Re-engineering of the Intranet Portal & Development of Intranet Workflow Mobile Application
RFP#: 3000013208
Questions & Answers

1. Re-develop LDI Intranet
   a. Can screenshots be provided for all current intranet functionality? Yes, please see the Intranet Screenshot document.
   b. Can a full sitemap be provided for the current intranet? Yes, please see the Intranet sitemap document.
   c. How many users currently have access to the Intranet? Currently 273 users have access to the Intranet.
   d. Will the intranet require different access control for viewing pages, or can all users view the entire intranet? Just as it is setup currently, the intranet will continue to require different access control for viewing several admin pages.
   e. Based on the LDI Software Development Standards, is the desired CMS Telerik Sitefinity or are other options acceptable? Should the licensing costs be included in the Cost Proposal? Other options are acceptable, including using the majority of the existing .NET code. The licensing cost should not be included in the cost proposal.
   f. How many divisions will be uploading and modifying documents? One division will be uploading and modifying the majority of the documents. All divisions will have liaisons that can upload and modifying their division's documents.
   g. Is it desired for the documents to remain as is on the file share, or can they be migrated to the native document library of the CMS? It is not desired for the documents to remain on the file share. Upon approval by the State Project Manager, the files may be migrated to the document library of the CMS.
   h. How many documents are on the file share? Approximately 125 – 175 documents are currently being utilized that are on the file share.
   i. Will the intranet need to be multilingual? No.
   j. Who will be responsible for migrating content from the old intranet to the new intranet? The contract awardee, in conjunction with limited assistance from the current application maintenance team and LDI IT team, will be responsible for migrating content.

2. Integrate LDI Employee Portal (Workflows and forms)
   What level of integration between the Intranet and Employee Portal is desired? (iFrames or Intranet views call into Employee Portal API)? The proposed solution should replace the existing two systems as **one codebase**. LDI is open to reusing the majority of the existing code with updates to modern industry standards.
   a. If the integration is iFrame based, is the current Employee Portal mobile responsive? If not, will implementing this feature be in the Scope of Work for this RFP? N/A
   b. If the integration is API based, does the current Employee Portal expose a Web API? If not, will implementing this feature be in the Scope of Work for this RFP? N/A
   c. If the integration is API based, please provide documentation on the steps of each workflow. N/A
   d. Does the Employee Portal currently support OAuth authentication? If not, will implementing this feature be in the Scope of Work for this RFP? No, but existing LDI libraries exist to utilize OAuth authentication.

e. Please provide screenshots for all Employee portal views which require integration with the new Intranet (full workflows, administration screens, and employee forms). Please see Employee Portal screenshot attachment.

f. Can users access all workflows and employee forms, or will this require access control? No, users cannot access all workflows and employee forms.

3. Mobile Application (employee-based)

a. Does the mobile app need to be enterprise deployed or will it be available on the app stores? If enterprise deployed, is there an existing Mobile Device Management solution in place for deployment? The mobile app needs to be enterprise deployed. Yes, there is an existing Mobile Device Management solution in place for deployment.

b. What level of integration between the Mobile Intranet and Employee Portal is desired? (Web Views into the existing Employee Portal or Mobile calls into Employee Portal API)? The proposed solution should replace the existing two systems as **one codebase**. LDI is open to reusing the majority of the existing code with updates to modern industry standards.

c. Is it desired for the mobile application to include full workflow functionality with the approval levels, or will the mobile application act as only the starting point for initiating the workflows? It desired for the mobile application to include full workflow functionality with the approval levels.

d. Is implementing the triggering of push notifications from the Employee Portal codebase part of the Scope of Work, or is an API endpoint for sending the notification the only piece in scope? Just API endpoint for sending the notification is the only piece in scope.

e. Can we code locally and go through VM when we're ready to deploy? Only at the discretion of the State Project Manager can you code locally and go through the VM when ready to deploy.

4. Project Management

a. Will LDI provide the App Store content? Yes, LDI will provide the App Store Content.

b. Will there be an opportunity for a project Discovery meeting to refine the project scope after the contract is awarded to provide a more accurate estimate? There will be contract negotiations after the contract has been awarded.

c. Can the billing milestones be adjusted? Desired billing milestones should be included in the proposer's proposal if any deviation from the milestones listed in the RFP are desired. After the contract has been awarded, there is a period where the contract can be negotiated, but it is ultimately up to the State Project Manager to approve of the requested milestones.

d. How soon will interviews occur after the contract is awarded and will these serve as Discovery meetings to gather additional requirements to further define the project? Must this be done within 7 days of final contract delivery as stated on page 39, line item 5? The State Project Manager and the Contractor's Project Manager will go over the schedule to determine when these interviews will occur. These interviews will serve as Discovery meetings to gather additional requirements to further define the project. The Discovery meetings/Project Analysis discussions do not have to be completed within 7 days of final contract delivery.

e. Should after initial interviews require de-scoping to accommodate the project budget, what is the protocol to adjust the project scope in lieu of the certification statement of adhering to our proposed quote on page 39? The Certification Statement that is returned

with your proposal is not just for your quote, but for your entire understanding of this RFP and all its requirements. If the project scope is changed for some reason after the contract is awarded, that will have nothing to do with the Certification Statement.

    f.   What will be the process to address scope change/change orders and how will LDI handle scope change once the project requirements have been approved? The LDI State Project Manager and Contractor State Project Manager will work together to determine if a request is out of scope. If it is determined that a request is out of scope and will require additional funding, the request will be documented for further development outside of this project.

5. Under Section 2.2 Tasks and Services, it states: "The Contractor will utilize Microsoft Team Foundation Server to track programming assignments, iterations, bugs and issues found." Microsoft Team Foundation Server has been superseded by Azure DevOps. Will using Azure DepOps be permissible? Utilizing Azure Devops is permissible.

6. Is there a page cap limit on the technical proposal submittal? No.

7. Does the State have a preference for on site, cloud based or hybrid solution? On-Site, but with migration to cloud using minimal effort considered.

8. Does the State have a preference for a specific technology stack? LDI utilizes .NET, but please review LDI's Software Development Standards to view our list of current acceptable technologies. Technologies outside of our standards can be proposed in a company's proposal, but justifications should be given to support adoption of technologies other than .NET.

9. Does the state have specific requirements for integration to existing internal systems? If so, what are they? For the integration of the Intranet Portal with existing internal systems, all functionality must remain the same. Those api's to our regulated management software are standard rest api endpoints written in .Net.

10. Do you have any cloud systems that you would like to leverage to build the new intranet portal? Microsoft Graph API for pulling employee data.

11. Do you have existing software or licenses that have already been purchased to be used to build the intranet? Yes

12. Please provide us the details on number of users that would use each of the systems and the permission structure currently available. How many concurrent users will be using the system? We currently have 273 users that could possibly use the system concurrently.

13. Does the scope of the work include data migration of existing data to the new system? If yes, can you please provide details on the size and complexity of the existing data? We currently have 125-175 files on file share that will need to be brought into the Content Management component of the new Intranet.

14. Can the State please provide us a budget range that has been set aside for this project? $200,000.00

15. How many people from the State would be available to participate as the project team during the implementation? The State will provide a State Project Manager and possibly have several designees.

16. What is the anticipated lead time to get connectivity to your systems and network? The anticipated lead time is a week or two at the latest.

17. Please provide details on the contractor/vendor who is managing the current systems. Current systems are managed by a combination of LDI Staff and Contractor Staff Augmentation.

18. What is the annual budget allocation/spend for maintenance of the existing systems? LDI does not have a fixed maintenance budget. We reassess our budget each year depending on the needs and priorities at the time.

19. Is it right understanding that the new System will use Application Programming Interface (APIs) to provide service orchestration to support Intranet UI, Workflow Automation and Information / Data Access and Manage Access Control? APIs can be utilized for some aspects of development and support, but it is not set in stone that all aforementioned items will utilize APIs to provide service orchestration to support them.

20. A) Is it right understanding that LDI is looking for on premise state's data center hosted solution? Yes
    B) Is LDI open for Cloud as an option for new solution? Yes, but also needs an on premise solution.

21. A) Is there integration requirement for Legacy systems which remains intact and not replaced? Yes with the existing regulated management system rest APIs.
    B) If YES, Please share the systems from AS-IS which the solution will need to be integrated with. Only with Regulated Management System written in .Net.

22. Please provide response time, availability and performance requirements for Web online and the Mobile access of the application services. See the LDI Software Development Standards.

23. A) Does LDI have any preference for API Management product? Not at this time.
    B) Is there an API product included in the LDI Software Development Standards Document? If yes please provide same. No.

24. What tools are currently being used by LDI for Automation and Performance Testing? No specific tools are currently being used.

25. Are you open for the vendor/contractor to recommend open source tools as appropriate? Appropriate open source tools can be recommended but all open source tools must be approved by the State Project Manager prior to implementing.

26. Does LDI recommend testing of mobile app and LDI intranet portal on physical devices or can the vendor/contractor recommend cloud based solution/emulators? Emulators can be used at the discretion and approval of the State Project Manager.

27. Do you require any content migration from Legacy to new system? Files currently in fileshare will need to be migrated to the new content management system. Content can be recreated by LDI.

28. Does the UI change significantly for different user roles? No, but only certain user roles may have access to certain views or specific data on those views.

29. LDI Intranet- How are the content related to Human Resource's forms/policies stored currently? File Share

30. Please list the screens/functionalities of the current LDI Intranet portal. Please see screenshots attachments.

31. How much percentage of the Intranet site is to be static and how much is dynamic? There are no defined percentages at this time.

32. A) Has LDI performed a Content Audit from your side and identified any irrelevant or duplicate content? Yes
B) Does the vendor/contractor need to have a separate phase to carry out this activity? No, any content audit will be carried out in Milestone 1.

33. A)   Please let us know if any sort of content creation would be required from the vendor/contractor? Yes, content creation will be needed, but assistance will be provided by LDI.
B)   All content would be migrated from the existing Intranet site?   Please confirm and articulate any delta?   Yes.

34. Please let us know how the current files are stored? Are they stored as Flat Files or in DB? Most files are stored in File Shares and others are stored in the DB.

35. Please provide a detailed list of the number of existing components and pages, personalization requirements at component and page level of the current site. Please see attached documentation.

36. Please elaborate the content management capabilities that are expected of the target Sitefinity-based CMS platform. Sitefinity does not have to be the CMS Platform, currently the systems are written in .Net. Sitefinity is utilized for external LDI public website. CMS capabilities expected include being able to house documents, allow specific users the ability to manage specific documents in specific divisions without code deploy.

37. Are there any other application pulling content/documents from the current site? There are no applications currently pulling content from the current intranet.

38. Should application support Tablets and Phones both or only Phones? Tablets and Phones

39. Should the user be able to use the app in offline mode or just online? Online Only

40. Are there any Security Compliance requirements (HIPAA, PHI), that application should maintain while dealing with personal information? No

41. We understand that the new Intranet portal will have workflows from the existing Employee portal as well integrated into it, and the Employee portal as such will no longer continue to exist as a standalone application. Please confirm this understanding. That is correct.

42. A) What is the reason(s) or pain point behind LDI's decision to have a separate mobile app, even with the new Intranet portal being responsive? If the site can still push notifications and meet any other feature requests defined in the RFP are met then no separate mobile app is needed.
    B) Please elaborate on any specific functionality that is expected to be derived out of the mobile app, that is not accessible through the portal (native features such as push notifications, etc.). Please see answer to part A.

43. Please confirm if the vendor/contractor is expected to work on updating any existing business rules? No business rules may be updated, but changes to modernized code may be required.

44. Is LDI open for the vendor to perform end-user research / stakeholder interviews, as part of an initial discovery and design strategy definition exercise? Yes.

45. Would usability testing be in scope for the vendor? If yes, please specify the type (formative, summative, etc.). Yes. The State Project Manager and Contract Project Manager will work together to come up with usability testing procedures.

46. Is LDI expecting to leverage and customize the Out-of-the-Box UI provided by the CMS product, or build a custom UI from scratch? LDI is currently not tied to or married to either option. Currently LDI has a custom-built UI.

47. What is the expected duration of UAT and Warranty period? The State Project Manager and Contract Project Manager will work together to determine a schedule for the project that will include UAT. The warranty will be twelve (12) months after the date of acceptance or date of first productive use, whichever occurs later.

48. Would non-functional testing (security or performance) be in scope for the vendor? Yes

49. Will test artifacts (Test cases, Test data, automation, performance scripts) currently used for existing application be shared for reusability? Yes, anything that is already existing will be provided.

50. A) Is LDI open to having a portion of the work executed from Near and/or Off-Shore locations (w/necessary secure remote access and environment/data security)? Yes, only at the approval of the State Project Manager.
    B) If YES, does LDI have any such preferred location(s)? No.

51. A)   While RFP did not talk about Scanning, does LDI require any kind of document scanning solutions? No.
    B) If YES, please explain what you are you looking for. N/A.

52. A) What are the sources of the document that will be ingested? File Share.
    B) What formats are they in? Multiple types of formats. MS office docs, PDFs, and images.

53. What is the Maximum number of users for the portal along with quantity of concurrent users? Currently the maximum number of users (which can also be concurrent) for the intranet portal is 273. The maximum amount of users should be at least three times this amount.

54. Please provide the number of environments currently in use. There are two (2) currently in use.

55. What kind of modern Content Management system is expected: On Premises, Cloud based or Hybrid? On premise.

56. Do you require Infrastructure and DB support for this effort or will it be provided by LDI? DB Support will be needed with limited assistance from LDI. Infrastructure support will be provided by LDI.

57. Please clarify whether the Department desires a native mobile app (to be downloaded on the applicable app stores) or a mobile-optimized web version of the Portal. The Department desires the capability to implement push notifications on mobile devices and any other features requested in the RFP.

58. Is it desirable for the web portal to be deployed in the cloud (e.g. on AWS or Azure) or is it a requirement that it be deployed on-premise in the Department's network? The preference is for it to be built on premise.

59. Will the Department consider any proposals that leverage open-source technologies (e.g. PostgreSQL database)?
    All proposals will be considered.

60. The Department's Software Development Standards include JavaScript. Is JavaScript an acceptable language for developing the Portal? Yes, JavaScript is an acceptable language for developing the Portal.

61. The Department's Software Development Standards include JavaScript. Is JavaScript an acceptable language for developing the mobile app? Yes, JavaScript is one acceptable language for developing the mobile app.

62. Must all proposals adhere to the Department's Software Development Standards or will alternative implementations be considered? Alternative implementations will be considered.

63. Can LDI provide a list the divisions that will be supported by this effort (and the number of employees in each)? LDI currently has 12 divisions and 273 employees and contractors total.

64. Can LDI provide a list of the different roles by division that will be supported by this intranet portal? The requested list will be given to the contract awardee.

65. Regarding authentication:
    a. What authentication method is LDI envisioning for the app published on the AppStore and GooglePlay? Azure AD OAuth are currently being utilized by LDI.
    b. In the event that we are to use Active Directory, will there be a publicly accessible authentication service? Yes

66. Does LDI already have developer accounts for Apple and/or Google? Yes

67. Does LDI have any existing mobile apps on the AppStore and/or GooglePlay? Yes

68. What phone makes/models must be supported by the Android apps? (ex. Samsung Galaxy 9, Samsung Note 9, Google Pixel, etc. Google Pixel & Samsung Galaxy

69. Would LDI be open to using technologies other than Xamarin for mobile? Yes

70. Would LDI be open to using technologies other than JQuery/Razor/Blazor? Yes

71. Can LDI provide artifacts that describe the current LDI Intranet Portal and Employee Portal and associated content, web forms, workflows, design schema, etc.? Please see attached screenshot documentation.

72. Why is LDI leaning towards a re-write of the LDI Intranet Portal, as opposed to leveraging SharePoint or similar offerings which support web forms, workflows, mobile devices, etc.? (Understanding the rationale will help us to better address LDI's needs.) LDI expects reuse of the existing codebase in order to leverage explicitly defined, researched, and proven LDI business processes for the past 5 years. This project should not require the need to meet with stakeholders to vet different processes.

73. If the offeror's solution recommends third party tools, will they require LDI approval? If so, through which department and how long does that assessment normally take timewise? Yes, they will require LDI approval by the designated State Project Manager. This process normally takes less than a week.

74. Regarding the LDI working alliance:
    a. Will there be a single point of contact on the LDI side (e.g., the State Project Manager or their assignee) for the entirety of the project? Yes
    b. What will be their assumed availability for the duration of the project? They will be available throughout the duration of the project as needed.

75. Will there be escalation points established for LDI working alliance departmental teams who do not respond with their requirements, use cases, design approvals, and/or user acceptance testing (UAT) within the agreed upon timeline set forth by the principal program/project manager? Yes

76. Under the section entitled LDI Project Management, can the templates and at least one complete sample for the following artifacts be provided to assist us in estimating the required level of effort and developing our cost?
    - *Requirements Document
    - *Design / Definition / Specifications Document
    - *Project Plan and Work Breakdown Structure
    - Screen and system functional mockups
    - *Execution Schedule
    - *Scope Document
    - Weekly Status Reports
    - Issue Descriptions
    - Change Requests / Issue Description
    - Sign Off Sheets
    - Test Plan
    - Test Plan Results
    (*Per the RFP, these are due before development commences.)
    No, due to the fact that LDI is not strict on the format of these documents. The State Project Manager and the Contractor Project Manager will work together to make sure the appropriate information is included in the required documents.

77. Can we assume that the mobile application will have full internet connectivity at all times? Yes

78. Will the Employee Portal be replaced by the LDI Intranet system or maintained concurrently? Yes, the desire is for the Employee Portal functionality to be merged into the new LDI Intranet System.

79. Does LDI have any preferred logging framework/libraries? (e.g., Logging to files? Third-party log servers?) LDI currently has a logging library in place to be utilized.

80. **1.3 Portal**. This section states that both the Intranet Portal and the Mobile Application must share the same codebase. How does LDI define "share the same codebase"? Sharing the same codebase consists of utilizing the same CSS, Models, Controllers, DB Objects, Views and Business Logic when possible across all platforms (Android, iOS and the WebApp), and loaded into one Visual Studio Solution.

81. **1.4 Term of Contract**. Should our project plan should be built so that all five required phases are complete by June 30, 2020, and if an option is exercised for the balance of the optional 36 months, that will be for ongoing maintenance and support? Please clarify. Yes, the project plan should be

built so that all five required phases are complete by June 30, 2020. The 36 optional months can be for maintenance and support or to add additional functionality.

82. **1.9.6 Proposed Staff Qualifications**. Is it permissible to provide a summary of staff qualifications in the body of the technical proposal and place the actual resumes in an appendix? Yes

83. **1.9.8 Cost Proposal and Attachment IV Cost Summary**. We assume that Attachment IV, Cost Summary, should be included in the Cost Proposal, in addition to the other information requested under 1.9.8 (hours by job classification, billing rates, etc.) Is this correct? Yes

84. **1.9.9 Certification Statement**. Would you prefer that we include the Certification statement as an attachment to the Cover Letter or as an appendix in the Technical Volume? Or somewhere else? Please clarify. As an attachment to the Cover Letter is satisfactory.

85. **1.10 Number of Copies of Proposal**. Please clarify the contents of each of the two USB flash drives. For instance:
    a. Should both flash drives contain only copies of the technical proposal? Yes
    b. Should one flash drive contain a copy of the technical proposal and the other a copy of the cost proposal? No, they should both only contain the technical proposal.
    c. Should each flash drive contain BOTH the technical and cost proposals? No, they should only contain the technical proposal.

86. **Use of Subcontractors.** This section states that "information required of the Proposer under the terms of this RFP shall also be required for each subcontractor." Does this requirement include financial statements? Yes.

87. **2.1 Scope of Work**. Paragraph 2 states that "All other work on the project will be performed solely on the LDI servers via a secured Virtual Private Network (VPN) or Virtual Desktop Interface (VDI) that may be provided by the LDI for the Contractor's use. Would this requirement preclude software from being developed offsite (using LDI's secure VPN) and then deployed to the LDI servers? (Note: If permitted, this remote work would be done by local staff in Baton Rouge.) Work may be done offsite at the discretion of the State Project Manager.

88. **2.2 Task and Services**. Regarding the requirement for Team Foundation Server (Bullet 1):
    a. Is this an LDI on-premise installation? Yes
    b. Will it use TFVC or Git? The State Project Manager and the Contractor Manager will work together to determine which version control to use. Same answer applies to question C, D and E.
    c. Will vendors be committing directly to this repository? See answer in B
    d. What is the branching and merging strategy? See answer in B
    e. If using Git, will this be done via pull-requests? See answer in B

89. **Task and Service, New Internal Mobile Application, p. 32**. Can you provide examples (aspect ratios) for the Large Phone and Small Phone referenced on page 32? Large phone Aspect Ratio Examples: 16:9, 19:9, 19.5:9, Small Phone Aspect Ratio 3:2.

90. **2.3 Deliverables**. This section specifies a "Bi-weekly code review."

a. What mechanism/software will be used for these reviews? The State Project Manager and the Contractor Manager will work together to determine how these reviews will be conducted. The main goal is to review the code that is being implemented.

b. Do all commits (i.e., every single line of code) require approval by LDI staff? No, all commits do not require approval by LDI staff.

c. Are code reviews comprehensive or are they selective (i.e., based on a sample)? The level of details in the code review will be based on the State Project Manager and can vary between code reviews.

91. **2.3 Deliverables**. The final bullet of this section states that "A detailed invoice must be presented for payment that describes the phase of the project and deliverable with the appropriate approvals." Does this mean that billing and payment will happen at the completion and acceptance of each of the five required phases/milestones, or will in-process payments be permitted? Billing and Payment will typically happen at the completion and acceptance of each of the five required phases/milestones. Only upon the approval of the State Project Manager and the Fiscal Division can this be modified.

92. **2.5.1 Project Management Requirements**. Does this section mean that the individual proposed as Project Manager is not permitted to perform any other roles in the project at all, or that s/he cannot perform another role simultaneously while executing Project Manager duties? The Contractor Project Manager cannot perform another role simultaneously while executing Project Manager duties.

93. **Attachment II: Electronic Vendor Payment Solution**.
   a. Where in the proposal (i.e., which volume) should Attachment II be included? The Electronic Vendor Payment Solution form can be placed anywhere in the proposal as long as it is indexed as to its location; however, it does not have to be filled out until after the contract is awarded.
   b. Should a completed EFT enrollment form be included with Attachment II, or will that form be submitted after contract award? See Answer A.

94. **Attachment III: Letter of Understanding**. Where in the proposal (i.e., which volume) should the Letter of Understanding be included? The Letter of Understanding can be placed anywhere as long as it is indexed as to its location in the proposal.