

**Workers
 Compensation
 Automation &
 Integration System
 Maintenance &
 Enhancements
 RFP 6100038745**

Question #	Question	Answer
1	Whether companies from Outside USA can apply for this? (like, from India or Canada)	
2	Whether we need to come over there for meetings?	
3	Can we submit the proposals via email?	
4	We are not able to be present at the pre-proposal conference, and are asking if we can attend via a conference call or phone line. Is this possible?	
5	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	
6	Is online help within the scope of the offerors responsibility?	
7	Is there a goal for cost reduction? % of budget for example? What are the expectations? Cost per resource? Headcount? Enhancements (Time to market for example).	
8	Enhancements completed timely? Can we re-estimate current enhancements in the pipeline during transition? Are the enhancements already approved for development?	
9	Can you please explain "Fixed" price? Can we fix a block of hours each quarter? Year?	
10	Physical office space: Can resources work remote?	

11	How many of the roles are FTE's? How many are Contractors? What is the breakdown or % allocated of enhancements, support, defects, etc. for developers.	
12	What is the % of defects vs enhancements? How are enhancements estimated today? How are defects and enhancements determined are this could affect cost and utilization?	
13	Are all reports custom? Are new reports considered enhancements?	
14	Are any specific roles expected to be an employees of WCAIS? Product Owner at least?	
15	How do you ensure data reliability today?	
16	How is operational support engaged today? Are you satisfied with the process?	
17	Can the current system support costs be identified? Can they be shared?	
18	Is the requested project scope consistent with the scope of services provided under the existing WCAIS maintenance and enhancements contract? What services, if any, have been added or removed under the new contract scope?	
19	What are the historical metrics regarding the percent allocation of total FTE time, of the incumbent contractor, for Release Management, Maintenance/Operational Support, Training, and Project Management? Approximately percentages are appreciated if actual metrics are not available.	
20	How many project references with client contacts are being requested in the RFP response?	
21	Are the requested WCAIS training services currently being performed by the incumbent contractor under the existing contract? If not, how are the business users currently receiving any required system training?	
22	When was the last time that business users received system training similar to what is being requested in the RFP?	

23	Are the business user training services expected to be provided over the full term of the contract, or will these be limited to specific training programs to be delivered on target dates to be established by L&I?	
24	If training services are required over the full term of the contract, what is the expected frequency of the training sessions to be conducted?	
25	Will onsite training sessions be conducted at a single site to be designated by L&I, or will multiple training locations be utilized? Is the Commonwealth able to provide any guidance that Offerors can use to estimate training travel requirements?	
26	The RFP indicates a need for the selected Offeror to crosswalk users from the system's current functionality to the system's new functionality. Are there significant system changes contemplated that are driving the need for training across the entire business user community?	
27	Is the incumbent contractor committed to support the services transition to the selected Offeror for the full project initiation and transition period?	
28	Has the incumbent contractor or L&I developed a Formal Knowledge Transfer Plan (or similar document) we can reference in refining our Transition phase? If so, would you please provide a copy.	
29	Will L&I provide its preferred tools and devices for performing accessibility testing or will the successful contractor be expected to provide their own?	
30	How many full-time equivalent (FTE) resources does the incumbent contractor currently have engaged under the existing contract?	
31	How many dedicated resources does L&I OIT currently have working in conjunction with the incumbent contractor on services provided under the existing contract? Does L&I OIT plan to assign the same level of dedicated resources under the new contract?	

32	<p>What alternate infrastructure has L&I deployed to support WCAIS failover in the event of a disaster? Where is the failover infrastructure located?</p> <p>Please confirm if the current FTE resources included in Appendix U represent a combination of resources provided by the incumbent contractor and L&I OIT. Is the Commonwealth able to provide additional detail on which resources and roles are provided by L&I OIT?</p>	
33	<p>What is the current distribution of Senior, Intermediate, and Junior level resources for the BA and Developer positions on the current project team?</p>	
34	<p>There appears to be a regular quarterly release schedule except for June of 2016, when no release was deployed. Does Appendix Y, Page 1, include ALL production deployments (planned and unplanned) or are only major/planned releases listed?</p>	
35	<p>Regarding the previous question, if only major/planned releases are listed, but there have been additional deployments to production between the listed releases, can you please provide a list of the interim releases and associated deployment dates?</p>	
36	<p>Can you provide the total hours expended on each of the listed releases?</p>	
37	<p>For each page, can you please provide a breakdown by priority (such as critical, high, medium, low) for each Program Area? For example, on Page 2, what is the priority breakdown for the 473 outstanding System Enhancements in the WCOA Program Area? Approximate numbers/percentages are appreciated if actual metrics are not available.</p>	
38	<p>For the defect backlog, can you please provide the total number of critical, major, minor, and cosmetic defects by Program Area? Approximate numbers/percentages are appreciated if actual metrics are not available.</p>	
39	<p>For the defect backlog, can you please provide the total number of critical, major, minor, and cosmetic defects by Program Area? Approximate numbers/percentages are appreciated if actual metrics are not available.</p>	

DRAFT

40	For each page, can you please provide a rough estimate of total backlog hours by Program Area? For example, on Page 3, what are the total estimated hours of work for Application Defects in the BWC - Healthcare Services Program Area?	
41	For each page, can you please provide an average age by Program Area? For example, on Page 2, how long (on average) has a System Enhancement remained in the backlog for each Program Area?	

