RFP #6100041671 – Modernized Vehicle and Driver License System
Addendum 9 – Appendix NN – Questions & Answers

Part I—GENERAL INFORMATION

1.   **Question** – Has the Department determined an anticipated cost for this effort; and if so, are you able to provide the amount

      Answer – PennDOT does not release budget information.

2.   **Question** – Has the Department identified a funding source for this effort; and if so, are you able to indicate which source(s) may be used?

      Answer – The question is not clear to PennDOT; see response to question 1.

3.   **Question** – Does the State have a projected budget cost for this solicitation?

      Answer – See response to question 1.

4.   **Question** - Is budget identified and approved?

      Answer – See response to question 1.

5.   **Question** - Please provide the Commonwealth's budget for the MVDLS Project.

      Answer – See response to question 1.

6.   **Question** – Budget. What is State's budget for vendor provided services in this project?

      Answer - See response to question 1.

7.   **Question** - Budget/Travel Expenses.
      a. Please clarify where would the meetings with SME (specifically for requirements and gap analysis) be held?
      b. Does the vendor staff need to travel to locations other than Harrisburg (PA) for project purposes [Requirements Verification, User Acceptance Testing (UAT) etc.]?
      c. If yes, please provide locations, time/duration and frequency of such travel.

      Answer –
      a. SME meetings are expected to be held at locations identified in the RFQ Section I-22 to accommodate the locations of current PennDOT staff.
      b. Yes, it is anticipated that the selected Contractor may need to travel to locations throughout the Commonwealth for certain activities.
      c. PennDOT locations can be found via the PennDOT website. Time/duration and frequency of such travel will be dependent upon the detailed project schedule. Please see RFQ Section III-6, Task A.

8. **Question** – Location. Can a vendor, with principal office in US, execute some of the project activities from an offshore development center outside US, like Canada?

   Answer – No. Please refer to RFQ Section I-22, Issuing Office Participation.

9. **Question** - Budget / Infrastructure. Please confirm that the State will provide necessary office facilities, phones, cubes, software, etc. to the contractor onsite resources?

   Answer – Please refer to the RFQ Section I-22, Issuing Office Participation.

10. **Question** – General. What is the expected Start and End date of the project?

    Answer – We anticipate starting the project in January 2018.

11. **Question** – Budget. Has the State established funding for this project?

    Answer – See the response to question 1.

12. **Question** – GCOM is in the process of submitting an application to the Commonwealth's Master Information Technology (IT) Services ITQ Contract (4400004480) but we are not yet on the contract. Can we submit a proposal in response to RFQ 6100041671?

    Answer – Yes, but all Contractors must have an executed ITQ contract by August 2, 2017 at 12:00 PM or its proposal shall be deemed non-responsive.

13. **Question** – Our company is awarded under the noted contract (#4400004480, however, our award letter notes Consulting Services-IT General. Do we still qualify to bid on this contract?

    Answer – Offerors must be registered in the correct sub-category to apply for this RFQ.

14. **Question** – Are you able to provide incumbent vendor information for the existing systems CARATS and DL&C?

    Answer – Existing CARATS and DL&C systems are supported by state employees, maintenance staff through the Managed Maintenance contract with Computer Aid Inc. (CAI), and additional project support staff through the Commonwealth staff augmentation contract with Optimal Solutions and Technologies, Inc. (OST).

15. **Question** – Will the Department contract for any additional services as part of this effort, but not within the scope of this RFQ, such as: staff augmentation, systems integration, data migration, QA, PMO, IV&V, etc. If so, please provide the procurement method and time frame for each subsequent procurement. Also, please indicate if any of the services will be combined or if each will be acquired individually.

    Answer – The Commonwealth reserves the right to contract for additional services during the term of this contract.

16. **Question** – Who is the incumbent vendor providing the services? Can we request for the contract document/details?

    Answer – Existing CARATS, FR, and DL&C systems are supported by state employees, maintenance staff through Managed Maintenance contract with CAI, and additional project support staff through the Commonwealth staff augmentation contract with OST. Contract documents can be requested for the Managed Maintenance contract and for the OST contract.

17. **Question** - Part I - General Information; Appendix E, The RFQ scope of work suggests that PennDOT is seeking a systems integrator to partner with the Commonwealth over a three (3) – seven (7) year period to replace three (3) core legacy systems. Contrary to the scope and the evaluation criteria asks, the cost sheets seem to indicate that the Commonwealth is actually requesting staffing in a staff augmentation model. Please clarify what the Commonwealth is, in fact, looking for in this solicitation.

    Answer – Please refer to Appendix E, Cost Submittal – Revised 6.28.17.

18. **Question** – Will the mandatory pre-proposal conference be available through web-ex or comparable technology?

    Answer – No. Refer to Section I-8, Pre-proposal Conference of the RFQ.

19. **Question** – Main Document - Are there any vendors that would be precluded under the Adverse Interest Act from participating in this contract either as a Prime Contractor or as a subcontractor?

    Answer – Yes. There are vendors that would be precluded from participating in this contract either as a Prime Contractor or as a Subcontractor due to the Commonwealth's Adverse Interest Act.

20. **Question** - Are organizations that assisted in the RFP process allowed to bid on the development of this RFP?

    Answer – The question is not clear; however, PennDOT believes that any organizations that assisted in the RFQ process will not be allowed to bid on the RFQ.

21. **Question** – RFP Process, Will the State of Pennsylvania extend the due date of the RFQ response from 07/12/2017 to 08/04/2017, due to the complexity of the technical solution on the RFQ response?

     Answer – The Commonwealth has extended the due date to August 2, 2017.

22. **Question** – Pricing, Is the State of Pennsylvania open to vendors redacting all cost plus information provided before it is made public, due to intellectual property issues?

     Answer – No.

23. **Question** – Scope, Can the delivery /solution use off shore resources based in India?

     Answer – No. Please refer to the RFQ section I-22.

24. **Question** – Scope, 2. Enhance Services. b. Provide a platform to enable Enhanced Safety Programs by driver demographic and by technical advances (i.e. self-driving vehicles), page 5, Does the system need to integrate real-time with enforcement and safety systems?

     Answer – Yes. Integration needs to occur in real-time.

25. **Question** – Scope, para 1, page 6, Can you explain if the solution needs to accommodate one OR multiple point solution Databases?

     Answer – The solution needs to accommodate multiple point solution databases. The modern solution must be able to accommodate customer, vehicle, address and other key entity data that may be impractical or impossible to integrate. Fully integrated entity data must not be a prerequisite for successful operation of the modern solution.

26. **Question** – Scope, 3. Improve Tools & Data. c. Become a trusted authenticator of identities and system of record information. Will the new MVDLS system be the system of record?

     Answer – Yes, MVDLS will continue to be the system of record for Motor Vehicle and Drivers License information.

27. **Question** – RFQ, Section I-22, page 15, Issuing Office Participation; states, "Contractors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this Section (I-22). Workspace for all key Contractor resources as identified in Appendix O – Contractor Roles, Responsibilities and Minimum Qualifications will be provided, including personal computers (PCs), telephones, and any software listed in Appendix G – PennDOT Enterprise IT Standards of this RFQ. PennDOT will also provide off-site access to approved Contractor personnel for access to Commonwealth systems as required. "

    1. Are there any physical requirements / preferences for an off-site work location other than that it be located within 50 miles of PennDOT headquarters in Harrisburg?
    2. Is off-site work to be performed on contractor or PennDOT supplied devices?
    3. If the devices are to be supplied by the contractor, must they meet any standards for hardware and / or software beyond those described in Appendix G of the RFQ?

    Answer –
    1. There are no preferences; however the Commonwealth reserves the right to request a physical tour(s) of the off-site facility
    2. Contractor must provide devices.
    3. Yes. Please refer to Information Technology Policies. These ITPs include, but are not limited to: ITP_PLT001, PLT012, and PLT017.

28. **Question** – Section I-12.A. Proposal Requirements, "In addition to the paper copies of the proposal, Contractors shall submit two (2) complete and exact electronic copies of the proposal components on separate flash drives in Microsoft Office or Microsoft Office-compatible format. The electronic copies must be a mirror image of the paper copies and any spreadsheets must be in Microsoft Excel.

    The Contractors may not lock or protect any cells or tabs. Contractors should ensure that there is no costing information in the Technical Submittal. Contractors should not reiterate technical information in the Cost Submittal."

    Do you want Bidders to provide two (2) flash drives each containing both the Technical and Cost Submittal files?
    OR
    Do you want Bidders to provide one (1) flash drive containing the Technical Submittal files and one (1) flash drive containing the Cost Submittal files for a total of two (2) flash drives?

    Answer – Contractors should submit two (2) complete and exact copies of the Technical Submittal and Cost Matrix on two (2) flash drives.

29. **Questions** – Section I-12 Proposal Requirements, B. Proposal Format, "Proposal Format: Contractors must submit their proposals in the format, including heading descriptions, outlined below…."

    Please confirm Vendors are to use following headings from Part III to structure the Technical Submittal response.
    III - 1. Requirements
    III - 2. Statement of the Project
    III - 3. Qualifications
    III - 4. Training
    III - 5. Financial Capability
    III - 6. Work Plan
    III - 7. Reports and Project Control
    III - 8. Objections and Additions to Standard Contract Terms and
    Conditions.

    Should vendors only provide written response to the headings marked with "Contractor Response" highlighted in green?

    Answer – Potential Offerors should respond to **Part III,** Technical Submittal.

30. **Question** - Part III - Technical Submittal, In Addendum #3, the Department removed Section V of the RFQ from this solicitation; Section V provided Bidders with a cross-reference to one version of Commonwealth Terms and Conditions. Can the Department now confirm what set of Commonwealth Terms and Conditions will apply to this solicitation?

    Answer – See ITQ contract number 4400004480 for the Terms and Conditions.

31. **Question** - **Calendar of Events, Page V,** Sealed proposal must be received by Wednesday July 12, 2017 by 12:00pm, Could the Commonwealth extend the RFP due date 6 weeks?

    Answer – The Commonwealth has extended the due date to August 2, 2017.

32. **Question -** Calendar of Events, Page V, Will the Commonwealth allow another round of questions?

    Answer – Yes.

33. **Question** – Page 12, **I.12.B.A,** A. Technical Submittal, which shall be a response to this RFQ in accordance with Part II, Sections II-1 through II-9. Please clarify that Part II reference is incorrect and should read Part III.

    Answer – Confirmed. It should read Part III.

34. **Question** - Sec: Overview of Project, Page 6, "The technologies and methods used to build the current PennDOT systems are outdated. PennDOT's major systems—the Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C)—have been in production since 1987 and 1990."

   a. Please provide technical stack of all 3 applications (CARATS, FR and DL&C)
   b. Please provide exact version of technologies used in above 3 applications

   Answer –
   a. CARATS, FR and DL&C are custom-built mainframe based applications, that are written in MVS COBOL, and are online IMS conversational. Most of the DVS databases are IMS. There are also some DB2 databases.
   b. COBOL for zOS (4.2.0)
      IMS Version 13 (Plan to Upgrade to V14 1Q 2018)
      DB2 Version 11.1

35. **Question** - Sec: Background Page-7, "*Agile methods reduce risk further by releasing working software at the end of short multi-week sprints.*"

   Please confirm if State expects functionalities for all applications to be deployed and used by Business at one go (i.e. one final deployment), Or, are they expected to be incrementally deployed into production to be used by Business as and when development (and testing) is completed.

   Answer – Please refer to the RFQ Section III-1 E.

36. **Question** - Sec: MVDLS Blueprint and Detailed Appendices Page-7, "*The Blueprint does not include functions and systems that PennDOT has already modernized or is in the process of modernizing, as outlined below. While those functions are currently considered out of scope for the MVDLS Project, the MVDLS Solution must integrate with those functions or systems per the requirements. PennDOT reserves the right to work with the selected Contractor to add these and other functions to the scope:*
   * *Meds – Completed*
   * *Apportioned Registration Program (ARP) – Completed*
   * *Fleets – Completed*
   * *Card Production System – Completed*
   * *Placards – Completed*
   * *Inspections – In Process*
   * *Dealers – In Process*"

   a. Please provide technical stack of all the above system.
   b. Please provide exact version of technologies used in all the above system.
   c. Please details of integration methods supported by the above systems.

Answer – The systems listed above were built using recent versions of widely-used technologies, including Java EE 7, C#.NET 4.5, Oracle 11g, SQL Server 2008 and 2014. Interfaces between these systems and the new MVDLS solution will be loosely-coupled, standards-based and delivered using middleware technologies, such as: IBM Integration Bus (IIB), Informatica PowerCenter, or GlobalScape Managed File Transfer (MFT).

37. **Question** - Sec: I-5 Term/Notice to Proceed/Purchase Order. Page-8, "*Within the initial contract period, the selected Contractor must complete the Project Initiation Work Package and deploy at least five (5) Releases.*"

    a. Please provide the details on what is the expected scope from each Work Package
    b. Please confirm the basis for coming up with the request of at least five (5) releases
    c. Please confirm if after each Release, components within will be Live and State expects Business to start using the available functions.

    If response to (c) is 'Yes', please provide clarification on State's plan to maintain both old and new systems in sync.

    Answer –
    a. Please refer to section III-6, Project Delivery.
    b. PennDOT identified five (5) releases based on the project scope and approach.
    c. Please refer to the RFQ section III-1 E, Task D, and Task E.

38. **Question** - Sec: I-8 Pre-proposal Conference-Mandatory. Page-9,
    a. Will State be open to allowing Vendors to participate the Pre-Proposal Conference via Teleconference.
    b. If 'Yes', please provide the dial-in number.

    Answer – No. All vendors must participate in person.

39. **Question** - RFQ Development.
    a. Did the State utilize a contractor for defining and documenting the requirements within RFQ, if so, please specify the name of the contractor??
    b. As a follow-up to the above question, please clarify if the vendor(s) that assisted the State with the development of this RFQ is/are allowed to bid on this RFQ

    Answer – The question is unclear; however, PennDOT believes the reference is to Appendix Z – Historic Requirements Documentation Index and these documents can be accessed by completing and submitting Appendix CC – Non-Disclosure Authorization form.

40. **Question** - Work Location/Connectivity.

a. Please confirm if Vendor can complete tasks from an offsite location.
b. For Tasks worked upon from offsite location, please confirm if State will provide VPN access to the required State servers.

Answer –
a. Yes. Please reference the RFQ section I-22.
b. VPN access will be granted; however, a Business Partner connection will be required to connect to the Commonwealth network. This is an expense to be the selected Contractor.

41.   **Question** – Contract. Please confirm that no bonds or damages are required under this RFQ.

Answer – Refer to the ITQ Contract 4400004480 for the Terms and Conditions.

42.   **Question** - Sec: I, Page-9, Business Staff Training
a. How many Business Staff will need to be Trained as part of this project?
b. Can we assume all training will happen in Harrisburg (PA) or should we plan for travel? If so, which locations?
c. Can we propose train the trainer based training?
d. Please confirm if Training Materials can be provided in Soft Copies format.

Answer –
a. Please refer to Task I, Training.
b. Contractors should plan for travel to select PennDOT facilities in the Commonwealth for training. The locations will be determined per Task I.
c. Yes. It is an option.
d. Yes, per Task I.

43.   **Question** - Sec: I, Page-9, Technical Staff Training
a. How many Technical Staff will need to be Trained as part of this project?
b. Can we assume all training will happen in Harrisburg (PA)or should we plan for travel? If so, which locations?
c. Can we propose train the trainer based training?
d. Please confirm if Training Materials can be provided in Soft Copies format

Answer -
a. Please refer to Task M, Transition & Phase Close-Out.
b. Training for technical staff will be held in Harrisburg locations, per section I-22.
c. No.
d. Yes.

44.   **Question** – General, Can the Commonwealth please describe any anticipated impact on MVDLS scope, schedule, or functional sequence of the Commonwealth Real ID Act legislation that may be signed in to law?

        Answer – No impact.

Part II- CRITERIA FOR SELECTION

45. **Question** - Please provide the maximum number of points associated with each section of the technical proposal.

Answer – The Commonwealth does not disclose this confidential information.

46. **Question** – Contract. Will any preference be given to a particular group of companies (for example, local, non-profit, minority owned)?

Answer – PennDOT is committed to ensuring that Diverse Businesses (DBs), have an opportunity to participate in transportation projects financed with state funds under Section 303 of Title 74 of the Pennsylvania Consolidated Statutes. The program requirements are not to give preference to a Diverse Business as defined by the statute, rather, they require the selected offeror to demonstrate a Good Faith Effort to subcontract portions of the work to Diverse Businesses.

Diverse Businesses can be conditionally approved by PennDOT and require certifications by third party agencies before they are verified as Diverse Businesses.

For the purpose of this program, a Third-party Certifying Organization is defined as: An organization that certifies a small business, minority-owned business, women-owned business or veteran-owned small business as a DB, including the National Minority Supplier Development Council; the Women's Business Enterprise Council, the Small Business Administration; the Department of Veterans Affairs; and the Pennsylvania Unified Certification Program.

Small Diverse Business and Small Business participation constitutes 20% of the total points allocated for the RFQ as detailed in Sections I-29(1), II-4(c), and Part V of the RFQ.

47. **Question** - What are the financial / pricing audit requirements from the State of Pennsylvania for the awarded vendor?

Answer – PennDOT does not understand the question; however, we believe it refers to Part I-12. B. The term "pricing audit" does not appear in the RFQ.

Part III- TECHNICAL SUBMITTAL

48. **Question** – Main RFQ Document, Section III-6, Page 32, The RFQ states "Use the task descriptions in Part IV…as your reference point" for describing the vendor's plan for accomplishing the work." Part IV is the Cost section. Please confirm if this reference should be III-6 Work Plan.

     Answer – Yes. The reference should be Section III-6, Work Plan.

49. **Question** – Main RFQ Document, Section III-6 Task B, Page 37, The RFQ states "…PennDOT will make available CARATS and Financial Responsibility systems legacy source code for Contractor review. All such **documents** will be available upon [execution and receipt] of a signed Appendix CC – Non-Disclosure Authorization". Could PennDOT confirm whether this legacy source code can be provided in document form? We have submitted this form but have yet to receive the source code. Could you also please clarify when this documentation will be provided?

     Answer – The source code will be provided in document form. All Non-Disclosure forms received have been processed. If a Contractor has a specific question regarding its Non-Disclosure form, please submit the question to the PDRFPQuestions@pa.gov mailbox listed in the Calendar of Events.

50. **Question** - Main RFQ, Appendix T, Appendix Y, Section III-6, Task C, Page 39, Please confirm whether the To-Be Process document delivered with the first 36-month contract term should include only the process categories that are bolded I the list on pages 39 and 40.

     Answer – Yes.

51. **Question** - Main RFQ Document, Appendix Y, Section III-6, Task E-12, Page 44, The RFQ document does not include a Task E-14 but Appendix Y references E-14 Proof of Concept (Foundational Subsystems). Please clarify whether Appendix Y's reference to E-14 should actually refer to E-12.

     Also, please clarify the scope of the Proof of Concept required for "Foundational Subsystems" within the Initial Work Package.

     Does PennDOT require a POC for each of the listed foundational subsystems during the Initial Work Package?

     Answer – Please see Appendix Y – Initial Work Package Deliverables - Revised for the updated task references.

     Foundation Subsystem Proofs of Concept must be completed within the 12-month timeframe for implementation of Foundation Subsystems as depicted in Appendix T – Project Timeline and Phases.

52. **Question** - Main RFQ, Section, III-6, Task F, Page 45, The RFQ document states "PennDOT will maintain responsibility for all changes to the legacy CARATS system." This statement is included in the RFQ requirement associated with data migration.

    Could you also confirm that this statement applies to all changes to PennDOT legacy systems that may be required during the MVDLS project? This may also include changes that may be required to support data synchronization between the legacy systems, and the MVDLS system during a period in which both legacy systems and the MVDLS system are operational.

    Answer – Yes. Section III-6, Task F and Data Migration RACI addresses data synchronization responsibilities. The Commonwealth will maintain responsibility for support of the Legacy applications. The Commonwealth anticipates and expects that PennDOT and the Contractor will mutually support issues related to the new MVDLS solution.

53. **Question –** Main RFP, Appendix T, Section III-6, Page 61, Under "Foundation Subsystems, Iterations & Releases," the RFP states that the work under this heading occurs after the completion of the Initial Work Package. Appendix T appears to be in conflict, showing the Foundation Subsystems starting at the same time as the Initial Work Package.

    Given the importance of the initial work package that sets the direction for the rest of the project, can we assume that work for the foundational systems will commence after the conclusion of Initial Work Package – which is 5 months from project start, thereby from Month 6 to Month 18. If you concur, please update the project schedule chart to reflect this update.

    In addition, could you also confirm that in the event foundational elements are needed only in subsequent releases, then those elements can be delivered in alignment with those releases?

    Answer – RFQ Section III-6, Project Delivery, Foundation Subsystems, Iterations & Releases should be amended to read that the Foundation subsystem work will start concurrently with the Initial Work Package to be consistent with Appendix T, Project Timeline and Phases.

    Foundation Subsystems are required to be implemented as depicted in Appendix T, Project Timeline and Phases.

    Vendor shall deliver Proofs of Concept for functionality needed in subsequent releases.

54. **Question** – T&C's, Will the State of Pennsylvania be open to accept a proposed limitation of liability clause language during contract negotiations?

Answer – Please refer to Part III-8, Objections and Additions to Standard Contract Terms and Conditions of the RFQ.

55. **Question** – Section 2, page 25, Project methodology to be followed is iterative. But the actual implementation to be in Agile/Scrum model. Having Sprints with regular releases. To be confirmed.

    Answer – Please refer to Section III-1 E of the RFQ.

56. **Question** – Scope, C. MVDLS Blueprint and Detailed Appendices. The Blueprint Conceptual Scope. Para 1, line 6, Please clarify the statement around non-COTS solution contradicting the Enterprise standard document.

    Answer – The question is unclear but PennDOT assumes the question to be in reference to Section III-1 A of the RFQ.

57. **Question** – General, Does PennDOT have a standard software product for creating mockups and wireframes of application user interfaces that should be used on this project, or should one should be proposed?

    Answer – PennDOT does not currently have an enterprise standard technology for preparing mockups and wireframes of application user interfaces. Contractors are free to propose any such technologies.

58. **Question** – General, Does PennDOT have a standard software product for report design and correspondence design that should be used on this project, or should one should be proposed?

    Answer – PennDOT uses several technologies for report design and development for producing heavily-formatted reports and correspondence. Only one technology (Business Objects Crystal Reports) is used broadly enough to be considered an enterprise standard. Contractors are free to propose any such technologies.

59. **Question** – General, Is it necessary to specify the location of the servers (EDC or PACS) to be proposed for the solution?

    Answer – Specifying the location of servers is not necessary. However, if the Offeror's solution or any part of an Offeror's solution is to be hosted outside an existing Commonwealth data center then that information should be specified.

60. **Question** - RFQ page 24, section III-1.C.3 refers to PennDOT's Java EE application framework (PDJF). Can PennDOT Java Framework (PDJF) be made available for review?

    Answer – PDJF is a modern web application framework based on Java EE 7, Java Server Faces, Spring, Hibernate, CDI, AspectJ and several other widely-

used application frameworks and components. PDJF is available to be used for the MVDLS project, but it is not required. Source code for PDJF will only be made available only to the Selected Contractor.

61. **Question** - RFQ page 45, Task F describes the Data Migration task. Is PennDOT open to select data migration tasks being performed at a U.S. remote location other than the off-site development center? In other words, is it acceptable to do data migration at a facility beyond the 50 mile radius?

    Answer – Please refer to RFQ section I-22 with a focus on a goal for face-to-face collaboration.

62. **Question** - RFQ page 50, Task G-16: Facilitate and Support UAT Testing; will PennDOT be responsible for soliciting/coordinating participation of parties external to PennDOT (e.g., title servicing companies, dealerships, etc.)?

    Answer – Yes. PennDOT will solicit participation from external parties and those parties will be in scope for completion of Task G.

63. **Question** - RFQ page 53, Task I-3 states, "Work with PennDOT staff to identify individuals who need training, determine their specific training sessions based on their role, and schedule them for training sessions."
    1) Does PennDOT have a training management system in place?
    2) If so, can it be used to help schedule sessions and participants?

    Answer – No.

64. **Question** - RFQ page 54, Task J-7: Provide Post-Implementation Support, states that the selected contractor shall "establish a toll-free phone number and provide twenty-four (24) hours a day, seven (7) days a week, three hundred sixty five (365) days a year support for the system and provide service in accordance with Appendix Q – Service Level Agreements during the Post-Implementation Support period." Is it correct that this number is for use PennDOT IT staff rather than MVDLS users?

    Answer – The number will be used by designated PennDOT staff. PennDOT does have a process for initial triaging of system issues. See the response to question 65.

65. **Question** - RFQ page 57, Task L-2: Perform Detailed System Troubleshooting; states, "Support shall be provided in accordance with standard PennDOT service desk processes". Can PennDOT provide documentation regarding these standard service desk processes?

    Answer – PennDOT operates a single-point-of-contact Service Desk and has templates and procedures to follow for incident management. Procedures, templates, and other supporting reference material will be made available to the selected Contractor.

66. **Question** - RFQ page 63, section IV-1 states, "The information requested in this Section II-11 and Appendix E – Cost Submittal shall constitute the Cost Submittal." Can the Commonwealth please clarify if this was intended to read as follows: "The information requested in this Section IV-1"?

    Answer – Yes.

67. **Question -** Part III - Technical Submittal, III-1.Requirements, item B, "At a minimum, the MVDLS Solution shall provide functional equivalence (all of the functionality currently leveraged by PennDOT in existing legacy systems)."

    For purposes of estimation and budgeting for enhancements to existing functionality, can you provide some guidance on how much you expect the to-be solution to differ from the current application's functionality?

    Answer – Please refer to the RFQ Task B, Requirements Validation and Task C, Process Definition.

68. **Question** - Part III - Technical Submittal, III-1. Requirements, item C. "Custom-coded elements of the solution shall be developed primarily in Java EE or Microsoft C#.NET." Are there any preferences in terms of technology stack and architecture?

    Answer – No. Contractors are free to propose technology stack and architecture that is consistent with the RFQ section III-1 C.

69. **Question** - Part III - Technical Submittal, Section III-1. Requirements - Is the intent to derive the functional requirements from the existing Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications - such that the application functions will need to be reverse engineered? Or will the requirements be driven primarily by the 2006 to 2008 documented Motor Vehicle requirements for the MVDLS Solution? Can it be assumed that the documented Motor Vehicle requirements have been kept up to date for changes made to the applications?

    Answer – Please refer to the introductory paragraphs under Task B and requirements under Task B-3 in the RFQ.

70. **Question -** Part III - Technical Submittal, Section III-1, Requirements - Is the intent to derive the User Interface panel layout from the existing Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications - such that the application panel layouts and functionality will need to be reverse engineered from existing screens? Or is this information also provided in the 2006 to 2008 documented Motor Vehicle requirements for the MVDLS Solution?

Answer – PennDOT expects functional equivalence in a modern user interface.

71. **Question -** Part III - Technical Submittal, Section III-1, Requirements - Is the intent to derive the process workflows from the existing Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications - such that the application processes will mirror the steps of existing workflows and will need to be reverse engineered from existing application processing steps / workflows? Or is this information also provided in the 2006 to 2008 documented Motor Vehicle requirements for the MVDLS Solution?

Answer - Please refer to Part III, Task C, Process Definition, in the RFQ.

72. **Question -** Part III - Technical Submittal, Section III-1, Requirements - Can the application documentation that exists for the current Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications also be made available?

Answer – PennDOT believes that the existing application documentation does not add value for providing a proposal and that the information provided to date is sufficient for developing a proposal.

73. **Question -** Part III - Technical Submittal, Section III-1, Requirements - Can we get more details of the functionality and implementation of PennDOT's Java EE application framework (PDJF)?

Answer – See the response to Question 60.

74. **Question -** Part III - Technical Submittal, Section III-1, Requirements - Is the intent to use the current IMS-based database definitions as the basis for the design and structure of the relational database component for the Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications?

Answer – Yes. The modern MVDLS solution must accommodate all existing data elements managed by the legacy systems, the large majority of which are in IMS. Additional legacy data is also in DB/2. Contractor shall analyze all existing legacy data elements and develop normalized, relational data models for the new MVDLS solution.

75. **Question** - Part III - Technical Submittal, Section III-1, Requirements -Is there a specific API Gateway product / platform that must be used for exposing external APIs for the Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications?

    Answer – PennDOT uses the IBM DataPower XI52 Integration Appliance to expose web services and API's accessed by Internet and Intranet consumers. PennDOT also uses CA Security Access Gateway that can provide web application and web API security. Both technologies are PennDOT enterprise standards.

76. **Question** - Part III - Technical Submittal, Section III-8, Section III-8 of the RFQ provides that Bidders will have an opportunity to submit exceptions and may have an opportunity to negotiate such exceptions and terms and conditions. With the removal of Section V from the Solicitation, can the Commonwealth confirm that Section III-8 of the RFQ still applies to any newly applicable set of Terms and Conditions applicable to this solicitation?

    Answer – Section III-8 of the RFQ has been removed.

77. **Question** - Part III - Technical Submittal, Section 1.1, MVDLS Future Business Needs - Since some business functions for the Motor Vehicle & Driver License System (MVDLS) Project have been implemented (and are out of scope), does the implementation of the functions not yet implemented need to conform to specific design / implementation details based on the work done to date relative to the implemented functions?

    Answer – No. The MVDLS solution must interface with the implemented functions that are currently out of scope.

78. **Question** - Part III - Technical Submittal, Section 2.2, Is the link provided to the Office of Administration/Office for Information Technology (OA/OIT) Information Technology Policies (ITP's) correct? Are these the same policies accessible at http://www.oa.pa.gov/Policies/Pages/itp.aspx

    Answer – If the question is referencing the RFQ Section III-1, H, the link posted in the RFQ is correct.

79. **Question** - Part III - Technical Submittal, Section 8.3, Is there a formal listing of Open Source software that is acceptable for use in the MVDLS Project - IT Policy ITP-SFT001 does not provide one?

Answer – If the question is referencing RFQ Section III-1, C, PennDOT's response is: No. Open Source software will be reviewed on a case-by-case basis.

80. **Question** - Part III - Technical Submittal, General, What User Interface technologies are acceptable for use in the Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications?

    Answer – Web user interfaces built using HTML, CSS, JavaScript and related technologies are preferred for desktop solutions. Native mobile UI's built using Objective C, Swift and related technologies are preferred for mobile devices, including tablets and smartphones.

81. **Question** - Part III - Technical Submittal, General, Is it a requirement that all Foundation Systems must be implemented / deployed within 12 months of project start, or is the timeline provided just notional as a starting point for planning?

    Answer – The foundation items, including Proofs of Concept must be implemented within 12 months as depicted on the timeline.

82. **Question** - Part III - Technical Submittal, General, Is the Technology List to be completed just based on the notional solution architecture of the Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications that will be assembled for the proposal response and based on the information in the RFQ? Since requirements will not have been validated nor solution design assembled within the RFP process, what is PennDOT's expectation relative to the list of software / hardware provided since it will not be based on a more detailed design?

    Answer – Appendix AA, Technology List, is to be completed based on the information in the RFQ for items that are in scope for the initial term of thirty-six (36) months.

83. **Question** – Database, Please provide the number of tables and database size for below applications:
    i.   CARATS,
    ii. FR
    iii. DL&C

    Answer –
    i.   **CARATS**
         105 – IMS databases – 120 G
         22 - DB2 tables – 40 G
    ii. **FR**
         3 – IMS databases – 1 G
    iii. **DL&C**
         85 – IMS databases – 180 G
         103 – DB2 tables – 60 G

84. **Question** – Database, Please provides details on State's expectation regarding Data-Model definition for To-Be applications.

    Answer – PennDOT uses CA ERWin for developing data models and for model-driven database development for our applications.

85. **Question** – Database, Please confirm the version of the SQL Server/Oracle database intended to be used as the TO-BE data store in future.

    Answer – PennDOT intends to use SQL Server 2014 and Oracle 12c for the MVDLS project.

86. **Question** – Warranty, Please confirm if regular Business hours will be used to provide support during Warranty period

    Answer – Please refer to Part III, Task L of the RFQ.

87. **Question** - Sec: B Functional Equivalence, Page-24, "*At a minimum, the MVDLS Solution shall provide functional equivalence (all of the functionality currently leveraged by PennDOT in existing legacy systems).*"

    a. Are the list of legacy applications in-scope of this proposal currently maintained by State or by an external Vendor?
    b. Are the list of applications (modernized or under modernization) in-scope of this proposal currently maintained by State or by an external Vendor?

       If response to either (a) or (b) is 'External Vendor', please provide details of the same and also confirm if the External Vendor is eligible to bid for this proposal?

Answer –
a. Please refer to the answer to Question 49.
b. The modernized or under modernization applications are jointly maintained and/or developed by Commonwealth employees and an external vendor.

88. **Question** - Sec: C. Alignment with PennDOT Enterprise IT Standards, Page-24, "*The solution shall be hosted on-premises at PennDOT and/or Commonwealth hosting facilities, and/or via a third-party cloud hosting service provider (in the case of a third-party cloud hosting service provider, PennDOT reserves the right to evaluate, validate and approve).*"

    Please provide details of currently approved third-party cloud hosting service providers.

    Answer – PennDOT does not have a list of approved third-party cloud hosting service providers. PennDOT reserves the right to evaluate, validate and approve third-party cloud hosting service providers that are proposed.

89. **Question** - Sec: C. Alignment with PennDOT Enterprise IT Standards, Page-25, "*The solution shall leverage PennDOT's Electronic Document Management System (EDMS) and/or the newer Enterprise Content Services (ECS) and related services to provide all content management functionality. All system-related photos, document images and signatures will continue to reside in EDMS or ECS, and the Contractor solution must integrate with EDMS or ECS as necessary to access this content.*"

    a. Please provide technical details of EDMS. Also provide the version of EDMS.
    b. Please provide details of integration/interfacing methods supported by EDMS.

    Answer –
    a. The Electronic Document Management System (EDMS) is PennDOT's enterprise solution that provides document management services, including image capture, OCR, indexing, storage, searching, and retrieval. EDMS is comprised of a collection of dozens of COTS and custom-developed software components. At bottom, EDMS relies on IBM's FileNet product. EDMS – FileNet Panagon 4.2 and ECS – FileNet P8.
    b. There are different options available which are:

       1. Web services
       2. Captiva Capture service
       3. Manual/Bulk Scanning
       4. Batch Import

90. **Question** - Sec: C. Alignment with PennDOT Enterprise IT Standards, Page-25, "*The solution shall use PennDOT Enterprise Application Security Solution (ESEC) to provide Identity and Access Management services.*"

      a. Please confirm, if the PennDOT Enterprise Application Security Solution (ESEC) can be used for the following:
           1. Authentication
           2. Authorization
           3. Single Sign On (SSO)
      b. Please provide technical details of PennDOT Enterprise Application Security Solution (ESEC).

    Answer – Please see the answer to question 78.

91. **Question** - Sec: C. Alignment with PennDOT Enterprise IT Standards, Page-25, "*The solution shall leverage the PennDOT Data Integration Facility (PDIF) Data Warehouse and related services to provide data warehouse and data integration functionality.*"

Please provide details of integration/interfacing methods supported by this service.

    Answer – Please see the answer to question 133.

92. **Question** - Sec: D Project Phasing and Release Approach**,** Page-25, "*The selected Contractor shall complete an Initial Work Package within twenty (20) weeks of the start of the project.*"

      a. Please confirm if State expects vendor to complete Blueprinting (i.e. Requirement Analysis and High Level design) for new CARATS application, within twenty (20) weeks from the start of the project.
      b. Please confirm if State expects vendor to complete Develop to Deploy of new CARATS system within next sixteen (16) months, i.e. have new CARATS system in place within thirty-six (36) months from start of project.
      c. As a follow-up to (b), please confirm if there are any other scope items to be completed within thirty-six (36) months from start of project.

    Answer – PennDOT believes the scope and the timelines are well-defined in the RFQ and supporting Appendices.

93. **Question** – Business SMEs
      a. Please confirm if the Business Groups (for Requirement Definition and Validation) for CARATS and FR (Financial Responsibility) applications are the same.
      b. As a follow-up to (a), please provide details of the Business Groups

Answer –
a. The business groups for CARATS and FR (Financial Responsibility) applications are not the same.
b. FR business group will be identified at the appropriate time.

94. **Question** - Sec: E General Requirements for all Releases, Page-26, "*A strategy for system integration with applicable systems for each defined transition.*"

a. Please provide details on the list of external systems with which new CARATS application would need to interface with.
b. As a follow-up to (a), please provide technical details of each external system
c. Please confirm if the external systems in-scope are interface enabled, and if yes, what is the expected mode of interface with each external system.

Answer – Please refer to Appendix F, Blueprint Report and Appendix J, MVDLS Interfaces.

95. **Question** - Sec: E General Requirements for all Releases, Page-27, "*PennDOT may engage an independent third party for validation and verification of the MVDLS Project. The selected Contractor shall work with any such assigned third party to enable thorough analysis.*"

a. Please confirm if the probable engagement of third party for validation and verification will be outside the proposed vendor project plan.
b. If response to (a) is 'No', please provide details on how State intends to address the impact to the schedule proposed by vendor on this fixed bid project?

Answer – Please refer to RFQ Section III-1, E. 7. and Task A Paragraph 2.

96. **Question** - Responsive Design, Please confirm if State is looking for applications to be developed using Responsive Web Design

Answer – Responsive Web Design is required for any user interfaces that would reasonably be expected to be used on a smaller form-factor or mobile device such as a tablet or a smartphone.

97. **Question** - Sec: I Solution Scalability, Page-28, "*The solution shall be scalable to accommodate increasing demand.*"

a. Please provide details on the anticipated user-base for the new application
b. Please provide details on anticipated growth in user-base in 5 years post application is moved to production and in-use by users.

Answer – PennDOT does not have a way to accurately project anticipated growth beyond what is stated in the RFQ section III-1 I.

98. **Question** - Sec: Task B: Requirements Validation, Page-37, "*The selected Contractor shall produce an updated and validated Requirements Document for the new solution based on the requirements identified via* **Appendix Z – Historic Requirements Documentation Index**."

   a. Please confirm if State anticipates all documents mentioned within Appendix-Z to be modified as part of this project
   b. Please confirm if the Historic documents (within Appendix-Z) are up to date and only modifications to them will be per impact from this project

   Answer – Please refer to the RFQ Task B description and deliverables.

99. **Question** - Sec: Task E-12: Conduct Proof of Concept, Page-44, "*For all MVDLS Solution subsystems and components, conduct demonstration(s) to PennDOT as proof of working solution via use cases / user stories developed jointly with PennDOT.*"

   Please confirm if State expects Vendor to work on Proof of Concept only after first thirty-six (36) months, i.e. upon completion of primary scope of developing new CARATS application.

   Answer – Proofs of Concept apply to Foundation subsystems. Please refer to the RFQ section III-1 E 2 regarding user walk-throughs.

100. **Question** - Sec: Task F: Data Migration, Page-45
   a. Please provide details (technology, size, number of tables) of the database of the database which needs to be migrated to a new SQL Server/Oracle database
   b. Please provide details of any Stored Procedures used currently in CARATS or interfacing applications (in-scope of this project)

   Answer –
   a. Please see response to question 74.
   b. No stored procedures are currently used in CARATS.

101. **Question** - Sec: Task H: Release Planning, Page-51, "*A Release shall be deployed within a timeframe of up to every six (6) months.*"

    a. Please confirm if State expects a Production deployment every six (6) months

    b. Please confirm if sixty (60) days support is expected after every Release

    c. Please confirm post sixty (60) days support, after every Release, State will take over the support of the application (in addition to support of Legacy application)

    d. Please confirm that after initial Release and associated Vendor based warranty, the post-implementation support by Vendors will again kick-in after next Release but will be only for functionalities which were put into production as part of the current Release (and will not be cumulative, i.e. functions from earlier Releases).

Answer –
    a. Please refer to the RFQ section III-1, E. 5.
    b. Yes.
    c. Please refer to the RFQ Task L for Contractor responsibilities for maintenance, support, and warranty. The Commonwealth will assume and maintain responsibility for support of the Legacy applications. The expectation is that, PennDOT and the Contractor will mutually support issues associated with the new MVDLS solution.
    d. Please refer to the RFQ Task J-7. The selected Contractor shall be responsible to ensure that the MVDLS Solution remains in operation in conformance with the terms of the RFQ.

102. **Question** - Sec: Task L: Maintenance, Support & Warranty, Page-56, Please confirm if scope of Post production support by Vendor includes only Application and any Interface components, developed and deployed by Vendor as part of this project.

Answer – Please refer to the RFQ Task L for Contractor responsibilities for maintenance, support, and warranty. The Commonwealth will maintain responsibility for support of the Legacy applications. The Commonwealth anticipates and expects, that PennDOT and the Contractor will mutually support issues related to the new MVDLS solution.

103. **Question** - Business Process Mapping Definition. Does State require the Vendor to conduct JAD (Joint Application Development/Design) sessions to define the AS-IS and TO-BE process mapping?

Answer – Please refer to the RFQ Task C.

104. **Question** - Requirement Definition. Does State require the Vendor to conduct JAD (Joint Application Development/Design) sessions to detail any functional requirements and associated user stories/use cases, OR are the requirements pretty much finalized?

Answer – Please refer to the RFQ Task B.

105. **Question** - External Dependencies. Are there any Interface level dependencies which Vendors need to consider when planning engagement with Interfaces in-scope?

Answer – Yes, AAMVA UNI and AMIE must be used for AAMVA interfaces.

106. **Question** - Project Methodology. Based on the artifacts provided within the RFQ, can we assume State would like to follow Agile Methodology for this project.

Answer – Please refer to the RFQ Section I-4 B. Specific and Section III-1 D. Project Phasing and Release Approach. Also refer to the Project Delivery section.

107. **Question** - Performance Testing.
    a. Are there any specific performance and availability related requirements, including concurrency, response time etc.?
    b. Are there State approved tools expected to be used for Performance Testing?

Answer –
    a. The modern MVDLS solution must be responsive to allow for efficient processing of high-volume customer-facing transactions.
    b. Yes. PennDOT has IBM Rational Performance Tester, Microsoft Team Foundation Server (TFS) and Microsoft Visual Studio Team Services (VSTS) available for performance testing needs of the MVDLS project.

108. **Question** - Automated Regression Testing. Are there State approved tools expected to be used for Automated Regression Testing?

Answer – Yes. PennDOT has IBM Rational Functional Tester, Rational Quality Manger, Microsoft Team Foundation Server (TFS) and Visual Studio Team Services (VSTS) available for the automated regression testing needs of the MVDLS project.

109. **Question** - Vulnerability Testing. Are there State approved tools expected to be used for Vulnerability Testing?

Answer – Yes. IBM AppScan is used by developers to scan the static code in the Early SDLC phases. PennDOT also uses Rapid 7 Tool Suite.

110. **Question** - Penetration Testing. Are there State approved tools expected to be used for Penetration Testing?

Answer – Yes, PennDOT uses Rapid 7 Tool Suite.

111.   **Question** – General. Are there any 3rd party tools which are authorized/used but not mentioned within RFQ?

    Answer – No. Please see Appendix G Enterprise IT Standards for a list of all enterprise standard technologies.

112.   **Question** – General. Are there any specific time-slots during the year when State would prefer not to have User Acceptance Testing (UAT) and/or Production Launch scheduled?

    Answer – PennDOT will jointly review any such timing constraints per RFQ Section III-6, Project Delivery.

113.   **Question** – Environments.
    a. How many Test environments will be available for vendors?
    b. When will the environments be made available for Vendors to start development?

    Answer –
    a. Please refer to the RFQ Part III-1 E and F
    b. Pre-production and production environments will be made available based on the Commonwealth and selected Contractor's agreed-upon project schedule.

114.   **Question** - User Acceptance Test. What is the expected duration of User Acceptance Testing (UAT) for this project?

    Answer – Please refer to the RFQ section III-6, Project Delivery as it pertains to scheduling for each phase. UAT will be scheduled reasonably to assure full and timely vetting of the system.

Part IV – COST SUBMITTAL

115. **Question** – Pricing, is it a mandatory requirement to provide Cost Plus spreadsheet? Would vendors be considered non compliant if we do not submit a cost breakdown of the resources?

      Answer – Yes.

116. **Question** - To be clear, after the 20 week IWP, are the remaining phases to be fixed price?

      Answer – Please refer to Appendix E, Cost Submittal – Revised 6.28.17.

117. **Question** - Part III - Technical Submittal, The RFQ Scope of Work suggests that PennDOT is seeking a systems integrator to partner with the Commonwealth over a three (3) – seven (7) year period to replace three (3) core legacy systems. Contrary to the scope and the evaluation criteria asks, the cost sheets seem to indicate that the Commonwealth is actually requesting staffing in a staff augmentation model. Please clarify what the Commonwealth is, in fact, looking for in this solicitation

      Answer – Please refer to Appendix E, Cost Submittal – Revised 6.28.17.

118. **Question** - Part III - Technical Submittal, Section 2.1, Electronic Forms - Is there a specific electronic forms technology and content format that is required for e-forms?

      Answer – If this question is in reference to Appendix F, Blueprint Report, PennDOT does not have an enterprise standard technology for e-forms. Contractors are encouraged to propose any such technology.

119. **Question -** Part III - Technical Submittal, Section 2.1, Document Composition - Is there a specific technology desired for production of automated document composition? Do all templates used for document assembly need to be stored in the FileNET EDMS? And are all "composed" documents stored directly in the EDMS once completed - regardless of target format type?

      Answer –If the question arose from Appendix F, Blueprint Report, please note that PennDOT uses several technologies for automated electronic document preparation and composition. None are used broadly enough to be defined as an enterprise standard. Contractors are encouraged to propose any such technology. EDMS and the newer modern ECS (based on IBM FileNet) are the enterprise standard content management solutions and shall be used for storing and managing all "composed" documents. EDMS/ECS support a wide range of document, image and media file types.

120. **Question** - Part III - Technical Submittal, Section 2.2, Data Conversion - Does the data conversion requirement "to convert and cleanse existing data in an

incremental manner" mean that the conversion process must add data into the production system incrementally on a set frequency (a form of change data capture) or is the data conversion to production for a given business function deployment a one time event?

Answer – If this question originates from Appendix F, Blueprint Report, please note: As each new business function is implemented in the new solution, the related business data shall be migrated from the legacy system to the new solution. Over the course of the project, it may prove necessary to implement Change Data Capture (CDC) or similar techniques to synchronize data between legacy systems and the new solution.

121. **Question** - Part III - Technical Submittal, Section 2.3, Workflow Management - Is there a specific Workflow technology that is used by PennDOT? And does the workflow need to span multiple applications / systems?

Answer – If the question originates from Appendix F, Blueprint Report, please note that most of PennDOT's enterprise applications have workflow capabilities delivered directly within the application using COTS and custom application framework solutions of varying degrees of sophistication. PennDOT does not have an enterprise workflow management solution. Contractors are encouraged to propose any such technology.

Workflow may need to span multiple applications / systems.

122. **Question** - Part III - Technical Submittal, Section 2.4, Rules Engine - Is the Progress Corticon Rules Engine currently in use with PennDOT applications today such that the platform is already in place?

Answer – If the question originates from Appendix F, Blueprint Report, please see response to question 178.

123. **Question** - Part III - Technical Submittal, Section 2.4, Rules Engine - Will Business Rule definitions and rule modeling be performed by the Business Requirements team during the Design Workflows and Processes Task?

Answer – If the question originates from Appendix F, Blueprint Report, please note that work within the scope of the RFQ.

124. **Question** - Part III - Technical Submittal, Section 2.5, Fee Accounting/Financial Management - Is there a specific e-commerce engine that must be used for electronic payment handling including credit card transactions and ACH transactions?

Answer – If the question originates from Appendix F, Blueprint Report, please note that PennDOT currently uses First Data for electronic payment handling of credit cards. PennDOT uses TransCentra for ACH transactions.

125. **Question** - Part III - Technical Submittal, Section 2.6, Scheduling - Can a COTS scheduling product be used for providing the scheduling functions needed?

     Answer – If the question originates from Appendix F, Blueprint Report, please refer to the RFQ Section III-1 A.

126. **Question -** Part III - Technical Submittal, Section 2.7, Transaction Manager - Is .Centric a custom built Java framework or a COTS product? Can more details of .Centric functionality and implementation be provided?

     Answer – If the question originates from Appendix F, Blueprint Report, please note that .Centric is a custom built Java application. The .Centric application functions primarily as an inventory system and interfaces with other DVS applications.

127. **Question -** Part III - Technical Submittal, Section 2.7, Transaction Manager - How much of the Transaction Manager functionality can be provided by the services provided by the J2EE middleware such as WebSphere?

     Answer – If the question originates from Appendix F, Blueprint Report, please note that transaction Management refers to business transaction management functions, such as assigning a transaction ID, tracking the transaction identifying details including type of transaction, user, date/time, associated fees, and the like. Such transaction management functions are not addressed by Java EE middleware (i.e. WebSphere).

128. **Question -** Part III - Technical Submittal, Section 2.8, Inventory Management - Can a COTS Inventory Management product be used for providing the IM functions needed?

     Answer – If the question originates from Appendix F, Blueprint Report, the response is No. Inventory is marked yellow, which means that PennDOT expects integration.

129. **Question -** Part III - Technical Submittal, Section 2.9, External Interfaces & ETL - Can we assume that Informatica PowerCenter is the tool / platform of choice for ETL-based data transfer processes?

     Answer – If the question originates from Appendix F, Blueprint Report, the answer is yes. Informatica PowerCenter is PennDOT's enterprise standard technology for Extract, Transform and Load (ETL).

130. **Question -** Part III - Technical Submittal, Section 2.9, External Interfaces & ETL - Is the IBM Integration Bus (IIB) product the choice for implementation of all SOA services

      Answer – If the question originates from Appendix F, Blueprint Report, PennDOT's response is yes. IBM Integration Bus (IIB) is the PennDOT enterprise standard technology for SOA services requirements.

131. **Question -** Part III - Technical Submittal, Section 2.10, E-Gov (Web Center) - Can we get additional details of the functionality / implementation details of the E-Gov web platform?

      Answer – If the question originates from Appendix F, Blueprint Report, please note that eGov is PennDOT's public-facing web portal for performing on-line services and transactions, including vehicle registration and driver license renewals, exam scheduling, etc. eGov is a Java EE application with an IMS transactional component that processes on the mainframe. This application was implemented approximately 15 years ago. **Note that eGOV is not in scope for the MDVLS project.** The modern MVDLS solution will have to integrate with eGov in order to provide the backend transaction processing and services that are initiated through the eGov website.

132. **Question** - Part III - Technical Submittal, Section 2.14, Identity and Access Management - Can we assume that all IAM authentication and directory services functionality needed by the Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications will be provided by the current PennDOT implementation / infrastructure?

      Answer – If the question originates from Appendix F, Blueprint Report, please note that PennDOT's new Enterprise Application Security Solution (ESEC), built with CA Single Sign-On, CA Access Gateway, CA Identity Manager and Microsoft Active Directory, will provide all Identity and Access Management (IAM) services needed for the MVDLS solution. These services include, but are not limited to, authentication, authorization, auditing, user, credential and application entitlement (e.g. roles) management, user administration, user self-service, etc.

133. **Question** - Part III - Technical Submittal, Section 2.12, BI/BW, Reporting & Analysis - What reports will need to be re-worked, if any, for the modernized Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications - since it is marked as "out of scope"? Are the reports listed in Appendix L - MVDLS Reports not included in BI / BW Reporting?

Answer – If the question originates from Appendix F, Blueprint Report, please note that the PennDOT Data Integration Facility (PDIF) data warehouse, BI Portal and supporting solutions and technologies (Oracle, Informatica, Business Objects, etc.) form the enterprise Data Warehouse and Business intelligence solution platform for PennDOT. Development of a new DW/BI platform is not in scope for MVDLS project. The selected Contractor must gather requirements for DW/BI solutions for the project and leverage the PDIF platform to develop the necessary DW/BI components to meet those requirements, including but not limited to: Operational Data Stores, (ODS), data marts, Online Analytical Processing (OLAP) data stores, Extract, Transform and Load (ETL) processes, operational and analytical reporting solutions.

Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) reports are currently generated by the legacy systems and do not utilize the PennDOT BI/BW tool. Refer to the RFQ Task E.

134. **Question** - Part III - Technical Submittal, Section 2.14, Identity and Access Management - Can we assume that the SiteMinder setup for Single Sign-on needed by the Commonwealth Automated Registration and Titling System (CARATS), Financial Responsibility System (FR), and the Driver License and Control System (DL&C) applications will be provided by PennDOT IT?

    Answer – If the question originates from Appendix F, Blueprint Report, PennDOT's response is Yes. PennDOT's new Enterprise Application Security Solution (ESEC), built with CA Single Sign-On, CA Access Gateway, CA Identity Manager and Microsoft Active Directory, will provide all Identity and Access Management (IAM) services needed for the MVDLS solution. PennDOT's security team will deliver IAM services needed for the MVDLS project based on requirements and specifications provided by the selected Contractor.

135. **Question** - Part III - Technical Submittal, MVDLS Programs listing, MVDLS Programs listing, Can you provide any guidance on how to gauge complexity of the screens? Other inventory sheets (reports, correspondence, interfaces) have a Complexity column.

    Answer – The existing DVS Screens use Message Format Services (MFS) and work in tandem with an IMS conversational COBOL program. Aside from the number of fields on the screen, there is no complexity associated with the screen itself. If there is complexity, it may be reflected in the screen's associated COBOL program. Refer to Appendix N – MVDLS Programs.

136. **Question** – Page, 63, **IV-1 Cost,** B. Section IV-4, Tasks A-M., The cost section refers to "Section IV-4 Tasks A-M". There are tasks A-N (N being currently undefined additional work) in what appears to be Section III above on pages 33-59. Bidder assumes Tasks A-M referred to in this section are the correct items. Please clarify.

      Answer – That is correct. The reference should be to Section III-6, Tasks A through M.

Appendices

Appendix E – Cost Submittal

137. **Question -** Appendix E, The Cost Matrix only includes Years 1 and 2. Given the overall schedule is now updated to reflect 36 months, could you please provide an updated version of Appendix E at various places in the document.

    Answer – Appendix E – Cost Submittal that was published on eMarketplace with the RFQ includes Years 1, 2, and 3.

138. **Question** - Appendix E, Itemized Cost Tab: Should "Profit Cost in $" be rounded to nearest cent? If so, please reissue Appendix E.

    Answer – The "Profit Cost in $" field can be entered in dollars and cents.

139. **Question** - Appendix E, Itemized Cost Tab: Presently the "Total Hourly Cost" field is not rounded to the nearest cent. This is causing mismatched / incorrect results on the Total Cost tab and the Task and Deliv Cost tab. Can PennDOT please recommend how to address this issue and/or reissue Appendix E with the "Total Hourly Cost" rounded to nearest cent?

    Answer – PennDOT reviewed Appendix E, Cost Submittal and was not able to recreate the problem.

140. **Question** - Appendix E, Itemized Cost Tab: How should labor rates be represented for subcontractor resources? Shoud the breakdown be the subcontractor firm's financial breakdown? How should the prime contractor's profit on subcontractor labor be represented?

    Answer – Refer to Appendix E, Cost Submittal, the subcontractor positions should be listed on the Itemized Costs tab and the Company Name can be added on the Task Costs tab.

141. **Question** - Appendix E, Various Tabs: Presently the workbook limits the number of staff positions to 30.
    1) Can PennDOT unlock the workbook to allow contractors to add positions as needed?
    2) Alternatively, can PennDOT increase the number of positions to 80 to help ensure the limit is not reached?

    Answer – Please note that the specified positions are roles, not individuals. PennDOT has updated Appendix E to contain 60 specified roles.

142. **Question** - **Appendix E Line 30, Cost Matrix,** This sheet is populated by your input on the "Itemized Costs" sheet and the "Task Costs" sheet. No input is required. This sheet calculates the cost of a resulting contract by using your rate card multiplied by the hours you propose for the completion of the tasks. The "Total Cost" for all five years will be used to determine the Cost Point scores. Section IV-1 Costs refers to the pricing over the first 36 months of the program while the cost appendix refers to Total Cost for 5 years as the evaluation factor. Which is correct?

    Answer – The evaluation will be based on the cost for the 36 months. Please refer to updated Appendix E, Cost Submittal.

143. **Question** - Sec: The Blueprint Conceptual Scope Page-12, "*PennDOT reserves the right to work with the selected Contractor to add these and other functions to the scope*"

    a. Please confirm if State is looking for Vendors to provide a Fixed Price quote or T&M based.
    b. As a follow-up to above question, please confirm for any additional work or scope additions, Vendor will be allowed to submit a revised schedule and cost based on impact of the change in scope.

    Answer –
    a. Please refer to Appendix E, Cost Submittal.
    b. Please refer to the RFQ, Tasks A and N.

Appendix F – Blueprint Report

144. **Question** – Appendix F, the Blueprint Report, indicates that the Department is in the process of completing the inspections and the dealers functions. Will the Department contract with an outside vendor to complete the work on either function? If so, please indicate how the Department will establish those contracts, when the procurement may take place and whether the inspections function and the dealers function will be contracted for together or separately?

    Answer –The Inspections and Dealers system re-write work is currently in progress. PennDOT anticipates, that these systems will be implemented prior to the start of the MVDLS project under this RFQ.

145. **Question** - Appendix F, Blueprint Report, on page 7, Section 2.1 Correspondence, Forms & Document Capture, sub-section Electronic Forms Correspondence, states that the Correspondence, Forms & Document Capture foundation system must support incoming electronic fax. Is electronic fax supported today? If so, what is the software?

    Answer – No.

146. **Question** - Sec: Electronic Correspondence Exchange Page-7 of Appendix F - Blueprint Report - revised., "*As PennDOT moves into an electronic age of correspondence exchange, the use of email, upload/download, SMS Text, and electronic fax will be increasingly important. The Correspondence, Forms & Document Composition Subsystem is responsible for properly sending the documents to recipients and tracking that the transmission was successfully completed. The results of the transmission and the document sent must be stored in the system's records for audit and customer support. Likewise, this subsystem must collect the messages and documents received electronically and match them to the proper transaction or customer records. Additionally, this subsystem must trigger any processing steps which may be required.*"

   a. What are the electronic correspondences which need to be supported in addition to email, upload/download, SMS Text, and electronic fax?
   b. What are the different types of document which need to be sent to recipients
   c. Please provide different kinds of messages to be collected. Also provide list of message sources.

   Answer –
   a. Unknown at this time.
   b. Customer correspondence, invitation to renew are examples.
   c. Unknown at this time.

147. **Question** - Sec: Electronic Forms, Page-7 of Appendix F - Blueprint Report - revised. "*The forms can be filled in electronically and submitted to DMV systems to start or complete a transaction.*"

   Please confirm that only DMV related transactions are supported via electronic forms?

   Answer – From the PennDOT vantage point, all transactions have the potential to be supported via electronic forms.

148. **Question** - Sec: Electronic Forms, Page-7 of Appendix F - Blueprint Report – revised. "*An electronic form can be used with a PennDOT website to submit data and payment.*"

   Please confirm if PennDOT has any payment systems for payment processing? If yes, please provide integration/interfacing methods supported by the payment system. Also provide technical details of the payment system.

   Answer – Yes, PennDOT's Driver and Vehicle Services website currently accepts payment cards. PennDOT interfaces with First Data, which provides approval or declines the payment card

149. **Question** - Sec: Electronic Forms Page-7 of Appendix F - Blueprint Report - revised., "*The forms can be filled in electronically and submitted to DMV systems to start or complete a transaction*"

    Please explain how the electronic forms are submitted to and received from DMV system.

    Answer – Please refer to Appendix F, Blueprint Report Section 2.1, Electronic Forms. Currently, electronic forms are neither submitted to nor received from the CARATS system.

150. **Question** - Sec: Document Composition Page-7 of Appendix F - Blueprint Report – revised. "*PennDOT generates a significant amount of documents and notices which are used for both in-person transactions and batch transactions. These print requests include many legal documents such as Vehicle Titles, Registrations, Driver License Records, and notifications.*"

    What are the legal documents which need to be printed in addition to Vehicle Titles, Registrations, Driver License Records, and notifications?

    Answer – Other examples include Suspension Notifications, Restoration Notifications, Driving Abstracts, Vehicle Abstracts, Proof of Financial Responsivity, Abandoned Vehicle Notifications, and Invitations to renew. Please reference Appendix K and Appendix M.

151. **Question** - Sec: Document Composition Page-7 of Appendix F - Blueprint Report - revised. "*The MVDLS Solution will include a Document Composition subsystem that will merge document design and layout with appropriate document data to produce a finished document. This system will allow PennDOT to better manage the layout and consistency of documents. It will also allow PennDOT to manage production of documents to multiple media including paper, PDF, HTML, email, SMS Text, and fax.*"

    a. Does PennDOT have document design and layouts?
    b. Please provide final list of media to be supported.

    Answer –
    a. Yes.
    b. Please refer to Appendices K and M.

152. **Question** - Sec: 2.2 Data Conversion Page-8 of Appendix F - Blueprint Report – revised. "*Accurate and available data is key to DMV transactions. The MVDLS Solution must have a mechanism to convert and cleanse existing data in an incremental manner to support incremental production deployments.*"

    a. Please provide final list of data sources like database, spreadsheet etc.
    b. What is the volume of data (no of rows) which needs to be converted from each data source?

    c. Please provide total number of data elements to be converted in each data source.

    Answer –
      a. Primarily production databases.
      b. Most of the DVS databases are IMS, which is a hierarchical database format.
      c. PennDOT anticipates that most or all production database data elements will need to be converted.

153. **Question** - Sec: 2.4 Rules Engine Page-9 of Appendix F - Blueprint Report - revised. "*The MVDLS Solution shall contain a Rules Engine from Progress Corticon. The Rules Engine should be accessible to all DMV subsystems and these subsystems could be designed to leverage its functionality.*"
    a. Please provide technical details of Progress Corticon rules engine. Also provide the version of this rules engine.
    b. Please provide details of integration/interfacing methods supported by Progress Corticon rules engine.

    Answer – PennDOT does not currently have an installation of Progress Corticon. Please contact Progress Software Corporation for technical details.

154. **Question** - Sec: 2.5 Fee Accounting/Financial Management Page-9 of Appendix F - Blueprint Report - revised. "*The MVDLS Solution must accept all forms of payment including cash, checks and electronic payments including ACH and payment cards. It should also provide cash drawer management for point of sale capture and reconciliation.*"

    a. Does the core financial systems provide cash drawer management?
    b. Please provide the list of payment methods supported by core financial systems.

    Answer –
      a. Yes.
      b. Cash, Check or Money Order and payment cards are accepted at PennDOT's Driver and Vehicle Services website).

155. **Question** - Sec: 2.5 Fee Accounting/Financial Management Page-9 of Appendix F - Blueprint Report – revised. "*The MVDLS Solution will not replace the Commonwealth's core financial systems and must integrate with them as needed for complete and accurate fee and refund processing.*"

    a. Please provide technical details of core financial systems.
    b. Please provide details of integration/interfacing methods supported by core financial systems.

    Answer – The core financial system is SAP. Interface between this system and the new MVDLS solution will be loosely-coupled, standards-based and

delivered using middleware technologies, such as: IBM Integration Bus (IIB), Informatica PowerCenter, and GlobalScape Managed File Transfer (MFT).

156. **Question** - Sec: 2.7 Transaction Manager Page-10 of Appendix F - Blueprint Report – revised. *"Work Identification Numbers (Front End Process)"*

    Please provide more details about Work Identification Numbers.

    Answer – A WID- No is an abbreviation for work identification number. A WID is a unique number assigned to a business unit of work. This field consists of 3 parts: WID-date (julian date - 5 bytes numeric), WID-oper-id-no (operator id - 4 bytes numeric), WID-seq-check (sequence number -5 bytes numeric), and check digit (1 byte numeric).

    The WID Number is used to indicate where the document came into the bureau and where it should have been routed.

157. **Question** - Sec: 2.7 Transaction Manager Page-10 of Appendix F - Blueprint Report – revised. *"Current Systems:*

    The following systems currently fulfill the functionality of this subsystem:
    1. The DVS legacy applications (CARATS & DL&C) use RACF and custom COBOL programs in conjunction with IMS codes tables.
    2. .Centric is a Java based application and uses SiteMinder."

    a. Please provide details of integration/interfacing methods supported by .Centric application.
    b. Is .Centric a COTS product or custom developed application?

    Answer –
    a. Inventory ordering and assignment is done in .Centric. CARATS and Placards interface with .Centric to access inventory.
    b. Centric is a custom developed application.

158. **Question** - Sec: 2.9 External Interfaces & ETL Page-11 of Appendix F - Blueprint Report – revised. *"External Interfaces & ETL"*

    a. Please provide technical details of Real-time Interfaces
    b. Please provide details of integration/interfacing methods supported by of Real-time Interfaces.

    Answer – Please refer to Appendix J – MVDLS Interfaces.

Appendix H- IT Project Management Handbook

159. **Question** - Appendix H – IT Project Management Handbook page 7, paragraph 1 includes a link to "Microsoft Project and Project Web App Desk Reference". This link is inaccessible. Can PennDOT provide the referenced document?

      Answer – The link is not accessible over the Internet. The reference guide will be provided to the selected Contractor.

Appendix J- MVDLS Interfaces

160. **Question** - Appendix J, contains information related to the Vehicle and Financial responsibility services, however it does not contain similar information for the driver licensing and identity verification services such CDLIS, PDPS, SSOLV, SAVE and others. Do you plan to provide information related to driver and identity verification as an RFQ addendum?

      Answer – Not at this juncture. Appendix J contains information relevant to the three (3) year base contract scope.

161. **Question** - Appendix J, VR Interfaces Tab, Row 10: Does the data throughput of 62,498 reflected in this row include:
      1) inbound response messages (solicited) resulting from inquiries initiated by CARATS?
      2) inbound inquiry messages (unsolicited) resulting from inquiries initiated by other NMVTIS users (states and third parties)?

      Answer – The data throughput of 62,498 includes inbound response messages (solicited) resulting from inquiries initiated by CARATS.

162. **Question** - Appendix J, VR Interfaces Tab, Row 26: Does the data throughput of 29,154 reflected in this row include:
      1) outbound update messages initiated by CARATS?
      2) outbound response messages resulting from inquiries initiated by other NMVTIS users?

      Answer – The data throughput of 29,154 includes outbound update messages initiated by CARATS.

163. **Question** - Appendix J, VR Interfaces Tab, Row 26: Does the data throughput of 29,154 reflected on this row correlate to daily?

      Answer – Yes. This number represents an average daily throughput.

164. **Question** - Appendix J, VR Interfaces Tab, Row 58: Row 58 appears to be a summary of rows 26 and 10 and reflects both input and output (all solicited and unsolicited messages), although CARATS is identified as the sole

"consumer".   Is this a correct assumption or are additional, non-NMVTIS applications taken into consideration in row 58?

Answer – The daily average of 92,000 represents the total UNI NMVTIS transactions only.

165. **Question** – General, Appendices J through N contain detailed information regarding the MVDLS Interfaces, Products, Reports, Correspondence and Programs. Are there any current areas of defects or outstanding system issues that are unresolved and not yet documented?

Answer – Please refer to disclaimers in the respective Appendices.

Appendix Q- Service Level Agreements

166. **Question** - Appendix Q – Service Level Agreements page 4, paragraph states, "PennDOT recommends that the Contractor utilize survey tools to periodically gather customer satisfaction feedback from a randomly selected group of PennDOT users who utilize the Contractor's service desk." Is it correct that the group of PennDOT users who utilize the Contractor's service desk are those individuals who have submitted a trouble ticket?

Answer – Yes.

167. **Question** - Appendix Q – Service Level Agreements page 4, Routine Maintenance table, All Requests section; the term "special reports" is used.
    1) What is a special report?
    2) How frequently are such reports requested?

Answer –
    1. A special report is a one-time custom ad-hoc report with specific request criteria for a specific purpose.
    2. Special reports are developed as necessary based on the service request. The frequency of these special report requests varies, for estimating purposes consider the frequency of ten (10) reports per month.

Appendix T- Project Timeline and Phases

168. **Question** - Appendix T, Timeline and Phases tab, row 12 indicates that the initial work package should address external systems within the first 5 months of the project. However, Appendix J is limited to only Vehicle Registration (VR tab) and Fee Accounting (FA tab). Should the initial work package include the external interfaces related to Driver Licensing and Identity Verification services or is it limited to the Vehicle Registration (VR tab) and Fee Accounting (FA tab) interfaces currently described in Appendix J?

> **Answer** – Row 12 indicates the required implementation of the External Interfaces foundation subsystem by the end of month 12. Please refer to Appendix F – Blueprint Report, Section 1.2 for a description of the Foundation Subsystems Layer, Appendix F – Blueprint Report, Section 2.9 for a description of the External Interfaces & ETL Foundation Layer Subsystem, and RFQ Section III-6, Project Delivery for a review of Initial Work Package scope.

169. **Question** - Appendix T, Project Timeline and Phases tab, row 33 indicates that the Foundation Systems are to be implemented in 12 months.
     1) What is the scope of the implementation?
     2) If a Foundation System is to be realized with a COTS product, what is the procurement timeframe?

     > **Answer** –
     > 1. Please refer to Appendix F, Blueprint Report.
     > 2. Procurement timeframe varies, depending on whether the product is available on a statewide contract.

170. **Question** - Appendix T, Project TimeLine and Phases tab, row 4 indicates the Initial Work Package timeline is 5 months. Appendix Y – Initial Work Package Deliverables, Initial WP tab, row 3 indicates a 16 weel duration. What timeline does PennDOT desire?

     > **Answer –** The timeframe is 20 weeks. Please see Appendix Y – Initial Work Package Deliverables – Revised.

Appendix Y- Initial Work Package Deliverables

171. **Question –** Appendix Y, Appendix Y only reflects 16 weeks for the Initial Work Package deliverables. Could you please update the timeline to reflect the new 20-week timeframe for the Initial Work Package?

     > **Answer –** See Addendum 6, Appendix Y – Initial Work Package Deliverables - Revised.

172. **Question** - Main RFP, Appendix Y, We recognize the sub-tasks in listed Appendix Y that are to be performed as part of Initial Work Package, are a sub set of the tasks listed in Tasks A through M.

     However, the list of deliverables provided in Appendix Y for the Initial Work Package, do not align with the deliverable lists in Tasks A through M.

     For example, in Task B the deliverable listed is "To Be Requirements Document", whereas the deliverables listed for Task B in Initial Work Package are the sub tasks themselves, as in B-1, B3 and B-4. Based on your RFP, it seems your goal is to carry forward the work and output from the Initial Work Package to subsequent releases and update them as necessary.

To ease this process, would kindly consider aligning the deliverables listed in Appendix Y, with the deliverable names listed as part of the task narrative in Section III-6?

Answer – See Addendum 6, Appendix Y – Initial Work Package Deliverables - Revised.

173. **Question** - Appendix Y, Initial WP tab lists various deliverables which have different names and/or number than those included in the RFQ. For instance,

   D-7: Solution Design Document (High-Level) vs. D-7: Create Infrastructure Design Document (High-Level)
   E-14: Proof of Concept (Foundation Subsystems) vs. E-12: Conduct Proof of Concept (Foundation Subsystems)
   F-1: Develop Legacy Data Inventory and Assessment (High-Level) vs. F-1: Develop Legacy Data Quality Assessment (High-Level)
   F-3: Develop Data Architecture & Design (High-Level) vs. F-3: Develop Data Migration Architecture & Design (High-Level)

Can PennDOT revise Appendix Y or the RFQ to eliminate any ambiguity in this regard?

Answer – Please see Appendix Y – Initial Work Package Deliverables – Revised.

174. **Question** – Appendix GG, Section I, Page 1, The appendix states "The work defined within a work Order must fall under one or more of the Tasks as noted in the RFQ, Part IV, Work Statement, IV-4 Tasks. There is no section referenced as IV-4 in the RFQ. Please confirm if this reference should be III-6 Work Plan.

Answer – Yes. The reference should be Section III-6, Work Plan.

Appendix GG- Work Order Requirements

175. **Question** – Appendix GG, Section II, Page 2, The appendix states "Changes in personnel shall be done following the procedure as described in the RFQ, Part II, Proposal Requirements, II-6, Personnel before a Work Order will be executed." Please confirm is this reference should be III-3C. Part II-6 of the RFQ is Final Ranking and Award.

Answer – The question is not clear but PennDOT assumes the question originates from a Appendix GG, Section IV.1, Page 2. The references in Appendix GG should state RFQ Section III-3C.

176. **Question** – Risk, 2.9 Application and Technology Inventory. para 1, line 6, URL not working in order to obtain the Application and Technology Inventory list.

     Answer – The link to ITAM provides an enterprise application and technology inventory and is not accessible over the Internet. Appendix G Enterprise IT Standards contains all information about PennDOT's enterprise standard reference architectures, technologies and enterprise solutions necessary for developing a quote.

177. **Question** - Are the Full time resources allocated by PennDOT FTE's of the state or contactors from other organizations?

     Answer – Penndot does not understand the question; however, we believe the question refers to Appendix P, PennDOT Resource Commitment. Resources are maintenance staff through the Managed Maintenance contract with Computer Aid Inc. (CAI), and additional project support staff is through the Commonwealth staff augmentation contract with Optimal Solutions and Technologies, Inc. (OST).

178. **Question** - How long has corticon been in production?

     Answer – PennDOT currently does not have an installation of Corticon.

179. **Question** - Where else is corticon being used through the state agencies?

     Answer – Department of Human Services.

180. **Question** – Reporting.
     a. Please confirm if total number of Reports to be developed as during first thirty-six (36) months duration is 447 (i.e. every report as mentioned within "Appendix L - MVDLS Reports" except ones under Financial Reporting tab)
     b. If response to (a) is 'No', please provide details on Reports expected outside the aforementioned scope?

     Answer - Please refer to the RFQ Task E. Please also refer to the Disclaimer set forth in Appendix L.

181. **Question** – Reporting. Please confirm that State is not expecting any Adhoc Reporting capability from the To-Be application.

     Answer – Please refer to Appendix F, Blueprint Report, section 2.12.
     There is a definite need for the business area for ad hoc reporting capabilities.

182. **Question** - Geographical Details.
    a. Is there an GIS (Geographic Information System) level interface available to pull geographical (location/address) details?
    b. If answer to above query is 'No', please confirm if address and location details are stored in Tables within Database?

    Answer –
    a. Yes. This is available via eGov for locating DL centers.

183. **Question** - File Upload.
    a. Please confirm if State is expecting any Attachment or File-Upload based functionalities within the To-Be application.
    b. If response to (a) is 'Yes', please provide details on the type of file extensions and maximum size of attachments to be allowed in To-Be application

    Answer – Yes. PennDOT expects that file upload will be required for the modern MVDLS solution. Common use-cases are for capturing PDF, office productivity (e.g. Word) or image file (TIFF, JPEG,). File sizes can vary considerably from Word documents of less than 50 KB up to 1,000+ page PDF's exceeding 50 MB.

184. **Question** - Subject Matter Expertise. How many State SMEs will be allocated to this project during various phases of the project for further clarifications, reviews etc.?

    Answer – Please refer to Appendix P, PennDOT Resource Commitment; PennDOT may involve additional SMEs as necessary and reasonable throughout the project.

185. **Question** – Please address which vendors provide the current foundations systems and when the Department will address replacement:
    - EDMS
    - BI/BW & Reporting
    - Identity and Access Management
    - IVR/Call Center

<u>**Answer**</u> –

- **EDMS:** Electronic Document Management System (EDMS) is PennDOT's enterprise content management system that manages Driver and Vehicle Services documents. EDMS is supported by PennDOT's internal IT resources, including its Application Managed Services provider, Computer Aid, Inc. EDMS is being replaced by the new Enterprise Content Services (ECS) system. During the MVDLS project, it is likely that DVS documents will be migrated from the existing EDMS to the new ECS system. The EDMS to ECS migration will be managed and staffed as a separate project from the MVDLS project; however, the selected Offeror may be asked to coordinate activities and work with the migration project team.
- **BI/BW & Reporting:** The PennDOT Data Integration Facility (PDIF) data warehouse and supporting solutions and technologies form the enterprise Data Warehouse and Business Intelligence (DW/BI) solution for the enterprise. PDIF is supported by PennDOT's internal IT resources, including its Application - Managed Services provider, Computer Aid, Inc. PennDOT does not anticipiate that the PDIF will be replaced during the MVDLS project.
- **Identity and Access Management:** PennDOT's Enterprise Application Security Solution (ESEC) is the Enterprise Identity and Access Management (IAM) solution for the enterprise. ESEC is supported by PennDOT's internal IT resources and our IAM solution contractor, Deloitte. ESEC is not expected to be replaced during the MVDLS project.
- **IVR/Call Center:** PennDOT has a contract with Conduent. The current contract is through the end of calendar year 2020.