Questions resulting from RFP# 165DOI-05292016

Geocent

1. Is there an incumbent contractor? Yes
2. If there is an incumbent contractor, who is it? Tri-Core Technologies
3. Is the incumbent contractor allowed to bid on this RFP? Yes
4. How many hours is the incumbent working per month on the existing contract? The monthly total hours average of the last two years, which are May 2013 to April 2015, which include both on site and off site, are 97 hours for Project Management and 792 hours for Support Staff.
5. What types of resources are currently engaged on the existing contract? See section 2. 5. 2 Technical Requirements
6. Please provide a breakdown for the past three months of hours logged by resource type on the current contract.

Application Maintenance for May-2015	Hours
Project Management	90
DBA	85.75
Application Architect	64
Software Developer 1	81.75
Software Developer 2	72.5
Software Developer 3	106
Web Developer 1	88.25
Web Developer 2	147.75
Web Developer 3	71.25
Help Desk	34
Total Worked	841.25

Application Maintenance for April-2015	Hours
Project Management	108.00
DBA	110.75
Application Architect	78.50
Software Developer 1	85.75
Software Developer 2	88.75
Software Developer 3	121.50
Web Developer 1	107.75
Web Developer 2	123.25
Web Developer 3	71.25
Total Worked	895.50

Application Maintenance for March-2015	Hours
Project Management	91.25
DBA	42.25
Application Architect	71.50
Software Developer 1	106.75
Software Developer 2	104.00
Software Developer 3	117.75
Web Developer 1	101.25
Web Developer 2	136.50
Web Developer 3	74.50
Total Worked	845.75

7. What is the flat monthly cost of the existing contract? $50,495.00
8. Please provide a project plan for the existing contract. As this is an ongoing service contract and maintenance is tracked through IT requests through our Help Desk software, there are no formal project plans.
9. How many total maintenance requests or software fixes or for system applications are created per month on average? There is no time constraint listed in this question for me to give you a specific answer, therefore we could not answer.
10. Please provide a per month total for application issues and fixes for the past year.

Month and Year Reported	Maintenance Requests Opened	Maintenance Requests Closed
May-14	241	236
Jun-14	244	249
Jul-14	215	216
Aug-14	233	242
Sep-14	210	237
Oct-14	207	214
Nov-14	189	202
Dec-14	209	220
Jan-15	220	211
Feb-15	190	210
Mar-15	130	154
Apr-15	145	141

11. How many total maintenance requests or software fixes are successfully completed and closed each month? You didn't give a time range for this question, therefore we cannot give you an answer.
12. Out of all systems maintained by the existing vendor, what are the top five applications or systems requiring the majority of support hours? Entity Management System, Industry Access, Complaints Rates and Form Tracking, LDI's public website applications, LDI's Employee Portal

ClarusTec, Inc.

1. As on page 4 of RFP, Section 1.4.1 are all the profile candidates required to be furnished in proposal or can vendor select among the list? No, we require the resume of the proposed individual to meet the mandatory qualifications.
    a. Can we provide representative resumes of the positions we bid? Suitably qualified similar candidates will be provided at time of actual requirements. No
    b. Are actual resumes required in response for all positions being bid? Yes
    c. Can any of these resources be the PM if with managerial experience or should it be a resource who has handled only PM functions through the career? Yes, any of the proposed resources can fill the Project Manager role but they must be able to perform all requirements in section 2.5.1. The role and minimum hours required as Project Manager shall not be billed concurrently with any other position in accordance with 2.5.1 Project Management Requirements.
    d. Which are the positions/profiles required by the Department? See Section 1.4.1 Mandatory Qualification for Proposer, section 2.5.1 Project Management Requirements and 2.5.2 Technical Requirements in the RFP.
2. May we know the exact start dates of the contract and the actual work? For the purposes of this RFP, the start date and the actual work date is expected to begin on July 24, 2015. See section 1.3 Schedule of Events and 2.2 Period of Agreement for clarification.
3. Page 6, Section 1.5-D., Can references be provided of State of LA along with other entities? Yes
4. Page 7, Section 1.5-F., Can we propose our resources to work from offshore (outside USA). It will be a cost effective pricing model. We will be able to provide services through VPN. Yes
    a. How much of activity is required of each resource onsite at LA Dept premises? See section 1.1.2 Goals and Objectives and 4.1 Performance Requirements
5. Page 20, Section 1.38-Corporate Requirements-Are these requirements to be fulfilled at the time of response submission or is it after award? After award is sufficient.
6. Page 28-Section 2.5.2-How many and which type of resources may be required in a month of the year and for approximately how many hours? See section 2.5.2 Technical Requirements
    a. What is the minimum hours guaranteed requirement of resources for a month? See section 2.5.2 Technical Requirements
7. Is it a full-time engagement once resources are allotted for a task with 40 hrs per week for a term? Or will it be part-time on as need hourly basis? It is up to the Contractor's Project Manager to determine how to fulfill the requirements of the contract.
8. What is the budget allocated for this project? $605,940.00
9. The sample project plan in response, can it be with any dummy data aka sample project? Yes

Jim Boyle, CPA

1. In Section 2.5.2 it states a minimum number of hours for project management and service support as 87 and 416 per month respectively. What was the average total monthly onsite hours for the last two years for project management and support staff? The monthly total hours average of the last two years which are May 2013 to April 2015 to include both on site and off site are 97 hours for Project Management and 792 hours for Support Staff. The majority of the work is done on site.
2. What is the budget for this project? $605,940.00
3. Who is the current contractor? Tri-Core Technologies
4. In the software development standards, new technologies are listed. What is the oldest technology which will be need to be supported? Active Server Pages (ASP) also known as Classic ASP or ASP Classic.
5. As part of the system support, assistance with servers support is required. What servers will be supported? Windows Server 2008 R2 and Windows Server 2012R2 with the Application Server, File and Storage Services, FTP Server and Web Server IIS Roles installed. Windows 2012 R2 sunning SQL 2014. A set of each of these Servers are duplicated for a Development environment, Staging environment and a Production environment all isolated from each other.