APPENDIX X
QUESTIONS & ANSWERS

1. **Question** – I would like to know how the Application Managed Services contract is expected to be funded?

   Answer – PennDOT does not release budget information.

2. **Question** – Do you have an estimated project cost you can provide?

   Answer – PennDOT does not release budget information.

3. **Question** – Who is the incumbent vendor for this contract?

   Answer – Computer Aid, Inc. (CAI) is the incumbent vendor.

4. **Question** – Would it be possible for the get the RFP Specs or document?

   Answer - The specifications can be found at http://www.emarketplace.state.pa.us/Solicitations.aspx?SID=6100038014.

5. **Question** – Is this contract only replacing the staff positions of the current applications maintenance contract, or are you going to roll into this contract other positions such as those currently in place through staff augmentation? How many positions are anticipated through this contract?

   Answer – The scope of the new contract varies from the existing contract. Please review the scope of the RFQ at http://www.emarketplace.state.pa.us/Solicitations.aspx?SID=6100038014. Vendors are to propose how to adequately staff and meet the requirements of the RFQ.

6. **Question** – Can you provide an organization chart, or position classification chart that outlines the current number of staff on the current contract and what types of staff they are?

   Answer – Refer to response in Question #5.

7. **Question** – Can this contract be split into lots to allow for smaller companies to compete?

   Answer – PennDOT needs a single vendor to manage the project.

8. **Question** – What are the historical percentages of work, year-by-year for the life of the contract, for Work Request (WR), Call Support (CS), Incident (IN), and Service Management (SM)? If these categories of work are no longer is use, please provide any similar categorization of the work.

Answer – The Department has chosen the most recent year to provide the historical percentages for the categories requested.

Categories of Work Table		
	Hours	Percentage
Work Request	136,531.50	74.85%
Call Support	26,880.25	14.74%
Incident	795.00	0.44%
Service Management	18,197.75	9.98%
Total	182,404.50	

*Time Period: 12/1/2015 through 11/30/2016

9. **Question** – What are the historical hours of work, year-by-year for the life of the contract, for Work Request (WR), Call Support (CS), Incident (IN), and Service Management (SM)? If these categories of work are no longer is use, please provide any similar categorization of the work.

   Answer – Refer to response in Question 8.

10. **Question** – Are the function points and hours depicted in Appendix T, In Scope Applications, only for Work Request (a.k.a release management work)? i.e. Other work, such as Call Support (CS), Incident (IN), and Service Management (SM) hours are additive and accounted for separately?

    Answer – Yes, the function points depicted in Appendix T of the RFQ are only for Appendix B, Section D Release Management. Yes, other work is additive for Appendix B, Section C Routine Maintenance.

11. **Question** – Do the function points and hours depicted in Appendix T, In Scope Applications, encompass all activities for both "Releases and Release Management" and "Recurring Release Management," as specified in this RFQ?

    Answer – Yes

12. **Question** – In accordance with Act 89, Title 74, Section 303 specifies PennDOT's responsibilities in encouraging diverse business participation. Section 303(b) defines ""Third-party certifying organization" as an organization that

certifies a small business, minority-owned business, women-owned business or veteran-owned small business as a diverse business. The term includes:

(1) The National Minority Supplier Development Council.
(2) The Women's Business Development Enterprise National Council.
(3) The Small Business Administration.
(4) The Department of Veterans Affairs.
(5) The Pennsylvania Unified Certification Program.

Considering these statutory requirements, would the Department expand the definition of Disadvantaged Business Enterprise to include all of the above, rather than only the Pennsylvania DBE Unified Certification Program (PA UCP) program?

Answer – No. All Diverse, Small, Women-owned, Minority-owned, and Veteran-owned businesses are encouraged to obtain certification through the PA UCP.

13. **Question** – The current contract for these services has a very significant commitment to diverse business partners, over 25%, which supports the Commonwealth's policy of increasing diversity spending worth over $3 million annually. The current structure and evaluation criteria for this RFQ are likely to result in a very significant decrease. Will the Commonwealth replace the stated 6% target with the competitive Small Diverse Business Submittal that has been recently updated, simplified and reinforced by the Department of General Services (DGS)?

Answer – PennDOT is amending the DBE goal to 12% per PennDOT's FHWA approved methodology.

14. **Question** – Section III-3a(ii), Contractor Qualifications, indicates that the Department's evaluation "includes the Contractor's financial ability to undertake a project of this size." How, specifically, does the Commonwealth plan to make this determination?

Answer – PennDOT conducts a review of the financial information that was submitted by the Contractor.

15. **Question** - II-10, Page 16 and Appendix C, Formulas in Appendix C, The formulas in Appendix C do not appear to be working as intended. For example, the rate card does not appear to connect to any task except for Task E; is this intentional?

In addition, on the Rate Card tab, the "Number of Resources" column appears to only add 1 staff-hour per resource added. Should this column be interpreted as "Number of Hours"?

Answer - These issues have been corrected. Appendix C, Cost Submittal has been revised. Rate card information is now to be provided separately for

Transition, Years 1, 2, 3, and Turnover. In that worksheet the number of positions and number of hours per position for each deliverable is to be provided separately for the Transition, Years 1, 2,3, and the Turnover. See the revised version of Appendix C.

16. **Question** - II-8. Page 14 and III-4.B Page 21, Number of years of audited financial statements required, In section II-8, you request the last two years' financial statements. In Section III-4.B, you will be reviewing the past three years' statements. Please clarify.

    Answer – The last two years' audited financial statements will satisfy this requirement.

17. **Question** - TASK E Page 52, Task D vs Task E, in the description of Task E, you include the statement "There is no guarantee that Task D will be used by PennDOT." Please confirm that you intended that reference to be to Task E.

    Answer - The intended reference was to Task E – Additional Work.

18. **Question** - Appendix V, Additional Roles, Regarding Appendix V, is PennDOT open to vendors proposing other combinations of Position Types, Position Names, and Position Descriptions, or should all responses remain constrained to the set of position requirements listed?

    Answer - Vendors may propose other combinations of Position Types, Position Names, and Position Descriptions. The positions need to be classified as Key, Primary or Secondary and provide documentation as required per the RFQ and Appendices U and V.

19. **Question** - II-4. D. Page 12, Staffing Detail, Primary positions are required to be staffed throughout the term of the contract, but the technical submittal of the RFQ does not appear to require a commitment of the hours to be provided for each of those positions. Does PennDOT require this level of detail to be included with the technical proposal, or should hours only be provided as a summary at the Task Level?

    Answer - This is not required, refer to Appendix U.

20. **Question** – RFQ, Page 36 and 38, Task A, Transition Subtask A.3, Page 36 reads "The transition period is 90 days and all Contractors shall base their approach on this period of time." However, Subtask A.3 reads "the selected Contractor shall have sixty (60) days, or not later than the expiration of the current contract with CAI to implement and complete transition activities." Please clarify whether the transition period is 90 days or 60 days.

    Answer - The transition period is 90 days.

21. **Question** - Appendix U, Key Personnel Experience by Position, Please confirm that Appendix U is not part of the 60 page limit for the Technical Submittal.

Answer - Yes, Appendix U is not part of the 60 page limit for the Technical submittal.

22. **Question** - RFQ, Page 13, II-6, Personnel, Please confirm that Letters of Commitment are not part of the 60 Page limit for the Technical Submittal.

    Answer - Yes, Letters of Commitment are excluded from the page limit.

23. **Question** – RFQ, Page 34 of 52, Modification of services, PennDOT reserves the right to release contracted resources as workload or budget dictates. Please advise if PennDOT would consider changes in Service Levels or coverage if the cuts were substantial?

    Answer – Any modifications of services will be in accordance with Section IV.3.Q.

24. **Question** - RFQ, Appendix R, What tools are being used for development team task management?

    Answer – The tools are specified in Appendix Q. Refer to Appendix Q if you propose to deviate from those standards.

25. **Question** - RFQ, what tools are being used for application & system monitoring?

    Answer - Refer to Appendix Q.

26. **Question** - RFQ, Appendix R, What tool is being used for static analysis?

    Answer - Refer to Appendix Q.

27. **Question** - RFQ, Appendix R, What applications are using the static analysis tool?

    Answer - Applications that require CA2 security certification, applications that have implemented continuous delivery process, and certain other on-demand solutions use static code analysis. The number of applications leveraging static code analysis is expected to increase.

28. **Question** - RFQ, Appendix T, P, for each application, what is the percentage of automated regression test coverage?

    Answer - The current number of applications using automated regression test coverage is small. We expect this number to increase.

29. **Question** - RFQ, Appendix T, P, for each application, what is the percentage of automated unit test coverage?

    Answer - The current number of applications using automated unit test coverage is small. We expect this number to increase.

30. **Question** - RFQ, Appendix R, what tools are used for automated performance testing?

    Answer - Refer to Appendix Q.

31. **Question -** RFQ, Appendix R, what tools are used for automated regression testing?

    Answer - Refer to Appendix Q.

32. **Question** - RFQ, Appendix R, what tools are used for test & requirement management?

    Answer - Refer to Appendix Q.

33. **Question** - RFQ, Appendix R, Appendix A, what tools are used for defect tracking?

    Answer - Refer to Appendix Q.

34. **Question** – RFQ, What tools are used for automated code deployment?

    Answer - Refer to Appendix Q.

35. **Question** - RFQ, Appendix R, for each application, what tools are used for Source Code Management?

    Answer - Refer to Appendix Q.

36. **Question** – RFQ, How is IBM Rational ClearQuest used? For defect tracking, workflow, CRM?

    Answer - IBM Rational ClearQuest is currently used for defect tracking, workflow, and CRM. Rational Team Concert will replace IBM Rational ClearQuest. Team Foundation Services, Visual Studio Team Services, and Version One are also in use.

37. **Question** - Appendix T, P, Appendix T, and P have the listing of the applications. Could PennDOT please provide the versions for Software (java, .net, PowerBuilder), OS, and DBMS for each application?

    Answer - In general, our Java applications are JEE 6 and 7. .Net applications are version 3.5 and newer. COBOL applications are MVS COBOL. The selected vendor will be provided version information on the applications.

38. **Question** – RFQ, 34, IV-3. Documentation Format, Please clarify what technical environment the PennDOT Project Collaboration Site (PCS) is in e.g. SharePoint?

    Answer - Yes, the technical environment of the PennDOT Project Collaboration Site (PCS) is in SharePoint.

39. **Question** – RFQ, 49, The RFQ states "PennDOT currently uses a standard scoping metric, Function Points, across the different applications to define and price a Release. Function points for in-scope applications in this contract are found in Appendix T, In-Scope Applications." Because Function Point estimation techniques can vary widely, and to aid in developing / validation of our solution, please provide additional details about the method and tools used by PennDOT and/or the incumbent to classify function points and translate them into effort estimates.

    Answer - PennDOT uses a slightly modified standard of the International Function Point User Groups (IFPUG) standard which specifies the definitions, rules and steps for applying IFPUG's functional size measurement (FSM) method. PennDOT is not committed to a particular sizing methodology.

40. **Question** – RFQ and Appendix V, RFQ -13 and App. V – 2, II-6. Personnel and Appendix V - requirements for key, primary, and secondary resources, In the RFQ it states, "One (1) Resume for each Key and Primary personnel" is required, but in Appendix V it states, "Rate cards are required and resumes are optional" for Primary Positions. To ensure proper compliance with the RFQ requirements, are Resumes required for Primary personnel?

    Answer - Providing resumes for Primary Positions is optional.

41. **Question** - Appendix P & Appendix T, Appendix T: "Historical" & "New Apps" Tab. Appendix P: "Application List" Tab, All, Appendix T does not map 100% to Appendix P. For example, "Vehicle Registration (VR), CARATS, Financial Responsibility (FR), Gatekeeper" on Row 8 in Appendix T does not appear in Appendix P. Another example is that there are two Crash applications in Appendix T, Crash Java and Crash Domino. However, in Appendix P there are 10 different Crash Applications. Some Java, some .Net, some C#, one Domino. Please explain how to map each of the applications in Appendix T to Appendix P.

    Answer - The purpose of Appendix T is to provide information on application release sizing and may contain logical application groupings; the purpose of Appendix P is to provide specifics on PennDOT's application portfolio. Therefore, Appendix T may not always map directly to Appendix P.

42. **Question** - Appendix T, "Historical" & "New Apps" Tab, Column F, What does "Request" mean in column F in Appendix T? Please expand on the kinds of "requests" included in the numbers provided?

    Answer – Request is an identified and approved application modification. Refer to RFQ IV-Task D.

43. **Question** - Appendix T, "Historical" & "New Apps" Tab., Column F, please explain what the "Hours/Year" and "Estimated Hours/Year" in the Historical and New Apps tabs in Appendix T mean. Is this all the hours spent doing Service Management, Routine Maintenance, Enhancements, and Release Management? Is overall administration and people management included in these hours?

Answer - Appendix T is specific to Release Management. Overall administration and people management are not included in these hours.

44. **Question** - RFQ - 6100038014.pdf, Page 31, Section IV-1. Objectives sub-section A. General, on Page 31, section IV-1. Objectives sub-section A. General of RFQ - 6100038014.pdf it mentions that the vendor will support "PennDOT's complex and diverse portfolio of approximately 223 diverse computer applications". However, the number of applications in Appendix P and Appendix T don't match this number. Please help us reconcile these figures.

    Answer - Refer to response to Question #41.

45. **Question** - Appendix S – SLAs Revised 102016.xlsx, "SLAs & KPIs" Tab, All, Are the proposed service level metrics currently in place? If not, which service level metrics are currently in place?

    Answer - Yes, the core SLAs and KPIs in Appendix S are currently in place. However, some current SLAs will become KPIs under the new contract.

46. **Question** – General, Please provide support ticket volumes by month for the last 12 months:
    - Request Type (Incident, Service Request, etc.)
    - Application Name
    - Resolver Group Name
    - Date/time received
    - Date/time responded to
    - Date/time resolved
    - Date/time closed
    - Priority

    Answer - Please see the Categories of Worktable in question #8.

47. **Question** - Appendix C Cost Submittal, Cost Summary Tab, On Rows 10, 11, 12 and 13 - 'B: Service Management/Reporting', 'C. Routine Maintenance/Routine Maintenance Planning', 'D. Release Management/Releases & Release Management' and 'D. Release Management/Recurring Release Management, PennDOT has requested one number to show the monthly charge for each of the work streams that will be multiplied by 36 to calculate the full cost for these work streams over the 3 year period. Would PennDOT consider allowing vendors to also provide an annual charge so that we can more clearly show our year over year progression of payments? To be clear, this would not change the overall cost for these services but would give more insight into how vendors will be managing the costs over time as the deal progresses.

    Answer – Please see response to Question #15, Appendix C has been revised.

48. **Question** – RFQ, II-6, Indicates that we should include a rate card for personnel, want to confirm this is to be included in technical response as it may be considered pricing?

Answer - Rate cards are submitted in the Cost Submittal. The Cost Submittal is not included in the technical response.

49. **Question** – Appendix T, Historical Tab, Please provide historic data on the number of Incidents/Problems based on severity level (1 through 4) to estimate application maintenance and operational support effort and team size required. We assume that incidents are in addition to the enhancement requests listed on the historical tab.

    Answer - Refer to responses to Questions #8 and #9. Incidents and call support are tracked separately until a CQ is initiated for a release, when necessary, for follow-on work.

Incidents/Call Support Table	
Low	4,999
Medium	1,772
High	988
Critical	37
Total	7,796

*Time Period: 12/1/2015 through 11/30/2016

50. **Question** - Appendix T, Historical Tab, should this historical demand for enhancements be used as an approximation for future demand? What guidance can you provide regarding the 3 year forecast?

    Answer - Yes, Appendix T, Summary Tab provides the estimate for historical and new applications. Refer to the Appendix T, Summary tab for the three-year forecast.

51. **Question** – Appendix T, please provide the current size of the incumbent team, segregated by Incident vs. enhancement activities.

    Answer - Refer to response to Questions #5.

52. **Question** – Appendix T, New Application Tab, do you have an estimate for the ticket volume or support requirements for the new applications?

    Answer - No, an estimate for the ticket volume or support requirements is unknown.

53. **Question** - Appendix T, New Application Tab, can we assume that the Estimate per year for new applications reflects the ongoing demand?

    Answer - Yes

54. **Question** – Pricing, Rate Card Tab, does the Number of Resources column reflect the aggregate total of resources for the three years or does it reflect the annual total, example if we assume that we need 5 developers for each year, do we indicate 15 or 5 resources?

    Answer - Please see response to Question #15, Appendix C has been revised.

55. **Question** – SLAs, Can you please provide historical SLA and KPI performance data as well as historical productivity?

    Answer - SLAs and KPIs have been met or exceeded in nearly all situations. Exceptions have been reported promptly and remedied to the Department's satisfaction.

56. **Question** – SLAs, can you please describe the commercial construct associated with the SLA and KPI program, i.e. fees at risk, penalty pool, etc.

    Answer - SLAs and KPI's were constructed in consultation with Gartner Inc. and based on ITIL best practices. Refer to RFQ Task B.8.

57. **Question** - RFQ says that is open for "only those contractors qualified in one (1) or more of the following service categories under the Commonwealth's Master Information Technology (IT) Services Invitation to Qualify (ITQ) Contract, 4400004480". Is it possible for us to pursue ITQ 4400004480 and become eligible for this solicitation right now?

    Answer – Yes, but all Contractors must have an executed ITQ contract by February 1, 2017 at 2:00 PM or its proposal shall be deemed non-responsive.

58. **Question** - Is it possible for us to get a list of currently qualified service providers under various categories of 4400004480?

    Answer – Yes, you can obtain a list of currently qualified service providers by visiting http://www.emarketplace.state.pa.us/ clicking on *ITQ*, then clicking on *Search Suppliers,* then selecting the radio button for *Master IT Services ITQ and then selecting Software Development Services* or *Geospatial Technologies/Geospatial Information Systems (GT/GIS) Services.*

59. **Question** - If we submit an application for ITQ, would we be able to get it approved in time to submit our response to this RFQ?

    Answer – Refer to response to Question 57.

60. **Question** - Also, can we ask for an extension of 4 weeks on the RFQ due date?

    Answer – Per Section I-9. Response Date of the RFQ, the due date for the sealed proposals is specified in the RFQ Calendar of Events. An extension will not be given for proposals received after the due date specified in the RFQ Calendar of Events.