RFP #2146 Questions and Answers

Q1. Who is the current Switch vendor for South Dakota?
A1. Diverse Computing

Q2. Can you provide more details regarding report requirements?
- a. How many reports do you expect?
- b. Are you currently using a reporting tool? If so can you tell us what you are using or one you prefer?

A2.
- a. Ideally we would like pre-made reports for items such as: Total number of missing persons cases, the ability to filter by: age, sex, race, reporting agency, age when missing, current age, duration of missing incident, reporting agency, number of missing incidents for a particular person (ie: repeat runaways), missing person category-using the NCIC categories. We would also like a way to search the data as needed on any fields in the database. If this is not an option, we need the capability to export the data to other applications to mine the data for specific statistical requests that are not contained in pre-made reports. We can furnish a limited number of NCIC fields that would need to be exported into a database as not all NCIC fields are needed.
- b. We do not have a reporting tool now. We are currently using Microsoft access to pull data and statistics.

Q3. Can you provide an example of a statistical data report?
A3. We do not have current statistical report examples. Queries are responded to on an individual basis primarily using data supplied to us by NCIC statistical reports that contain a limited number of fields. The statistical requirements and data to keep the statistics are new as of this year and data and statistical reports will be much more robust in the future than what we currently have available.

Q4. Will an audit trail of a missing persons record need to be kept? (ex; when the change was made, who made the change, etc..) pg 8 section 2.3.1
A4. yes

Q5. If we have to mirror the production system, how do we mirror the switch? Will there be a test switch environment to use in our test environment? Page 18, section 4.0
- a. How many instances of the switch do you have? (production, test, QA)
A5. Yes there is a test switch environment.
- a. 2, production and test

Q6. Reference to 8.0 on Pg. 23 speaks to how we are to respond and format our response, but we don't see an enumeration of requirements in this section. Is there a requirements list that we are missing?
A6. 8.0 is listed on page 30 and refers to the section regarding BEST AND FINAL OFFERS. However, it appears in section 5.6, section 8.0 was referenced in error. That section should have read:
"This response should identify each requirement being addressed as enumerated in section 5.0. "

Q7. Reference to Section 8.7 but we do not have that section in our copy. Section 5.7 page 26
A7. You are correct, 8.7 was referenced in error. That section should have read:
"If non-standard software and or hardware are used the project plan and the costs stated in 5.6 will have to include service desk and field support, since BIT can only guarantee best effort support for standard hardware and software."

Q8. Can you provide a copy of the Information Technology Security Policy mentioned in Appendix C, question A1
A8. https://bit.sd.gov/docs/Information%20Technology%20Security%20Policy%20-%20Contractor.pdf

Q9. Pg 23 Section 5.6 refers to essential requirements of the methodology and deliverables described in section 6.0, however Section 6.0 is labeled "Cost Proposal. We did find in Section 4.0 Project Deliverables/Approach/Methodologies, is that the correct section?
A9. Yes, that is correct. That was an error. That section should have read:
"If you have an alternative methodology or deliverables you would like to propose, please include a detailed description of the alternative methodology or deliverables and how they will meet or exceed the essential requirements of the methodology and deliverables described in Section 4.0."