



Questions Regarding RFP 151-16-AFS

We are trying to better understand what you mean by “pages”? “Pages” refer to online data-entry forms.

Would there be specific pages for Permitting, Metering, Wells, Recharge Zone Protection, Critical Period, Conservation, Compliance, etc? Yes, each department will have 1 to 5 separate data-entry forms.

What types of fields and actions would need to be taken? There should be text, date, numeric entry fields, as well as drop-down fields, and “tab strips” at the bottom of the web form that show related data tables. There should be the usual CRUD actions on each data form.

Are they interrelated? Yes, there will be foreign-key relations in many of the data entry forms.

Are there specific reports that would need to be created? Yes, and requirement 3.2.1.1.2 describes some of what we would like from a report builder.

Further more could you please provide more information between the relationship between Entity, Sub-Entity, Permit, Tank etc (Sections 3.2.1.1.2). Most of the relations will be one-to-many, and a few many-to-many relations.

We would also like to discuss types and number of users of the system. We have two types Named Users and Concurrent users. Do you know how many you may be needing of each? This will be important in determine the cost of the solution and the functionality of certain users. I would estimate about 30 possible users between all of the departments this software would service. I am not aware of all that is entailed as far as named or concurrent users and I would suggest the quote include multiple breakdowns of that cost with about 10 more or 10 fewer users.

Department Specific Diagrams their workflows and possible functional needs: More specific diagrams will be shown and elaborated on at the Mandatory Pre-Proposal Meeting on Thursday, April 7, 2016.

We noticed a billing portion and was wondering if the expectation would be to produce “invoices” for the user of a permit? The system would provide data for the invoicing, which would be exported to a separate Accounting System for invoice generation. The Accounting System will also be .Net compliant.

Would individual Permit Owners need access to the system? If so could you define their purpose and activity while in there? Permit Owner access is not a necessary requirement of the system, however if a pre-existing system allows public access, that could be an additional selling point of your solution. If the Permit owners had access they would be able to see the status of their permits. Some possible information they could view includes, but is not limited to:

- What their authorized amount is.
- When and for what purpose we will be visiting them.
- If there are any permit adjustments because we are under some drought stage
- Monthly meter reading information

- If they have a fee to pay
- Contacts
- Contact information.

For Search capability. Could you provide an example of how someone would ideally search for a document in SharePoint? In SharePoint, in the permit library, the users should be able to search documents based on:

- the owners name
- the location name
- the permit number as numerical field, ex. 102001
- the permit number as a text field, such as P102-001

Would that document be part of a permit/record in the system?

- It is likely that the document would not be part of the permit or record system but that links to SharePoint content could be stored and the links be searched based on the document's name or other meta-data that is in the permit system like owner name, location, permit number, etc.
- Section 3.2.1.2.7 of the document talks a little about SharePoint integration, linking and saving documents directly to SharePoint is what we're looking for.

For Reporting: could you elaborate on the "System Usage and Health" data that you would be looking to find?

- As we gathered requirements from the users, many managers wanted to be able to evaluate how often their staff were updating information in the system to help them answer questions like:
 - How many meters have been checked by all of my employees this month?
 - Who is contributing the most to site audits (for hazardous materials) on my team?
 - We have a target to process 100 permits a month, can the system tell me how far we are towards that goal?
- System administrators also wanted some view into analytics, if possible, answering questions like:
 - What pages are being used most and least frequently?
 - How many users have we ever seen in the system at one time?

What SharePoint license does Edwards Aquifer Authority own? E3

Do all departments have access to SharePoint? If yes, when the department strength grows, will you be procuring additional licenses? We have an Office and SharePoint license covering everyone at the EAA, as the organization grows we provide access to our Office 365 suite including SharePoint.

Does the authority have a preference to the technology to be used in the development? SQL, VB.Net or C#, AJAX

Does the authority have a tool to migrate the data from existing databases to the newly proposed system? Yes

Does the system need to be deployed within EAA network or in the cloud? We have a strong preference for a cloud solution.

What is the expected number of users of the new DMS? Between 50 – 100 users

What level of integration with Outlook, Calendar and Tasks are you looking for? Users have indicated they want notifications sent to their calendars for tasks that are either recurring, or have been set to notify them at a specific time. For example, if a meter is to be read monthly by EAA staff, they'd like that notification for that meter. Another example is if a permittee indicated they would contact EAA staff by a certain date, that staff member would like a calendar notification sent from the database.

What kind of notification is the authority expecting? Outlook calendar notifications, as well as notification if another staff member changes things in a permittee's information, and what those changes were. Another notification needed is when another user is currently working on the permittee's information so that one user's information isn't lost because another user is currently inputting information. We also don't want one input to be overwritten by another user when they're both in the same permit.

Are you looking for real-time notification or on-page-load notifications? Both, we would like real-time, event-driven SMTP notifications. For example, when a new permit is created then the departmental supervisors receive an email for them to review the new permit.

Could you elaborate on programmatic notification? A programmatic notification is one that can be set-up in advance for example if a user would like to be reminded when a specific entity page changes or if they would like to set-up a notification to call an entity every year. Another example is if a person didn't pay their bill after 30 days a notice would be sent to the collections department.

Are these going to be transactional links or informatory links? For users in the same department, the links would need to be transactional. For users in other departments, the links should be informational.

What kind of search are you looking for? (Forms, Documents, Users, Site Content etc.) Searches for forms, documents, site content as well as specific information contained in the database are required. Examples of common searches are well numbers, permit numbers, entity numbers, counties, names, meter numbers, and addresses. Searches for users may be helpful, but I'm not sure it would be necessary.

The RFP mentioned "heavy data entry". Could you please elaborate on the scope? Data entry by multiple users occurs daily. Each user may access their own area for data entry, and perhaps search other areas for information that they had not known to be entered, or changed. End of the year and Critical Period Management data entry may experience heavier volume than other times. The important criteria is that all data entry should be accessible.

"Other defined fields, as needed", please provide more clarity on this.

Please specify the applications that would need to be integrated with the newly proposed system. For instance:

Document Management System - ?

Accounting System - ?

Please specify any other systems that would require integration.

Accounting – To see if a bill has been paid or no.

SharePoint – The system should be able to hold links to SharePoint.

Outlook – The system should be able to send notifications to users

“Allow reports to be edited” – Please explain more on this. In the current system, once information is entered and accepted by the system, editing is locked. Users would need to correct inaccuracies, misspellings, and delete data that had been entered into the wrong account, among other things. Also, to allow users to select columns from data tables and build their own report and save that report design.

“Output results in a format similar to PDF and MS Word” – Would you want the output to support doc, docx or both? Either is acceptable, however there is more prefer for .docx support, and to MS Excel.

For users to work from outside the office network, do you require an additional mobile app or would you prefer to enable browser based access/VPN Access? Either or both options are appropriate though any solution will need to have a browser based component.

For outside users to access the system, does EAA have a firewall software in place and other restrictions? First, we won't have outside users accessing this system directly. Second, the system should be cloud-accessible with appropriate access security. Third, we do have appropriate firewalls to protect our internal system that may present hurdles to how system are integrated.

We use proprietary tools for data cleansing and migration. For the data migration, can we put the data on our servers and perform the migration and deliver the migrated data? Or must the migration be performed solely on EAA servers? This impacts the overall cost. If you want to propose this, we will consider it.

For cloud-based implementations, will the cloud servers (e.g., Azure) be provided by EAA, or must the vendor provide these as part of the proposal? EAA currently uses DoubleHorn for cloud services, and the proposal must conform to that service.

What is the accounting system (vendor, version) with which we must integrate? As previously discussed at the RFP Pre-proposal meeting, our accounting system will change this year-TBD. Does EAA have existing integration points or APIs for integration with this accounting system? See above response.

Does EAA have a preferred GIS system (e.g., ESRI) for mapping? We use the ESRI GIS System.

Does EAA already have appropriate licensing for the GIS system? The EAA has appropriate licensing for the GIS system.

Does EAA have existing data quality monitoring tools for the existing and future systems, including the future data warehouse? No quality control has been performed recently.

If not, are such monitoring tools considered to be in scope, out of scope, or optional for this RFP? This is out of the scope of the RFP.

Does EAA already have an existing source code repository tool (such as Microsoft Team Foundation Server)? No, we do not.

Does EAA already have acceptance testing tools? A testing protocol will be designed prior to implementation.

Are automated tests and test suites mandatory, optional, or unacceptable to EAA? These are optional.

Does EAA have computer hands-on training facilities available for use? **Yes, we have available facilities on-site.**

Can EAA provide an estimate of the number of persons requiring training in each department? **The number of people varies by department, and is between 5 and 10 per department.**

Is there currently, or is there expected to be in the future, a need for mobile access to the system? **As discussed in the Pre-proposal meeting, yes.**

As discussed in pre-bid conference that the contract can be completed in multiple years, how would you like for us to propose the multiple year options in the current section of price sheet in attachment 2? **Simply use something like: Cost for Year 1, Cost for Year 2, etc.**

To bring cost down and be able to provide best value to EAA, we would like to leverage Off-shore operations. Would EAA be open for that and do we need to specify anything in the response to RFP? **As discussed in the Pre-proposal meeting, yes, we are open to that. You will need to specify that in the RFP when submitted.**

Are you looking for create the dynamic forms on the fly or just the content pages? **Changes will be Global by admin, not created on the fly.**

Talks about Subscribe to notification; Are you looking for an configurable notification engine or these notification will be programmed based on the department and roles? **Both**

Create programmatic notification: Is EAA wants to be able to program the notification in future or would like the system to be flexible that it can configure notifications in programming script? **Both**

Requirement list 7 department, do you need all the forms for every department together or phasing by department is acceptable? **Phasing by department is acceptable.**

Requirements list field types, but do you have the page validation and other business rules captured or this will be part of vendor requirement analysis? **This is part of the vendor requirement analysis.**

Is this a public facing search or internal use only search? Also, how critical is to access external source data, such as SharePoint? **Initially, the search will be internal only. The expectation is for it to be external in the future with limited results. We would strongly like a SharePoint search.**

Do you have any specific report writer in mind or do you use any report writer? **No, there is no specific report writer in mind.**

Which accounting system does EAA uses for Integration. **As previously discussed at the RFP Pre-proposal meeting, our accounting system will change this year-TBD.**

Server hosting will provide the backup capability; what additional backup capability would you like to be included in the software solution? **We would like the ability to back up to flat file through the software or automated, or chron job.**

What's driving this project? **The RFP summary states the reasons behind the project, but in a nutshell, our existing needs have rendered the existing database nearly obsolete.**

What happens if you don't do it? **There is no option to not do this project.**

Can you provide a list of Internal users in each department (user roles and number of users in each role)? **As discussed in the Pre-proposal meeting, use basic standardized user roles for the RFP. Users will be provided upon the award of the project.**

Can you please provide further splits for each database in terms of number of objects, what type of fields they support, type of relationships, etc. **Currently that information is not available.**

As per our understanding each page represents 1 form on the portal, or 1 main parent object such as, well, ground water permits, etc. **Yes, that is correct.**

What forms/pages from the parent website (<http://www.edwardsaquifer.org/>) would be migrated into the proposed solution (e.g. on Home page we have "Education --> Schedule Presentation" function)? Do we need to migrate function/date related to it.? **The URL is our website, not our permit tracking tool.**

What functions would be made available to external customers? **None at this time.**

Would functions from the website "<http://gwp.eaadevelopment.com/home>" be migrated to the proposed system? Currently, this website has options for an external customer to register and report on. **Unsure at this time.**

1) File 2015 Groundwater Usage Report.

2) File 2015 Limited Production Report.

Does the existing system generate bills based on a metered system or does it rely on data entered by the external customer? Would this data/function be brought into the proposed solution? **No, it does not.**

What are the different backend applications with which the proposed solution is to be integrated with? This is in addition to the ones specified in section 3.2.12.7. **Only what is listed in the RFP.**