Project:	**Online Deficiency System Web Application Support Services**	**Date:**	**July 14, 2021**
		RE:	**Addendum #1**
		# of Pages:	**6**

The following revisions and/or clarifications are made to the RFP for the Online Deficiency System Web Application Support Services. They are a result of issues discussed at the pre-proposal conference held on July 1, 2021 and any questions received from Proposers by 4pm on July 7, 2021.

<u>Questions</u> (answers to all question are shown in *italics* immediately after the question)**:**

1. **Do you only want an hourly rate or a total rate for the project?**
    Please provide only an hourly rate, per <u>Exhibit B</u>.

2. **How long ago was the system developed?**
    The system was created approximately 20 years ago and has been modified and updated on multiple occasions to the present version.

3. **Is the source code available?**
    The source code will be made available to selected Proposer once the contract has been executed.

4. **Can the Mandatory Forms be provided in Word doc format?**
    No, however a PDF can be found at https://bpca.ny.gov/wp-content/uploads/2020/03/Vendor_Responsibility_Questionnaire_3_27_20.pdf

5. **Can work be done off site or does it need to be done onsite?**
    The Work can be performed offsite as the ODS is hosted online.

6. **PT position? What are the estimated hours involved?**
    The selected Proposer will perform the Work on an on-call basis as requested by BPCA.

7. **Is there an incumbent company who has already been working on the ODS? If so, will that company be responding to this bid?**
    Any Proposer that meets the minimum qualification requirements specified in Section IV:A of the RFP is welcome to bid.

8. **Will Redsoft Technology Inc. and Honeywick companies also be responding to this bid?**
    See the answer to question #7 above.

9. **The RFP document suggests that ODS was designed and developed by Redsoft Technologies - Will they also bid for this RFP?**
    See the answer to question #7 above.

10. **Is there an existing incumbent working on this Project? If yes, will they also bid for this RFP?**
    See the answer to question #7 above.

11. **How many consultants will you need for this project?**
    Only one Proposer will be selected to perform the Work.

12. **Will they be working on full time basis (8 hours a day or 40 hours a week)?**
    See the answer to question #6 above.

13.   **You prefer the proposal as a fixed price project or on T&M basis?**
        See the answer to question #1 above.

14.   **What is the Budget identified for this opportunity?**
        We do not provide that information as part of the procurement process.

15.   **Can we implement this from offshore?**
        New York State laws governing this RFP apply, including Public Authorities Law Sections 2879(c) and 2879(d). Data shall be stored and acted upon solely in data centers in the Continental United States. Proposers will be required to follow all applicable laws.

16.   **Is the Minority & Disabled Business MBE & WBE (15%) mandatory or just a good faith effort for partnership?**
        The contract terms will include specific diversity goals that will be based on the availability of qualified firms. BPCA will negotiate adjustments to the specific percentages for each type of firm (e.g., MBE, WBE or SDVOB) provided the total goal is achieved.

17.   **Types of Businesses who are encouraged to bid for this project New York State-certified: a. Minority-Owned Business Enterprises ("MBE"), b. Women-Owned Business Enterprises("WBE") and c. Service-Disabled Veteran-Owned Business Enterprises ("SDVOB") are encouraged to submit Proposals. We are a NY State certified business and are lawfully authorized to do business in the State of New York but do not fall under any of the mentioned 3 categories. Is this bid restricted to the mentioned 3 business types?**
        No, the RFP is open to any Proposer that meets the minimum qualification requirements.

18.   **We are a NY State certified business which carries out most of our development and support work from offshore. Please let us know if BPCA is open to work along with a vendor using an offshore development and support model.**
        See the answer to question #15 above.

19.   **Please let us know if it is mandatory that the vendor needs to have performed any similar work for any State public entities.**
        A Proposer must only meet the minimum qualification requirements specified in Section IV:A of the RFP.

20.   **We understand that within 5 days of providing a service for ODS, we will need to document the issues, Root Cause Analysis and action taken to address the same. Please confirm if this understanding is correct. Additionally, we wanted to understand additional / existing KPIs, SLAs are used to monitor a process' operational excellence.**
        Yes, that is correct. There is currently no formal KPI or SLA process.

21.   **We assume that access to complete source code, database, admin credentials and other user credentials will be provided by BPCA along with any available documentation (if any). Please let us know how this will be shared with us - will this be via github or any other online tool that can access the same or via a VPN or any other remote access?**
        BPCA's MIS department will determine the best method to share information with the selected Proposer.

22.   **Does BPCA have any existing ticketing system in place or is there a preference for any ticketing tool?**
        There is currently no ticketing tool in place; however, BPCA would like to initiate one to the extent it facilitates the efficiency of the Work.

23. **Please let us know the current working hours for on-call consulting support. Is there the need for a. shift basis support b. on-call onsite consultant?**
The support work will only be required during standard business hours of Monday through Friday, 9am to 5pm. The Work can be performed off-site as the ODS is hosted online.

24. **Please let us know the approximate team size expected for L1 support.**
There is no anticipated team size. The Proposer will be required to provide a team adequate to perform the Work.

25. **Does a Knowledge database already exist around the existing tickets or is this something that the vendor will have to create?**
See the answer to question #22 above.

26. **We assume that the respective credentials and access levels will be provided along with mutual agreements signed especially for data access that adhere to GDPR compliance. Please confirm.**
The selected Proposer will be required to enter into an agreement with BPCA, a sample of which is provided as Exhibit F. The selected Proposer will be expected to comply with all applicable laws.

27. **Please let us know the type of training preferred - web based training or instructor led training.**
Instructor-led training is preferred.

28. **Please let us know the number of systems and sub-systems or applications that are expected here for Training. Please elaborate on the sub-systems.**
The ODS is the only application.

29. **Does the application and its sub-systems monitor / cover the following operations - financing, developing, constructing, maintenance and operations for Battery Park City. If yes, please elaborate.**
No. BPCA uses the ODS to track and report on condominium unit owner payment deficiencies for certain charges required by BPCA's ground leases with residential buildings. The buildings' agents (e.g., various property management companies), access ODS and input data to track payment deficiencies by condominium unit. BPCA uses such data to create reports that inform operational, financial, and legal decision making. The ODS does not monitor/track any other BPCA operations.

30. **Can a demo account id and password be provided for us to explore the features within this?**
No, this cannot be provided as the system contains confidential information.

31. **Is Redsoft Technologies, Inc currently maintaining the software or is it some other vendor?**
We do not share information regarding the incumbent vendor as part of the procurement process.

32. **How many people are engaged in the maintenance and support?**
There is currently one consultant providing the Work.

33. **Is there a common team for UI and reports or is it separate? If separate, how many are engaged in UI and reports system respectively?**
See the answer to question #32 above.

34.   **How many of the team members have C#, .Net core skills and how many have skills in active reports. Whether the team is skilled in both C#, .Net Core and Active reports?**
        We do not share information regarding the incumbent vendor as part of the procurement process.

35.   **What is the tenure of each of the team members in providing the support?**
        We do not share information regarding the incumbent vendor as part of the procurement process.

36.   **Size of the application in terms of number of screens, reports, tables etc.**
        The ODS consists of 12 Classes, 14 Views, 20 Report Classes, 29 Functions, 61 Stored Procedures, and 20 Tables.

37.   **Is the documentation current and exhaustive enough for taking over maintenance and support?**
        BPCA will provide all available documentation and code to the selected Proposer upon the execution of the contract and the incumbent vendor has agreed to provide a knowledge transfer.

38.   **Is the incumbent vendor willing to conduct training programs to transfer knowledge?**
        See the answer to question #37 above.

39.   **Will the incumbent vendor be willing to engage with the selected vendor in a knowledge/Transition transfer phase? During this phase the primary support will gradually transfer from incumbent vendor to the selected vendor.**
        See the answer to question #37 above.

40.   **Are there any current SLAs defined? What are they?**
        There is currently no formal SLA defined in the existing agreement, however BPCA is willing to define one in the contract with the selected Proposer.

41.   **What is the team's performance against SLAs?**
        See the answer to question #40 above.

42.   **Number of Level3 backlog tickets (by Priority and/or Criticality)?**
        See the answer to question #22 above.

43.   **Number of level3 tickets in a month/year (by Priority and/or criticality)?**
        See the answer to question #22 above.

44.   **Is level 1 and level2 part of the scope? If yes, then the corresponding volumes for the same.**
        See the answer to question #22 above.

45.   **Are the Test Cases documented and current? Does it cover end-to-end test case scenarios and is exhaustive enough?**
        There are no existing test cases.

46.   **Does the application have automated test suites?**
        No.

47.   **What is the software release frequency (Daily[hot fixes], Monthly, Quarterly)?**
        Software was custom developed for BPCA. There is no set update schedule.

48.   Are there any requirements for production support during the night?
       No.

49.   Can the services be provided offsite? Can it be from outside US?
       See the answers to questions #5 and #15 above.

50.   Will the Maintenance and Support Team work on these engagements or is expectation that a separate team would be involved to scope and size these engagements?
       See the answer to question #11 above.

51.   Is the cost for such engagements in addition to that quoted in Exhibit B?
       No, all engagements will be provided by the selected Proposer at the hourly rate provided in its Cost Proposal.

52.   In case the scope of the upgrade is large, can it be handled thru a Change Request that indicates the effort in terms of additional members required, schedule and additional costs?
       A large upgrade of the system is currently not anticipated at this time.

53.   How many BPCA and end-users are expected to be trained? What is the approx. number of hours expected of the trainer?
       Most end users already know the system. Historically, training sessions have been 2 – 3 times a year for approximately one hour per session. Each session has approximately 3 – 4 attendees.

54.   Is the RFP plan to prefer incumbents? Is there a plan to select new firms by replacing current incumbent?
       All complete Proposals that are received on time from Proposers that meet the minimum qualification requirements will receive equal consideration and be evaluated per the process outlined in Section IX of the RFP.

55.   Is it the blended rate being asked for?
       Please provide one hourly rate as requested in Exhibit B.

56.   Is there a NTE Budget planned for the maintenance activity of this project?
       We do not provide that information as part of the procurement process.

57.   What was the previous contract budget of the same?
       We do not provide that information as part of the procurement process.

58.   Does BPCA own the IP rights of the existing system (ODS)?
       Yes.

59.   Can we utilize one sub-contractor that holds both Minority and Women-owned business enterprise certificates to meet the 30% MWBE goal? Or do we need to utilize two separate sub-contractors with MBE and WBE certificates respectively?
       Yes, utilization of one firm can allow for the meeting of goals in both categories provided the firm provides more than one single service. For example, phone support and webhosting.

60.   Do you intend this project to be a support services - resource offering or a complete revamp of the existing platform?
       We are looking for support services and not a revamp of the existing platform.

61. **Do you have any preferences in revamping the existing Online Deficiency System using other proven and efficient tech stack say, MEAN or MERN?**
See the answer to question #60 above.

62. **Are you open to completely custom developing the system (web controls, UI, reporting, etc.) that meets all requirements using open-source technologies?**
See the answer to question #60 above.

63. **Do you have any issues or challenges in the current system?**
There are no major issues with the current ODS. However, BPCA is open to discussion on potential improvements to reporting capabilities and user interface.

64. **Do you expect support during normal business hours or 24/7 for the on-call consulting support, troubleshoot, and end-user support?**
See the answer to question #23 above.

65. **"Exhibit B – Form of cost proposal" Should we mention hourly rates of the resources as a sum or individually by adding new rows?**
See the answer to question #55 above.

66. **Is there a not-to-exceed amount that we need to consider while planning for the budget?**
No.

67. **Page: 4 - "V. be no longer than ten (10) single-sided pages, exclusive of the Cover Letter, Cost Proposal, and Required Attachments." – The responses for the Questions and information sought will exceed 10 pages, can you consider increasing the page limit?**
No.

68. **Can we utilize offshore/hybrid resources for this project?**
See the answer to question #15 above.

69. **Page: 9 "Please refer to Cost Proposal submission guidelines (Section V.D)." We could find the guidelines in Section IV.D instead of Section V.D. Please confirm whether it can consider them.**
The RFP should read Section IV.D.

By signing the line below, I am acknowledging that all pages of the addendum have been received reviewed and understood and will be incorporated into the bid price submitted. **This document must be attached to the Proposal for consideration.**

_____   _____
Print Name   **Signature**   **Date**

Number of pages received: _____<fill in>

Distributed to: All present and all prospective Proposers