

Employer Reporting Application (with BPMS Implementation)

RFP 13-002-103

Questions & Answers No. 3

October 2, 2013

1. The RFI identified a dollar amount for this project; however, the RFP did not indicate a specific budget amount. Is the budget amount provided in the RFI the level of funding for this project?

The 2013 Washington State Legislature appropriated approximately three million dollars towards replacing our employer reporting system. However, a final project budget will not be determined until contract negotiations are complete.

2. Can you walk us through the process of how you determined the timeline of the ERA project and what would be completed in the 14 - 15 month period and the level of effort estimate?

DRS developed the estimated timeline based on several factors: agency need, RFI responses, time constraints, funding constraints, etc. Washington has a biennial budget system, so funding is through June 30, 2015. In addition, during the RFI, companies indicated that installing and building applications on the BPMS platform would take less time than traditional development. DRS plans to implement only early adopters by July 1, 2015. DRS would prefer to use an agile methodology. DRS expects that scope will be examined during the IPS and contract negotiations. Any necessary adjustments will be made at that time.

3. How many people are part of the team?

DRS anticipates having approximately 20 full-time employees dedicated to this project. These employees include Business Systems Analysts, Communications Consultants, Programmers and Project Managers. Six additional technical team members will also support the project on an as-needed, part-time basis.

4. Will these 20 team members be included in the three million dollars?

A majority of the 20 positions will not be paid from the dedicated project budget. These salaries and benefits will continue to be paid from DRS' operating budget. However, there are a few new positions that may be hired specifically to support the project. At this time, a decision has not been made as to whether or not these positions will be paid from the dedicated project budget or through another source.

5. How many people will be involved with Organizational change management?

We expect the project team to include an organizational change manager and a lead. Other members of the ERA Project Team will assist as needed to support the Organizational Change Management Plan. Change management for our employers will also include support from the Employer Support Services (ESS) unit. ESS currently includes 10 team members who work with our employer community, providing in-person statewide training, WebEx training, and one-on-one support.

6. Will the two week extension for submitting proposals push the demonstration part of the process?

Yes. The two week extension to submit proposals has also impacted the remaining procurement schedule. See Amendment 3 for updated Key Events and Dates.

7. After the two year period will you be looking to partner with someone else other than the owner of the software?

The contract DRS is proposing contains warranties and other obligations that exceed a two year period. Following the expiration of the contract, DRS will evaluate its requirements and its options, and may consider partnering with someone other than the software owner, depending upon the needs identified. It should be noted that DRS is seeking to become proficient in the use of the solution we purchase, so its future needs may differ from those identified for this procurement.

8. Do the people who will be receiving the knowledge transfer on the technical side have an object-oriented background?

Five (5) full-time and one (1) part-time web programmers assigned to this project are experienced in object-oriented development. Two (2) full-time and three (3) part-time mainframe programmers do not have object-oriented development experience, but understand object-oriented principals. See section 1.4.1 for the ERA project organizational structure.

9. Are your business analysts familiar with Use Case Design?

The DRS Business Systems Analysts have developed a Use Case Design model that has been adopted by our organization to assist our web developers in developing web applications. The use case includes: Title, Description, Preconditions, Normal Process, Exception Process, Post Conditions, Functionality and Business Requirements, a prototype of the scenario, screen elements, and validation requirements. It is not the formal International Institute of Business Analysis (IIBA) Use Case Design method.

10. How many people do you expect to be trained?

The following table provides a breakdown of the DRS Personnel who will need to be trained as described in the Statement of Work, Appendix D.3, Section 2.3, Education and Training and Knowledge Transfer.

Type of Personnel	ERA Project*	Non-Project	Total
Technical Personnel - Enterprise Architect	1	0	1
Technical Personnel - Project Managers	3	1	4
Technical Personnel - Business Systems Analysts	5	6	11
Technical Personnel - Web/Client Server Programmers	6	1	7
Technical Personnel - Mainframe Programmers	5	7	12
Technical Personnel - Data Analyst	1	0	1
Technical Personnel - Network Administrators	1	3	4
Technical Personnel - Other	0	19	19
ESS Business Personnel	10	0	10
Non-ESS Business Personnel	10	147	157
Total	42	184	226

* Note: A majority of the ESS and non-ESS business personnel are not assigned fulltime to the project.

11. Are the three FTEs in your legislative funding request new or backfill?

In the funding request, DRS proposed 3 FTEs. At this time, a decision has not been made as to whether or not these positions will be paid from the dedicated project budget or through another source.

12. Have you received any demos from BPMS vendors and if so, who are they?

DRS viewed demonstrations from the following vendors: AgilePoint, Appian, Bizagi, IBM, OpenText, Pegasystems, Social Solutions Com Inc, and Software AG.

13. The RFP asks that the bidders use the attachments included with the RFP to respond to the requirements within those attachments. Paragraph 3.26 advises that any proprietary information be appropriately marked by adding the word "Confidential" on the lower right hand corner of each page. Attachments A, C, and E are locked and the footer is not accessible. Can DRS please provide unlocked versions of these three attachments in order to allow for editing of the footers?

Instead of the "Confidential" marking on the footers for these attachments, bidders may include a separate document named "Confidential Declarations" that lists the specific information (including Attachment name, page and section numbers) that the bidder wishes to be regarded as confidential. Each declaration must also state the specific exemption being claimed under Chapter 42.56 RCW, the Public Records Act. Requests for exemptions that are not authorized under Chapter 42.56 RCW will not be honored. See Amendment 4.

14. Please specify the type of information required for the field "Client Contact information" given the following two columns require "Name/Role" and "Phone/Email."

In Attachment C, C.7.B, enter the client's mailing address in the "Client contact information" column. See Amendment 4.

15. Page 75 of the Technology Agreement references Section 1.8.1 for definition of the following: "Divested Entity", "Divestiture Event" and "Divestiture Transition Period" are all defined in Section 1.8.1. The Technology Agreement does not include a Section 1.8.1. Can the State please provide definition of the above referenced terms?

The definition of "Divested Entity", "Divestiture Event" and "Divestiture Transition Period" is stricken from Schedule 1.5 Definitions of Appendix D6, Technology Agreement. See Amendment 4.

16. In Attachment G, Appendix A Price Proposal Response, the cells do not dynamically expand to accommodate pricing values. The result is values cannot be viewed. Can the state please issue an updated pricing file so that pricing values can be viewed?

DRS has posted an amendment to replace Attachment G, Price Proposal Response, to allow the formatting of text. You may use a smaller font size as needed to ensure values entered are visible.

17. Is the Vendor responsible for purchasing/procuring/providing the Hardware that is necessary for this project?

No. The hardware will be either purchased or leased by DRS.

18. Can two companies jointly submit a bid where each is also a Prime (one exclusively for supplying BPMS Software & maintenance; and the other for all implementation & Support services)?

No. DRS is seeking a single vendor to be the sole point of contact with respect to the contract, vendor performance, and the software. See RFP section 3.2 Vendor as Prime.

19. Has DRS received demonstrations from BPMS Vendors in the past 3 years and specifically after the RFI process?

Yes, the agency has viewed demonstrations from the following vendors within the past three years: AgilePoint, Appian, Bizagi, IBM, OpenText, Pegasystems, Social Solutions Com Inc, and Software AG.

20. For integrating to MQ does the state use the native MQ interface or the JMS MQ interface?

DRS uses the native MQ interface.

21. How many different formats are required to be supported for reports submitted by the Employers?

Currently, DRS employers can report via paper, web and electronically. For those employers reporting electronically, DRS currently accepts the following three electronic file formats: ASCII text format – tab delimited, ASCII text format – fixed length, and EBCDIC format – fixed length.

In the future, if an employer is submitting an electronic file, DRS would like the new system to support varying electronic formats that can be mapped to the DRS standard structure.

22. Does each Employer have a unique profile, containing security requirements, destination, governance, etc., file for sending Employer Reports to DRS?

Yes. However, it may be that general groupings, such as state government employers, could be identified for portions of the security and governance profiles.

23. As part of the Proposal, the Bidder must provide a Joint Resource Plan, prepared in Microsoft Excel that reflects the resources required for both Bidder and DRS for the ERA Project. The data in the Excel spreadsheets must be reportable by DRS. The Joint Resource Plan must accommodate DRS's administrative calendars and allow for resource constraints that occur within the business cycle for such things as fiscal year-end close. The Joint Resource Plan must reconcile with resource-loading details in the Project Schedule, provide specific details regarding Full Time Equivalency (FTE) personnel resources committed to the project and differentiate between business and technical personnel resources. Bidder must submit two types of resource information (in two separate Excel spreadsheets), as described below. We would like a copy of "DRS' administrative calendar" to incorporate DRS resource constraints in the Joint Resource Plan.

The DRS Administrative Calendar is as follows:

2014

- 1/1 New Year's Day Holiday – office closed
- 1/13 WA State Legislature Regular Session Begins Regular (projected)
- 1/20 Martin Luther King Day – office closed
- 2/17 President's Day Holiday – office closed
- 3/12 WA State Legislature Regular Session Ends (projected)
- 5/26 Memorial Day Holiday – office closed
- 6/30 End of Fiscal Year
- 7/1 Beginning of Fiscal Year
- 7/4 Independence Day Holiday – office closed
- 9/1 Labor Day Holiday – office closed
- 11/11 Veterans Day Holiday – office closed
- 11/24 - 11/28 Thanksgiving Holiday Week – reduced staffing
- 11/27 Thanksgiving Day Holiday – office closed
- 11/28 Day after Thanksgiving Day – office closed

12/22 – 12/31 Christmas Holiday Week – reduced staffing
12/25 Christmas Holiday – office closed

2015

1/1 New Year's Day Holiday – office closed
1/1 – 1/2 New Year's Day Holiday Week – reduced staffing
1/11 WA State Legislature Regular Session Begins Regular (projected)
1/19 Martin Luther King Day – office closed
2/16 President's Day Holiday – office closed
4/28 WA State Legislature Regular Session Ends (projected)
5/25 Memorial Day Holiday – office closed
6/30 End of Fiscal Year
7/1 Beginning of Fiscal Year
7/3 Independence Day Holiday Observed – office closed
9/7 Labor Day Holiday – office closed
11/11 Veterans Day Holiday – office closed
11/23 - 11/27 Thanksgiving Day Holiday Week – reduced staffing
11/26 Thanksgiving Day Holiday – office closed
11/27 Day after Thanksgiving Day – office closed
12/21 – 12/31 Christmas Holiday Week – reduced staffing
12/25 Christmas Holiday – office closed