

RFQQ 11-05 E-Services Suite Questions and Answers

Vendor Questions

1. Exhibit A Item 10: Does AOC require the following functionality for customer self-service:
 - a. Incident and service request logging? *Yes.*
 - b. Request tracking status? *Yes.*
 - c. Ability to escalate incident and service requests? *Yes.*
 - d. Ability to close their own incident and service requests? *Yes.*
 - e. Access to full search on FAQ's and knowledge base? *Yes.*
 - f. Ability to submit multiple requests like new staff on-boarding, blackberry request and laptop request in one submission i.e. shopping cart functionality? *Yes.*
2. Exhibit A Item 10: Does the search function need to include:
 - a. Full Boolean logic? *Yes.*
 - b. Ability to search through all event types i.e. incidents, changes, requests? *Yes.*
 - c. Ability to search within attachments? *Not necessary.*
3. Exhibit A Item 10: Does AOC expect the solution to include a Configuration Management Database (CMDB)? *No.*
3. Exhibit A Item 10: Does the solution need to include a Service Catalog and a Service Catalog Designer? *No.*
4. Exhibit A Item 10: Does the solution need to have auto-discovery of assets? *No.*
5. Exhibit A Item 10: Does AOC want real-time dashboards with KPI's, or static reporting? *Static reporting.*
6. Exhibit A Item 10: Are there any accessibility requirements, i.e. screen reader, fonts, etc? *Yes. The software must be ADA compliant.*
7. Exhibit A Item 10: Are all in-scope processes, workflow, procedures, roles, responsibilities, etc. documented? Does AOC expect the bidder to include the effort to complete this in their response? *The vendor does not need to include documentation of in-scope processes, workflow, procedures, roles and responsibilities in their response.*
8. Exhibit A Item 10: Are all functional, technical and reporting requirements documented? Does AOC expect the bidder to include the effort to complete this in their response? *The vendor does not need to include documentation of all functional, technical and reporting requirements in their responses.*
9. Exhibit A Item 10: Can you provide a copy of the agencies look and feel standards? *Yes, see attached.*
10. Exhibit A Item 10: Please confirm that AOC will be responsible for any internal authorizations, reviews and approvals for internal services i.e. access to existing data, data extracts, API modifications, etc.? *Yes.*

11. Exhibit A Item 12: Does AOC want the bidder to include support for systems testing, performance testing and user acceptance testing? *No.*
12. Exhibit A Item 12: How many environments does AOC require, i.e. Production, Test, Training? *The AOC will require a test, training and production environment.*
13. Exhibit A Item 13: Will AOC provide staff to support the extracting, review, cleanup and provision of additional data? Does AOC expect the bidder to include this in their response? *The AOC will provide staff to support the extraction, review, and cleanup of data.*
14. Exhibit A Item 19: Please confirm that AOC is looking for the bidder to provide a Project Manager / Project Lead to provide status reports, schedule updates, progress reporting, issue management, risk management, etc? *The AOC expects the vendor to manage the implementation of the project as necessary.*
15. Exhibit A Item 19: Please confirm the pricing is inclusive of any travel and living expenses? *The vendor should include pricing for any travel and living expenses for implementing the software.*
16. Follow-up to Q&A #1: Of the 160 internal users, how many require dedicated versus concurrent licenses? *160 of the internal users are all named users. The AOC desires to stay with this current model.*
17. Follow-up to Q&A #1: How many individuals would use the customer self-service website i.e. total, concurrent? *Currently, the public and our court customers may use the self-service website. Exact numbers are unknown.*
18. Follow-up to Q&A #4: Please confirm that all integration with existing e-Service solutions are one-way. *True.*
19. Follow-up to Q&A #4: Are there any AOC technical security requirements regarding interfacing with AOC applications? *No.*
20. General: Does AOC require the bidder's staff to work on-site? *Not necessary.*
21. Section 6.2 – Can Vendor negotiate with AOC any of the terms in Exhibit A? Specifically, are we able to clarify the language as currently written in Exhibit A? *No. Please respond to the requirements as written.*
22. Exhibit A – Regarding sections 7 and 8, is there a form or template which the AOC provides which the Vendor completes, or do we simply provide agreement in the body of our response? *There is no form associated with section 7 and 8.*
23. Exhibit A, Section 10- can you describe what you mean by “Collaborative Browsing”? *Collaborative browsing or “co-browse” is the ability for our customer service agents to view the client’s desktop , through a browser, including any open applications to work a problem and/or demonstrate a task or procedure.*

24. Exhibit A, Section 17- what is the total number of distinct named analysts that will be using the solution? *160 of the internal users are all named users. The AOC desires to stay with this current model.*
25. Does the AOC team follow ITIL best practices, and what are your plans for analysts to achieve formal ITIL Foundations Certification? *The AOC desires to follow ITIL best practices moving forward. ITIL certifications are unknown.*
26. Page 8, section 6.2, the RFQQ specifically states that vendors cannot submit our own contract terms and conditions. Can the AOC provide and advanced copy of your terms and conditions for review? *Please see Exhibit B of RFP.*
27. Per section 6.2, are the general terms meant for licenses AND services, or just services. *Both.*
28. What is the preference for the duration of a subscription contract, one, two or three years? *In general, the AOC prefers to enter into a 2 year agreement with an option to extend.*
29. Please find attached two current contracts in place with AOC, ELA and recent SOW for a complementary solution being used by AOC. Can either of these vehicles, or a similar contract vehicle, be used in the procurement of your E-Services Suite? *No.*