

RFP SCC-12-020-SCC**Commission 2.0
Business Process Improvement and Core System Replacement****QUESTIONS & RESPONSES**

1.	Is there an incumbent primary contractor working with the SCC for this opportunity?	No. CGI is the contractor who, in partnership with the SCC, developed and implemented the Office of the Clerk's eFile system. CGI is currently providing additional support to the eFile system.
2.	Would you confirm for me that there is no small/minority business participation requirements in this solicitation? I read a statement encouraging participation but no requirements?	Small Business participation is encouraged and is included in the Evaluation Criteria set out in Section VII, page 105, of the RFP.
3.	Does this solicitation require current small business status? We are a non-profit and are being accepted for inclusion in SWaM. Please advise.	Refer to the response to question #2 above.
4.	Can you tell me a ballpark range of the value to include in the tracking system, realizing that if we decide to pursue that we would calculate our own cost, this request is for a ballpark figure only, for consideration of a bid or no bid decision?	The SCC does not have a ballpark range of the value and is looking to the Offeror to propose a price, see Section VI B 3, page 102 of the RFP.
5.	Part 1: Does the SCC have an electronic compilation or "map" of all official SCC forms, templates, etc. per Division? For example, Energy Regulation has 50 forms, Human Resources, 100 forms, etc.	No. The SCC does not have this compilation of forms, templates, etc. The SCC expects that the compilation of such material may be a part of the analysis the Contractor will perform.
5 cont.	Part 2: Can you provide a list of Prime Contractors to whom our firm	Potential Offerors have been invited to attend the Pre-Proposal Conference on

	can market its subcontracting willingness?	September 05, 2012 at 9:00 AM. Additionally, a list of those firms attending the Pre-Proposal Conference is posted on eVA under this RFP.
6.	My company is interested in offering a proposal to you for the above RFP. We are looking for a teaming partner to work with us. I'm wondering if you can share with us the names of others that have expressed interest in offering a proposal so that I might contact them to explore their interest in teaming.	Refer to the response to question #5 above.
7. Referen ce RFP Section V. A. 5, page 25:	Please clarify the scope of the Data Availability component. Is the intention for the Offeror to implement an enterprise-wide business intelligence tool with a data warehouse that pulls data from multiple line of business legacy systems across nearly all divisions? If so, can the SCC provide data describing the source systems, so that complexity of effort can be better understood? Please supply information on each source system to describe programming language, database used, number of data elements, and quality of data. Also, please describe the number and type of reports required. This is a substantial effort that requires more context for appropriate sizing and estimation.	The RFP on page 21 discusses Data Availability. The SCC expects that the Contractor will perform the analysis (including the information requested) as part of the recommended solution for Data Availability.
8.Part 1	Does a data governance process exist within the Commission? Within the State?	No. No.
8. Part 2	Is there an enterprise conceptual data model? Enterprise logical data model?	No.
8. Part 3	Does the State or Commission have	The SCC has a version of MEGA which the

	an enterprise architecture or metadata tool that is in use and is up to date?	SCC is currently testing.
8. Part 4	Does the State have an enterprise data dictionary that the Commission would like to leverage?	No.
8. Part 5	Are there other State or local government entities that are part of the Commission's ecosystem that will be impacted by or should be involved in the development of an enterprise taxonomy and dictionary?	Not at this time.
8. Part 6	Does the Commission have an analytics tool that it's using?	The SCC does not have an enterprise analytics tool.
8. Part 7	Does a data security classification policy already exist?	The SCC is required by law to comply with the Commonwealth IT Information Security Standard (ITRM SEC 501-06). The data for the SCC major databases has been classified.
8. Part 8	Are there content beyond documents and structured data that the Commission would like integrated into a full knowledge base solution? Examples include web-based inquiries and analytics, wikis, social media, IVR/call center data.	The SCC expects that the Contractor will perform the analysis as part of the recommended solution.
8. Part 9	Is the Commission today participating in Open Data activities?	No.
8. Part 10	Is the Commission looking for recommendations to improvements in data transfer and data distribution mechanisms?	The SCC expects that the Contractor will perform the analysis as part of the recommended solution.
8. Part 11	What are the relevant state statutes that could restrict the Commission from implementing recommended business process and data management recommendations? For example, if a recommendation is to utilize electronic signatures, is there a state statute that prohibits the use of or does not legally recognize esignatures as binding?	It will depend on the recommended solution. In response to the example, the SCC is not prohibited by statute from accepting electronic signatures
8. Part	What is the performance period of	The performance period for services

12	the services part of the award? (excluding the maintenance years)	depends on the solution and outcome of final negotiations and awarded contract.
8. Part 13	What is the estimated start date of the project?	The start date depends on the outcome of final negotiations and awarded contract.
9.	<p>Page: 18, Section: V.STATEMENT OF NEEDS-Overview Paragraph: 3: The project team will consist of resources from both the SCC and the Contractor, working side-by-side, on-site at the SCC in Richmond, Virginia throughout the duration of the project.</p> <p>Can the vendor implementation team work remotely and just visit, or does the team have to be on-site at the SCC in Richmond, Virginia throughout the duration of the project?</p>	The team is required to be onsite for the duration of the project.
10.	<p>Page:182 Section: Appendix I. Project Requirements Acknowledgement and Traceability TECH-01: Platform Paragraph: The solution should be developed using a .NET framework With an Oracle database.</p> <p>Will VA SCC consider MS SQL for the database?</p>	See RFP page 200 Appendix M. The SCC's primary database is Oracle, with occasional use of SQL Server database, for example, for out-of-the-box solutions such as MS SharePoint and MS Team Foundation Server. The Offeror should consider the SCC's current Oracle environment when submitting a proposal. If a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability.
11.	<p>Page:172-173 Section: Appendix I. Project Requirements Acknowledgement and Traceability MIGR-01 thru MIGR-24</p> <p>MIGR-01: Data Analysis, Migration and Cleansing</p>	

	<p>The Contractor shall analyze, migrate and cleanse data and provide any post-conversion data correction, as necessary, to provide consistent, meaningful data in the new solution.</p> <p>THRU: MIGR-24: Service of Process Info The Contractor shall migrate images and indexes of service of process documents for the past three years into the solution for service of process.</p>	
11. Cont.	3a. How many tables will be converted?	3a. The Contractor shall perform the analysis to determine the data to be migrated to the solution.
11. cont.	3b. MIGR requirements: Is there a data dictionary, ERD diagram or any other related documents be provided to assist in data conversion?	3b. No, not at this time.
11. cont.	3c. MIGR requirements: Approximate size in GB of the current data to be converted including images?	3c. The Contractor shall perform the analysis to determine the size of the data to be converted
12.	<p>Page:179 Section: Appendix I. Project Requirements Acknowledgement and Traceability IMP-06 Paragraph: Hardware/Software Upgrades: The Contractor shall be responsible for any upgrades of software/hardware to supported versions/models to ensure that any hardware and software procured for this engagement shall be fully supported and have a useful life for the duration of the contract term,</p>	Yes, the SCC will provide this information at the time of negotiations for those proposals selected for the negotiation process.

	<p>and for a period of 12 months after contract completion.</p> <p>Will VA SCC provide specifications of client and servers currently available for use in this project (i.e. operating systems, ram, software (i.e. MS Word version, etc...))?</p>	
12. Cont.	<p>Is it the VA SCC's intention for the selected vendor to acquire, install, and maintain the proposed hardware and operating system/database software for the term of this engagement, or conversely, is it VA SCC's intention for the selected vendor to provide a recommendation only for these items that VA SCC will use to acquire them from existing and future state contracts?</p>	<p>See RFP page 184, TECH 19, The Contractor is solely responsible for the procurement, delivery, installation and configuration of all hardware and software required to develop, implement and support the holistic solution. See Page 178, IMP-06.</p>
13.	<p>Page:90 Section: Appendix I. Project Requirements Acknowledgement and Traceability QM-10 Paragraph: Test Environments: The Contractor shall provide the necessary hardware and software to enable the use of four environments for each solution (see TECH-02).</p> <p>Will VA SCC provide specifications of client and servers currently available for use in this project (i.e. operating systems, ram, software (i.e. MS Word version, etc...))?</p>	<p>Yes, the SCC will provide this information at the time of negotiations for those proposals selected for the negotiation process.</p>
14.	<p>Page:97 Section: Appendix I. Project Requirements Acknowledgement and Traceability</p>	<p>Yes, the SCC will provide this information at the time of negotiations for those proposals selected for the negotiation process.</p>

	<p>TECH-03 Paragraph: Redundant/ Failover Process: The Contractor shall plan, develop, and test a failover process that will achieve high-availability. This includes the identification of hardware and software needs to support a failover. The failover process shall have "failover monitoring" that will provide the ability to notify administrators of a failure.</p> <p>Will VA SCC provide specifications of client and servers currently available for use in this project (i.e. operating systems, ram, software (i.e. MS Word version, etc...))?</p>	
15.	<p>Page:98 Section: Appendix I. Project Requirements Acknowledgement and Traceability TECH-19 Paragraph: Solution Hardware/ Software Procurement The Contractor is solely responsible for the procurement, delivery, installation and configuration of all hardware and software required to develop, implement and support the holistic solution.</p> <p>Will VA SCC provide specifications of client and servers currently available for use in this project (i.e. operating systems, ram, software (i.e. MS Word version, etc...))?</p>	<p>Yes, the SCC will provide this information at the time of negotiations for those proposals selected for the negotiation process.</p>
16.	<p>Page:21 Section: A. Business Process</p>	<p>This section of the RFP refers to Business Process Improvement which may or may not</p>

	<p>Improvement</p> <p>1. Processes Analysis</p> <p>Paragraph: p. 21, Paragraph 2: Before considering which processes require improvement, consolidation or automation, the Commission requires that the primary processes in each Division be documented by the Contractor to obtain a holistic view of the types of functions that each Division carries out. The Commission expects the Contractor to make recommendations regarding targeted areas for process improvement.</p>	<p>lead to replacement of existing systems.</p>
16 cont.	<p>If this analysis is preliminary to replacing existing systems (PSC, Insurance, Securities) in all the other divisions of the SCC, what is the timeframe for these acquisitions?</p>	<p>Part 1: The Offeror should propose a timeframe for a comprehensive solution to address the business requirements set forth in the RFP as part of its proposal.</p>
16 cont.	<p>What is the budgeted funding for the CIS Replacement project and the initial BPI analysis project (this current RFP)?</p>	<p>Part 2: As stated in #4 above, the SCC does not have a ballpark range of the value and is looking to the Offeror to propose a price, see Section VI B 3, page 102 of the RFP.</p>
16 cont.	<p>What is the projected funding for the Replacement project(s) for the other Divisions (the future RFP'S)?</p>	<p>Part 3: As stated in #4 above, the SCC does not have a ballpark range of the value and is looking to the Offeror to propose a price, see Section VI B 3, page 102 of the RFP.</p>
17.	<p>Page:21</p> <p>Section: A. Business Process Improvement</p> <p>2. Data Availability</p> <p>Paragraph: Page 21: Paragraph 2: The process analysis for this effort shall include a careful examination regarding the use of certain terminology. As part of this effort, the Contractor shall define the usage of terminology within each Division</p>	<p>Yes. See RFP, page 18, Section V, Overview, 1st paragraph.</p>

	<p>and provide a classification of similarly-used terms for the purpose of reliable data analysis.</p> <p>Will VA SCC confirm that this data analysis is to be performed across all Divisions of the SCC (and not just to be limited to CIS)?</p>	
18.	<p>Page:22 Section: A. Business Process Improvement 3. Document Management Paragraph: Page 22: Paragraphs 1, 2 Document Management The significant number of paper-based processes at the Commission is a contributing driver for the process analysis effort. Each Division has adopted its own methods of attempting to overcome the challenges of its paper-based processes. Therefore, the Commission lacks a standard enterprise-wide solution for managing paper. As part of this effort, the Commission requires the Contractor to perform a deep analysis of the current paper-based processes and implement a solution to optimally manage documents and their associated processes.</p> <p>Will VA SCC confirm that this analysis of heavily paper based processes is for of ALL divisions (and not just to be limited to CIS)?</p>	<p>Yes. See RFP, page 18, Section V, Overview, 1st paragraph.</p>
19.	<p>Page:23 Section: A. Business Process Improvement 4. Business Process Project Boundaries</p>	<p>The Offeror should propose a timeframe and funding as part of its proposal.</p>

	<p>Paragraph: 4. Business Process Project Boundaries The Commission requires all processes to be documented by the Contractor as part of this effort so that a full business process repository can be established. The Contractor shall conduct an analysis to identify processes for improvement which will then be submitted to the SCC for approval and prioritization. The Contractor shall be responsible for the implementation of the mutually agreed-upon changes.</p> <p>Will VA SCC provide a timeline and projected funding for the implementation of the mutually agreed-upon changes for which the contractor is responsible?</p>	
<p>20.</p>	<p>Page:24 Section: A. Business Process Improvement 4. Business Process Project Boundaries c. Other Process Considerations Paragraph: c. Other Process Considerations Complaint Handling and External Communications are only two examples of processes that the SCC requires to be included in this effort. The SCC recognizes that there may be other processes that could benefit from an improvement effort, and the Contractor shall identify such opportunities during the course of the project. The Offeror’s pricing proposal shall include an allotment of hours to identify and implement</p>	<p>The RFP refers to both CIS Replacement and Business Process Improvement. The latter may or may not lead to replacement of other existing systems.</p> <p>The Offeror should propose a solution that meets the business requirements as stated in the RFP.</p>

	<p>other improvement opportunities mutually agreed upon by the SCC and the Contractor throughout the course of the project. A high-level chart of functions at the SCC can be found in Appendix J.</p> <p>In order to realize the maximum benefit of a process improvement effort, the introduction of new systems may be necessary. The Offeror shall recommend the appropriate means to accomplish this goal and procure any necessary hardware and software upon approval by the SCC.</p> <p>It is apparent that this is a RFP with a dual purpose of implementing a new CIS system that will be the forerunner/model in replacing existing systems for the entire SCC (is this correct?). In recommending appropriate means to accomplish this goal, will VA SCC consider subscription or transaction models?</p>	
21.	<p>Page:30 Section: 6. Imaging and Workflow Requirements a. Correspondence and Forms Maintenance Paragraph: a. Correspondence and Forms Maintenance; paragraph 4: Word templates with merge fields are downloaded from the CIS mainframe via Entire Connection. The templates are stored on a network drive, and the fields to be merged with the templates are stored on the C:\ drive of the</p>	<p>This information is not known at this time. See RFP page 63, “The Clerk’s Office shall evaluate the correspondence for inclusion before the existing letters are put to the new system.”</p>

	<p>computer performing the download. A Visual Basic engine (VB engine) is used to interface between Word and Entire Connection. The download activates the VB engine, which, in turn, activates the print function.</p> <p>Of the 210 pieces of identified correspondence (as per page 63 of the RFP), how many of these will be required in the replacement system?</p> <p>NOTE: See page 63: 'The requirements below include the expectations of the solution for the generation of business entity output. CIS currently generates approximately 210 different pieces of correspondence. The Clerk's Office shall evaluate the correspondence for inclusion before the existing letters are put to the new system.'</p>	
22.	<p>Page:33 Section: ii. Forms; FRM-04 Form Template Library Paragraph: FRM-04; Form Template Library</p> <p>The solution shall provide a library where the public and staff can access form templates by metadata, such as form number, form title/purpose, and applicable entity type. Note: This is to replace the repository currently found on the website: http://www.scc.virginia.gov/clk/formfee.aspx. FRM-05 Form Revision History</p> <p>Can VA SCC provide the number of form templates (and forms; on-line</p>	<p>The SCC does not have a compilation of forms, templates, etc. The SCC expects that the compilation of such material may be a part of the analysis the Contractor will perform.</p>

	forms) currently in use and the number required as part of this RFP Response?	
23.	<p>Page 37, Section: b. Reporting Paragraph: b. Reporting</p> <p>The SCC requires the ability to create user-defined reports that provide relevant data. The requirements in the table below identify reporting needs for the solution. Additional reporting needs are defined in other sections of this RFP. Those include Business Entity (BE-69), Customer (CUST- 23), Fiscal (FSCL-40), Service of Process (SRV-18), Uniform Commercial Code (UCC-24), Technical (TECH-14) and Data Availability (DATA-04, 05 & 06) and should be considered when reviewing the requirements below:</p> <p>Can VA SCC provide the total number of reports required (by department/area and total for the entire agency)?</p>	The SCC does not have a compilation of reports.
24.	General Question - Has the VA SCC reviewed product demonstrations that may be proposed for this opportunity? If so, will VA SCC release the names of the products reviewed and when the demos were completed?	The SCC has not reviewed any product demonstrations in conjunction with this RFP.
25.	<p>Page:74 Section: e. Fiscal Requirements Paragraph: e. Fiscal Requirements i. Fiscal: Introduction</p> <p>The Fiscal component of the solution includes the accounting of payments and fees, as well as the deposit and allocation of funds. Currently, payments are received and</p>	See Appendix K, beginning on page 187.

	<p>processed by the Clerk’s Office, the bank lockbox and by SCC eFile.</p> <p>Aside from the Bank Lockbox and the interface to the State's financial system, are there other custom interfaces that will be required?</p>	
26.	Part 1: Is there additional documentation available on the APIs for the microfilm and Kofax Imaging systems?	There is no API for the microfilm process. Images are transferred to a microfilm vendor periodically by FTP. A copy of the Kofax API Reference Guide as provided by Kofax is attached on Exhibit 1 of this document.
26. Cont.	Part 2: ACCS-03: Can you enumerate the “Data transfer needs of the DMV” to indicate the number of individual and complexity of processes included in this suite?	The SCC provides data to the DMV periodically by FTP.
26. Cont.	Part 3: Is there additional documentation available on the eFile API and data formats, such as the available Web Services or capabilities of eFile to integrate with external systems?	There is no API for eFile. The following are the external functions that are accessed via web services: ApplinX, OpsWat Metascan (virus checker), and SCC Messaging Service.
26. Cont.	Part 4: BE-66: Can you enumerate the complete list of Business Rules referenced in this item, as well as the calculation formulas for each?	The business rules incorporate statutory requirement, Commission rules and business processes, some of which are manual. The SCC does not have a complete list of business rules at this time nor calculation formulas. The SCC expects that the Contractor will perform the necessary analysis.
26. Cont.	Part 5: BE-71-72: Can you identify the “entity types” referenced in these items, the list of potential assessments and the calculation formulas for each?	The entity types and manner of assessment are defined in the Code of Virginia and include, but are not limited to, corporations, Limited Liability Companies, Limited Partnerships and Business Trusts.
26. Cont.	Part 6: INFO-19: Can you provide the formula used to calculate the “order fee” in this item?	These fees are established by statutes and Commission rules. See Sec. 12.1-19 et seq. of the Code of Virginia and Commission Rule 5 VAC 5-40-10.
26.	Part 7: FSCL-12: Can you provide API	The current Third Party processor is Official

Cont.	documentation from the “Third Party Payment Processor” referenced in this item?	Payments Corporation (OPC). There is no API for OPC processing. External users of the eFile System are redirected to OPC’s website (along with info passed in a query string) and then returned to the SCC’s eFile System upon completion of the transaction.
26. Cont.	Part 8: FSCL-28: Can you provide API documentation, including export format and transport mechanisms available, for the eSCC export.	A copy of the eSCC API documentation is attached as Exhibit 2.
26. Cont.	Part 9: TECH-25: Can you provide documentation on the SCC technical standards referenced in this item?	The SCC will provide such information upon contract award.
26. Cont.	Part 10: Is there a requirement that the source code be written in C#?	No. See RFP page 97, TECH-01.
26. Cont.	Part 11: Can you provide an estimated schedule upon award for analysis, development, testing and implementation?	The schedule will depend on the solution and outcome of final negotiations and awarded contract.
26. Cont.	Part 12: Is it correct that the SCC will have approximately 700 internal users that will need a password to log on? If not, how many users will need a license to gain access to the system?	Currently, CIS has approximately 70 internal users. The SCC has approximately 650 internal network users, which includes the 70 CIS users.
26. Cont.	Part 13: Can you estimate the number of users for the externally facing portal?	The SCC does not have such information.
27.	Per RFP Pg 103, Tab 1 is supposed to be "RFP with Cover Page and addenda." Please confirm that is all 200+ pages? If yes, is it acceptable to print it dual sided?	Tab 1 should contain the complete RFP, including any addenda. It is acceptable to include a dual-sided copy.
28.	Is there a way in Tab 8 to make exceptions to terms and conditions?	Any exceptions to terms and conditions should be provided in the response in Tab 8. The specific terms to which there are exceptions and the reason therefore should be stated.
29.	Per BE-71, what items about the entity are being assessed? Presumably whether it's filed its reports, but what else?	“Assessment” in this context refers to imposition of annual registration fees.

30.	Does BE-63 simply mean sending out electronic correspondences to entities, such as them needing to file reports or informing them of when a filing that needed approval has been processed? What kind of responses is the Commonwealth expecting to receive back?	Use of electronic correspondence for all business processes is envisioned. The SCC expects that the Contractor will perform the necessary analysis.
31.	For BE-12, if the proposed solution does not have test entities, but can deprecate entities to prevent them from impacting report purposes is that an acceptable alternative for Virginia's "test" needs?	BE-12 does not relate to test entities.
32.	For BE-70, Does the page count only need to happen for those filings that are charged per page, or are all filings charged per page?	Filings are not charged per page. This requirement relates to information order requirements, especially INFO-19.
33.	For BE-35, what kinds of images need to be associated with multiple entities and to what end?	Images of documents associated with a business entity filing that relate to more than one entity, such as a merger, conversion or domestication need to be associated with multiple entities, in order that the record for each entity is complete.
34.	For BE-41, Does this mean if a file is wrongly accepted? Shouldn't the system validation in front catch these?	There are complexities to certain filings that currently require manual review and therefore tracking of these items is needed to ensure appropriate resolution. The SCC is open to Contractor analysis in order to recommend an improved process.
35.	BP-03 SQL server 2008 cluster - Does the State have a Cluster server running SQL 2008 that can host the solutions database?	The SCC does not have a Cluster server running SQL 2008.
36.	BP-03 Virtualized Environment Does the State have a Virtualized environment to host the servers?	A project to virtualize SCC servers is underway and is expected to be complete by the end of the first quarter of calendar year 2013.
37.	IMG-03 Microfilm Reference - Is this reference in the current database?	This reference is in the current database.
38.	IMG-04 Public vs. Non Public Images	This requirement refers to the CIS

	- How is a document defined as Public vs. Non Public Images?	replacement. Submitted documents are non-public until they are reviewed and accepted.
39.	WF-11 What are the pre-defined attributes?	These pre-defined attributes have not been established. The SCC expects that the Contractor will perform the necessary analysis.
40.	ACCS-03 How is data transfer currently being accomplished?	The SCC provides data to the DMV periodically by FTP.
41.	<p>Per RFP VI.A.1, each copy (and CD) of proposal should be sealed. Is this one (1) sealed package which includes the binder AND CD? or one sealed binder and another sealed CD, then in a larger sealed package containing both ?</p> <p>Also, Per RFP VI.A.1, each item should be labeled with the Offeror Name, appropriate title, and RFP number. However, in VI.C.3, the packages are to be identified as indicated, with more information. Please confirm/clarify that VI.A.1 labeling refers to the individual binders/CDs, whereas VI.C.3 labeling refers to the outer packages (i.e. 1 for original, 1 for redacted copy, 1 for package of 6 copies, and 1 for pricing)</p>	<p>Each binder should contain a CD in one sealed package. The binder that includes the pricing proposal should be in a separate sealed package with a CD enclosed.</p> <p>V1.A.1 refers to the labeling of the individual binders/CDs and VI.C.3 refers to the labeling refers to the outer packages.</p>
42.	Appendix L. SCC eFile - Who originally developed eFile? Who currently maintains eFile? Must eFile be kept or can it be replaced with another functional web presence?	CGI is the contractor who, in partnership with the SCC, developed eFile. SCC staff provides primary support, and CGI is currently providing additional support as needed. See RFP page 87 for more information.
43.	TECH-01 Platform The solution should be developed using a .NET framework with an Oracle database. - Is the Oracle database a hard rule or a preference? Will MS SQL Server	See RFP page 200 Appendix M. The SCC's primary database is Oracle, with occasional use of SQL Server database, for example, for out-of-the-box solutions such as MS SharePoint and MS Team Foundation Server.

	be accepted for the entire solution?	The Offeror should consider the SCC's current Oracle environment when submitting a proposal. If a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability.
44.	Has a budget been set for this project? If so, what is it and for which year?	The SCC does not have a ballpark range of the value and is looking to the Offeror to propose a price, see Section VI B 3, page 102 of the RFP.
45.	CUST-25. Will we be required to unmerge filings that were merged in the current system?	The requirement relates to customer records, see RFP page 46. The SCC does not have customer records in its current system.
46.	UCC-15 What type of redaction will be required for current images? Are the current images redacted?	Current images are not redacted. The SCC expects that the Contractor will perform the necessary analysis.
47.	BE-22 What address validation needs to be completed?	Per BE-22, the SCC expects validation of all addresses captured. The SCC expects that the Contractor will perform the analysis in order to make a recommendation.
48.	BE-23 - Is there an existing service that provides address lookup for county confirmation (e.g. Zip Code search)?	See response to question #47 above.
49.	What version of SOSKB is currently in production?	The SCC has an Annual Report Module customized to its needs. See RFP page 27, Section V.B.2, 2nd paragraph.
50.	Will you also post the attendee list for the Pre-Proposal conference?	A list of the firms attending the Pre-Proposal Conference is posted on eVA.
51.	The tender states that the Project Manager should be PMBOK certified. Will PRINCE2 certified project managers be acceptable as an equivalent?	While the SCC may consider other certifications, there is a strong preference for a certified Project Management Professional (by the Project Management Institute (PMI)). PMI certification is the only private certification recognized by the Commonwealth Standard CPM 111-02 and

		the Commonwealth Auditor of Public Accounts audits SCC against the PMI PMBOK standard.
52.	Is there a preferred timeframe for implementation of the new system and the completion of the business process improvement (BPI) study.	The SCC expects the Offeror to recommend a solution and associated timeframes as part of the proposal.
53.	Assuming the existing SCC eFile solution is to be used as part of the proposed solution and requires changes and enhancements to work with the new replacement CIS system. Is the contractor expected to carry out these changes or will the existing supplier of the eFile system be tasked with implementing any required changes? Can you tell us who supplied and / or currently maintains the eFile system and whether all related source code and associated documentation will be available to the contractor if the contractor is expected to implement eFile required changes?	<p>The contractor and the SCC will partner to handle any changes to the existing eFile system.</p> <p>CGI is the contractor who, in partnership with the SCC, developed eFile. SCC staff provides primary support.</p> <p>All related source code and associated documentation will be available to the contractor upon contract award.</p>
54.	Do you have a preference regarding the for internal facing user interfaces, i.e. browser or smart/thick client based?	The SCC will consider proposals on various user interfaces.
55.	Is it permissible for a foreign company to bid on the tender or is it necessary to bid as a US/Virginia legal entity?	The Offeror must be authorized to conduct business in the Commonwealth of Virginia. See RFP page 114, General Terms and Conditions, "Y," Special Terms and Conditions, "P" and Appendix D, RFP page 134. See also http://www.scc.virginia.gov/clk/index.aspx for information regarding the registration process.
56.	The tender requirements on the BPI study part seems also to indicate	The proposal shall include costs for the licensing and implementation of the

	that the contractor will be responsible for implementing recommended new processes utilising a document management and workflow solution. However, the scope of the implementation responsibilities is not clear. For instance, does the proposal need to include costs for the licencing and / or implementation of a document management and workflow solution or merely just the management of procuring and implementing it and the supplier of the procured system will do the actual implementation based on the analysis and recommendations in the BPI study report.	proposed solution. See RFP, page 18, last paragraph and page 98, TECH-18 and TECH-19.
57.	Does the replacement CIS system require multi-lingual capabilities?	The replacement CIS system does not require multi-lingual capabilities.
58.	Could you supply data on the number of entities on the register and number of filings each year broken down by type? Are filing volumes constant throughout the year or are there any peaks?	See the 2011 SCC Annual Report, pages 642-643, found at http://www.scc.virginia.gov/comm/an_rept.aspx Filing volumes are generally constant throughout the year.
59.	Is there a documented database schema for the existing systems and if so can you supply copies of it?	The SCC will provide any existing database schema documentation required for the project subsequent to contract award.
60.	Does the SCC have resources who can assist with export of data from existing Adabas databases into specified file formats for import into new target databases or should the contractor assume they will have to extract the data to be migrated using Adabas tools or a SQL bridge.	The SCC has resources that can assist in a partnered effort with the Contractor based upon the final negotiations and contract award.

	Pre-Proposal Conference Questions	
61.	On page 18, it talks about early analysis. I was just wondering if you could identify who did the earlier analysis and if that analysis is still available for knowledge transfer?	The analysis referred to on page 18 of the RFP was performed by the SCC to develop the content of the RFP.
62.	On the business document processes, I was wondering if there was any business process mapping software format setup currently in use at SCC?	There is no business process mapping software format setup currently in use at the SCC.
63.	Page 28 in the Technical Objectives, it says .NET or Oracle preferred. Would you consider JAVA on the front end?	See RFP page 182 Tech-01 and page 200 Appendix M. The SCC is a .Net environment rather than a J2EE environment. The Offeror should consider the SCC's current .NET environment when submitting a proposal. If a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability. Page 96 of the RFP is being amended.
64.	On page 33 of the RFP, it talks about data being stored on microfilm, and my question is, does the SCC currently have the capability to transfer that data or is that expected as part of the solution?	See Appendix K, pp 187 & 189. Kofax Software is used to capture, validate and release (to SCC NAS) images and metadata. The images are sent via FTP to an outside vendor to create microfilm for paper and eFile filings.
65.	If you do have the capability, can you let us know the hardware and software that you use for transferring data to microfilm?	See response to question #64 above.
66.	On page 61 it says in figure 25 that the clerk's office has no need to maintain a data history. Looking at that picture and it is a breakdown of	CIS does not use the data on the Share History screen to calculate annual registration fees. The necessary data is found on the Data Inquiry Screen.

	the different types of stock, and isn't that needed for calculation of the annual registration fee?	See BE-15 for stock data requirements.
67.	This goes back to the business process improvement section, just a question as to does the SCC have a current team of business process improvement folks?	The SCC has business analysts but not a formal business process improvement team in place.
68.	Has the SCC been made aware of these other plans here to move forward; in other words a cultural change, if you will, have they been presented with a plan and are they on board or is this going to be a new thing?	The SCC senior leadership is aware of and supports this effort. One of the most critical elements of the proposal is a thorough plan for achieving employee preparedness to use the new solution. The Contractor shall be responsible for communication planning and development, including the identification of internal and external stakeholder groups. See RFP page 91-94.
69.	Does the state prefer a stand-alone document management solution?	The SCC expects that the Contractor will perform the analysis and make a recommendation.
70.	In terms of the hardware support holistic solution, does that tie just to the vendor's solution in terms of a development environment or test environment and a support environment or does it in fact lean over into every desktop in this organization that would be affected?	The support applies to any product the Contractor procures or provides for this engagement. See RFP page 91, IMP-06.
71.	Unless I overlooked, were there any kind of security requirements for the personnel?	See RFP page 96, SEC-16. Any personnel that will require access to the Commission's systems will be subject to the SCC's background investigation process, and any personnel shall agree to adhere to the Commission's acceptable use policy, provide evidence of having passed a security awareness course within the past year or agree to take the Commission's security awareness course, and adhere to all building access policies.
72.	What is the defined SCC automated	

	testing tool to be used?	Response Updated on 10/12/12: The SCC uses Visual Studio/ Team Foundation Server testing environment for the eFile System and anticipates its use for Enterprise-wide projects.
73.	As far as the training of staff, will any staff be outside of Richmond across the state, and if so, what other locations in the state would training need to be conducted physically?	Training of SCC staff will be held at the SCC in Richmond, Virginia.
74.	Assuming that a submission is proposed and accepted and implemented, will there be a maintenance plan that's required as part of the response?	The Offeror's proposal shall include maintenance pricing for one-year with four one-year renewal options. Warranty requirements are also included. See top of RFP page 91, IMP-05 and IMP-06, RFP page 103 and RFP page 121, Warranty and Optional Maintenance.
75.	It says on page 90 the contractor shall host a post implementation war room for the days following each release of the solution to production; where is that war room to be held?	The war room is located at the SCC.
76.	In a follow-up to the war room, will the government pay for the government furnished equipment in that war room and provide a physical location or would that be on the responsibility of the contractor to provide the physical space and other government furnished equipment for that type of collaboration space?	The war room is located at the SCC and has existing furniture and equipment (e.g., printer, connectivity to the SCC network and Internet, phones, projector and white board). If the solution requires additional equipment, the Contractor is responsible for providing it in accordance with the RFP.
77.	Where in the proposal would you like to see the qualifications of the contracting firms?	See RFP page 127, Appendix B, Offeror Data Sheet
78.	I understand under certain government contracts as a small business that there's a cap. Is there a cap in the state government that you're aware of? On an amount that we're able to charge in the course of a year for any given contract.	There is no cap in state government that a small business may charge in the course of a year for any given contract, although charges shall be in accordance with the terms of the contract. The SCC defines a Small Business means as "a corporation, partnership, sole

		proprietorship or other legal entity, which is independently owned and operated and has, together with affiliates, 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.” (See RFP Page 124, Appendix A, 2nd paragraph)
79.	With regards to training, is the SCC looking for a train to trainer kind of situation, or are they looking for the vendor to train all 700 internal employees?	See RFP page 91, 4a, Knowledge Transfer and RFP pages 93-94, 4c, Change Management, especially CHNG-06 through CHNG-09. The Offeror shall be responsible for proposing training plans that meet the RFP requirements.
80.	Is there a specific page count in the proposal, I did not see that, or is it unlimited?	There is no limit on the page count for proposals.
81.	Is there a specification format that you would like pricing presented in? I see the high level outline of what's to be included, but there may be, for consistency, a specific format you would like that?	The SCC does not require a specific <i>format</i> for the Pricing Proposal. Reference RFP page 102-103, Section VI, B.3. There are specific requirements throughout the RFP regarding the <i>contents</i> of the Pricing Proposal that are not specifically reiterated on the Pricing Proposal. The Offeror should be fully responsive to all pricing requirements.
82.	Are there any key personnel identified in the RFP other than the program manager?	A certified project manager is specifically required. The SCC expects that the Contractor will recommend to the SCC the personnel needed to provide the solution.
83.	Is the SCC open to open source as far as their IT policy?	The SCC will consider the use of open source code. Note that the SCC coding standards require that there be no active links to external programs in SCC applications in order to avoid open source code that could change elsewhere and affect SCC applications.
84.	Does the SCC have a service-oriented architecture currently in	SCC currently has SOA services re-used throughout multiple applications and is

	place or are they open to that as well?	continuing to look to expand this architecture with additional services, especially those that promote re-use throughout multiple applications.
85.	Would the proposed solution in the requirements it mentioned internally hosted system; would the SCC be open to the concept of secure cloud?	See RFP page 98 TECH-23. The solution must be hosted at the SCC.
86.	With regard to pricing, is this a firm fixed price, T&M?	A single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.
87.	Can the SCC confirm the evaluation criteria for Small, Women and Minority businesses for credit should be a valid SWaM certification at the time of proposal submission?	A valid Small Business certification is required at the time of proposal submission. See RFP page 124, Appendix A, 1st paragraph.
88.	On evaluation number 4, Small, Women-owned, Minority-owned businesses participation, are you going to go with a standard like NAICS code as to who can participate and who is considered small business size standards, et cetera, and what determines a small business?	The SCC defines a Small Business as “a corporation, partnership, sole proprietorship or other legal entity, which is independently owned and operated and has, together with affiliates, 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.” (See RFP Page 124, Appendix A, 2nd paragraph)
89.	Is the list of evaluation criteria ranked from most important to least important?	The list of evaluation criteria is not ranked from most important to least important.
90.	I'm looking in the Questions and Responses question number 2 on page 1, the person was asking about the small and minority business participation, and here in the RFP requirements, it states small, women-owned and minority business participation. Is it restricted to small, women-owned and minority businesses, or is it open to all?	Participation is open to all.

91.	Regarding the evaluation criteria and the amount of points assigned to each criteria, it states that it will posted prior to 2 p.m. on November 2nd, but that is also the time that the proposal is due. Do we have any idea how far in advance that information will be posted?	Weights are generally posted one hour prior to the due date and time set for proposals.
92.	I would just like to know how flexible Is the hardware delivery in 30 days?	See RFP page 106, Section VIII, E: "All hardware must be delivered within thirty (30) days after any resulting contract award or as mutually agreed by the SCC and the Contractor."
93.	On RFP page 128 under the references bullet, the question is: Maximum of three references, I presume, and does that include maximum of three for each subcontractor or any offeror that you provide an Appendix B Data Sheet for?	Appendix B on page 127 of the RFP requires three references for the Offeror. The SCC reserves the right to request references for any subcontractor(s).
94.	Back to the small business definition, just wanted to see if there would be any weight given to military veterans or service disabled veterans?	Disabled service veterans certified as Small business owners by the Virginia Department of Minority Business Enterprises or by another source that meets the Small Business designation as defined in Appendix A, Section 2 prior to the due date and time set to receive proposals for this RFP will receive the additional weight under the criteria for Small business.
95.	Where will the server infrastructure be housed?	Server Infrastructure will be housed at the SCC.
96.	The gentlemen mentioned where the servers are going to be housed. If they are housed at the SCC, are we going to be required to train the current IT staff?	Server Infrastructure will be housed at the SCC. Training of current IT staff will depend on the equipment required for the solution. See RFP page 94 CHNG-08. "The Contractor shall develop a customized training plan based on the requisite skills of the staff in a given section within each Division."
97.	In a follow-up to the hosted cloud question, if the answer is yes, that you are open to a cloud solution,	See response to question #95 above.

	would it need to be a private cloud, a community cloud, what level of security, would you be able to detail, if a cloud solution is viable?	
98.	Just for clarification, does any of the design solution need to fit a mobile platform as well?	The SCC expects that the Contractor would make any recommendation regarding a mobile platform based on its analysis.
99.	I have a question about the address validation. Do you already have an address validation service that we will be accessing?	No, the SCC does not have an address validation service.
100.	Are all 21 of the divisions of the SCC located in this building or in Richmond or elsewhere in the state?	All 21 divisions of the SCC are located in the Tyler Building, located at 1300 East Main Street, Richmond, VA.
101.	Do you currently have a maintenance contract on the main frame, and if you do, when does that expire?	Yes, the current contract for maintenance on the mainframe expires in January 10, 2013. The SCC anticipates that it will have a maintenance contract on the mainframe during its use.
102.	Is there anywhere in the RFP where you have identified the number of FTEs and the labor categories per or any thought given to that or is that just up to the offeror to determine what the total solution would look like and what the number of hours?	The SCC expects that the Contractor will recommend to the SCC the personnel, the labor categories and the number of hours needed to provide the solution.
103.	In your Statement of Needs on page 18 it talks about being on-site, and then in number 9 in your responses this morning it reiterates being on-site. What's the capacity for your on-site capability here? There's obviously some requirements that seem to be better served off-site. I just wanted to know if there's any consideration to that.	The SCC has sufficient on-site capacity for this effort.
104.	On RFP page 201 you mention 700 users. In the questions and answers handout today you mentioned that the CIS has approximately 70 users	The 700 users referenced in the RFP page 201 refers to active directory accounts, which may include non-named user accounts (e.g. test accounts). The SCC

	and the SCC has 650 users. The question is, exactly how many users will need to have a license or a user name and password if the solution is a named-user application?	currently has approximately 650 internal network users with 70 of these users having access to CIS.
105.	Page 200 in the RFP says the SCC uses Oracle but leverages SQL database technology on occasion. What is on occasion?	See RFP page 200 Appendix M. The SCC's primary database is Oracle, with occasional use of SQL Server database, for example, for out-of-the-box solutions such as MS SharePoint and MS Team Foundation Server. The Offeror should consider the SCC's current Oracle environment when submitting a proposal. If a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability.
106.	On page 200 in the RFP, it says the project is currently underway to deploy Microsoft SharePoint 2010. Do you have an estimated time line for that deployment?	Microsoft SharePoint 2010 <u>Foundation</u> is now deployed. Its use for the present time is primarily to provide a document repository and collaboration tool for projects.
107.	Will you publish a list of all attendees today and their contact information?	A list of the firms attending the Pre-Proposal Conference is posted on eVA under this RFP.
108.	I realize that we're looking at approximately 700 internal users, and my question, is, of those internal users, approximately how many concurrent users do you anticipate?	The number of licenses depends on the proposed solution(s). See also responses to questions #26 and #104 above.
109.	Will the transcript of this be available on eVA and an electronic copy of the questions and responses that were handed out today be posted on eVA as well?	All questions presented at the Pre-proposal Conference are included in this document. The transcript for the September 5, 2012 Pre-proposal Conference will be available upon request. All questions received on the RFP and responses will be posted on eVA.
110.	Does the SCC have any failure or backup requirement for the system here we're proposing?	See RFP page 97, TECH-03 Redundant / Failover Process and TECH-08 Backup & Recovery.

111.	Just wondering if there would be a transcript to follow today's session?	The transcript for the September 5, 2012 Pre-proposal Conference will be available upon request.
112.	A representative of our company was unable to attend the pre-proposal conference for the Business Process Improvement and Core System Replacement solicitation held on September 5, 2012. Will you be issuing an attendance sheet for this meeting and will it be placed in the EVA system?	A list of the firms attending the Pre-Proposal Conference is posted on eVA under this RFP. The SCC does not intend to post additional information regarding Pre-Proposal Conference attendees. The sign-in registry for the September 5, 2012 Pre-proposal Conference is available upon request.
113.	<p>On page 18 in the overview of Section Five, Statement of Needs, the RFP states that “The project team will consist of resources from both the SCC and the Contractor, working side-by-side, on-site at the SCC in Richmond.”</p> <p>Does this limit all work to on-site, or is it possible for certain aspects to be handled off-site—the conversion of paper into digital documents for example. Additionally, does this stipulation require that the contractor provide a team to work on-site for the duration of the project, or are on-site visits acceptable when necessary?</p>	The team is required to be onsite for the duration of the project.
114.	<p>Some organizations are very large. How would someone that want to contact me, find me, if you only listed the company name?</p> <p>QUESTION: Do you intend to release the point of contact information (Name, Phone, Email) for each</p>	A list of the firms attending the Pre-Proposal Conference is posted on eVA under this RFP. The SCC does not intend to post additional information regarding Pre-Proposal Conference attendees. The sign-in registry for the September 5, 2012 Pre-proposal Conference is available upon request.

	attendee that day?	
115.	What is the targeted Infrastructure for the CIS Replacement?	The Offeror should propose a solution that meets the business requirements as stated in the RFP.
116.	Can the Commonwealth provide current sizing metrics for the CIS applications (i.e. Function Points, Lines of Code, # of Screens, # of Reports, # of database tables, etc.)	For the CIS Application, production totals follow: 928 - programs 232 - subprograms 8 - routines 594 - maps (screens) 52 - database tables 211 - reports 860,000- lines of code
117.	Will the Commonwealth release the source code for the CIS applications?	All related source code and associated documentation will be available to the contractor upon contract award.
118.	Does a User's Manual for the CIS Application exist and if so, will the Commonwealth release it for review?	The SCC does not have a current CIS User's Manual.
119.	Can the Commonwealth provide how Deliverables will be accepted?	See RFP page 122, XIII. Method of Payment.
120.	Will the Commonwealth provide the anticipated payment plan for both the Business Process Improvement and the CIS Replacement?	Payment will be made in accordance with Paragraph J of the General Terms and Conditions. See page 109 of the RFP.
121.	Our firm usually approaches Business Process / Implementation projects in a phased approach. The Business Analysis and Process Improvement initiatives are captured first and then the system development activities are done in support of the underlying business processes. The RFP states that implementation of some systems functions is to be done upon award. Will the SCC entertain alternative sequences to ensure that processes and systems are not sub optimized?	Yes, the SCC will entertain a phased approach.

122.	<p>Will the Commonwealth consider a two phase approach to the Core System Replacement? Our approach to modernization efforts provides a low risk approach for the customer in that we conduct an Analysis and Planning Phase that looks into the current application for complexity and size, considers the existing environment, the target environment, any enhancements to the application and builds a Reengineering Master Plan for the project. This assessment phase is usually about 2 months in duration and then followed by the modernization effort based on the plan. We can execute this Analysis and Planning phase in conjunction with the Business Process Reengineering effort. The BPR is usually part of our Analysis and Planning Phase. This approach allows for more accurate schedule, cost and performance on the modernization project.</p>	<p>Yes, the SCC will entertain a phased approach; however, a single, all-inclusive not-to-exceed fixed price shall be proposed for the project, regardless of the number of phases. See RFP page 102, Section VI, B.3.</p>
123.	<p>Several questions associated with sizing of the project have been submitted and the answers provided by SCC indicate that the Contractor will have the opportunity to evaluate the sizing upon award in the analysis of the business processes. This precludes efficient pricing of the effort. Would SCC accept a FFP bid for the analysis task and then a subsequent bid on the implementation within accepted labor category rates?</p>	<p>No. A single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.</p>
124.	<p>Paragraph 6, Table 73, Req# TECH-19, Page 98 of the RFP states that:</p>	<p>Yes. A single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.</p>

	<p>TECH-19 Solution Hardware/ Software Procurement- The Contractor is solely responsible for the procurement, delivery, installation and configuration of all hardware and software required to develop, implement and support the holistic solution.</p> <p>QUESTION: Are the costs associated with all of the hardware and software required to develop, implement and support the holistic solution to be included in the contractor's price proposal?</p>	
125.	Page 62, Section BE-42-43, What are the peak volumes require of documents per hour, pages per document, output channel, cc's?	BE-42 refers to data that is selected and sent to an outside vendor for printing and mailing. See RFP page 30, section i, Correspondence. BE-43 refers to the ability to subsequently reprint one or more items initially printed by the outside vendor and not to a reprint of the entire mass mailing. A schedule for mass mailings is attached as Exhibit 3.
126.	Page 64, Section BE, Please detail the volumes of documents that need to be generated. We need to understand the peak productions required specified as above. Completing the spreadsheet attached will enable us to properly size the Customer Communications Management Platform.	See response to Question 125. See also 2011 SCC Annual Report, pages 642-643, found at http://www.scc.virginia.gov/comm/an_rept.asp.
127.	Page 64, Section BE, Please explain the types of user and how many of the 700 will generate documents in batch, real time, (immediate) and interactive, (where the user edits the document or correspondence.	Currently, CIS has approximately 70 internal users, who may modify and generate batch in real-time.
128.	Page 62 and 64, Please provide the number of template designs?	CIS currently generates approximately 210 different pieces of correspondence. The Clerk's Office shall evaluate the correspondence for inclusion before the existing letters are put to

		use in the solution. See page 63 of the RFP.
129.	Are there any set rate schedules that must be adhered to for purposes of pricing the work effort?	No, there are no such rate schedules.
130.	On page 124, Appendix A, Section I of the RFP, please define or specify what would be considered “by another source that meets the small business designation as defined in Section II?”	The Virginia Department of Minority Business Enterprise certifies small businesses for the Commonwealth of Virginia. Other states and/or organizations may also certify small businesses that meets the small business designation as defined in Section II of Appendix A.
131.	We plan to propose a licensed COTS product as part of our solution. Assuming that all product enhancements and customizations will exclusively belong to the client, will the SCC accept a limited rights license grant for the use of a commercial COTS product?	See Special Terms and Conditions beginning on RFP page 115, including paragraphs E, G, N, U, EE, and FF.
132.	Can you please share the transactions volume (document submissions, information orders or payments) to the CIS in a day?	See 2011 SCC Annual Report, pages 642-643, found at http://www.scc.virginia.gov/comm/an_rept.asp.
133.	What is the volume of the documents that needs to be migrated from the current Clerk's Information System to the proposed system ?	CIS does not contain documents. See, however, RFP pages 36-37, IMG-01 through IMG-09 (Table 7) for details on requirements for access to images.
134.	How do you envisage that the system should be deployed? 1.Should all the components be collaborated and embedded in one single application 2.There needs to be different standalone application for every component (Business Entity, UCC, Payments)	The Offeror should propose a solution that meets the business requirements as stated in the RFP.
135.	Will the Microsoft SharePoint 2010 & proposed document management system will co-exist in future or	The SCC has recently deployed Microsoft SharePoint 2010 Foundation primarily to provide a document repository and collaboration tool for

	Microsoft SharePoint will be replaced by the new document management repository?	projects. The SCC is open to receiving proposals that may coexist with SharePoint or replace SharePoint as long as current functionality is maintained in the new environment.
136.	Are the electronic documents required to be pushed into the SharePoint 2010 post the processing of the case in the BPM system?	Response Updated on 10/12/12: The SCC requires a page number and/or section reference in order to respond to this question. To date, this information has not been provided and the SCC will amend this response should clarification be timely received.
137.	Can you share the names of those systems that needs to be integrated with the proposed application?	Response Updated on 10/12/12: The SCC requires a page number and/or section reference in order to respond to this question. To date, this information has not been provided and the SCC will amend this response should clarification be timely received.
138.	Do the hardware costs need to be suggested by the vendor in the commercial proposal?	Yes. A single, all-inclusive, not-to-exceed fixed price shall be proposed for the project.
139.	What is the scope of interface for integration with the CIS mainframe?	See RFP Appendix K beginning on page 187.
140.	Is there a format for the Letters, receipts and documents that are to be generated from the proposed system? Please share the ones (out of the suggested 210) which may be required to be generated from the proposed application.	The SCC expects that the Contractor will perform the analysis of the formats as part of the recommended solution. See RFP page 63, "The Clerk's Office shall evaluate the [content of] correspondence for inclusion before the existing letters are put to the new system."
141.	What will be exact input parameters on the form required while designing the process and the user interfaces' and Is there any list of the documented reports which can be shared or the	Response Updated on 10/12/12: The SCC requires a page number and/or section reference in order to respond to this question. To date, this information has not been provided and the SCC will amend this response should clarification be timely received.

	number of reports expected from the proposed application?	
142.	What is the expected documents names and type?	Response Updated on 10/12/12: The SCC requires a page number and/or section reference in order to respond to this question. To date, this information has not been provided and the SCC will amend this response should clarification be timely received.
143.	How the integration can be envisaged with your existing system? Will the SSC provide expertise on the existing systems on the existing systems during integration?	For the second question, the SCC has resources that can assist in a partnered effort with the Contractor based upon the final negotiations and contract award. Response Updated on 10/12/12: With regards to the first question, the SCC requires a page number and/or section reference in order to respond to this question. To date, this information has not been provided and the SCC will amend this response should clarification be timely received.
144.	Is there any Disaster Recovery Site and High Availability requirement?	See RFP page 97, TECH-04.
145.	Can you share the sample process maps for the business process improvements?	The SCC expects that the Contractor will perform the analysis as part of the recommended solution. See also RFP page 186, Appendix J, SCC Business Functions Chart.
146.	For business process improvement, is there any priority assignment for the automation of the processes?	The SCC expects that the Contractor will perform the analysis as part of the recommended solution.
147.	Of the 700 users mentioned, How many users (named or concurrent) would be accessing the proposed application everyday? And what is their concurrency ratio?	The 700 users referenced in the RFP page 201 refers to active directory accounts, which may include non-named user accounts (e.g. test accounts). The SCC currently has approximately 650 internal network users with 70 of these users having access to CIS. The number of licenses depends on the proposed solution(s).

148.	As you have mentioned that the customer complaint management is one of the explicit concern for process improvement. Will this application be a part of the proposed CIS application or the online SCC efile web portal?	Any customer complaint management system that is proposed as part of an offeror's solution must address complaints on a Commission-wide level, and not only be focused on CIS and eFile, as these are systems used by only one division, the Clerk's Office.
149.	Would there be a need to design a separate module or component application for the correspondence with the customers as there seems a need for it? One of your Business Process Improvement requirements include External communication as one of your concerned area?	The Offeror should propose a solution that meets the business requirements as stated in the RFP.
150.	How many scanning locations are required for the incoming business entity and UCC filings?	The SCC currently has two production scanners and one test scanner.
151.	According to our understanding of the processes following are to be implemented? 1.Business Entity Filing 2.Business Entity Amendment 3.UCC and tax lien filing 4.Information Order Process 5.Payments(annual registration, information order, penalties) 6.Service of Process	For a summarized list of requirements, see RFP pages 139-185, Appendix I, Project Requirements Acknowledgement and Traceability.
152.	What is the time frame and priority of implementation of the above processes?	The Offeror should propose the timeframe and priority for the solution as a part of the proposal.
153.	Does the proposed system should have a process designing module, business rules management module, reports designing module?	The Offeror should propose a solution that meets the business requirements as stated in the RFP.
154.	Is it a requirement to have the	

	proposed solution workflow system should be compliant with standards like BPMN, BPEL & Wfmc?	The new solution is not required to be compliant with BPMN, BPEL and WFMC standards; however, the SCC is open to receiving proposals that are aligned with the referenced standards.
155.	Please share the existing network bandwidth in the organization?	The existing bandwidth within the organization is 100 Mbps. The existing bandwidth from the organization's network to the outside world is 45 Mbps.
156.	The solution that we are proposing supports Oracle as a platform and provides comprehensive integration capabilities inform of API's(.Net, Web services, XML/JAVA, etc) and has been integrated with multiple .net based applications like MS SharePoint, MS Dynamics etc at various sites. Please confirm if can propose the front end interfaces of the proposed solution in JAVA or is it mandatory to propose front end interfaces in .Net	See RFP page 182 Tech-01 and page 200 Appendix M. The SCC is a .Net environment rather than a J2EE environment. The Offeror should consider the SCC's current .NET environment when submitting a proposal. If a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability. Page 96 of the RFP is being amended.
157.	How many SCC personnel will be available during the project development?	The SCC has resources that can assist in a partnered effort with the Contractor based upon the final negotiations and contract award.
158.	Will the vendor have access to the SCC's SME prior to or during the development phase?	Yes, the contractor will have access to the SCC's SMEs.
159.	What is the volume of microfilm and document images that require transference?	With regard to the core system replacement, the Clerk's Office has approximately 7800 rolls of microfilm with approximately 3500 images per roll. 2780 rolls are business entities records and are of higher priority for conversion. The SCC may have at least a portion of these 2780 rolls imaged prior to contract award. See RFP pages 36-37, IMG-01 through IMG-09 (Table 7) for details on requirements for access to images.
160.	Page 90; section TECH-02, Environment-In the current setup,	Response Updated on 10/18/12: The SCC currently has four environments (e.g. Development, Test, Pre-Production, and

	how many environments are available?	Production).
161.	What is the maximum number of concurrent users, and availability of the system?	The 700 users referenced in the RFP page 201 refers to active directory accounts, which may include non-named user accounts (e.g. test accounts). The SCC currently has approximately 650 internal network users with 70 of these users having access to CIS. The number of licenses depends on the proposed solution(s).
162.	What is the time frame for application launch? What is the anticipated kick off date/time frame?	As a part of its proposal, the Offeror should propose a timeframe for a comprehensive solution to address the business requirements set forth in the RFP. The project is expected to start shortly after the contract has been awarded.
163.	Apart from CIS and SOSKB systems, are there any other applications that need to be supported? If so, how many, what are they, and what is their tickets volume?	With reference to the core system replacement, see RFP pages 187-191, Appendix K. Applications that will continue to need support will depend on the Offeror's proposed solution.
164.	Does the scope of the project include integration with other systems on the periphery, or is the SCC open to the idea of converting some systems in order to become compatible with a new system?	Offerors may propose conversion of systems in order to become compatible with a new system. However, if a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability. Page 99 of the RFP is being amended.
165.	To the best of the SCC's knowledge, what are the following volumetrics for the CIS application?" Online: - No. Of Screens - No. Of Programs - No. Of Users	Online: - No. Of Screens - 594 - No. Of Programs - 622 - No. Of Users – 150-200 - Average LOC in Programs – 860,000 lines in CIS, most of which will be online rather than batch.

	<p>- Average LOC in Programs</p> <p>Batch:</p> <ul style="list-style-type: none"> - No. Of Programs - No. Of Jobs/JCLs - No. Of Print Jobs - Average LOC in Programs <p>Database:</p> <ul style="list-style-type: none"> - No. of Tables - No. of Views - Size of database - Estimated % of growth/year 	<p>Batch:</p> <ul style="list-style-type: none"> - No. Of Programs - 306 - No. Of Jobs/JCLs - 243 - No. Of Print Jobs - 576 - Average LOC in Programs - 860,000 lines in CIS, most of which will be online rather than batch. <p>Database:</p> <ul style="list-style-type: none"> - No. of Tables – 52 - No. of Views - 63 - Size of database – 6,519 m-bytes - Estimated % of growth/year – less than 5%. <p>We have not added space to the database since 2008</p>
166.	What is the estimated percentage of growth per year for Business Transactions?	The SCC annual report provides historical information regarding business [entity] transaction volumes. See the 2011 SCC Annual Report, pages 642-643, found at http://www.scc.virginia.gov/comm/an_rept.aspx. Prior years may or may not be indicative of future growth.
167.	What are the file formats currently supported by the existing interfaces with other systems in the organization?	The SCC will provide any existing file format documentation required for the project subsequent to contract award.
168.	What is the tool used for scheduling and monitoring the batch jobs?	IBM, TIVOLI Workload Manager
169.	<p>Does the CIS application use flat files/VSAM to store data apart from Adabas?</p> <p>If yes, (a) what data is stored in these files; (b) how many files are used; (c) what is the total size of files?</p>	The CIS database is Adabas. CIS does not use VSAM. Flat files are used for data extracts, report creations and, in some cases, to restore data to Adabas.
170.	Is the database maintaining history	See RFP pages 83 -86, Section V.B.9.a.

	of any business master/transaction data? If yes, will this from what starting date will the historical data need to be migrated?	Migration.
171.	Are there any Business Rules residing in Adabas? If yes, what is the percentage of rules residing in Adabas and in Natural modules?	Business Rules are incorporated throughout the Natural code rather than in Adabas.
172.	When will the technical and functional documentation, with latest updates, be available for Contractors to view for the CIS system?	The SCC will provide available technical and functional information subsequent to contract award.
173.	How much time will the SME have available to provide the functional and business information for SOSKB? Are Functional and/or Operational Guides available to enhance understanding of SOSKB application's modules and screens?	The SCC has an Annual Report Module customized to its needs. See RFP page 27, Section V.B.2, 2nd paragraph. The SCC has resources that can assist in a partnered effort with the Contractor based upon the final negotiations and contract award. See also response to 157 above. The SCC does not have current documentation regarding the Annual Report Module.
174.	Other than Crystal Reports, what are the current reporting tools used by SCC?	CIS uses Natural to produce reports. There is limited use of Discoverer. The primary reporting tool at the SCC is Crystal Reports.
175.	Page 30; Section 6: CIS Imaging and Workflow Requirements, i. Correspondence - CIS Replacement What is the estimated number of daily correspondence requiring processing?	Response Updated on 10/18/12: Approximately 800-900 pieces of correspondence are printed daily through overnight batch processing. As noted on RFP page 30, "Other correspondence includes ad-hoc letters during exception processing and large bulk mailings (such as monthly annual assessment notices) that are managed by electronically sending a file to the current print contractor."

176.	Is there any specific payment gateway integration already in place?	Yes, the SCC uses Official Payments Corporation as a third party payment provider.
177.	Does the current system require a PDF receipt being sent via email or online after processing?	The current eFile system sends PDF documents, including receipts, when applicable.
178.	Is there a requirement for process mapping level (L2 or L3)? If so, when will the contractor be provided the specific list of processes that must be in scope for process mapping?	See RFP page 20, “The Contractor shall document and analyze current SCC business processes and recommend process improvements and implement the changes as mutually agreed upon by the Contractor and the SCC.” There is not a requirement for a specific process mapping level.
179.	RFP Page 25; section BP-10/BP 12, Business Process Improvement - At what point will the SCC provide data (Is there a preferred method of process analysis, e.g., Lean Six Sigma, ToC, Simplicity, etc.) to conduct Data/Statistical Analysis?	Response Updated on 10/18/12: The SCC expects that the Contractor will perform an analysis and make a recommendation. The SCC will provide the required data subsequent to contract award. The new solution is not required to follow a specific methodology; however, the SCC anticipates that proposals will specify the methodology that will be used.
180.	Does the SCC require identification of, and definition of, key performance metrics, KPIs, their source system, and dashboard designs at various levels and governance cycles/mechanisms?	The SCC expects that the Contractor will perform an analysis and make a recommendation.
181.	Page 11; sections B. Vision and C. Guiding Principles, Business Process Improvement - What baseline productivity information does SCC currently possess? When will the SCC share the current set of monitored metrics (the metrics that the SCC currently keeps on the current systems)?	Response Updated on 10/18/12: The SCC anticipates that the solution will provide the ability to capture processes and productivity metrics as well as audit trails. The SCC expects that the Contractor will perform an analysis to gather baseline productivity metrics/information.

182.	Page 25, Section V.A.5., Requirements BP-07 and BP-08, As a follow-up to question #7 provided by the SCC on 9/5/12, the answer indicated “The RFP on page 21 discusses Data Availability. The SCC expects that the Contractor will perform the analysis in order to recommend a solution for Data Availability.” Given this response insinuates the scope of Data Availability is to only analyze and recommend a solution and not actually implement that solution, please clarify whether the Offeror is to scope in and price as part of their proposal the implementation of a solution for Data Availability.	The response to question 7 did not change the requirements set forth in the RFP. The Offeror is to include and price as part of its proposal the implementation of a solution for Data Availability.
183.	Page 95, Section V. C., To convert a Windows-generated or custom security log to a SYSLOG format may require the use of 3rd party tools. Does the SCC require all security logs to be in SYSLOG format and if so does the SCC have any existing tools that can be used?	Yes, all security logs must be in SYSLOG format. See SEC-13. The SCC does not have any existing tools. The proposed solution should include any technology or development efforts required to provide standard SYSLOG style security logs or indicate that this is a standard feature built in to the system.
184.	Page 96, Section V, C., SEC-15-Specialized Protections requirement. What does specialized protections mean with this requirement with respect to SEC-15?	Any solution proposed by the offeror should include any security protection technology required to ensure the solution will be secure. For example, if an encryption module is required to provide secure user authentication services, the encryption module should be included in the proposal.
185.	TECH-03, This requirement states that systems administrators should be notified in the event of a system failure. Does the Commission currently own system monitoring software with the ability to monitor hardware, software, and network	The SCC uses Orion Network Performance Manager and Oracle Enterprise Manager for real-time hardware, software, Windows services and infrastructure availability notifications on all of our servers. If the proposed solution requires additional software to ensure application failover, the

	availability, and generate alerts in the event of a failure?	proposal should identify the software and include its price in the proposal.
186.	Is there a cost spreadsheet or format for this RFP?	There is no cost spreadsheet, reference Section VI.B.3 (page 102 to 103). The RFP format is set out in RFP Section VI.C1, 2, and 3 (page 103 to 104).
187.	Quality Management/pg. 89, The types of testing specifically listed in the RFP include, Functional testing, User acceptance testing, Browser compatibility testing, Regression testing, Performance testing, Implementation testing and Security Testing. Are there any other testing that need to be included in the scope of work?	The SCC requires the types of tests specified in the RFP Section C.2 Quality Management (page 89 to 90). See QM-13. If other types of testing are needed to ensure the Offeror's solution meets RFP requirements, the Offeror should propose those tests in its proposal.
188.	Quality Management/pg. 89, In regards to Browser Compatibility Testing, what browser types are supported?	Internet Explorer is the SCC's current standard browser. In addition to Internet Explorer, the eFile System is currently compatible with Safari and Firefox.
189.	Quality Management/pg. 89 Currently, what percentage of testing is automated? What framework is being used? With reference to requirement QM-07, what is the defined SCC automation tool?	At this point, there is a low percentage of automated testing within the Commission; however, an effort is currently underway to increase the use of automated testing. The SCC uses Visual Studio/ Team Foundation Server testing environment for the eFile System and anticipates its use for Enterprise-wide projects.
190.	Quality Management/Performance Testing/pg. 89 – 90, What are the critical business scenarios identified for Performance testing?	The SCC expects that the Contractor will perform an analysis and make a recommendation. The RFP is being amended to include eFile Response times. See EFILE-01 (page 174) and Appendix L.

	What are the current response time for these scenarios?	
191.	Quality Management/Performance Testing/pg. 89 – 90, Is application monitoring in-scope for performance testing?	The SCC expects that the Contractor will perform an analysis and make a recommendation. If application monitoring is needed to ensure the Offeror’s solution meets RFP requirements, it should be included in the proposal.
192.	Quality Management/Performance Testing/pg. 89 – 90, What are the types of performance tests in scope? for example - Stress, Load, Volume, Endurance, etc.	See response #191 above.
193.	Quality Management/Performance Testing/pg. 89 – 90, What are the different types of workloads? (Night, morning, Seasonal)	The SCC expects that the Contractor will perform an analysis to gather information if necessary.
194.	Quality Management/Performance Testing/pg. 89 – 90, What are the protocols and number of virtual users licenses available with VSCC as of today?	Response Updated on 10/12/12: The SCC uses Visual Studio/ Team Foundation Server testing environment for the eFile System and anticipates its use for Enterprise-wide projects. All of the SCC developers and the QA/QC team have licenses for Visual Studio/Team Foundation Server testing environment.
195.	Since the SCC desires to replace the mainframe in its Core Replacement, will the SCC allow the IT system interfaces to be modified to have new destinations?	Yes, the SCC will consider proposals that modify the IT system interfaces to the new system.
196.	Is the mainframe that is being used currently at maximum capacity of RAM, CPU utilization, and storage due to the 928 programs, 232 subprograms, etc?	The mainframe is not at maximum capacity.

197.	Does the Core Replacement allow the replacement of .net with other software? If not, is a hybrid architecture allowed?	See RFP page 182 Tech-01 and page 200 Appendix M. The SCC is a .Net environment rather than a J2EE environment. The Offeror should consider the SCC's current .NET environment when submitting a proposal. If a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability. Page 96 of the RFP has been amended.
198.	Does the Core Replacement intend to migrate all IT to a VMWare environment?	A project to virtualize SCC servers is underway and is expected to be complete by the end of the first quarter of calendar year 2013. The Offeror should consider the SCC's VMWare environment when submitting a proposal. If a proposed solution deviates from the SCC standard architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability.
199.	If our proposed architecture requires additional software licensing of VMWare, are we supposed to include the extra license cost in our Fixed Price?	Yes, a single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.
200.	Does the State have an Enterprise License with Oracle for Oracle software? If so, what products are included in the State's Enterprise License?	SCC has an Enterprise Purchasing Agreement with Oracle for the products listed on page 24 of 30 of the following state contract: ORACLE SOFTWARE LICENSES & SUPPORT SERVICES http://vita2.virginia.gov/procurement/contractDetail.cfm?contract_id=1000649 If the proposed solution requires additional licenses, the proposal should identify this and include the price in the proposal.

201.	If our proposed architecture requires additional software licensing of Oracle, are we supposed to include the extra license cost in our Fixed Price?	Yes, a single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.
202.	Does tape drive equipment exist in the data center that can be used by our new architecture for the Core Replacement? If so, what kind is it? Is it setup for the entire data center or does each system have its own tape drive?	<p>The current data backup infrastructure located at the SCC Data Center could be used by the new architecture. It is setup for the entire data center; no system has its own tape drive. The SCC's backup infrastructure is comprised of:</p> <p>HP VLS 9000 Virtual Storage Disk Library HP VLS9000 40TB Capacity Bundle HP EML 103e Tape Library (4- HP EML LTO4 Ultrium 1840 FC Drive Kit) HP DL380 Netbackup Master Media Server Symantec Netbackup 7.x</p> <p>The SCC currently licenses a capacity of 25 TB. If the proposed solution requires additional capacity, the proposal should identify this and include the price in the proposal.</p>
203.	What is the server standard for the data center? Is it blades or separate servers? What are the specifications of the standard servers? What brand of server is the standard?	See RFP pages 201-202 for a description of the SCC's servers.
204.	Is networking required to be part of our Fixed Price Proposal? Specifically, are additional firewall boxes required to be included in our proposal? If so, what type firewalls are required by the data center (CISCO, Juniper, etc.)?	The SCC Network and Firewall environment is described in the RFP on page 201. If the proposed solution requires additional network or firewall equipment, the proposal should identify this and include the price in the proposal.

205.	Is physical installation of the new servers, storage, switches, etc. to be included in our Fixed Price proposal or is physical installation in the data center performed by state data center personnel?	Yes, labor is to be included in the proposal. A single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.
206.	Is modification of the ATO package for installation of the new environments required to be part of our Fixed Price proposal or is ATO package modification done by the state?	Yes, a single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.
207.	What enterprise architecture framework does the state require for systems (Zachman, DODAF, etc.)?	The SCC is not required to follow a specific enterprise architecture framework.
208.	Regarding proposal content, page 103 of the RFP indicates that the material following Tab 1 consists of the "Original RFP with Cover page...and Addenda..." Does SCC mean to include all Appendices for a total of 203 pages, or is it permissible to include only pages 1-122 because the pertinent appendices will already be included in Tabs 5, 6 & 7?	It is acceptable for the Offeror to include the completed appendices in the specified tabs as long as the Offeror has submitted <u>all RFP pages included in the Proposal.</u>
209.	Regarding proposal form, page 103 of the RFP (C.2.) indicates that "Multiple binders are permitted" to contain the content of Tables 1-8. However, The language of VI.A.1. on page 100 of the RFP seems to indicate that the material for Tabs 1-	It is acceptable for the Offeror to use more than one binder if necessary to include the content of Tables 1-8. If more than one binder is needed for the proposal, Offerors are to label the binders as "Original" Proposal – Binder 1, Original Proposal – Binder 2, etc., and the same for the "redacted" and "copies" of the proposal if

	8 must be "...contained in a single three (3) ring binder..." Please indicate which statement is correct.	<p>more than one binder is needed.</p> <p>Reference RFP VI, A.1.a. (page 100), Offerors are to submit 1 complete <u>original</u> proposal, 1 complete copy of <u>redacted copy</u> (removing any proprietary data or material) and 6 <u>copies</u> of the Original proposal.</p> <p>In addition, Offerors are to submit one complete <u>Pricing Proposal</u> in a separate binder.</p>
210.	What is the purpose of the PRE-PRODUCTION IT environment? We understand what PRODUCTION, DEVELOPMENT, and TEST environments are used for.	The PRE-PRODUCTION environment is used to support testing of production turnover processes by production turnover administrators and user acceptance testing by system users.
211.	Can the SCC PRODUCTION environment use the State's IT Datacenter web load balancers?	See RFP Tech-23 "The solution shall be hosted by the SCC." The SCC has its own data center and equipment, housed at the SCC and plans are in place to set-up an alternate site for disaster recovery. A Citrix NetScaler device is currently used for load balancing for eFile.
212.	After reviewing the RFP and subsequent the questions and responses document, I was unable to determine SCC's desired term of the contract or a high-level implementation schedule. Does the SCC have any restrictions for the duration of the contract including initial implementation and ongoing support, and is there a high-level schedule or goal dates for the new system implementation?	As a part of its proposal, the Offeror should propose a timeframe for a comprehensive solution to address the business requirements set forth in the RFP. The schedule and the duration of the contract will depend on the solution and outcome of final negotiations and awarded contract. The project is expected to start shortly after the contract has been awarded.
213.	As a responding small business, we can provide "unaudited" financial statements (prepared by our CPA) rather than the "audited" statements requested in Appendix B.	Page 128 of the RFP was amended.

	As a small, privately-held company, we have not had the occasion to call in third-party auditors to audit our statements.	
214.	If the RFP is awarded, which of the following documents are available to the public - the original technical proposal, the redacted copy of the original technical proposal, and/or the price proposal?	If an award is made and an Offeror has identified by some distinct method such as underlining or highlighting, specific words, figures, or paragraphs in its proposal as trade secret or proprietary information, that information is not subject to public inspection (reference RFP Section VI.A.2.d (page 101) and the redacted copy (where the proprietary data or material is removed) of the original proposal would be available to the public. If an Offeror has not identified trade secret or proprietary information in its proposal, the original proposal is available to the public. Price is always available to the public and cannot be deemed proprietary information.
215.	If for any reason the RFP is withdrawn or otherwise not awarded, which, if any, of the following documents are available to the public - the original technical proposal, the redacted copy of the original technical proposal, and/or the price proposal?	If the RFP is canceled, no information is available to the public.
216.	The RFP calls for 4 environments: test, development, pre-production, and production. a. Do those network environments currently exist? b. Will the contractor be able to install new hardware on those networks? c. Or will the contractor have to create the 4 networks, including firewalls and switches?	With reference to the CIS/Core System Replacement, the current eFile architecture currently has the four environments installed and are operational. If the Offeror's proposal involves the replacement of the eFile system, the existing environments may be able to be re-used, and new equipment could be installed in these environments, if necessary. However, if the proposal involves implementing a system to stand alongside of the eFile system, another new four environments will need to be established, and should be

		<p>accounted for in the cost and time estimates from the offeror.</p> <p>With reference to the Business Process Improvement effort, the environments do not currently exist, and as such all new hardware/software will need to be provided by the offeror and estimated in the proposal cost estimates.</p>
217.	<p>Page 92 of the RFP indicates that: "During the course of the project, the Contractor shall ensure that any newly-introduced and changed processes are documented with an appropriate corresponding SOP (Standard Operating Procedure)." Regarding this requirement:</p> <p>a. How many SOPs are currently in use?</p> <p>b. What is the review and approval process for new SOPs?</p> <p>c. What is the review and approval cycle time for new SOPs?</p>	<p>(a) The SCC has not compiled the number of SOPs currently in use. The SCC expects that the Contractor would perform this analysis if the Offeror deems it necessary as part of its proposed solution.</p> <p>(b) The SCC does not currently have an enterprise-wide review and approval process for new SOPs.</p> <p>(c) The SCC does not currently have an enterprise-wide review and approval cycle for new SOPs.</p> <p>The SCC expects that new SOPs required by the Offeror's proposed solution shall be part of the Contractor's Knowledge Transfer Plan. See RFP page 93, CHNG-07 and CHNG - 07.</p>
218.	<p>Addendum No. 2 , 3. Reference RFP Section XIV, Appendix L, <i>SCC EFILE</i>, 3.g. (page 195) has been added to read:</p> <p>g. eFile Average Page Response Times</p> <p>a. Is Entity Search a page time or a search time?</p> <p>b. Is PDF submission a page time or is it an upload time?</p>	<p>The SCC has not measured responses to the level of detail requested. The page times previously provided in response to 3g are the average over an 8 hour period of performance testing in a non-production environment, tested from within the SCC's network. The statistics provide the average number of seconds from the time the enter key is pressed to the time a response is returned.</p>

	<p>c. Are the Financing Statement items page times or not?</p> <p>d. Is the Page Time clocked from selection of the function (e.g., Certificate of Good Standing) on the existing web page <u>on a desktop computer inside the State's network only</u> or does that include a public user's computer at home somewhere in Virginia?</p> <p>e. Is the Average Page Time for the first time fetched or for a repeat?</p>	
219.	Is it allowable to provide comparable staff as substitutes if the proposed staff move on to other projects prior to contract award?	Yes; however, if the Offeror is selected for negotiations, the qualifications of the new staff should be provided at that time.
220.	Will the SCC provide a summary of the Pre-Proposal Conference, specifically any Q&A that were provided and answers?	Questions and answers #61 – 111 above are from the Pre-Proposal Conference.
221.	Did an outside vendor provide the analysis described in the Statement of Needs on Page 18? If so, which company? Do they have on-going work with the SCC?	The analysis referred to on page 18 of the RFP was performed by the SCC to develop the content of the RFP.
222.	Would the SCC be willing to baseline, approximately, how many staff the SCC believes are needed to complete this project? If not, how will the award determination be made between competing vendors with differing numbers of staff?	The SCC expects that the Contractor will recommend to the SCC the personnel, the labor categories and the number of hours needed to provide the solution. Proposals will be evaluated on the basis of the criteria found on p. 105 of the RFP.
223.	Per Page 105, The contract will be awarded to "two or more" finalists. Does this mean there will be a chance for 'Best and Final Offers' (BAFO)?	Two or more offerors may be selected for negotiation based on the contents of their proposals in accordance with the evaluation criteria found on RFP page 105. Only those selected for negotiation will have an opportunity to improve their proposals. The contract will be awarded to only one offeror.

224.	Are there currently incumbent vendors? a. If not, which company built the initial systems? b. Are there any remaining staff from this effort (or efforts)?	CGI is the contractor who, in partnership with the SCC, developed eFile. SCC staff provides primary support, and CGI is currently providing additional support as needed. See RFP page 87 for more information.
225.	Regarding Business Processes, and 'Boundaries' (Page 23 and 24). Do metrics on the current system exist? Would the SCC share some of them?	The SCC anticipates that the solution will provide the ability to capture processes and productivity metrics. The SCC expects that the Contractor will perform an analysis to gather baseline productivity information.
226.	Page 34 describes what kinds of data (e.g. Microfilm, online, etc..) is available. Does the solution need to provide solutions for microfilm access (and if so, how quickly – e.g. realtime, near realtime, 1 hour, 1 day, etc..)?	The solution does not need to provide for microfilm access. The solution shall provide the ability to locate the index of the microfilm record. See IMG-03.
227.	Will all work be performed in Richmond, VA? a. At the Tyler Building? b. Will access to standard office support (space, electrical, access to copier/printer) be provided?	a. See IMP-07, "All work by Contractor shall be done on-site at the SCC Tyler Building in Richmond, VA unless otherwise agreed upon with the SCC." b. Yes.
228.	There are several systems mentioned in the RFP. What is the expected support need for these systems (e.g. 5x12, 7x24)?	See RFP page 119, Special Terms and Conditions, Z, AA and BB.
229.	BP-18, et al, states the client will procure hardware/software. Would you describe the SCC's hardware/software procurement process, approvals needed (and timeframes) or will client procure and then be reimbursed?	BP-18 states, "The <u>Contractor</u> shall procure any necessary hardware and software upon approval by the SCC to meet the project objectives" (emphasis added). A single, all-inclusive, not-to-exceed fixed price shall be proposed for the project. See RFP page 102, Section VI, B.3.
230.	Given the fact that SCC's response to final industry questions will be received by industry so close to the proposal due date (less than two	The RFP was issued August 14, 2012, with the pre-proposal conference held September 5, 2012. The SCC has timely answered written questions as they were received.

	weeks) and the fact that there are a number of questions that will greatly impact the solution, will SCC please consider extending the due date for proposals to allow industry at least two weeks' time from the date of receipt of SCC's response to questions to the due date for proposals?	Good cause has not been shown to extend the due date for proposals.
231.	Can the proposed solution leverage SCC's existing Oracle Infrastructure for the database server or does the offeror have to provide costs for new Oracle software licenses and related hardware?	If the proposed solution requires Oracle software licenses and related hardware, the proposal should identify this and include the price in the proposal. See also response to question 200.
232.	Can SCC please confirm that the current Oracle database version is 10.2? Which edition of Oracle does SCC currently have? Can SCC please provide details regarding the server(s) on which Oracle is deployed (central processing units [CPUs], memory) and if the implementation provides for high availability/failover? Does SCC have any plans to upgrade to 11G?	At the time the RFP was issued, the SCC was using Oracle database version 10.2. The SCC is now running version 11.2 of Oracle Enterprise Edition. There are currently over a dozen instances so the CPU and memory vary by the server. Any instance can be made to be a high availability or failover instance.
233.	Can SCC please provide any details regarding peak daily volumes of electronic and paper filings?	See Exhibit 4 for a summary of paper and electronic filings for those items in the Clerk's Office that may be submitted via paper or eFile.
234.	Can SCC please provide any details on peak daily volumes of electronic and paper information orders?	Representative statistics for the Clerk's Office are as follows: Information Order Paper Requests for September, 2012 - 4289 eFile certificates of good standing/fact for September, 2012 – 1806

235.	Does SCC's manual processing generally keep pace with paper filings and information requests received or do backlogs occur from time to time?	With regard to the Clerk's Office only, backlogs occur from time to time, particularly with regard to business entity filings and reinstatements.
236.	Are all images stored in the image archive in portable document format (PDF)? If not, can SCC please provide details of other formats (single/multi-page, tiff)? How many images are there, and how much space do the existing images currently use?	The vast majority of images across the SCC are stored as PDFs. There are some single-page and multi-page tiff images at the SCC. The SCC also uses microfilm. Page 34 of the RFP notes that the Clerk's Office's "images are stored on the NAS (Network Attached Storage) and consist of all accepted business entity, UCC and tax lien filings." Representative numbers for the CIS System are: approximately 5 million images, using 450 GB of space. The SCC does not have statistics for other systems' images.
237.	Section V.B.9.a, CIS Project Process Requirements – Migration, MIGR-17-22- The "Accounts" MIGR-17-22 requirement indicates that SCC does not wish to use billing accounts as a mode of payment for information orders. Is this due to business-driven reasons or due to the current system ability to support efficient handling of billing accounts for information orders? Does SCC also wish to discontinue use of pre-paid accounts for information orders? Are billing and/or prepaid accounts still to be available for filings?	The desire to discontinue billing accounts is based both on business-driven reasons as well as the current system's inability to support efficient handling of billing accounts for information orders. The SCC does not currently use pre-paid accounts for information orders, nor does it intend to implement the use of pre-paid accounts to the information orders in the future. The SCC wishes to replace its current process for billing account. See MIGR-19, "The Contractor shall provide guidance regarding a new process or system to replace the billing accounts for information orders and implement the agreed upon Approach."
238.	Section V.B.9.e, CIS Project Process Requirements – SCC eFile, EFILE-01- Can SCC please provide a list of any new eFile functions currently being	See RFP p. 194, "Additional Functionality and Enhancements – New functionality and targeted enhancements to existing functionality are tentatively scheduled for release prior to June 2013. Included are

	developed or any planned function implementations that would have to be provided in the new system?	post-filing email notification (subscription service), name search enhancement, email confirmation expansion (includes Annual Reports, Annual Registration Fee payments, UCC filings and certificate orders), LLC principal office address changes, electronic transmission of multiple UCC filings (XML format), and UCC copywork requests.”
239.	<p>Section V.C.6, Other Needs - Technical Requirements, TECH-02/TECH-03-</p> <p>The TECH-02/TECH-03 requirement implies that the offeror must plan to develop and test high availability, failover, and disaster recovery processes. Does the existing eFile architecture provide for high availability/failover/disaster recovery?</p> <p>If so, can SCC please describe how this is provided?</p>	<p>SCC currently has a mixed high availability/failover eFile architecture. The physical enclosure (Blade Matrix,C7000) provides power and network redundancy. A majority of the eFile servers are currently Virtual which provides high availability and failover. The database servers are currently physical which have power and network redundancy. The eFile Web Servers are load balanced through Citrix Netscaler. eFile is not a system of record, therefore, the SCC has determined that eFile does not require a plan for disaster recovery in the short-term at this time.</p>
240.	<p>Section V.B.8.e, Fiscal Requirements, FSCL-02: Fiscal Process- The FSCL-02: Fiscal Process requirement states the following:</p> <p><i>“The fiscal process shall include scanning checks and separating them from the document submission and immediately restrictively endorsing all checks and money orders.”</i></p> <p>Is SCC referring to the use of remote deposit capture (RDC) here or providing for the scanning of checks at point-of-payment entry or in batches at a later stage?</p> <p>Is it permitted to write reference numbers on checks or to attach small barcode labels?</p>	<p>The fiscal process involves scanning checks and connecting the funds to the transaction. The remote deposit capture process does not endorse the checks and is a deposit function only. It is permissible to have reference information on checks to match with documents.</p>

241.	<p>Section V.B.8.e, Fiscal Requirements, FSCL-11: Lockbox Processing- What information is provided in the lockbox data received from the bank to enable all payments to be automatically allocated to entities/customers?</p> <p>Is manual intervention required to perform some or all allocations?</p>	<p>Entity ID, document control number, payment date, transaction count, deposit number, check count and check amount are needed. Manual intervention is needed to correct errors or failures.</p>
242.	<p>Section V.B.8.e, Fiscal Requirements, FSCL-26: Expire Funds- The FSCL-26: Expire Funds requirement states the following:</p> <p><i>“The solution shall expire unallocated funds after a defined period of time.”</i></p> <p>What does SCC mean by “expire unallocated funds?”</p> <p>Are the funds allocated to a miscellaneous revenue item after expiration?</p>	<p>Funds that are not allocated to a specific fund code are held in suspense for a year. The Code of Virginia requires upon expiration of the one year that such funds be transferred to the Commonwealth’s General Fund.</p>
243.	<p>Section V.B.8.e, Fiscal Requirements, FSCL-31: Bank Accounts- The FSCL-31: Bank Accounts requirement states the following:</p> <p><i>“The solution shall provide the ability to distinguish between banks and accounts for daily deposit totals.”</i></p> <p>Can SCC please provide more details regarding this requirement?</p>	<p>The SCC has multiple accounts with two different financial institutions.</p>
244.	<p>TECH-01 Platform The solution should be developed using a .NET framework with an Oracle database.</p> <p>- Is the Oracle database a hard rule or a preference? Will MS SQL Server be accepted for the entire solution?</p>	<p>See RFP page 200 Appendix M. The SCC’s primary database is Oracle, with occasional use of SQL Server database, for example, for out-of-the-box solutions such as MS SharePoint and MS Team Foundation Server. The Offeror should consider the SCC’s current Oracle environment when submitting a proposal. If a proposed solution deviates from the SCC standard</p>

		architecture, then the Offeror should account for the long-term impact of such a change using the form in Appendix I, Project Requirements Acknowledgement and Traceability.
245.	Has a budget been set for this project? If so, what is it and for which year?	The SCC is looking to the Offeror to propose a price. See Section VI B 3, page 102 of the RFP.
246.	CUST-25. Will we be required to unmerge filings that were merged in the current system?	The requirement relates to customer records, see RFP page 46. The SCC does not have customer records in its current system.
247.	UCC-15 What type of redaction will be required for current images? Are the current images redacted?	Current images are not redacted. The SCC expects that the Contractor will perform the necessary analysis.
248.	BE- 22- Does this require validation for the appropriate format (i.e. no letters in the zip code) or does this require validation that the address is a known mailbox location?	Per BE-22, the SCC expects validation of all addresses captured. The SCC expects that the Contractor will perform the analysis in order to make a recommendation.
249.	What version of SOSKB is currently in production?	The SCC has an Annual Report Module customized to its needs. See RFP page 27, Section V.B.2, 2nd paragraph.
250.	If we are proposing a COTS product, do you want those costs shown with all other software costs (i.e. Windows, SQL server license) or as a special line item for the license associated with that?	The SCC does not require a specific format for the Pricing Proposal. Reference RFP page 102-103, Section VI, B.3.
251.	If we are proposing a COTS solution, the only on-site are Business Analyst, Project Manager, and implementation team. Is that OK?	As noted in IMP-07, “All work by Contractor shall be done on-site at the SCC Tyler Building in Richmond, VA unless otherwise agreed upon with the SCC.” In addition, the SCC expects that the Contractor will recommend to the SCC the personnel, the labor categories and the number of hours needed to provide the solution.

252.	Our COTS solution includes modules that cover various other functions not specifically requested in the RFP. Will you entertain using the COTS to do all of these or do you prefer that we integrate with existing?	<p>See TECH-20. “The Contractor should, where feasible, integrate the solution with existing infrastructure components. If a recommendation exists to modify the existing infrastructure, an impact analysis by the project core members shall be completed.” –</p> <p>With specific reference to eFile, see RFP page 87, “The existing eFile functionality (see Appendix L) and any new functionality that is introduced before or during the CIS Replacement effort shall continue to be available to the public. The requirements related to eFile are written to require integration of the eFile system to the new CIS solution (see BE-02, UCC-01 and INFO-01). However, if the Offeror’s solution involves replacing or expanding SCC eFile (in part or in its entirety), the solution shall meet the EFILE-01 and EFILE-02 requirements.”</p>										
253.	What is the breakdown of UCC transactions, including UCC-11's (Searches)?	<p>2011 UCC totals:</p> <p>Initial filings – 35,299</p> <p>Terminations – 12,889</p> <p>Continuations – 14,048</p> <p>Assignments – 1004</p> <p>Amendments – 4773</p> <p>UCC Searches - 4222 (3046 certified)</p> <p>UCC Copy requests – 4747 (2295 certified)(15,944 pages)</p> <p>Federal Tax Lien total – 7248</p> <p>Paper filings 92%; Electronic 8%</p>										
254.	Does VA charge per page for UCC-11's? If so, how much?	<table border="1"> <thead> <tr> <th data-bbox="878 1524 1187 1556">Type of Search</th> <th data-bbox="1276 1524 1430 1556">Search Fee</th> </tr> </thead> <tbody> <tr> <td data-bbox="878 1566 1187 1640">Search Response, noncertified</td> <td data-bbox="1227 1566 1300 1598">\$7.00</td> </tr> <tr> <td data-bbox="878 1650 1187 1724">Search and All Copies, noncertified</td> <td data-bbox="1227 1650 1463 1724">\$7.00 search; \$.50 per page</td> </tr> <tr> <td data-bbox="878 1734 1187 1808">Specified Copies Only, noncertified</td> <td data-bbox="1227 1734 1398 1766">\$.50 per page</td> </tr> <tr> <td data-bbox="878 1818 1187 1850">Certification of</td> <td data-bbox="1227 1818 1300 1850">\$3.00</td> </tr> </tbody> </table>	Type of Search	Search Fee	Search Response, noncertified	\$7.00	Search and All Copies, noncertified	\$7.00 search; \$.50 per page	Specified Copies Only, noncertified	\$.50 per page	Certification of	\$3.00
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Search and All Copies, noncertified	\$7.00 search; \$.50 per page											
Specified Copies Only, noncertified	\$.50 per page											
Certification of	\$3.00											

		Information Provided
255.	Database Vendor, Do you have an enterprise wide cost for oracle? SQL server? Do we need to include that cost in our estimate?	If the proposed solution requires additional licenses, the proposal should identify this and include the price in the proposal. See also response to question 200. SCC has a Microsoft Enterprise Agreement (EA) through state contract VA-020409-MSE. The SCC's current EA expires 6/30/2013. http://vita2.virginia.gov/procurement/contracts/docs/abstracts/va-020409-mse.pdf
256.	FSCL-31, How are these differences broken out? Is it based on filing type? or payment type?	With reference to FSCL-31, the SCC has multiple accounts with two different financial institutions.
257.	Previous Question #61, Can you please answer the second part of the question - if that analysis is still available for knowledge transfer?	The analysis referred to on page 18 of the RFP was performed by the SCC to develop the content of the RFP. The analysis gathered is represented in the contents of the RFP.
258.	Page 46 – CUST-20: Electronic Communication – The solution shall provide the ability to send and receive communication with the customer electronically (e.g. via email, online account). Can you please clarify or give an example of what is intended by “receive communicationelectronically.” We would like to make certain we understand what your expectations are with respect to receiving communications from customers.	Use of electronic correspondence for all business processes is envisioned. The SCC expects that the Contractor will perform the necessary analysis. CUST-20 provides the examples of email and online accounts.
259.	Page 58 – Registered Agent Qualifications: Is an RA qualified for a specific time period and do they have to re-qualify periodically?	A registered agent is not qualified for a specific time period and is not required to re-qualify periodically.
260.	If a company, such as The Corporation Company is the RA for many Virginia businesses, and a change is filed to update either the RO address or RA mailing address, should that change be applied to all	A Registered Agent for multiple entities may make a single request that identifies all entities for which it serves as registered agent. There is no filing fee for registered agent and registered office changes. See BE-51, “The solution shall provide the ability to

	entity records with that RA or only the entities that actually filed the change document? In other words, does each entity need to file and pay separate fees for the RA address change?	perform a 'bulk' or 'mass' update to registered agent and/or registered office information for multiple business entities and generate the appropriate correspondence."
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Note: Responses that have been modified or updated from previous versions are highlighted.