Andrew M. Cuomo   Maria T. Vullo
Governor   Superintendent

RFI QUESTIONS/INQUIRIES AND RESPONSES MEMORANDUM

DATE: October 29, 2018

PLEASE ADDRESS INQUIRIES TO:
Ron Wachenheim, *Contract Management Specialist 2*
Telephone Number: 518/402-5375
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RFI NO.: 2018-01

TITLE: NYS Public External Appeals Searchable Website

RFI RESPONSE DUE DATE: November 5, 2018 @ 4:00 PM

SUBJECT: Responses to Questions/Inquiries

ALL PROSPECTIVE RESPONDENTS
In reference to the above Request for Information (RFI), the following questions/inquiries were
submitted, thus we are providing answers to each question below:

QUESTION #1:   Are you open to working with offshore vendors?
ANSWER: Yes

QUESTION #2:   From a design perspective, will you be sharing design guidelines specific to the
project?
ANSWER: Yes; at minimum there will be NYSDFS design guidelines.

QUESTION #3:   Can companies from outside USA apply for this (like from India or Canada)?
ANSWER: Yes

QUESTION #4:   Would we need to come over there for meetings?
ANSWER: Yes

QUESTION #5:   Can we perform the tasks (related to RFP) outside USA (like from India or
Canada)?
ANSWER: No

QUESTION #6:   Can we submit proposals via email?
ANSWER: Yes, responses to this RFI can be submitted via e-mail.

QUESTION #7: Would it be possible to find out if there is an incumbent vendor for this?
ANSWER: **There is no incumbent vendor.**

QUESTION #8: Does the Department have an anticipated budget for this project?
ANSWER: **Not yet determined at this time.**

QUESTION #9: Should an RFP be released for this project, what would the estimated timeframe be?
ANSWER: **Not yet determined at this time.**

QUESTION #10: Our company supports multiple manufacturers of Records Management solutions, which are each independently able to meet NYS DFS's requirements. Can you confirm if it is acceptable for a company to submit multiple responses to this RFI, provided that the solution described in each response is substantially different?
ANSWER: **Yes**

QUESTION #11: What current resources for SharePoint Online and Azure licensing do you have at this point?
ANSWER: **Please submit your proposal, and DFS will determine if additional licenses are needed, should we select that proposal.**

QUESTION #12: Do we need to completely replace the existing Drupal based system, or the new system is required to co-exist with partial Drupal based system?
ANSWER: **There is no system now so no replacement needed. The new solution could be a part of our Drupal website, but this is not required.**

QUESTION #13: Is the new system required to access existing data on the DFS servers?
ANSWER: **It can be extracted/manipulated, but the data does reside on DFS servers; currently in Oracle table.**

QUESTION #14: If a new system is required to be developed, is there a preference on the new platform required or can we suggest?
ANSWER: **Please suggest**

QUESTION #15: What type of hosting is the Department interested in – cloud-based, on premise or hybrid of the two?
ANSWER: **Open; please suggest; either solution is viable.**

QUESTION #16: We assume that the solution provides interface to the Department staff. If so, what is the nature of their activities? Roles?
ANSWER: **Primary audience is general public. However, DFS Staff may need to interface for approval workflow which could be built into this system.**

QUESTION #17: What type of interface does the solution require besides the interface to the Drupal website?
ANSWER: **See Question #12 and #13 regarding Drupal. Data is currently stored in Oracle backend.**

QUESTION #18: Can the Department provide samples of summaries currently used?
ANSWER: **The Department does not have any summaries.**

QUESTION #19: Are the references intended to be hosted by the solution or are they external?
ANSWER: **The references will be part of the searchable database.**

QUESTION #20: Are the references included as text or links?
ANSWER: **Text**

QUESTION #21: Existing Decisions Format: Narrative decisions in PDF documents (images only; no text). Does the Department plan to migrate existing decisions to the new solution or to integrate the solution with the system that hosts existing decisions?
ANSWER: **The existing decisions will not migrate to the new solution. Summaries of the past decisions may be uploaded to the new solution.**

QUESTION #22: What is the Oracle 12c Database used for?
ANSWER: **Data Repository for DFS External Appeals workflow management system**

QUESTION #23: Data integration, workflow, staging, publishing: Can the Department clarify "Data Integration"? What are the data components and where do they reside?
ANSWER: **Components Case, Data, Metadata currently resides on Oracle 12c can be integrated or extracted.**

All other terms and conditions of the RFI remain the same. Thank you for your interest and we hope you will consider submitting a written response to this RFI.