



## RFP: KDOL Data Management and Data Analysis

### Addendum D

Issued: November 1, 2016

#### 1. Section VI, A.5 page 24 Eligibility Requirements

- **Key personnel shall perform over 80% of their work onsite KDOL.**
- ~~80% key personnel, onsite for Knowledge Transfer, 50% of all other staff~~
- **CORRECTION (11/2/2016):** There is an 80% onsite requirement for the key personnel. The Contractor staff must perform Knowledge Transfer onsite. Otherwise, excepting as previously indicated, all other Contractor staff onsite at least 50% of the time
- Location: 1309 SW Topeka Blvd, Topeka, KS, 66612

#### 2. Section VII page 40 Proposal Scoring and Selection

- There will only be one Primary Contractor. The primary contractor may use subcontractors but the subcontractors' specific delivery as related to the RFP requests must be clearly defined, as well as their expertise to deliver successfully.

#### 3. Section III, A.3 page 11 Scope of Work Definitions

- The RFP mentions that KDOL is primarily a Microsoft environment. Does KDOL plan to procure Microsoft products, or will non-Microsoft products be given equal merit?
- Preference will be given to solutions that leverage KDOL existing knowledge base.

#### 4. Does KDOL prefer a Cloud or on premise solution, or is either option acceptable? Is it up to the vendor to suggest the appropriate option?

- On-premise is the preferred solution but cloud and hybrid will be considered; a detailed technical description is required per the requirements of the RFP. All costs shall be provided per the pricing formats. Any Cloud solution must be FedRAMP rev 4 compliant. The bidder must clearly describe how PII data will be protected. The Ownership Rights clause in the Terms and Conditions must be clearly addressed.

#### 5. Is Oracle WebLogic part of the current technology stack? Also, please indicate the hours through which the solution tools must be available for data processing and access.

- 24 x 7 x 365. 99.5% availability less defined maintenance windows which shall be less than 6 hours monthly.
- Oracle WebLogic is not part of current technology stack.



## 6. Warranty Break/Fix Turnaround Times and System Response Times

Metric	Application Values	Measurement
<b>Critical Deficiency* Correction in Production Environment</b>	≤ 2 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the production environment by the Supplier after testing and acceptance by the KDOL.
<b>Moderate Deficiency* Correction in Production Environment</b>	≤ 48 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the production environment by the Supplier after testing and acceptance by the KDOL.
<b>Minor Deficiency* Correction in Production Environment</b>	≤ 72 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the production environment by the Supplier after testing and acceptance by the KDOL.

## 7. Section VI.L.5 Acceptance page 34

- Strikethrough section below is removed from the RFP.
- ~~“Such Authorized User agrees to commence Acceptance testing within five (5) days after receipt of the Software or Deliverable, and the applicable acceptance readiness certification as defined in this RFP the SOW. Acceptance testing will be no longer than thirty (30) days, or such other period as may be agreed in writing or Statement of Work between Authorized User and Contractor. Acceptance is deemed to occur if Authorized User fails to deliver to Contractor either a written notice of Acceptance or a list of outstanding defects within 10 days of completion of Acceptance testing, unless the Parties agree otherwise in writing or Statement of Work. Contractor agrees to provide to such Authorized User such assistance and advice as such Authorized User may reasonably require, at no additional cost, during such Acceptance testing. All travel expenses are expressly included in the applicable SOW pricing. The prioritization of defects shall be as set forth in the applicable Statement of Work. The assignment of priorities shall be mutually agreed upon by the Parties subject to the practices identified within this RFP.”~~