

ADDENDUM SIX QUESTIONS and ANSWERS

Date: June 9, 2016

To: All Bidders

From: Nancy Storant/Connie Heinrichs, Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal Number 5301Z1
to be opened July 21, 2016 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	Atch B – Cost Proposal Sheet	4	The Pricing Spreadsheet for Optional Notary/eNotary Public Component Process leads the bidder to think there will be Software, conversion, installation, configuration, testing and deployment throughout the Optional Renewal Periods. Do you intend this or is it intended there will be Maintenance, Help Desk and Training throughout the Optional Renewal Periods?	Software, conversion, installation, configuration, testing and deployment are a onetime cost; however, it is unknown when and/or if we would exercise the option to purchase Optional Notary/eNotary Public Component Process. (It is recognized that the cost might differ if, for example, the feature is added within the initial period vs. ten years later.) Support and maintenance for Notary/eNotary may be included in the support and maintenance included in the pricing for the Business

				Services Filing System as stated under optional processes in Attachment B; however, if you chose to charge separately from the BSFS support and maintenance, cost is to be listed in the optional cost proposal in the support and maintenance as an annual cost per year to begin following post go live sign off of the Notary/eNotary system and prorated in the first year of implementation to coincide with the fiscal year end June 30th.
2.	Atch B – Cost Proposal Sheet	5-6	The Pricing Spreadsheet for the other three optional processes – Full Name Availability Screening Process, Registered Agent Self-Service Process, and Filings and Images not in Existing System Process only include Software, conversion, installation, configuration, testing and deployment throughout the Optional Renewal Periods. Did you intend this or was it supposed to be Maintenance, Help Desk and Training throughout the Optional Renewal Periods?	For these optional processes it is unknown when and/or if we would exercise the option to purchase these features/processes. (It is recognized that the cost might differ if, for example, the feature is added within the initial period vs. ten years later.) Support and maintenance for each of these processes will be included in the support and maintenance included in the pricing for the BSFS support and maintenance since these are items associated with the BSFS rather than separate functioning systems.
3.	Atch A – Requirements Matrix – Amend 3	Throughout	There are sections for “Bidder’s Response” at the end of each section. Is it acceptable to enter the bidder’s response after these sections, outside of the established boxes. This is a format issue as we are having difficulty keeping the format tied together as we enter large amounts of information and screen shots.	Yes, please label by including RTM# and short title for each response, also reference where to find additional response in bidder response box to ensure we know to look elsewhere and that it is labeled.

4.	B – Cost Proposal Sheet	4	The Pricing Spreadsheet for Optional Notary/eNotary Public Component Process leads the bidder to think there will be Software, conversion, installation, configuration, testing and deployment throughout the Optional Renewal Periods. Do you intend this or is it intended there will be Maintenance, Help Desk and Training throughout the Optional Renewal Periods?	See answer to Question #1
5.	B – Cost Proposal Sheet	5-6	The Pricing Spreadsheet for the other three optional processes – Full Name Availability Screening Process, Registered Agent Self-Service Process, and Filings and Images not in Existing System Process only include Software, conversion, installation, configuration, testing and deployment throughout the Optional Renewal Periods. Did you intend this or was it supposed to be Maintenance, Help Desk and Training throughout the Optional Renewal Periods?	See answer to question #2
6.	B – Cost Proposal Sheet	Throughout	There are sections for “Bidder’s Response” at the end of each section. Is it acceptable to enter the bidder’s response after these sections, outside of the established boxes. This is a format issue as we are having difficulty keeping the format tied together as we enter large amounts of information and screen shots.	See answer to questions #3.
7.			Will the existing SOS system source code be shared with the winning bidder to view?	Yes
8.	(Attachment A, SAL-2),	(Page 3)	What version of .NET, and what version of libraries/frameworks will the vendor be required to support/utilize on these systems?	At a minimum, the vendor must support .Net Framework 4.6 and above. Model-View-Controller (MVC) 6 and above.

9.	(Attachment A, UCC-11), (Attachment A-CB-6),	(Page 58); (Page 88)	Is redaction handled by OnBase or will the new vendor be required to provide a redaction solution?	OnBase has the ability to do Redaction, but if the Bidder's system has the ability to redact Personal Protected Information (PPI), then the bidder should describe.
10.	(Attachment A-CS-1), (Attachment A-Corp-1), (Attachment A-UCC-1),	(Page 9); (Page 21); (Page 46)	What items in the requirements matrix are enhancements or improvements to the existing system?	CS-1 and Corp-1 Audit trail functions, the ability to charge fees, and the API for search from external source are enhancements. UCC-1 audit trail, documents received via document eDelivery, UCC XML bulk filings, and API for search from external source are enhancements
11.			Will the vendor have secure VPN access or have to be onsite for development?	Yes, the contractor will have secure VPN access to all environments, except production. All initial set up and changes for production are required to be coordinated with the state OCIO, who will move items into Production.
12.	(Appendix A Entity Types Actions Matrix Corp Filings) (Corp Tab)		What does the column called "High Level Function" represent?	It is not applicable for bid responses; it was used to sort the Excel spreadsheet entries into the desired groupings.
13.	(Appendix H UCC & EFS Lien Data Fields) (UCC Actions Tab)		It lists forms for Federal and State UCC filing tax liens. These forms do not appear to be listed in the Appendix D Certificate, Forms and Templates. Will these forms be provided?	Yes; these forms are not SOS forms and therefore may be changed by the filer; examples of forms currently being filed are attached in the icon below.  Tax Lien Form Examples 201606011
14.	IV.F.2	32	A stated requirement of the system is to interface with the State's existing image library (currently Hyland OnBase). Since imaging is a critical success factor we ask that the state make available a small sample database of	Examples of the Filing Stamps and Indexing can be found in RTM CB-2. Data for Corps, UCC/EFS, Cardex, and miscellaneous document types was scanned and exported, and is included in the icon attachment below. See individual tabs for specific data on each of these types.

			<p>OnBase exactly how the state currently has the database setup with images, barcoding, and indexing numbers, etc. Having this information will allow us to better quantify the tasks, timeline, and pricing for this particular interface.</p>	 <p>Exported OnBase Data.xlsx</p> <p>OnBase Solution</p> <p>The OnBase solution that will be used with your software will be updated before it is ready to be used with your software. The State cannot provide specifics regarding how it will process documents since those changes are not yet made. However, the State can provide general information that may help you.</p> <p>Indexing</p> <p>In OnBase the process of indexing is where keyword name/value pairs are assigned to a document so the document can be easily retrieved at a later date. Keywords are identified as being the unique values that are most likely to be searched upon to find the document, such as a name or date.</p> <p>“Indexing numbers” could be configured to be a unique number, such as the unique number of each document in the system. “Indexing numbers” could also be assigned from the barcode when the bar code scanning is set up. The information in the bar code can be automatically indexed into a designated keyword, and saved with the document.</p> <p>What can be stored in OnBase?</p> <p>Physical documents can be imported into OnBase by the process of scanning or uploading. Electronic documents like Emails,</p>
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				<p>Microsoft Office documents, pictures, PDF or other electronic documents can be imported and stored in the OnBase system.</p> <p>Barcodes in OnBase</p> <p>Barcodes can be utilized with the Scanning process to automatically upload documents into OnBase, and assign the information in the Barcode to a specific keyword on the document. Barcodes can also be used to identify a Document Type or can be used as a separator page when scanning in a batch of documents with mixed Document Types.</p> <p>OnBase supports several formats of barcodes, including Code 39 (3 of 9).</p> <p>Document Retrieval</p> <p>To retrieve a document stored in OnBase the Document Retrieval function is used. This feature allows the user to search OnBase for a document or list of documents that match the specified search criteria. The search criteria uses a combination of the document type and keyword values to help the user find a specific document quickly.</p>
15.	In Section IV, J.		<p>Provide Post Implementation Support, Please clarify the help desk coverage. At first it requires manning of the desk during normal business hours, but later seems to require that calls received after hours are forwarded and responded to within an hour. Is the latter requirement based on Priority (i.e. System down), or does the State expect return of routine calls in the middle of the night?</p>	<p>The Help Desk coverage would be from 7 a.m. to 6 p.m. CT Monday through Friday, excluding State holidays;; any after hour calls would be for critical items with high priority. The State does not anticipate routine calls at night.</p>

16.			We assume the Help Desk is limited to "Level 2", where State will field calls from the Public and the contractor only responds to designated SOS staff questions. Please confirm.	Yes.
17.	In Section IV, J.		Provide Post Implementation Support, can the State further explain the maintenance requirements for "updating, enhancing, and modifying the system in response to technological advances and the need for additional features"? Would the State be open to a pool of T&M hours for this unknown scope? Alternatively, are you just looking for a description of our product roadmap and process for providing the State with enhancements added for other customers?	<p>Technological advances means operating system, database, or any software products embedded within the system as part of the delivery. Example; word and excel are included, then word and excel must stay current with word and excel Microsoft products.</p> <p>Description of a future roadmap does not belong with post implementation support response. If bidder wishes to provide product roadmap it should be included as part of the product overview section.</p>
18.	In Section IV, D. Scope of Work, #22,		what does the State mean by "accommodate"? What are the contractor's responsibilities for ensuring future added services on the portal are integrated with the BSFS? Would additional Web Services or other integrations be handled by T&M services or change orders, or is the State expecting the vendor for this RFP to anticipate the number of future services within our fixed bid?	<p>Self-service function exists within the system but not all desired services are currently offered on-line. In order to "accommodate the expansion of online services", or make additional filings and other services available through the portal for self-service, when we add these services we require the system to also expand functions to send and receive necessary data to and from the portal and into the BSFS.</p> <p>In addition, forms should be parameter driven and many items should be configurable so it is anticipated that SoS IT staff will be able to handle system needs to add new entity types, forms, fees, etc. along with other routine tasks.</p>

19.	Section IV, A.		<p>Project Overview: Would the State please provide a list of the current Web services or other integration points (including type of service and parameters if possible) to the online web portal that would need to be re-integrated with the new BSFS system?</p>	<p>These are referenced throughout the RFP, Attachment A, and the Appendices.</p> <p>Description of the UCC_Corp Database Image Retrieval Process is attached in the icon below.</p>  <p>Image Retrieval Service.docx</p>
20.			<p>Of the 20 staff that require training, how many of those will be system administrators?</p>	<p>Up to 8 System Administrators.</p>
21.	Section IV, C.		<p>Current Operational Environment - Is it mandatory to interface with Microsoft Office Suite Version 2010 or greater for the generation of custom templates and certificates, or could the contractor propose a different rich-text template manager as part of the proposed solution?</p>	<p>The bidder may propose a different rich-text template manager as part of their proposed solution. The proposed template manager must have the capabilities to generate templates and certificates similar to what is generated in the current system.</p> <p>If proposed, cost associated with this must be included in the initial bid.</p>
22.			<p>Are we required to perform Registered Agent record consolidation? If so, what is the vendor's role for the cleanup.</p>	<p>The contractor will not perform the consolidation but will provide the system functions to enable staff the capability to perform these duties.</p>
23.			<p>Regarding the Registered Agent requirement of having multiple field office addresses, is this requirement only if the RA is an entity or does the State want this requirement if the RA is an individual as well?</p>	<p>Both types of functionality are required. Any RA, (entity or individual), may have multiple field office addresses.</p>
24.	Section IV, D.		<p>Scope of Work Please confirm that all "Functionality of the Current system" are included in and will be scoped based on the RFP, Attachments, and Appendices.</p>	<p>The current functionality is in the RFP, Attachments and Appendices; however, given the complexity of the system and processes the State anticipates that there may be minor details that the bidder would need to include in their bid response.</p>

25.			Do you have any preference for COTS, MOTS or Custom Development, and are there any standard technologies that are not supported by the State (i.e. Oracle and MySQL as mentioned on the pre-bid call).	<p>The State will NOT accept custom development; rather we require an existing COTS or MOTS application that is configurable to our SOS needs.</p> <p>The standard technologies that the State will accept are Java; Microsoft .Net (Asp.net and C#); Microsoft SQL Server 2012 and DB2.</p>
26.	In Attachment B,		it states the cost must be guaranteed for the initial "5 Year" contract period. The table below this requirement, however, specifies an end date of June 30, 2021. If the Contract is slated to begin December 21, 2016, there is only 4.5 years until June 30, 2021. Please clarify.	The second sentence of Attachment B has been deleted in its entirety and replaced with "The costs must be guaranteed for the initial contract period. Please see Attachment B Revision 1.
				<p>Here is the list of individuals that called into the Second Pre-Proposal Teleconference on May 20, 2016.</p> <p>Garth Weber Tecuity, Inc. Julian Staub Nebraska Interactive Brian Schmoll Nebraska Interactive Bob Atkins Capstone Jennifer Collister PCC Technology Group Greg Amato PCC Technology Group Sarah Bouchard PCC Technology Group Kelly Kopyt Foster Moore</p>

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.