

RFP2018-1 Nebraska Real Estate Commission Licensee Database Questions & Answers

<p>1. The RFP states "Evaluation criteria weighting will be released with the RFP." This seems to imply the evaluation scoring schema will be provided. Can the State share the breakdown of maximum points for each RFP response area?</p>	<p>See attached scoring summary sheet</p>
<p>2. Cost Proposals within responsive proposals seem to be the only item evaluations will be made. Please clarify and confirm how the solicitation will be awarded to the "lowest responsible bidder."</p>	<p>See attached scoring summary sheet</p>
<p>3. Can the State confirm if and how many printed copies of the bidders' "Original" proposal the State desires? It appears only one "Original" is required.</p>	<p>One Original is required. No copies were requested in RFP.</p>
<p>4. Please provide the size and type of existing database, along with the number of license holders, annual volume of applications and renewals, and number of entities being tracked in the current database.</p>	<p>Our current database has 136 Tables, 69 Procedures and Functions and 15 PBL's (Power Builder Libraries). NREC Database is SQL Anywhere 11.0 on Windows Server 2008. We have approximately 8000 licensees, instructors, providers, branch offices which are tracked in our current database. The licensee renewals are split up in two groups and renewed every 2 years. We process approximately 600 applications per year. We track approximately 1200 entities such as LLC's, PC's and Specialized registrations.</p>
<p>5. Does the Commission have a budget established for this project? If yes, please provide the project budget. (note: this questions was asked by numerous vendors</p>	<p>The Commission was appropriated up to \$550,000 to complete this project.</p>

<p>and is summarized once here)</p>	
<p>6. What is the Commission paying the existing database vendor? And what does that expense include?</p>	<p>The existing database is an “orphan”, the developer went out of business, we have not paid any support cost beyond state hosting of the site and internal staff support for a number of years.</p>
<p>7. The Commission issued RFP (#2015-1) for similar project that was awarded to GL Solutions. a) Is this the current vendor? b) If not, whom? c) And what was the outcome of the resulting for the RFP #2015-1 contract and implementation?</p>	<p>a) No; b) Please see question 6 above c) The contract was terminated upon the expiration of the two year contract period and prior to completion of its terms</p>
<p>8. Page 11, Section D, appears to contain an incorrect Statute number – as we couldn’t locate “81-829” and believe perhaps the “829” portion is inaccurately cited. Can the statute be clarified?</p>	<p>Number should be “81-8,209” which is what appears to be quoted in the document we are looking at internally and on the website, maybe there was a version display problem or something.</p>
<p>9. On page 25 of the RFP, it states that the "Nebraska Real Estate Commission is a statutorily created agency of the State of Nebraska which currently has eleven staff members". Our solution offers access to the database through seat licenses for internal users. In order to make an accurate cost proposal, please clarify how many users would need internal access to the database?</p>	<p>All 11 staff members need internal access to the database</p>
<p>10. Is the Nebraska Real Estate Commission open to a cloud/COTS solution?</p>	<p>The Commission is seeking a solution which meets the needs as specified in the RFP. A Cloud/COTS Solution we believe would need to be highly customizable to be able to meet the Commissions requirements.</p>

<p>11. Does the Nebraska Real Estate Commission have an expected go-live date?</p>	<p>RFP, Section V. F “Bidder will submit a plan or project planning and management, including timelines for implementation with total contract start to go live date not to exceed one year”.</p>
<p>12. Whether companies from Outside USA can apply for this? (like, from India or Canada)</p>	<p>Yes</p>
<p>13. Whether we need to come over there for meetings?</p>	<p>There is no specific requirement, please present how you will address development and support in your response to the appropriate sections of the RFP.</p>
<p>14. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) (this question was asked multiple times and is summarized once, here)</p>	<p>The only specific requirement relating to geographic location and the RFP is the data hosting provision, which requires hosting on-site or within the United States.</p>
<p>15. Can we submit the proposals via email?</p>	<p>Hard copy is required as provided in Section I (roman numeral), I (letter).</p>
<p>16. The ability to have different levels of users access database information and enter certain information, including different levels of security and access for employees or agents of the Commission, as well as public access by licensees and other parties such as education providers;</p> <p>How many different user levels does the application need to have? Will user rights be based on a user group or individual function rights? Will there need to be an interface with an existing authorization/authentication system (ie Active Directory)?</p>	<p>The user levels will be determined based on the database abilities once the contract is awarded. We anticipate the contracted vendor to provide both internal levels and online portal levels as described in the RFP. There is no interface required.</p>
<p>17. How many records are currently contained within the current license database? What is the max level of license records expected for this application in the future?</p>	<p>Please refer to question 4 above. At this time no projected record expectations have been set for this project.</p>

<p>18. How many concurrent user's could potentially be accessing the application at any given time?</p>	<p>Internal users – we currently have 11 employees which could potentially access this at the same time. Online users-volume is unknown.</p>
<p>19. a). Will the commission provide payment for development services on a monthly basis during the term of the awarded contract?</p> <p>20. Please provide clarification around the following: Commission may be billed for the database software upon final delivery of all items i-ix, above, and all requirements of this RFP relating to these items being met, other than ongoing support, and escrowed software documentation as described in ii. Commission may billed and provide payment or support services up to a year in advance of such services being provided. Payment shall be made according to state law and the terms and conditions as stated in Section HH of this RFP.</p>	<p>a). No</p> <p>b.) Software development work will be paid for upon completion of the project, ongoing support may be paid in advance, the escrow of software is a separate deliverable provision from the payment provisions of the RFP.</p>
<p>21. Does NE Real Estate Commission have any preferences around consumption and commercial models? e.g. managed service, managed capacity, outcome based, fixed bid, traditional T&M model, etc. (Would the Commission be open to making payments on Milestone based completion dates?)</p>	<p>See 20(b) above</p>
<p>22. Are all currently scoped application features and requirements detailed in an existing Requirement Specification documents or maintained product backlog?</p>	<p>The scoped application features and requirements are as set forth in the RFP. Although we feel the requirements are stated with a good degree of specificity in Section V of the RFP, the Commission has additional documentation on business processes which can be made available as needed as development work on the project proceeds.</p>

<p>23. What type of external documents and files will be uploaded to the application for association with license records, etc....?</p>	<p>The Commission anticipates that scanned, faxed and emailed images in multiple formats (such as pdf, jpg, txt, etc.) would be uploaded into the new database. Also, any form completed on the Commission’s website would also need to be uploaded or associated with the database record.</p>
<p>24. Does Commission prefer local vendors/bidders for this project? (Nebraska/Lincoln based)</p>	<p>There is no state mandated or contractual preference for state or local bidders, but please see Section I, page five, “Cost Proposal” regarding preferences for designated enterprise zones under the Enterprise Zone Act</p>
<p>25. Are there any security requirements around physical location space? Are there any other specific security or other compliance requirements?</p>	<p>The vendor must meet the NITC standards (see section V, E, page 34) and other requirements as set forth in the RFP. Vendor should outline in their response how data will be kept secure.</p>
<p>26. What level of QA automation exists today (if any) for NE Real Estate Commission projects? (% coverage, tools, etc..)</p>	<p>The Commission currently does not have a support agreement in place for the current database as previously explained. There is no QA process since there are no changes currently being made to the system.</p>
<p>27. Is there a team model currently in place that would be leveraged or would team model be created and managed by vendor? (Roles and Responsibilities)</p>	<p>The Nebraska Real Estate Commission is a small agency with 11 full time staff, one partial FTE IT and the Director would be the primary “team” on the NREC side for development work</p>
<p>28. What Roles/Responsibilities are currently being covered by NE Real Estate Commission resources? Will those be retained under new Team Model?</p>	<p>See question 27, above</p>
<p>29. a). Are there any tools currently being used for project work? Jira, test case management, defect management, etc? b). And if not, will vendor be able to recommend and implement needed tools? Is NE Real Estate Commission open to tooling recommendations from the vendor?</p>	<p>a). No b). Yes, limited to the model being a tool for the efficient development of the product as defined in the RFP, and not interfering with or becoming a substitute for NREC project requirements</p>

<p>30. Are there any specific background checks, evaluations, interviews that will be required beyond the vendor's own?</p>	<p>Key personnel resumes should be provided as stated in the RFP, no interviews beyond the optional oral presentations outlined in the RFP</p>
<p>31. What is the current state of configuration management and deployment strategy?</p>	<p>At this time there is no configuration management and deployment strategy since there are no modifications being made to our current database</p>
<p>32. Would NE Real Estate Commission be supplying Project/Program Manager(s) or would vendor be expected to supply these resources?</p>	<p>Vendor would be expected to provide a project manager, Commission will provide necessary information on business requirements to complete the project.</p>
<p>33. Is it NE Real Estate Commission's preference to have the entirety of the Team physically co-located, i.e. same physical facility for Development, QA, Project Leaders?</p>	<p>The state's preference is that a cohesive team be assigned to the project with leadership positions capable of overall project scope understanding and authority and availability to discuss, incentivize and move through any obstacles to development encountered, regardless of location.</p>
<p>34. "Use proven technology that is no more than one generation behind current versions" Is there a budget set aside for yearly database licensing (ie Microsoft SQL Server)?</p>	<p>Should be included in ongoing support costs</p>
<p>35. "Ensure the database is customizable by the Commission directly" What type of user-initiated customization is required? Will the users need to be able to customize the database schema ad-hoc within the software system itself?</p>	<p>The Commission is seeking the ability to customize the software to best meet its needs. For example, the Commission has the need to frequently change letters, reports, fees, education requirements, checklist items, and fields. The Commission is requesting that changes to the database can be easily made by Commission Staff.</p>
<p>36. "The Commission currently utilizes Nebraska.gov, the state's online information portal, to provide online access to information by the public and licensees, as well as online filing of certain applications. The proposal must provide a means to continue these</p>	<p>Currently the interface between the database and online functions are manual in the sense that information collected online is imported manually into our database with the use of text files.</p>

<p>services, either through continued interface with Nebraska.gov, or directly through the vendor software. Specific current and desired services are outlined below" How does the site interface with the current database?</p>	
<p>37. What sort of access and resources will be provided to current database system and software code to help with data conversion and development?</p>	<p>The Commission will be able to provide the tables, Procedures and Functions and PBL's (Power Builder Libraries) to the selected vendor.</p>
<p>38. What are the current business pain points / challenges faced?</p>	<p>The current database, as previously stated, is unsupported. The renewal period, roughly September through early January every year, puts strain on Commission resources, and we seek to further automate this process, as well as recording and verifying continuing education, to improve efficiency.</p>
<p>39. What is the go-to-market strategy and roadmap for the product/application?</p>	<p>The go to market strategy and roadmap for the product application should be created through mutual efforts of the Commission and the chosen vendor to create a synergy for a positive outcomes</p>
<p>40. What is the expected ramp-up time for the associates?</p>	<p>Not sure which associates are being referred to, we will be ready to hit the ground running with project development, we expect a reasonable time to be proposed for training of staff on the new system.. Any ramp up on the vendor end should be addressed in your project management plan.</p>
<p>41. Any preferences on the toolsets for AUT, code coverage, CI/CD, hosting environment, automation?</p>	<p>The Commission requires that the database meets the requirements set forth throughout the RFP. Vendor should propose the technology and processes with which they will meet those requirements</p>
<p>42. Requirements on infrastructure and deployment, across environments?</p>	<p>Please see response to question 41.</p>
<p>43. What platforms / devices (mobiles, tablets) does the application target? This should help us decide (Web , Responsive Web , Hybrid , Cross Platform / native)?</p>	<p>The Commission is seeking a solution which would allow users access on any platform and device as we have a diverse user group throughout the state, internal staff work primarily with desktop and some laptop computers.</p>

<p>44. If there is an existing platform, then Is there a need to reuse existing code ? § If yes, is that codebase service-oriented or shall it share a common contract with new code i.e. use of json or soap etc. § If it's a web code then, can we build it partially and keep both the systems function? Can we leverage some of the best practices at xpanxion and rewrite the existing code base.</p>	<p>There is no existing platform required by the RFP unless the vendor chooses to utilize the online services of Nebraska.gov.</p>
<p>45. Does the application need to support document scanning and show the output on the UI for scanned files?</p>	<p>Yes the Commission requires document scanning and the user interface ability.</p>
<p>46. Will system verify the credit card and its validity? Do we also want that to be validated at the time of renewal? Also, will the system store the credit card details in the database?</p>	<p>The vendor needs to meet the requirements as stated in the RFP under section D3F on page 34.</p>
<p>47. Does the Nebraska.gov application support access to its data thru API calls? If so, what are the conditions to access the data?</p>	<p>Should the contracted vendor utilize the services of Nebraska.gov, any data would be made accessible.</p>
<p>48. Are the documents stored by the system required to be digitally signed?</p>	<p>The Commission would request a verification of submitted forms and emails based on certain requirements, but digital signature requirements have not been required in the RFP.</p>
<p>49. Do you have any licensed reporting software that you want to continue to use?</p>	<p>The Commission would seek input from the contracted vendor as to continued use of software.</p>
<p>50. What are the current third party applications in use? And what are their purposes?</p>	<p>The Commission is required to utilize a document management system that is contracted by the State Purchasing Department and Secretary of State's office which is Onbase. The Commission does not currently utilize this software and an interface would be required.</p>
<p>51. Would the (NREC) consider extending the due date for the RFP responses which is</p>	<p>Not at this time</p>

<p>scheduled for June 8th, 2018. In light of the Holiday weekend (Memorial Day) and summer vacation schedules</p>	
<p>52. Will the (NREC) expect electronic proposal submittals responses via electronically or through email ? Or do they physically need to be mailed.</p>	<p>Hard copy needs to be physically mailed, electronic can be included with hard copy or email. Hard copy must be received by submission deadline.</p>
<p>53. The (NREC) has indicated that they are currently using GL Solutions. Can the (NREC) disclose the original cost of the GL Solution Licensing system along with ongoing annual maintenance or supports costs?</p>	<p>The NREC is not currently using GL Solutions, see question #6 for support costs</p>
<p>54. Has the (NREC) participated in any potential vendor presentations or product overviews in the last 12 months? If so who were the potential vendor that may be responding to the RFP?</p>	<p>The Commission has seen a presentation in the last 12 months from iGovSolutions, LLC., and had informal discussions with numerous potential vendors on the project</p>
<p>55. Has the (NREC) received any price quotes or estimates in the last 12 month for a replacement licensing system from a potential vendor? If so who was the vendor and what costs or estimates were given?</p>	<p>No</p>
<p>56. Does the (NREC) have a budget for the product? Implementation Cost? Ongoing Support Costs?</p>	<p>\$550,000 maximum is allotted for development and implementation. Support budget is not specifically allotted</p>
<p>57. What would the proposed length of the contract?</p>	<p>Please see page one, paragraph two of the RFP, two years, with the option to review for two additional two year periods.</p>
<p>58. Why is the (NREC) moving away from their current vendor GL Solutions?</p>	<p>GL is not the current vendor, see question #7 for further information</p>
<p>59. When must the proposals be received by the Nebraska Real Estate Commission to be considered on time for opening?</p>	<p>June 8, 2018, 2 p.m. central daylight time</p>
<p>60. To aid in development of the project plan, can the state please provide the number of</p>	<p>Due to the size of the Commission, the system administrator that would be assigned to this project is ½ FTE.</p>

<p>full-time equivalent (FTE) system administrators it plans to make available for this project? System administrators are individuals who will be trained on how to configure and administer the system to meet agency needs.</p>	
<p>61. As a bidder that is proposing a commercial-off-the-shelf software product, we assign clients as beneficiaries to a source code escrow account, but do not otherwise directly provide source code to customers. Is this acceptable to the state?</p>	<p>The vendor must meet the requirements of the RFP under section I a II, page 36.</p>
<p>62. Item k. states that the “bidder will use the State’s existing image library (Hyland OnBase). The system must associate document id numbers with the filed document handle number stored in OnBase in order to display, retrieve, print, fax, and email selected document images.” We interpret this requirement as the state has an existing scanning, OCR and document capture solution that will generate image files that will be ingested into the licensing system. Can the state please confirm this interpretation is in line with state expectations and, if necessary, provide details about the solution?</p>	<p>OnBase is totally configurable, so OnBase has all the modules for Scanning and OCR’ing functions that can be setup to scan documents using OCR to generate image files that can be ingested into the licensing system. That information can be integrated directly using the OnBase API tool kit or sent via a number other processes such as SFTP.</p>
<p>63. Can the state please confirm if it intends for bidders to supply a licensing system that integrates with Hyland OnBase for all document management capabilities of the licensing system, or are bidders allowed to propose the use of their own integrated document management systems?</p>	<p>As identified in the State’s NITC Policies (http://nitc.ne.gov/standards/5-101.html), the State of Nebraska requirement is for bidders to supply a licensing system that integrates with Hyland OnBase for all document management capabilities of the licensing system</p>

<p>64. If the state intends for bidders to use Hyland OnBase as the exclusive document management repository for the licensing system, do the Records Management requirements noted in item f. number ii. apply to Hyland OnBase, and not the licensing system, as Hyland OnBase will store all of the documents generated by the state?</p>	<p>OnBase has configurable document record retention policies that would be setup based on the Commission's Record Retention Schedule for the documents that are stored in OnBase. The vendor would need to handle the retention of their database records in their solution. OnBase can export key information to the vendor system for those purged documents if needed.</p>
<p>65. If the state allows bidders to propose their integrated document management solutions for document storage and retrieval, and the Records Management requirements noted in item f. number ii. apply to the bidder's licensing system, can the State please provide the number of retention policies that need to be configured in the system?</p>	<p>The Commission currently utilizes approximately 70 policies. We are also required by law to use policies as designated by the State of Nebraska Records Management division if not defined by our retention schedule.</p>
<p>66. In various requirements sections, the RFP states that "numerous reports, queries, labels, emails, and letters are currently produced by the database." Our commercial-off-the-shelf product contains over 70 out-of-the-box reports, and provides a reporting platform that customers or the vendor can use to create their own reports, as needed. Can the State please provide the number of custom reports that bidders should include in their bids, or will state resources produce reports as needed using the bidder's reporting solution?</p>	<p>The Commission has not requested a specific amount of reports in the RFP but the new database system will need to be customizable and be able to meet the needs of the Commission.</p>
<p>67. As a bidder proposing a commercial-off-the-shelf software solution, we assume that the proposed system must meet the functional requirements provided in the</p>	<p>Yes</p>

<p>RFP and that Appendix A and any design-related descriptions of the current system are provided as a reference only. Can the State please confirm if our understanding is correct?</p>	
<p>68. The RFP states that, regarding the Specialized Registration module, “the Commission is also using this module to track the receipt of criminal background checks”. We understand that data pertaining to criminal background checks is subject to Criminal Justice Information Services (CJIS) security policy. We are proposing our solution hosted in a FedRAMP-certified, NIST 800-53-compliant data center that conforms to CJIS security policy requirements regarding encryption levels, training, etc. Can the state please confirm that this will satisfy the state’s information security requirements as it relates to CJIS data?</p>	<p>We do not actually put criminal background data in the system, and do not anticipate any future input. The tracking would consist of applicant information, when the cards were mailed to the applicant, if the background check had been received or where it is in the process with the State Patrol including associated emails.</p>
<p>69. Can the State please confirm which payment processor will be used by the vendor’s solution?</p>	<p>The State Treasurer’s office contracts with the payment processor. At this time the State currently contracts with Avalon.</p>