

Addendums 1, 2, AND 3

ADDENDUM 1

TO: POTENTIAL RESPONDENTS

DATE: 9/15/2009

SOLICITATION NO.: 452-0-0204

OPENING DATE: 2 PM, 10/5/2009

SUBJECT: Pre-Offer Conference

A non-mandatory Pre-Offer Conference will be held on September 28, 2009, at the E.O. Thompson State Office Building, 920 Colorado Street, Austin, TX, Seventh Floor Conference Room, between 10:00 AM – 11:30 AM, local time. The purpose of the conference is to discuss the current Request for Offers for litigation software and its integration into agency operations.

/S/

Ben Delamater, CTPM, Purchaser
Texas Department of Licensing & Regulation
(512) 463- 4064

**IN THE SUBMISSION OF BIDS, OFFERS, OR PROPOSALS, THE VENDOR/
CONTRACTOR SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND,
INCORPORATE ITS CONTENT.**

SIGNED: _____
BIDDER/ OFFERER/ PROPOSER

COMPANY NAME: _____

ADDENDUM 2

TO: POTENTIAL RESPONDENTS

DATE: 9/21/2009

SOLICITATION NO.: 452-0-0204

OPENING DATE: 2 PM, 10/5/2009

SUBJECT: Questions received from the Public

Q 1. Is it ok to present a work plan to implement the software from ground up?

A 1. Yes, a ground up software implementation schedule is acceptable.

Q 2. Is it ok to offer resolution for not all but some functionalities?

A 2. Yes, the specific functionalities are desired but not required to qualify the offer for consideration.

Q 3. List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.

A 3. See Request for Offers for Litigation Case Management Software, dated September 1, 2009, RFO# 452-0-0204.

Q 4. Soft Copy of the Tender Document through email.

A 4. Refer to Section 7, Deadline for Offers; Issuing Office; Request for Offers for Litigation Case Management Software, dated September 1, 2009, RFO# 452-0-0204.

Q 5. Names of countries that will be eligible to participate in this tender.

A 5. All vendors legally authorized to do business in the United States.

Q 6. Information about the Tendering Procedure and Guidelines.

A 6. Refer to Section 7, Deadline for Offers; Issuing Office; Request for Offers for Litigation Case Management Software, dated September 1, 2009, RFO# 452-0-0204.

Q 7. Estimated Budget for this Purchase.

A 7. The Request for Offers is a competitive bid and so the project budget will only be disclosed after contract execution. Bidders are encouraged to submit offers that provide best value to the agency.

Q 8. Any Extension of Bidding Deadline?

A 8. Refer to Section 7, Deadline for Offers; Issuing Office; Request for Offers for Litigation Case Management Software, dated September 1, 2009, RFO# 452-0-0204.

Q 9. Any Addendum or Pre Bid meeting Minutes?

A 9. Any Addendum or Pre Bid meeting written questions and answers will post to the Electronic State Business Daily (<http://esbd.cpa.state.tx.us>) and the Department's website.

Q 10. How many users will use this system?

A 10. Approximately 100 users will migrate in and out of the system.

Q 11. What is the desired go-live date?

A 11. The requested commencement date is November 1, 2009, but may be adjusted based on the best value to the agency.

Q 12. Does the supplied database schema represent all fields of the current database?

A 12. Yes.

Q 13. How many cases are in the system?

A 13. There are approximately 70,758 cases in the current system.

Q14. How many of those (cases) are open?

A 4. There are approximately 7,959 open cases in the system.

Q 15. What reporting solution is currently in use?

The agency uses standard reporting tools to extract data from a SQL database.

Q 16. Will you have licenses for this reporting solution available for this application?

Yes.

Q 17. What percentage of onsite work is preferred by the Agency?

A 17. The Agency has not determined an acceptable percentage of onsite work. The percentage of onsite work is negotiable and subject to the best value standard.

Q 18. Will remote access be granted for development work?

A 18. This will depend on the type of access and development that is required. VPN access may be granted on a limited basis.

Q 19. Have requirements documents been written?

A 19. See Request for Offers for Litigation Case Management Software, dated September 1, 2009, RFO# 452-0-0204 and related documents.

Q 20. What system is currently in use for case management?

Q 20. The current database is developed for and deployed on a legacy HP3000 system. It was written many years ago by TDLR staff.

Q 21. As prime we will sub-contract with a business partner software firm. A direct contract between the State of Texas and the software firm will need to be executed for the software and software maintenance agreements. Is this acceptable?

A 21. Execution of licensing and maintenance agreements will only be considered in conjunction with and in subordination to the vendor's proposal and contract execution. Proposals that include subcontractors must comply with the requirements in Exhibit C of the RFO documents.

Q 22. Will the State be providing the hardware and supporting software such as SQL server, reporting software and middleware necessary to run the system?

A 22. Yes.

Q 23. Will the State be providing the technical resources to support the hardware and database?

A 23. Yes.

Q 24. Is this a "do not exceed" hourly project or is it a "flat fixed fee" project? The RFO references fixed fee but asks for hourly rate information. Will we invoice up to the agreed cost based on hours worked or will we be paid the flat fixed fee regardless of hours?

A 24. The RFO is flexible in that some vendors may express software, licensing and maintenance as fixed costs with data conversion priced hourly, or other pricing combinations.

Q 25. How many document templates will be used?

A 25. The maximum number of document templates has not been determined.

Q 26. Does this bid include training?

A 26. Yes.

Q 27. If yes, is it train the trainer or full staff training or computer based training?

A 27. The RFO is flexible in that some vendors may offer, train the trainer and others may offer full staff training, and computer based training or a combination of each.

Q 28. What documentation will be required?

A 28. Full documentation is required in hard or electronic format.

Q29. Is report development included as part of this project?

A 29. Yes.

Q30. If so, how many reports will be required?

A 30. The maximum number of reports has not been determined.

Q 31. Do you have any timeline constraints for the project implementation?

A 31. The Agency has not established timeline constraints on the project. The project timeline is negotiable and subject to the best value standard.

Q 32. Do you have any content or document management system presently installed?

A 32. The current database is developed for and deployed on a legacy HP3000 system. It was written many years ago by TDLR staff.

Q 33. What regulations should the system comply with? (HIPPA, SOX)?

A 33. Specific compliance regulations have not been identified; however, one desired functionality is the ability to create fields to enter and restrict access to confidential information requiring special access to both view and print.

Q 34. Please clarify "Section 3.A Referral of case to other TDLR divisions". Is there a need for maintenance integration with other software or internet sites?

A 34. While there is no requirement for maintenance integration with other software or internet sites, there is a desire to self-provision the administrative functions of the software.

Q 35. What case management system is in use today at TDLR?

A 35. None.

Q 36. Can you define which interfaces for loading data are presently supported?

A 36. SQL Server Integration Services for Microsoft SQL Server 2005.

Q 37. Will the system need to support web browser interfaces and/or mobile interfaces?

A 37. If the system has an option of a custom client that must be deployed to each workstation or a web interface, the web interface is preferred. If the web interface must be developed with additional time, effort and expense, the client software will suffice. The information will be used by in-house staff only and will not be available from the Internet.

Q 38. How many user roles (are there) within the system?

A 38. Users will include, but not limited to; investigators, prosecutors, legal assistants, managers, and other administrative staff.

Q 39. Do you have any plans to support multiple languages within your application?

A 39. No.

Q 40. Will the software require in-house hosting?

A 40. If the system has an option of a custom client that must be deployed to each workstation or a web interface, the web interface with hosted services is preferred. If the web interface must be developed with additional time, effort and expense, the client software will suffice with in-house hosting. The information will be used by in-house staff only and will not be available from the Internet.

Q 41. Do you plan to use co-located servers, dedicated servers or managed servers? Do you plan to use virtual servers?

A 41. If the service is hosted in house, the servers will be VMware instances at the Austin Data Center.

Q 42. What is the expected amount of data to be stored in the database (the number of content entries, images)? This question refers to the number of items (objects, rows) in the tables and overall occupied space.

A 42. The agency is not aware of the design of each Vendor's system, therefore a capacity estimate cannot be provided.

Q 43. What are the performance metrics for your system?

A 43. This question is ambiguous and therefore an answer has not been provided.

Q 44. Do you have an idea of how many page views/visitors/requests/downloads/ concurrent user sessions expected? (average per day / week / month and maximum numbers)

A 44. The agency is not aware of the design of each Vendor's system, therefore a capacity estimate cannot be provided.

Q 45. Can we take exceptions to the standard contract included? Can we propose additional clauses?

A 45. Per the RFO, "any exceptions to any RFO requirements, including, but not limited to, the guidelines and the terms and conditions included in the Sample Contract, must be specifically noted and explained by the respondent in the transmittal letter submitted with the proposal as a condition to becoming part of the Contract."

Q 46 Our product is licensed on a per user basis, how many user licenses would be required?

A 46. The number of licenses is subject to negotiations based on approximately 100 users migrating in and out of the system.

Q 47. Can the RFP and Exhibits/Attachment be provided in Word format to provide an easier way to respond electronically?

A 47. The documents, except for the data base schema, are available in Rich Text Format (.rtf) on the Electronic State Business Daily (<http://esbd.cpa.state.tx.us/>). This format can be imported directly into MS Word.

Q 48. On page 4 data integration it is referring to attachment 1. Did the RFP mean to say attachment 2?

A 48. Yes, the reference should say Attachment 2.

Q 49. What database is the current database?

A 49. The current database is developed for and deployed on a legacy HP3000 system. It was written many years ago by TDLR staff. If data conversion is required, TDLR staff will extract the data from the legacy system for the vendor to load into the new system.

/S/

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ADDENDUM 3

TO: POTENTIAL RESPONDENTS

DATE: 9/23/2009

SOLICITATION NO.: 452-0-0204

OPENING DATE: 2 PM, 10/5/2009

SUBJECT: Questions Received from the Public (Continued) and Other

For the purposes of this solicitation, Exhibit G will not be used. Respondents may disregard references to it.

Q1. Given that the pre-conference is just one week from the submission due date and the time needed to publish and ship our proposal, can we request a one week due date extension?

A1. Refer to Section 7, Deadline for Offers; Issuing Office; Request for Offers for Litigation Case Management Software, dated September 1, 2009, RFO# 452-0-0204.

Q2. Should the cost section of the proposal be sealed separately from the other sections?

A2. No.

Q3. Is it required that costs be presented using the chart in Exhibit F or can we use our own format?

A3. Yes, costs must be presented using the chart in Exhibit F.

Q4. If a software demonstration is requested of finalists, will it be possible to get a sample data set (possibly with redacted name data), 1 week prior to the demonstration date?

A4. Yes.

Q5. The requirements in Attachment 1 are marked as 'Desired Functionality'. However, in Exhibit C, section 3, paragraph 1, you refer to services and functionalities that are specifically required.

A5. The phrase "services specifically required" refers to the integrated modules discussed in Section 3 paragraph 1 of the Request for Offers for Litigation Case Management Software, dated September 1, 2009, RFO# 452-0-0204 and not the "desired functionalities" of the specific modules.

Q6. Can you please clarify if failure to meet any of the requirements in Attachment 1 may result in disqualification?

A6. The inability to meet one or more functionalities identified in Attachment 1 will not result in automatic disqualification.

Q.7 Re Attachment 1 – requirement 11. Can you please tell us what your file numbering scheme(s) are?

A7. The current file numbering scheme uses the following format: three letters identify the program (VSF), fiscal year (09), sequential complaint number (0000), followed by a single letter to identify the source of the complaint (C=consumer, I= industry, M=municipality, and D=department).

Q8. Are you using an enterprise wide document management system and if so which one?

A8. The current database is developed for and deployed on a legacy HP3000 system. It was written many years ago by TDLR staff.

Q.9 Re Attachment 1 – requirement 44. Can you please describe a scenario where a single case would require multiple case type, subtypes, and disposition codes?

A9. TDLR has oversight responsibility for twenty-nine regulatory programs. Some of the programs may have multiple license types and a single person may hold multiple licenses. In the event of a complaint against an individual holding multiple licenses, for each license implicated by the complaint, the desired functionality would allow the tracking and disposition of the single complaint for license type and disposition code.