

REQUEST FOR QUALIFICATIONS

Information Technology Consulting and Technical Support Services Task Order Contracts

Solicitation No.: Q-18-001-JG

Addendum 3 | February 27, 2018

QUESTIONS AND ANSWERS

1. See Addendum 3 Attachment A – Questions and Answers, included with this Addendum, which includes responses to questions received by the deadline of 4:00 p.m. on February 21, 2018.

END OF QUESTIONS AND ANSWERS

No other items, dates, or deadlines for this RFQ are changed.

END ADDENDUM 3

This Addendum, including this one (1) page, is six (6) pages with attachments in its entirety.

Attached: Addendum 3 Attachment A – Questions and Answers – five (5) pages.

Number	Question	Response
1	Is this RFQ include cloud software for Contract Lifecycle Management and a solution for source to pay?	No
2	If a business is too small to support concurrent task orders, are they precluded from bidding (see Attachment C, Criteria#5)?	All firms are encouraged to submit regardless of their company's size. Tasks assigned as part of contracts awarded under this solicitation may vary depending on SAWS needs over the next 2-4 years. A firm's capacity to handle multiple task orders may not necessarily impact the scoring for the Task Order Implementation Approach. Also, please consider teaming/partnering/sub-consulting with other qualified firms to ensure that SAWS' business needs will be met.
5	If there are any addendums for this RFQ on the SAWS website, do we need to download and	No, acknowledgement of Addendums is addressed with number 16 of the
	include those addendums as part of our response? Also, I'm confused as to what "Exhibit E" is supposed to be. Is this an actual attachment that	Respondent Questionnaire.
6	we have to include? If so, what goes into it? I wasn't quite sure based on the RFQ (Exhibit "E" is mentioned on page 12 of the solicitation).	Exhibit E is the Sample Contract provided in Addendum 1. It does not need to be included with the Respondent's proposal.
7	Can the experience and qualifications of projects be from any technology or specific to any particular technology? Reference: General	Experience and Qualifications can be provided from any technology, but it is important to tie the Experience and Qualifications to the appropriate functional areas your firm is submitting for, as well as the technology identified in the RFQ.
8	Can you please brief us on existing application that are being used in the organization? Reference: General	Infor - IPS(Hansen) for Work Order and Asset Management, for CDR (Permitting), and for Billing - Payment processes; Infor-Lawson for Finance-Hr- Payroll-Procurement; CPMS (CIP Planner) Contract Management - CIP; Kronos; LIMS; ITRON (Meter Reading Software)
9	What is the expected duration of the entire project? Reference: General	2 years with 2 1-year options to extend.
10	Does SAWS have any tentative budget for Application Development Service Provider projects? Reference: General	No, there is not a specific budget identified for the Application Development Service Provider functional area. Rather, the total budget of \$6,000,000 will be shared by multiple firms for all 6 functional areas for the 2 year period.
11	Can development activities be carried out from outside USA? Reference: General	No
12	What level of support can be expected from SAWS IT team for development & deployment of the application? Reference: General	From the development side, SAWS will provide insight on current processes, as well as the requirements addressing the initiative. SAWS will also provide guidance and direction on the expected outcome. Other task specific details are to be provide in individual task orders.
13	Who will take ownership on project management activities? Reference: General	The selected firms will be working with the Information Systems department at SAWS. The individual SAWS Project Manager will be dependent on the functional area.
14	Please provide us details of total no. of systems/applications that are scoped under this category? Reference: Section I.B.3	See response to question 8 under Questions and Answers in this Addendum.
15	What is the size of the user base for these applications put together and average size of user base? Reference: Section I.B.3	Infor - IPS about 450 - 500 concurrent users(internal); Infor Lawson - 100 concurrent users (Internal); CPMS - 200 (internal external)
16	Out of all the applications that are scoped, please provide us with total numbers with categorization of custom developed, Cots, Mots and out of the box applications Reference: Section I.B.3	Approximately 70% are Vendor - Out of the Box Software and the other approximately 30% is custom developed (in-house) or customized out of the Box
17	Who are managing the applications now? Is there a or group of vendors managing it? Reference: Section I.B.3	Applications are being managed internally by SAWS staff.
18	Out of all the applications that are scoped, please provide us with total numbers with categorization of cloud and windows based applications Reference: Section I.B.3	Infor - Lawson is the only cloud based application.
19	Are there any mobile applications that are part of the scope? Reference: Section I.B.3	Not currently, but there may be an opportunity depending on the needs of the business units.
20	What is the average effort in terms of hours put in to provide these services on yearly bases, historically? Reference: Section I.B.3	There is no historic record of these services as this is the first time these services have been solicited.
21	Can you provide details on current size of database (tables/views/indexes etc.) by application? Reference: Section I.B.3	
22	Can you provide details on the list of historical issues/bugs by application Reference: Section I.B.3	Mainly process functional bugs in the software.
23	Is there a trend analysis done on the issues/bugs? Reference: Section I.B.3	Currently, there is internal research done, which is then communicated to the vendor.
24	Will you be able to provide how long these applications are running in production? Reference: Section I.B.3	The year when the applications were implemented are as follows: Infor - IPS(Hansen) for Work Order and Asset Management 2008, for CDR (Permitting) 2008-2010, and for Billing - Payment processes 2013; Infor-Lawson for Finance-Hr-Payroll-Procurement 2007; CPMS (CIP Planner) Contract Management - CIP 2015; Kronos 2000; LIMS 2006; ITRON (Meter Reading Software) 2017.
25	Any application due of sunset / rewriting? Reference: Section I.B.3	None
26	What kind of support is expected – 9X5 or 18 X 5 or 24 X 5 or 24 X 7? Reference: Section I.B.3	None for Applications
27	Is there any tool used for capturing the cases/tickets? Reference: Section I.B.3	Cherwell and JIRA
28	Is there a knowledge management repository? Reference: Section I.B.3	Confluence
29	Are the processes for support well defined? Reference: Section I.B.3	The Applications high level processes are documented.
30	Who handles the production move? Reference: Section I.B.3	SAWS
31	What are all the environments available – dev, test, stage, production? Reference: Section I.B.3	Prod-Test-Devl-Training-ProdCopy
32	What are all the various tools used, for version control, code review, deployment? Reference: Section I.B.3	For custom applications: GIT, BitBucket, JIRA, Confluence, TeamCity
33	Are the coding standards defined and followed? Reference: Section I.B.3	These are based on the vendor's software.

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scross all of the applications lies of in FAS or are the design elements different for each specifications. UNIX Promit End-Bootarrap, Jupay, "ITHIS, 5 React should be supported and robust body of knowledge or research on the users of SAWS Secretary and the specific promits of the said application and current SAWS applications development Secretary and specifications. Vision of the specification Development Service Provides section, please provide the size of applications and current SAWS application development technology about that Mangarita and Robert mentioned on the bidder's conference call. 43 Can a tour of the supported facilities be available to the scheduled this week or next week?" 44 Can a tour of the supported facilities be available to the scheduled this week or next week?" 45 Can a tour of the supported facilities be available to the supported of the state of the supported of	39	in the past? If so, what was SAWS' experience?	No. For Custom Applications: Please see response to question 37.
speciation systems? 28 las SaWs already developed a Dew/Ops model for the Information Technology organization? 29 If not, in these pain to adopt Agile, Dew/Ops, automation, and other rapid 30 recitation modes? 31 Page 82. Section 18.3 For the Application Development Service Provider section, please 32 In the best of applications and current SAWS application development section, please 33 International Saws and the section of the Information of the Information of the Information of the Information and the Information of Information of the Information of	40	across all of the applications listed in FA3 or are the design elements different for each application?	No, there is not an existing design system, but for custom applications SAWS is moving towards: UI/UX Front End - Bootstrap, Jquery, HTML 5, React
If not, is there a plan to adopt Agile, Dev/Ops, automation, and other rapid Yes, there is a Dev/Ops model in place for solutions that it best	41	application systems?	Google Analytics is deployed on customer facing applications.
Pige 22, Seldroit 18.3-16 of the Application Development selvoids Provided section, peaks of the 18 of applications and current SNA'S application development technology stock client for the supported facilities be a validated this week or next week? As a board of the supported facilities be a validated this week or next week? As the points of contacts responsible for managing the technology vendors be available for the contact of the supported facilities be a validable to be scheduled this week or next week? As the consideration of the supported facilities be available for the contact of the supported facilities be available for scheduled this week or next week? As the contact were supported facilities be available for scheduled this week or next week? As the points of contacts responsible for managing the technology vendors be available for scheduled. How many supported network devices, servers, workstations, network printers, scanners and other hardware will be required to be supported? How many supported network devices, servers, workstations, network printers, scanners and other hardware will be required to be supported? As Can an approximate control of service required to be supported? But performance network services hours requested; a. Can an approximate on bours requested of the supported? But performance network services hours requested to expect the supported? But performance network services hours requested to expect the supported? But performance network services hours requested to expect the supported? But performance network services hours requested to expect the supported? But performance network services hours requested to expect the provided? But performance network services bours from the performance of the support the preferred week, month or past year be provided? But performance network services will need to expect the performance of the particular task order request and whether remote capability exists. But the performance of the performance of the performance of the perf	42	If not, is there a plan to adopt Agile, Dev/Ops, automation, and other rapid	
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facilities need support within this RFP? Can addresses be provided? Addendum.	45	this onsite visit as well?*	Addendum.
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53 to account for? Any planned hardware\software upgrades expected in 2018\2019 that provider will need to account for? Any planned hardware\software upgrades expected in 2018\2019 that provider will need to account for? Please elaborate on the difference between the security services of the overarching IT RFQ and the RFP for a Security Consultant; what is the overlap between the two if any? Please elaborate on the difference between the security services of the overarching IT RFQ and the RFP for a Security Consultant; what is the overlap between the two if any? Is the focus of the Application Development Services around Software configuration or Application Development? Could you be more specific on the required skills for this service? Is the vision for SAWs to have Enterprise-wide Data Architecture with associated Addendum. See response to question 47 under Questions and Answers in this Addendum. There is some functional overlap between the two solicitations but the intent is to award the overarching security services, solicitation number R-18-001- JAM, to a single vendor who can perform annual security audits and provide cyber incident response services. Functional area four in this solicitation, number Q-18-001-UG, is additive services that would be provided under a task order as needed basis. This can be both depending on the initiative that will be addressed. Infor - CPMS requires front end configuration and the back end integration is managed by XSLT-HTML5NET-SSIS/SSRS. The selected firm(s) may need to support initiatives that could require to configure Infor - IPS (Hansen) processes or develop integration through XSLT-HTML5, so it would be useful to be familiar with the Infor-Hansen software. It may also be useful to know how to work with web services.	52		
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5/ IYAS	56	Application Development? Could you be more specific on the required skills for this service?	CPMS requires front end configuration and the back end integration is managed by XSLT-HTML5NET-SSIS/SSRS. The selected firm(s) may need to support initiatives that could require to configure Infor - IPS (Hansen) processes or develop integration through XSLT-HTML5, so it would be useful to be familiar with the Infor-Hansen software. It may also be useful to know
	57	<u>'</u>	Yes

	(continuea)		
58	How many distinct sites or locations are under SAWS' control?	See response to question 44 under Questions and Answers in this Addendum.	
59	Approximately how many switches, routers, firewalls, and wireless access points are under SAWS' control?	See response to question 44 under Questions and Answers in this Addendum.	
60	What is your primary vendor for switches? Routers? Firewalls? Wireless?	SAWS utilizes a variety of products from Cisco, Aruba, and Palo Alto.	
61	What new services is SAWS looking to integrate in the future? e.g. ACI or NSX	SAWS is interested in integrating SDN solutions (ACI & NSX).	
62	Is it mandatory that vendor should be authorized and/or licensed to do business in Texas?	Yes, Respondents must hold any applicable licenses and certifications necessary to do business in Texas.	
63	We are concerned about our ability to present all information regarding names and financial statements as we have NDA's with most of our clients. What types of information do you want us to disclose? Is there any way to provide examples of work without disclosing that type of information? Any advice would be very helpful as we don't want to be disqualified.	The information in the table of Attachment B number 1 is the information needed regarding relevant projects that will characterize the Respondent's experience and performance. SAWS will not need financial statements but will need information that describes what your firm's experience is as well as valid contact information for references that can speak to your firm's ability.	
64	Would the RFQ be more Staff Augmentation or Consulting Services type of work?	The scope of services is more task based, but could potentially include both staff augmentation and/or consulting services depending on SAWS' needs over the term of the contract.	
65	Ref pg 22 of 43 of the RFQ, item #7 - Key Resource Resumes: Is it acceptable for resumes presented as Key Resources to be applicable representative samples of resources that our firm currently has on staff? Without knowing the specifics and timing of a Task Request, we would not be able to guarantee the availability of a presented key resources, as they may or may not be on other engagements at the time of a Task Request. Can you please confirm that there will be no penalty if a resume presented is not available at the time a Task Request is initiated?	Yes, it is acceptable for resumes presented as Key Resources to be applicable representative samples of resources that the Respondent currently has on staff. However, if a selected firm does not have staff with the same or similar abilities at the time a Task Order Request for Proposal or Request for Resume is issued, the firm may not be awarded that specific task.	
66	Ref pg 22 of 43 of the RFQ, item #7 - Key Resource Resumes: If Key Resources are not required to be available when a Task Request is released, would it be possible to provide resumes and omit resource names? As a consulting firm, we prefer to protect this information from post-bid open records requests.	Yes.	
67	Will you consider an extension?	No, see number 1 under Clarifications of Addendum 2.	
68	In (C) Scope of Services\Functional Area\Item 4\Information Security Services (Page 5). These appear to be services as compared to the other Functional Areas, which are more like skills. Is that correct, you are interested in these Functional Area 4 as a service? a. Are they additive to, or separate from your other RFP for Overarching Security Services?	See response to question 55 under Questions and Answers in this Addendum.	
69	For Functional Areas 1, 2, 3 and 5 – will you issue SOW (or, Task Orders) for each role and responsibility for which you want bids? a. If yes, then SOW's will be sent to the "short list" of chosen bidders?	From this solicitation, SAWS will select multiple Respondents to award contracts to which will essentially be a master list of firms that could be issued task orders. At this time, Respondents are submitting to be one of the firms on that master list.	
70	Is it correct that a bidder can bid on one or all five categories shown on Page 16? (Services Submittal Identification Form) a. If yes, then Exhibit A is specific to those areas?	Yes, a Respondent may submit for one or more functional areas. Only questions that state 'for each functional area' is specific to those areas. See Addendum 2 for changes to the number of functional areas as now there are six (6).	
71	Is this RFQ for vendors who do development/maintenance and not for staff aumentation firms?	See response to question number 64 under Questions and Answers in this Addendum.	
72	We want to know about budget information and is any existing vendor is providing service on this RFP and to how many vendors San Antonio Water System is going to award this RFP?	Re: budget. See response to question number 10 under Questions and Answers in this Addendum. There is no existing vendor providing the Scope of Services in the RFQ. The specific number of vendors to be awarded contracts from this RFQ will be determined after the proposals have been evaluated.	
73	Is the referenced contract for Local firms in Texas only? Or can an out-of-state contract bid on the opportunity with a subcontractor that is a local firm in Texas?	No, the contract is not only for local firms. Out-of-state firms may submit a proposal to this RFQ. However, it is important to understand how to maximize the SMWVB participation points by potentially using local subcontractors. For questions regarding the SMWVB participation points, Respondents may contact Marisol Robles, SMWVB Program Manager at: 210-233-3420 or marisol.robles@saws.org.	
74	I would like to confirm since my company is a SDVOSB, HUBZONE and SDB. Do we fit the category to respond to SOLICITATION NO: Q-18-001-JG, Information Technology Consulting and Technical Support Services Task Order Contracts. We are not Women owned.	All firms are encouraged to submit, but it is important to understand how to maximize the SMWVB participation points. To be recognized as an SMWVB, firms must have "Small Business Enterprise" certification at minimum, must be certified by the South Central Texas Regional Certification Agency, and must have a local presence in any one of the following counties: Atascosa, Bandera, Bexar, Comal, Frio, Guadalupe, Kendall, Kerr, McMullen, Medina, Uvalde and Wilson. "Woman-owned" certification, specifically, is not required. Federal certifications are not recognized by SAWS. For further questions regarding the SMWVB participation points contact Marisol Robles, SMWVB Program Manager at: 210-233-3420 or marisol.robles@saws.org.	

	Continued	/
75	Are we able to have a company sub with us on this task that is not a Hubzone?. Is SDVOSB accepted. Is Travis county is one off the acceptable location for a company to have their office	Responding firms may sub-consult with any firm whom they deem as qualified, regardless of whether the sub-consultant is SMWB-certified or not. SMWB certification is not a pre-qualification for this solicitation. SAWS does not recognize HUBzone as a certification, but we do recognize HUB certification from the State of Texas. Veteran-owned and Disabled Veteran-owned businesses are currently not eligible for SMWB points. Federal certification is not recognized by SAWS. However, if the "Small" component of SDVOSB can be verified through the South Central Texas Regional Certification Agency through Small Business Enterprise certification, your firm would be eligible for some of the SMWB points per the solicitation. Travis County is not in our local market area, and therefore would not be recognized for SMWB points. To be eligible for (up to) 15 SMWB points, firms must have a local presence in any one of the following counties: Atascosa, Bandera, Bexar, Comal, Frio, Guadalupe, Kendall, Kerr, McMullen, Medina, Uvalde and Wilson, and must be a Small Business Enterprise (at minimum) through the South Central Texas Regional Certification Agency. For further questions regarding the SMWVB participation points contact Marisol Robles, SMWVB Program Manager at: 210-233-3420 or marisol.robles@saws.org.
76	We are SBA certified Woman Owned Small Business (EDWOSB). Do we qualify for this bid?	Anyone can submit a bid regardless of SMWB certification status. In other words, firms do not need to be Small, Minority, or Woman-owned to submit a proposal. SMWB certification is <u>not</u> a pre-qualification for this solicitation. However, federal certification is not recognized by SAWS. To be eligible for (up to) 15 SMWB points, firms must be certified by the South Central Texas Regional Certification Agency (SCTRCA), must have SBE certification (at minimum) from the SCTRCA, and must have a local office in any one of the following Texas counties: Atascosa, Bandera, Bexar, Comal, Frio, Guadalupe, Kendall, Kerr, McMullen, Medina, Uvalde and Wilson.
77	We are a certified DBE firm for DC & NY states. Do we qualify for this bid?	See response to question number 76 under Questions and Answers in this Addendum.
78	Our company can be considered an SBE for its \$ size, nevertheless, we don't have local presence in DC. As my understanding from yesterday's pre-submittal meeting - we can't be considered SBE if we don't have presence in DC and if we don't have a valid certificate issued there. Do we necessarily have to meet the SMWVB Goal of 40%? What happens if we can't meet the goal but have a lower SMWVB participation? Do you have a list of SMWVB companies we can approach for the Good Faith Effort Plan?	a firm has a local presence, but only has HUB certification, then the HUB certification will suffice. The 40% goal is not mandatory, but we need to see proof of outreach efforts. For a list of SMWVB companies to approach or further questions regarding the SMWVB participation points contact Marisol Robles, SMWVB Program Manager at: 210-233-3420 or marisol.robles@saws.org.
79	If we are SWMBE certified, do we still have to fill GOOD FATH EFFORT form ?	Yes, the Good Faith Effort Plan (GFEP) must be submitted as part of the Respondent's proposal regardless of SMWB-certification status. The GFEP is a required document, and failure to include the GFEP in your submittal may disqualify your proposal.
80	Will answers to all questions asked today be provided to all bidders?	Yes.
81	Do responses require a cooperative contract reference (DIR, NASPO, Bid Buy, etc.)?	No. Contracts awarded under this solicitation will use the Sample Contract included in Addendum 1.
82	Under Insurance Requirements and Proof of Insurability, it mentioned that the firm must have Insurance coverage mentioned in Exhibit A at the time of Commencing the contract. Would it be acceptable to provide the current Insurance coverage and once the contract is awarded or is in negotiations, we can secure additional insurance needed, or is it required to have the required insurance prior to submitting the response and proof needs to be provided?	Respondents may submit current insurance coverage and a letter from their insurance company stating that the firm has the ability to obtain the full coverage listed in Exhibit A of the RFQ as part of their proposal submission. However, full insurance coverage must be obtained with proof provided prior to contract execution.
83	For Resumes, Org chart and other attachments, should we merge them into the response as single PDF or address them as multiple attachments and reference them in the response? Would multiple PDFs be acceptable or all docs needs to be merged as single PDF?	Responses must be merged into a single PDF. Multiple PDFs will not accepted.
84	Page #13, Section VII. C. Does SAWS require all respondents to include a completed Form 1295 with their submission? If so, where in the list of required items in Section IV.B.3 should it be included.	No, a Form 1295 is not required as part of the submission, but will be required by selected forms with a signed contract.
85	How can I obtain the list of bidders / interested parties for this RFQ	The Interested Firms List can be found here: https://www.saws.org/business_center/ContractSol/interestedfirmslist.cfm?id= 2121
86	Do the bidders have to provide hourly rates or a price proposal with the response submission?	No. Respondents should not provide any information within their proposal that include rates or prices.
87	I received an update for changes but could not determine what those changes were on the RFQ – Q-18-001-JG	Any changes made are done so via Addendum. Addendums can viewed and downloaded at the following link: https://www.saws.org/business_center/ContractSol/Drill.cfm?id=2121&View=Yes

88	guidance from any source?	This solicitation does have communication restrictions which can be found in Section III. Communication A. Restrictions on page 6 of the RFQ. However if there are questions regarding how to submit a proposal, contact Jessica Goforth as per Section III. Communication C. Technical Questions on page 7 of the RFQ.
89	Also, There is a NON – Mandatory Pre-submittal meeting scheduled for tomorrow on a webex, Will this be recorded? I would like the link to watch this video at a different time, can you please provide.	See response to question number 3 under Questions and Answers in Addendum 1.
90	Will this be recorded? I would like the link to watch this video at a different time, can you please provide.	See response to question number 3 under Questions and Answers in Addendum 1.
91	share the said documents with us on email, if possible. If not, kindly direct us to the link which	The file size is large and may take additional time to download. SAWS recommends accessing the RFQ from a different computer. If your firm continues to experience issues with accessing the RFQ contact Jessica Goforth, Contract Administrator.
92	Just to make sure I'm understanding correctly, the first section of both Attachment A and Attachment B call for a separate copy for each functional area that we are applying for. So, if we were applying for all five functional areas, we would fill out section 1 of Attachment A and section 1 of Attachment B five times each, correct?	Response to be provided in Addendum 4.
93	My big question was, do we also need to fill out five copies of all the other sections as well, or just section 1? Do any of the other attachments or exhibits require multiple copies?	Response to be provided in Addendum 4.
94	Can you provide details on current data volume by application? Reference: Section I.B.3	Response to be provided in Addendum 4.
95	Currently, how can a responder be scored on the M/WBE % when no price is being quoted?	Response to be provided in Addendum 4.