

Question #	Section Name	Section	Question/Comment for RFP 2015-005LM	Posting Date/Response for RFP 2015-005LM
1		1	Why was this RFP not bid under the PBITS Contract given that NYSFL states that Executive Agencies must use OGS centralized contract when there is a fit from a form/function/utility perspective?	3/10/16: This RFP is to obtain services from a vendor, including maintenance services, for a five year contract. The P-BITS Contract only permits a vendor to remain on a project for up to three years and does not provide for maintenance services.
2		1	Was NYSTEC involved in the RFP's development?	3/10/16: ITS utilized a NYSTEC contractor to assist with writing the RFP. NYSTEC is prohibited from bidding or partnering on this RFP.
3	Minimum Bidder Qualifications	10	<p>Three distinct projects each covering all five areas mentioned may eliminate all local companies from bidding as a prime; this also runs counter to the intent of Attachment F (Encouraging Use of NYS Business). Prior experience can still be validated by requiring all areas of expertise required to execute the project are covered; but not necessarily by the same project. this will meet the needs of NYS without overly restrictive clause and eliminating competition.</p> <p>Will NYS consider revising the requirements to:</p> <p>a. Each project must cover atleast 3 of the 5 areas mentioned? and</p> <p>b. All areas of expertise must be covered by at least one project.</p>	<p>3/10/16: Section 10 of the RFP is <b>revised</b> to read as follows: This section pertains to the Bidder; exclusive of any work completed by partners or subcontractors. The following minimum Bidder qualifications will be applied when reviewing proposal responses. Complete Attachment G to address how your firm meets each minimum Bidder qualifications. Failure to meet any of the requirements in this section will result in the bid being eliminated from consideration.</p> <p>1. Bidder must be registered with the NYS Department of State as an entity authorized to conduct business in the State of New York.</p> <p>2. The Bidder must be able to cite at least three (3) previous public sector projects, from within the past five years, which must be fully complete (i.e., in the warranty period or later), where the Bidder successfully implemented a new information system for a federal, state and/or local government that collectively included the following:</p> <ul style="list-style-type: none"> <li>• Process transformation;</li> <li>• Case management system;</li> <li>• Migration of a legacy system to an n-Tier system;</li> <li>• External agency system interfaces; and</li> <li>• Use of Oracle-Siebel.</li> </ul> <p>These requirements may be met by multiple projects.</p>
4			I'd appreciate some guidance from you as to whether you feel the Division (DHCR) would be willing to consider a submission addressing only one specialist part of the overall requirements, or should vendors be able to cover <b>all</b> the requirements outlined in the RFP. Or would your advice be that we have to partner up with an existing bidder in the RFP process, rather than submit a separate response for only one specialist part.	3/10/16: ITS seeks a single vendor to fulfill this RFP. In the event a vendor is not eligible to bid as a prime contractor, interested vendors may pursue subcontracting opportunities.
5	General	General	Are you looking for custom developed software or COTS?	The response to this question is currently under development. We will issue a response as soon as possible.
6	General	General	Have you reviewed any such systems in place at other states that you like and adopt?	3/15/16: We are not aware of any similar systems.
7	General	General	Can any vendor bid for a portion of the work - such as project management, or are you looking for a a single provider to do a turnkey project	3/15/16: ITS seeks a single vendor to fulfill this RFP. In the event that a vendor is not eligible to bid as a prime contractor, interested vendors may pursue subcontracting opportunities.

8	General	General	What is your goal for a go live date with the new system?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
9	General	General	Is this a new effort?	<i>3/15/16: Yes, this is a new project to replace an existing application</i>
10	General	General	What is the period of performance for this Project?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
11	General	General	Are there any special circumstances or "hot buttons" of which we should be aware?	<i>3/15/16: The RFP encompasses all known requirements.</i>
12	General	General	Is the work to be done at the client site or the contractor site?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
13	General	General	Is this a Small Business Set Aside?	<i>3/15/16: No</i>
14	General	General	What is the Budget or spending estimated for this effort?	<i>3/15/16: This is a competitive procurement, vendors should propose the cost</i>
15	General	General	what is the implementation timeframe?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
16	General	General	will they allow any offshore work?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
17	General	General	What is the annual budget for this contract?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
18	General	General	If there any incumbent on this contract? if yes, please provide the incumbent details and contract number	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
19	General	General	Please let us know the last year's spending on this contract.	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
20	General	General	Is it single award or multiple award contract?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
21	General	General	Is it a requirement that all resources be located in the United States or can resources deliver Services from offshore locations while ensuring all State data remains onshore?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
22	General	General	The RFP Calendar of Events indicates a 25-day window for contract negotiations following tentative award. However, neither the RFP nor its attachments include a set of contract terms and conditions besides the Standard Clause for NYS contracts (appendix a). Does the State have any additional contract terms to govern the services on this project?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
23	Introduction	1	In the Business Objectives on page 1, the RFP requests vendors "to provide a platform to meet future requirements of the organization." Can the State please elaborate on planned future activities of the agency?	<i>3/15/16: The RFP encompasses all known requirements. This statement is included to make potential bidders aware that requirements may change at any time due to policy, legislation or other circumstances. To the extent possible the solution approach should be dynamic to handle such changes.</i>

24	Attachment J - Business Requirements	Attachment J - Business Requirements	Multiple interfaces are listed in the Data Warehousing and Data Analytics and External Interfaces sections. At the end of each list is a note that says "This list may not be all inclusive of the interface needs of HCR". Can the State please provide direction on the number of additional interfaces that should be included in the scope of all vendors' bids in order to provide consistent assumptions in all bids?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
25	Attachment J - Business Requirements	Attachment J - Business Requirements	Multiple interfaces are listed in the Data Warehousing and Data Analytics and External Interfaces sections. At the end of each list is a note that says "This list may not be all inclusive of the interface needs of HCR". Can the State please provide direction on the number of additional interfaces that should be included in the scope of all vendors' bids in order to provide consistent assumptions in all bids?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
26	Attachment J - Business Requirements	Attachment J - Business Requirements	Can the State please confirm that all interfaces will be accessible via the Akana SOA gateway? If this is not correct, can the State please elaborate on the interface approach?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
27	Attachment K - Technology Platform Overview	Attachment K - Technology Platform Overview	Is it anticipated that the Oracle Service Cloud Agent Desktop (thick client) will be used by the Contact Center? (Referring to attachment K Figure 2). If yes, can the State please elaborate on the desired approach for workers to access the Oracle Service Cloud Agent Desktop?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
28	Attachment K - Technology Platform Overview	Attachment K - Technology Platform Overview	Can the State please elaborate on the desired mobile approach to the management of cases?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
29	General	General	If the vendor has a technology delivery facility within the US can the vendor leverage resources from the facility for efficient project delivery and to keep the cost low for State of New York?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
30		15.2	Item 3 in the payment schedule seems to have garbled meaning. Please review it and correct it if appropriate.	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
31		10	Does this section mean that if our team meets all of the minimal qualifications that that is not acceptable? The Prime Contractor needs to have all of these qualifications exclusive of any subcontractor participation?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
32	RFP	Section 9.8	Can we assume that "any system changes" would be limited to those within the scope of the agreement?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>

33	RFP	Section 12	We noted the requirement to assign Key Personnel for the duration of the contract, which is currently planned as being for 5 years. Can the bidder assume the State intends this to mean for the “length of the Key Personnel’s assignment”, since the type of some Key Personnel may change through various phases of the project?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
34	RFP	Section 9.2.1	Can we assume the roles/user groups considered “citizens” is the general public outside of NYS employee when the “citizen experience” is the primary measure of success?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
35	RFP	Section 9.2.2	How are personas identified and defined? According to Section 2.5.1.1.1 System Users we can identify three major ones: “Owner” (Owners – 40000 users), “Tenant” (Tenants – 150000 users) and “Admin” (ORA + TPU + HCRLD + HPD + Office of Court Admin + NYC DoF + NYC DoT&F – 640 users).	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
36	RFP	Section 9.2.2	Who is responsible for defining the test cases? Is this a requirement for the RFP response phase?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
37	General	General	Will NYS ITS host the solution technology stack in its entirety or should the SI include hosting costs in its proposal? If not, please elaborate specifically what ITS is not hosting and whether the SI should include those cost in its bid.	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
38	Attachment K	General	Can ITS confirm the assumption that all required software licenses described in Attachment K have been procured, and therefore bidders should not include any costs for any of the specified software in this attachment?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
39	RFP	Section 1.32	Section 1.32 of the RFP Indicates “For purposes of this solicitation, ITS hereby establishes an overall goal of 5% for MWBE participation, 5% for New York State certified minority-owned business enterprises (“MBE”) participation and 0% for New York State certified women-owned business enterprises (“WBE”) participation...” This is inconsistent with the goals in RFP Section 8. Can ITS clarify MWBE goals for this procurement?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
40	RFP	Section 4.0	The term of the contract is stated as five years from the date of approval by the State Comptroller. Does NYS have a timeline in mind by which the system should be “live” and in production?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
41	Attachment K	General	Please confirm our understanding that NYS ITS will own the development and configuration of identity management access management. and the SI will only configure access level at the application level.	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>

42	Attachment K	General	For areas where joint ITS and SI responsibilities are called out, please provide further details on the roles and responsibilities from a NYS perspective to assist in identifying the right level or resources.	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
43	General	General	Will NYS ITS provide the current state reporting/data warehouse architecture (e.g. high level diagram, data source, frequency of data extract, estimated number of reports, and percent customization of reports/complexity)?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
44	General	General	What is the high level process the Rent Info (Telephone) Line Unit team uses for handling client inquiries? What system is used? How does the call get routed to the agent?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
45	Attachment J	Registration	Can further details be provided regarding the current ORRA system such as technology stack and high level architecture?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
46	Attachment J	Registration	Can further information be provided regarding the current high-level data flow diagram across all existing systems including integration protocol and type of information exchange?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
47	Attachment J	Registration and Core Case Management	Can further details be provided regarding the NYC Finance Billing requirement?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
48	Attachment J	Core Case Management	Does the questionnaire need to be available in multiple languages? If yes, what are the supported languages? if the form is in multiple languages, is it an expectation that the spellcheck be made available in multiple languages?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
49	Attachment J	Core Case Management	Regarding the 'Forms/Questionnaire' subsection, what are the different type of forms and an estimated total number of forms in the current solution ?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
50	Attachment J	Enterprise Content Management	What is the current system for generating the bar code and digital signatures for documents?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
51	Attachment J	Data Warehousing and Data Analytics	Can NYS ITS provide the current state fraud detection and predictive analytic process and architecture (e.g diagrams, software components, etc.) ?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
52	Attachment J	Data Warehousing and Data Analytics	What are the different types of external sources structure (i.e. relational DB, flat file, etc.)?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
53	Attachment J	Data Warehousing and Data Analytics	Does the legacy data need to be migrated into the data warehouse?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>

54	Attachment J	Enterprise Content Management	Can more details be provided around the document categorization process, and what are the different steps involved from scanning a document to uploading it to the document repository?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
55	Attachment J	Data Warehousing and Data Analytics	What are the different data cubes and data marts that would need to be created?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
56	Attachment J	Reports	What are the other real time/analytical subject areas that you expect (if any) for adhoc reporting apart from Case, Registration, Management, Correspondence, and Building?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
57	Attachment K	Introduction	Can the State provide links to all the different forms that need to be implemented in the OPA interview based UI?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
58	Attachment K	Introduction	Can the State provide documentation / source policy on the different rules that need to be automated in the OPA rules engine?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
59	Attachment J	11) End User Functionality	Can the state provide a description of all the rent regulation process calculations to be automated?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
60	Attachment J	11) End User Functionality	Can you provide a description of all the decision support functionality to be automated, e.g. triage for escalated email alerts for certain case types, etc.?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
61	Attachment K	Development Roles and Responsibilities - 5. Technical Capabilities and Components	In Attachment K it states: "Collaboration Meeting Rooms – CMR in alignment with ITS standards is a preferred solution for system extensions for managed videoconference meetings. CMR development will be primarily supported but the SI." Please clarify which party is responsible for CMR development.	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
62	Attachment K	Development Roles and Responsibilities - 7. Master Data Management	Is there any function that is expected to be developed in Master Data Management – the Oracle Customer Hub by the Contractor?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
63	Attachment K	Development Roles and Responsibilities - 7. Master Data Management	Is Siebel expected to integrate with the Master Data Management – the Oracle Customer Hub?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
64	Attachment K	CRM and BPM Platforms and Components	Does the State currently own or plan to purchase a third-party CTI middleware solution to be used with Siebel CTI in the DHCR contact center to enable screen pops on agent desktops?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>

65	INTRODUCTION	1	<p>The State has indicated:  <i>"The Contractor will leverage existing documentation (for example, documentation resulting from the Agency's Lean process improvement initiative)...."</i></p> <p>Might the State make the documentation available to the Contractor before the Bid Proposals Due Date?</p>	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
66	TERM AND PLACE OF PERFORMANCE	4	<p>The State has indicated:  <i>"The term of the Contract will be five years (5) from the date of approval by the State Comptroller."</i></p> <p>Can the Contractor assume that the 5 years include DDI and O&amp;M periods? and, while it is suggested from the cost proposal that DDI will be 12 months, it is up to the vendor to propose the DDI timeline as it deems appropriate?</p>	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
67	ATTACHMENT K	Development Roles and Responsibilities	<p>The State has indicated:  <i>"ITS will assume primary responsibility for support in non-Development environments."</i></p> <p>In the RFP document, Section 9.6, Project Deliverables, Deliverables 13 and 21 imply that the non-Development environments are responsibility of the Contractor. Please clarify.</p>	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
68	ATTACHMENT J	Case Processing	<p>13) <i>Index Values – The system shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Automatically set index values when cases are closed.</i></li> <li>• <i>Allow manually entry of case index values.</i></li> <li>• <i>Provide online case index reports to the public.</i></li> </ul> <p>Please elaborate on Index Values.</p>	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
69	ATTACHMENT J	Enterprise Content Management	<p>Can the Contractor assume that the State will be responsible for:  <i>"Migrate existing document repository from Open Text Content Server to NYS Enterprise FileNet ECM."</i></p>	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>

70	ATTACHMENT J	Enterprise Content Management	<p>Can the Contractor assume that the State will be responsible to implement the functionality described in this section, e.g.,:</p> <ul style="list-style-type: none"> <li>• Document Scanning</li> <li>• Document Indexing</li> <li>• Document Workflow</li> <li>• Document Repository</li> <li>• Document Security</li> <li>• Document Search</li> </ul> <p>and the Contractor will collaborate with the State to interface to ECM via API's to facilitate end to end business processes. Please confirm our understanding.</p>	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
71	ATTACHMENT J	Data Warehousing and Data Analytics	<p>Per Attachment K, the State indicated that OBIEE will be utilized to support extended reporting and analytics, and SQL2014/xVelocity for Data Warehouse.</p> <p>Please confirm our understanding that the Contractor must be familiar with both OBIEE and SQL2014/xVelocity in order to facilitate the requirements expressed in this section.</p>	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
72	General	General	Is ITS looking for Siebel experience with completed delivery of projects only in the government sector? Or can we submit credentials from the private sector as well?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
73	General	General	Are we allowed to sub-contract if required, as part of the system implementation?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>
74	General	General	Is the bidder allowed to submit a proposal for parts of the overall scope or do you expect the response address in full?	<i>The response to this question is currently under development. We will issue a response as soon as possible.</i>