

**OFFICIAL Proposer Comments/Questions and Responses
CMS Net Application Technical Support and Maintenance Services (ATS&MS)
(RFO 10-87034)**

Question #	Reference #	RFO Reference	RFO Section	Pg #	Question/Comment	Response
1	N/A	General			Is the RFO for newly required services for DHCS, or is there currently a vendor performing these services? If there is currently a vendor, please identify who the current vendor is.	This RFO is for ongoing services and the current vendor is R Systems, Inc.
2	N/A	Attachment 1 – Scope of Work	O	5	Can you provide a history of the staffing for the project? In other words, the size of the staff that R Systems has had on the project over time.	Currently there are 9 resources matching the staffing levels recommended in the Scope of Work. For the first two years of the current contract there were 10 resources as we carried an additional Cache/MUMPS Software Developer.
3	N/A	General			How long has R Systems been performing these services for DHCS?	R Systems Inc. is in their 5 th year of a 5 year contract.
4	N/A	General			Is it the opinion of DHCS that R Systems has been performing these services in a satisfactory manner?	Yes
5	N/A	Attachment 1	O	5	In section 5.0 of Attachment 1, you recommend three developers familiar with "browser based technology." Can you be more specific as to the technologies currently in use (e.g. - .NET, Java, AJAX, etc.)?	Java 2 Platform, Enterprise Edition (J2EE)
6	N/A				Can you please provide a description and diagram of the current system architecture?	See CMSNet_Network_and_App_RFP.pdf posted on RFO Webpage
7	N/A				What technologies form the basis of the legacy system?	AIX, Intersystems Cache Database, MUMPs code
8	N/A				What was the volume of CMS Net help desk calls received last year?	We receive approximately 60 calls per business day, 13K-14K/year.

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9	N/A				What is the current version control system used to maintain the CMS Net code?	Serena Dimensions Express
10	N/A				How many environments are currently maintained for the project (e.g. Development, Test, Production,)?	4 - Production, Development, Test and Training
11	N/A				Is there an existing set of roles/responsibilities or a project organization chart that shows the responsibilities of DHCS and contractor staff as it pertains to system administration activities?	It is a team effort between State and Data Center staff and the contractor. We don't have anything specifically defining roles but the effort is approximately 75% State and 25% Contractor with the Contractor portion mostly related to the legacy MUMPs code within the database.
12	N/A				Can you provide a process summary or additional details around the monthly change cycle tasks?	See Release Management Plan v3.0.doc posted on RFO Webpage
13	N/A				Can you grant an extension to the RFO bid submission due date?	The due date has been further extended to Friday, February 4th, 2011 @ 5:00pm.
14	N/A				Will you consider subcontractor references as acceptable?	Yes
15	N/A	Attachment II	Part 3.A	2	The contract dollars available in FY 2010/2011 do not reflect a full complement of resources working 40 hrs per week. Why is this? Will an overage in this Fiscal year be grounds for	The estimated amount of funds available in each fiscal year were calculated using 1840hrs/year then divided by 12. When you look at a small sample of months (May and

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					administrative disqualification?	June 2011) the estimate is slightly lower than what a full complement of contract resources would expend. This is an oversight on the State's behalf and will not be grounds for disqualification. Do not adjust your rates to meet this underestimated dollar threshold. Keep your rates consistent throughout both fiscal year contract periods.