

New York State Justice Center for the Protection of People with Special Needs

Universal Incident Management Business Requirements RFP

Response to Bidders' Inquires

Issued July 14, 2014

1. Is there going to be a pre-bidders conference of a list of respondents for this opportunity?

There will not be a pre-bidders conference or posted list of respondents for this RFP.

2. Will the successful Universal Incident Management System Business Requirements bidder, and its subcontractors, be prohibited from serving as the third party contractor to design, develop, implement and/or operate the new system? Will the awarded firm and/or any of its subcontractors be precluded from competing for any implementation work that may arise from the business requirement and fit-gap project?

The services requested in this RFP are for business requirements and a fit-gap analysis to document business needs. This RFP is not requesting technology specifications for a business solution and, therefore, the awarded firm will not be precluded from bidding on future procurement opportunities.

3. Is the scope of the fit-gap and requirements solely incident management or should it also include investigation management given the reference on page 6 of the RFP "Staff effort of SOA's to update incidents and investigations within the VPCR because local, licensed providers do not have access to the VPCR"?

The scope of the fit-gap analysis and comprehensive business requirements services should include the complete lifecycle of any reported incident, which may or may not include an investigation.

4. Please confirm that one contract will result from this RFP rather than multiple contracts.

One contract will result from this RFP.

5. What firm, if any, assisted the State in defining the “high level business requirements for a Universal Incident Management System”?

No firm assisted the State in defining the high level requirements.

6. Once the business requirements for the Universal Incident Management System (UIMS) and the associated fit/gap analysis are completed, who will conduct the system integration to create the UIMS? Will the system integration work be the subject of another procurement?

At this point, the State has no plans beyond this procurement. In the event that system integration or other services are desired, a separate procurement(s) will be conducted.

7. Please confirm that the seven agencies involved include the Justice Center itself and the six agencies listed in Section 2.1, paragraph 2.

The seven agencies covered by this RFP are the Justice Center and the six agencies listed in Section 2.1, paragraph 2.

8. The RFP states that the technical proposal is to be limited to 30 pages “not including appendices.” Can you clarify what, specifically, may be or should be included in the appendices, e.g., resumes, Appendix B reference forms, Appendix C, etc.?

Appendices should include all forms as required by this RFP. Staff resumes and Appendices B and C will not count toward the 30 page Technical Proposal limit.

9. Can we access the results of the workgroup study, which defined the high level business requirements for a Universal Incident Management System?

The successful bidder will have access to all available information from the workgroup study which defined high level business requirements for a Universal Incident Management System.

10. Regarding business workgroup sessions, where are the seven NYS agencies located? Approximately how many agency staff will participate in these sessions? Is there an estimate or range of how many such sessions will be needed and over what period of time? Will the Justice Center help in facilitating the workgroup sessions with the SOA's?

All seven agencies are located in the Albany, NY area. Staff from each agency will be available to participate in workgroup sessions. The successful bidder is expected to work with the seven impacted agencies over the duration of the awarded contract to determine how many workgroup sessions will be necessary to complete the required deliverables. The State's Project Director will facilitate workgroup sessions with all impacted agencies.

11. For clarification sake, is it one "Universal System" for the SOA's and the Justice Center or one System for the SOA's that will integrate to the VPCR system in use by the state today? Will the new system be used by contracted agencies such as not-for-profit service provider organizations? If so, will such organizations be also able to use their existing systems to interface with the new system?

The goal of this procurement is to gain a complete understanding of the various current systems in use and to document the requirements necessary to develop a single, Universal Incident Management System for State agencies listed in the RFP.

12. Can proposers get documentation on the existing VPCR system as well as access to VPCR system? Is the high level business requirements document referred to available for viewing? Is it possible for vendor's to view the various current Incident Management Systems in use? Can the documentation on the existing SOA systems be shared with responders prior to proposal submission deadline?

The successful bidder will have access to all relevant agency systems and documentation.

13. How will the state be organized for this project? Will the state have designated Project Manager / Coordinator / Steering Committee / Escalation Process? Will there be a single point of contact or project manager provided by the NY Justice Center?

The State will have a dedicated Project Director, along with appropriate staffing and workflow processes, for this project.

14. Did any outside entities help to develop the RFP? If so, who?

No outside entity helped develop this RFP.

15. What is the budget for this project?

There is no predetermined budget for this project.

16. Section 5.4, pg 18: Is this a deliverable-based contract, where vendors will be paid the full quoted value of each deliverable upon acceptance?

This is a fixed-price deliverable-based contract (see, Section 4.2, page 13). Consistent with RFP directions, bidders must include hourly rates for all project titles in their cost proposal submission that were the basis for their deliverable prices.

17. Appendix G, pg 69: The descriptions of position titles refers to years of experience in “large scale system integration projects.” While this is important experience, it is not the only important experience. If we have subject matter experts with highly relevant experience working with related programs (substance abuse, intellectual disabilities, etc.), would those years of experience count toward meeting the requirements?

Firms should propose staff they believe are best qualified to complete the requested deliverables and who are consistent with the descriptions contained on pages 69-70 of the RFP.

18. Appendix G, pg 69: The descriptions of position titles suggest that the Justice Center doesn't require staff to have any subject matter expertise working with the related programs, such as substance abuse, intellectual disabilities, etc. Will proposals with no demonstrated subject matter expertise be evaluated less favorably?

All proposals will be evaluated consistent with the terms set forth in the RFP.

19. Is it the Justice Center's expectation that each of the 5 identified positions be filled with a staff person? For instance, could we have two associate analysts and no analysts?

Bidders must submit proposals with hourly rates for each title detailed in the RFP (see, Section 4.2, page13). Bidders are permitted to submit proposals with more than one individual in a given title.

20. Has the Justice Center received demonstrations of any COTs products they feel are candidate solutions for the Universal Incident Management System? If so, please list the products and any ratings which were assigned to the products.

The Justice Center has received no demonstrations of any products.

21. Will the Justice Center furnish any software tools to facilitate the development of the deliverables (Business Requirements, Use Cases, Flow Diagrams)? If so, please list them (i.e. Rational, Visio, etc).

The successful bidder will be responsible for furnishing any software tools they believe will facilitate the completion of the required deliverables.

22. Can the Justice Center list the known integration points of the various agency legacy systems or at a minimum the number of possible integration points with those systems?

The goal of this procurement is to gain a complete understanding of the various current systems in use and to document the requirements necessary to develop a single, Universal Incident Management System for State agencies listed in the RFP.

23. Can the Justice Center list the number of departments within each agency that need to be involved in the requirements gathering sessions?

Staff from each agency listed in the RFP will be available to participate in all workgroup sessions. The successful bidder is expected to work with the seven impacted agencies over the duration of the awarded contract to determine how many workgroup sessions will be necessary to complete the required deliverables. The State's Project Director will facilitate workgroup sessions with all impacted agencies.

24. Are all project stakeholders that would participate in requirements gathering sessions located in Albany?

Yes, all seven agencies are located in the Albany, NY area.