

State of Indiana RFP 20-026
WIC MIS M&O and Enhancement Services RFP

Question No.	RFP Section	Page	Topic	Specific Question/Inquiry	State's Response
1	Attachment C: Cost Proposal	Tab 4	Start-Up Costs, Table 2	The title of the second column in Table 2 is "# of FTE's", but it appears that the formulas expect hours to be entered. Would you please confirm that hours are to be entered in this column.	Yes, this column is incorrectly labeled as "# of FTE's" rather than "# of Hours." This has been corrected and an updated version of the Cost Proposal reflecting this change has been published in Addendum 2 to this RFP.
2	Attachment C: Cost Proposal	Tab 5	Maintenance & Operations, Table 3	The table name references a Table 4, which is not on the spreadsheet tab. Would you please clarify what the reference to Table 4 indicates. Are we to include costs for Notification Services such as One Call Now in this section of the cost proposal?	The reference to Table 4 within Table 3 on the Maintenance & Operations tab has been removed and an updated version of the Cost Proposal reflecting this change has been published in Addendum 2 to this RFP. Any Non-Staff Costs that are included in your maintenance and operations costs should be included in Table 3 of this tab.
3	Attachment E: Business Proposal Template	2	References	The instructions require a reference for a terminated client. Three Sigma Software has continuously served all of our clients since our founding in 2003, and as such do not have any terminated clients. Would the State consider adding a "if any" clause to this requirement.	The State will add an "if any" clause to this requirement. An updated version of the Business Proposal reflecting this change has been published in Addendum 2 to this RFP.
4	Attachment D: Scope of Work	7	Key Personnel	Section 4.1.1 states that Key Personnel shall be available onsite at the State's offices when requested a minimum of 2 weeks in advance by the State. Will the State please clarify the amount of time key personnel are required to be onsite at the State offices.	The amount of time would depend on the scope and size of the specific project that requires Key Personnel to be on site. The length of time would be agreed upon by the Contractor and the State.
5	Attachment D: Scope of Work	7	Key Personnel	Is it the State's intent for key personnel to be full time positions?	It is not a requirement that Key Personnel be full time positions. However, to the extent that the role is not a Key Personnel's full time position, the State requires that service levels are not compromised as a result of the employee(s) splitting time between clients.
6	Attachment D: Scope of Work	4	Division of Responsibilities	What is the current Oracle Edition (Enterprise/Standard, etc.)?	QA, Training, Production (IOT): Enterprise Dev: Oracle Database 12c Enterprise Edition Release 12.1.0.2.0
7	Attachment D: Scope of Work	4	Division of Responsibilities	What is the current Oracle Release Number (X.X.X.X.X)?	QA, Training, Production (IOT): 11.2.0.4 Dev: 12.1.0.2.170418
8	Attachment D: Scope of Work	4	Division of Responsibilities	Is the Oracle Release Number the same in all environments?	QA, Training, Production (IOT): Yes DEV: not same as other environments
9	Attachment D: Scope of Work	4	Division of Responsibilities	Is the database server operating system the same version in all environments?	QA, Training, Production: Yes DEV: not same as other environments
10	Attachment D: Scope of Work	4	Division of Responsibilities	How many development environment database servers are there currently?	1 Server for QA/Training 2 Servers for Production (MHA environment) 1 Server for Dev
11	Attachment D: Scope of Work	4	Division of Responsibilities	Is Oracle on the development environment database server(s) licensed?	Yes.
12	Attachment D: Scope of Work	4	Division of Responsibilities	If Oracle on the development environment database server(s) is licensed, does IOT or Indiana WIC own these licenses or is it the contractor's responsibility to procure those licenses?	The State does not own the license. Currently the Contractor owns the license. It will be the future Contractor's responsibility to procure the license if necessary.
13	Attachment D: Scope of Work	4	Division of Responsibilities	If it is the contractor's responsibility to procure development server Oracle licenses, what is the current licensing metric (processor/named user) and what is the metric count?	This answer is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.
14	Attachment D: Scope of Work	4	Division of Responsibilities	How many separate development databases are there currently?	There is currently one development database.

15	Attachment D: Scope of Work	4	Division of Responsibilities	What is the current total size of all development database(s) data?	110G
16	Attachment D: Scope of Work	5	Division of Responsibilities	Is there a reports/data warehouse separate from the OLTP database with a different schema? If so, what would be the estimated size of the database.	No.
17	Attachment D: Scope of Work	5	Division of Responsibilities	What database monitoring and tuning software is currently being used? Will the Contractor have access to those?	IOT: Oracle Cloud Control 13c. Yes. It's a browser-based console. All that would be needed is a vFire ticket requesting access for the specific users.
18	Attachment D: Scope of Work	5	Division of Responsibilities	Do the State Oracle database licenses include separately licensed Management Packs, specifically the Diagnostic Pack and Tuning Pack?	Yes. On State Shared Servers and VM Oracle Diagnostics and Tuning Pack licenses have been purchased with no financial responsibility to the State. The State currently has Oracle Database EE (Enterprise Edition) and Oracle Database Diagnostics and Tuning Pack.
19	Attachment D: Scope of Work	5	Division of Responsibilities	Besides the Oracle database engine and any Management Packs, are there any other Oracle components in the system?	QA, Training, Production (IOT): No Dev: No
20	Attachment D: Scope of Work	5	Division of Responsibilities	What are the development environment disaster recovery requirements for recovery time objective and recovery point objective?	The State and the Contractor will mutually agree to these standards as part of their disaster recovery planning.
21	Attachment D: Scope of Work	5	Division of Responsibilities	What is the operating system version of servers including database servers in development and production?	QA, Training, Production (IOT): Windows 2012 Release 2 The answer to the development portion of this question is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.
22	Attachment D: Scope of Work	5	Division of Responsibilities	What system monitoring tool is currently being used? Will the Contractor have access to those?	This answer is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.
23	Attachment D: Scope of Work	16	Issue Management	Please provide the current number of Critical, High , and Medium issues.	The precise number of issues is not readily available. However, below is an approximation: Critical: 0 High: 5 Medium: 200
24	Attachment D: Scope of Work	16	Issue Management	Is this specific to incidents/problems with system components? If so, would IOT and the contractor share responsibility? If not, is this related to escalated Help Desk calls?	This is specific to the INWIC software. For other system outages (computer, EBT, networking, etc.), the State expects the Contractor to be available for support and testing of any INWIC components as needed to diagnose the issue.
25	Attachment D: Scope of Work	16 & 24	Issue Management and Help Desk Ticket Tiers	What tool(s) is currently used to manage issues and help desk calls? Will the data be exported and provided to the successful bidder?	The current tool is Connectwise. The State receives monthly reports and therefore should be able to provide this information. However, it is not apparent that the information can be exported in a specific format.
26	Attachment D: Scope of Work	21	WIC Universal MIS-EBT Interface	Would tasks related to modifying INWIC to meet updated FNS WIC Universal MIS-EBT Interface Specifications be handled as a billable Change Order?	Please see Section 9.3.1 (Enhancements to Meet Federal Requirements) of Attachment D, Scope of Work.

27	Attachment D: Scope of Work	23	Transferrable Software Package	<p>Please confirm a Transferrable Software Package has been developed and maintained by the current contractor and will be made available to the successful bidder.</p> <p>If not, will development of a Transferrable Software Package being handled as a billable Change Order?</p>	The current contractor is able to create a Transferrable Software Package at the State's request.
28	Attachment D: Scope of Work	26	Hardware Support	<p>Please provide an estimated number of devices for each one of the following that will require support: Desktops, Laptops, Tablets, Scanners, and Signature Pads</p>	Desktops: 591 Laptops: 279 Tablets: 0 Scanners: 320 ePads: 222
29	Attachment D: Scope of Work	26	Hardware Support	<p>Please provide approximate quantities of the system-related equipment that is currently in inventory for replacement purposes.</p>	Desktops: 61 Laptops: 21 Tablets: 0 Scanners: 24 ePads: 7
30	Attachment D: Scope of Work	32	User Acceptance Testing (UAT)	<p>How many test scripts been developed and maintained by the current contractor? Will these test scripts be provided to the successful bidder?</p>	<p>This answer is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.</p>
31	Attachment D: Scope of Work	23	Help Desk	<p>What is the percentage of calls that are purely transactional in nature and may be automated without human intervention(ex. Password reset etc.)? Is Indiana WIC open to using Robotics Process Automation to automate repetitive, transactional Help Desk calls?</p>	<p>Password resets are completed by the State, not the MIS Contractor. The State is not aware of the percentage of calls volume that is considered transactional. For requirements around the Help Desk please see Section 8 of Attachment D, Scope of Work.</p>
32	WIC MIS M&O and Enhancement Services RFP D	N/A	INWIC Software	<p>What software tools and components are needed for INWIC and the mobile apps (i.e. coding framework, 3rd party software)?</p>	<p>This answer is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.</p>
33	WIC MIS M&O and Enhancement Services RFP D	N/A	INWIC Source Code	<p>Please provide a copy of the INWIC source code so that we can evaluate the code for support purposes.</p>	<p>This answer is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.</p>
34	WIC MIS M&O and Enhancement Services RFP D	N/A	INWIC Database Schema	<p>Please provide a copy of the INWIC database schema so that we can evaluate the database for support purposes.</p>	<p>This answer is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.</p>
35	WIC MIS M&O and Enhancement Services RFP D	N/A	INWIC Architecture	<p>Please provide a diagram of current INWIC architecture.</p>	<p>This answer is not readily available to the State, but the State continues to research this question. The answer may be published via an addendum. We encourage you to continue checking the RFP's website.</p>
36	Attachment C: Cost Proposal	N/A	Start-up Costs	<p>Will start-up cost be included as part of cost evaluation? Including start-up cost will disadvantage a new vendor.</p>	<p>Yes, all costs in the Cost Summary table that will be incurred by the vendor and paid by the State (including start-up costs, maintenance and operations, and enhancements) will be included as part of the cost evaluation of this RFP.</p>
37	Attachment C: Cost Proposal	N/A	Start-up Costs	<p>In the Cost Template, under the "Start-up Costs" tab, Table 2 - Column 2 should the heading be # of Hours instead of # of FTE's? Please confirm.</p>	<p>Please see the answer to Question #1 above.</p>

38	WIC MIS M&O and Enhancement Services RFP D	9	1.10 Pricing	What is the anticipated budget for this project?	The State does not have a budget figure to publish.
39	Please make a selection			Whether companies from Outside USA can apply for this? (like,from India or Canada)	Companies may be based anywhere but all data must remain within the continental United States.
40	Please make a selection			Whether we need to come over there for meetings?	Currently, most meetings are conducted by phone rather than in person. If the Contractor is expected to travel to ISDH's offices on site in Indianapolis, the State will give the Contractor advance notice.
41	Please make a selection			Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Please see the answer to Question #39 above.
42	Please make a selection			Can we submit the proposals via email?	No. Please see submission requirements listed in Section 1.8 of the RFP.