



Purchasing and Central Services

Monroe County, New York

Maggie Brooks
County Executive

Dawn C. Staub
Purchasing Manager

ADDENDUM NO: 2
RFQ PROJECT: Application Developer Services
DATE: 5/16/12

PROPOSERS PLEASE NOTE:

SIGN this Addendum below acknowledging receipt and understanding and INSERT in PROPOSAL packet.

Clarifying questions and answers attached.

Purchasing & Central Services



Dawn C. Staub
Purchasing Manager

The undersigned bidder acknowledges receipt and understanding of Addendum No. 2 to RFQ Project Application Developer Services.

_____, 20____
Date

Name of Company

Authorized Signature

Title

Clarifying Questions and Answers

1. Can the work be done off-site?

Answer

Development (coding) can be done off site. The reference to “interpersonal skills” in section 2.2 implies that some on site activities, generally in a meeting setting, will be required to facilitate communication with our in house developer and customers. In addition, office space is available should the developer choose to work on site. Though not required, this would not be discouraged.

2. Is the \$80,000 budget for a full year of 2080 hours?

Answer

The \$80,000 is an annual budget figure. The RFQ asks for the service provider to quote an hourly rate. Thus the total number of hours per year will be the quoted hourly rate divided into \$80,000.

3. Who has been doing this work till now? Are they eligible to rebid?

Answer

The applications listed in the RFQ have been built by 1) an in-house developer who is a full time employee and 2) a part-time contract developer who provides development services and emergency support services for a maximum of 720 hours per year. This contractor is eligible respond to this new, distinct contract.

4. Would there be any increase in the budgets for the next four years?

Answer

This is unknown; however, it is unlikely to be increased.

5. Please confirm whether scope of the project covers Enhancements only or includes Production Support (Incident Management) of the applications also.

Answer

The project covers new development and enhancements, but does not include incident management.

6. If the scope covers the Production Support, please clarify the following:

What are the SLA's and support coverage expectations?

Does the County expect the vendor(s) to supply helpdesk services as well?

Answer

See answer #5.

7. Please clarify whether the deployment of VB client/server machines is in scope of the project.

Answer

Deployment is out of scope.

8. Please confirm whether the applications listed in the RFQ is a complete or representative list.

Answer

It is a representative list.

9. Could you please provide a detailed inventory list of the applications in scope covering the Number of screens, Complexity of screens, Lines of Code, Integration Points, etc. We have provided a separate format in an attached excel sheet to record the details of each of the 27 listed applications.

Answer

No.

10. What version of ASP.NET is used in developing the applications?

Answer

Currently a mix of ASP.NET 2.0 and 3.5 is used. The Monroe County Department of Human Services will be moving to 4.0 in the near future.

11. Please provide details of stored procedures used in the applications.

Answer

Stored procedures are used in a variety of ways for performing inserts, updates and deletes, and returning data sets. Applications interact via ADO (for Classic ASP) and ADO.NET (for ASP.NET).

12. Our understanding is that the application 'CSEU Reports' utilizes inbuilt features of VB6 and not any third party to develop online state reports. Is this correct?

Answer

All VB6 code developed in Monroe County uses existing VB6 functionality. No third party VB6 components are used.

13. Please provide details of any XML technology used in applications.

Answer

We have a "feed" of data that we exchange with a service provider that is in XML format, and other such feeds are planned. Additionally, some website configuration settings are being stored in XML on the web servers.

14. Please provide the details of Active X controls used in the applications.

Answer

In client/server applications, certain portions of the client application were developed as ActiveX components (business objects / data objects), and some ActiveX controls. In web applications, ActiveX has been used for automating client side reports and overcoming certain browser limitations.

15. Could you please share the history including total count of service requests raised in 2011?

Answer

This information is not tracked.

16. Could you please elaborate on the anticipated volume of service requests in a year?

Answer

This information is not tracked.

17. Please confirm whether any pending enhancement requests are already there.

Answer

Yes.

18. Is there a tracking tool used by the County/MCDHS to track service requests? If yes, should the vendor use the same tool during the project?

Answer

In the context of this contract there is no tool used to track service requests.

19. What are the different types of environments (Development, Testing, Production, etc.) maintained by MCDHS?

Answer

MCDHS does not have a test environment as it has no testing staff. Alpha testing is done on the developer's machine and beta testing is done in the production environment.

20. Please confirm whether the development services need to be done in the MCDHS environment or can the vendor develop and test the application in their environment and deliver for User Acceptance Testing?

Answer

Vendors may develop and test in their own environment.

21. Please confirm whether development services need to be done on site at MCDHS location or can it be done from offsite (within US) or offshore location (outside of US).

Answer

Development (coding) can be done off site. The reference to "interpersonal skills" in section 2.2 implies that some on site activities, generally in a meeting setting, will be required to facilitate communication with our in house developer and customers. In addition, office space is available should the developer choose to work on site. Though not required, this would not be discouraged.

If offsite or offshore resources are used, it is the expectation of MCDHS that the selected vendor is the single point of contact regarding all communications. MCDHS will not communicate directly with any 3rd party resources. It is also the expectation of MCDHS that any communication will transpire within normal County business hours.

22. The RFQ states that the Experience section must list all public sector clients in NY. Please confirm whether past experience with public sector clients in NY is a mandatory requirement. Can we provide similar work experiences from private sector corporations?

Answer

Experience with New York State ("NYS") public sector entities is preferred, but not mandated. Respondents with NYS similar experience will score higher than those without in that particular criterion.

23. The budget of \$80,000 per year. Does it include new development, enhancement, maintenance, and support for all the 27 listed applications? Is there a not to exceed hourly rate you are expecting for the developer?

Answer

The primary focus of this contract is on new development and enhancement of existing applications. There may be some maintenance and support tasks assigned to the developer. There is no "not to exceed" hourly rate.

24. What would happen in the event that the estimated hours (after an award) for enhancement or development or maintenance of application(s) were to exceed \$80K/yr.? Will the budget be extended to accommodate the extra work or will the work be moved over to the next year?

Answer

The budget will not be expanded. Projects will be assigned with the goal of bringing the maximum number of projects to full completion within the contract year. In the event a project is assigned and cannot be completed before the total contract hours are exhausted the project will either a) be reassigned to the in house developer, or b) be carried over to the next year.

25. Is there an incumbent vendor already providing the requested services? If so, what is their name? What was the total \$ amount spent on the intended services in the year 2011?

Answer

This is no incumbent vendor for this RFQ. Services are currently provided by an in house employee developer and a part time independently contracted developer through a previously issued RFQ. 2011 funding has no bearing on the \$80,000 that is currently budgeted.

26. If we provide our local office in Edison, NJ would that be sufficient for the 10% points? Or should it be in New York State?

Answer

Local office/support is rated thus:

Headquartered in Monroe County = 5 points/weighted score 0.50

Local office in Monroe County but headquartered elsewhere = 3 points/weighted score 0.30

No local presence = 1 point/weighted score 0.10

27. Can you please specify what attachments (A thru E), if any, need to be part of our response document?

Answer

None of the attachments need to be part of the response.

28. Are all responding vendors expected to be short listed for an oral presentation?

Answer

No.

29. If awarded, how many/hours week can the county guarantee work for the key personnel identified and presented in the proposal?

Answer

The RFQ requires the vendor to specify an hourly rate for services. Therefore, the total number of hours on an annual basis will be the selected vendor's hourly rate divided into \$80,000. One could average weekly hours by dividing that number by 52. However, depending on the nature and priority of a particular project the schedule would need to be flexible to meet service delivery.