



- Q1.** Page 7 (Schedule of Events) Will DHR consider a 1-2 weeks extension of the current July 19, 2021 due date to allow time for Legal review of all terms and required affidavits, certificates, etc.?
- R1.** Yes, please refer to Amendment 2.
- Q2.** Section 1.3 page 8 (Contract Term) Please clarify the statement in this section: "Selected vendors must be fully operational on Monday, November 2, 2021". How does this compare to the requirement on Page 34, Section 4.2.5.3.2 Start-Up Plan, that states "The selected vendor must be fully operational on Sunday, May 1, 2021 in all 67 counties"?
- R2.** This contract will be on a continuous basis. Fully Operational means the selected vendor should be ready to start the Project Deliverable mentioned in Section 3.6 on October 1. An amendment has been issued for the Schedule of Events and the new date is October 1, 2021. An error was entered in Section 4.2.5.3.2 page 34 and this date on the amendment is October 1, 2021.
- Q3.** Section 1.7.1 & 1.7.3 pg.10 (Acceptance of Standard Terms and Conditions & Primary Vendors/Subcontractors) Will DHR sign a separate contract with the software provider, the system integrator, and any subcontractors or third-party providers identified as needed?
- R3.** No, the selected Vendor will bear the sole responsible for all acts and omissions of all subcontractors.
- Q4.** Section 1.8.1 pg.11 (Required Copies and Deadline for Receipt of Proposals) Would DHR consider accepting an electronic version only of submitted proposals such as a .pdf of all required documents?
- R4.** No, hard copies are required in the event the PDF exceeds the size limits of our email system.
- Q5.** Task 3 pg.25 (Integration, Load and Acceptance Testing) Can you provide more details on needed integrations? What other systems/applications will the EAS need to integrate with? Are there specific methods of integration that are preferred (e.g., File transfers, APIs, etc.)?
- R5.** All Tasks under Section 3.6 are during the Deliverable stage and will be reviewed, observed and implemented when the selected Vendor is Fully Functional. For example, one application is called FACTS and is utilized by Family Services. During the Deliverable stage, then selected vendor will test different scenarios to see if FACTS is compatible.
- Q6.** Section 4.2.5.3.2 pg.34 (Start-Up Plan) Please clarify the statement in this section: "The selected vendor must be fully operational on Sunday, May 1, 2021 in all 67 counties". How does this compare to the requirement on Page 8, Section 1 Contract Term, that states "Selected vendors must be fully operational on Monday, November 2, 2021"?



- R6.** An amendment has been issued for the Schedule of Events and the new date is October 1, 2021. An error was entered in Section 4.2.5.3.2 page 34 and this date on the amendment is October 1, 2021.
- Q7.** Appendix A pg.42 (Standard Terms & Conditions) Foreign Corporations (Out-of-State Firms) - Is obtaining a Certificate of Authority from the Secretary of State required? If so, must it be finalized to submit a response to this proposal? If not, must it be in place to enter into a contract? If the selected vendor can demonstrate obtaining the certificate is in process, can DHR move forward with a contract?
- R7.** Yes, the Certificate of Authority is required from the Secretary of State. The vendor must have a finalized certificate before entering a contract with the department.
- Q8.** Question regarding RFP 2021-120-01, Section 3, Page 15 Would the State consider an alternative approach by converting the current AFNS application to a server based Java or .Net system. The benefits could include, less expense in training and mainframe charges. Could be the first step to incremental improvements.
- R8.** Yes, However AFNS is a outdated, legacy system created using COBAL, an old programming language. A vendor will have to show evidence why a cloud-base application is not better than the current AFNS application.
- Q9.** (Schedule of Events) Will the State extend the due date of the RFP response by an additional 2 -4 week? The turnaround time from the release date of the RFP to the current due date is extremely short for a system that will impact the entire organization.
- R9.** Yes.
- Q10.** Section 1.3 pg.8 (Contract Term) What does the sentence "Selected Vendors must be fully operational on Monday, November 01,2021 refer to? Does the proposed system need to be live in operation at some customer or are you asking if the proposer is an operating company?
- R10.** This contract will be on a continuous basis. Fully Operational means the selected vendor should be ready to start the Project Deliverable mentioned in Section 3.6 on October 1, 2021.
- Q11.** Section 1.6.2 pg.9 (Legal Status Letter) If a proposer is including subcontractors do the subcontractors need to also provide a Legal Status Letter?
- R11.** No, but this maybe needed in the agreement with the selected subcontractor and proposer.
- Q12.** Section1.6.3 pg.9 (Disclosure Statement) If a proposer is including subcontractors do the subcontractors need to also provide a Disclosure Statement?



- R12. No, but this maybe needed in the agreement with the selected subcontractor and proposer.**
- Q13. 1.6.4 pg 10 (Certificate of Compliance) If a proposer is including subcontractors do the subcontractors need to also provide a Certificate of Compliance?**
- R13. No, but this maybe needed in the agreement with the selected subcontractor and proposer.**
- Q14. Section 1.6.5 pg.10 (E Verify) If a proposer is including subcontractors do the subcontractors need to also provide e Verify registration documentation**
- R14. No, but this maybe needed in the agreement with the selected subcontractor and proposer.**
- Q15. Section 1.6.6 pg.10 (Authorized Vendor Signatory) If a proposer is including subcontractors do the subcontractors need to also provide an orginal signature?**
- R15. No, but this maybe needed in the agreement with the selected subcontractor and proposer**
- Q16. Section 1.6.7 pg.10 (DUNS Number) If a proposer is including subcontractors do the subcontractors need to also provide their DUNS Number(s)?**
- R16. No, but this maybe needed in the agreement with the selected subcontractor and proposer .**
- Q17. Section.7.1 10 (Acceptance of Terms) Requesting an extension of 1 week to provide for proper legal review of the RFP's Terms and Conditions.**
- R17. Yes, please refer to Amendment 2.**
- Q18. Section.7.4 10 (Vendor Signature) Will the State accept an 'E signature" in place of a wet ink signature?**
- R18. No.**
- Q19. Section.8.1 pg.11 (Required Copies) Will the State reconsider accepting electronic copies instead of hard paper copies**
- R19. No, please review 1.8.1 on page 11 of the RFP. Only one electronic copy is acceptable on CD, DVD, or a USB drive.**
- Q20. Section 2.3 pg.12 (Certificate of Compliance) Does all work have to be completed within the US or will the State allow for work to be completed from off-shore?**



- R20. Prefer in the United State of America.**
- Q21. Section 2.6 pg.13 (Trade Secrets) Will the State sign a Non-Disclosure Agreement, subject to State FOIA?**
- R21. The Department would need to review the non-disclosure agreement before determining if it can be signed.**
- Q22. Section 2.9 pg.15 (Right to Investigate) The RFP does not specifically request references. Should proposers include 3-6 references and if so what are the requirements to be a qualified reference?**
- R22. Please review pg. 8, Section 1.1.**
- Q23. Section 3 pg.16 (Enterprise Accounting Software) The State is requesting a cloud based EAS. The modules that are listed include General Ledger, Bank Reconciliation, Cash Receipts, Accounts Receivable, Accounts Payable and Reporting. Does the solution need to include the following capabilities:**
Purchasing
Inventory
Employee Expenses and Reimbursement
Grants Management
Project Management
Planning and Budgeting?
- R23. All Tasks under Section 3.6 are during the Deliverable stage and will be reviewed, observed and implemented when the selected Vendor is Fully Functional. During this time, the selected vendor can further explore other capabilities needed.**
- Q24. Section 3 pg.16 (Enterprise Accounting Software) If a Purchasing Module is needed how many Vendor files are maintained? 870 vendors**
- Section 3 pg.16 (Enterprise Accounting Software) How Many Purchase Orders are released each year? An estimated amount of 6300 per month.**
- Section 3 pg.16 (Enterprise Accounting Software) How Many different items are kept in inventory? There is no inventory kept by the department.**
- Section 3 pg.16 (Enterprise Accounting Software) How many employee expense reports are reimbursed? There are no employee expense reports**
- Section 3 pg.16 (Enterprise Accounting Software) How many Grants does the Department receive and report on each year? The department receives no grant funding.**
- Section 3 pg.16 (Enterprise Accounting Software) How often are the grants reported on? Weekly? Monthly? Annually? The department receives no grant funding.**



Section 3 pg.16 (Enterprise Accounting Software) Are grants reported on a different annual basis than the State's fiscal year? The department receives No grant funding.

R24. See individual responses up above.

Q25. Section 1 3.6.1 pg.22 (Deliverables) The RFP states that the Dept is seeking a software as a service model. Does this prohibit a hosted solution model?

R25. SaaS is a service you pay for and hosted is a product you own outright. The contract will be on a continuous basis therefor a software on demand via the internet is more manageable if a new vendor obtains the next contract.

Q26. Task 3 pg.25 (Integration) Can the State list the applications for which the EAS will need to integrate with? For these integrations what methods of integrations are acceptable? File Transfer, Open API's, etc?

R26. All Tasks under Section 3.6 are during the Deliverable stage and will be reviewed, observed and implemented when the selected Vendor is Fully Functional. For example, one application is called FACTS and is utilized by Family Services. During the Deliverable stage, the selected vendor will test different scenarios to see if FACTS is compatible. The best method will be determined by the selected Vendor.

**Q27. Task 3 pg.25 (Integration and Load)
How many years of data will the State expect to be converted into the new EAS?**

All Tasks under Section 3.6 are during the Deliverable stage and will be reviewed, observed, and implemented when the selected Vendor is Fully Functional. During the Deliverable stage then the selected vendor will assist with determining how many years can be added (if at all possible). We recommend at least 3 plus current Fiscal years however no more than 10 plus current FYs.

Will the State detail the data requirements for this conversion? Yes, the state will detail the data requirements for this conversion.

For data that is not converted how will the State store this data? The State will not electronically store the data beyond the current plus three-year requirement. Any reporting or audit needs related to older data will be met by reports stored on DHR's ERD system or hard copy reports maintained by the State.

Will this data need to be reported on at a future date? No. Data that is not converted will not be needed for reporting purposes at a future date.

Is the data in an IBM DB2 Database or is it stored in file structures such as VSAM? The data is stored in VSAM files.

If the Data is held in VSAM Files or flat files and/or DB2 will the State provide the data that needs to be converted into the new EAS in the format that the new EAS requires?



All Tasks under Section 3.6 are during the Deliverable stage and will be reviewed, observed and implemented when the selected Vendor is Fully Functional. The State will work with the vendor to determine the data format needed for converting to the new EAS system.

What support will the State provide for data migration? All Tasks under Section 3.6 are during the Deliverable stage and will be reviewed, observed and implemented when the selected Vendor is Fully Functional. The State will support the EAS vendor in migrating data to the new EAS system by providing source system data in a usable format, data mapping, and identifying additional data migration rules.

R27. See individual responses up above.

Q28. Section 3.3.1.1 pg.17 (Tiered Security) Does the State have an identity management system in place, for example Active Directory?

Section 4.2.5.1.3 33 (Contract Performance) Is the request for information on a contract terminated for default for only contracts with the State of Alabama or with all Worldwide entities?

R28. All Worldwide entities.

Q29 Section. 4.2.5.1.4 pg.34 (Project Staff Resume) Will the State allow for resumes for the proposed project staff to not count towards the 150 page limit for the RFP response?

R29. Yes.

Q30. Section 4.2.5.2 pg.34 (Vendor Financial Stability) We are a publicly traded corporation. Instead of our financial statement can we provide links to our Annual Reports and other SEC documents? If not can we provide this information and not have it count against the 150 page limit?

R30. Yes, to both questions.

Q31. Section.2.5.3.2 pg.34 (Start Up Plan) What does the State mean by saying that the selected vendor must be fully operational on Sunday May 01, 2021 in all 67 counties? How does this compare with the statement in Section 1.3 that the vendor must be by November 1, 2021?

R31. An amendment has been issued for the Schedule of Events and the new date is October 1, 2021. An error was entered in Section 4.2.5.3.2 page 34 and this date on the amendment is October 1, 2021.

Q32. Section 4.2.5.4.4 pg.35 (Standard Contract) Will the Department consider use of the vendor's standard agreements? A true one-to-many SaaS solution



necessitates a consistent contracting approach with accurate descriptions of what we are delivering and how we deliver it.

- R32. There are specific terms and conditions required for all state contracts. The department can integrate as necessary.**
- Q33. General Terms and Conditions for this RFP pg.10 (Final Terms of the Engagement) Please provide citations to the state laws concerning indemnification, methods of dispute resolution, waivers of subrogation, and limiting damages payable by a vendor.**
- R33. Section 14 of the Alabama Constitution provides that the State of Alabama shall never be made a defendant in any court. As a standard practice to protect the State, the Department does not enter into agreements that contain hold harmless clauses or that do not indemnify the State. The State of Alabama Fiscal Policy and Procedures Manual outlines many of the State's contract requirements, including alternate dispute resolution.**
- Q34. General Terms and Conditions for this RFP 10 (Final Terms of the Engagement) Please advise as to whether the Issuer has determined that the RFP and Proposal are to be incorporated into the resulting contract. If the Issuer has determined they wish to incorporate the RFP and/or Proposal, please advise as to whether the Issuer is open to alternative methods to protect against procurement fraud, as including the RFP or Proposal into the resulting contract is not consistent with procuring a commercially available true one-to-many solution, as such solutions are pre-existing and not custom built in accordance with an individual customer's specifications.**
- R34. Please review the RFP page 13,Section 2.6 Trade Secrets.**
- Q35. Section 1.7.2 pg.10 (Primary Vendors/Subcontractors) Will the State consider separate contracts with the software and implementation vendors? Typically, this is the most cost effective approach since it avoids having a "prime" contractor mark up the cost of either the implementation services or the software to compensate for risk and management costs. Additionally, in many situations where implementation/deployment and a commercial software product are performed by two different companies, the implementation/deployment company includes the commercial software product's terms and conditions as a non-negotiable addendum to the deployment contract. A separate contracts approach provides customers with the opportunity to negotiate terms and conditions of the software separately from the deployment, giving our customers an advantage from both a terms and conditions standpoint as well as a pricing standpoint. By dealing directly with the software manufacturer, a customer has an unfiltered voice, and need never be concerned with whether their message has reached the manufacturer.**
- R35. No.**
- Q36. Section 2.12.5 14 (Adoption of Ideas) Please clarify what is meant by the Department's assertion it has the right to adopt to its use a vendor's proposal. As**



respondents are not compensated for their efforts in preparing responses, and under US patent and copyright law are the owners of the intellectual property associated with these responses, please confirm that the Department is not seeking license to, or a transfer of ownership of the intellectual property rights in proposal responses and is only seeking to confirm it will be entitled to retain responses.

- R36. It is confirmed that the Department is not seeking license to, or a transfer of ownership.**
- Q37. Task 5.1 Warranty 29 (Warranty) Please consider removal of this warranty requirement, as the current warranty is not consistent with procuring a commercially available pre-existing solution, as such solutions are pre-existing and not custom built in accordance with an individual customer's specifications.**
- R37. Agree.**
- Q38. Appendix A Terms and Conditions 41 (Standard Terms and Conditions) Will the Department consider use of the vendor's standard agreements? A true one-to-many SaaS solution necessitates a consistent contracting approach with accurate descriptions of what we are delivering and how we deliver it. The terms and conditions provided are far more in keeping with bespoke and/or on-premises software.**
- R38. There are specific terms and conditions required for all state contracts. We can integrate as necessary.**
- Q39. Section 3.3.1.5 pg.18 (Reports) What are the data sources for reporting. What type of databases is this data coming from (DB2, Oracle, SQL Server, VSAM Files)**
- R39. All Tasks under Section 3.6 are during the Deliverable stage and will be reviewed, observed and implemented when the selected Vendor is Fully Functional. The source system data is stored in VSAM files.**
- Q40. Section 1.8.3 pg.11 (Cost Proposal Forms) Is the State requiring the cost proposal to be included in the response or is the State requesting that the cost proposal be included under a separate cover.**
- R40. Cost should be included in the response.**
- Q41. Section 3.3.1.4 pg.18 (Cash Receipts) Can the State explain how they are managing Cash Receipts today and how you would like to handle them in the future?**
- R41. In the current legacy system (AFNS), a document type called a C5 is entered in AFNS along with the County Code and document number. Once the Document is created then the Finance Officer enters the following in the Header fields: Deposit Date, Action, Bank Account Code, Document total and Calculated document total. After the Header fields then the Finance Officers enters the following in the Line fields: Fund, County Code, Revenue Source, Object (if applicable), Subsidiary, Receipt Number, Vendor code (if applicable), Description, Amount, and I/D for**



increase/decrease. The State would like to a better and simpler way to enter deposits and to have funds to be deposited into the correct Subsidiary.

Q42. Section 3.3.1.2 pg.18 (General Ledger) Can the State explain how you are currently handling Grants within the system and your reporting requirements, both internally and to the Grantor? Are the Grants managed and reported on in the same fiscal year as the State?

R42. No grant reporting currently, not asking for a grant reporting module. This is county office funds only.