Manager and State Project Manager will agree upon a project plan and budget for each PCR. The vendor PM will be responsible for managing vendor staff.

Q: Will there be multiple Vendor PMs or Multiple State PMs?

A: It is anticipated that there will be one vendor PM. The Director of the Revenue Processing Center will be the State PM for all PCR's issued under the resulting contract.

Q: Will there be state PMs responsible for managing the projects?

A: The Director of the Revenue Processing Center will be the State PM for all PCR's issued under the resulting contract.

Q: Will the state's standards, practices and methodologies need to be followed or will the vendor be expected to supply and follow its own methodologies and practices for such things as project management and systems development lifecycle? (reference section 3.8 of contract in Appendix A).

A: The vendor will be allowed to follow its own methodologies and practices for project management. The vendor may include in its proposal a description of their proposed systems development lifecycle. The State will evaluate the vendor's proposal and may incorporate it into the resulting contract.

Q: Will vendor technical staff work along side state technical staff or will vendor technical staff have sole responsibility for the technical work?

A: Vendor technical staff will work with State technical staff.

Q: Is offshore development allowed?

A: Offshore development will not be allowed.

Q: What is the scope of this RFP relative to the RPC Reengineering project referred to in Section 2.2 of Part II? Is this RFP for support of the reengineering project? Is this RFP for support outside of the scope of the RPC reengineering effort?

A: The scope of this RFP is not related to the RPC Reengineering project. This RFP is for support outside of the reengineering effort.

Q: Does the LDR have an estimated length of time to complete the total project?

A: A series of Project Change Requests (PCR) will be issued for any work to be performed under this contract. The vendor Project Manager and State Project Manager will agree upon a project timeline for each PCR. The contract resulting from this RFP will be for a period of one year. The State has the option to extend the contract up to a total of three years.

Q: Does the LDR have an estimated Cost or not to Exceed Cost for total project completion?

A: In order to ensure competitive bidding, the State generally does not provide budgeted project amounts. Funding for this project has been approved.

Q: Appendix B, Pricing schedule – Please provide further clarification regarding Maximum Rate and Weighted Rate?

A: Maximum rate is the rate the successful vendor will be allowed to bill the Department for each skill set utilized. The Weighted Rate will be the Maximum Rate per hour for the skill set multiplied by the Relative Usage % Rate of the skill set. The Weighted Rate per Hour for all skill sets will be summed to develop a "blended rate" or Weighted Bid Price. The Weighted Bid Price will be used in the financial evaluation of each proposal.

Q: Page 17, 2.4 Deliverables – Is it a requirement that the vendor as an organization be ISO 9001:2000 certified?

A: It is not a requirement that the vendor as an organization be ISO 9001:2000 certified. It is a requirement that work performed must meet the ISO 9001:2000 standards.

Q: Page 36, 1.0 Contractor Personnel – Is it anticipated/required that all Job Titles listed in Appendix B, are to filled with full-time staff working a minimum of 40 hours per week for at least a full one year period?

A: It is not anticipated nor required that all Job Titles are to be filled with full-time staff working a minimum of 40 hours per week. A series of Project Change Requests (PCR) will be issued for

any work to be performed under this contract. The vendor Project Manager and State Project Manager will agree upon a project plan and budget for each PCR.

Q: Who currently provides Software Maintenance Services to the existing system?

A: The current contractor is Scan Optics, LLC.

Q: What are the current contracted rates for the referenced Titles/Positions?

A: This is a new RFP and the previous contract amount or rates shall not have any relevance/influence on the new contract.