Questions and Answers:

Following are the questions submitted and answers provided for the RFP.NDE.ELS.2018. The questions and answers are to be considered as part of the Request for Proposal.

VENDOR	QUESTION	RESPONSE
Data Expansion	1. Is there a budget for this project, and if so are you able to provide me with a copy?	The Educator Licensure System is cash funded through the fees collected for licenses. The fees are established in state statute by Nebraska Legislature Rev. S.S. 79-810. This project is funded by the long term collection of these fees. Cost effectiveness is a critical consideration, but the long term efficiency, security, and sustainability are also critical considerations. The current targeted budget ranges from $250,000 to $500,000 for implementation of the system.
Seven Outsource	2. Whether companies from Outside USA can apply for this? (like, from India or Canada)	Refer to Secretary of State/Tax Commissioner Registration Requirements.
	3. Whether we need to come over there for meetings?	Refer to Project Planning and Administration Section 4.4 and section 4.4.2.2.
	4. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Refer to Section V, Part A(3)(j) on Page 46
	5. Can we submit the proposals via email?	Refer to section Scope of Service within RFP.
glsolutions	1. How many staff members will need access to the software?	2-4 Admin Users, 10-15 Modify Users and 40-50 Lookup Only Users.
	2. We typically plan for one week onsite for requirements gathering. Do you want more?	Include all requirements gathering activities as part of the implementation plan.

	3. How many legacy databases do you have, from which we'll convert?	Two, Teacher Certification System database and OnBase database.
	4. How many entity types and address types do you need to track in your system?	There are between 40-50 different entity types.
	5. How many security groups (user groups) do you envision having?	Up to three different security groups.
	6. How many one-way data exchange interfaces will you require (imports or exports)?	Refer to Section 3.3 Technical Requirements.
	7. How many application processes do you require?	Between 30 -40.
	8. How many back-office renewal processes (types) do you need?	One
	9. How many reciprocity processes do you need?	Currently none at this time.
	10. How many reinstatement processes to you need?	Currently none at this time, If someone is reinstated the application has to re-apply for a certificate.
	11. How many processes do you have for tracking continuing education hours?	We do not current accepted CEU's.
	12. How many audit processes do you have for continuing education?	Currently none at this time.
	13. What exam types do you track, and what do you need this system to do with them?	Basic Skills Test, and ETS Content Test are exams taken outside of ELS. Those results are sent to NDE to be imported into the ELS.
	14. Can you describe any exam retake processes, and how the system will support these?	Educator has to retake exam though the vendor. Not part of current ELS.
	15. Do you have any financial interagency transfer process? How many?	Yes, one at this time with a third party vendor.
	16. Do you ever need to "park" a payment before creating the entity? How many processes?	Possibly, if payment is sent by check or money order and application has not been completed.
	17. How many different types of online logins and dashboards do you need?	Security Admin, Modify, Lookup

	18. How many online application processes (types) will you need?	Eight to Ten different online processes.
	19. How many online renewal processes (types) do you need?	One
	20. Will you require more than one type of online license verification process? How many?	No
	21. Will applicants require any online systems for tracking their status? How many processes?	Yes, for any type of process taking place, applicants should be able to track the status of their application.
	22. What address types need to be available for change online, and as part of what processes?	The educator filling out the application should be able to change their current address, school address, or permanent address as needed.
	23. How many online complaint submission processes will you need?	One
	24. How many processes do you have for gathering complaints?	None at this time.
	25. How many processes do you have for compliance?	One process for compliance.
	26. How many processes do you have for investigations?	NDE has one internal investigation, this process is currently done outside of the system.

	27. Can you describe any inspection enforcement processes?
	    a. How many inspection processes do you have, if any?
	    b. How many inspection types (processes/forms) do you have?
	    c. Do you have a need for a mobile inspection application? How many staff will need the mobile app? How many inspection forms will you need?
		NDE is open to any recommendations in regards to inspection enforcement processes.

	28. We would system test the processes we have discussed. Are there others?	Not at this time.
	29. We typically plan UAT to last four weeks. Should we plan for more?	Refer to System Environment Configuration Plan.

	30. We typically plan to be onsite for up to one week of UAT training. Should we plan for more?	Refer to System Environment Configuration Plan.
	31. We typically plan to be onsite one week for end-user training. Do you want more?	Refer to System Environment Configuration Plan.
	32. We typically plan for just a single go-live, not staged with multiple go-lives. Okay?	Refer to System Environment Configuration Plan.
	33. Stabilization for initial warranty is typically three months, followed by support plan. Okay?	Refer to System Environment Configuration Plan.
	34. We typically plan for up to one week onsite following go-live. Should we plan for more?	Refer to System Environment Configuration Plan.
	35. GLO-17 "The proposed solution shall provide the capability for authorized personnel to select and modify records (e.g. 100+ records if necessary) and make the same change to all of them." Could the State provide examples for what types of updates would be made to records in this scenario?	i.e. If a date field needed to be modified for multiple records. Or a status flag needed to be reset for all current submitted applicants.
	1. SYT-2 "The proposed solution shall be able to support industry standard barcode reading and production for forms and other items to minimize data entry requirements." Does the DOE intend to supply the barcode scanning hardware, or is the intention for the awarded Contractor to supply the hardware?	N/A - Not Applicable at this time.
Visionary Integration Professionals	1. Can NDE please clarify what vendors are expected to provide in their Technical Approach? Beginning on page 43, Section A. Technical Proposal provides details on what to include in each section of bidders' technical proposals. However, for item 4. Technical Approach, there is a change in formatting that makes it difficult to determine what NDE is requesting the vendor provide in this section. For instance, 4.1 Vendor Response to Scope of Work on pages 68-69, item 4.1.1 states that "Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within Sections 5.4 through 5.15." However, this section ends at 4.13.1 Invoices.	This should state through Sections 4.4 through 4.13.1

	2. HH. Prohibition against advance payment Will the state please confirm if this applies to software licenses and maintenance? COTS solutions are configured during the implementation and require licenses and maintenance to support the product throughout the implementation. It is our assumption that software licenses and year one maintenance would be invoiced upon contract execution for the purposes of supporting the implementation. If a SaaS subscription model is selected, the State would pay for the first year subscription to the software which includes license access and maintenance. Would software licenses/subscriptions be handled as its own deliverable in order to be paid up front to support the implementation?	Upon selecting vendor the NDE will engage in developing a contract agreement to meet the timing and expectations supporting the mutual goals and outcomes of a successful project.
	3. HH. Prohibition against advance payment Will the State please confirm this is a deliverables based contract, and while advance payment is prohibited, as each of the contracted deliverables are accepted by the State, payment will be released for those completed and accepted Deliverables?	Upon selecting a vendor the NDE will engage in developing a contract agreement to meet the timing and expectations supporting the mutual goals and outcomes of a successful project.
	4. Requirement GLO-23 – Please define further what is meant by templates for required forms. Does this mean that a data input form is setup based on a pre-defined order and standard?	Should allow customizable forms to be defined by what type of application is being applied for.
	5. GLO-38 & FIM-8 – Does the State have a payment processor vendor that they would like to integrate with or should proposed solution include this functionality?	Yes, the state payment processor is Elavon, and the ELS solution would have to integrate with them.
	6. GLO-77 – Does the State have a statewide address database or GIS layer that can be used for address validation or should the vendor plan on integration with a 3rd party service such as USPS?	Currently NDE does not have a statewide address database, but are in the discussion phase of implementing one.
	7. GLO-95 – Is the intent of this deep search to find possible duplicate records?	Yes
	8. DAB-1 – Will the State provide a list of databases and a description of each known interface?	Once a contract is awarded, NDE will provide a list of databases and provide knowledge/security on how to access those.

	9. RED-1 & DES-1 - Can the State please point to where Attachment X is as referenced in these requirements?	Attachment X refers to the Requirements Matrix.
	10. DAC-2 – Will the State please provide a detailed description of all the existing legacy data sources that are in scope for conversion including the data format, system associated with, volume, and types of data? Is this the ELS Desktop, ELS Web and OnBase applications only or are there others?	There is one database that stores all the information from the ELS Desktop, ELS Web, and then one database (OnBase) that stores all documents/images. These are the two that will need to be converted into the new system.
	11. TRN-1 – How many department and IT staff will require training?	On average 10
	12. How many named State employee user accounts are needed so that we can provide accurate software licensing costs? Requirement CAP-1 states 250-300 at one time. By named users we are referring to staff that will be logging into the system to conduct administrator activities and those who will be processing, approving and issuing licenses as well as those managing complaints and enforcement related processes.	Maximum 10 state employee user accounts.
RedMane Technology	1. How many users of the system will there be?	2-4 Admin Users, 10-15 Modify Users and 40-50 Lookup Only Users.
	2. What is the budget for the project?	The Educator Licensure System is cash funded through the fees collected for licenses. The fees are established in state statute by Nebraska Legislature Rev. S.S. 79-810. This project is funded by the long term collection of these fees. Cost effectiveness is a critical consideration, but the long term efficiency, security, and sustainability are also critical considerations. The current targeted budget ranges from $250,000 to $500,000 for implementation of the system.
	3. In order for us to better respond to this RFP is the department willing to extend the due date?	Not at this time.
	4. How many and which companies responded to the RFI?	glSolutions, RedMane, inLumon, MicroPact, RANDA, e360 Software, PowerObjects, System Automation, Visionary Integration Professionals

PowerObjects	1. http://das.nebraska.gov/materiel/purchasing.html Please confirm this is the correct site to check for updates?	Updated URL: http://das.nebraska.gov/materiel/purchasing/RFP%20NDE%20ELS%202018/RFP%20NDE%20ELS%202018.html
	2. Please confirm that the information pertinent to us will appear under "Important Notice to Vendors" section. Or please draw our attention to a more specific area if possible.	All references to "vendor" within the RFP will be pertinent to you.
	3. You mention "Personalized Portal" - are portals themed per District? School? Person?	Person, although if there are options to provide themed portals for school districts that might be considered as an add-on option.
	4. Statewide Criminal History Repository - Does this system have an API?	Currently it does not, a file is extracted from the repository and then uploaded into the ELS system.
	5. Nebraska State Retirement System - does this have an API?	Yes
	6. Multistate Educator Locator System (MELS), does this have an API?	Not currently
	7. What does "investigative module" mean to you?	Ability to integrate or import data from third party investigative system in regards to educator information.
	8. What is B-12 Certification?	Educators are able to apply for certifications that allow them to educate kid's birth - thru grade 12.
	9. Do you plan on feeding student performance / achievement results during phase 1? If so, what is/are the source(s) of this data? And does this system have an API?	Not during phase 1.
	10. How many types of certificates do you track? Are their processes highly variable, minimally variable?	NDE currently tracks 3 teaching certificates along with 7 different teaching permits. Along with 2 Administrative certificates and 1 Administrative permit. NDE also tracks 4 special services certificates and permits. The process between them is mostly minimally.
	11. Will you provide SLA requirements? Or when will we negotiate this?	Will be negotiated during the contract process.
	12. Does NDE allow off-shore work?	Refer to Section V, Part A(3)(j) on Page 46

13. Does NDE have Delphi 7 developers? a. If no, can you specify the applications written in Delphi 7 so we can assess whether we can replicate?	We are deprecating the use of this software, NDE is looking at applications or software solutions that use current technology solutions.
2. Payment types - do you expect to maintain support for cashier check? Money order? a. Do you have other payment types you wish to support but have not been able to with current tech? b. Do you have any other credit card types you want to support but have not been able to currently?	Nebraska Department of Education will maintain support for cashier check and money order. a. not at this time, but would consider available and viable options. b. not at this time
3. Which system stores "master" account/Contact data today? (ignore any that are not necessary) a. School Districts? b. Teachers? c. Students?	Staff System which is provided by school districts.
4. Do any of your systems store activity (phone call, email, task etc.) data that needs to be migrated into the proposed solution?	Not at this time.
5. How many documents are stored in OnBase? Or how much data (GB)?	Currently there is about 400,000 records in OnBase related to NDE's current system.
6. Please confirm that you plan to use 3 environments: Production, Test, and UAT/Training.	Yes, that is correct.
7. Please define SLDS as it relates to: "…user id and password controlled by a SLDS system security administrator…" p62.	Ability to define System Admin security roles.
8. Does the one-year contract include 4 months of warranty support? Or does the 4 months begin at the expiration of the 1 year contract?	The 4 months begins at the expiration of the 1 year contract.
9. If possible, please estimate number of users, by unique role?	2-4 Admin Users, 10-15 Modify Users and 40-50 Lookup Only Users.
10. Labels on the bottom of the requirements matrix indicate Page 32 of 35, are we missing 3 pages? Or is this an error?	There are only 32 pages, should state Page 32 of 32.
11. How are you handling financial transactions associated with teacher certification today? Is	Yes, the state payment processor is Elavon, and the ELS solution would have to

	there an existing system we could integrate with? Or are you expecting our solution to include this component?	integrate with them.
RANDA Solutions	1. Section II H. page 17 says, Please note that the address label should appear in Section II part A as specified on the face of each container or bidder's bid response packet. I could not find an address label in Section II Part A.	The address to be used is as follows: RETURN TO: REF: RFP NDE.ELS.2018 Nebraska Department of Education **DO NOT OPEN** P.O. Box 94987 Lincoln, NE 68509-4987 Phone: (402) 471-6469 Fax: (402) 471-4311
	2. Section III Terms and Conditions pages 22-41 Does this section need to be initialed for each and submitted in the proposal.	Yes, each section needs to be initialed.
	3. Page 59, NEDS site on the bottom of page 59 is not found in Google docs.	Updated URL: https://sites.google.com/a/education.ne.gov/nde-adviser-vendor-resources/home
	4. Item 4.1.1. on page 68 says: Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within Sections 5.4 through 5.15. There is no section 5.4 through 5.15. Please advise which requirements and responses to include in the proposal.	Should state Sections 4.4 through 4.13.1
	5. Page 88/89 You are asking for 500 hours be included for system enhancements and modification. Do you want this to be included in the bid total or simply stated in the costing for system enhancements?	Stated in the costing for the system enhancements.
	6. 4.13.1 Page 90 Asks for monthly invoices (page 90) then under B. on page 91 they ask for invoicing based on deliverables - this may be part of contract discussion. It would be helpful to know up front about invoicing.	NDE will discuss this in more detail during contract negotiations.
	7. GLO-51 DOJ/FBI can you give more detail about how you would like this to work. Information about who does the fingerprinting and do you want the submission of the fingerprint scan in the application or do you only	Only do matching if/when report is returned.

	want the live scan reports matching performed when the live scan report is returned.	
	8. GLO-82 Address default to NE - if this is the teacher's home address is it possible the teacher could reside in a bordering state? This may be a requirements clarification but it would be good to know what addresses you want stored.	When submitting a new application, default state to NE.
	9. GLO-92 Trigger events - please provide a list of trigger events or at least examples of trigger events.	i.e. If doing an endorsement only, the criteria shown may be different than when applying for certificate.
	10.GLO-129 Query without login - I think this deserves a question/clarification about access to private data without login. Appears to present security issue. This could expose private data to users not logged in.	These would only be allowable by Security Administrator. The Security Administrator will already have access to this information.
	11.Requirements Matrix shows a watermark of draft - can you explain or is this because requirements are finalized once the contract is awarded and requirements gathering is underway?	This has been updated to be final version. No changes were made.
	12.GLO-35 Which data capture software is NDE intending to integrate?	Implies more to being able to import different types of files/documents. Is the solution able to scan imported documents for certain data to then be stored.
	13.GLO-38, GLO-62, GLO-63 Does the State use an existing payment service provider?	Yes, vendors will be required to integrate with this vendor.
	14.SYS-32 What is the data security agreement?	http://nitc.ne.gov/standards/8-Chapter.pdf
	15.ENF-14 How will subpoena, affidavits of service, and other related documents to this requirement be added to the system? Do these scanned documents reside in another system?	These documents will be imported into the system. Currently they reside in another system, but would like for all documents to be able to reside in the same solution as the educator record data.
System Automation	1. L. Evaluation of Proposals: Can the State please provide the scoring formula to be used to score	NDE does not provide scoring formula at this time.

	vendors' proposals across the five areas noted in Section L on page 18 of the RFP (i.e., Executive Summary, Corporate Overview, Technical Approach, Cost Proposal, and Overall)?	
	2. Can the State please provide the budget that has been allocated for this project?	The Educator Licensure System is cash funded through the fees collected for licenses. The fees are established in state statute by Nebraska Legislature Rev. S.S. 79-810. This project is funded by the long term collection of these fees. Cost effectiveness is a critical consideration, but the long term efficiency, security, and sustainability are also critical considerations. The current targeted budget ranges from $250,000 to $500,000 for implementation of the system.
	3. 3.5.4.4 To aid in development of the project plan, can the State please provide the number of 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.	One to Three full time administrators.
	4. The RFP states the following: "To facilitate the proposal evaluation process, one (1) original, clearly identified as such, and ten (10) copies of the entire proposal should be submitted, along with one (1) electronic copy on a USB flash drive to be included in the shipment of hard copies" Can the State please confirm that it is requesting one original, 10 copies, and one electronic copy of the technical proposal as well as one original, 10 copies, and one electronic copy of the cost proposal, since the cost proposal must be submitted separately from the technical proposal?	That is correct 10 copies of the cost proposal must be submitted.
	5. 4.1 Vendor Response to Scope of Work; requirement 4.1.1: The RFP requirement states, "Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within *Sections 5.4 through 5.15*." The RFP does not contain the sections referenced in the above paragraph. Can the State please clarify which sections should be referenced in the above	Should state Sections 4.4 through 4.13.1

	paragraph?	
	6. <u>4. Evidence of Coverage</u>: Can vendors provide their certificates of insurance as part of their proposals, or does the State require that vendors separately submit certificates of insurance at any time before the proposal opening date and time?	Vendors can provide their insurance certificate as part of their proposal.
	7. <u>3.1. Vendor Response to System Requirements:</u> Many of the requirements included in Attachment A include design considerations in addition to the business requirements (e.g., names of tabs on screens, specific column headings, buttons, etc.). As the State has noted within the RFP that it desires to obtain a commercial-off-the-shelf (COTS) solution, can COTS vendors provide explanations for how they can meet the underlying business requirement, even if the design/approach within the COTS system is different than the specific design element noted within the requirement?	Yes, vendors may provide explanation on how they will meet all of the requirements discussed in the RFP.
	8. <u>3.3.4 System Hardware:</u> As a vendor proposing a proven FedRAMP-certified environment hosting a proven commercial-off-the-shelf platform, no new hardware will be required to be provisioned for this project. Is it acceptable to the State that vendors provide system architecture and hardware diagrams—including FedRAMP-approved plans and procedures— if needed, during contract negotiations and award, in lieu of including this hardware-specific information within their proposals?	Refer to Migration and Management Plan and Overall System Architecture within the RFP. Mark any information as confidential or intellectual property as appropriate.
	9. <u>3.3.4 System Hardware:</u> The RFP states, "This includes equipment necessary for proof-of-concept, development, test, user acceptance/training, and final production processing environments." Elsewhere in the RFP, including in the Cost Workbook, reference is made to two environments required for this project: UAT/Training and Production. Can the State please confirm that it requires a vendor to provide two (2) hosted environments as part of this project?	Yes, NDE is recommending that vendor has at least two different environments.
	10. <u>3.5 Requirements Matrix; requirement 3.5.7</u> The RFP states, "Describe how the proposed system meets the requirements specified within this RFP." Can the State please confirm if requirement 3.5.7 is	Yes, this is satisfied by providing written responses in the "explanation" column.

	satisfied by vendors providing written responses to the system requirements in the "Explanation" column in Attachment A?	
	11. Attachment A; requirement GLO-35: The requirement states, "The solution shall be compatible with data capture software so that the solution has the ability to accept, store, and make available for reports certain data automatically extracted from OCR scanned documents. The extracted data must also be available to populate/update records in the database without manual intervention. Captured data may include, but is not limited to: ● Key data from applications filed as well as associated dates and fees ● Key data from third party reports ● Payments receipted" 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?	These documents will be imported into the system. Currently they reside in OnBase, but would like for all documents to be able to reside in the same solution as the educator record data. NDE has an OCR imaging solution and PDF creation software and any documents created by these solutions may need to be imported into the ELS at any time.
	12. 4.13.2.2 Vendor Maintenance and Support: The RFP states, "A minimum of 500 vendor hours must be included within the vendor's Implementation solution response to cover non-warranty NDE requested system enhancements and modifications." Can the State please confirm where vendors should include the 500 hours of enhancements and modifications within the State-provided Cost Workbook?	Should be included as part of the enhancements section, and not in the actual bid.