

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 revised 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"> • Process transformation; • Case management system; • Migration of a legacy system to an n-Tier system; • External agency system interfaces; and • Use of Oracle-Siebel. <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 all 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?	3/25/16: The vendor will configure the Oracle Policy Automation, Oracle Service Cloud and Siebel Tools for the Customer Relationship Management (CRM) and Business Process Management (BPM) technology platform described in Attachment K to provide the desired solution. In the event there is a need for customization of this COTS software, the state's strategy is to minimize customizations and attendant risks.
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	<i>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.</i>
8	General	General	What is your goal for a go live date with the new system?	<i>3/16/16: Bidders should propose an implementation timeline and "go live" date for this project. Per the RFP, the contract term will be five years (5) from the date of approval by the State Comptroller and the Bidder shall develop an Implementation Plan (consisting of both a written document and a project schedule) to show the schedule, approach, phases, releases, resources and risks as well as mitigation steps associated with implementing the required system.</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>3/16/16: Per the RFP, the contract term will be five years (5) from the date of approval by the State Comptroller. Bidders should propose an implementation timeline for this project. Section 9.6 of the RFP outlines the project deliverables that are required for each phase of this engagement, and the Bidder shall develop an Implementation Plan to show the schedule, approach, phases, releases, resources and risks as well as mitigation steps associated with implementing the required system.</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>3/25/16: The expectation is that the work will be done at the client sites as specified in the RFP. However, back office support can be performed offsite (i.e. weekly reports, planning, etc.). Please note, Section 1.32 of Attachment C provides under the Off Shore Restrictions sub-section that "Confidential Information accessed by or provided to Contractor during the course of performing services for the State must not be stored or accessed outside of the continental United States". Bidders should incorporate any cost saving opportunities into their proposal, within the requirements of the RFP.</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>3/16/16: Bidders should propose an implementation timeline and "go live" date for this project. Per the RFP, the contract term will be five years (5) from the date of approval by the State Comptroller and the Bidder shall develop an Implementation Plan (consisting of both a written document and a project schedule) to show the schedule, approach, phases, releases, resources and risks as well as mitigation steps associated with implementing the required system.</i>

16	General	General	will they allow any offshore work?	<i>3/25/16: The expectation is that the work will be done at the client sites as specified in the RFP. However, back office support can be performed offsite (i.e. weekly reports, planning, etc.). Please note, Section 1.32 of Attachment C provides under the Off Shore Restrictions sub-section that "Confidential Information accessed by or provided to Contractor during the course of performing services for the State must not be stored or accessed outside of the continental United States". Bidders should incorporate any cost saving opportunities into their proposal, within the requirements of the RFP.</i>
17	General	General	What is the annual budget for this contract?	<i>3/21/16: This is a competitive procurement, vendors should propose the cost.</i>
18	General	General	If there any incumbent on this contract? if yes, please provide the incumbent details and contract number	<i>3/21/16: This will be a new contract, and there is no incumbent.</i>
19	General	General	Please let us know the last year's spending on this contract.	<i>3/21/16: This will be a new contract; there has been no prior spending.</i>
20	General	General	Is it single award or multiple award contract?	<i>3/21/16: Single award.</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>3/25/16: The expectation is that the work will be done at the client sites as specified in the RFP. However, back office support can be performed offsite (i.e. weekly reports, planning, etc.). Please note, Section 1.32 of Attachment C provides under the Off Shore Restrictions sub-section that "Confidential Information accessed by or provided to Contractor during the course of performing services for the State must not be stored or accessed outside of the continental United States". Bidders should incorporate any cost saving opportunities into their proposal, within the requirements of the RFP.</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>3/21/16: The terms and conditions are set forth in Attachment C of the RFP.</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>3/23/16 - The Bidder should use the lists provided in Attachment J of the RFP. Any proposed solution should be flexible enough to accommodate future changes requested by NYS in accordance with the RFP.</i>
25	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>3/23/16- Final decisions will be made at design time, however as a general rule: all real-time interfaces will be accessible via Akana; async and batch non-real time interfaces will use alternate solutions such as Managed File Transfer and BizTalk.</i>

26	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?	3/23/16 - Contact Center UI platforms will be decided based upon the final business requirements. If the Bidder has a best practice recommendation, that should be provided.
27	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?	3/23/16 -Mobile strategies will be decided based upon the final business requirements. If the Bidder has a best practice recommendation, that should be provided.
28	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?	3/25/16: The expectation is that the work will be done at the client sites as specified in the RFP. However, back office support can be performed offsite (i.e. weekly reports, planning, etc.). Please note, Section 1.32 of Attachment C provides under the Off Shore Restrictions sub-section that "Confidential Information accessed by or provided to Contractor during the course of performing services for the State must not be stored or accessed outside of the continental United States". Bidders should incorporate any cost saving opportunities into their proposal, within the requirements of the RFP.
29		15.2	Item 3 in the payment schedule seems to have garbled meaning. Please review it and correct it if appropriate.	3/21/16: The RFP language is correct. The intent is to withhold 15% of the fixed price until all system defects have been repaired to the satisfaction of ITS, or 180 days post-go-live, whichever is later.
30		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?	3/21/16: The Minimum Bidder Qualifications must be met by the Bidder, exclusive of any work completed by partners or subcontractors.
31	RFP	Section 9.7	For scheduling purposes, would ITS be amendable to an average Deliverable response time of ten (10) calendar days, which can be modified in the DED by mutual agreement for more complex Deliverables?	3/21/16: Bidders may propose any solution, subject to negotiation.
32	RFP	Section 9.8	Can we assume that "any system changes" would be limited to those within the scope of the agreement?	3/21/16: All known requirements have been described within the scope of this RFP. Since requirements may change over the period of this contract, a process has been outlined in section 9.8 of this RFP to address any potential changes that may arise.
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?	3/23/16 - Yes
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?	3/21/16: Post award, roles, user groups and personas will be defined during Journey Mapping sessions hosted by ITS and HCR staff over the coming months.

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).	3/21/16: Post award, roles, user groups and personas will be defined during Journey Mapping sessions hosted by ITS and HCR staff over the coming months.
36	RFP	Section 9.2.2	Who is responsible for defining the test cases? Is this a requirement for the RFP response phase?	3/21/16: Post award, the usability testing scenarios will be defined during analysis by the selected contractor. No, this is not a requirement for the RFP proposal.
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.	3/21/16: NYS ITS will host the solution stack in its entirety.
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?	3/21/16: ITS will procure all required software licenses described in Attachment K. Bidders should not include any costs for any of the specified software indicated in this attachment.
39	Attachment C	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?	3/21/16 Section 1.32 has been <i>revised</i> to read as follows: For purposes of this solicitation, ITS hereby establishes an overall goal of 30% for MWBE participation, 15% for New York State certified minority-owned business enterprises ("MBE") participation and 15% for New York State certified women-owned business enterprises ("WBE") participation (based on the current availability of qualified MBEs and WBEs).
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?	3/21/16: Bidders should propose an implementation timeline and "go live" date for this project. Per the RFP, the contract term will be five years (5) from the date of approval by the State Comptroller and the Bidder shall develop an Implementation Plan (consisting of both a written document and a project schedule) to show the schedule, approach, phases, releases, resources and risks as well as mitigation steps associated with implementing the required system.
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.	3/23/16 - Yes, your understanding is correct.
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.	3/23/16 - Where there are joint responsibilities, the vendor will lead all development and NYS ITS will assist.

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>3/25/16: The current reports for the Office of Rent Administration (ORA) are written in Model204 User Language by ITS programming staff. ORA does not have the ability to create their own reports against the mainframe Model204 files. The majority of the reports are not complex and are simple retrieving and listing of user selected data. There are approximately 200 reports that currently exist. The determination for creating/deleting reports will be made during the gathering of the business requirements. The data warehouse resides on MSSQL 2012 and is refreshed weekly from the HUTS mainframe system. The data warehouse is used by the Tenant Protection Unit for their analytics process.</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>3/23/16 -The requirement for the Rent Info line is for extracting data from the phone system for creating management reports. The Rent Info line currently uses Avaya IP Office Customer Call Reporter 8.0.8.15.</i>
45	Attachment J	Registration	Can further details be provided regarding the current ORRA system such as technology stack and high level architecture?	<i>3/23/16 - ORRA is an ASP.NET system on a 3-tier architecture created using .NET Framework 4.0 and vb.net with an Oracle 11.2 Enterprise database. Webservices are used to interface with the current HUTS mainframe system.</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>3/23/16 - This information will be gathered by the Business Analyst during the requirements gathering phase of the project.</i>
47	Attachment J	Registration and Core Case Management	Can further details be provided regarding the NYC Finance Billing requirement?	<i>3/21/2016 DHCR provides the New York City Department of Finance an annual export containing Building information (building address, owner, owner address) and the number of non-exempt Rent Stabilized apartments in each building that were registered on April 1 of the registration year. The solution will need to produce this export and for audit purposes keep track of the information provided on the export. There is no requirement to provide a billing/collection solution.</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>3/25/16: No, the questionnaire is part of the system, which does not need to be available in multiple languages.</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>3/25/16: Any available forms may be accessed at this link: http://www.nyshcr.org/Forms/Rent/.</i>
50	Attachment J	Enterprise Content Management	What is the current system for generating the bar code and digital signatures for documents?	<i>3/23/16 -Xerox DesignPro Tools is a windows package used to create custom font, form and image resources. Xerox Printer Access Facility is used to maintain and execute the font, form and image resources. Programs in the Model 204 Historical Update and Tracking system use Xerox Printer Access Facility which in turn uses the proper resources to generate the correct document.</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>3/23/16 - This is currently a manual process. The intention is for the proposed solution to automate this process.</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.)?	3/21/2016 As stated in Attachment J industry standard formats (i.e. XML, flat files)
53	Attachment J	Data Warehousing and Data Analytics	Does the legacy data need to be migrated into the data warehouse?	3/23/16 - As per Section 9.3.1 of the RFP, legacy data needs to be migrated to the data warehouse.
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?	3/23/16 - The successful contractor will have access to existing documentation. It will not be provided to bidders.
55	Attachment J	Data Warehousing and Data Analytics	What are the different data cubes and data marts that would need to be created?	3/23/16 - This information will be gathered by the Business Analyst during the requirements gathering phase of the project
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?	3/23/16 - This information will be gathered by the Business Analyst during the requirements gathering phase of the project
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?	3/25/16: Any available forms may be accessed at this link: http://www.nyshcr.org/Forms/Rent/ .
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?	3/23/16: This information will be determined through collaboration with the successful contractor.
59	Attachment J	11) End User Functionality	Can the state provide a description of all the rent regulation process calculations to be automated?	3/23/16: The successful contractor will have access to existing documentation. It will not be provided to bidders.
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.?	3/23/16: This information will be determined through collaboration with the successful contractor.
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.	3/23/16 -If Collaboration Meeting Rooms (CMR) is an included platform solution based on the final business requirements, the vendor will be responsible for CMR development.
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?	3/23/16 -If Master Data Management is an included platform solution based on the final business requirements, the vendor will be responsible for Oracle Customer Hub development.

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?	3/23/16 -If Master Data Management is an included platform solution based on the final business requirements, the expectation is that there will be integration.
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?	3/23/16 -Vendors may propose use of additional software not included in Attachment K. Any associated costs to the state are to be captured on cell C23 of the Pricing Summary tab of Attachment L, Cost Proposal.
65	INTRODUCTION	1	The State has indicated: "The Contractor will leverage existing documentation (for example, documentation resulting from the Agency's Lean process improvement initiative)...." Might the State make the documentation available to the Contractor before the Bid Proposals Due Date?	3/21/2016 The winning vendor will have access to existing documentation. The state does not plan to provide to bidders.
66	TERM AND PLACE OF PERFORMANCE	4	The State has indicated: "The term of the Contract will be five years (5) from the date of approval by the State Comptroller." Can the Contractor assume that the 5 years include DDI and O&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?	3/21/2016 Yes, the 5 years includes design, development and mplementation activities, as well as operations and maintenance activities. Yes, the bidder should propose the project timeline.
67	ATTACHMENT K	Development Roles and Responsibilities	The State has indicated: "ITS will assume primary responsibility for support in non-Development environments." 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.	3/23/16 - The vendor will be responsible for managing the processes and delivery of the solution, including configuration and change management support across all environments. NYS ITS will be responsible for installation and configuration of all on-prem platforms, and access to these environments will be provided to the vendor.
68	ATTACHMENT J	Case Processing	13) Index Values – The system shall: <ul style="list-style-type: none"> Automatically set index values when cases are closed. Allow manually entry of case index values. Provide online case index reports to the public. Please elaborate on Index Values.	3/23/16 - Index values are user specified categories that pertain to a case type. For example, for tenant service cases some of the index values are Ceiling, Fire Damage, Heat, and Door. The index values selected for the case at closing corresponds with the items that were reported for the particular case.
69	ATTACHMENT J	Enterprise Content Management	Can the Contractor assume that the State will be responsible for: "Migrate existing document repository from Open Text Content Server to NYS Enterprise FileNet ECM."	3/21/2016 Section 9.3 of the RFP establishes contractor responsibility for this task.

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"> • Document Scanning • Document Indexing • Document Workflow • Document Repository • Document Security • Document Search <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>	3/23/16: NYS will provide the platform as per Attachment K. The vendor will need to perform all implementation activities.
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>	3/23/16 - The vendor will need to be familiar with columnar database modeling and design, the physical DB platform will be managed by ITS. The vendor will be responsible for managing the processes and delivery of the solution, including configuration and change management support across all environments. NYS ITS will be responsible for installation and configuration of all on-prem platforms, and access to these environments will be provided to the vendor.
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?	3/21/16: As per Section 10 of the RFP, the Minimum Bidder Requirements must be met with federal, state and/or local government projects that are fully complete (in the warranty period or later).
73	General	General	Are we allowed to sub-contract if required, as part of the system implementation?	3/21/16: Yes
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?	3/21/16: 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.
75	Attachment H	General	Is there supposed to be an H attachment for the Project Manager that is listed as a key personnel in the RFP?	3/21/16: Please see Attachment H.2.
76	General	General	There is a mixed reference to SDLC and Agile approaches in the RFP. Was this intentional and do you want bidders to incorporate both into a proposed approach?	3/23/16 - The vendor should propose the best approach.
77	RFP	Section 14	Is there a page limit for the Implementation Plan portion of the Technical Proposal (Item 10 in Section 14)?	3/23/16 - No