RFP: IV&V for MRM UI IT Modernization Consortium

Bidder's Webinar: Questions and Answers

Released: April 15, 2015

	Section (page)	Questions and Answers
1	I, page 4	Is there any additional information available regarding the MRM project, in addition to the technical architecture material provided in Attachment B of the RFP? For example, is there information regarding project management, quality assurance, requirements management, data migration, or testing available? - All documentation will be available once contract has been signed with winning vendor.
2	I, page 4	Is there any additional information regarding the MRM project schedule available, in addition to the information provided in Attachment A of the RFP. For example, is there a gap of activities between November 2016 and June 2017? Is there a list and schedule of project artifacts which will be created during the project? - All documentation will be available once contract has been signed with winning vendor. Please see the attached Project Plan
3	I, page 4	Are there any discussions for additional states to join the consortium? - An objective of MRM is to onboard other states. However, this is outside the scope of the IV&V activity.
4	I, page 4	Is there an overall organizational chart for the implementation? Can IV&V be defined in the org chart? All documentation will be available once contract has been signed with winning vendor.
5	I, page 4	Will there be a single, authoritative decision maker regarding acceptance of IV&V deliverables? Who will the IV&V team be reporting to? - The IV&V team will be reporting to the MRM project director, Mohammed Jalaluddin. The MRM consortium executive committee will have final approval of the deliverables. CESAR/ITSC shall accept the deliverables based on MRM executive committee approval

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6	I, page 4	ITSC has issued this RFP for IV&V services on behalf of MRM. Will ITSC be responsible for ensuring that the Contractor has access to the respective systems, TCS and MRM? Will ITSC or MRM provide any facilities or equipment to the Contractor? What entity will hold the contract for the IV&V vendor? - CESER/ITSC will be considered the fiscal agent. MRM project director, Mohammed Jalaluddin, will arrange access to all needed systems and documentation. - MRM will provide facilities (office space, desk, etc.) but no equipment - CESER/The Center for Employment Security Education and Research/ITSC will hold the contract ,
7	IV:A, page 5 (also see item #13)	The RFP states "Therefore, Bidder shall make every effort to limit its full RFP response to 200 pages or less." It is anticipated that some RFP content may need to be reproduced in our response. Would you please confirm that the 200-page target refers to the <u>amount content provided by the vendors</u>? - Yes, the 200 pages or less refers to amount of content provided by vendors.
8	IV:B, page 6	When do we expect the TBD dates to be available, especially "Evaluation Notice" and "Contract Negotiations and Signing"? - By May 18, 2015 based on the revised Proposal Due Date
9	IV:B, page 6 Appendix A	When should we assume the start date for the IV&V, should we assume it will end December 2018? - June 15, 2015 thru August 8, 2018. The end date coincides with the end date of the last implementation activity.
10	IV:C, page 6	Are there any file size limitations that vendors should be aware of for email submission? If so, are vendors allowed to send the PDF version of their proposal in multiple parts/emails (e.g., Part 1 of 3, Part 2 of 3, etc.)? - 25 MB
11	V, page 6	Proposal and Contractual Requirements reads: "For each requirement below, the Bidder must indicate their compliance and provide a detailed explanation of how they will fulfill each requirement in a separate Technical Proposal Document." Would MRM please clarify the phrase "each requirement in a separate Technical Proposal Document". Would MRM like each bidder to submit 9 separate PDF files containing a separate proposal document for each of the 9 requirements (A through I) or one PDF file containing one technical proposal document that responds to all 9 requirements in separate topics? With regard to indicating compliance, would a statement of compliance at the beginning of each section meet this requirement? - One PDF file containing one technical proposal document that responds to all 9 requirements in separate topics.

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12	V:A, page 8 V:F.3.b.i, page 25	In the Project Management section, it specifies a ten page limit. Is there a page limit for the other sections? If the overall page limit is 200 pages, does this exclude resumes and work products? Can these pieces be part of the Appendix? - The Project Management section is limited to 10 pages. The overall page limit is 200 pages (page 5). For the other sections, bidders have the flexibility to allocate the pages for each of the five sections within the 200 page limit. - In regards to resumes and work product(s) samples, the resumes are included within the 200 page limit while the work product samples are excluded
13	V:B, page 8-10	Can you address the management and usage of the RTC platform and the IV&V vendor's role? Please provide a list of all tools currently used (or planned to be used) by the project? Please clarify whether TCS or the IV&V Vendor is responsible for the maintenance of the requirements repository as referenced in RFP Section V.B., Requirements Repository Management and Traceability, Contractual Requirements, item i (p. 9-10). Who will manage the configuration of the tool platform across the MRM project phases? - TCS will manage the Jazz platform that includes RRC, RTC, RQM, and RFT. Vendor's role is to assess the traceability established and verification of artifacts per TCS contract. IV&V vendor is not responsible for the maintenance of the requirements repository, or any of the tools.
14	V:B.h, page 10	The RFP states "The requirements repository tool shall be accessible by all MRM States through the use of a software tool that is capable of generating meaningful and current status reports and offers both out-of-the-box and custom reports." Would MRM kindly confirm that they have as all licenses required for this project, and that the IV&V vendor will not be required to purchase any software licenses for the MRM project? - Yes, MRM has all licenses required for this project, and the IV&V vendor will not be required to purchase any software licenses for the IV&V project.
15	V:C, page 10	Comments on scalability? - MRM is requiring scalability (elasticity) from the IaaS vendor.

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16	V:C, page 10	Is the proper term "ACCESS MS" or "MS ACCESS"? When will ACCESS MS be fully functional in Mississippi? Is this before it moves into the cloud? - "ACCESS MS" - ACCESS MS is already fully functional in MS, this is a benefits, tax, and appeals system. MRM is refactoring the system and extending it to all three states. A schedule providing an elaboration of testing for each of the states is provided. - Only the MRM production system will be migrated to the cloud. See the schedule for details.
17	V:C, page 11 Appendix B	Is item 10 still a valid requirement for the IV&V vendor (regarding the use of IBM MobileFirst)? According to Appendix B, the mobile development will be done using native SDKs for Android and iOS. - Mobile development has been completed using IBM Worklight platform. Item 10 is deleted.
18	V:D, page 11-15	Will ME and RI be testing at the same time or different time frames? - There is some overlap in testing but not complete concurrency. MS will test first then followed by the other two states. Please see the attached Project Schedule
19	V:D, page 11-15	What is the Automated Defect Tracking Tool in place or targeted for use during the testing phases? Has a sufficient level of defects already been defined or is that for IV&V vendor to define or to phase gate reviews? - We are using Rational Jazz RTC to track defects. We are not requiring IV&V vendor to define sufficient levels of defects or phase gate criteria.
20	V:E, page 17	For proper planning, please clarify the requirement and timing expected for the Interim Data Migration Report. According to the current MRM Project Schedule, there is only a summary task for the Data Migration in the Benefits 2 project occurring within the contract duration for these IV&V services. (Benefits 1 and Bridging Interfaces should have already completed.) - Data Migration will be completed in multiple phases and stretches until go live for ME and RI. IV&V services will include review of the high level process and best practices.
21	V:F, page 17	Where will the work be performed? Will travel be required to ME and RI? How much time will be required on-site and travel? Will travel be billed separately? - An on-site presence in Jackson, MS is expected. The intent is not to have staff fully devoted on-site. - Yes, travel will be required to ME and RI. May require **up to two trips per phase (requirements, testing and migration).** - Travel shall not be billed separately. It is up to the vendor proposing how they will execute the IV&V and accommodate travel and the frequency. Please include all inclusive proposal cost.

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22	V:F, page 17	To reduce cost can most of the work been done off-site. Also is there any work in Augusta and Providence? If we are utilizing remote resources will they be able to obtain remote access to the MRM system? - Yes, some of the work can be done off-site. See answer to question #21. It is up to the vendor proposing on how they will execute IV&V. - The center hub for data is the RTC platform. IV&V vendor will certainly have access to the RTC platform via internet.
23	V:F, page 21	"A minimum of three (3) years of direct experience on a large software development project with the requirements management repository RequisitePro and/or Rational Requirements Composer …" Would it be acceptable to substitute experience with a requirements management repository RequisitePro and/or Rational Requirements Composer and a minimum of three years using that tool or a similar tool, such as HP Quality Center? - Yes it is acceptable to substitute for ReqPro or RRC experience - Experience with RRC will be an advantage.
24	V:F.3.b.i, page 25	Requiring a college transcript is highly unusual and may be difficult to obtain prior to proposal submission. In addition, transcripts will add numerous pages to bidders' responses, which are already page limited. Would you consider removing this requirement as it provides no indication of the quality of support or experience level of individual staff members? Is it sufficient to provide a copy of the degree certificate to authenticate the award of the degree? - Transcripts will not be required as part of the proposal. However, transcripts may be requested prior to accepting personnel. Copies of the degree is sufficient to authenticate the award of the degree.
25	V:F.3.b.iii, page 26	Most firms will be hard pressed to honestly say that any deliverable is written almost entirely by one person as the majority of deliverables are team collaborations. In addition, the sample documents requested in this section can be quite lengthy. Would you consider removing this requirement? If not, can the samples be provided as an appendix and removed from the page limitation? Does ITSC want a comprehensive list of EVERY team member, or may we be permitted to only list key personnel? - No, this requirement cannot be removed. RFP states, "At least one (1) sample of a document (Corporate Directive, Project Management Procedure, Technical White Paper, IT Specification, etc.) that was written almost entirely (90% or greater) by the proposed Key Personnel member." The sample(s) is (are) excluded from the page count limit. - Yes, a list of all team members and their roles must be provided

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26	V:F.3.c, page 26	As this Bidder Experience section is requesting a list of contracts of similar size and scope, we interpret the phrase "…the company performing the work" to mean the "system integrator" on the project where we provided IV&V services. Is this correct? - **Yes.**
27	V:F.3.e, page 27	We interpret this requirement to mean at least 3 of the references we provide must also have been listed in our response to RFP section 3.c Bidder Experience. Is this correct? We anticipate providing a mix of completed projects, and projects where significant project phases relevant to your scope of work have been completed, yet we are still providing services on subsequent project phases. Is this acceptable? - **Yes and Yes**
28	V:G, page 27	As a publicly-traded company, our financial statements are in excess of 100 pages. Can bidders provide a link to the location of financial statements or can the financials be removed from the page limitation? - **Yes, a link is acceptable. If hard copy is provided it will be outside the 200 page count limit**
29	V:G, page 27	Our detailed financial statements are large (at least 200 pages for each year). Would ITSC permit us to include our statements in a separate file? If we are not permitted to submit financial statements in a separate file, will this count toward the overall 200-page limit? - **Yes, Bidders are may submit in a separate file and it does not count against the 200-page limit.**
30	V:H, page 27 Appendix B	Is there a budget range? What is the purpose of the 2.5 FTE fixed price? What are you assuming for the average rate for the 2.5 FTE? What is the expectation for the annual hours worked by a single FTE? - **The budget is capped at 2.5 FTE, this is shown in Appendix B and cost section H (page 27), over the duration of the contract. The 2.5 FTE can be any mix of expertise at various rates. Bidders will have the flexibility to provide a mix of the expertise and costs with the 2.5 FTE range, so costs may vary.**
31	V:H, page 27 Appendix B	Can we have more than 2.5 FTE under a 12 month duration? - **Yes, the 2.5 FTE limit is the average for the entire span of the duration of the project. Bidders have the flexibility to allocate more people a few months at a time, as long as the overall average FTE level is 2.5 for the project life span.**

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32	VII:J, page 30 Appendix D	This section indicates that ITSC will review the proposal to ensure Bidder has not taken any exceptions which may be deemed unacceptable. We are concerned that the Terms and Conditions in Appendix D do not include a provision that caps the Contractor's liability. Can ITSC confirm whether a request to negotiate proposed limits on the Contractor's liability would be deemed unacceptable? - A bidder may mark up the terms and conditions. Terms and conditions are a scoring item. Please see Addendum A also.
33	Appendix A	Does Appendix A indicate the original schedule or the current schedule? - Current schedule. See the updated attached Project Schedule too
34	Appendix A	RFP Appendix "A" does not include a line item for Tax Data Migration. What is the planned schedule for this action? - Please see attached project schedule
35	Appendix A	The provided project schedule appears to show a gap in project activities from 11/2/16 through 7/2/17 (between Tax System Testing and Tax UAT). Can you provide more detail on what is expected to occur during this timeframe? In order to properly staff for the required IV&V Services, please provide additional details and dependencies for the current MRM Project Schedule. For example, supporting System Testing and UAT for the Tax 1 Project currently shows a gap of approximately 8 months. - Please see attached project schedule
36	Appendix B V:E, page 15	There are only two items for data migration, will more details be made available through the RFP process? - Please see attached project schedule
37	Appendix B	May we have access to the supporting spreadsheets that are included in this Appendix, for example "Access MS server infrastructure info wit" on page 74? - All documentation will be available once contract has been signed with winning vendor.
38	Appendix B	Appendix B states that the labor rates should include "a labor rate buildup". We require clarification as to the meaning of "labor rate buildup". By some definitions of this term, it involves revealing confidential salary information. Would MRM kindly confirm that vendors are not being asked to reveal such confidential information, but instead MRM is looking for a buildup on how we calculated each deliverable price (i.e., number of hours for each skill level, rate for each skill level, etc.)? - We are not requiring vendors to reveal confidential information. Please provide the bottom line proposed contract labor rate. And yes, we are requesting the buildup of how the Bidder calculated the deliverable price to include labor hours and overall labor rates by role.

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39	Appendix C	Appendix C states "multiple" on several of the deliverables, can you specify the number of "multiples" for each deliverable? For purposes of pricing, can you provided the expected number of (1) monthly Project Management Assessment Reports; (2) Quarterly Requirements Management Repository and Traceability Reports; (3) Monthly Unit, Component, Integration and System Testing Reports; and (4) Weekly UAT Result Tracking Reports?

Deliverable	Frequency
Project Management Assessment Reports (monthly)	**Multiple (monthly from contract start to 8/8/2018)**
Requirements Management Repository and Traceability Report (quarterly)	**Multiple (quarterly)**
Architecture and Design Refactoring Report	**Once**
Unit, Component, Integration, System Testing (monthly, or as needed)	**Multiple (Monthly during Testing)**
UAT Testing (Benefits/Appeals, Tax for each State)	**Multiple (once for each state for Benefits and Tax)**
UAT Test Plan Assessment Report	**Once**
UAT Test Result Tracking	**Multiple (weekly during UAT)**
Data Migration Reports – Interim and Final	**Twice**
Other (specify)	

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40	Appendix C	Can you please clarify expectations for the UAT Testing Deliverable? We assume that this is the evaluation of MRM states' readiness for UAT referred to on page 13. Is this correct? Do you expect a total of four UAT readiness reports, one for Benefits/Appeals, and one for Tax for each state? If not, what number do you expect? - It is the evaluation of the UAT process, including test scenario development, testing, defect reporting, regression testing, state readiness, etc. A report should be made for each UAT phase and state defined in the project plan.

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41	Appendix D, 1	This definition indicates that the agreement will be between the Contractor and CESER. Can ITSC provide more details to describe the relationship among ITSC, CESER, and MRM? Does MRM have a contractual relationship with CESER? - MRM has contracted with CESER to procure and contract with a vendor for the MRM IV&V project. CESER will also serve as fiscal agent for the IV&V project. Contractor will need to submit all invoices to CESER.
42	Appendix D, 4	Assignment and Consent to Subcontract states "Written consent is required for consignment and subcontracting and subject to such conditions as CESER may apply." Would MRM please provide the conditions CESER would apply so that the conditions Offerors would be subject to are provided? In addition, is it acceptable that assignment and consent not apply to an Offerors affiliates? - The conditions are that each subcontractor complies with the CESER Terms and Conditions. Yes, assignment and consent is not needed for affiliates
43	Appendix D, 15	Insurance Requirements states "Provide copies of all insurance policies, together with receipts or other evidence of payment of the latest premiums due under the policies." World-wide large companies have many insurance policies and it would be very cumbersome to provide copies of each applicable policy. Question: Would an Insurance Certificate providing types of insurance and coverage amounts signed by the insurance broker be acceptable as evidence of payment in lieu of providing copies of all insurance policies and receipts? - Yes
44	Appendix D, 25	Concerned Funding Agency states "The Master Agreement is subject to the terms of any agreement between CESER and a CFA and could be terminated by CESER without penalty or further obligation if CFA terminates, suspends or materially reduces its funding for any reason." Question: Would an example of the terms and conditions of a CFA agreement be provided to Offerors since a resultant contract would be subject to the T&Cs that are unknown to Offerors at this time? - While there is an agreement there no specific terms and conditions. It is extremely unlikely that the available funds will be affected.

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45	Appendix D, 28	Under this section, the Contractor agrees to assume, as to CESER, the same obligations and responsibilities that CESER assumes toward the Concerned Funding Agency under those Federal Acquisition Regulations (FAR), if any, and applicable Concerned Funding Agency acquisition regulations. Can ITSC clarify who the "Concerned Funding Agency" or Agencies would be in this case? Can ITSC specifically identify the applicable FAR and Concerned Funding acquisition regulations that will apply? - There will be no FAR and Concerned Funding acquisition regulations that apply

Updated MRM Project Schedule

Benefits		
Task Name	**Start**	**Finish**
Benefits Modernization	6/6/2013	11/6/2017
Benefits 1 Subproject	6/6/2013	9/2/2016
Requirements	6/3/2013	4/1/2014
Analysis	1/29/2014	6/25/2014
Design	4/30/2014	10/3/2014
Development	9/8/2014	4/24/2015
Mississippi	9/8/2014	1/30/2015
Rhode Island and Maine	10/6/2014	4/24/2015
System Testing	1/12/2015	6/19/2015
Mississippi	1/12/2015	4/10/2015
Rhode Island and Maine	4/6/2015	6/19/2015
User Acceptance Testing	4/6/2015	7/31/2015
Mississippi	4/6/2015	5/15/2015
Rhode Island and Maine	6/1/2015	7/31/2015
Training and Knowledge Transfer (Mississippi)	5/4/2015	5/22/2015
Implementation (Mississippi)	5/18/2015	5/29/2015
Warranty Support (Mississippi)	6/1/2015	8/28/2015
Production Support (Mississippi)	8/31/2015	9/2/2015
Benefits 2 Subproject	9/17/2014	11/6/2017
Requirements	9/17/2014	3/27/2015
Analysis & Design	12/15/2014	6/19/2015
Development	4/13/2015	9/25/2015
System Testing Phase	9/23/2015	4/8/2016
Mississippi	9/23/2015	12/25/2015
Conduct System Testing	9/28/2015	12/24/2015
Conduct Performance Testing	9/23/2015	12/24/2015
Conduct Data Migration in ST Environment	10/26/2015	10/29/2015

Conduct Interface Testing	11/16/2015	12/24/2015
Finalize System Testing, Release Results	12/25/2015	12/25/2015
Maine	10/26/2015	1/22/2016
Conduct System Testing	11/2/2015	1/21/2016
Conduct Performance Testing	10/26/2015	1/21/2016
Conduct Data Migration in ST Environment	11/23/2015	11/26/2015
Conduct Interface Testing	12/21/2015	1/21/2016
Finalize System Testing, Release Results	1/22/2016	1/22/2016
Rhode Island	12/7/2015	4/8/2016
Conduct System Testing	12/14/2015	4/7/2016
Conduct Performance Testing	12/7/2015	4/7/2016
Conduct Data Migration in ST Environment	2/8/2016	2/11/2016
Conduct Interface Testing	3/4/2016	4/7/2016
Finalize System Testing, Release Results	4/8/2016	4/8/2016
User Acceptance Testing Phase	**12/28/2015**	**7/15/2016**
Mississippi	12/28/2015	2/26/2016
Perform Data Migration in UAT environment	12/28/2015	12/29/2015
Perform User Acceptance Testing	12/28/2015	2/25/2016
Support User Acceptance Testing	12/28/2015	2/25/2016
Perform Testing for Internal, External Interfaces	1/29/2016	2/25/2016
Verify User Acceptance Testing Defects	12/29/2015	2/25/2016
Acceptance and Sign-off Delivered System	2/26/2016	2/26/2016
Maine	1/11/2016	4/22/2016
Extract data for migration from legacy system	1/11/2016	1/29/2016
Perform Data Migration in UAT environment	1/25/2016	1/29/2016
Perform User Acceptance Testing	1/25/2016	4/21/2016
Support User Acceptance Testing	1/22/2016	4/21/2016
Integration Testing for Benefits Module	1/22/2016	4/21/2016
Perform Testing for Internal, External & Bridging Interfaces	3/11/2016	4/21/2016
Verify User Acceptance Testing Defects	1/22/2016	4/21/2016
Acceptance and Sign-off Delivered System	4/22/2016	4/22/2016

	Start	Finish
Rhode Island	3/28/2016	7/15/2016
Extract data for migration from legacy system	3/28/2016	4/15/2016
Perform User Acceptance Testing	4/11/2016	7/7/2016
Support User Acceptance Testing	4/18/2016	7/14/2016
Integration Testing for Benefits Module	4/18/2016	7/14/2016
Verify User Acceptance Testing Defects	4/18/2016	7/14/2016
Perform Data Migration in UAT environment	4/14/2016	4/15/2016
Perform Testing for Internal, External & Bridging Interfaces	5/27/2016	7/7/2016
Acceptance and Sign-off Delivered System	7/15/2016	7/15/2016
Training/Knowledge Phase	**3/2/2016**	**8/2/2016**
Mississippi	3/2/2016	3/18/2016
Maine	4/22/2016	5/10/2016
Rhode Island	7/15/2016	8/2/2016
Implementation Phase	**2/29/2016**	**8/5/2016**
Mississippi	2/29/2016	3/25/2016
Maine	4/25/2016	5/27/2016
Rhode Island	7/11/2016	8/5/2016
Warranty Support Phase	**3/21/2016**	**11/1/2016**
Mississippi	3/21/2016	6/17/2016
Maine	5/11/2016	8/9/2016
Rhode Island	8/3/2016	11/1/2016
Production Support Phase	**6/20/2016**	**11/6/2017**
Mississippi	6/20/2016	6/22/2017
Maine	8/10/2016	8/14/2017
Rhode Island	11/2/2016	11/6/2017

Tax		
Task Name	**Start**	**Finish**
Tax - Rhode Island, Mississippi	**9/15/2014**	**12/11/2018**
Requirements Phase	9/15/2014	4/7/2015
Analysis Phase	4/8/2015	6/26/2015
Design Phase	6/8/2015	10/30/2015

Development Phase	11/2/2015	7/4/2016
System Testing Phase	7/5/2016	11/1/2016
User Acceptance Testing Phase	7/3/2017	9/4/2017
Implementation Phase	8/7/2017	9/6/2017
Training and Knowledge Transfer Phase	8/21/2017	8/29/2017
Warranty Phase	9/7/2017	12/6/2017
Production Support Phase	**12/7/2017**	**12/11/2018**
Tax - Maine	10/11/2016	11/12/2019
Requirements Phase	10/11/2016	1/25/2017
Analysis Phase	1/26/2017	2/22/2017
Design Phase	2/22/2017	5/2/2017
Development Phase	5/1/2017	1/1/2018
System Testing Phase	12/4/2017	4/9/2018
User Acceptance Testing Phase	4/10/2018	8/7/2018
Implementation Phase	7/10/2018	8/8/2018
Training and Knowledge Transfer Phase	7/24/2018	8/3/2018
Warranty Phase	8/9/2018	11/7/2019
Production Support Phase	11/8/2018	11/12/2019

For both Benefits and Tax Data Migration starts with the Analysis Task.