

## RFP 09-11 QUESTIONS AND ANSWERS

Q-1: Performance Bond. Section XI.K on page 36 requires that the Vendor “submit a Performance Bond or other suitable security...” Can you please advise us as to the “other suitable security” options that you will accept (e.g., letter of credit, certified check, back-ended payments, etc.)?

A-1: Vendor must have the ability to obtain a performance bond. Other security will be considered, but must be agreed to by AOC at the time the contract is executed. If not agreed to vendor will be asked to obtain a performance bond.

Q-2: Pricing and Considerations for the Exchanges. At the bottom of page 8 the RFP instructs the Vendor to “identify which of the data exchanges can be completed by June 30, 2009”. However, both the Appendix C – Exchange/Methods/Considerations Matrix and Appendix B – Pricing Worksheet lists all 22 data exchanges. Are we required to include all 22 data exchanges in the Exchange/Methods/Considerations Matrix and the Pricing Worksheet or only those data exchanges that we have identified that can be completed by June 30, 2009?

A-2: Include information regarding all exchanges in your response.

Q-3: Scoring and evaluation of proposals. If the AOC is expecting vendors to only price data exchanges which can be completed by June 30, 2009, then each Vendor submitting a proposal might include a different set of data exchanges. If so, compare prices when the data exchanges to be delivered will be different among the different Vendor’s responses? If AOC is expecting Vendors to price the completion of all data exchanges, then how will you weight/evaluate the different responses regarding which data exchanges and the number of data exchanges that can be completed by June 30, 2009 and their resulting cost differences?

A-3: The cost of what can be completed by June 30, 2009 will be of negligible scoring value. The total cost will be used to provide equivalent scoring across all responses. The number of exchanges weighed against the methods used will be the more significant scoring value.

Q-4: Data exchange priorities. Can the AOC provide us any information regarding the priorities (business or technical) for the implementation of the 22 exchanges listed in the RFP?

A-4: The exchanges are listed in the RFP in priority order.

Q-5: Web Portal. Is the construction and implementation of the exchange web site or portal (referenced on RFP page 6, paragraph 5) within the scope of the contract? Or can we assume that the portal is the AOCs responsibility and the Vendor is only responsible for delivering the web portal documentation (Deliverable #5 on page 32)?

A-5: AOC will create the actual portal site.

Q-6: Modification of existing SCOMIS modules. For those exchanges that will be implemented using the "refactor" method described on RFP page 9, should we assume that AOC or Vendor staff will be responsible for re-writing the existing code modules to use the newly created service containing the business logic for the screen?

A-6: Vendor staff will need to take on this re-write task.

Q-7: Performance objectives. Can you provide anticipated transaction volumes and frequencies in support of the performance objective of 2 seconds per data exchange request presented on page 32 of the RFP (Deliverable #4, Performance Testing)?

A-7: Estimate for initial user site: 15,000 transactions per day (7:00 AM to 6:00 PM) with 60% of the work occurring between 9:00 AM - 11:30 AM and 2:00 PM – 4:00 PM (bi-modal distribution).

Q-8: User support and maintenance. Cost Categories section B.4, User Support and Maintenance, on page 35 requires the Vendor to provide the cost for any required User Support and Maintenance. Can you please provide more information about the character of the user support and maintenance the AOC is interested in? For example, is the AOC interested in software developer and technical support of the application after it is implemented? For how long a period of time?

A-8: These categories are for the vendor to identify what AOC will need in order to complete the successful implementation of the delivered product.

Q-9: Number of copies. How many copies of the proposal does the State require?

A-9: One copy. See item XI.D in the RFP.

Q-10: Specifications for the AOC's Enterprise Data Warehouse. Page 6 of the RFP explains that outgoing data may utilize the Enterprise Data Warehouse. What data resides in the Enterprise Data Warehouse? Where can it be used instead of SCOMIS data? Can we get some descriptive information on the structure, content, and technologies used for the Enterprise Data Warehouse

A-10: AOC's Enterprise Data Warehouse (EDW) is populated with case management data on an overnight basis. Statistical data and other data that does not need to be accessed in real time as compared to when it is updated, may use the EDW as the source for data exchange. The EDW sits on a SQL Server database and is accessed by the Business Objects tool set.

Q-11: What is the AOC's current BizTalk implementation? Does the AOC currently have a BizTalk environment installed and configured? What is the current hardware and software environment (e.g., is AOC using BizTalk 2006 R2)? Does the AOC have multiple environments (e.g., development, test, and production)? Which version of HATS has been implemented at AOC? Is HATS implemented on the mainframe? Can you provide us with additional detail regarding the HATS installation and configuration including the hardware platforms it is installed in?

A-11: AOC will have at least three environments (dev, test/qa, prod) available for this project. AOC is currently running BizTalk 2006 R2 on Windows servers. The Production environment utilizes two grouped BizTalk servers front-ended by an F5 load balancer and a clustered SQL Server 2005 backend. Our Test environment currently is identical to Production. We are in the process of establishing a third environment that may be a virtual environment, rather than a physical hardware set up. HATS version 6.0.9 (soon to be ver 7.5) is running in a WebSphere Application Server 6.1.0.16 environment under z/OS 1.9. The IBM machine is a z9 2096.

Q-12: Does the AOC anticipate that implementing or upgrading its current BizTalk configuration (e.g., ESB Guidance, UDDI, Data Queues, etc...) will be within the scope of this contract? Or can we assume that the hardware, software, and other infrastructure are already in place and adequate for this project's purposes?

A-12: No, to the first. Yes, to the second.

Q-13: End User Acceptance Testing. Deliverable #3 on pp 31 and 32 explains that the Vendor is responsible for unit testing (by the software developers) and integration testing (performed by testers other than the software developers).

a) Will the AOC conduct end user acceptance testing separate from the unit and integration testing described in the RFP?

b) Will the AOC be responsible for all aspects of the end user acceptance testing including test planning, test case definition, test script preparation, execution of the tests, and documentation and follow up of the results of the testing?

c) If the AOC is planning on conducting end user acceptance testing should the Vendor include that testing in the project schedule?

A-13: a) No – vendor will – see section VII.B last bullet before Deliv 2.1.

b) No – vendor will produce test plans, cases, and scripts. AOC will execute tests with users and document the results.

c) Yes – the UAT should be included in the schedule.

Q-14: Access to and support for AOC's mainframe environment. During the development and testing activities, what kind of access to the AOC's mainframe environment will be provided to the Vendor. Will AOC provide support to the Vendor when necessary or when direct access is not possible?

A-14: AOC will typically provide whatever access is necessary to get the project work done.

Q-15: Which mechanisms are in place to access the SCOMIS database from the BizTalk environment (to implement the services necessary to support the outgoing data requests)?

A-15: If screen-scraping is used, a service invoking the existing 3270 CICS screens would need to be constructed. If a service running on the mainframe is to be used, it would need to be constructed and accessed using BizTalk Adapters for Host Systems. If a service running on the servers is to be used, it would need to be constructed using BizTalk Adapters for Host Systems to access DB2 directly.

Q-16: The RFP mentions that certain modules are already callable with little to no modifications. What is the mechanism that is in place at AOC to call these modules?

A-16: The modules mentioned are stand alone COBOL modules. AOC has not previously called these modules from a service oriented environment. We anticipate that BizTalk Adapters for Host Systems would be used.

Q-17: The RFP mentions a general direction to decouple business logic from screens in future application efforts. Is there a specific implementation pattern for the SCOMIS application that has been envisioned? If so, please elaborate on the service enablement approach to modernize the SCOMIS application.

A-17: AOC's long term direction is to build services that apply business rules to the data and that update the data in the JIS database. This approach does not care whether the data is coming from a screen or a data exchange package or any other source.

Q-18: Multiple contracts. Section IX.J. on page 36 explains that the "AOC intends to enter into one agreement for the services described in this RFP..." However, Section IX.S. on page 40 explains that the "AOC reserves the right to enter contracts with more than one Vendor..." Does the AOC intend to enter into a contract with more than one Vendor for this project? If so, how does the AOC intend to distribute the work to each Vendor?

A-18: Typically, AOC would work with a single vendor on this type of project. However, if multiple vendors proved to be necessary, we reserve that right. How the work would be distributed to multiple vendors is not known at this time.

Q-19: Is the budget for this RFP approved, allocated and dedicated?

A-19: Money for this project comes from a dedicated fund. Yes to your question.

Q-20: Do we have any hourly bill rate maximums that we should be aware of with this RFP and/or the AOC in general?

A-20: No. This project will be deliverable based for billing purposes.

Q-21: In the RFP you specifically call out Biztalk 2006 R2.

- a) Do you have an existing Biztalk 2006 R2 environment?
- b) Are there separate environments for Development, QA/Test, and Production?
- c) How are the environments deployed? (i.e what do the logical and physical architectures look like)?
- d) Are these environments related to the JINDEX environment?
- e) What other deployments/applications exist on the Biztalk environment?

A-21: a, b, c – see question 11.

- d) No
- e) None

Q-22: With regard to the minimum qualification requirement of a “Commitment to provide on-site staff for the full life of the project”, although we can provide this commitment we have questions about the logistics of this situation.

- a. With our primary project facilities within a 2 hour drive of the AOC offices, we can provide cost savings to the AOC as well as rapid onsite response combined with regular onsite periods if there is flexibility in the commitment to onsite staff. Is the AOC open to considering this?

A-22: Yes

Q-23: Has a budget for this project been determined and is the funding in place? If so, given the current economic climate, what is the risk that the project may be delayed or cancelled due to funding issues?

A-23: See question 19.

Q-24: In the RFP it states that the project will end on June 30, 2009. Is this due to deadlines tied to the project funding?

A-24: Yes.

Q-25: The RFP scoring includes 20% for Cost but there is no breakdown within cost for scope.

- a. How will the number of exchanges that can be completed before June 30, 2009 be factored in to the cost scoring? For example, if our cost is higher for us to implement all 22 data exchanges but a company with a lower bid can only implement 15 data exchanges, how would that be scored?

A-25: See question 3.

Q-26: Is the authentication process in-scope? If so, what security considerations should be considered?

A-26: Yes, authentication is in scope. The same security processes employed by the existing applications will be used by the data exchanges.

Q-27: Does the data being shared fall into any special regulatory groups such as HIPPA or SOX?

A-27: No

Q-28: Is the setup of the portal website in scope for this project?

A-28: See question #5.

Q-29: Do all the existing external services, APIs, and systems referenced by the RFP (that will be used in the new processes) exist today, and will they be available prior to the start of the project?

A-29: No, they don't exist. See question 16. Those few modules that do exist will be available.

Q-30: Section IV, 2 – Min Qual – we provide COTS integration software and our software is a proven solution for integrating with BizTalk solutions. We can provide customer references. Is this qualification acceptable?

A-30: Describe three or more instances of success, as requested. References would be good.

Q-31: Sect. III, C: What privacy standards/rules will be applied to the data exchanged?

A-31: See question 26.

Q-32: Sect. III, C: What is the business function of Enterprise Data Warehouse as described in 3.c?

A-32: See question 10.

Q-33: Sect. III, C: What are the required transports that Data Exchange must support (JSM, SOAP over http, SOAP over JMS, FTP, etc... )?

A-33: For exchanges between AOC and external clients, SOAP over HTTP/HTTPS is the only identified transport protocol AOC is planning to use for data exchanges.

Q-34: Sect. III, C: What is RACF Id?

A-34: RACF is the system wide authentication tool used by the JIS applications and systems. A RACF ID refers to a user identifier used by the RACF security product for authentication and authorization purposes.

Q-35: In section III C. the RFP states that AOC will be responsible for creating the NIEM conformant schemas for each exchange. Our questions are:

- a. Have each of these schemas been developed using the NIEM standard IEPD methodology and are these IEPD's complete at this time?
- b. If "YES" to the above, can bidders be given access to those documents along with the source code and user manuals?

A-35: a. Neither the schema nor the IEPD are complete at this time.  
b. n/a

Q-36: In section VIII the RFP states that AOC will, as a part of acceptance Criteria #5, "review each schema to ensure that they are NIEM Conformant". This seems to conflict with the statement (above) that AOC will be responsible for creating the NIEM conformant schemas before the project begins. Can you clarify this please?

A-36: AOC intends to create the schemas that will be used for this project.

Q-37: The implication in the RFP is that a one-to-one relationship exists between JIS entry/query screens and (to-be created) de-coupled services. We suspect that in reality, the business logic behind a single screen or entry sequence might potentially be grouped into multiple, more generalized services that would then be better candidates for re-use. Has AOC performed a "functional de-composition" (our term) of the existing SCOMIS / JIS systems to define the granularity of the service architecture and what functionality needs to be encapsulated in a given service? If so, is that document available to bidders?

A-37: No, AOC has not created such a de-composition diagram.

Q-38: If the functional de-composition document (or equivalent) has NOT been completed, do bidders need to budget for that as a deliverable in this project?

A-38: Yes.

Q-39: Has AOC determined what security model they want to follow in the development of the outward facing service interface? The SECTOR application utilizes certificate based WS-Security that provides authentication and encryption at the message level. There is also the older (easier) SSL model that secures at the transport level, but might have difficulty with authentication through some (users) firewalls. Can you provide us some guidance about AOC's preferred direction?

A-39: A final decision has not yet been made, but for purposes of responding to this RFP, assume that we will use SSL encryption, not certificates.

Q-40: Outward facing Service Interface – AOC's SECTOR application utilizes a single service interface for multiple message types and schemas. A more traditional approach is to have a separate service interface for each message type. The former offers less coding and maintenance, while the latter potentially affords more transparency to external developers. Can you provide some guidance about AOC's preferred direction?

A-40: A final decision has not yet been made, but for purposes of responding to this RFP, please assume that a separate WSDL (service interface) will be used for each message type.

Q-41: Since AOC's installation of Microsoft BizTalk Server several years ago, have any exchanges been successfully completed that utilized BTS's adapter for Host Systems (previously known as Host Integration Server (HIS)). Can you elaborate on this experience (if any), and your opinion of these adapters ability to integrate with the application architecture of AOC's SCOMIS and JIS systems.

A-41: HIS has not been used at AOC. See question 11.

Q-42: Has AOC experimented with any third party adapters or systems that facilitate exposing of Mainframe applications as web services other than HATS? If so, what products have been evaluated and how would AOC characterize the results of their evaluations.

A-42: None.