

| Question ID | RFP Reference (page number, section number, paragraph) | Specific RFP Language | Question | Answer |
|-------------|--|--|--|--|
| 1 | Page 12, Section 2.1 - Introduction - Bullet - A Page 17, Section 2.7 - Maintenance & Support | AMF Maintenance and Support Services will be utilized on an as needed basis. ACIC-DPS anticipates using approximately 1,000 hours per contract year based on historical usage. Actual usage may vary from year to year. | Please clarify if the intent is for the 1,000 hours to be used on an as-needed basis and referred to in RFP Section 2.7.A and the cost sheet is to include all maintenance, operations, and enhancement activities, or if those hours are considered for enhancement activities only. Please confirm that all work commission these hours will be assigned/allocated through this process identified in RFP Section 2.7.K. | Yes, the 1,000 hours will be used on an as needed basis as described in Section 2.7.A. of the RFP, and the estimated usage on the cost sheet encompasses both maintenance and enhancement activities based on historical usage. Work will be allocated/assigned using the process described in Section 2.7.K. In the event a task does not conform to the process in Section 2.7.K, the State's programming manager will determine if a change to the task/sprint is needed. |
| 2 | Page 17, Section 2.7 - Maintenance & Support | The Contractor shall be responsible for system issue (bug) corrections including, but not limited to, adjusting design oversights and implementing new features as relayed by authorized ACIC-DPS Management staff. | Please provide the number of defects (High, Medium, Low) and for the AMF system on a monthly basis. Please provide the number of enhancements (and associated hours) completed on an annual basis. | Defects per month are estimated to be: 5 Critical, 5 Medium, and 15 Low. Annual enhancements/changes are estimated to be 50. Associated hours are estimated to be 1,000 for all defects, and enhancement based on historical usage. |
| 3 | Page 17, Section 2.7 - Maintenance & Support Attachment A - Page 6 - Section - Project Goals and Objective | This contract will cover the maintenance and support for updates and changes regarding issue correction (bugs), adjusting design oversights, and implementing new features in the configuration, code, data storage and organization, and any other elements required for the above listed processes, servers, and technologies to function as needed to maintain compliance with current standards, laws, and regulations | Please provide a list of potential enhancements that are currently being considered for the AMF system in the short-term (1 year) and long-term (greater than 1 year). | Any potential enhancements will be based on changes in governing laws, standards, or regulations on ACIC data. |
| 4 | Page 7, Section 1.16 - CAUTION TO PROSPECTIVE CONTRACTORS Page 17, Section 2.7 - Maintenance & Support | C. Do not alter the Official Bid Price Sheet. | Please clarify if the vendor may add additional positions in the cost sheet for analysis, design, testing, and management oversight. If additional positions are not permitted, please clarify whose responsibility it is to confirm requirements, create the logical and physical designs, perform system integration testing, training and manage the overall vendor effort | Positions are limited to those requested in the RFP. Regarding listed responsibilities, ACIC-DPS will be responsible for performing system integration testing and managing the overall Contractor effort. The Contractor shall have the training responsibilities set forth in Section 2.9 of the RFP. ACIC-DPS will be responsible for the training of wider staff if needed. ACIC-DPS will be responsible for the logical and physical designs, possibly in collaboration with the Contractor. |
| 5 | Page 12, Section 2.1 - B - Project History Page 15, Section 2.6, RESOURCE REQUIREMENTS AND MINIMUM QUALIFICATIONS | The AMF system is a .NET based environment running code primarily created in C# utilizing the Entity Framework, and all data is stored in Microsoft SQL. The Contractor shall be responsible for maintenance and operation of the various components of the AMF .net system along with all supporting connections for data transfer. | Please provide a high level technical architecture of the AMF system | The AMF system contains database tables that house data ACIC obtains from multiple agencies and then parses. Once the data is parsed and stored in the appropriate table, it is used by multiple agencies and 3rd party organizations. |

| | | | | |
|----|---------------------------------------|---|--|--|
| 6 | Page 21, Section 2.12 - Data Security | When any system that may access, process, or store sensitive data or other data or work produced under a resulting contract has been subjected to unintended access or attack including but not limited to: a. Compromise by computer malware b. Compromise by malicious search engine c. Credential compromise or access by an individual or automated program due to a failure to secure a system or adhere to established security procedures | What monitoring tool is being used for Security Incident and Event Management? How many reports and alerts would be required to be generated? Are security scans conducted on the AMF system? If yes, what is the type of scan conducted, at what frequency and which tool is used? | This requirement is meant to cover unintended access or attacks on the Contractor's systems that may contain ACIC-DPS information, including but not limited to VPN access to the AMF system. ACIC-DPS must ensure any computer accessing the system meets CJIS compliancy and must have notification if they are compromised in any way in order to verify safeguards to ACIC-DPS system. |
| 7 | Page 21, Section 2.12 - Data Security | The Contractor shall implement administrative, physical, and technical safeguards to protect State data that must meet or exceed accepted industry standards regarding the security and privacy of CJ, PII and PHI. | What is the authentication and authorization mechanism used for the AMF system and which tool is used for identity management? | This requirement is meant to cover unintended access or attacks on the Contractor's systems that may contain ACIC-DPS information, including but not limited to VPN access to the AMF system. ACIC-DPS must ensure any computer accessing the system meets CJIS compliancy and must have notification if they are compromised in any way in order to verify safeguards to ACIC-DPS system. |
| 8 | Page 24, 2.15 Performance Standards | The Contractor shall begin work within three (3) days of receiving written approval of the issue resolution document or project scope statement of work from ACIC-DPS | if a sprint or agile methodology is followed will approvals for tickets be given at the beginning of each sprint in order to satisfy the 3 day approval period. | All tasks will be assigned to a given sprint for the contractor and if there is an critical change/bug that needs to be completed the Programming manager will discuss with the contractor about halting work within a sprint for a critical change. Only tasks that will be assigned and completed outside of a assigned sprint will be critical tasks that have been discussed with the vendor prior to approval. |
| 9 | Page 24, 2.15 Performance Standards | Upon assignment of a task by ACIC-DPS, the Contractor shall complete an assessment of work and determine the scope of work in terms or hours. If the anticipated work is less than 25 total hours, the Contractor shall submit to the ACIC-DPS designee an issue resolution document within five (5) days of receipt, excluding State holidays. If the estimate of work exceeds 25 hours, the Contractor shall submit project scope statement following the Software Development Life Cycle approach within ten (10) days of receipt. | is the initial research time billable? What approvals are required for that research time? For the work that is less than 25 hours, is a comment on a JIRA ticket acceptable for required documentation? | Yes, the research time is billable. Regarding research time, ACIC-DPS asks that the Contractor notify the State's project and programming manager when the research is started, and check in at the one and a half to two hour mark to ensure all information has been given and understanding of the section code. The programming manager will determine if a change in the given task/sprint will be needed. ACIC-DPS is open to discussion on documentation being notes in a ticketing system. |
| 10 | General Question | | Does the agency have a preferred Agile methodology? ie; scrum, kanban | ACIC-DPS IT primarily utilizes Agile Scrum methodologies. Other methodologies are utilized on an as needed basis. |
| 11 | Section 2.6 | The Developer shall be CJIS Certified | Can you clarify what certification is expected? My research is finding that many strive to stay in compliance with CJIS Security. | The certification will be set up through ACIC-DPS CJIS Security. We will set it up through our CJISonline website. |
| 12 | Section 2.12.K. | The Contractor shall ensure all Contractor personnel who will be testing or reviewing data within or from the messenger and/or web application have completed ACIC Basic Level 1 prior to the commencement of testing when applicable as determined by ACIC-DPS. It is preferable that all assigned personnel complete ACIC Basic Level 1 prior to performing work on the Contract. | Can you provide information about this training? Course length, costs, etc.? | The ACIC course is about a 4hr class that will be given by ACIC. We will set up up the class with ACIC and make sure the training is completed. |