

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4032 for the Mississippi Department of Marine Resources (DMR)

From: Craig P. Orgeron, Ph.D.

Date: June 20, 2018

Subject: Responses to Questions Submitted and Clarifications to Specifications

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RFP Number 4032 is hereby amended as follows:

1. Attachment A, Section F, No. 25 is being amended to add items 25a. and 25b.
 25. Vendor must propose a project work plan including, but not limited to tasks (all phases), estimated hours per task, major project milestones, quality assurance checkpoints, etc. Provide an estimated timetable detailing all phases of implementation from the point of contract execution through completion of go-live, final system acceptance, and user training.
 - a. ***Vendor must acknowledge that the go-live deadline is set for September 19, 2018 and that implementation at go-live includes base functionality of the permitting solution; that implementation of certain functionalities such as migration of historical SQL database content, certain data and .pdf documents, some advanced workflows, and certain interfaces will be jointly determined by DMR and the awarded Vendor.***
 - b. ***Vendor must agree to full implementation and functionality no later than December 1, 2018.***
2. Attachment A, Section O, No. 138 is being amended to incorporate additional items 138a. and 138b.
 138. Solution must successfully migrate all existing data housed by DMR's present permitting application database, which is presently maintained in an on premise SQL database ***and is more fully described below.***

- a. ***Solution must migrate existing DMR documents that exist as scanned PDFs on a file share. Each PDF contains all the various scanned material (documents, forms, diagrams) for a single permit case.***
 - b. ***Solution must migrate approximately 16,320 searchable PDF files totaling 185GB. For estimating migration efforts, both the existing SQL data, which is estimated to be 500MB, and PDF documents must be imported into the new system.***
 1. ***For existing PDFs, solution must import each PDF and attach it to the corresponding record that has been imported from the existing SQL database. Awarded Vendor will not be required to break existing PDFs up into their individual elements (form, diagram, etc) during the import process.***
3. Attachment A, Section O, No. 144 is being amended to incorporate additional information in item 144a.
144. If migration costs are not included in the base quote for the solution, vendor must present such costs as separate line items in the Section VIII Cost Submission Summary.
- a. ***Vendor must acknowledge the following quantitative information for cost purposes.***
 1. ***Present DMR database contains approximately 35 tables. Most are simple lookup tables containing only a few data elements. There are six tables that contain between 20 and 40 data elements.***
 2. ***Present DMR database contains approximately 18 years of data.***
 3. ***Data platform is Microsoft SQL Server 2008 R2 (on-premise).***
4. Attachment A, Section T, No. 157 is being amended to add item 157a.
157. Prior to go-live, Vendor must agree to adequately train DMR staff users, administrators, and inspectors in how to use the system to successfully perform their respective tasks and workflows.
- a. ***DMR will accept training via webinar, but prefers on-site training for system administrators if feasible.***
5. Attachment A, Section V, No. 184 is being amended to read as follows.
184. Solution must maintain a 99% availability, ~~including~~ ***excluding*** scheduled maintenance.
6. Attachment A, Table of Contents, is being amended to ***add Exhibit 2, DMR Wetland Permitting Information.*** Exhibit 2 is posted on the ITS website with RFP No. 4032.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1 RFP Section IV, No. 28, Page 19: Regarding requirement P. Ownership of Developed Software and section 28 on page 19 of the RFP, for COTS vendors, will placing source, documentation, etc. in escrow suffice?

Response This is acceptable to DMR.

Question 2 RFP Section IV, No. 32, Page 20: For cloud SaaS solutions, is the State willing to accept FedRAMP compliance in lieu of meeting all requirements in the State's security policy? For example there are some requirements in FedRAMP that are more stringent security requirements than those outlined by the State and some in the State's requirements that may not apply to cloud-based solutions.

Response Regarding Section IV, No. 32 – Compliance with Enterprise Security Policy, Vendors must comply with the requirements that are applicable to their proposed solution.

Question 3 RFP Section VII.2.1, Page 31: We understand that bidders are allowed to provide exceptions to the RFP requirements so long as it is not a technical requirement that is not marked mandatory? For example, there are requirements that would not apply to cloud-based solutions or, in some cases, the Cloud Solution Provider does not fully meet requirements explicitly as written. We understand that bidders can submit these exceptions or assumptions, with explanation, as outlined in RFP Section 4 for the State's review and consideration without being non-compliant with the RFP?

Response Mandatory requirements must be met. Otherwise, the Evaluation Team will receive and consider exceptions as submitted by responding Vendors.

Question 4 Please confirm that the desired Go-live date is on 9/19/2018. See Amendment #1.

Response Confirmed. As stated in RFP No. 4032, the go-live deadline is 09/19/18.

Question 5 RFP Section VII, Page 33: Please elaborate on the DMR's Go-live criteria.

Response See Amendment #1.

Question 6 RFP Section VII, Page 33: Please elaborate example project tasks that could be completed after 9/19/2018

Response See Amendment #1.

Question 7 RFP Section VII, Page 33: Could DMR accept the data migration work be completed after 9/19/2018, but before 12/31/2018?

Response See Amendment #1.

Question 8 RFP Section VIII, Page 38: Please elaborate the scope of data migration to estimate the project effort.

Response See Amendments #2 and #3.

Question 9 RFP Section VIII, Page 38: Database platform?

Response See Amendment #3.

Question 10 RFP Section VIII, Page 38: How many tables? Data elements?

Response See Amendment #3.

Question 11 RFP Section VIII, Page 38: How many years of data?

Response See Amendment #3.

Question 12 RFP Section VIII, Page 38: Approximately database size?

Response See Amendment #2.

Question 13 Attachment A, Section H, No. 74: Requirement 74 refers to the incorporation of "mobile plan viewing." Can the Department elaborate / provide a synopsis of how it envisions the desired functionality?

Response See Attachment A, Section H, No. 77.

Question 14 Attachment A, Section T: Will DMR accept that the training be delivered via webinar?

Response See Amendment #4.

Question 15 Attachment A, Section V, No. 178: The Cloud Services Provider (CSP) offers a multi-tenant cloud-based service and the State would be one of thousands of customers using the CSP's service. CSP cannot commit to customer-defined resolution times. CSP will use commercially reasonable efforts to promptly respond to each case, and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in CSP's reasonable determination. Can the State please remove the Incident Resolution Times requirement in Attachment A, V. Maintenance and Support, Requirement 178?

Response DMR does not consider this requirement to be unreasonable. Vendor may take exception, or respond with a description of its incident resolution capabilities.

Question 16 Attachment A, Section V, No. 184: The Cloud Service Provider (CSP) offers SaaS/PaaS in a multi-tenant cloud environment and provides multiple major release upgrades annually that do not affect customers' configured solutions on CSP's platform and which customers can typically opt-in to upgraded functionality. CSP has one maintenance and upgrade schedule that supports thousands of customers. CSP gives prior notice of changes/updates but CSP's maintenance/upgrade schedule cannot be changed. Additionally, upgrades are provided at no additional cost to the State and are delivered in a transparent manner (no install needed). Can the State please adjust this requirement to remove "including scheduled maintenance"?

Response See Amendment #5.

Question 17 General: In addition to the Joint Application Notification form, does the project scope include the Gen. Permit?

Response Yes.

Question 18 General: Are there any other forms required by the project?

Response Yes, there will be several different forms corresponding to permits and workflows. See Amendment #6. Exhibit 2 to RFP No. 4032 provides additional wetlands permitting information. Exhibit 2 is posted on the ITS Website with RFP No. 4032.

Question 19 General: What are the requirements for managing permit application fee?

Response System-related requirements for managing various fees will be determined during the project design phase.

Question 20 General: Will the online payment be required?

Response Yes. Refer to Attachment A, Section W, No. 188.

Question 21 General: Will the project require system integration with the DMR payment gateway for credit card payment? If yes, please specify which payment gateway?

Response See Attachment A, Exhibit 1 for information on integration with the State's payment portal.

Question 22 General: Will the project require system interface with the DMR bank for ACH payment? If yes, please specify which bank? and provide the interface requirements.

Response See Attachment A, Exhibit 1 for information on integration with the State's payment portal.

Question 23 General: Can you provide the workflow documentation/diagrams relating to DMR's review/approve on wetland permit applications?

Response See Amendment #6. Exhibit 2 to RFP No. 4032 provides additional wetlands permitting information. Exhibit 2 is posted on the ITS Website with RFP No. 4032.

Question 24 General: Can the State provide a distinct list of permits?

Response See Amendment #6. Exhibit 2 to RFP No. 4032 provides additional wetlands permitting information. Exhibit 2 is posted on the ITS Website with RFP No. 4032.

Question 25 General: Can you provide the workflow documentation/diagrams relating to DMR's review/approve on wetland permit applications?

Response See Amendment #6. Exhibit 2 to RFP No. 4032 provides additional wetlands permitting information. Exhibit 2 is posted on the ITS Website with RFP No. 4032.

Question 26 General: Can the State provide workflow documentation?

Response See Amendment #6. Exhibit 2 to RFP No. 4032 provides additional wetlands permitting information. Exhibit 2 is posted on the ITS Website with RFP No. 4032.

Question 27 General: Can the State please provide the RFP and Attachment A in Microsoft Word format?

Response Microsoft Word and .pdf versions were posted on the ITS website on 05.22.18.

Question 28 General: Can the Department provide all the associated permit applications, forms and sample(s) of a plan as PDF documents?

Response See Amendment #6. Exhibit 2 to RFP No. 4032 provides additional wetlands permitting information. Exhibit 2 is posted on the ITS Website with RFP No. 4032.

Question 29 General: What is the size of existing data, type(s) and format(s) that will need to be migrated into the new system?

Response See Amendment #3.

Question 30 General: What vendor(s) has the department interacted with, received presentations and pricing related to this project prior to this RFP being issued?

Response DMR began its research into a new permitting solution expecting the cost to fall below the threshold that would require a formal competitive procurement. In its initial research, DMR interacted with Salesforce, GCR, and MSI. DMR has received no presentations or pricing from any Vendors since the beginning of the competitive procurement process.

Question 31 General: Does the State and/or Department currently possess a license for ARCGIS that will be utilized for the new Wetlands Permitting system? Can vendor assume this license will be available, or will a new license need to be acquired by the vendor? Please elaborate.

Response Yes, DMR currently possesses valid licenses for relevant ArcGis products.

Question 32 General: Regarding interaction with DEQ, USACE, and various other agencies, can the State clarify each agency and which will require system to system interfaces or whose interaction(s) are ideally supported through secure web portal(s)?

Response Interaction with other approving agencies, such as DEQ, USACE, and MDAH requires no system to system interfaces. See Attachment A, Item I, No. 88.

Question 33 General: Does the department have a budget established for this project? If yes, can the department provide the budget amount and source(s) for this project including implementation, support and future enhancements?

Response Project budget information is not available.

Question 34 General: Given the stated project Go-Live deadline ~6 weeks after project implementation Start-Up, and what was discussed during the vendor web conference, can the Department confirm that the intent is to have an initial production system delivered by the Go-Live deadline, yet expects that additional configuration, updates, testing and functionalities to be performed and deployed beyond that date with the goal of the complete system to be in production some time in December? Please elaborate and provide an outlook for how the Department envisions the overall project to progress beyond Project Implementation Start-up.

Response See Amendment #1.

RFP responses are due July 10, 2018, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Jeannie Williford at 601-432-8052 or via email at jeannie.williford@its.ms.gov.

cc: ITS Project File Number 42754