Vendor Questions to AFDO RFP 19-001

1. Given the comprehensive analysis required for bidders to provide a high-quality response, will the AFDO consider extending the proposal due date until September 30, 2019?

AFDO will not extend the deadline.

2. How many implementations (i.e. states) are expected to be supported by the contract(s) resulting from this RFP?

This number is unknown. We would not anticipate a large number of implementations fewer than 3 per application during the five-year period.

3. Are there any historical data on past performance of the required Help Desk (e.g. number of telephone calls, e-mails, chat sessions, duration of calls, and staff time required to provide support)? If possible, please provide this information for the core support service and for each state, for each application.

See response to vendor question Set 1, number 31.

4. Please provide any historical information on the number of technical resources currently performing application support and maintenance for the in-scope applications. If possible, please provide this information for the core support service and for each state, for each application.

This answer is not available.

5. Are you able to provide database size and transactions volumes for each implementation? If possible, please provide this information for each state, for each application.

Database size varies from state to state but here are a few examples:

USAPlants:
- 5 Databases - 250GB 15-30 GB a year growth

USAPlants:
- USAPLANTSWV – 31.2GB
- USAPLANTSWV-Attachments – 210GB
- USAPLANTSWV_Attachments_Log – 45GB

USAFoodSafety:
- FoodSafety – 14.6Gb
- Foodsafety_Log - 13.8GB
- Foodsafety_Dashboard – 1.8GB

USAFoodSafety: 40GB
USAPlants: 103GB

6. What is the user count per state?

User count varies greatly between states with as few as 10 to as many 225.

7. What is the frequency of the releases and the average effort per release?

We would anticipate at least two release per year, but additional releases may be needed for individual states. Effort is unknown.

8. Can you provide the current backlog of outstanding requests for service, change requests, enhancements, and problems and issues? Have priority and effort estimates been assigned?

No. Any priority and effort estimates would no longer be valid.

9. Are there any modernization discussions or plans underway for either of the in-scope applications?

At this point modernization is focused in maintaining usable life span for up to 5 more years. Long term priorities have not been determined as to modernization or development.

10. Will all states move to the latest release at the same time or will the team need to support multiple releases?

As states typically have individual items in each release, this necessitates a graduated implementation of releases.

11. What is the process for work prioritization and agreement by the states?

Each state independently prioritizes work. It is anticipated the vendor will not accept enhancement requests beyond its capacity. If a challenge exists, the Governing Council will provide guidance.

12. What is the amount of travel expected to participating state?

See answer to question vendor question 1, question number 19.

13. Would we be expected to take over any implementation projects with any of the states?

No implementations are currently in progress.

14. Are the states involved in the acceptance testing of the releases?

Yes. They test each release and enhancements for functionality and to ensure it does not impact existing functionality.

15. For the disconnected devices, are the states primarily responsible?

States are responsible for the underling computers, but the vendor does provide the installation package for offline computers. The vendor will be expected to provide periodic support to disconnected devices when there are unexpected results such as unsuccessful installations, syncing difficulties, or lost data.