Office of the Attorney General of Guam

REQUEST FOR PROPOSALS
RFP Number: <u>OAG-RFP-002-2020</u>

**ABSENT PARENT AUTOMATED SYSTEM INFORMATION (APASI)
ADABAS/NATURAL LEGACY MIGRATION PROFESSIONAL SERVICES**

<u>*COVER SHEET*</u>

<u>RESPONSES TO VENDOR QUESTIONS</u>
<u>Set 1</u>

January 4, 2021

**590 S. Marine Corps Drive
ITC Building, Suite 901
Tamuning, Guam 96913-3537**

RFP Number: OAG-RFP-002-2020

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THE FOLLOWING QUESTIONS WERE SUBMITTED IN REFERENCE TO THE OAG-RFP-002-2020. OAG RESPONSES ARE BELOW

Questions submitted by Perspecta State and Local Inc. dated: November 13, 2020

Q1: As OAG has not yet posted all RFP Attachments and Appendices, we request an extension to the proposal due date. We also request an opportunity to submit questions regarding the Attachments and Appendices once they are released.

OAG Response: RFP Attachments and Appendices have been posted. Please refer to Amendment #1 thru Amendment #3.

Q2: Has OAG engaged any 3rd party to assist in the development of the RFP requirements? If yes, please identify the 3rd party and confirm that they are precluded from responding to this RFP.

OAG Response: No.

Q3: Do you plan to release the code to enable a proper feasibility analysis, bid / no-bid decision, and risk assessment?

OAG Response: Code will be released to the awarded offeror once a contract is fully executed.

Q4: Does OAG have a preference on the contemporary language, for example Java and HTML.

OAG Response: No Preference.

Q5: May the Mandatory Minimum Requirements for the Adabas/Natural legacy migrations be met by the Offerors subcontractor?

OAG Response: Yes.

Q6: Will OAG provide the required infrastructure for all environments (production, UAT, training, etc.), including hardware/software network, etc. to host the migrated solution or will that be the responsibility of the Offeror?

OAG Response: No, OAG will not provide the infrastructure. It will be the offeror's responsibility.

Q7: Will OAG be providing a cost/pricing spreadsheet or is the cost component free form?

OAG Response: No, OAG will not provide a cost/pricing spreadsheet.

Q8: When does OAG expect to award the contract and when will the Offeror start work?

OAG Response: Award and Start dates will depend on the closing of the RFP and subsequent evaluation. It is the intension of the OAG for the award and start date to occur in 2021.

Q9: Is Offeror required to provide a Disaster Recovery solution? If yes, please provide the DR requirements including RTO/RPO.

OAG Response: No.

Q10: Do you have an infrastructure strategy? Do you have a preferred target (AWS, Azure, Govcloud, VPC, On-prem strategy)

OAG Response: Yes, currently we use On-prem strategy

Q11: Please confirm that international language is required in the application.

OAG Response: Yes.

Q12: What is the data archive strategy, timing and ETL/extract processing?

OAG Response: No limit to data archive.

Q13: Please identify all required interfaces to other systems.

OAG Response: We currently do data interface: ICR, FPLS, FOP, FIDM, DOA, DOL, E-IWO, DRT.

Q14: Do OAG prefer an incremental implementation or a "big bang" implementation?

OAG Response: Incremental

Q15: Does OAG have a desired "to-be" database (Oracle/SQL Server/ PostgreSQL)?

OAG Response: No preference on "to-be" database.

Q16: What browser support is required?

OAG Response: Google Chrome, Microsoft Edge

Q17: Appendix C on page 6 of the RFP states it is the APASI Mainframe, Appendix C is the Network, Appendix D is the Mainframe. Please clarify.

OAG Response: OAG is reviewing this section and will determine to issue an Amendment.

Q18: May we propose alternative/additional milestones than what is currently reflected in Schedule A-2?

OAG Response: No.

Q19: Is there a required timeline for the Offeror to fully implement the system?

OAG Response: Reference contract time period

Q20: We request that OAG release the code to enable a proper feasibility analysis and risk assessment.

OAG Response: Please refer to question #3 response.

Q21: What is the preferred target platform/OS?

OAG Response: No preferred target platform/OS

Q22: Schedule A1 indicates that OAG will attempt to contact each reference 2 times. What does "contact" mean? Is OAG planning to email the references for feedback or call them? If OAG plans to call them, we respectfully request that OAG email the references to schedule an agreed upon time to speak. Reference clients are typically in meetings and would likely miss calls that come in without notice. We also suggest that Offerors be allowed to help coordinate (NOT participate in) calls between OAG and Offeror references.

OAG Response: OAG notes the request to use email for contracting references, however OAG will make the final determination on the method to be used.

Q23: May Offerors or its sub-contractors utilize resources from outside of the United States to deliver the project provided they do not have access to production data?

OAG Response: Yes, subject to terms, regulations and laws referenced in the RFP and in the final contract

Q24: Amendment 1, Schedule A-2 makes references to Section 3.2.7 and Section 3.2.9. We are unable to locate these sections in the RFP. Please clarify.

OAG Response: OAG is reviewing this section and will determine to issue an Amendment.

Q25: RFP Page 17 refers to pilot implementations for select counties. We are not aware of any counties in Guam. Please advise the entities for which the pilot implementations will be conducted.

OAG Response: No counties, just one office.

Q26: What type of monitoring reports are expected? Are we required to include to monitoring technology as part of our solution/pricing?

OAG Response: Bi-Weekly monitoring reports are expected. Contractor is to include monitoring technology as part of their solution/pricing.

Questions submitted by FBD Associates Inc. dated: November 12, 2020

Q1: Is there any written design documentation available for vendor use offsite?

OAG Response: Yes.

Q2: If design documentation exists can it be supplied for bid preparation?

OAG Response: No.

Q3: Is it acceptable for some of the work to be done off-site? Outside of the US?

OAG Response: Yes, subject to terms, regulations and laws referenced in the RFP and in the final contract

Q4: If work-off site is acceptable is a VPN connection possible?

OAG Response: Yes

Q5: Are functional test scripts available?

OAG Response: Yes.

Q6: Is a non-confidential Adabas test database available?

OAG Response: No.

Q7: Are reference test case results available?

OAG Response: Yes.

Q8: Are the Natural source code and Adabas FDTs available for review in SYSTRANS format?

OAG Response: Yes.

Q9: Is Entire-X used in the environment?

OAG Response: No.

Q10: Will the cost proposal comparisons be based on a Total Cost of Ownership ("TCO") over say 5 years? Over 10 years? If so, can the RFP be amended to so state and provide a template for TCO computation consistency between vendor proposals?

OAG Response: Please refer to 2.1.8 (Duration of award – 5 phases)

Q11: An objective comparison of vendor supplied source code maintainability should be based on a representative Natural source code sample and a representative set of Adabas FDTs.

Can the RFP be amended to require such samples be provided with bid submission or during bid evaluations?

OAG Response: No.

Q12: Does QAG have an existing out-sourced support contractor for the Natural and Adabas application components (as opposed to the Natural and Adabas compiler and run-time components from Software AG)? If so:

   a) will these resources be available to any successful vendor?
   b) Is it intended that this contractor will be in place for the duration of this RFP implementation? If not, what is the renewal or replacement plan?
   c) Is there an SOW available which describes the scope of work supplied currently by this contractor?
   d) Is this contractor precluded from responding to this RFP?
   e) Is it possible to identify and provide contact information for this contractor?

OAG Response: We have an existing vendor whom currently maintains our case management system.
   a) **Yes**
   b) **Yes**
   c) **Yes**
   d) **No**
   e) **Yes**

Q13: Is a Cloud (AWS, GCP, Azure, IBM etc) based solution be acceptable?
If yes is there a preferred Cloud provider?

OAG Response: No preference on a Cloud provider. However, provider must be compliant with OCSE and IRS Privacy and Security regulations

Q14: If a Cloud based solution is not acceptable is there a preferred infrastructure architecture? Is the current Oracle/Solaris platform considered viable for future production?

OAG Response: N/A

Q15: Can you supply a list of vendors/contacts registered for this RFP to facilitate potential teaming arrangements?

OAG Response: OAG will determine whether to provide this information and inform potential vendors as required.

Q16: Regarding Appendix A, Schedule A-1 Mandatory Experience Reference Form –

we believe given current COVID driven "Work from Home" paradigms and the routine staff progression over time for many of our customers, it may be difficult to arrange direct contact and verification as required by the current wording.

Given the significant adverse consequences of an inadvertent failure to connect we suggest there are equally effective alternative verification methodologies.

In this context is it possible to amend the Schedule A-1 requirements to read as follows:

"The OAG must be able to verify the accuracy of the experience with the Offeror's customers by one or more of the following means:
   a) no more than two attempts to contact reference customers via telecon or email;
   b) review of a customer approved Case Study or equivalent public documentation of customer project success;
   c) review of verifiable customer documentation of payment for migration services for a reference project;
   d) review of verifiable customer communication of acceptance of deliverables for a reference project; or
   e) review of verifiable customer communication to unrelated third parties of Offeror's performance on a reference project.
In the event the OAG is unable to confirm the experience via the above methods, the Offeror's proposal will fail and will not be considered further."

OAG Response: OAG is considering this request and will determine to issue an Amendment.

Q17: Can you supply a complex batch script for estimating purposes?

OAG Response: Due to sensitive nature of these script they will not be provided.

Q18: Is it mandatory that an Offeror conduct all testing other than User Acceptance Testing or can this post delivery testing be assumed to be implemented by the Customer or Customer's support contractor (if one per Q12)?

OAG Response: Yes.

Q19: Is it possible to have MS-Word versions of the RFP documents?

OAG Response: No.

Q20: Does the APASI or any other OAG application use the Natural CONSTRUCT technologies from Software AG?

OAG Response: No.

Q21: Would the OAG be interested in replacing the APASI hardware platform? If so, is there a preferred solution?

OAG Response: No.

---------------------- NOTHING ELSE FOLLOWS ---------------------------

Acknowledged By: _____
                        Name (Print & Sign)
Date: _____

Offeror: _____