



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

October 29, 2013

TO: ALL OFFERORS

FROM: JANET ROBERSON
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SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: LEG13001-DELIS

ADDENDUM #2 – Pre-Bid Mtg Q&A

LEG13001-DELIS Pre-Bid Meeting Questions & Answers
Date of Meeting: Thursday, October 24, 2103

1. You talked about the participation of the Legislative Council, where in the process do you see most of their input – in the beginning of the gathering of the requirements, and also in UAT – would they be part of the changing control and actual software cycles?

ANSWER: The most involvement of Legislative Council would come into play when there is a change of a nature that it – it affects a large group of people or it affects a policy, possibly, or if something in the process needs to change and it is just slight, we would have to get them on board. They are not going to be involved in the daily decisions of where we are going with this project or any of the direction as far as technical design and that kind of thing. But if it is a change of a magnitude that it will impact them, yes.

2. Are there expectations up front with Council in terms of turning around their decisions, because the 2 chambers involved and obviously 2 sets of Council items – I guess I've seen firsthand those decisions can be protracted.

ANSWER: I hear what you are saying because I have talked with other States. Our state is housed under one system and up to this point, the House and the Senate have been very cooperative with each other. I don't look for there to be any kind of dissention from that. We've had a lot of support, actually, if I can jump in, for automation, for paper reduction, for just wanting to modernize and cut down on the amount of manual processing that goes on. I think that kind of tied that – we talk about evangelizing the project. It is one thing to say I want to reduce the amount of paper – I've got way too much paper floating around here. It is another thing to start to make that happen and for people to see a tangible impact on their world, so there is going to be a need to continue to demonstrate the value of following through on aspirations and turning them into when the actual product comes down the road and behaviors change, and everybody in the room should be aware of the amount of effort that is required to keep end users on board once you begin to change things.

3. Are there plans to do large scale discussions and...well before this thing goes live...grassroots support because I've seen...some of the members together...

ANSWER: We've begun that process already with focus groups for business requirements, so going forward, we...expect our staff to expect that kind of involvement, yes.

We are building out a robust communication plan that will include lunch and learns, we expect end users to have direct visibility into pieces of functional code as they become available. Our sense is that a waterfall approach where software developers go off in a hole somewhere and as far as anybody knows, nothing is really happening except maybe a status report is maybe not an effective approach here because people need to be kept abreast at what is going on and given the chances to play with the system and provide their input.

4. How much change might there be after...how flexible would the platform, would the product need to be? Is it kind of once you build it that is pretty much how it is going to stay, or do you see because of certain needs, certain changes that things would need to be adjusted quickly. Does that make sense?

ANSWER: Yes, incrementally, if you look at the prior system, the changes have been incremental. They haven't been large scale, I would say, I mean, you guys were here, I wasn't (side bar to Ms. Roberson and Ms. Burack), so in the research that I've done since authoring the FSD document in conjunction with everyone else, that kind of thing, the changes over time are not huge.

5. Looking at technical in nature, you had mentioned that you would make some samples available, is there – do we just send a request over to you?

ANSWER: Data samples? There were, well, Notes is a flat file system...I'm not sure what – I mean, unless you just want to get an idea of the general type of data, but someone is going to have to go through a comprehensive a comprehensive database engineering and architecting process clearly, but I think our answer to that is yes, samples can be provided. We will put that in an addendum on the website.

6. There are like 2 UNPSN numbers? Do we need to send in 2 responses, or just one...

ANSWER: The RFP requires one paper copy and one electronic

7. Lotus Notes implementation previous...we – are there scripts...in the Lotus Notes, or is it pretty much a work...

ANSWER: It is made up of a lot of stuff – its formula scripts and when we brought in data, we brought it in through imports.

8. Do the functional requirements – is that pretty much...laid out in the workflow in the algorithms...bulletins, or do we have to go back and dig into the scripts to guess maybe?

ANSWER: It is a little bit of both. I'll be onsite to help with that, but it is all coded. Everything that happens in the process in the Chambers is in that system.

9. On the Lotus Notes, are you looking for corporate strength or experts... ?

ANSWER: Well, the current reading on technology that works well in the legislative environment seems to be a combination of RDMS and XML, so in order to go from a flat file based system to RDMS, you've got to be able to get the data, and so we are in – I'm not sure what you mean when you say corporate strength. We are interested in prior experience in doing Lotus Notes data extractions and we are interested in someone who can create a useable efficient table structure to minimize database calls and provide maximum flexibility in terms of reporting, that kind of thing.

10. Corporate strength, do you mean corporate experience...do you require...would be...experts on the team...with Lotus Notes implementations and extractions, ...as a company we have not done any Lotus Notes projects.

ANSWER: I think that would give us pause because I mean what are your experts doing if they haven't done data extractions in the past, that would be my question.

11. No, Lotus Note data extractions...you could have had a company doing Lotus Notes implementations...but right now we don't have any...you know, or conversely, we've done a lot of system implementations and now we've got the best experts of Lotus Notes on our team to help you with the problem. How would you review that?

ANSWER: Just to keep everything on a straight path here. We are interested in your proposal showing that the team that is going to work on this project has the knowledge to work with Lotus Notes and do the extract required. That's what we are looking for.

12. Is there any possibility that the state would consider more than one vendor?

ANSWER: I think that we are willing to entertain subcontracting for elements of the system. I am not sure that we are interested in multiple contractors for the entire system, just because of concerns about integration, communication, it seems like something that would get very messy very quickly if say, one is doing drafting, and another is doing everything else, I'm not sure we are interested in that. Yes, sole vendor overall, and we want to know up front if there are elements of the system that you would want to subcontract. Because we have to be aware of that. It represents a project risk to be quite honest.

13. Will the attendance list be posted on the website?

ANSWER: Yes, it will.

14. Will it be distributed or just on the website?

ANSWER: Published on the website.

15. Related to engrossing, are you contracting with a publishing company for the engrossing your statutes?

ANSWER: We currently engross in-house, and then we send the information to Lexus Nexus and they publish it for us.

16. Is the engrossing semi-automated, or how does it work?

ANSWER: Manual

17. A couple of logistics things. On the licensure front, the way I read an answer to one of the questions was the liability insurance has to be in place. The other ones...selected vendor to work on, I guess the question is, can an umbrella policy cover any gaps for licensure?

ANSWER: Yes, we will accept an umbrella component to the insurance policy.

18. And then I also, the way I read I believe...licensure, as long as the – once the selected vendor is selected then the licensure process can begin...to work with the state of Delaware.

Follow up from State: Licensure as in a business license with the state?

Yes, and setting up corporate tax payments, and that sort of thing.

ANSWER: Yes, that all – the business license needs to be in place prior to the execution of the contract. So if a vendor is selected – they will get an award, they will get an award letter accompanied by a contract and the contract will need to be returned with a valid business license if the business license hasn't been provided prior to that.

19. You said the auditing was a requirement. My question is, is it auditing at a low level...database level, such as database user X modified this...more of a business auditing level, like Clerk X moved Bill...at committee Z, or –

ANSWER: I think it can be both. I think we should have awareness certainly on what is going on in the database and we definitely want it, and we currently have some level in terms of the business end users.

So a full history of things –

ANSWER: Yeah, so it is very important to be able to reconstruct who did what, when, how, and why.

So reconstruct both business events and database...modify some record...database...

ANSWER: Sure.

20. In terms of the public site is involved here because Notes is the publisher. Are there other...ADA and Section 508, do you guys have a testing firm that you go to regularly...part of the...in terms of contrast...people...limitations of mobility...use a keyboard, color blindness, that sort of thing...part of the plan?

ANSWER: We would adhere to the state standard for website accessibility. Jim, do you have any comment on that? Aside from the Governor's going down a path to ensure that ADA is followed as well as...

21. As long as guidelines...ADA's – it is a law, it have never been written to technical specification, so there is a lot of interpretations of it. The state does have – at the Governor's level, has some guidelines in terms of ...implants?

ANSWER: The Government Information Center may have guidelines on that. I will answer that. On the website when I publish the answers, in detail.

22. The true LIS, would you apply the same...plans...the internal site or would it be a little more lax – it depends upon user...internal...if that makes sense. I have seen internal sites can be a little less rigorous, I guess, ADA application...smaller...

ANSWER: Can I get back to you on that– can I get back to you on that?

23. Who is helping to maintain the system right now?

ANSWER: It is maintained by our staff, our LIS team here in the Legislature, a staff of 4, we rely on the Department of Technology and Information for infrastructure support, so combined between the 2 departments, we support the system.

24. Internally?

ANSWER: It was not developed by DTI, I'm sorry, it was originally developed by a company. DTI actually hired some of those people in the end that supported it for a number of years – break-fix support.

25. Disaster recovery – do we need to bring an architect for that as well?

ANSWER: We are interested in your – we are creating a disaster recovery plan to go along with the new system and we are interested in working collaboratively with whoever the selected vendor is in order to get...and a recommended course of action in terms of system fell over and that kind of thing.

26. Is there an allocated budget for this...?

ANSWER: At this point in time, we've appropriated \$2.5 million for the project not knowing what the out years are going to be. It would be my job as the Controller General to have onsite information systems go in front of the Bond Bill committee which is the one that would appropriate funding for the program. That wouldn't be forthcoming until next June 30th. So depending on the RFPs we get in, what is negotiated between our staff and the selected vendor, I would go back to the Legislature to have them fund whether we phase it in overtime or fund it entirely. Then I would go and ask for them and obviously give...legislature. They write the bill. We have quite a bit more sway with obtaining funding than a regular state agency, so that would be the process.

27. Question number 47 dealt with the release of release of sample data from Lotus Notes can you tell me when and where that will be provided?

ANSWER: It will be provided. We can have that ready. We will post the questions probably toward the end of next week. So toward the end of next week.

28. In attachment #5 it says no state employees, I believe that means no state of Delaware employees...? Other state employees...?

ANSWER: Yes. Other states, yes.

29. Are these attachment forms available on line because this is a pdf document?

ANSWER: They are available as pdf but if you want to, you can extract them and make them available – just the attachments as a Word and put that in as an addendum to the RFP. I will do that.

