



Public Service Commission of the District of Columbia

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Integrated Case Management System

RFP-PSC-17-09

Addendum No. 1

Issued: July 14, 2017

Please find below the questions and answers pertaining to RFP-PSC-17-09.

Question 1. Has a Business Analysis been performed in regards to what you are asking for? If YES, can it be shared?

Answer: See Answer to Question 2.

Question 2 If not, or can't, Would PSC consider changing the RFP to a phased approach?

- a. Phase 1 Business Analysis to further determine the requirements which would include a Business Requirements Document as a deliverable (This would be a Fixed Price)
- b. Phase 2 would consist of pricing the solution implementation based on the Business Analysis results and Business Requirements Document.

Answer: The Commission has decided to employ a two-stage approach to this project. Therefore, the RFP is modified as follows:

1. Add the following as paragraph 3 under **Section A.1 Purpose:**

The Commission will employ a two-stage approach to this project. Phase One will be to establish the requirements and business rules for the System (Section B.3.2). Phase Two will be to design and implement the System (Sections B.3.3 – B.3.9).

Question 3 If No to the Phased approach, would PSC consider a Time & Material type contract instead of Fixed Price due to the many areas of the SOW that are unknown at this point? We ask about the phased approach only because we would like to lead with a Business Analysis in these types of engagements.....as it helps mitigate risks for the customer and it allows us to define the level of effort and be more accurate with a proposal/quote/pricing. This is commentary from the questioner.

Answer: See answer to Question 2.

Question 4 For better estimation and better understanding of requirements, can this project be split into two phases as listed below? This would provide better return of investment for the Commission.

- a. Phase I – requirements gathering
- b. Phase II – implementation

Answer: See Answer to Question 2.

ADDITIONAL MODIFICATIONS

Additional modifications to RFP- PSC-17-09 pertaining to Questions 1-4 are as follows:

Delete current **Section A.2 Contract Term** and replace with the following:

Section A.2 Contract Term

It is anticipated that the base period of the contract will be or one year from date of award, provided that the Commission unilaterally exercises its option to have the Contractor proceed with Phase Two - System Design and Implementation. Otherwise the contract will terminate upon completion of Phase One. Should the Commission elect to have the incumbent Contractor proceed with Phase Two work, the Commission shall further have the unilateral right to extend the term of the contract for two (2) additional one year periods at the end of the base year for enhancements and upgrades as needed.

Delete current **Section A.3 Type of Contract** and replace with:

Section A.3 Type of Contract

The Contractor will be paid a fixed price for completion of Phase One – Requirements and Business Rules Definition. Upon completion of Phase One, the Commission may elect to utilize the Requirements and Business Rules Definition documentation to negotiate a fixed price with the incumbent contractor for Phase Two – System Design and Implementation.

Delete current **Section B.3.2 Requirements Definition** and replace with:

B.3.2 Phase One – Requirements and Business Rules Definition

This section describes the Contractor's responsibilities for completion of Phase One – Requirements and Business Rules Definition, to define requirements prior to designing, developing or configuring the System.

B.3.2.1 The Contractor shall work with authorized Commission staff to ascertain the business, technical and interface requirements for the System. The Contractor shall develop submit to the Commission, a requirements and business rules document for use in the design of the System. The document must outline how each business rule aligns to specific requirements. The requirements and business

rules document shall be signed off on by the Commission before development work begins.

B.3.2.2 The approved requirements and business rules document shall be the property of the Commission and serve as the baseline for design of the System.

Add the following sentence to sub-section B.3.3.1 under **B.3.3 Design:**

All changes to the baseline requirements in the requirements and business rules document must be evaluated for schedule, technical impact, and approved by the Commission.

**Question 5. Whether companies from Outside USA can apply for this?
(like, from India or Canada)**

Answer: The Commission will only consider companies based in the USA.

Question 6. Whether we need to come over there for meetings?

Answer: Yes, the contractor would be required to meet with PSC Staff.

**Question 7. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)**

Answer: See answer to Question 5. Yes, some of the tasks can be performed remotely. However, some tasks will require face to face communication with staff during Commission working hours of 8:00am – 5:30pm EST.

Question 8. Can we submit the proposals via email?

Answer: No, paper proposals must be submitted to be officially received.

Question 9 Can you provide any documentation such as user interface screens, database structure and/or data elements for the existing systems? The admin side of eDocket, CPMS, CCMS, eTravel, eProcurement, and eInvoice.

Answer: The expectation is that these existing systems will be integrated as is, so documentation will be shared with the successful bidder.

Question 10 Do you have the source code for eDocket, CPMS, CCMS, eTravel, eProcurement, and eInvoice, so a vendor can adjust vs. rewrite from scratch?

Answer: Yes, upon contract award we will provide the source code for these systems.

Question 11 It is clear in the RFP how eDocket, CPMS and RPS can be integrated. However, can you clarify how CCMS, eTravel, eProcurement, and eInvoice need to integrate or tie into eDocket, CPMS and RPS?

Answer: CCMS and the e-Services applications are not required to tie into eDocket, CPMS or RPS. We are merely looking for a “one stop shop” or portal where users can have a single pane of glass to see into all automated systems.

Question 12. Are you looking for a portal to combine all of these disparate features, even if they don't tie into each other at all, under one authentication/authorization context?

Answer: Yes, the Commission is looking for a portal to combine these disparate features.

Question 13 A.7.2.2 – Are the documents uploaded to CPMS, eDocket, RPS or anywhere else physically stored on a network share or in back-end database tables?

Answer: Currently, confidential documents are uploaded into a SQL table located on our network. This section only refers to CPMS.

Question 14 A.7.2.2 – What software development platform and language is the current CCMS? For example, if it is not standard .NET, it may need to be rewritten to fully integrate.

Answer: CCMS is referred to in section A.7.2.3. CCMS was created using the Appian platform. It very well may need to be rewritten.

Question 15 A.7.2.4 – What software development platform is eTravel, eProcurement, and eInvoice?

Answer: They are all built on the .NET platform.

Question 16 B.2.2 – (Page 9) - Bullet #3 - How are Commission Orders, Filings and Pleadings created (i.e., in Microsoft Word)?

Answer: Yes, they are created using Microsoft Word.

Question 17 B.2.2.1 – Bullet #4 – What data will staff correlate and match? Can you provide an example?

Answer: The question is in reference to Bullet #5. Bullet #5 is deleted and replaced with:

- Be fully text searchable with the ability to query all records.

Question 18 B.2.2.1 – Bullet #6 – What needs to be accessible when staff is off the network? The entire system?

Answer: The CPMS system contents should be able to be searched and results returned to staff via a web portal.

Question 19 B.2.2 - (Page 12) – Can you provide a sample agenda and hearing document that needs to be automated via the process outlined in Attachment E?

Answer: A sample agenda and hearings document has been uploaded [HERE](#).

Question 20 B.2.3.2 -Bullet #3 – Where are pleadings currently stored?

Answer: Almost all of the pleadings that Commissioners and Commission staff assemble for a hearing or meeting reside within our eDocket system. Different staff do things differently when preparing for a hearing but our Commissioners will often print all documents out and bring the paper binders into the hearing with them. While others might copy all documents down to their network drive and access them that way or to a USB drive.

Question 21 B.2.3.2 -Bullet #4 – What format are the current materials? MS Word, PDF? If PDF, does Commission staff have Adobe Acrobat Pro licenses to markup documents or does vendor need to include that cost in the final solution?

Answer: All case files end up as Adobe PDF files. The Commission will only require Adobe Acrobat Pro licenses if Adobe XI Standard does not allow staff to highlight and make comments..

Question 22 B.2.3.2 -Bullet #6 – Can you provide an example of an extracted document with hyperlinks?

Answer: No. This feature does not currently exist.

Question 23 B.3.5.1 – To scope the data conversion and migration process, it will be helpful to receive the info requested in Question #13 above.

Answer: See response to Question 13.

Question 24 GL-17 (Page 35) – Can you provide an example document where key data from filings, applications and third party reports need to be extracted?

Answer: See answer to Question 30.

Question 25 Will the DC Public Service Commission be willing to consider partial bids/proposals that only address certain key aspects of the request?

Answer: It is the Commission's expectation that Offerors will address ALL aspects of the RFP to the best of their ability.

Question 26 Does the DC PSC have its own SQL Server enterprise database on premises?

Answer: The Commission has a SQL Server Standard Edition database which can be upgraded if need be.

Question 27 In the objectives section, the RFP mentions “consolidation” and “integration” of data and systems. Can you clarify which data is to be consolidated, and which systems will be integrated, and the business objectives for each?

Answer: This means that currently we have data in a number of different systems. We would like to combine or integrate the systems mentioned in this RFP.

Question 28 There are varied approaches to integrating systems available. Can you elaborate on how you intend the systems to integrate? Specific examples would be helpful.

Answer: This is not our area of expertise. We have provided more of a wish list and are relying on Offerors to tell us the best solution to meet our needs.

Question 29 What type of management monitoring is required?

Answer: Managers should have visibility into what their staff have in process and when's it's due, etc.

Question 30 The RFP mentions templates – does the DC PSC have templates they wish to integrate into this effort? If so, can the DC PSC provide examples of those templates for examination?

Answer: It is anticipated that the templates used by the Commission will be changed during the system development process. Examples of current templates have been uploaded [HERE](#).

Question 31 Regarding workflows, the RFP implies that the DC PSC is asking for a system that applies one complex workflow for each case being processed – is it acceptable if each case was divided into a series of individual workflows, one for each type of sub-process that is being conducted at that point in the processing of the case?

Answer: We are fine with whatever method (runs in the background) and that accomplishes our objectives for the system.

Question 32 The RFP mentions some type of calendaring integration – can you explain the purpose of this function and how is it intended to be used?

Answer: For purposes of calculating due dates, the case management system has due dates for the completion of tasks. This will be used so assignments will not be missed.

Question 33 Will the DC PSC be designating a project manager for this project? What will be their availability for the selected contractor? Also, can you please share the number of Commission staff that are working on this project.

Answer: The Commission will pull in as many resources as necessary and make them available as needed to ensure success of this project. There will be a technical lead, as well as project manager on this project.

Question 34 What format is the data currently in that is desired to migrate? Is there metadata associated? Is the intent to move the documents without changes to the file folder structure, or is further processing needed. If so, can you describe in detail?

Answer: The data to be migrated currently resides in Microsoft Access databases, Excel workbooks, and SQL databases. There is no real metadata that we require being migrated. The current folder structure is not important to us. We envision a system where our data resides in a database that is easily searched and no longer requires file folders and long UNC pathing.

Question 35 B.2.2.2 - Is a sample available of the Commission's application form?

Answer: A copy of the application can be found on our website.

http://www.dcpsc.org/PSCDC/media/PDFFiles/Electric/Electric_application.doc

Question 36 What specific information would the commission want in the applicant dashboard for status review?

Answer: An example has been uploaded [HERE](#) for your review.

Question 37 Does PSC have documented source code for the implemented custom solutions?

Answer: Yes. The source code for these systems will be provided to the awardee during Phase Two.

Question 38 Is there a governance plan for PSC (specifically a record retention policy)?

Answer: Yes, the Commission has a records retention policy for electronic documents.

Question 39 B.2.1 - Is eDocket hosted by PSC (at PSC)?

Answer: No, the Commission does not host its own website or eDocket system. We are unable to have an internet facing server here at our agency.

Question 40 **B.2.1 - Does the PSC team foresee the need for future WorkFlow solutions emailing external users (not in the PSC domain)?**

Answer: Yes.

Question 41 **B.2.1 - What type of SharePoint platform is being considered for the “To Be SharePoint” solution?**

Answer: The Commission has an Office 365 E3 subscription and therefore we have the ability to create a SharePoint site for our agency. It is desired that the two systems share information.

Question 42 **B.2.1 - Has there been a formal analysis/functional requirements effort with the PSC team (including end users)?**

Answer: No. There has not. See Answer to Questions 1-4.

Question 43 B.2.1 - Is PSC currently utilizing any e-signature solutions?

Answer: No. The PSC is not currently utilizing any e-signature solutions?

Question 44 B.2.1 - Are there any 3rd party graphic reporting solutions being used at PSC?

Answer: No. There are no 3rd party graphic reporting solutions being used at PSC.

Question 45 Does the PSC own any workflow solutions?

Answer: No. The PSC does not own any workflow solutions.

Question 46 A.7.1 - Is there any kind of a standard hierarchy with the users home drives?

Answer: The home drives are created by username and placed onto a file share.

Question 47 A.7.1 - Is there any kind of a standard hierarchy with the network drives?

Answer: All users map to the H drive for their home and S drive for the Shared drive. The Shared drive is a collection of department folders as well as a few others for special groups or cases.

Question 48 A.7.1 - Is there an estimate on current storage utilization for the two above items?

Answer: Less than 2TB. A decent portion of that is user's mail archives which will not be brought into the proposed system. Just over a TB would be a good number to go on.

Question 49 A.7.2.1 - What is the database behind eDocket (Access, Oracle SQL Server?)

Answer: The database behind eDocket is SQL Server.

Question 50 A.7.2.1 - Overall, what types of documents are being received for this section (A)? Fax, Paper, email, email attachments (PDF, .DOCX etc?)

Answer: Currently, we only accept paper confidential filings. With this RFP we are looking to change that.

Question 51 Can PSC provide an estimate on how many Forms would be required to replace the current paper processes and is there any documentation on the business rules for these processes?

Answer: The answer to this question will be determined during Phase One.

Question 52 Same as above – estimate on how many workflows may be needed (aside from the examples in the RFP)

Answer: The answer to this question will be determined during Phase One.

Question 53 Is the solution expected to be utilized on mobile devices?

Answer: We would like some aspects of the solution to be accessible on mobile devices. A web portal should be fully functional on laptops and tablets. However, smartphones should at least be able to see a scaled down version of the system.

Question 54 Are there specific mobile devices identified?

Answer: No, however about 25% of Commission staff (management positions) have Apple iPhones. The rest of the staff uses various Android devices.

Question 55 Is there a specific browser that will be used at PSC?

Answer: We recommend and primarily use Google Chrome but Internet Explorer should still be an option.

Question 56 Is the expected to be performed onsite, remote or a combination of both?

Answer: A combination of both. We would like our data to reside on-site. We will also need the solution to reside in the cloud most likely so that we can access it from anywhere.

Question 57 Is there a budget limit for this project?

Answer: The budget for this project will be determined after proposals are evaluated.

Question 58 What is the volume of existing data from multiple manual systems that should be imported into the new system? How many years of legacy data is to be migrated to ICMS?

Answer: Approximately 500GB. We don't have a firm number, but at least 3 years.

Question 59 Global requirements GL-5 on page 35 states "*The proposed solution shall allow multiple users to update the same record at the same time.*" Allowing multiple people modify the same record at the same time would create problems. Can you provide a sample scenario where this feature would be required?

Answer: We would like more than one person to be working on a document at the same time, not necessarily approving, changing key data, etc.

Question 60 Global requirements GL-10 on page 35 states "*The proposed solution shall integrate with the Commission's Office 365 Suite*". Can you provide more information on this requirement? Do you want excel, and word files to be opened inside browser?

Answer: We wanted to ensure that those file formats were supported as well as take advantage of any new functionality (O365) that would be possible to incorporate.

Question 61 Do you want all the document from all the systems to feed into the "Electronic Document Management System" stated in section B.2.1 on page 8?

Answer: Yes. That is the vision.

Question 62 Is SharePoint development part of this project?

Answer: No. However, the Commission desires the possibility of a system that could allow a connection to a SharePoint site for future development and enhancements.

Question 63 What is the current record retention process? (Section B.2.1)

Answer: The Commission reviews records according to the policy.

Question 64 Section 2.3.2 on page 13 states "*Allow Commission staff to download, read and mark-up the material electronically, and individually.*" Can you explain this requirement?

Answer: Basically, each user that gets all of the case related materials downloaded to their computer/laptop/tablet will be able to modify how they see fit. They are all able to make their own comments and mark documents up.

Question 65 *Paragraph A.7.1 Commission's Current Environment*

Can you please share the Microsoft Office 365 plan (Business Essentials or Business or Business Premium) currently subscribed by the Commission?

Answer: Office 365 E3 Plan.

Question 66 *Also, is the Commission currently subscribed to any of the advanced Microsoft Advanced features such as ProPlus, E1, E3, E5, or other?*

Answer: Office 365 ProPlus E3.

Question 67 *Paragraph A.7.2.1 eDocket. Can you please share the specifications (RAM, OS, Disk Size, CPU, etc.) of the hardware currently used to host eDocket system?*

Answer:

Application Server

OS: Windows 2007 Server Enterprise SP2

RAM: 4 GB

Processor: Intel(R) Xeon(R) CPU X5550 @ 2.67GHz 2.66 GHz (2 processors)

Size: 240 GB

Database Server

OS: Windows 2007 Server Enterprise SP2

RAM: 4 GB

Processor: Intel(R) Xeon(R) CPU X5550 @ 2.67GHz 2.66 GHz (2 processors)

Size: 140 GB

Question 68 *Can you share the size of the a) relational database, b) disk space currently used by eDocket's content management system (CMS), and c) disk space utilized to store all the filings and documents?*

Answer:

- A. Relational Database – 1.6GB
- B. eDocket disk space – 160GB
- C. Total disk space used – 160GB

Question 69 *Can you share the total number of registered user accounts within the eDocket system?*

Answer: There are 964 registered user accounts within the eDocket system.

Question 70 Paragraph A.7.2.2 Confidential Pleadings Management System (CPMS)

Can you please clarify if the 6,000 documents are stored in shared server folders or uploaded into the SQL database?

Answer: They are stored in a SQL database.

Question 71 Can you please clarify the version of the SQL database used for CPMS?

Answer: SQL Server Standard 2014

Question 72 Paragraph A.7.2.4 eServices: eTravel, eProcurement, and eInvoice

Is the eServices system hosted using the same hardware and database as the eDocket system?

Answer: Yes. The eServices system is hosted using the same hardware and database as the eDocket system.

Question 73 Paragraph B.2.2.1 Confidential Filings Management

Can you please clarify the bullet point related to the Confidential Pleading Management System (CPMS) being accessible to Commission staff off network?

Answer: That this cloud hosted or vendor hosted solution would allow staff to access the CPMS application from wherever they are.

Question 74 Is it correct to assume that CPMS-related documents can be stored using a cloud service such as Microsoft OneDrive, Google Drive, Amazon WorkDocs, or something similar, so they are accessible to authorized users off of the Commission's network?

Answer: The Commission is requesting that Offerors propose the best solution to meet the Commission's requirements. We will evaluate all proposed solutions with security and access in mind.

Question 75 Paragraph B.2.3 Agenda and Hearing Binder Management. Does the existing code (VBA) provide the capability to scan hyperlinks within PDF files? This is to download the tertiary documents. If possible, can you please share a copy of the VB/VBA code for examination?

Answer: The existing code does not have that functionality. The Commission received programming code that 1) opens a Word document (not PDF files), 2) finds all the hyperlinks in it, 3) parses each hyperlink to find the record ID in a designated case management database, 4) uses that ID to download the document from the case management database and copy it to the network location where the binder is being built. We will provide all source code to the awardee. Depending on the awardee's proposed solution, the existing code can be installed and configured to fit the requirements.

Question 76 Paragraph B.2.3.2 Paperless Hearing Binding Management

Can you please elaborate or share examples in reference to “*Support context sensitive reports for Commission hearings/meetings.*”?

Answer: The solution must support confidential documents for Commission staff. This would include the ability to pull them and deliver them to user's devices.

Question 77 Paragraph B.3.1 Project Initiation and Management. Can you please share the Commission’s preferred duration for this project from initiation through turnover?

Answer: The Commission assumes Phases One and Two can be completed within the base year of the contract. For evaluation purposes, the Commission is challenging Offerors to develop a Work Plan for completion of Phases One and Two within eight months or less (See D.4.3).