

**Questions and Answers No. 1**  
**CATS+ TORFP # F50B8400012**  
**Form Processing and Workflow Automation Agile Services**

Ladies/Gentlemen:

This list of questions and answers is being issued to clarify certain information contained in the above referenced TORFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding to the State, unless an addendum expressly amends the TORFP. Nothing in the State’s response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

<b>ID</b>	<b>Page Number Reference</b>	<b>Section Number and Title Reference</b>	<b>Question</b>	<b>Answer</b>
1	1	1.1	Can we use the experience of the key personnel to meet the company minimum qualifications in RFP Section 1.1?	Yes, Prime Master Contractors may use the experience of their Key Personnel to meet Company Minimum Qualifications if: 1) the Key Personnel are employees of the Prime; and 2) the Key Personnel obtained the experience through work performed under a contract awarded to the Prime Master Contractor.
2	1	1.1	Are the company minimum qualifications in Section 1.1 of the RFP mandatory for the prime vendor/contractor? Can a firm that is lacking in one or more minimum qualifications subcontract with a firm in order to meet the qualifications listed in Section 1.1?	The Company Minimum Qualifications in RFP Section 1.1 are mandatory for Prime Master Contractors. Prime contractors cannot use subcontractors to meet the qualifications in Section 1.1.
3	1	1.1	Can a subcontractor’s experience count towards company minimum qualifications?	No, Company Minimum Qualifications must be met by the Prime Master Contractor. See the answer to Question 2.
4	1	1.1	Can the experience of the Key Personnel be used to meet Company Minimum Qualifications?	Yes, please see the answer to Question 1.
5	1	1.1	The TORFP calls for experience with specific products, including SeamlessDocs and Elasticsearch. Given these services support API-based access to Salesforce, will	No, the State does not desire alternative comparable products.

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			relevant experience integrating Salesforce with comparable products (e.g., DocuSign) be considered — provided the offeror can demonstrate similar use of API's to access needed functionality?	
6	-	General	Is it possible for you to send out a WORD copy of the RFP so we can format the forms into our submission?	Yes. A Word copy is being provided with this distribution of Q&As.
7	-	General	Will the Department consider extending the due date for proposals by 30 days?	No. The State will not extend the proposal due date as this project is on a tight timeline with delivery of Work Order 1's portal in December 2017.
8	6	2.3.3 – E	Where will data resulting from filled forms be stored, Salesforce, SeamlessDocs or other?	There is no central repository for the data. Therefore, data storage requirements will be addressed at the Work Order level.
9	5	2.3.3 - D	Please Verify that Work Order 1 is a portal page with links to existing forms/license only.	Correct, Work Order #1 requires a portal which links to existing forms/licenses.
10	5	2.3.3	What is expectation of ElasticSearch during Phase 1? Is the design of Phase 1 to utilize ElasticSearch or Salesforce to search for Links?	Phase 1 will use ElasticSearch.
11	5	2.3.3	Is there a current comprehensive list of all state agencies, licenses and forms along with urls?	We are currently populating a database with this information which will be provided to the awarded Contractor upon issuance of Work Order #1.
12	5	2.3.3	Are there key search words identified for the licenses and forms?	No.
13	5	2.3.3	What is the specific number of Links to forms required for December 2017 implementation?	The State estimates roughly 1000 links to forms for the December 2017 implementation under Work Order #1.
14	5	2.3.3	Is the expectation that all forms/licensing be available for December 2017 or a subset and cadence for rolling out additional forms/licensing?	The portal developed under Work Order #1 by December 2017 should provide access to all forms; however, initiatives to modernize forms or licensing will be addressed via subsequent Work Orders.
15	5	2.3.3	Is the expectation that the One Portal be a Salesforce communities page with named users and passwords?	No.

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16	5	2.3.3	What is the total number of internal users?	This information is presently unknown.
17	5	2.3.3	What is the total number of external users?	Since the portal delivered via Work Order #1 will be a public-facing website, the State cannot provide an estimated number.
18	5	2.3.3	Is there a requirement for internal users to add/change/edit the selection for links or will changes be made via change order only?	No, we have already created the ability for add/change/edit to the database which will feed the portal.
19	6	2.3.3 –E-2	How many documents will be converted to digital format to be made available on the new portal?	Please see the answer to Question 14. Digital conversion is not part of Work Order #1. The Portal delivered as a result of Work Order #1 will simply direct users to the appropriate existing link/methodology.
20	6	2.3.3 – E-2	Will the chosen vendor be responsible for conversion of documents to digital format?	Not for Work Order 1. However, the State may ask the selected vendor to perform this work through future work orders.
21	-	General	Is there a requirement for onshore or offshore?	There is no onshore/offshore requirement for Work Order #1. Subsequent Work Orders will identify this requirement, as applicable.
22	6	2.3.3 E2	The CATS+/TORFP proposal references specific requirements however there are no links to these requirements. Please provide.	Please review the TORFP document for content desired in proposal responses for award of the Task Order and Work Order #1. Any additional requirements will be provided at the Work Order level, as issued.
23	6	2.3.4 - A	What specific licenses is the Contractor required to supply? Salesforce only or additional licenses that you require the contract to provide?	TO Contractor is required to supply all licenses to perform under this Task Order as identified in its Technical Proposal.
24	3	2.2.0 - D	SeamlessDocs has its own workflow automation. Is the expectation that workflow automation be utilized with SeamlessDocs tools or with Salesforce Workflow Automation tools?	We expect both to be utilized as determined at the Work Order level.
25	3	2.2.0 - D	What are the specific requirements for Workflow Automation in TO 1?	Work Order #1 requirements do not include workflow automation.

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26	-	General	Are there any additional integration points other than noSQL, SeamlessDocs and Elasticsearch?	There will be integration points with Salesforce, at a minimum. Other integration points may be identified in subsequent Work Orders.
27	-	General	Are there any existing Salesforce Applications that need to be integrated with One Portal? If so please provide specific detail for these existing Applications including standard objects that will be used.	No, the One Portal is a pointer to licensing and permitting systems.
28	-	General	Are there any existing data analytics tools that will be used? If no current tools are used what is the specific requirements for reporting and analytics?	Data analytics tools will not be used for Work Order #1. Subsequent Work Orders shall identify any data analytic tool requirements, as applicable.
29	-	General	What ticketing system is used for Work Order and incident management? Remedy, ServiceNow etc.? Is expectation that these processes be built in or integrated w/ Salesforce?	The State utilizes multiple work order and/or incident management systems across Agencies, Departments, and projects. Any requirements associated with integrating with one or more of these platforms, including any integration with Salesforce, will be identified at the Work Order level, as applicable.
30	4	2.3.2	Is the requirement for documentation for operation manuals, training material helpdesk guides to be created and located in a SeamlessDocs location or is Salesforce to house these documents? If so is Salesforce Knowledge Management current in use?	The location for documentation storage has yet to be determined.
31	7	2.4.1	What is timing and cadence expectation for Phase 2 deliverables?	This has not yet been determined.