

APPENDIX Y
PREPROPOSAL CONFERENCE GUIDE

RFQ 6100038014 – Application Managed Services
Addendum 2 – Appendix Y – Pre-Proposal Conference Guide

PREPROPOSAL CONFERENCE GUIDE

1. Ladies and Gentlemen, my name is **Holly Zeiders, Management Analyst, for the Bureau of Office Services**. I am here on behalf of **William Gipe the Issuing Officer of RFQ #6100038014 – Application Managed Services**. He is responsible for **administrative and contractual questions, comments, and issues**. Other Commonwealth personnel present are **Lara Livergood, Division Chief, Bureau of IT Project Development and Delivery; Roger Riley, Director, Bureau of Business Solutions and Services; Denise Gross, Bureau of Equal Opportunity; Keyla Evans, Bureau of Equal Opportunity; and Diane Chamberlin, Bureau Director, Bureau of Office Services, Procurement Liaisons for this RFQ**. Please be sure to sign the attendance register.
2. May I ask you now to introduce yourselves giving your name, title and the firm you represent? ----Thank you.
3. To facilitate the questions and answers portion of the conference, question forms were provided on the table where the sign in sheet is located. Please use this form to write out your questions. When we reach the questions and answers portion, we will collect the forms and read each question without identifying the firm involved. Thank you.
4. This Pre-proposal conference has **four** purposes:
 - a. To furnish you some of the background leading to the issuance of this request for quotes;
 - b. To emphasize those requirements of the RFQ we consider especially important;
 - c. To point out some areas Offerors have had problems with in the past; and
 - d. To attempt to provide answers to your questions written on the questions form concerning the RFQ.
5. **Background.** Roger Riley will now provide a short, technical overview of the project.

Problem Statement. The Project described in this RFQ is a result of PennDOT's continuing need primarily for maintenance and enhancements services in support of PennDOT software applications. These services shall address a wide range of functionality including, but not limited to the full software development lifecycle (SDLC), work scheduling and control, project management metrics, and service improvement.

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Objectives.

The primary objective of this RFQ is to select a Contractor who shall be responsible for providing the oversight and management for the maintenance of PennDOT's complex and diverse portfolio of approximately 223 diverse computer applications that support PennDOT's core business processes critical to the mission of PennDOT. Many of these diverse computer applications are used by Pennsylvania citizens and business partners while others are used solely by PennDOT employees.

Currently, support of existing PennDOT computer system applications are provided through a Contract with Computer Aid, Inc. (CAI) from August 17, 2009 through August 17, 2017. To prevent a lapse in service, PennDOT expects the selected Contractor to complete any and all transition activities for this Project in a seamless manner to ensure no interruption to PennDOT's operations, service provided to the public, and/or PennDOT software applications.

Nature and Scope of the Project.

As PennDOT strives to improve its services and support enterprise initiatives, the demand for information technology (IT) is expected to continue to grow. The selected Contractor will need to demonstrate considerable experience, skill and judgement using proven IT service management practices.

In conjunction with PennDOT staff, the selected Contractor will transition IT knowledge and responsibility sufficient to assume responsibility for maintenance of PennDOT's application portfolio from the incumbent contractors. The selected Contractor will then accept ultimate responsibility for management and deliverables associated with routine maintenance and service failures, scheduled and unscheduled release management, on-call services, and turnover services for all applications included in the scope of this RFQ throughout the term of the contract. A comprehensive, but not complete, listing of specific responsibilities and deliverables is detailed in this RFQ. Although a separate PennDOT team provides infrastructure and operations support, PennDOT may opt to include infrastructure managed services during the term of this contract.

Project Scope. The scope of the project includes all objectives, requirements and tasks outlined in Part IV of the RFQ. This includes all activities necessary to complete the deliverables. The scope of the activities under this contract is organized into two (2) main categories – Tasks and Service Management. Under each main category are sub-categories that describe the activities that the Selected Contractor will be performing during the period of this contract

The selected Contractor shall provide technical and support staff for PennDOT's existing computer system applications. The selected Contractor may be required to develop larger enhancements and initiatives with other contractors or PennDOT personnel when agreements or resources are assigned. At PennDOT's discretion, the selected Contractor may be required to assume maintenance of new applications.

Contractor's responding to this RFQ shall ensure that the proposed solution, including but not limited to, any and all activities, methodologies, and deliverables,

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- adhere to OA/OIT and PennDOT standards, as well as meet or exceed industry standards and those set by the Commonwealth and PennDOT. The selected Contractor's response shall become and made part of the Project and IT Terms and Conditions.
6. **Disadvantaged Business Enterprise Information.** Denise Gross and Keyla Evans will now provide information pertaining to the Diverse Business Enterprise requirements defined in the RFQ.
 7. **Critical Points in the RFQ.** To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFQ carefully and submit a complete proposal. Our evaluation will be based almost entirely on what is submitted by you. Follow as completely as possible the proposal format given in Part II of the RFQ; this will aid us in making our comparative evaluation.
 8. **Problem Areas in the RFQ.**
 - a. No answer is official until it is confirmed in writing.
 - b. Proposals must be timely received from and properly signed by the Offeror.
 - c. The proposal shall consist of **three (3)** separately sealed submittals:
 - i. Technical Submittal;
 - ii. Cost Submittal;
 - iii. Diverse Business Enterprise Submittal.
 - d. If you specify that the proposal is not firm for the time period specified in Section I-13 of the RFQ, which is 180 days, your proposal may be rejected.
 - e. If there are any assumptions included in the cost submittal, your proposal may be rejected.
 - f. If you state that the proposal is contingent on negotiation of offeror terms and conditions, your proposal may be rejected.
 9. **Questions.** The Department received 60 questions concerning the RFQ. I will now answer those questions that have been submitted to us, in writing, after which I will attempt to answer any further questions you may have.

I will now attempt to answer any further questions you may have. I will not attempt to answer any question not reduced to writing on the question form. However, if the answer to one question generates another question orally, I ask

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that the additional oral questions be written on the questions form and provided to me to ensure that the oral questions may be confirmed in writing. All questions asked today will be officially answered in writing and will be posted to the DGS website as an addendum to, and shall become part of, the RFQ. Each Offeror is responsible for monitoring the DGS website for new or revised RFQ information.

Is there anyone who would like to take a short 5 minute break to allow time for you to prepare your written questions?

- If yes, take 5 minutes to prepare your questions on the question form.
- If no, we will now collect the questions forms.

I will read each question without identifying the firm involved and, if I can, answer it now. However, any answer given today must be considered unofficial until it is confirmed in writing. Again, all questions and written answers will be posted to the DGS website as an addendum to, and shall become part of, the RFQ. And it is each Offeror's responsibility to monitor the DGS website for new or revised RFQ information.

10. **Closing Statements.** We would like to thank you for your time and interest in this RFQ for PennDOT's **Application Managed Services**. Please continue to monitor the DGS eMarketplace website for additional information for this procurement.

Thank you and have a nice day.