

Employer Reporting Application (with BPMS Implementation)  
Questions & Answers No. 2  
September 23, 2013

1. Can a two week extension be granted so that the vendors have enough time to adequately respond?

Yes, DRS has issued an amendment to extend the due date for submitting a proposal. Proposals must now be submitted by 3:00 PM on Friday, October 18, 2013. See Amendment 3.

2. Due to the way the Word Document is protected we are unable to enter Reference names in the first Column of the Tables for State or Large Governmental Agencies and Non-Governmental Agencies. Can another Word document be created to add the reference names?

DRS has posted an amendment to replace Attachment C, Bidder Requirements, to correct the formatting and allow text to be entered in those sections.

3. Must the bidder use Attachments C and E to answer the questions in? These attachments appear to be locked and we are unable to add graphics, tables, figures etc. Can the bidder create their own template with the same questions in so that more graphics can be added?

Bidders must submit their responses in the format provided, using Attachments C and E. To the extent necessary, the response may include references to supplemental information such as graphics, tables, figures, etc., which may be submitted in a separate document.

4. Does the contractor have to identify Small Business and Veteran-Owned Business Participation? If not applicable, so indicate. Are points given for using a Small Business?

No. Identification is optional and no points will be given for Small Business and Veteran-Owned Business Participation.

5. Section 8 of the RFP states that the "contract and project documents are provided as Appendix D: Contract and Supporting Documents". Appendix D consists of sections D.1 - D.7. There does not appear to be a definition of what DRS considers to be the "Contract". Please provide that definition.

The "contract" would be the Technology Agreement and associated, Exhibits, Schedules and Attachments. One of the Exhibits is the ERA Project Agreement, and the Project Agreement itself has Schedules and Attachments, including the Statement of Work. Appendix D identifies the Technology Agreement plus six additional documents, all of which will become part of the Technology Agreement when fully signed by DRS and the successful bidder. In addition, the bidder proposal also becomes part of the contract.

6. Section 9.7 of the RFP indicates that Bidder would be required to use the Technology Agreement set out in Appendix D. If our organization currently has a Software License Agreement with DRS, can it be leveraged for this RFP?

For this procurement, the form Technology Agreement included in the RFP will be the only basis upon which DRS will purchase the BPMS solution and implement the ERA Project. Prior agreements with a Bidder will not be used for the purchase or project.

7. Can the vendor team have offsite resources?

The Vendor's Project Manager is required to work on-site with the ERA project fulltime throughout the project. Other vendor team members can work off-site. The Bidder's Joint Resource Plan must indicate whether the bidder's personnel will be on-site or off-site (see Section 9.8.4, Joint Resource Plan of the RFP).

8. How many solutions have been delivered by DRS and this project team's experience?

DRS team members have developed, implemented, and maintain almost all of the agency's current mainframe and web applications. DRS has a highly experienced team of Business System Analysts, Project Managers, and Technical experts, who developed and maintain the applications described in the RFP, Section D, Applications Information, and in Appendix B – Agency Profile and Technology Infrastructure. DRS team members have limited experience with the BPMS solution. However, three DRS Business Systems Analysts have received BPMN Method and Style certification from BPM Essentials.

9. For training purposes is there (and if so to what extent) does DRS technical staff have java skills?

DRS technical staff have significant skills with Java Script but not Java programming.

10. Has DRS implemented the type of training program requested in the RFP before?

No. DRS has used elements of this training program, but are new to formal Organizational Change Management methodology. We have experience giving and receiving one-on-one and large group training. DRS will be looking to the prime vendor to recommend best practices and make suggestions to the training program and approach outlined.

11. Was the training program requested in the RFP successful in the past?

DRS has only used certain elements of this training program, so we cannot speak to its success as a comprehensive approach.

12. Will all the training take place in the same geographic location?

Yes, all training will take place in Tumwater/Olympia area in Washington.

13. An assumption is that a secured portal is accessible to external users (non-DRS employees) as a link from the existing DRS portal. Is this a correct assumption?

Yes.

14. Do we have to build a website portal for employers? Or, is it enough to just have links on the existing site, which can call BPMS processes?

ERA will require a website portal.

15. Does a single employer have one plan or can they have multiple plans?

DRS employers can have multiple systems and plans. For example, a single city can have five separate retirement systems/plans (three plans for their Public Employees' Retirement System and two plans for their Law Enforcement Officers' and Fire Fighters' System) and participate in the Deferred Compensation Program.

16. In regard to developing processes to facilitate the enrollment/maintenance of employers, will the users of the process be internal to DRS?

Both external and internal users will be using these processes.

17. In Appendix B, Agency Profile and Technology Infrastructure, Section E, Applications Information, E.2, Applications Detail, estimates 30 users. Does this include field users, employer service representatives, etc.?

The reference to 30 estimated users is for the current Employer Information System and is referencing Employer Support Services and other internal DRS users. See Section 1.4.2.3, User Scope, of the RFP for additional information regarding the expected number of users.

18. Is the expectation that the ERA application portal can be displayed both to external and internal users?

Yes. The ERA application portal will be displayed both to external and internal users.

19. What is the scope of migration in terms of age and scope of data that needs to be migrated?

DRS will be looking for vendor assistance in analyzing the scope of data that will need to be migrated. If data is to be migrated, there will be no age parameter. All historical data associated with a data entity will need to be migrated.

20. Will the DRS team provide the data extract from EIS which will be imported into ERA? Or is extraction of data part of the scope of this RFP?

DRS will be looking for vendor assistance in analyzing the scope of data that will need to be migrated. If data is to be migrated, there will be no age parameter. All historical data associated with a data entity will need to be migrated. If data extraction is required, as determined by the project team, DRS team members will provide the data from the legacy databases.

21. What is the system of record through the different phases of the ERA? For existing Employers? For new Employers?

DRS will be looking for vendor assistance in analyzing the system of record. Significant portions of the Employer data are used by all of our systems, and must be accessible by the legacy platform until such a time as an entity can be defined and migrated without impact to the non-ERA applications.

22. Will there need to be a data conversion?

DRS will be looking for vendor assistance in analyzing the scope of data that will need to be converted. Since the Employer information is the source of data for all of our other systems, it is critical that the other Mainframe based systems can reach it until such time they can also be converted to the BPMS. This limits the ability of doing "data conversion" or "data migration" to something accessible by the existing Natural programs. However, the existing ADABAS database is accessible to the BPMS via several paths, including SQL requests and calls to Natural programs via Remote Procedure Call (RPC) via MQ, Entire-X.

23. Is there a plan to convert this data from ADABAS into a Relational database?

DRS will be looking for vendor assistance in analyzing the scope of data that will need to be converted. The ADABAS database is accessible via ANSI SQL; ODBC, JDBC, and OLE-DB.

See also answer to questions 19, 20, and 22.

24. Regarding the Current, Interim and Future states as described and specifically at the end of the Interim state please specify what systems are to be left on the mainframe? Or does DRS plan on alternative analysis activities to determine?

All existing mainframe systems will remain, including EIS (running parallel with ERA until ERA fully adopted by all employers).

25. During the Interim phases are employers required to be reregistered/reenrolled in the new ERA or will this be handled through the data migration? Or does DRS plan on alternative analysis activities to determine?

Existing Employers will be provided with Authentication and Authorization ("registered") to use the new ERA system. They will not be re-enrolled as employers into the DRS systems.

26. The interim state (and maybe some parts of the final state) will require some integration. Any integration has two parts - the sending part and the receiving part. The BPMS tools integration capabilities will provide the integration elements on the ERA side. Will the DRS team provide the corresponding part of the integration elements? Or does the vendor have to build/ develop both the parts of the integration elements?

DRS has invested resources to prepare the legacy environment to accommodate industry standard integration methods (e.g., Web Services, MQ Series and IBM Websphere). This was done so that DRS team members could provide the integration elements from the legacy systems.

27. Are there any specific transition requirements that DRS would like the vendor to consider while developing the transition plan?

Once implemented and operational, the ERA application must fully integrate with the existing EIS system and other DRS mission critical systems.

28. Is execution of the transition plan part of the scope of this project? The objectives state that "Move from delayed Batch reporting to a more immediate Real-Time transaction-based reporting" while the key elements state "Develop a transition plan for moving from EIS to ERA."

Yes. Execution of the transition plan is part of the scope of this project through implementation with Early Adopters.

29. Do we have to extract logic from Natural code or would there be subject matter experts (SMEs) who would give requirements to build the system?

DRS has SMEs and Business Systems Analysts to assist in this endeavor. They will be working with the successful vendor to define and test the requirements. See also the answers to questions 26, 27, and 28.

30. What are the sources that we have to integrate? Assumptions are:

1.1 Entire X

Yes. Entire-X (or MQ) can be leveraged as an RPC integration path to existing applications.

## 1.2 ADABAS

Yes. SQL access is available to the central ADABAS database.

## 1.3 Existing database where web (Employer E-services) are pointing to

The current SQL-Server portions of the E-services application requires analysis to determine the best location to store ERA data. See answers to Questions 20 and 27.

## 1.4 Are there any existing Service Oriented Architecture infrastructure that needs to be integrated?

DRS has common/shared objects, but no formal Service Oriented Architecture.

## 31. How many environments will or does DRS have (DEV, SIT, UAT, PROD)?

Web applications have three environments: Development, QA, and PROD. Mainframe applications have five environments; Development, Test, QA, Verification and Production. DRS is aligning these SDLC environments down to the basic three: Development, QA, and Production, but would prefer a flexible set of environments for possible future needs.

## 32. Will the Solution requested in the RFP be part of the existing website?

The Solution requested will replace Employer-based portions of the existing website, and will integrate with non-employer-based portions the existing website.

## 33. Are there plans for upgrading or replacing any software listed in the RFP?

Our home-grown, legacy EIS software will be replaced with more modern software as the BPMS becomes the new development platform and production runtime environment.

## 34. Are email and other generated correspondence going to be stored in your imaging system?

Some portions of the correspondence may be stored in the imaging system. Currently the imaging system contains documents for members, retirees, and the OASI program. There currently is a project working to image the Employer files. However, the ERA Project will include analysis to see if opportunities exist for improving the integration and architecture of storing correspondence.

## 35. Does this application (ERA) need to be integrated with Imaging system to store documents, correspondences especially mass communication etc.?

See answer to question 34.

36. Will a Business Intelligence tool be used in the solution?

The BPMS will include both BI and BAM analytics. These analytics should be applicable to business process, as well as system performance measures.

37. Does it need to be ADA / 508 compliant for both external and internal users?

Yes.

38. Are services available to determine eligibility or look up member information?

There are a limited number of existing common/shared objects. Some may need to be extended for enterprise use and some may need to be built new.

39. Regarding Attachment E, Business and Technical Questions Response, TQ-08:

- What are your collaboration and social requirements?

- Instant messaging, file sharing, communities, etc.?

DRS does not have specific collaboration and social requirements but is interested in the bidder's solution's capabilities.

40. Regarding Attachment E, Business and Technical Questions Response, TQ-13:

-Do you have an existing Forms solution?

-If so, what is it?

-Who creates the Forms, line of business, IT, or other?

DRS is not using a forms solution. Currently, business creates Adobe PDF documents from Adobe InDesign for manual processes.

41. Will the Bidder be automatically disqualified (or found non-responsive) if it submits exceptions to the contractual term and conditions of the RFP?

Exceptions to the contractual terms and conditions should be identified on the Issues List as described in Section 8.2 of the RFP. Bidders will not be automatically disqualified for submitting exceptions through the Issues List process. Per the terms of the RFP, DRS will review the Issues List to determine the likelihood of being able to reach acceptable contract terms with the Bidder.

42. Does the act of submitting a response to DRS' RFP #13-002-103 obligate the Bidder to enter into a contract under the terms of the RFP only or will DRS consider exceptions?

DRS would consider exceptions if they are identified on the Issues List as described in Section 8.2 of the RFP.

43. Will DRS accept bids for the requested products and/or implementation services from a Bidder's authorized resellers?

RS will only accept bids from the owner of the BPMS software.

44. Is the vendor responsible for creating reports from the system of record or only related to the work processes in the solution?

All reports will be created from within the BPMS solution. It is not the intent that the vendor will write NATURAL reports from the mainframe. With that said, if reports can be generated through the solution that access both data within the solution and our mainframe ADABAS data files, that is the optimal desired result.