

## ADDENDUM TWO QUESTIONS and ANSWERS

Date: January 22, 2024

To: All Bidders

From: Connie Heinrichs, Procurement Contracts Officer  
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Information PORTAL APPLICATIONS to be opened on February 16, 2024, at 2:00 P.M. Central Time

### Questions and Answers

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

After reviewing all questions, the State of Nebraska clarifies the following:

1. This is a Request for Information (RFI) issued for planning purposes to gather information regarding companies interested in developing electronic government services applications to be part of the Portal. Responses may be used to formulate requirements for any future procurement.
  
2. If future procurement takes place, the State of Nebraska, through the Nebraska State Records Board (NSRB) may enter into one or more contracts for application development services. Such contracts would be made available for use by state and local government agencies, as needed. There would be no guarantee of work. The NSRB would provide an oversight function for such contracts; however, project specifications and requirements would be provided by the agency requesting application development. The specific details of the project would need to be discussed and agreed upon with such agency. The NSRB anticipates this would take place through use of a Statement of Work executed by all parties.

<u>Question Number</u>	<u>RFI Section Reference</u>	<u>RFI Page Number</u>	<u>Question</u>	<u>State Response</u>
1			What are the greatest challenges and/or reasons for moving off of your current solution?	<p>The State of Nebraska declines to comment on its current solution. The reason for this RFI is stated in Section III. A. of the RFI, as follows:</p> <p>To increase the availability of services, the NSRB would like to gather information on the ability of other vendors to develop</p>

				and maintain electronic government services applications for state government agencies, to be part of the Portal. The NSRB would also like to gather information on options for the hosting of such applications, including the hosting of such applications on State of Nebraska servers.
2			How many named users do you expect to have? <i>(for Fulfiller-based licensing)</i>	The number of named users would depend on the specific agency request.
3			Do you currently have a set of KPIs (Balanced Scorecard that your rollout will adhere to? If not, are you open to us suggesting these KPIs as a best practice for continuous improvement in our process and / or governance/roadmap phase?	The NSRB does not have a set of established key performance indicators (KPIs) but anticipates that vendors would develop KPIs in conjunction with the agency requesting application development.
4			Is Nebraska State Purchasing Bureau open to an Agile / DevOps model that works in two (2) week sprints?	Yes.
5			Does Nebraska State Purchasing Bureau expect a need for historical data to be migrated from legacy/other systems? Is there any idea on the type and volume of data needed to be migrated?	Any need for migration of data would depend on the specific agency request.
6			It is assumed that Nebraska State Purchasing Bureau will run and own User Acceptance Testing (UAT) testing (test planning, test script creation, test results). Is	The NSRB anticipates that any agency using the vendor's application development services would complete User Acceptance Testing (UAT) prior to launch. Vendor would then be expected to fix bugs and

			<p>this a fair assumption? If not, what kind of support is Nebraska State Purchasing Bureau looking for to complete UAT?</p>	<p>make functionality adjustments in response to agency feedback. The specific details of UAT (test planning, test script creation, test results) would need to be discussed and agreed upon with the agency requesting application development.</p>
7			<p>Are there specific types of training or organizational change management (OCM) requirements that Nebraska State Purchasing Bureau prefers (e.g., train the trainer, job aids, communication plans, banners, etc.)?</p>	<p>The NSRB anticipates that any agency using the vendor's application development services would want training for staff on use of the application. The specific details of training would need to be discussed and agreed upon with the agency requesting application development.</p>
8			<p>How do you normally get the pulse of employees when major changes take place?</p>	<p>Each agency has their own method of communicating change and receiving feedback from their employees.</p>
9			<p>Is Nebraska State Purchasing Bureau comfortable with out of box (OOB) portal creation aligned with Nebraska State Purchasing Bureau branding / styles or is Nebraska State Purchasing Bureau looking for a more custom / UX / UI experience?</p>	<p>Each agency will have their own preference for style and branding of their application. The specific details of the style and branding would need to be discussed and agreed upon with the agency requesting application development.</p>
10			<p>Does Nebraska State Purchasing Bureau have any external users that would need to access the Portal (i.e., County residents / citizens)? We assume no, and that the portal and solution will solely be used for internal employees and IT Contractors at this point in time.</p>	<p>The Portal provides electronic access to public records and electronic information and services to the general public. Although specific application requirements may vary by agency, Portal applications are generally public facing, with external public users accessing the public facing services only.</p>
11			<p>Are there any mobile device requirements?</p>	<p>Yes. Please review RFI Section III. B., paragraph 3.</p>

12			Are the solutions that need to be integrated with on premise or SaaS? Can Nebraska State Purchasing Bureau provide more information on the type of data it is expecting to exchange with the proposed solution? Can you please specify if the integrations are to be uni or bi-directional? Do the systems to be integrated have open APIs available for integration purposes?	Existing solutions include both on premise and SaaS solutions. The NSRB anticipates that most solutions would need to be bi-directional (receive and send information). The NSRB does not anticipate there will be any open APIs, and any integration with a state application would require a secure connection. The specific details would need to be discussed and agreed upon with the agency requesting application development and follow all NITC standards.
13			At this time, are there language requirements outside of English?	Not at this time, however, agencies may have specific language requirements to meet the population served.
14			What is the expected duration of vendor provided support post go-live?	The NSRB anticipates that support would be needed for the duration of the life of the application, unless other arrangements are made with the agency requesting application development.
15			Can you please clarify if you have an integration service bus or existing mid servers that can be leveraged for integration related needs?	The NSRB does not anticipate there will be an integration service bus or existing mid servers that can be leveraged for integration related needs.
16			Please describe Nebraska State Purchasing Bureau's planned governance structure for status, decisions, escalation, visibility, etc?	Day-to-day work on the project would be handled at the agency level. It is anticipated that project status reports would be submitted to the NSRB by the vendor, and the NSRB would review vendor performance with the agency requesting the application development and with the vendor.
17			Will Nebraska State Purchasing Bureau dedicate a project management resource or	The specific details would need to be discussed and agreed upon with the agency requesting application development. However, project

			is the vendor expected to provide a FT PM?	management resources must be provided to the agency, and the agency must have a single point of contact.
18			Does Nebraska State Purchasing Bureau have an approved budget for this effort? If yes, can Nebraska State Purchasing Bureau share general guidance on their expected budget for this effort?	No. The State of Nebraska is not able to provide guidance on the expected budget due to the variation in the scope and size of possible projects.
19			Can our proposed pricing assume that all work will be completed remotely?	If pricing provided anticipates work being performed remotely, vendor should specify that information in vendor's response.
20			Can Contractor's project team include resources that are not based in the United States?	No.
21			Are the evaluation criteria organized in order of importance? Can Nebraska State Purchasing Bureau detail the weight for each evaluation criteria?	<p>The reason for this RFI is stated in Section III. A. of the RFI, as follows:</p> <p>To increase the availability of services, the NSRB would like to gather information on the ability of other vendors to develop and maintain electronic government services applications for state government agencies, to be part of the Portal. The NSRB would also like to gather information on options for the hosting of such applications, including the hosting of such applications on State of Nebraska servers.</p> <p>Responses may be used to formulate requirements for any future procurement but will not be scored.</p>
22			What is the timeline for the State of Nebraska to add	The State of Nebraska does not currently have a timeline. This is

			vendors to work on the portal?	an RFI requesting information only.
23			Is there a budget assigned for this extension of services?	See Response to #18 above.
24			How long will the contract be for?	See Response to #22 above.
25	3.A	7	What business problems are you trying to solve for?	<p>The reason for this RFI is stated in Section III. A. of the RFI, as follows:</p> <p>To increase the availability of services, the NSRB would like to gather information on the ability of other vendors to develop and maintain electronic government services applications for state government agencies, to be part of the Portal. The NSRB would also like to gather information on options for the hosting of such applications, including the hosting of such applications on State of Nebraska servers.</p>
26	3.A	7	Are there limitations to the current platform that you are trying to solve?	See Response to #25 above.
27	3.A	7	Are you looking for a content management solution as part of the portal solution?	No.
28	3.C	9	Is entilitrack expertise a requirement or a nice to have?	Entellitrak expertise is not required. Refer to Section III. B.
29	3.B	8	How are you currently ensuring 508 accessibility compliance?	Vendor should describe vendor's knowledge of federal and state accessibility and usability, as requested in the Section III. C. Respondent Requirements, Application Development section, #8.
30	F. Submission	4	May vendors respond to RFI section "C. Respondent	The RFI will be posted in Word to facilitate response.

	of Response		Requirements” in a separate, vendor-created, and formatted file, or will the State provide the RFI in Word format for vendors to insert their responses since the PDF version limits vendor’s ability to respond?	
31	G. Proprietary Information	4	Will RFI responses be publicly available before a potential RFP Process, or will responses be protected through the award of an RFP?	The RFI responses will not be posted on the State Purchasing Bureau’s website. However, the NSRB is a public body and RFI responses may be reviewed and discussed by the NSRB in open session. Please review RFI Section II. G. Proprietary Information.
32			The first paragraph under the project description and scope of work refers to developing government services applications to be a part of the Portal. Is the scope of these applications limited to providing electronic access to public records or is the scope broader customer application development in general?	The scope is limited to developing electronic government services applications to be part of the State of Nebraska’s Portal created to provide electronic access to public records and electronic information for citizens, businesses, and state and local governments across Nebraska.  Also see Response #10 above.

This addendum will become part of the RFI and should be acknowledged with the Request for Information response.