

**Delaware Department of Transportation**  
**QUESTIONS AND ANSWERS**  
**DMV System Modernization**  
**Agreement 1833**  
**September 14, 2017**

Q #	Question	Answer
1	We are a DBE firm from Maryland. Are we allowed to participate as a subcontractor?	Yes.
2	Is there a list of larger firms on your state web site?	There is no bidder's list available for this procurement.
3	We are MBE (DBE) certified company in the State of Maryland. Are we able to pursue this opportunity in the State of Delaware?	Yes.
4	I was interested in knowing whether an MDOT-certified DBE incorporated in Maryland is eligible to participate in the referenced bid as a subcontractor?	Yes.
5	I am a small business concern, specializing in mobile applications development, and was wondering how I can team up with another vendor.	All awarded vendors will be publically posted here <a href="http://mymarketplace.delaware.gov/">http://mymarketplace.delaware.gov/</a> once the procurement process is complete. See Answer to Question 2.
6	Is this contract a DBE set-aside? If no, is there a requirement for minimum DBE participation? If yes, are there also required minimum participation levels specified by socioeconomic group?	No, this is not a DBE set-aside. No, there is no minimum DBE participation. No, there are no minimum participation levels specified by socioeconomic group.
7	Is there an incumbent contractor for this project? If yes, please provide the contractor name, and the period of performance for the contract.	No.
8	Is there an incumbent contractor providing system engineering or other technical advice to Delaware DOT for this project?	No.

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9	Has or is Delaware DOT (previously or currently) been involved in any other modernization projects? If yes, please provide details, as to the dates, contract number, and contractor.	Yes, see DOT1598-DMV MVALS at <a href="http://contracts.delaware.gov">http://contracts.delaware.gov</a> . This contract was mutually terminated in June 2015.
10	Please provide the expected / anticipated / most suitable time frame for conversion / modernization of applications in Phase One.	Year and a half, give or take 6 months.
11	Please provide the expected / anticipated / most suitable time frame for conversion / modernization of applications in Phase Two.	9 months - 12 months
12	Please provide the relation in time between Phase One and Phase Two.	No gap is anticipated between the phases. Before implementation in Phase 1, requirements could be gathered for Phase 2.
13	Has a target architecture (“to be” architecture) for the systems / applications to be modernized been identified / selected / developed? If yes, please provide the details of the desired target architecture.	No, this will be developed with the selected firm.
14	Are details of the “as-is” technical architecture available prior to proposal submission? If yes, please provide the “as-is” technical architecture details.	The as-is is available in the RFP.
15	Are details of the “as-is” systems architecture available prior to proposal submission? If yes, please provide the “as-is” systems architecture details.	The as-is is available in the RFP.
16	Are details of the “as-is” operational architecture available prior to proposal submission? If yes, please provide the “as-is” operational architecture details.	No.
17	When is the proposal due? The due date on the web page is shown as September 17th, 2017, but the due date in the RFP text itself is shown as September 7th, 2017. Please provide the correct proposal due date.	We will be revising the due date to Thursday, October 12th 2017.

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18	It appears that an expression of interest is also required. Please clarify if an expression of interest is required, or not, and if yes, then please provide the due date for the expression of interest.	The Expression of Interest and Proposal are the same document and should be considered interchangeable terms.
19	What is the place of performance for this project? Please clarify what work is expected / required to be done at DOT facilities, and what work may be done at contractor facilities.	The expectation is that there is a PM and technical team that is part of the Modernization project team, with an emphasis that, depending on the job descriptions, some of the vendor's team is physically present in Dover, DE.
20	Please indicate the size of the space and other facilities to be provided at DOT site(s) to the successful offeror.	This information would be provided to the awarded firm after award.
21	I am a small business, but with no social disadvantages. I would be interested in serving as a subcontractor to a primary contractor. Is it possible for me to apply?	Proposals should be submitted by firms that want to be considered for award as a primary vendor only.
22	Section IX Rating Criteria lists as one of the rating criteria: "Experience performing DMV and/or Mainframe system modernizations". However, in section 8.4.5 References; the RFP asks for "up to three (3) references of DMV modernization projects with functionality similar to RFP, and up to three (3) references of other projects of similar size, nature and complexity." Will the RFP be amended to align the rating criteria with the references requirements, changing the "and" in references to "and/or" as it is in the rating criteria?	The RFP does not require changing. In the references section we are giving firms the availability to list projects of similar size, nature and complexity. The Rating Criteria will determine if the size, nature, and complexity of any listed projects in the References section will qualify as experience for this project.
23	Is there any restriction on the location of resources working on this project?	The expectation is that there is a PM and technical team that is part of the Modernization project team, with an emphasis that, depending on the job descriptions, some of the vendor's team is physically present in Dover, DE.
24	Section 6.1 SYSTEM CODE & CURRENT TECHNICAL ARCHITECTURE, states that "The Department will make the current SYSTEM CODE of MVALS available to interested Proposers". Will the Technical Architecture, including the database schemas; also be made available once the NDA references in this section has been submitted?	We will be providing code, jcl, ADABAS schemas, etc. dumped from the Mainframe with the System Code of MVALS referenced in the Section VI. INFORMATION TECHNOLOGY STANDARDS AND POLICIES, Part 6.1 SYSTEM CODE & CURRENT TECHNICAL ARCHITECTURE portion of the RFP.

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25	Section Appendix E - INITIAL COST PROPOSALS, asks for firm fixed price pricing for the base solution. Does the Base Solution include both Phase 1 – Modernization AND Phase Two - Dealer Titling?	Yes, both phases.
26	Appendix E, by including the word “initial”, implies that this pricing may be subsequently revised by the vendor. Will DDOT accept a firm fixed price for a discovery phase for the base solution, and initial estimated costs for the base solution; with firm fixed costs to be provided after the discovery phase for each of the RFP’s Phase 1 and 2?	No, we will not accept estimated pricing based on discovery.
27	How would we be able to get a list of plan holders to contact for possible subcontracting opportunities?	There is no plan holders list available for this procurement.
28	What is the estimated cost of the Electronic Health Records project?	This question does not apply in any way to this procurement.
29	Has the Department allocated funding for the Electronic Health Records yet? If so, through which source (budget, CIP, state/federal grant etc)?	This question does not apply in any way to this procurement.
30	Which other systems will have to integrate or interface with the Electronic Health Records, and will the State provide incumbent vendors for each system?	This question does not apply in any way to this procurement.
31	Does the Department anticipate any professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)?	All efforts to be supplied by the selected team.
32	Which vendor completed part 1 replacement of Dealers and Financials (as it relates to Dealer transactions) and 2 (Titles and Registration)? If a vendor has not been selected for this yet, when does DDOT hope to do so?	Dealers and Dealer Financials has already been implemented. This RFP includes Title and Registration.

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33	Who is/will be the technical contact/project manager for this effort?	All communication should be sent to the <a href="mailto:dot.profservices@state.de.us">dot.profservices@state.de.us</a> mailbox. Any communications with other Department employees regarding this procurement may be grounds for removal from consideration.
34	Is there a registration process to be approved as a vendor for the state prior to submitting a proposal for this RFP?	No.
35	We are a Canadian-based firm, is this RFP restricted to US companies only, or does it fall under NAFTA eligibility?	It doesn't pertain, we are using the RFP process to have an open competition.
36	Are there restrictions as to where the code conversion can be completed? i.e. - Does all the work need to be done on-site, or is it possible for it to be done remotely from a facility in Canada?	Code conversion would be up to the vendor, however, the delivery, setup, implementation, etc. of the code would be done by the vendor. The project team would need to be onsite.
37	Can you provide the total lines of source code to be migrated and/or will the code be available for SYSTRANS analysis? Additionally, can you provide the number of applications that are COBOL based versus Natural/ADABAS?	That will be provided once the NDAs have been signed.
38	Do the Natural and Cobol applications access only Adabas? Or are other databases such as VSAM accessed, and if so, can you provide details?	There are very few that access VSAM.
39	It states that the level of Cyber Liability of insurance required will be at \$100 million per occurrence based on the number of PII records being at level 6. Can you confirm that number is correct?	The number is correct.
40	Is the State of Delaware willing to negotiate and put a cap / limitation on the Unlimited Liability clause listed in the RFP document?	No.

Q #	Question	Answer
41	Due to the complexity of the solution, we would like to respectfully request an extension on the due date, from Thursday, September 7th, 2017 at 2:00 P.M to Friday, October 13th, 2017.	We will be revising the due date to Thursday, October 12th 2017.
42	The above excerpt from the RFP refers to “Expressions of Interest due date” however there is no reference to this date in the RFP or in the Procurement schedule within the RFP.	The Expression of Interest and Proposal are the same document and should be considered interchangeable terms.
43	Other than submit the NDA it is not clear what needs to be done in order to comply with Expression of Interest.	The Expression of Interest and Proposal are the same document and should be considered interchangeable terms.
44	Our Firm has many strategic partnerships with the System Integrator community and we are interested to know if there are particular ones the State of Maryland prefers to work with for one reason or another?	We have no preference for system integrators.
45	Does the State have any specific Socio Economic goal(s) for this RFP?	No.
46	Would the State provide a list of DBE firms with an interest in participating as subconsultants on this project since the link provided does not work?	There is no bidder's list, or interested subconsultant list, available for this procurement.
47	Please advise us if we can directly submit a proposal to this same email ID.	No. All submittals are to be in hard copy as explained in the RFP.
48	Do we need to register as a supplier to submit proposal (if yes, the procedure)	No. Please review section VIII. Proposal Requirements.
49	Any specific formats to be used to submit response.	Please review section VIII. Proposal Requirements.
50	Any other procedure to be followed.	Please review the entire Request for Proposals as that document outlines the process and requirements in full.

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51	A contact name and number to have an initial discussion.	All communications regarding this procurement should be submitted in writing to dot.profservices@state.de.us as listed in the RFP. Any contact made with Department employees outside of that channel will be considered grounds for disqualification.
52	Is Adabas the only database used? Or DB2 is also used along with Adabas?	ADABAS only.
53	Is IMS/CICS used?	CICS is used to communicate to AAMVA via their UNI platform (CICS). This will need to be migrated to UNI webservices and/or to a UNI .NET platform
54	What version of COBOL/Natural/Adabas/DB2/CICS used?	This is found in in RFP under Current Technical Architecture
55	What version of Z/OS is being used?	This is found in in RFP under Current Technical Architecture
56	We will respectfully request the DelDOT to remove the mandatory requirement to have the prior DMV deployment experience.	Please refer to the answer to question #22: The RFP does not require changing. In the references section we are giving firms the availability to list projects of similar size, nature and complexity. The Rating Criteria will determine if the size, nature, and complexity of any listed projects in the References section will qualify as experience for this project”.
57	Does the DelDOT prefers the code migration or can we propose an alternate solution?	If the alternate solution is the same level of risk to DMV and adds additional value, we would be interested.
58	Assuming that the DelDOT is open to a fresh solution, does the State have preference for a Microsoft, Oracle, and/or Hybrid solution?	No preference.

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59	We understand that the DeIDOT has recently modernized the IRP/IFTA system. What is the technology platform used for this modernization initiative? Will the new, modernized IRP/IFTA system provide Web Service APIs for the required integration?	All interfaces to MVALS will need to be analyzed and the appropriate solutions implemented. IRP/IFTA utilizes web services.
60	What is the current size of the transaction data (number of objects/tables, average number of fields per table, total number of records per object, total number of attachments, total data and attachments size in MB)?	This information can be analyzed/reviewed by the file/program code provided.
61	What is the total transaction volume? Can the DeIDOT provide additional details on the type of transactions, transaction channels (walk-in, portal, e-mail, call, kiosks, chat, mobile and social) and transaction volume per channel?	<p>Rough Estimate (looking at large transaction areas. Does not include all interfaces):</p> <ul style="list-style-type: none"> <li>• DL / ID transactions (front-counter, backroom, Kiosk, Web, ARTS□MVALS): 1,500 per day</li> <li>• Broker/RPC traffic (MVALS□□L1, Elections, CC processing, DOR, SBI, UNI, DelJIS Warrant, etc.): 30,000 per day</li> <li>• DelJIS / Child Support overnight to MVALS: 1,500 per day</li> <li>• UNI (SPEXS, PDPS, SSOLV, state-to-state via UNI): 6,000 per day</li> <li>• Reg Renewal / Tags+SpecialTags / Tag Switch / TTag issues / etc.: 2,500 per day</li> <li>• Title / Title Transfer / etc.: 2,000 per day</li> <li>• Broker/RPC traffic (MVALS&lt;--&gt;ESP, Netfleet, Polk / VINTelligence, CC processing, DelJIS Stolen Vehicle, etc.): 30,000 per day'</li> <li>• Hotmails (Early Warnings triggered by online / batch processes): 400 per day to average of 5 persons = 2,000 per day</li> </ul>
62	Will all of the existing data be migrated? Has any analysis been completed regarding duplicates, non-standard VINs, etc.? Has there been any work completed to mitigate known data issues?	Yes all data will be migrated and there is an opportunity to cleanse the data. However, it is not a requirement but it may make sense to do so depending on the outcome.
63	Would the DeIDOT provide the cleansed data for the data import or is the data cleansing part of the scope of work?	This would have to be evaluated during the discovery phase.

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64	Can we assume that the DelDOT will continue to use Lexmark utility for generating forms and require integration to the new system? If not, may we propose another form generator solution option?	This has not yet been reviewed but we are open to additional solutions if it is equal or less risk and provides more value.
65	What is the total number of external data sources integrated with the current system, MVALS? Would you please provide the additional details on these external systems and the type of integrations (bi-directional, real-time, batch-mode, etc.)?	This information can be analyzed/reviewed by the file/program code provided. There are few web services, ftp, but most are batch. Any ideas/thoughts on how to handle this would be evaluated as part of your proposal. Please refer to Apendix A attachment for a high level graphical representation.
66	In order to minimize and eliminate any business interruption, our proposed solution would be deployed in a phased tandem fashion.	OK...any implementation would have to be reviewed and approved by DMV
67	Can the solution be configured to mimic the current user interface or use the out-of-the-box modern User Interface constructs?	Current user interface, unless the modern User Interface constructs requires minimal change management/training as does the current user interface.
68	How many dealers will be using the solution?	Could be up to 800.
69	Does the DelDOT have any timelines to complete the Phase 1 and Phase 2?	Please refer to the answers to questions 16 & 17
70	What is the allocated budget (implementation, software licenses, post production support and maintenance) for the implementation of the solution?	We are still determining the budget
71	How many full-time staff are assigned to the project from the DelDOT? May we request the technical background of the IT staff who would be assigned to the project?	A project team has not been identified. The established team will be the result of the vendor's requirement and/or the proposed solution

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72	What are your key requirements for phase two (Dealer Titling)?	As stated in the RFP, provide the ability for the Dealer to submit their own title work.
73	How many subject area/business process will be covered and what are they?	This will need to be determined by the vendor during the discovery phase.
74	What has been a roadblock with Dealer Titling application today and what do you see as an opportunity for additional value that is not available today?	The Titling process is very business rule based intensive and it is only on the mainframe.
75	What current reporting/analytics tools are being utilized by your users today?	Mainframe built reports.
76	Which reports/dashboard do you currently use from existing system? What data on the report is important? How do you use the information?	There are hundreds of reports produced from the mainframe, utilized by all areas of DMV. This will need to be determined during the discovery phase.
77	What key information is required to make or support the decisions you make in the process of achieving your goals and overcoming obstacles? How do you get this information today?	There are hundreds of reports produced from the mainframe, utilized by all areas of DMV. This will need to be determined during the discovery phase.
78	Will the Delaware DOT be providing any budgetary parameters?	No
79	For the database migration, does historical data need to be converted? If so, what is the expected volume and what type of media do these backups reside on?	Yes, all data that currently resides on the mainframe ADABAS files will need to be converted.
80	The RFP states that test scripts can be created and captured. Will Delaware DOT provide these test scripts to the vendor to use for testing?	No, the expectation is that the vendor would provide test scripts based on their solution

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81	Does Delaware DMV have a preference between a Java vs. a .NET solution?	No
82	For Phase 2 Dealer Titling, the first step is to conduct a requirements analysis. Until the requirements are documented, it is not feasible to provide a fixed price cost for completing Phase 2. What are expectations concerning providing costing information for Phase 2?	That there is a fixed price for Phase 2. The solution provided in Phase 1 should be the catalyst of developing a web front end for Dealers to process their own title work
83	What budget has been set for the vendor providing the solution?	We do not have the budget determined.
84	Is there any restriction from using resources from Canada or offshore? If so, is that restriction related to data access only, meaning that they could still participate in software conversion activities?	The expectation is that there is a PM and technical team that is part of the Modernization project team, with an emphasis that, depending on the job descriptions, some of the vendor's team is physically present in Dover, DE while others are not. The actual Code conversion location would be up to the vendor, however, the requirements gathering, training, delivery, setup, implementation, etc of the code/database/application would be done by the vendor onsite. The project team would need to be onsite
85	Is the selected vendor free to determine the amount of time that the Project Manager spends onsite at Delaware DMV vs at the vendors facilities, as they will need to spend some of their time at the vendors facility working with the project team?	This will be determined jointly based on the vendor's solution.
86	The warranty period is stated as a minimum of 6 months in one section and 18 months in another section. We would expect that a minimum of 6 months is required, is this correct?	We would not consider anything less than 6 months. The actual warranty period can be negotiated during contract negotiations.
87	Will Delaware DMV provide a complete set of test data that the vendor can use for testing?	No, this will be the requirement of the vendor.

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88	During the project, will the selected vendor have access to the application Subject Matter Experts?	Yes
89	Can the vendor expense travel expenses on a time and materials basis?	No
90	What is the Current Ongoing COST of the legacy platform and expected Yearly saving after MVALS has been migrated to the new platform?	It will depend on the solution selected
91	What is the type of interface technology used to interface with IRP and IFTA (e.g. Web Service, SOA, FTP files, MQ, Gateways)?	Web services
92	Vendor assumed that data will be migrated as is and no data cleansing is in scope except if it prevents migration of data from old to new RDMS. In this case, DOT will provide Conversion rules for such data cleanup, is this statement above an accurate assumption?	Yes
93	Can the DOT explain in summary this type of interface, such as FTP, direct feed PUSH or direct capture PULL from MQ or Folder.	I don't understand. What type of interface?
94	How many External Data files/Feed is being created or received to support interface with external partners?	Web services, mainframe batch, ftp, etc.
95	Does the DOT have any test script already or System documentation to help capture MVALS's functionality?	No
96	Is there any Testing Software being used by the DOT on Mainframe or new platform?	No

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97	Does the DOT uses any Defect tracking software at the moment? If not, would the DOT accept to leverage a proposed Vendor's defect tracking software such as JIRA to manage Issues and defects throughout the project?	We would utilize SharePoint to track issues
98	Can the DOT provide the current batch job scheduler and if they have a preference to the new job scheduler on the new platform?	I don't know if that is feasible. We did provide listings of the JCL.
99	Does the DOT uses any Enterprise Output management to handle report and files distribution and or storage?	When reports are created on the mainframe, they are added to a solution called Document Direct. Each user who has access into Document Direct can get to the reports they are set up to view. There are some reports and files added to the sftp folders for external users to get to as well.
100	For Production and sensitive Data, this is not a problem. If the DOT does not have current test data, would you be ok for the Vendor to provide a strategy to generate test data or scrambling of prod data to become totally anonymized?	Yes.
101	Section 5.1.10 Since the main goal of phase one is to not disturb the screen layout and code logic (move as-is from mainframe to new platform), can you clarify the need for all the screen design and layout documents listed as the expectation is that all new Web page/Screen should be identical to the original MVALS screen layout to avoid any disruptions of business logic and processing?	Identical in order to minimize training/change management.
102	Can the DOT clarify the scope of work they expect on the vendor's part related to disaster recovery? Such as, should the vendor execute full DR testing using the new Application?	This can be reviewed/discussed during contract negotiations.

Q #	Question	Answer
103	Backup Failure, seems to indicate a warranty of the Infrastructure as well. Can the DOT confirm they expect the vendor to also operate and warranty the infrastructure and hardware?	No, the expectation is that the vendor would be instrumental in providing DelDOT infrastructure/hardware requirements based on their solution.
104	How many user are to be trained? Can they all be at the same place or would the training strategy includes traveling to field offices?	Over 300 and over multiple locations across Delaware.