

**Delaware Department of Transportation
 QUESTIONS AND ANSWERS
 Right of Way Reporting Management System
 Agreement 1847
 September 20, 2017**

Q #	Question	Answer
1	Can companies from Outside USA can apply for this? (like,from India or Canada)	Yes, the RFP is open to all companies that are authorized to conduct business in the United States.
2	Do we need to come over there (USA) for meetings?	Yes, in-person meetings would be required, especially when implementing the program and when doing the training.
3	Can a firm perform the tasks (related to RFP) outside USA? (like, from India or Canada)	It is preferred that the work be done inside the USA.
4	Can we submit the proposals via email?	No. Please see the RFP for instruction regarding proposal submission.
5	We are a private company, therefore we do not have Audited Financial reports, in the RFP there is the following requirement: Firm Financial Information – Audited or reviewed income statements and balance sheets for two consecutive years. Will this automatically disqualify us from bidding or can we provide alternative financial documents to prove our almost 20 years of financial health?	Vendors will be required to provide financial information to certify the previous two years of financial stability and health.
6	I would like to confirm that this contract is with the State directly and not working through another firm.	Yes, it is with the State directly.
7	Is there a preference on a COTS system v. Custom Build?	No, there is not preference.
8	What is the preferred technology framework?	We are open to all options.
9	What is the established budget?	This will be discussed with firms after award.
10	We plan to adopt SharePoint for this project. If SharePoint is accepted as the platform, will DOT pay for the license?	DelDOT currently utilizes SharePoint version 2013.

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11	For FACTS Oracle database, is it standard Oracle database? If it is not, what specification is it. Also for current Oracle Database, what version is it?	Right now in Oracle 11g but getting ready for Oracle 12c.
12	For Access Database, what version is it?	Microsoft 2010.
13	You mention the system must provide Single Sign On. From what system (Windows, etc.) do you require SSO?	Active Directory for Internal users only.
14	Can you enumerate the functional feature requirement differences between internal and external users?	Internal would be people employed with DelDOT where external would be sub-contractors who would have non-administrator access. This would be further expanded upon to the acceptable bidder.
15	Do external users need to have self-service password reset?	Yes, that would be preferred.
16	As it relates to the workflows - Can DelDOT provide some common process use-cases / examples to better define how they currently intend to create projects, events, make assignments and provide notifications? Visio drawings / flow-charts are helpful.	Yes, that can be provided upon successful bid.
17	Can DelDOT provide any relevant screenshots from the existing system that defines their current usage?	No.
18	As it relates to mobile, what features/functions need to be available offline? What Mobile platforms need to be supported?	All of them. Mobile platforms should include iOS and Android.
19	I am curious to know if this is an full and open opportunity for any contractors/vendors to submit their bid or is it only for State of Delaware IDIQ awardees/listed vendors? Can you please confirm for us proceed further on this opportunity?	This bid is an open competitive bid process. All qualified vendors are encouraged to apply.
20	What is the anticipated timeline for the entire project?	This will be established upon award.
21	Does the state prefer a COTS or custom solution?	We are open to either option.
22	Has the state looked at any COTS solutions that might address their needs? If so, which specific solutions are being considered?	No consideration is being given to any systems until the close of the RFP.

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23	What is the anticipated length of support post deployment?	We are open to consider all options when it comes to length of support.
24	Is Hyland/OnBase Workflow being evaluated since Onbase is the document repository?	Yes.
25	I am trying to gain information regarding any ‘pre-registration’ requirements with which we must comply in advance of submitting our response.	Please review the Request for Proposal Document for direction towards registration. Additional information is available here: http://deldot.gov/Business/proservs/index.shtml?dc=consultants_registration
26	Can DeIDOT let us know the number of reports and document generation templates required as part of initial implementation?	Yes, that information will be provided after award.
27	What is the budget allocated for this implementation?	This will be discussed with firms after award.
28	What is the total number of users that will be accessing the system?	Anywhere from 50 to 100+.
29	Can DeIDOT break down the total number of users by platform (Web, GIS and Mobile)? <ul style="list-style-type: none"> • Web – dotAMPS, our core Web-based tool for managing tabular data. • GIS – gisAMPS, our Esri-based spatial tool for visualization of the tabular data with the spatial data (click on parcel and see appropriate details). • Mobile – geoAMPS Mobile, our mobile platform that provides field accessibility of the data through smart phones and smart pads, both online and offline. 	Users by platform will vary depending on the users location at the time the system is needed.
30	Does DeIDOT have a desired project start date and an implementation go-live date?	This will be established upon award.
31	Does DeIDOT have a preference between a vendor-hosted and a DeIDOT-hosted solution?	We will be considering all options.
32	DeIDOT is expecting a system that has mapping integration capabilities. Is DeIDOT expecting our system to integrate with its existing GIS system or Is DeIDOT expecting us to provide a GIS solution that provides mapping capabilities?	Integration with our existing GIS system, We already have Enterprise ESRI Arc GIS Server. Any mapping or feature services are served through ArcGIS server.

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33	Can DeIDOT describe the GIS functionalities, if a GIS interface is required?	All our mapping data are served through our ESRI ArcGIS server but we are open to exploring other options and functionalities if proposed.
34	DeIDOT desires a solution that can use an API/web service to integrate (outbound and inbound) with the document storage application. Can DeIDOT name the document storage application that's currently used?	OnBase.
35	The RFP mentions "System should have the ability to support business approved electronic signatures". Can DeIDOT provide more information on this requirement? Is this an integration with DeIDOT's existing e-signature system?	Not at this time.
36	Can DeIDOT provide the below information on data migration? a. Type of data – Any specific business related data? (Project, survey, title, etc.) b. Total number of records to be migrated to the new system	That information will be provided after award.
37	Is it mandatory for the selected vendor to provide read-only access to the development code?	DeIDOT would like to have full access to the development code at the end of the project for necessary updates and configuration as needed to adjust to process.
38	Can DeIDOT provide us documentation to gain a deeper understanding of DeIDOT's right-of-way business processes / requirements that the solution needs to support?	Yes, that can be provided after award.

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39	<p>DESIRED FEATURES, Section 3: Work Flow – It has been our experience that state Right of Way (ROW) sections are looking for Commercial Off the Shelf (COTS) applications that already capture the detailed ROW workflow processes common to the Federal Uniform Act along with state and local regulations. In the RFP, there is no detailed list of ROW functional requirements. Is DeIDOT looking for a generic event management system that can be configured by users, or is DeIDOT looking for a COTS ROW management system that is designed to manage typical property acquisition processes? These processes may include (but are not limited to) identification of owners/stakeholders of the property, what is being acquired, title search, appraisal, review appraisal, offer, negotiation, relocation, condemnation, property management, excess/surplus property, leases, utilities, and outdoor advertising.</p>	<p>Yes, the ROW section has a detailed list of ROW functions that are to be covered. We are open to exploring COTS and custom built systems to find the best fit for our needs.</p>
40	<p>Would you be able to provide us with workflow diagrams for each of the ROW functional areas?</p>	<p>Yes, that can be provided after award.</p>
41	<p>Approximately how many document templates do you use that would need to be set up as part of the implementation of the system? Would you be able to provide examples of existing document templates?</p>	<p>Yes, that can be provided after award.</p>
42	<p>Approximately how many standard reports will need to be set up as part of the implementation of the system? Would you be able to provide some examples of current reports?</p>	<p>There are a minimum of 25 standard reports that would need to be set up as part of the implementation. Samples can be provided and specifications will be provided after award.</p>
43	<p>RATING CRITERIA #1: User Interface & Functionality – Will DeIDOT be asking vendors to provide a demonstration of their proposed systems, giving the selection committee a chance to see the user interface and functionality to be able to score this item? Or will this score be based solely on the proposer’s response to the Desired Features within their proposal? If not, can you please explain how you will be evaluating the vendors on this item?</p>	<p>Please refer to the Scoring Criteria Section of the RFP.</p>

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44	DESIRED FEATURES, Section 10.b – May we have information about the API, web service, or other methods for interacting with the FACTS Oracle system?	Yes, that can be provided after award.
45	DESIRED FEATURES, Section 11.a – Can we get a copy of the DTI System Architecture Standard, or a statement that it is not applicable to this project?	http://state.extranet.dti.state.de.us/documents/SystemArchitectureStandard.pdf https://dti.delaware.gov/pdfs/pp/RFPRequirementsforSubmissionofaDataDictionaryorDataModel.pdf
46	DESIRED FEATURES, Section 11.a – In reference to the DTI Data Classification Policy, may we assume that all information managed as part of this system will be classified as "public"?	There will be a combination of public and private information.
47	DESIRED FEATURES, Section 11.a – In reference to the DTI Electronic Signature Standard, can we assume that this project will not manage any "high risk" information?	No, there will be high risk information in the project.
48	DESIRED FEATURES, Section 11.a – Regarding the DTI Secure Email Standard, does the proposer need to budget cost for Egress licenses, or are those provided by DTI (hosted or on-premise)?	DTI does have Egress Licenses.
49	DESIRED FEATURES, Section 11.a – Does Delaware.gov Common Look and Feel (CLF) apply to this project? If so, which version should be used (3.0 or 4.0)?	Current version is CLF 4.0 and will possibly apply to some parts of this project.
50	DESIRED FEATURES, Section 11.a – In reference to the DTI Application Sourcing Policy, is there a preference/requirement for Hosted Internally vs. Hosted Externally? Should we provide costs for both approaches?	Would like to have both approaches in accordance with DTI standards and policies.
51	DESIRED FEATURES, Section 11.a – In reference to the DTI Application Sourcing Policy, is there a preference/requirement for SaaS vs. Commercial Off the Shelf (COTS) vs custom?	No, there is not preference.

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52	<p>DESIRED FEATURES, Section 9 – On the first page of the RFP, it is stated that DeIDOT is looking for a web-based computer software system. However, in Item 9.b, it is stated that “System should have ability to connect to the application even access to the network is not available.”</p> <p>a. Please confirm that the capability you are describing is that the application works in a stand-alone environment and will then sync-up with the central database when network connectivity is available.</p> <p>b. If all system features need to be available with or without network connectivity, is DeIDOT asking for fully functional apps (Windows 10, iOS, Android) instead of, or in addition to, a web-based computer software system?</p>	<p>a. Yes, we would like for it to perform as a stand alone environment and then sync-up when the database connectivity is re-established b. We are open to exploring all options.</p>
53	<p>MILESTONE/PAYMENT SCHEDULE Section – In the second sentence, it is indicated that “...milestones will be paid monthly upon DeIDOT concurrence of percentage complete”, which would indicate a firm-fixed price for the contract. Yet under PROPOSAL REQUIREMENTS, Section 4.f (use of the phrase “estimated pricing”) and OVERVIEW OF SELECTION PROCESS, next to last bullet (use of the phrase “and an indirect cost derivation for the most current accounting period), there would seem to be an implication that a Time and Materials of Cost Plus Fixed Fee contract will be utilized. Further, the Delaware Department of Transportation Professional Services Procurement Manual, Section 4 (Doing Business with DeIDOT) would also seem to indicate that the contract will be Cost Plus Fixed Fee. Which form of pricing is DeIDOT requesting for the pricing?</p>	<p>ANSWER PENDING</p>
54	<p>PROCUREMENT SCHEDULE Section – The Final Response to Questions posted is given as ten (10) business days prior to the proposal due date. Not being sure what holidays are excluded by the State as non-business days, can you please provide the specific date that responses will be given, based on the final due date as October 12, 2017?</p>	<p>Thursday, September 28, 2017</p>

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55	<p>PROPOSAL REQUIREMENTS, Section 4.e – Audited or reviewed income statements and balance sheets are requested for two consecutive years. Can this requirement be met with one audited annual report, which contains the most current and immediately prior year (thereby providing two consecutive years of data), or do you want the last two year’s audited financial reports, which would then contain the most recent year and the two preceding years (Report 1 would include FY16 and FY15, Report 2 would include FY15 and FY14, so years FY14, FY15, and FY16 would be provided)?</p>	<p>As long as the two previous years are covered in the audited statement then this requirement is met.</p>
56	<p>PROPOSAL REQUIREMENTS, Section 4.f.1 – In the second bullet, you request “On-Going Costs,” which additional language clarifies as including maintenance. In order to provide a constant pricing reference, for what period of time do you require “On-Going Costs” (e.g., 1 year after warranty, 3 years after warranty, etc.)?</p>	<p>We are open to consider all options when it comes to length of support.</p>
57	<p>Can you please provide a sample contract which would be used for this procurement to allow a review of the terms and conditions?</p>	<p>Agreements and related terms are negotiated with the awarded firms after the selection process is complete.</p>
58	<p>Where in the proposal should the Required Certification Forms (the Certification of Eligibility and Certificate of Non-Collusion) be attached?</p>	<p>The Required Certification Forms (the Certification of Eligibility and Certificate of Non-Collusion) should be attached at the end of the proposal.</p>
59	<p>"Pg 7 Proposal Requirements - Section 4.g. Address Desired Features – Describe how you will address the ‘Desired Features’ as listed in this RFP" Has DEDoT established a page limit to address the ‘Desired Features’?</p>	<p>There is no page limit to address the Desired Features.</p>
60	<p>"Pg 7 Proposal Requirements - Section 4.g. Address Desired Features – Section 4.h. Previous Project Samples." Has DEDoT established a page limit for each Project Sample description?</p>	<p>There is no page limit for each Project Sample Description.</p>

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61	Does DelDOT Right of Way have a preference for Cloud solution or On-Prem Web based solution?	We are open to either option.
62	<p>Section 11. System Maintenance states: b. System should be able to support a minimum of 50 concurrent users.</p> <p>Q: Do you want the vendor to price licensing at 50 users? Is there anticipated growth of users over time that should be taken into consideration?</p> <p>Q: License Costs where not identified in the Appendix B: Milestone payment sheet or Section 4. Qualifications and Pricing. Please reivew and modify?</p>	Please price with licensing for 50 users and note the costs associated with adding additional users in the future.
63	Requesting a 2 week extension as the Q&A period of 5 days does not give the proposer enough time to digest and modify the final proposal if something critical is addressed?	Bids will be due as originally stated in the RFP.
64	What is the current bandwidth?	Industry Standard bandwidth.
65	What is the current network/system used to be integrated?	Please refer RFP. Some systems be integrated are document management system, GIS, FACTS, Primavera etc.
66	What is the current authentication? For example, is there an active directory?	Active Directory for internal use and Industry standard authentication (userid/password) for External user.
67	Is there a current Quality Assurance and Quality Control plan to be adhered to?	There is no current plan, but the proposed plan should include, but not be limited to, unit. Integrations, system and regression testing, by both the ROW section and the vendor
68	What is the network availability? Is there capability to be a cloud based system?	We are open to a cloud based system with 24x7 availability, provided it interfaces with our internal systems real-time.
69	Desired Featured 1. Security Roles Page 1 - What is the State of Delaware information classification for this system? Does this system contain any sensitive information - PII, PHI LES, or other sensitive, unclassified information?	The system will contain sensitive information

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70	Desired Featured 1. Security Roles Page 1 a. Single Sign-On - Please verify SE-ESP-001 State of Delaware Information Security Policy - Is the enterprise Delaware Single Sign On (DE-SSO) using the Oracle Identity and Access Management (IAM) software to be used for a. Single Sign-on?	We will be using Active directory for internal users
71	Desired Featured 1. Security Roles Page 1 - Is credentialing/security information available for current users/groups and available for conversion into the new application or will all security be built and populated in the new application?	We are open to either option and user groups will be supplied to the successful bidder.
72	Desired Featured 10. System Integrations Page 3 - What is the type and volume of data to be migrated from c. Access Data Base, d. Excel file data, and e. REM Oracle data? Are there technical specifications for this data that will be provided post-award?	Post-award the selected vendor will have access to determine the magnitude of the data that will need to be migrated over.
73	Desired Featured 10. System Integrations Page 3 - f. System shall have mapping integration capabilities - What is the current mapping software used?	ESRI.
74	Desired Featured 10. System Integrations Page 3 - g. System will use an API/Web Service to integrate (inbound and outbound) with the document storage application. What is the document storage application that is to be used?	OnBase.
75	Desired Featured 11. System Maintenance Page 3 f. Hosting - Is DelDot open to cloud hosted (guidelines in SE-CLD-001 Cloud and Offsite Hosting Policy) and modern open source tools (guidelines in PL-GAS-001 Software Policy)?	We are open to either option.
76	Desired Featured 12. Training Page 3 - Where is training to be provided - DelDot site, contractor site, remote?	DelDOT site is the preferred training location.
77	Desired Featured 13. System Maintenance Pages 3 and 4 - Are any automated test tools (ALM, LoadRunner, Selenium) currently used? Are there current scripts and test plans that will be provided post award?	There are currently no automated tools or test plans used or planned at this time.

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78	Information Technology Standards and Policies Page 4 - 2nd bullet Please provide a PDF version of the TASC Systems Architecture Standard (can be accessed only from within the State of Delaware Network).	Please refer https://dti.delaware.gov/information/standards-policies.shtml
79	Information Technology Standards and Policies Page 4 - 4th bullet Development and Delivery of necessary GIS Interfaces as needed. What standard tool listed in In-GIS-001 Geographic Information Systems is DelDot's preferred for the Right of Way GIS interface?	We have enterprise ESRI ArcGIS server and majority of ESRI tools are part of it.
80	Information Technology Standards and Policies Page 4 - 5th bullet Delivery of a Matrix (Quality Functional Deployment) to trace requirements to final system and software components. Are Requirements and RTM's currently stored in a tool such as ALM? Will existing requirements be provided post award?	There are currently no automated tools or test plans used or planned at this time.
81	Project Description - Is there a preferred database management system for the new application (such as Oracle or SQL Server)?	Please refer https://dti.delaware.gov/pdfs/pp/DatabaseManagementSystems.pdf
82	3. Workflow – Features - What types of business processes and events is the system intended to track?	Critical aspects of the business process and events.
83	7. Document Creation - Are the referenced document templates in Word format?	95% are in Word format.
84	10. System Integrations - What type of data is stored in the FACTS Oracle database?	Financial.
85	10. System Integrations - What type of data is stored in the REM Oracle database?	A majority of the data is stored in the REM database and a detailed list will be provided to the selected vendor.
86	Information Technology Standards and Policies - What GIS system is the application intended to interface with?	Various Mapping layers such as tax parcels, county, road and all other are available through ESRI ArcGIS server.
87	Milestone/Payment Schedule – Milestone 2 - Can DelDOT please provide definitions or a point of reference for the following: REQ-A01, REQ-F01, REQ-H01, REQ-I01.	The Milestone Payment Schedule is a sample approach and does not correspond with any defined requirements within the RFP.

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88	Milestone/Payment Schedule – Milestone 3 - Can DelDOT please provide definitions or a point of reference for the following: REQ-B-01, REQ-C01, REQ-C02, REQ-C03 and REQ-E01.	The Milestone Payment Schedule is a sample approach and does not correspond with any defined requirements within the RFP.
89	Milestone/Payment Schedule – Milestone 4 - Can DelDOT please provide definitions or a point of reference for the following: REQ-D01 and REQ-G01.	The Milestone Payment Schedule is a sample approach and does not correspond with any defined requirements within the RFP.
90	4. Qualifications and Pricing - Is a specific portion of the work required to be performed at the government’s site?	No, at a minimum, training and implementation will occur at the site. It would be beneficial for the fact finding to be done on site as well.
91	Proposal Requirements - Is there a page limit for the proposal?	There is no page limit for the proposal.
92	Is there an incumbent currently performing the work? If so, whom?	No.
93	Can DelDOT provide information about the current system architecture?	Yes, that can be provided to the selected vendor.
94	Does DelDOT expect offerors to propose a solution based on a Commercial-Off-The-Shelf (COTS), low-code platform, or is DelDOT equally willing to consider a customized solution developed from scratch using Agile development methods?	We are willing to consider all options.
95	Will DelDOT please make available any previous feasibility studies concerning the suitability of various COTS platforms for this Right of Way Management System?	None were performed.
96	Will DelDOT please publish any/all existing user story backlogs or other lists of functional requirements developed for this Right of Way Management System?	They will be provided to the successful bidder.
97	Will DelDOT please provide the required qualifications and/or required labor categories for the eight (8) personnel mentioned in the RFP, or clarify that the eight (8) personnel may be completely of the offeror’s choosing, aligned with the proposed technical solution?	Personnel will be of the vendors choosing and their qualifications should align with the programming being offered. DelDOT would prefer that the team not exceed eight (8) people.
98	Is there a required Period of Performance (POP) for this effort, or a required delivery date for the finished solution? Or, is the POP variable based on the proposed technical solution, with all proposed delivery dates equally acceptable to DelDOT?	There is no set POP. We are willing to consider all options to obtain the program that will be the best fit for our needs.