Question #	QUESTION	ANSWER
1	We are interested in the above referenced solicitation and wanted to reach out for clarification. We have a collaborative SaaS platform on which such applications can be configured without coding and provided on SaaS basis. We do not have a ready-made "medical marijuana Seed to Sale tracking software solution" which is stated as a requirement on page 16. Is the agency open to a proposal that will provide this functionality by configuring the application on a currently available SaaS platform with collaboration features?	As stated in the Mandatory Requirements, III-1, Proposing Contractors must own a medical marijuana Seed to Sale tracking software solution and can operate it as a hosted, Software as a Service (SaaS).
2	What are the minimum function points and requirements for the bridge system? Please correlate with Appendix L.	Functionality requirements applicable to the Bridge Solution are outlined in a separate column ("Requirement Applicable to Bridge Solution") in Appendix L, MM Detailed Requirements.
3	Our company has an unlimited, unrestricted license to operate and deploy a commercial seed to sale tracking system. Will this be acceptable to the Commonwealth?	As stated in the Mandatory Requirements, III-1, Proposing Contractors must own a medical marijuana Seed to Sale tracking software solution and have the ability to operate it as a hosted, Software as a Service (SaaS).
4	Given the nature of the industry and the varying state requirements that ensure that no two systems are alike we request that the state government requirement be waived if the Vendor can adequately demonstrate that its system uses proven components that are built to industry standards and are in use at more than three commercial locations for more than 12 months. If so, our company fits these requirements.	This is not a mandatory requirement. Proposers will be evaluated as outlined in Section III-4. See Section III-2 for technical nonconforming proposals.
5	How is the weight of the soil to be handled in this measurement system?	The weight of plants will be determined at time of harvest.
6	Is the State requiring the industry to use this system for Point of Sale transactions as well?	DOH is seeking a 'Turnkey' solution that provides all functionality of a Seed to Sale System, Bridge, and Registry system, including point of sale functionality.
7	What are the specific requirements for these notices? i.e. Mail, email, text, etc....	At a minimum, electronic mail notices are required. Other communication methods may be used if they are available as part of the contractor's out-of-the-box capabilities. In their response, Proposers should note communication methods that are offered as out-of-the box features.

#	Question	Answer
8	What, if any, is the requirement for this line item?	Please refer to SOW-068 in the "Technical" sheet of the MM Detailed Requirements Document (Appendix L).
9	Would the Commonwealth consider revising the certification (Appendix J) to include the verbiage in red: to be successfully implementing, configuring, customizing, operating and supporting a medical marijuana Seed to Sale tracking system and/or Registry system for a state government client that has been in production for a minimum of six (6) months?	The minimum production period is no longer a mandatory requirement. The published materials were amended on December 21, 2016 to drop this specific mandatory requirement.
10	RFQ states in #1 – 3, Medical Marijuana Seed to Sale tracking solution. Would the Commonwealth consider revising the Section H. in the RFQ to include the verbiage in red: Medical Marijuana Seed to Sale tracking system and/or Registry Solution?	This is not a mandatory requirement. Proposers will be evaluated as outlined in Section III-4. See Section III-2 for technical nonconforming proposals.
11	Section II-5 Prior Experience requests experience in medical marijuana Seed to Sale. Would it be acceptable to include prior experience in medical marijuana but not necessary the entire Seed to Sale process but more of the Registry solution?	This is not a mandatory requirement. Proposers will be evaluated as outlined in Section III-4. See Section III-2 for technical nonconforming proposals.
12	As it relates to a closed Seed to Sale system model, will the scoring criterion include costs related to the provisioning of the solution to end-user medical marijuana organizations? Or is the scoring criterion solely based on the module(s) utilized by DOH to fulfill its regulatory Seed to Sale tracking?	In addition to regulatory tracking functionality, costs must include software use permissions, point of sale functionality, equipment and other associated costs to provision the solution to end-user organizations. All expenses associated with the closed model solution (i.e.; expenses to meet all requirements in the RFQ, including but not limited to inventory / operational / POS software/applications) are required to be included in the Cost Matrix. Proposers must own a medical marijuana Seed to Sale tracking software solution, but may subcontract other portions of the Contract requirements.
13	As it relates to a closed Seed to Sale system model, is it required for a contractor to provide cost/pricing information for end-user medical marijuana organizations?	Please see answer to No. 12.

14	The Medical Marijuana Detailed Requirements at BR0049-60 address the functionality to provide tracking and reporting of patient, physician and caregiver certification. Is the ability to process, monitor and report on the licensing of medical marijuana growers, processors, dispensaries and laboratories a core business requirement?	The ability to process and monitor the licensing of medical marijuana growers, processors, dispensaries and laboratories is not a core business requirement. DOH does require the ability to query the system and develop reports on data attributes of these entities, including licensing status. Query and report capabilities are outlined in the 'Technical' sheet of the MM Detailed Requirements Document (Appendix L).
15	Can this requirement be modified to read? "Certify the Contractor owns or partners with a medical marijuana Seed to Sale tracking software solution provider and has the ability to operate it as a hosted, Software as a Service (SaaS)." We request the Commonwealth modify this requirement to allow more Seed to Sale software solution providers to respond to Medical Marijuana RFQ 610004015. Medical Marijuana Seed to Sale software solutions are specialized to meet the specific requirements of Medical Marijuana Track and Trace programs. These software companies are usually not on statewide procurement vehicles like the Commonwealth's Master Information Technology (IT) Services Invitation to Qualify (ITQ). The Commonwealth allowing Seed to Sale software solution providers to partner with proven ITQ vendors provides the opportunity for the Commonwealth to receive more responses from qualified Track and Trace SaaS solution providers and increases the competitive landscape. In addition, we respectfully request the Commonwealth to provide a response to this request as early as possible so Track and Trace solution providers not on ITQ 4400004480 are able to partner with proven providers and respond timely to the RFQ.	As stated in the Mandatory Requirements, III-1, Proposing Contractors must own a medical marijuana Seed to Sale tracking software solution and have the ability to operate it as a hosted, Software as a Service (SaaS).

#	Question	Answer
16	This section uses the same language as referenced above in our question # 15.Our question #15 applies to this section as well.	As stated in the Mandatory Requirements, III-1, Proposing Contractors must own a medical marijuana Seed to Sale tracking software solution and have the ability to operate it as a hosted, Software as a Service (SaaS).
17	This section uses the same language as referenced above in our question # 15.Our question #15 applies to this section as well.	As stated in the Mandatory Requirements, III-1, Proposing Contractors must own a medical marijuana Seed to Sale tracking software solution and have the ability to operate it as a hosted, Software as a Service (SaaS).
18	What is the anticipated time period between the Project Start (20 days after the contractor is selected) and the July 1st deadline for the Temporary Bridge Solution plus the Registry for Practitioners and Medical Providers to both be in production?	The referenced timeline was developed to allow at least 65 business days for the development of the Bridge solution and the first phase of the Registry.
19	As part of the general requirements for the proposal submissions, is there a current page limit for the Technical Submittal?	No. Please see Part 1 Section I-11.
20	The milestone calendar lists Oct 15, 2017 as the date for the Seed-to-Sale system to be in production. What is the State's ideal release date to the public?	A public release date has not been established at this time but it is expected to align with the milestone calendar, including the October 15, 2017 production date for the Seed to Sale system.
21	In the statement "this solicitation includes two supporting systems", is the State referring to "Bridge Functionality" and "Registry Solution" as the supporting systems?	Yes. The Bridge and Registry solutions are considered to be supporting systems.
22	Does the State have a "temporary bridge solution" it would like Pennsylvania to model?	No. System requirements for the temporary Bridge solution are outlined in the "Technical" sheet of the MM Detailed Requirements Document (Appendix L).
23	Where are the requirements listed throughout sections IV-3 through IV-6 to go within the main response format as mentioned on page 16, section II-1 - General Requirements?	Requirements listed in Sections IV-3 through IV-6 should be included in the Technical Submittal described in Section II-1, General Requirements.
24	What are the types and estimated number of Commonwealth users, for example law enforcement, administrative, and other Gov stakeholders?	The total user base is projected to be 250,000. For planning purposes, a breakdown of 80% end users (patient, caregivers) and 20% other (approved organizations, law enforcement, administrative, government stakeholders) can be used.

25	What medical systems, databases, etc. will this system need to integrate with, if any? Is the desire that Practitioners and medical providers can log directly into the Seed to Sale system?	The solution will not need to integrate with an external electronic health/medical record at this time; however, in their response, proposers should note if this is an out-of-the box feature. Practitioners and medical providers require the capability to log directly into the Registry; they do not require the capability to log directly into the Seed to Sale system.
26	Please identify and describe the Law Enforcement IT systems that must be integrated with.	Specific requirements for law enforcement access have not been established at this time; however, access will be based on system requirements outlined in the "Technical" sheet of the MM Detailed Requirements Document (Appendix L).
27	Will municipalities need access to the system? What functions will they be performing and responsible for?	Specific requirements for municipal access have not been established at this time; however, access will be based on system requirements outlined in the "Technical" sheet of the MM Detailed Requirements Document (Appendix L).
28	Does the Commonwealth have an estimate for total estimated data-volume, for example Plants?	The total volume is not known at this time. The number of plants will be based on the size and capacity of approved grower/processor applicants.
29	Does the STS system need to block, in real-time, if a dispensary is attempting to sell something that is not the form/quantity recommended by a practitioner?	It is not a required functionality at this time but may be considered at a later date. In their response, proposers should note if this is an out-of-the box feature.
30	Who writes and maintains the Safety Insert for a given product? Should the STS system provide an interface for that?	The safety insert will be developed by DOH. Content for the insert can be uploaded as a versioned template, or can be loaded/updated via a direct interface. In their response, proposers should note out-of-the box document management features.
31	Does the STS system need to integrate with surveillance and security systems to track and store this data? Will there be Commonwealth pre-approved surveillance and security systems?	The STS system is not required to integrate with surveillance and security systems, but it may be considered at a later date. In their response, proposers should note if this is an out-of-the box feature.

#	Question	Answer
32	Does the Commonwealth require GPS-based Route Randomization for transporters?	DOH does not specifically require this form of GPS but it may be considered at a later date. In their response, proposers should note if this is an out-of-the box feature.
33	Has a training platform been selected that the STS must integrate with? Should the STS include training functionality?	A training platform has not been selected at this time. The STS system is not required to include training functionality but the Registry will be required to integrate with an external training platform for practitioners and medical providers.
34	Should the STS integrate with any EMR (Electronic Medical Record) systems for Practitioners?	It is not required functionality at this time but may be considered at a later date. In their response, proposers should note if this is an out-of-the box feature.
35	Would the commonwealth want the STS to issue notifications of Recalls directly to patients, or is that a function of the Dispensaries? If direct, would this be done via email?	Recall procedures have not been established at this time but will be based on system capabilities. Please refer to SOW-016 in the "Technical" sheet of the MM Detailed Requirements Document (Appendix L).
36	Will the STS have call-center functionality? Or an integration with an existing state call center?	Yes. Call support is required for the STS system. The selected Contractor must provide one or more toll-free support phone lines and have the capability to route calls based on defined support tiers. At its discretion, the Commonwealth or its agent may provide tier 1 support.
37	If a decentralized model is used, will the Commonwealth mandate the specific, approved commercially available software modules? Will it be limited to specific 3rd party vendors or will there be a "free market" of 3rd party applications as long as they meet the requirements of IV-2-A-3 (data exchange)	In addition to the requirements of IV-2-A-3, in a decentralized model, DOH would work with the contractor to identify necessary and reasonable requirements to fully integrate with the contractor's solution. Approved end-user organizations should be able to choose any products that meet these requirements.
38	Does the 250,000 person user base include patients?	Yes. For planning purposes, a breakdown of 80% end users (patients, caregivers) and 20% other (approved organizations, law enforcement, administrative, government stakeholders) can be used.
39	Based on our understanding, the Commonwealth wants to require that Approved Organizations use specific applications and hardware for their Operational/Inventory/POS functionality. Is that accurate?	As to the closed model, yes. As to the decentralized model, please see answer to #37, above.

40	If yes to the previous question (#39), should we be including the costs of the Operational/Inventory/POS applications for Approved Organizations in our Response?	All expenses associated with the closed model solution is required to be included in the Cost Matrix. Proposers must own a medical marijuana Seed to Sale tracking software solution, but may subcontract other portions of the Contract requirements.
41	If yes to question #39, will the Approved Organizations, or Commonwealth, be responsible for paying for the software + hardware used by Approved Organizations?	All expenses associated with the closed model solution is required to be included in the Cost Matrix. Proposers must own a medical marijuana Seed to Sale tracking software solution, but may subcontract other portions of the Contract requirements.
42	If our solution can integrate with any of the current 3rd party applications and hardware for this market, does that satisfy the requirements for a "Decentralized" system? Can businesses select any 3rd party software that properly integrates with the STS system?	Please see the answer to #37, above.
43	RFQ states: "if it is within its capabilities, Contractors are permitted to include proposals for both closed and decentralized Seed to Sale models in response to this solicitation." Does the Department prefer that a bidder capable of providing both closed loop and decentralized models submit two separate proposals, or should the bidder provide one proposal with both models included?	Proposers who are able should provide a single, comprehensive Technical Proposal that includes a description of both models. However, all expenses associated with the closed model solution are required to be included in the Cost Matrix. Proposers must own a medical marijuana Seed to Sale tracking software solution, but may subcontract other portions of the Contract requirements.
44	RFQ states: "If it is within its capabilities, Contractors are permitted to include proposals for both closed and decentralized Seed to Sale models in response to this solicitation." If the Department prefers that the bidder provide one proposal with both models included, how does the Department wish to receive the cost proposal for each model? Should the bidder submit two separately sealed cost proposals, or one sealed cost proposal with two sub-sections, one for each model?	Please see the answer to #43, above.

45	The Cost Matrix does not include the option for the winning bidder to directly charge industry participants (growers/processors, laboratories, dispensaries, etc.) for plant/inventory tags (whether barcode or RFID) or to directly charge the industry participants any other fees. Please confirm whether or not the winning bidder is allowed to directly charge industry participants for anything, or whether all financial costs of the system--whether direct or indirect--are limited to what is specified within the Cost Matrix.	The winning Proposer is not permitted to directly charge industry participants. All expenses associated with this solution are required to be included in the price proposed in the Cost Matrix.
46	Page 24, Part B requires that a temporary "Bridge" tracking solution for growers/processors to be deployed first, followed by the final Seed to Sale solution. Part C requires an integrated SaaS Registry, and does not specify that a temporary "Bridge" registry system be deployed first, or that the Registry be deployed in stages. However, the timeline on Page 22 specifies that both the Temporary Bridge tracking solution and the Registry for practitioners and providers be deployed on July 1, 2017; then the Registry for Patients and Caregivers on August 15, 2017; then finally the Seed to Sale Solution deployed on Oct 15, 2017. Is it the Departments expectation that the SaaS Registry deployment be broken into stages similar to the Seed to Sale deployment (first "Bridge" then full system)?	Yes. The deployment is projected to occur in two stages. The first stage, which will cover practitioners and medical providers, has a production milestone date of July 1, 2017. The second stage, which will cover patients and caregivers, has a production milestone date of August 15, 2017. This two-stage approach is intended to simplify delivery; however, DOH has no objection to a single-stage delivery for the Registry, as long as the earlier milestone date is met.
47	Will implementation of the software solution include vendor licensing and re-licensing (grower/processors, dispensaries, etc.) along with enrollment of patients and/or physicians and on what timeline?	The software solution does not include functionality to license approved organizations (growers/processors, dispensaries, etc.). It does, however, include functionality to enroll patients and physicians. The first phase of the Registry solution will handle enrollment of practitioners and medical providers; as noted on page 22 of the RFQ document, this functionality needs to be in production by July 1, 2017. The second phase of the Registry solution will handle enrollment of patients and caregivers; as noted on page 22 of the RFQ document, this functionality needs to be in production by August 15, 2017.

48	Will PA DOH manually conduct licensee enrollment (grower/processors, dispensaries, etc.) and provide the selected software provider with licensee data for a one-time, simultaneous implementation of all licensees into the registry database?	Yes. Licensee enrollment will be handled separately. DOH will provide the selected contractor with an initial transfer of licensee data for system implementation.
49	Will PA DOH manually conduct and periodically provide the selected software provider with licensee data for multiple batch implementations of licensee into the registry database?	Licensing will occur in phases. In addition to the initial load of licensee data, DOH will periodically provide the contractor with additional data transfers, including updates, for individual or multiple licensees, for inclusion in the system database.
50	Whether PA DOH conducts manual licensee enrollment or authorizes automated enrollment through the selected software provider, can implementation steps be initiated immediately upon enrollment of each individual licensee or is it expected all licensees will be enrolled simultaneously?	Implementation steps can be initiated immediately upon enrollment.
51	The requirement that states " include experience in medical marijuana Seed to Sale tracking for state government agency. The contractor should provide a minimum of three (3) client references applicable to projects that are similar in size and scope pertaining to these requirements contained within the RFQ." Will the requirement of the seed to sale tracking system having to be done for a state agency be removed?	This is not a mandatory requirement. Proposers will be evaluated as outlined in Section III-4. See Section III-2 for technical nonconforming proposals.
52	Under the Mandatory Responsive Requirement III-1 C. it says the Contractor owns a medical marijuana Seed to Sale software, but the contract all states Offerors, either directly or through their subcontractors.... So when assessing the Contractor, does this take into account the subcontractors that have contracted with the primary applicant? I own a hosted SaaS registry system in Pennsylvania and we are partnering with a Seed to Sale/Track & Trace company to submit an application on your RFQ. Can the SaaS registry system be the primary or does the Seed to Sale have to be the primary, or can we apply jointly after getting approved individually on the supplier website?	As outlined in III-1 C, Proposers are required to own a Seed-to-Sale system. Any supporting systems or functionality, including the Registry or hosting services, can be subcontracted but the successful offeror remains responsible for solution delivery and contract performance regardless of subcontractor participation in the work.
53	Are additional points awarded if a sub-contractor small diverse business is based in PA?	No.

54	Are businesses (e.g. G/P expected to pay for elements 525 platform? If yes; which parts, and how will the costs to businesses be dictated?	The winning Proposer is not permitted to directly charge industry participants. All expenses associated with this solution are required to be included in the price proposed in the Cost Matrix.
55	Please clarify or confirm that you are not asking responders to comment on all 137 policies, but to identify any policies that we do not comply with.	As noted in I-28, all proposals must be submitted on the basis that all Information Technology Policies are applicable to this procurement. If the Contractor believes that any Information Technology Policy is not applicable to this procurement, it must list all such policies in its technical response, and explain why it believes a policy is not applicable.
56	Will there be any way we can add comments or explanations around the cost worksheet? The structure does not appear to allow for flexibility in the costing.	No. Vendors cannot modify or add to the cost matrix. Per instruction by DOH, all costs are to be included in the Cost Matrix, excluding the specific customizations needed to the core product.
57	In section I-23" contractor should ensure no costing in technical" - However in example on costing worksheet shows a cost for change in customization and should we show a cost or not?	The technical and cost submittals should be sent in separate sealed envelopes.
58	FedRamp -- What kind of proof if any is required for FedRamp?	Proof of FedRAMP certification can include certification documents issued to the platform provider or an Authority to Operate (ATO) letter from an authorizing federal agency. DOH will independently confirm FedRAMP certification status.
59	In the technical, are you looking for any detail in the explanation if the answer is OOB or is that only for customization, confirmation or contractor?	While requirements that can be met out-of-the-box do not require an explanation, proposers are permitted to include comments and information as needed to explain their responses. Requirements that include customization or subcontracting are required to include an explanation.
60	Is there a proposed project calendar, for example what are the deployment dates/schedules?	The timeline on page 22 of the RFQ document outlines milestones that will be used to develop the project plan. Details, including the project calendar, will be established during implementation planning between DOH and the selected contractor.
61	Does the vendor have the flexibility to phase out module deliveries? If so, are there must have modules that are required in first phase? Other details can be worked out in the project plan after award.	Detailed business and technical requirements are outlined in Appendix L; the 'Timing' column in the 'Technical' tab provides delivery timing requirements. Please refer to IV-3. A for information regarding licensing requirements.

62	The document indicates there will be a user base of approximately 250,000 with up to 33 growers/processors, 198 dispensaries, and 30 laboratories. It does not indicate what is the estimated total number of users for each of these types of entities. Can you also provide an estimate of users for the above types of entities, for DOH and for other types (e.g. patients, caregivers, medical providers)? Can you also provide an estimate of the level of usage of the system by these users, i.e. the level of activity and frequency with which they will interact with the portal/system in query or update mode (for each user type)?	The total user base is projected to be 250,000. For planning purposes, a breakdown of 80% end users (patient, caregivers) and 20% other (approved organizations, law enforcement, administrative, government stakeholders) can be used. Concurrent user volume is estimated at 10,000.
63	What does it mean to have the ability to override purge process for specific record types? Are there any desired, mandatory or legal requirement for purging and archiving data? For example: What is the proposed frequency at which the specified data should be purged? Does purged data have to be archived? After how much time can the archived data be discarded? Are there any other requirements for this retention, archival, discarding functionality?	SOW-104 describes a technical capability that may be required to administer the program, specifically the potential need to temporarily create an exception to an automated purge process based on specific criteria. Criteria and procedures for archiving and purging data will be established during the project planning process. The data retention period has been established as the term of this contract (subject to Turnover requirements as indicated in the SOW). Please refer to Appendix K, Non-Commonwealth Hosted Application Services Requirements, for additional information.
64	How will the STS system integrate with onsite physical security & surveillance systems? Can this integration be provided in later stages? Can these systems (that need to be integrated) enumerated and their integration APIs specified in order for us to provide a quote?	The STS system is not required to integrate with surveillance and security systems, but it may be considered at a later date. In their response, Proposers should note if this is an out-of-the box feature.
65	Do we have to only provide dispensaries with an ability to print and file receipts electronically with DOH? Or do we also have to provide some way to track the paper receipts at a physical storage location?	Automated processing of receipts is covered in Appendix L, MM Detailed Requirements. Dispensaries are required to maintain data related to patient and caregiver dispensing activities. The Seed to Sale system is the system of record for all medical marijuana tracking data, although a dispensary may also store this information locally. The need for storage and handling of paper receipts will be made by individual dispensaries.
66	Who will produce the "safety insert" provided with packages, and what information will be contained in it?	The safety insert will be developed by DOH, with specifics to be defined during project implementation. Content for the insert can be uploaded as a versioned template, or can be loaded/updated via a direct interface. In their response, Proposers should note out-of-the box document management features.

67		Will there be any business rules to determine minimum number and types of medical marijuana produced and dispensed by grower/processor or dispensary?	Within the first 6 months after DOH establishes that a grower/processor is operational, the grower/processor is required to provide a forecast of the amount and form of medical marijuana it projects it will produce; a grower/processor must notify DOH immediately upon becoming aware of a potential increase or decrease in the forecasted amount occurring within any subsequent 6-month period. A grower/processor must account for and identify the number of medical marijuana products ready for sale, medical marijuana plants in the process of growing, and medical marijuana that is being stored for future sale. As noted in the answer to #65, dispensaries are required to maintain data related to patient and caregiver dispensing activities. The Seed to Sale system is the system of record for all medical marijuana tracking data.
68		Are there specified guidelines to determine which plants are included in a lot and batch or is it left to the discretion of the grower/processor?	Inclusion of plants in a lot and batch is left to the discretion of the grower/processor.
69		Is there a list of standard reports that should be available in addition to the ability to create ad hoc query based reports? Also what is meant by the ability to edit as needed and post it on the department's publicly accessible Internet website. How will this be done?	Please refer to the "Technical" tab of Appendix L, MM Detailed Requirements, for information about specific system reporting and content management requirements. For instance, SOW-005 and SOW-067 provide information regarding report-generation requirements.