

REQUEST FOR PROPOSALS

NYS Minority- and Women-owned Business Enterprise (MWBE) New York State Contract System

Addendum to RFP Number: 18-6132

Questions and Answers

The Department received a number of questions regarding information about the contractor previously engaged to provide the New York State Contract System and the terms of the contract between the Department and the prior contractors. These questions are not relevant to the RFP, and will not be addressed in this document.

Question: How much is the annual budget for this contract?

Question: Are there budgetary guidelines in place for this procurement? Is there a budget ceiling?

Answer: In the interest of encouraging the most competitive responses to the RFP, the Department will not disclose the maximum budget estimates for this engagement.

Question: Can you please confirm the Minority Owned Business, Women Owned Business, and Service Disabled Veteran Owned Business participation requirements for the NYS MWBE New York State Contract System (RFP Number 18-6132)?

Question: What is the MWBE participation rate/requirement?

Question: Is there any goal to be followed in this RFP for subcontracting to MBE, WBE or SDVC, or can all work be done by the vendor?

Question: Is there an MWBE participation requirement? If not, why?

Answer: There is no goal for certified MWBEs or SDVOBs in the RFP. However, the Department encourages their participation whenever feasible.

Question: Section F, #9 (State Agency Compliance Monitoring): Please clarify the intent and process for “hiding” contract with a full waiver and what views, users, and reports, if any, are impacted.

F. MWBE Compliance Monitoring - State Agency Compliance

9. The system must allow contracts with full waivers to be ‘hidden’ from view when requested, to allow focus on the contracts with MWBE participation goals.

Answer: Remove the fully waived contract from utilization calculations and be able to exclude it from lists and reporting if needed.

Question: Section F, #17 (State Agency Compliance Monitoring): Please clarify what is meant by uncounted utilization and total expenditure should roll back to the beginning of the fiscal year? Please clarify the ESD policy and process for this activity with regards to contract compliance and utilization reports.

F. MWBE Compliance Monitoring - State Agency Compliance

17. If the contract status was changed from exempted/excluded to MWBE-eligible contract during the fiscal year, uncounted utilization and total expenditures should roll back to the beginning of the fiscal year assuming certification is active

Answer: Utilization and expenditures previously excluded from calculations would be retroactively added back in up to the beginning of the current FY. Does not override system function of basing utilization on vendor certification date. Utilization cannot occur prior to vendor application date.

Question: How many small/medium/large enhancements should the vendor be expected to complete in years 3-5?

Answer: There are currently no planned enhancements to the system, however, they may become necessary due to MWBE program changes, additional user requirements, etc. Any required enhancements that arise during the contract term will be added to the contract via amendment and paid at the rates provided in your Appendix B budget proposal.

Question: Section F, #27.1 & #27.2 (State Agency Compliance Monitoring): Please clarify what functionality or staff process this is referring to and desired impacts to utilization plans, contracts, utilization reporting, and other program areas -

F. MWBE Compliance Monitoring - State Agency Compliance
27.1 Agency staff must be able to record the results of their analysis
27.2 The system must allow agency staff to change goal percentages.

Answer: Goal Plans

Question: Page 18: Please clarify which dates must be recognized in the following requirement and the desired rules and outcomes?

Quarterly Collection of Agency Reports
The system should provide the option to recognize other dates in the certification file as a qualifying date for credit on a utilization payment.

Answer: Utilization credit should be recognized by the contract date but not if the contract start date is prior to the date of vendor certification.

Question: Page 22, #10: Please identify the expected source of the stated data?

Contract Reporting
10. Trend spend analysis reporting would provide State Ag/Au with a picture of target spend in each category (commodity, construction, construction –related service)

Answer: Would be based off prior years and/or quarters from the existing system and/or data from previous system

Question: Section 2.1, Design Specifications 2. Specific Requirements. How many total users are expected to use the system (DED employees vs external/guest users)?

Question: Section 2.1, Design Specifications 2. Specific Requirements. What is the expected peak load of total concurrent/active users?

Question: Section II – Program Background and Scope of Services – What is the total number of users – suppliers and NYS staff?

Answer: The total numbers of future users is unknown; however, the system should be scalable and designed to be able to handle any number of users that could be expected to utilize the system. This includes all NYS agency staff, any vendor staff as well as users from local municipalities throughout NYS.

Question: Section II – Program Background and Scope of Services – What is the total number of certified suppliers?

Answer: At present there are approximately 8700 certified MWBE vendor accounts. Dual certifications (MBE and WBE) are split into two records which make the total number of records at present 10,000+.

Question: Appendix H – what is the volume of data that need to be migrated from the current system?

Answer: The total volume of data is unknown at this point but respondents should anticipate a database with tens of thousands of records with supporting tables and documents.

Question: Appendix H – interfaces – For the bidirectional WEB API interfaces,

- 1. Is it expected to invoke NYS service APIs for the integration with each of the agencies or NYS systems would rather invoke vendor service APIs to integrate the data?*
- 2. Is the Vendor expected to build individual API for each of the agencies or the requirement will be met if Vendor develops single API for all agencies? The intent of question is to understand if these agencies and future agencies which will need to be integrated have same integration needs/data needs or each agency integration has individualized needs.*

Answer: The system should incorporate a complete set of industry standard API's that can be leveraged by any NYS agency or state authorized user of the system.

Question: Is this system expected to be a replacement of the current site <https://ny.newnycontracts.com/>?

Answer: Yes

Question: Are there any preferences with regard to the cloud based infrastructure that should be proposed on by the vendor?

Answer: No

Question: Can you provide further details on the integration requirement with existing/future databases or systems?

Answer: All existing integrations with NYS must be included in the proposal. The system should also provide standardized functionality for integration with NYS information systems - for example, standardized file structures for importing NYS data into the SaaS solution. Custom functionality may also be required to support NYS workflow, however all base integrations should be standardized.

Question: Is there a system currently in place for the same/similar functionalities? If so, what is the reason for replacement?

Answer: The NYS Contracting System is the current system of record for the NYS MWBE program. The current contract for the NYS Contracting System will be expiring soon and must be sent out for competitive bid with associated requirement and enhancements.

Question: Section 2.1, #1. Infrastructure Build and Configuration. What is your definition of SaaS? If we were to propose an application that would be hosted and managed on a Infrastructure as a Service (IaaS) cloud platform, would this meet your definition of a SaaS or Cloud based solution?

Answer: Software as a service (SaaS) is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted. Yes

Question: Appendix H, System Interfaces – How many of these interfaces does the DED expect to be implemented in year 1 vs. year 2 vs. years 3-5?

Answer: Above and beyond what will match current functionality, it is estimated that 3 interfaces per year will be completed.

Question: Section 2.1, Design Specifications 2. Specific Requirements. Can user logins be maintained entirely within the new system or must they integrate with an existing DED LDAP and/or external directories such as ny.gov?

Answer: User logins can be initially maintained within the system, however, proposers should include the capacity to integrate with ny.gov at no additional cost should it be required.

Question: What are the typical monthly ticket volumes by priority (Critical, High, Medium, Low etc.) that your help desk receives for the current "CRIS" system?

Answer: The current system does not track by these priorities, rather by what gets elevated to higher management. Since CRIS was created in 2014, there are 6,000 individual tickets created in this system external to what the current NYSCS tracks.

Question: Appendix H, System Interfaces. There are several integration points with other existing applications/systems. Can we assume that the MWBE contract system can define its own integration "contracts" for estimation purposes? In other words, if data needs to come into the MWBE contract system or be sent out, then the MWBE contract system can dictate the format of the data? If the MWBE contract system cannot dictate any of the integration data formats, then can more information be provided to help estimate the integration efforts?

Answer: The system can define its integration formats for future integrations, however existing integrations will need to be taken into consideration (i.e. SFS and others) as it will be difficult to modify the existing file output structures. The proposer would be expected to perform data mapping and conversion into a format specific to their system.

Question: Appendix H, System Initialization. How many tables/records are in the legacy database that will need to be mapped and imported into the new contract system? What is the DB currently in use for the legacy application?

Answer: The number of tables is unknown at this point, however, tens of thousands of records with supporting tables and documentation will need to be imported. The system is currently in MS SQL, and the internal CRIS system is written in Access.

Question: 2.3 Deliverables and Design Specifications, Page 31. When is the due date for seeing the SaaS application with data from the current system and other systems identified in System Interfaces? Is this expected to be included in the prototype or after the prototype?

Answer: The prototype is expected to demonstrate the capacity to supply all requested functionality. When the vendor decides to import the data should be scheduled by the vendor, however it must be done with complete data sets prior to testing and user acceptance.

Question: 2.3 Deliverables and Design Specifications, Page 31. Prototype will be delivered 8 months after contract start date and production will be available 12 months after contract start date, the RFP states the SaaS application must be completed within 9 months from contract start date. Can you provide clarification on the due dates in regards to the prototype due 8 in months and SaaS application needing to be complete after 9 months?

Answer: The correct timeframe is 8 months for prototype and SaaS/full functionality at 12 months.

Question: Under Design Specification --> Pg 8 of the RFP, it states

"f. Provide centralized tracking of payments made to MWBE vendors updated through the SFS interface and other interfaces as necessary."

What all other interfaces will be involved in this? Is there a need for a real-time update or through some kind of batch process?

Answer: All currently integrated systems. There is a need for real-time or batch process updating.

Question: Under Design Specification --> Pg 11 of the RFP, it states

"T. The system must provide Supervisory functions which must include, among other functions: 1. Supervisor's assignment of files."

Do files mean application? If not, please elaborate.

Answer: Files means certification applications within the system.

Question: Under Design Specification --> Pg 12 of the RFP, it states

"5. Business Development

A. The system must have an outreach system to provide upcoming bid and event notifications."

Does this mean all participating agency will record their upcoming bid into this new system? Will it be recorded once the bid is made public? What are the attributes that need to be collected for this upcoming bid? Or it is recorded in some other system, and the new solution will be able to interface with the same.

Answer: If the agency so chooses to they are able to distribute their upcoming solicitations to user defined segments of the certified directory.

Question: Under Design Specification, bullet "6. State Agency Compliance

Annual Goal Plans"

Is there a workflow/process document which talks more about the Annual Goal Plans Process.

Answer: Exhibit 19 Page 2

Question: Under Design Specification, bullet "6. State Agency Compliance / Annual Goal Plans"

The format of agency goal plans must be customizable by the Department.

Could you please elaborate on what needs to be customized and what is expected here.

Answer: Exhibit 19, Page 2 provides a sample Agency Goal Plan.

Question: Under Design Specification, bullet "6. State Agency Compliance / Annual Goal Plans" - Pg 12

The Annual Goal Plan Update (see GP update 1718 final.docx) must reflect different information.

Where can we find 1718 final.docx

Answer: Exhibit 19 Page 1

Question: RFP 18-6132 is very similar to the Minority and Woman Owned Business Enterprise Contract System RFP 16-117 issued December 2, 2016. Did the DED evaluation committee make an award recommendation based on RFP 16-117? If yes, can DED name the awardee? If No, is the current RFP a replacement to f RFP 16-117?

Answer: The RFP is a replacement to the RFP 16-117.

Question: The due date of the submission is Sept 7th, with summer vacations, kids going back to school, and Labor Day holiday, is the Agency willing to extend the submission date 10 days to the 17th, providing vendors time to submit a bid?

Answer: There is no provision to allow an extension of the proposal due date.

Question: Appendix H Section 1 - Approximately how many contracts are in the current System? On average, how many attachments will the typical contract include? How many new contracts are added/year? How long are contracts kept online?

Answer: We do not have a quantitative report with this information, however you may wish to refer to Open Book NY (<http://www.openbooknewyork.com/>) for current contracts in the state.

Question: Appendix H Section 1 - What is the expected number of concurrent users? How many logins are generally recorded on an average day? How many searches does the existing system respond to in a day?

Answer: The system should accommodate thousands of concurrent users. We have no current data on how many searches are conducted nor how many logins occur.

Question: Appendix H Section 1.9 - Is the "Help Desk" described in Appendix H for handling end user problems?

Answer: Yes

Question: Appendix H Section 2.3 - All major browsers must be supported: Please specify which browsers are considered major, ideally with lowest supported version number.

Answer: Internet Explorer, Firefox, Chrome.

Question: Appendix H Section 3 - Do we need to include pricing for "integration" of agencies as described in Appendix H, section 3?

Answer: Yes. Currently integrated agencies must be included and future integrations will be created per rates listed in your budget proposal (per RFP).

Question: Appendix H Section 4 - The SaaS application must provide multiple secured methods for state agencies to establish electronic interfaces including exposing bidirectional transactions via web API functionality. What "secure methods" are required?

Answer: Any secure method of data transfer, including but not limited to SFTP.

Question: Appendix H Section 4 - Are there any existing authorization / authentication systems that will need to be integrated?

Question: Page 8, Section 2.1, 9. Security Management Plan, Identity Management Security: will the system need to integrate with the NYS public ny.gov identity access platform, an agency Microsoft Active Directory, or another identity management solution (please provide specifics of technology and product)?

Answer: There are no current authentication systems that need to be integrated, however proposers should include the capacity to integrate with NYS directory services if required at no additional cost.

Question: Appendix H Section 3 - Capacity for onboarding up to 102 NYS agencies and authorities - Do all 102 agencies support the same interface format or do they each require a bespoke integration?

Answer: Data integrations should be standardized.

Question: Appendix H Section 5 - Does all data in the existing system need to be migrated to the new system? How many contracts need to be migrated? What is the size of the database to migrate in gigabytes?

Answer: Yes, all data needs to be migrated. Tens of thousands of records, including a database of millions of records with over 100 record types, and 650,000 documents files, 1 TB in size.

Question: On page 34, under Section III, subsection 3.1,D,1 - Experience, sub point 3, the RFP asks for 3 letters of reference. Does the vendor need to submit signed letters of reference from three different clients, or will it suffice to provide the name, address, phone number, email, project type and cost of three clients that the vendor has worked with?

Answer: The RFP specifically states 3 letters of reference not a list of references.

Question: Most of the requirements and specifications under Section II have been already implemented in the New York State Contract System website (<https://ny.newnycontracts.com/?TN>). Would the vendor be required to build the RFP specifications based on what is already implemented on the website, or would vendor be building an entire new website from scratch?

Answer: Current functionality will need to be implemented in new system and improved as necessary.

Question: If the vendor is required to build the RFP specifications based on what is already implemented on the website, what part of the work in the RFP will be modifying the current website and what part of the work will be adding to the current website?

Answer: Current functionality will need to be implemented in new system and improved as necessary.

Question: Would vendor get access to the source code of the New York State Contract System website (<https://ny.newnycontracts.com/?TN>)?

Answer: No.

Question: On page 56, Under Appendix B - Budget, for the Year 1 and Year 2 budget, a "Designer" resource is not listed under the "Title" column. Because a "Designer" resource might be required throughout project implementation, will ESD be providing a resources to design the website? If not, can ESD provide an updated budget sheet for Year 1 and Year 2 that includes the "Designer" resource or that suggests a designing hour estimate?

Answer: Proposers must work with the Personnel Titles that are provided in the budget forms. Do not change the titles or include additional titles.

Question: Would the work listed in this RFP have to be done onsite at the ESD office or can it be done from the Vendor office?

Answer: Work can be completed in a combination of onsite and offsite staff based within the US.

Question: Does all work listed in this RFP have to be done by resources in the US or can work be done from other countries outside the US?

Answer: Work can only be done in the US.

Question: Under Section 2.1, for the deployment of a Cloud based software as a solution, if the vendor cannot provide Cloud hosting services, can the services be provided through any 3rd party Cloud hosting service providers like AWS, MS Azure and other similar hosting service providers?

Answer: Yes.

Question: Under Appendix H, Section 1.9, for staffing the help desk during the hours of 8AM to 6PM, will this staffing need to be billed under the maintenance/support cost? Can this help desk be located outside of the US or will it need to be staffed within the US?

Answer: Staffed inside the US.

Question: Under Appendix B - Budget, for the 2nd year and onward budget, can ESD suggest what approximate maintenance/support hours should be spent for bug fixes and new version support so that vendor can appropriately budget for that part of the cost?

Answer: The support and maintenance fee must cover anticipated costs for bug fixes and software upgrades.

Question: Does the NYSCS website need to be optimized for mobile use or will it only be viewed in Desktop browsers?

Answer: The current requirement is for desktop use. Future enhancements may include mobile optimization.

Question: Can the agency provide an estimate on the current volume of new certification applications begun monthly or annually?

Answer: Annually between 4,000 – 5,000 applications begun annually; Applications begun monthly 300 – 450.

Question: What is the status of the incumbent provider? Will the incumbent be permitted to bid on this contract?

Answer: All firms that meet the eligibility requirements for bidding are eligible to bid on this RFP.

Question: What database is currently used by the incumbent application? Can the agency provide an estimate on database size and how much it has grown annually and during the life of the current system?

Answer: The current system is maintained in a MSSQL environment. Current size is estimated at several hundred gigs.

Question: Does the system require integration with the NYS Enterprise Document Management (FileNet) platform and/or any other Document Management Platform? If so, please provide specifics of the technology and product.

Answer: No. Any proposed document management platform should be included in the delivered system.

Question: Page 3, Section 2.0, Objectives, bullet #7: is there an agency and/or NYS Enterprise preferred tool “to have users create their own” reports?

Answer: No

Question: Page 3, Section 2.0, Definitions, “Hosting”: will the system be made available only via the public Internet, or will the system also need to be available behind the firewall for agency users?

Answer: Public Internet

Question: Page 5, Section 2.1, 1. Infrastructure Build and Configuration: please provide specifics with respect to the “NYS requirements”?

Answer: Refer to RFP, Scope of Services

Question: Page 5, Section 2.1, 2. Technical Environments, Training Environment: what is the proposed timeline for when the training environment will be used?

Answer: Ongoing and updated in conjunction with the live version.

Question: Page 5, Section 2.1, 4. Project Tracking: is there an agency and/or NYS Enterprise preferred tool for “secure online Project Management”?

Answer: No

Question: Page 13, Section 2.1, Contracts, A.1: how many “agency and authority-specific financial systems” will the system be interfacing? Please provide additional detail on these interfaces with respect to technical and functional specifications

Question: Page 5, Section 2.1, 4. Interface Development and Implementation: what is the total number of interfaces expected?

Answer: The current system includes approximately 15 interfaces with currently onboarded agencies, however there are up to 102 NYS Ag/Au that may require future onboarding. In addition, approximately 900 municipalities and/or other outside entities may need to be onboarded.

Question: Page 5, Section 2.1, 4. Interface Development and Implementation: is there an agency and/or NYS Enterprise preferred tool for interface development and implementation?

Answer: No

Question: Page 6, Section 2.1, 4. Interface Development and Implementation, Integration Strategy: can we get a list and specifics of the “SFS produces standard extracts”?

Answer: This will be shared with the awarded vendor during contract preparation.

Question: Page 5, Section 2.1, 4. Interface Development and Implementation: how does the agency envision the interface and/or exchange of data with other agencies? Immediate? Batched (daily, weekly)?

Answer: Combination of all 3

Question: Page 7, Section 2.1, 6. Testing: will the agency or the awarded vendor be responsible for **creating** UAT test scripts?

Answer: Yes.

Question: Page 7, Section 2.1, 6. Testing: will the agency or the awarded vendor be responsible for **executing** UAT test scripts?

Answer: Yes.

Question: Page 7, Section 2.1, 6. Testing: will performance and/or load testing be a requirement for the awarded vendor?

Answer: Yes.

Question: Page 8, Section 2.1: will Training development and/or delivery be a requirement for the winning bidder?

Answer: Yes.

Question: Page 8, Section 2.1: what project management requirements are there for the winning bidder?

Answer: Included are meetings, communication plans, milestones, project methodology (agile or waterfall or combo), periodic testing, etc. Refer to RFP.

Question: Page 8, Section 2.1: what change control requirements are there for the winning bidder?

Answer: For each change request, a change control document will need to be filled out and approved by both parties.

Question: Page 9, Section 2.1, User Registration and Login, Vendors MWBEs and Grantees: will the system need to integrate with the NYS public ny.gov identity access platform? If not, is there another identity management solution for public access (please provide specifics of the technology and product)?

Answer: There are no current authentication systems that need to be integrated, however proposers should include the capacity to integrate with NYS directory services if required at no additional cost.

Question: Page 9, Section 2.1, User Registration and Login, Agency Staff: will the system need to integrate with the agency Microsoft Active Directory identity access platform? If not, is there another identity management solution for agency staff access (please provide specifics of the technology and product)?

Answer: There are no current authentication systems that need to be integrated, however proposers should include the capacity to integrate with NYS directory services if required at no additional cost.

Question: Page 10, Section 2.1, Application Submission, E: what is the inventory of “other codes as necessary” that the system must capture?

Answer: Codes that may become common practice for certifications, as yet not applicable.

Question: Page 10, Section 2.1, Application Submission, G: what are the specifics of the “current numbering system utilized in the legacy vendor database and directory system” that the new system must implement?

Answer: Each new applicant is assigned a file number that represents the order in which a firm applied for certification. For example, if 69000 businesses have applied for certification the next business applying for certification would be given a file number 69001. Once the file number is assigned it would be the applicant’s permanent number, not to be reassigned to any other applicant business.

Question: Page 10, Section 2.1, Application Review and Approval, E: is there an agency and/or NYS Enterprise preferred tool for creation of “standard letter formats”?

Answer: No

Question: Page 12, Section 2.1, 5. Business Development, 3: is there an agency and/or NYS Enterprise preferred tool for sending of emails?

Answer: No

Question: Page 13, Section 2.1, 7. Contract Monitoring and Agency MWBE Utilization: how will the system be “automatically identifying payments” if not identified by SFS?

Answer: Should be proposed by respondent

Question: Page 13, Section 2.1, Contracts, D.1: what is the process required for the system to “manage requests for waivers”?

Answer: Ag/Au users would be able to submit waivers through the system which would be attached the applicable contract. The approval agency would then be able to approve it in the system and it would be excluded from calculations. This would also apply to exemption and exclusion requests.

Question: Page 14, Section 2.1, Contracts, F.1: please provide the full list of report formats that are “including but not limited”?

Answer: Should new report formats not mentioned in the RFP come into common usage, they must be accommodated. Any required enhancements that arise during the contract term will be added to the contract via amendment and paid at the rates provided in your Appendix B budget proposal.

Question: Page 14, Section 2.1, Contractor Reporting, A.2: please provide the full list of “other code as applicable”?

Answer: Should new codes not mentioned in the RFP come into common usage, they must be accommodated. Any required enhancements that arise during the contract term will be added to the contract via amendment and paid at the rates provided in your Appendix B budget proposal.

Question: Page 14, Section 2.1, Contractor Reporting, A.5: please provide the full list of “but not limited to” fields that must be searchable?

Answer: Should new or additional fields not mentioned in the RFP become necessary they must be accommodated. Any required enhancements that arise during the contract term will be added to the contract via amendment and paid at the rates provided in your Appendix B budget proposal.

Question: Page 19, Section 2.1, Business Development, 6: please provide the full list of stakeholders “including but not limited to” used by the “communications platform”?

Answer: Should new users need to be communicated to through the system, they must be accommodated. Any required enhancements that arise during the contract term will be added to the contract via amendment and paid at the rates provided in your Appendix B budget proposal.

Question: Page 24, Section 2.1, Contract Compliance, 5: what is the full list of procurement methods that need to be “include but are not limited to”?

Answer: Should new procurement methods not mentioned in the RFP come into common usage, they must be accommodated. Any required enhancements that arise during the contract term will be added to the contract via amendment and paid at the rates provided in your Appendix B budget proposal.

Question: Page 15, Section 2.1, Contractor Reporting, F.1: please provide details on any existing “automated upload system” with which the system must interface?

Answer: There is no automated upload system for contractors however the solution be able to accommodate automatic secured transfer of data and for the interfaces and data.

Question: Page 15, Section 2.1, Contractor Reporting, F.2: will the system be required to interface with any existing Enterprise Content Management system “to house documentation”? I.e., NYS Enterprise FileNet implementation?

Answer: No.

Question: Page 16, Section 2.1, Contractor Reporting, F.25: how many agencies and letters per agency are required for form letters to be sent from the system?

Answer: We do not have a quantitative report with this information, however a rough estimate can be made: 102 Ag/Au with an estimated number of letters of 10.

Question: Page 22, Section 2.1, Contractor Reporting, 6: how many reports will need to be generated for Standard Application Criteria and legacy vendor data?

Question: Page 22, Section 2.1, Contractor Reporting, 4: how many reports will need to be generated for comparative procurement reports?

Question: Page 21, Section 2.1, Contractor Reporting, 2: how many reports will need to be generated for agency utilization plan reporting?

Question: Page 16, Section 2.1. Reporting, 1: how many “in-house” and/or “meaningful reports” does the agency expect to required?

Question: Page 17, Section 2.1, Reporting, 2: how many “predefined reports” does the agency expect to be required?

Answer: Certification: (51) Business Development: (20) Project Management: (10) Outreach (10) Compliance and Agency Services: (30)

Question: Page 17, Section 2.1, Quarterly Collection of Agency Reports: how many email reminders does the agency anticipate sending on a monthly/quarterly/yearly basis?

Answer: We do not have a quantitative report for the number of email reminders sent, however a rough estimate can be calculated: 102 vendors x 4 quarters x 3 reminders per quarter. Sent to tens of hundreds of contractors per year.

Question: Page 18, Section 2.1, 8. Disadvantaged Business Enterprise (DBE) Program: what are requirement differences of the DBE program with respect to the “shares many of the same requirements as the MWBE portion”?

Answer: The requirement differences for the DBE program are as follows: 1. Personal Net Worth for an individual must not exceed \$1.32 million and, 2. To be considered a small business, a firm must meet SBA size criteria and have average annual gross receipts not to exceed \$23.98 million.

Question: Page 19, Section 2.1, 8. Disadvantaged Business Enterprise (DBE) Program, B: please provide details with respect to the “legacy vendor data” needed by the agency – specifically the schema, volume, technology, etc.?

Answer: ESD does not run the DBE program, however it captures much of the same information as the MWBE certification program. Bidders should expect tens of thousands of files.

Question: Page 17, Section 2.1, Reporting, 2: please provide additional requirement details for the “customer communications component to track historical communications between stakeholders”?

Question: Page 19, Section 2.1, Business Development, 6: please provide the full list of “types of communication and outcomes to” be tracked by the “communications platform”?

Answer: If a MWBE submits a request for assistance to the DMWBD-Business Development (BD)-> BD forwards the request to the agency or prime-> track the response from the agency or prime and verify a response was provided and capture that response in the system as a transaction record. This would be replicated by all communications generated by staff in BD to system users.

Question: Page 22, Section 2.1, Contractor Reporting, 7: please provide the full list of “relevant Compliance data”?

Answer: Exhibit 11 Page 1 -4

Question: Page 23, Section 2.1, Utilization Reporting, 4: please provide the full specifications for the “summary expenditure tracking” report to be updated?

Answer: Exhibit 11 Page 1 -4

Question: Page 23, Section 2.1, Utilization Reporting, 6: what is the current process for which the new system needs to “track in more detail than the current process?”

Answer: Payments must be linked to contracts and be viewable and searchable by agency staff. Vendor profiles must link all associated contracts not just those related to the viewing agency.

Question: Page 25, Section 2.1, Certification, 2: what is the full list of information that must be automatically transferred to various sections of the certification required that are “not limited to”?

Answer: The full list of information that must be automatically transferred will depend on the application type and the information submitted with the application. All information submitted with the application should be able to be transferred to various sections of the record for an applicant

Question: Page 26, Section 2.1, Reports, 10: does the agency and/or NYS Enterprise have a preferred tool to “support fillable forms”?

Answer: ESD utilizes FormRouter for fillable form applications, however, respondents can propose any enterprise class tool.

Question: Page 26, Section 2.1, Project Management, 3: does the agency and/or NYS Enterprise have a preferred product for reporting self-service?

Answer: No

Question: Page 31, Section 3.2, Conditions Governing Proposals: for what “parts of the proposal” will the agency consider awarding contracts separately?

Answer: We don’t anticipate awarding separate contracts for these services.

Question: Page 35, Section 4.0, Contract Term, paragraph 2: will the awarded vendor be required to negotiate and obtain approval for individual contracts with which each agency for “an interface with their individual financial systems”? If so, will this substantial additional effort be excluded from the 8 month / 12 month / 24 month timeline for implementation?

Answer: Onboarding of new agencies is not a requirement of year one.

Question: Page 35, Section 4.0, Contract Term, paragraph 3: please provide a sample “Change Request Form” and details of the process preferred by the agency

Answer: Sample attached

Question: Appendix H, Technical System, 2.6: what is the process for “ESD approval prior to being implemented” that the awarded vendor must follow?

Question: Page 35, Section 4.0, Contract Term, paragraph 3: please provide a list of “applicable control agenc[ies]” which will be required to approve any change order?

Answer: Both ESD and the individual agency/authority requiring the change order must approve it.

Question: Page 38, Section 4.4, last sentence: what is the “format prescribed by the Department” for monthly budget reports and/or provide a sample report?

Answer: The format and frequency of reporting will be developed during contract preparation with the selected vendor.

Question: Page 41, Section 4.7, Confidentiality: can this section be made bi-directional? i.e., replace “Contractor” and “Department” with “all parties”

Answer: No

Question: Appendix H, Infrastructure, 1.8: how often will ESD be requesting backups?

Answer: Nightly and or as referenced in the RFP.

Question: Appendix H, Infrastructure, 1.9: will the awarded vendor be answering end user help calls directly (i.e., Tier 1) or will end users call an ESD help desk (Tier 1) which will then escalate any issues to the awarded vendor’s help desk (i.e., Tier 2)?

Answer: The vendor must handle or direct all help desk calls.

Question: Appendix H, System Interfaces, 3: how many data feeds to/from for each of the agencies listed?

Answer: Varies but usually between 2 and 7.

Question: Appendix H, System Interfaces, last sentence": how many municipalities "may be required to utilize the system? Will the municipalities be limited to features/functions/data implemented for the NYS agencies?

Answer: The number of municipalities is unknown at this time, but all features and functionality available to NYS agencies would need to be available to them.

Question: Appendix H, System Initialization, 5: how many "legacy systems" will be required to provide data to "seed the SaaS application"?

Answer: It will primarily be only the current system, unless ESD or other currently integrated agencies determine that they need to bring in additional data.

Question: Appendix H, System Initialization, 7: please quantify the "unlimited number of NYS agency and general web visitors" expected based on current and projected usage?

Answer: We do not have quantitative data on current usage, however the state spends tens of billions of dollars per year on goods and services. The system must accommodate this estimated current figure plus additional data if municipalities are included in the program.

Question: Page 124, Exhibit 15 User Roles: will the agency consider a roles-based authentication and login process which limits access by role, including access by the MWBE applicants and those confirming contract payments?

Answer: Yes

Question: "The proposed solution must be "Cloud" based Software as a Solution (SaaS)." - Does this mean the solution must be in existence today or that we will be building a SaaS platform for you?

Answer: The vendor will implement a new platform.

Question: Existing Infrastructure - Does the NYS DED currently use or have any preference for a particular cloud platform such as Microsoft Azure, Amazon Web Services or Google Cloud?

Answer: No

Question: Sub-Contracting - Presumably a solution that is built by the bidder and hosted on a public cloud platform such as Microsoft Azure or AWS would be acceptable to the NYS DED?

Answer: Yes

Question: Project Management - How many NYS DED users are expected to need access to the online "Project Management" tool mentioned in Section 2.1 Project Tracking?

Answer: We estimate 100 users of the Project Management" tool.

Question: Is a COTS product expected or is NYS open to custom development using technology such as .Net or an implementation of Sharepoint?

Answer: Either is acceptable

Question: Is Azure acceptable as a hosting platform for the developed solution? If yes, does the proposal need to have license pricing for Azure as well?

Answer: Yes and Yes.

Question: If the move is to the new application, what level of data migration is envisioned? How many tables, records and overall database size?

Answer: The total volume of data is unknown at this point but respondents should anticipate a database with tens of thousands of records with supporting tables and documents

Question: What are the different integration points for the application? How are the integrations done(File based, API based)?

Answer: Currently the system supports file-based integrations.

Question: Exhibit -18 *Proposed Timeline for Development of New York State Contract System*: Year 2 has a date of Dec 19. Is this a commencement date or completion date?

Answer: For the remaining requirements under year 2, we are looking at a completion date of December 2019.

3. Authorization to Proceed with Detailed Analysis

Fill in with appropriate information or place an "X" next to those that apply

Continue with Detailed Analysis?

No [] Yes [] Comments:

Approved By:

4. Detailed Analysis & Impact Assessment

Specific Requirements Definition:

Additional Resources Requirements (<i>insert rows as needed</i>)	Work Days	Cost
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Totals:

Impact of Not Implementing the Change:

Alternatives to the Proposed Change:

5. Final Recommendation

6. Project Change & Work Request Form / Signatures

Fill in with appropriate information or place an "X" next to those that apply:

I have reviewed the information contained in this Project Change & Work Request Form and Agree:

Organization:	Name	Title	Signature	Date (MM/DD/YYYY)
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ESD