

# Request for Proposals # AFDO-24-001

## SAFHER RFP Vendor Questions & Answers

1. Section 6.7: *Operations, Maintenance, and Support* of the RFP indicates that Tier 2 support should be available 24/7. However, other sections indicate that both Tier 1 and Tier 2 should be available during normal business hours. What are the expected hours of availability for Tier 1 and Tier 2 support?

Answer: Verbiage in section 6.7: *Operations, Maintenance, and Support* surrounding Tier 2 support availability has been corrected to the following:

"Tier-2 support service available from 8:00 a.m. Eastern Standard Time to 4:30 p.m. in the latest time zone of a participating state using the support service (currently Alaska time) on business workdays. Support response via email or telephone should be provided within 30 minutes."

An updated RFP has been posted to the AFDO website.

2. Section 3.1.7: *Testing and Quality Assurance* indicates the Vendor is expected to develop UAT and Regression testing scripts and use cases for stakeholders. Will Appian provide the Vendor with the testing scripts they used for their initial development testing as a starting point to have a full baseline of Regression testing scripts that will be used to test the system? If so, will these scripts be mapped to User Stories in Jira to be able to validate coverage of the requirements documented in Jira stories?

Answer: Appian will provide developer test cases / scripts, which will be documented in Jira and associated with relevant User Stories. Vendors should take into consideration that developer testing scripts will need to be updated / polished for more consumable stakeholder UAT testing. Also, Regression testing will need to consider any Vendor led extensions, configurations, or customizations between the Vendor and States.

3. Will the AFDO provide equipment (such as laptops) in which all work will be completed, or is it expected that the Vendor will use Vendor furnished equipment in support of this program?

Answer: The Vendor will provide equipment in support of the program.

4. Section 6.6: *Implementation and Data Migration* indicates for Vendors to "Describe the approach for the creation of custom reports and the configuration of standard reports during the implementation process." For reports incorporated into SAFHER

Core, is the expectation for Appian or the Vendor to complete this development work? What about reports at the state level?

Answer: For reports incorporated into SAFHER Core, Appian will lead intake, discovery, gathering requirements, and development. For additional state level reports that exist or need to be created within the Appian platform, the Vendor will be responsible for intake, discovery, and gathering requirements, while Appian will be responsible for development. Any updates to existing reports or the creation of new reports that do not require the Appian development team will be the responsibility of the Vendor.

5. Section 6.7: *Operations, Maintenance, and Support* requests Vendors to "Describe how incident support will be available to AFDO and the users to track issues to resolution or determination." Is the desired requirement here to ensure that an End User has visibility into a logged incident regardless of whether or not it is a bug or enhancement and the status of that issue that was logged throughout the life of the issue? If this becomes an enhancement request and not a bug, is it expected that the end user can see when the request has been slated for future development via visibility into the SAFHER Core backlog?

Answer: The Vendor should ensure that end users have the ability to track the status of bugs and enhancements. AFDO expects the Vendor to coordinate and track SAFHER Core updates with both AFDO and Appian. AFDO is open to Vendor suggestions on how to accomplish this and looks forward to hearing about it.

6. Section 6.8: *Training* indicates that "At minimum, a set of training materials (with screenshots) should be provided for the SAFHER Core system." However, section 2.2: *Appian Planned Work and Timeline* states that Appian will be responsible for "Training materials that can be used by others to conduct end user training." Can you please clarify if the Vendor is expected to create separate training materials? Will the training material created by Appian contain screenshots of the SAFHER Core system?

Answer: Appian will provide the initial training materials (with screenshots included) for SAFHER Core and MVP capabilities / functionality. It is the responsibility of the Vendor to create training materials for new functionality introduced, as well as update existing materials based on additional configuration, customization, and enhancement efforts.

7. Section 6.9: *Documentation* indicates "Minimally, AFDO expects System Configuration Documentation and Application Architecture Documentation, including each historical state specific system documentation." For documentation related to SAFHER Core system, will these types of documents be produced by

Appian? Is the idea with this requirement for the Vendor to create additional documentation around SAFHER Core or is it more so focused on documentation created for state specific customizations beyond what is a part of SAFHER Core that may already have been documented by Appian?

Answer: Appian will be responsible for creating foundational SAFHER Core documentation (risk and security package, integration details, architecture design diagrams, Core requirements, etc.). It is the responsibility of the Vendor to create and update all documentation based on additional configuration, customization, and enhancement efforts.