Arkansas Agriculture Department

Mobile Device Data Collection Solution

RFP #: SP-18-0072

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Prospective Contractor
1	Page 6, Section 1.11 PRICING, Point (A)	Prospective Contractor(s) shall include all pricing on Template C-1 - Official Bid Price Sheet(s) only. If any cost is not identified by the successful Contractor but is subsequently incurred in order to achieve successful operation, the Contractor shall bear this additional cost.	What is the maximum budget of the project including development, Licencing, Hosting, Training and Support?	That information is not available.
2	Page 10, Section 1.23, Point (C)	State agencies cannot claim a product as a whole is not reasonably available because no product in the marketplace meets all the standards. Agencies must evaluate products to determine which product best meets the standards. If an agency purchases a product that does not best meet the standards, the agency must provide written documentation supporting the selection of a different product, including any required reasonable accommodations.	Does AAD is looking for any COTS based or already developed software application with similar set of features given in the RFP document? Or looking for the development of software application from scratch?	AAD is seeking a solution that can be configured to meet their needs as described in the RFP. The solution must provide flexibility to provide a seamless solution from form design and data collection to local SQL storage.
3	Page 12, Section 2.3.A, Paragraph 1	Improve field data gathering task efficiency, accuracy, data input, storage, retrieval, reporting and associated resource management.	Can the State provide information about how improved efficiency, accuracy, and so on will be quantitatively analyzed?	Efficiency and accuracy will be improved due to the control of users access and the permissions they each have within the system. Examples of control include disallowing the entry of data not keyed in using the appropriate format. At this time we have no mechanism for quantitatively measuring the results. The results shall become quantifiable by reducing the number of man-hours required to complete a particular task.
4	Page 12, Section 2.6, Point (A) Platform	The solution must support a multi-tenant environment allowing an agency to establish one unified technology platform while also allowing for forms creation and data collection to be segregated within the agency.	Kindly explain this section in more details? Also Please provide the various process of data entry into the system as required by AAD? If possible please provide data flow diagram?	The proposed solution shall allow AAD to use in-house technology (desktops) and mobile devices (laptops, notepads, etc.) in the field to enter and submit data to central office SQL storage. It is anticipated that user permissions shall control access and capabilities within the system. A data-flow diagram does not exist.
5	Page 12, Section 2.6(B) User Interfaces	The administrative interface must be available through a server-based interface and via web browser for desktop usage. Mobile devices must have a downloadable application.	Does AAD have any technology preference for the development of Web portal?	No.

6	Page 12, Section 2.6, Point (C)	The AAD solution must be hosted on-premise behind the agency's firewall.	Kindly elaborate "The AAD solution must be hosted on-premise behind the agency's firewall" and provdie server details which AAD would like to have for hosting the application?	Application on premise means data submitted from field to be stored specifically on SQL server 2008 or above and on premise at our location.
7	Page 13, Section 2.6, (D) Mobile	The following versions must be supported. As version upgrades are introduced they must be supported. 1. Android 8.1 and above 2. iOS 11 and above	The developed iOS and Android Mobile apps will be Hybrid or Native? And the developed mobile app will also work on an iPad and Tablet devices?	It is up to the contractor to decide the type of application. Yes, the AAD needs a solution that will work on Tablet devices. **{See Final RFP Section 2.6 (D)}**
8	Page 13, Section 2.6, (E) Desktop	The following versions must be supported. As version upgrades are introduced they must be supported. 1. Windows 7 and later	Does AAD looking to develop windows desktop software application using Microsoft Technology that will run on Window 7 or later versions?	The State does not understand the intent of the question.
9	Page 13, Section 2.6.F, items #1 and #2	The following versions must be supported. As version upgrades are introduced they must be supported. 1. SQL 2008R2 and later 2. Windows Server 2008 R2	SQL 2008R2 and Windows Server 2008R2 are no longer under mainstream support from Microsoft. Does the State have an extended service agreement with Microsoft? If so, what is the state's migration plans when extended support ends in 2019 and 2020 respectively?	At this time AAD is in the process of upgrading SQL and Windows Server. However, the Contractor's system must support the versions included in the RFP.
10	Page 13, Section 2.6.G.2	Safari 11 for Mac and Safari 5 for Windows and above	Does the State have active Safari for Windows users? This browser has not been supported since 2012. Is this a key requirement?	AAD is removing Safari from the Windows specification in the RFP, but Safari 11 for Mac is still required. **{See Final RFP Section 2.6 (G)(2)}**
11	Page 13, Section 2.6, Point (I).	No specialized drivers, applications or emulators should be required to be installed on the supported hardware devices besides the toolset/application itself.	Does AAD using any third party software?	No.
12	Page 13, Section 2.7, Point (A)	AAD anticipates 150 users of the solution.	Are the users will increase in future?	AAD estimates that 150 users will be sufficient for the next several years.
13	Page 14, Section 2.8.K	AAD will provide the Contractor revocable access credentials to connect into the database for both input and output operations.	Can the State elaborate on this access and its availability? Does the State anticipate a test/development environment being available in addition to production?	AAD will discuss access with the awarded contractor. The AAD does not have to have a separate test environment, but a mechanism must be in place to allow AAD to test prior to releasing a new form. **{See Final RFP Section 2.17 (E & F)}**
14	Page 15, Section 2.10.C	Contractor shall provide assistance and training to AAD in creating a portion of the forms during the implementation phase.	Does the State have guidance for the portion that will be assisted? In 2.10.A the State indicates 100 forms for initial creation. What % of those would fall within this category for the purposes of pricing?	AAD shall require the awarded contractor to provide assistance in the development of 20 forms as part of the training process. **{See Final RFP Section 2.10 (C)}**
15	Page 16, Section 2.12.8	Ability to export reports into the following formats: PDF, JPEG, CSV, XML, and XMLS. It is preferable that reports can be exported into a TIF format.	Can the State elaborate on what is expected for report export to the different formats. For instance, PDF, JPEG, and TIF are image formats while CSV, and XML are text based formats. What type of data from reports is expected in each. Additionally, please clarify what an XMLS file is. Is this referring to the Microsoft Excel 2003 file format?	XML/XMLS are extended markup languages. AAD agrees to remove XMLS from the required formats. Reports will be generated from the accumulated data as required or allowed. **{See Final RFP Section 2.11 (U) & 2.12 (A)(8)}**

16	Page 17, Section 2.13, Point G.	The Contractor must be onsite for the duration of the project dedicated to performing the activities required to complete the implementation.	Are all the resources supposed to do the work onsite at client's office OR offsite work from Vendors office is permissible with weekly/biweekly Onsite meetings, if required, by vendors PM.	It is expected that the awarded contractor will be on-site for the initial software implementation and during the training. Supplemental training may be via use of webinars and on-line training. Prospective contractors are to provide this information in their timeline in Template T-5. **{See Final RFP Section 2.13 (G)}**
17	Page 17, Section 12.13.G	The Contractor must be onsite for the duration of the project dedicated to performing the activities required to complete the implementation.	Does this imply the State requires contractor on site for an extended duration during implementation or only on site at key time intervals such as roll out to production users?	See answer to Question #16.
18	Page 17, Section 2.16, Point (B)	The Implementation Plan should include all tasks required to complete the implementation project through completion of Go-Live. This Implementation Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to deploy the Solution. The Prospective Contractor should provide a schedule with the shortest duration while providing enough time to perform the activities required as outlined in the RFP and without interruption to business operations.	Can AAD provide any idea of timeline that they have in mind for implementing the features as described in the RFP document?	The State has asked prospective contractors to provide a project timeline in Template T-5.
19	Page 18, Section 2.17.E.1	System Integration Testing — Ensure the Solution supports end-to-end business processes. Performed by the Contractor with assistance from AAD.	What integrations does the State anticipate in this project? Are there specific systems, databases, or methodologies the State can identify for system integration testing?	AAD does not expect the awarded contractor to be responsible for integrating any of the existing data into the new system. **{See Final RFP Section 2.17 (E & F), also T-5 Section 2}**
20	Page 19, Section 2.19.E.2	End user training shall be provided to the following user groups: 1. System Administrators – Approximately two (2) users 2. System Designers – Approximately ten (10) users 3. Field Users – approximately ten (10) users	What is level of technical experience for System Designers? Will System Designers, or a subset of the ten, have experience in any programming and or scripting languages?	Prospective contractors shall proceed as though AAD staff has minimal SQL experience.
21	C1 Official Proposal Price Sheet	Implementation Fees	Using the sample forms provided in the Draft RFP, would the State like us to assume we will create the samples in their entirety and use them as part of training versus just assisting in this aspect then include the service in the proposed implementation fees?	See answer to Question #14.