



Department of Health and Social Services
Finance and Management Services
Grants and Contracts Support Team
PO Box 110650
Juneau, AK 99811-0650

**RFP 210000019
Amendment 1
Grants Electronic Management Services Maintenance & Operations Support**

Amendment Issue Date: 09/29/20

This amendment provides State of Alaska response to questions received and extends the deadline for receipt of proposals.

Unless identified below, all other terms & conditions of the RFP remain the same.

DEADLINE FOR RECEIPT OF PROPOSALS EXTENDED TO 4:00 PM PREVAILING ALASKA TIME ON OCTOBER 9, 2020.

RFP 210000019 - Issued: September 11, 2020		
TECHNICAL QUESTIONS		
Question/ Answer#	Section Reference and/or Page Number	Questions Received / Responses Provided
Q1	1.01 / pg. 4	Is DHSS FMS using MS Dynamics 365 online or on premise? If on premise, what is the reason why FMS does not leverage MS Dynamics online?
A1		DHSS uses an on premise implementation of Dynamics 365.
Q2	2.01 / pg. 9	How many of your resources are currently supporting the upgrade to MS Dynamics 365 version 9? What are their skill levels?
A2		1.5 FTEs are dedicated to this upgrade. One employee is expert and one is junior.
Q3	2.01 / pg. 9	What technology is used for the internal site? Provide specifications on versions, if possible.
A3		Microsoft Dynamics 365 CRM On-Premises Version 8.2.2.112, Upgrading to 9.0.13.11
Q4	2.01 / pg. 9	What technology is the portal build on? Provide specifications on versions, if possible.
A4		.NET MVC hosted through IIS, .NET Framework Version 4.0.30319
Q5	2.01 / pg. 9	Is the SharePoint integration custom or out of the box? What technologies are used to integrate MS Dynamics 365 and SharePoint?
A5		Primarily OOTB with some custom scripts, CRMListComponent used for internal document views

Q6	3.01 / pg. 10	Could DHSS FMS elaborate on what is meant by the “associated compatible software”?
A6		Depending on the context, Visual Studios for plugin writing/debugging and Portal web code, XRMToolbox for Plugin Rehistartion, Web Resource updating and CRM org troubleshooting, knowledge of IE11 and Edge as default browsers to access CRM, Remote Desktop for server maintenance, IIS and SQL management studio.
Q7	3.01 / pg. 10	Could DHSS FMS describe what typical bug fixes consist of?
A7		Navigating CRM for improperly configured records and to identify user error, script debugging in Visual Studio, testing FetchXML queries to ensure expected results, using browser developer tools and XRM.Page Api to check record attributes, accessing portal records via Tech Support accounts or user impersonation.
Q8	3.01 / pg. 10	How many bugs per month?
A8		On average between 5 - 20. Cases increase in times when external applicants are accessing the portal, and need to be advised on validation errors.
Q9	3.01 / pg. 10	Could DHSS FMS describe and level of complexity the cover the range of bugs received for the year?
A9		Simple bugs involve identifying user error or improperly configured records (missing data, etc). More advanced cases involve debugging C# plugin code. Infrequently, a bug fix may involve creation of new plugins/web resources or refactoring of existing record types. In some cases, technology is deprecated by Microsoft and custom solutions need to be built from scratch to replace the affected technology (recently had to replace all uses of Silverlight with HTML5 alternative, for instance).
Q10	3.03 / pg. 10	Could DHSS FMS describe one of the GEM issues that resulted from a past Microsoft OS patch?
A10		This is rare, current support staff has not encountered this.
Q11	3.03 / pg. 10	Could DHSS FMS provide a list of all systems that are integrated with GEMS and the associated technology for each one?
A11		Microsoft Dynamics 365 CRM On-Premises Version 8.2.2.112, Upgrading to 9.0.13.11; .NET MVC Portal site hosted through IIS, .NET Framework Version 4.0.30319; MS SharePoint 2010 for document storage. CRM orgs exist with DEV, TEST and PROD environments and services are divided between Front End, Async Processing, Sandbox Code Processing, and SQL Database Windows Server VMs.
Q12	3.01 & 3.04 / pg. 10 & 11	Sec 3.01 states the following: The Department of Health and Social Services (DHSS), Division of Finance Management Services seeks a contractor who will provide time and materials based maintenance and operations services to DHSS’s electronic grants management system, GEMS. However, Section 3.04 specifies that the contract will be a fixed cost contract. Can you please clarify what is meant by time and materials in Sec 3.01?
A12		Time and materials refers to providing assistance as requested when Business Applications support staff is unable to efficiently address a bug or feature request. Assistance may involve consulting on best practices, reviewing code, researching issues with existing code or system configurations, as well as creating code solutions for features that exceed the knowledge of BA staff. Requests for assistance are sporadic and may come via email or as WebEx / MS Team Foundation Server meeting invitations.

Q13	3.08 / pg. 12	Can you please clarify if consultants, such as 1099s, or one person companies, such as a sole proprietor with no employees, are allowed?
A13		Any company/individual contracted out by the offeror is considered a subcontractor.
Q14	8.01 / pg. 31	The Cost Proposal template notes that "Total Deliverable Costs" must not exceed \$79,200, but does not include the line item for "Support Availability" in the restriction. Can you please clarify whether "Support Availability" costs are in addition to the budget ceiling?
A14		Support Availability costs are included within the budget of \$79,200.
Q15	8.01 / pg. 31	Can you please clarify whether the cost for line item "Support Availability" is to be provided on a Time & Materials or Fixed Cost basis?
A15		Please Section 3.04 and 3.05
Q16	8.01 / pg. 31	The cost template lists one table, with not-to-exceed "Total Deliverable Costs" of \$79,200, which is equivalent to the budget for one year. Can you please confirm if three separate tables should be submitted under the Cost Proposal, to separately provide the cost for each year of the three-year term?
A16		Please provide a single cost proposal sheet per Section 8.01