

No.	RFP Section	RFP Page	Question	OPRHP Response
1	2.1.1	15	Would the Agency consider a thick client application delivered through a web based RDP interface if the product was the best fit for the agency?	OPRHP declines this request.
2	2.4.1	20	Please define "automatic data entry."	Automatic Data Entry is a feature to enable accuracy and efficiency through automated data entry in text, number, date, time, and container fields. This feature can be possible through means such as data validation and/or enabling users to select from a specified list of options.
3	2.4.1	20	Please provide more information on why the Agency wants to automatically save additions or edits, is outside best practice and not something we do in any of our systems because it can cause data integrity issues. We suggest this be made into a Desirable option of the Agency feels strongly this is a requirement they need.	Please see revised RFP Section 2.4.1 in Amendment #1 where the automatic nature has been made desirable.
4	2.4.2	20	Please confirm that the following reers to auditing: "Must automatically update the database to capture any changes (additions, edits, or deletions) in real time. Must automatically create a record of any changes (additions, edits, or delitions)."	This is confirmed.
5	3.3	24	We request that the Agency reconsider the following: "Where signatures are required, the proposals designated as originals shall have a handwritten signature and be signed in ink." Our offices are spread out globally and signing authorities are not in the same office as those responding to this RFP. In addition, COVID-19 makes this particularly difficult.	Scanned copies of ink signatures may be utilized and submitted as part of the electronic submission. Please see revised RFP Section 3.3.
6	3.4	25	We request that the Agency reconsider hard copy proposals due to the current COVID-19 pandemic and as a result subsequent mailing delays but also difficulty and risk for staff in managing the printing process. It is also part of our commitment to environmental policies to make this request.	Please see revised RFP Sections 3.4 and 3.5, which have been revised to allow for e-mail submissions of bids.
7	4.2.3	27	Please clarify if an in person demonstration is required as part of this process. Unfortunately, due to COVID-19 this may not be possible.	In person demonstration is preferred and recommended; however, RFP Section 4.2.3 has been amended to allow for demonstrations to be conducted in a mutually agreeable format (in person, via WebEx conference, or equivalent platform, etc.).

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8	6.1 + 6.3	33 - 34	Is the Agency willing to be flexible on their project timelines and approach?	The overall Project Implementation Timeline is approximately nine (9) months; however, deliverable timelines may be modified as proposed by the Contractor and upon OPRHP's subsequent approval.
9	6.3.2	35	"However, the Contractor should anticipate attending on-site meetings at the OPRHP offices on a mutually agreeable frequency until the system is fully accepted." How often does the Agency expect the contractor to be on site and in what capacity should the project team attend? What does the Agency see being covered in person that couldn't be covered remotely? Is the agency taking COVID-19 into consideration with this request?	<p>On-site meetings will be infrequent and OPRHP is agreeable to remote meetings; however, if the remote sessions do not meet OPRHP's needs, in-person meetings may be required.</p> <p>The number of people on-site can be limited as well, and others from project team remote. We remain flexible on this parameter.</p>
10	6.3.5	37	What does the Agency consider to be a training session? How many days does the Agency anticipate one (1) training session to last? Does the vendor define this according to their products and users?	A training session would be formally set up as such, where necessary Agency staff will be taught the operable features of the system to enable their use of the system. Following training, such users should have the ability to advise other Agency staff and users on these features. The length and agenda of the training sessions should be structured and directed by the vendor, though vendor should remain open to Agency requests. Individual training sessions should not be longer than one (1) business day.
11	6.7.1-6.7.5, 6.9, 6.10	38-40	Is the Agency willing to utilize vendor contracts or negotiate this terms? If so, at what point does this take place?	<p>OPRHP declines this request. In accordance with RFP Section 7.8 Conformance to RFP, "Any exceptions or objections to the terms, conditions, and requirements of this RFP are governed by, and to be submitted in accordance with, the "Extraneous Terms" clause in Appendix B. Bidders are cautioned that any such exceptions or objections may render their bid non-responsive."</p> <p>Interested bidders are encouraged to utilize the Question and Answer opportunities to resolve all clarifications and exceptions of the RFP.</p>

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12	8.6	50	Please provide the data sources the Agency wishes to migrate so that an accurate quote may be provided.	Please refer to Exhibit D Data Dictionary in RFP Amendment #1. Exhibit D contains field structures of the <u>current</u> system. Bidders should note that not all fields will be migrated as contained in Exhibit D.
13	8.8	50	Does this imply that the Agency is only seeking bids from US companies? If a US based company is awarded are they permitted to have support from global resources in order to achieve best results i.e. developers from Canada used for data migration.	OPRHP is not solely seeking bids from US companies; however, proposers must meet all mandatory requirements of the RFP, including RFP Section 8.8, Storage of Data, Access and Location.
14	2.1 Core Requirements	15	Please elaborate on what “web-based” means to the OPRHP. For instance, does it mean a windows based solution hosted online, qualifies. Or does the system have to be totally (and only) usable via a browser? Or a hybrid of both? The point of this question is to ask for clarification so that all bidders know if the solution must be 100% web based (No non-web based tools allowed) and the solution must only be accessible from the browser and not a citrix or similar delivery/emulation tool.	OPRHP is seeking a System that is totally and only usable via an internet browser, in accordance with RFP Section 2.1.1.
15	2.1 Core Requirements	15	Will OPRHP consider “hybrid” solutions to support all aspects? For instance, could some of the <i>system tools</i> be using Windows or Unix interface and data entry and update and day to day management be done via a web interface? Or, does OPRHP demand that all current scenarios be supported 100% natively without use of anything but the browser? Including: (eg; system tools such as: audit trails, report building, setting up user application profiles, Unlocking/locking records, ability to localise, etc.)	OPRHP declines this request.
16	2.1 Core Requirements	15	Does the OPRHP have a preference whether the ‘vendor’ hosts the system in their own data centre versus the vendor host on an established Cloud solution (eg: like Microsoft Azure or AWS)? If yes, does OPRHP have any restriction on the location of the Cloud data center? If so, is it state and/or country based.	OPRHP does not have a preference. The proposed system must meet or exceed all mandatory requirements of the RFP.

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17	2.1 Core Requirements	15	Also, does the cloud hosted solution have to be mirrored? Does data need to be stored geographically redundantly (and if yes, where)? These questions are asked because they can greatly effect the costing. It is impossible to compare apples to apples if there are hosting related details not fully identified.	The proposed system must meet or exceed all mandatory requirements of the system, including but not limited to: RFP Section 2.4.2 and RFP Section 8.
18	2.1 Core Requirements	15	Does OPRHP have any security specific requirements about the hosted facilities or any default standards that are required (eg: ISO certifications, security, privacy, encryption, etal) specifically itself or, it is safe to assume only what is listed in the State's IT policies web links provided?	Please refer to RFP Section 8 NYS Information Security Technology Requirements.
19	2.1 Core Requirements	15	Could OPRHP clarify what version of Internet Explorer? What about Edge and how long (back) does it expect the system to support retired browsers? Given, IE is no longer supported by MS and there is no mention of Edge. This could be problematic for future web capabilities.	In regards to version, at minimum, Internet Explorer 11 must be supported. Please see revised RFP Section 2.1. Any additional browsers to those required in the RFP may be utilized but will not receive additional consideration.
20	2.1.1 Collections Management Software		As stated in the RFP, System being able to support all browser/versions? Internet Explorer, Google Chrome Safari, and Firefox? Is Google Chrome and Safari browser/version sufficient for implementation?	OPRHP declines this request at this time. If Proposers cannot meet this requirement, they should specifically raise so in Q&A Round 2.
21			Will the vendor be able to submit all Administrative, Technical, and Financial, proposals via email as we are currently facing todays COVID pandemic?	Please see revised RFP Sections 3.4 and 3.5, which have been revised to allow for e-mail submissions of bids.
22			Can the OPRHP department share a sample dataset for evaluation/financial bid purposes?	Please refer to Exhibit D Data Dictionary.
23			Would Does OPRHP require hosting of the application by the vendor or is the preferred implementation an on-premise installation within the State's infrastructure?	Per RFP Section 2.1 Core Requirements, OPRHP seeks a web-based, vendor/hosted commercially available collections management software.