

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
1	General Question - Would the State of Hawaii consider a 30 day extension to ensure the proper amount of time and attention for the preparation of a thorough response?	Refer to Amendment 03 - Changes to Section 1.1 Schedule and Significant Dates	
2	General Question - Please clarify if the OF Forms can be submitted as Appendices?	Yes, the OF forms may be submitted as Appendices with the requirement that the forms are clearly labeled appropriately. (e.g. OF-1, OF-2).	
3	Page 14, Section 1.12, Items 18 - Organizational Change Management Plan (OCM) and 19 - Data Conversion Strategy: Offeror's Checklist including all items to be submitted with the Round 1 Response. Items 18 and 19 are noted as Round 2 Evaluation Criteria. Should Items 18 and 19 be submitted with Round 2 or initially with Round 1 on April 28?	Please submit all Offeror documentation per the dates identified in Section 1.1 Schedule and Significant Dates.	
4	OF-4 Requirements Traceability Matrix, Security Tab 9, Line 46: Will you please provide a copy of the state personnel security policies referenced in this question?	Refer to Amendment 03. Refer to the Uploaded DLIR Personnel Security Policy.	
5	General Question, OF-4 Requirements Traceability Matrix: The cells are locked where text input is required (i.e., State(s) Where Req. feature is Operating). Can you please provide an updated OF-4 Requirements Traceability Matrix with the cells for input unlocked?	Refer to Amendment 02.	
6	OF-9 Implementation Services Requirements, Table 10, Proposed Implementation Services Deliverables: Please clarify the deliverables listed in Table 10 are collectively to be provided after contract award.	Refer to Amendment 03. Refer to the Revised OF-9 Implementation Services Requirements	
7	Page 10, Item 1.10 Software Development Business Preference. Can you provide clarifying information regarding this section including but not limited to: (1) Describe what a "qualifying" Hawaii Software Development Business is. (2) Does this firm need to be the prime contractor or can they be a subcontractor?	Refer to Amendment 03. Revised Section 10.5 Preferences. Refer to links provided to obtain more information regarding the Hawaii Software Development Business Preference.	Microsoft Word - Form09.DOC (hawaii.gov) https://spo.hawaii.gov/procurement-wizard/har-3-124-preferences/#SUBCHAPTER_5_SOFTWARE_DEVELOPMENT_B USINESSES
8	General - Would the State of Hawaii consider modifying the questions due date and State response date to allow more than two weeks after receiving the State answers to address these items within our response? For example, questions due to the state by 03/24 - State response due by 04/07.	Refer to Amendment 03 - Changes to Section 1.1 Schedule and Significant Dates	
9	OF-4 Requirements Traceability Matrix, LEP Tab, Line 17, Tax Estimation. What tax is being referenced? UI tax?	Yes, this requirement refers to UI tax.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
10	<p>General - If a page limit requirement is not fully utilized for one section can those additional pages be assigned to another section (i.e., 1- Executive Summary - [3 Page Limit], 2 - Disclosures - [3 Page Limit], 3 - Financial Statements - [5 Page Limit] You only utilize 1 page for 2 - Disclosures, and 2 pages for 3 - Financials.) Can the deficit of 5 pages for 1 and 2 be added to 1 - Executive Summary?</p> <p>If not, would the State of Hawaii consider increasing the page limitation for 1 - Executive Summary to 15 pages? To fully answer our understanding of the project, 3 pages is not adequate.</p>	Please refer to Amendment 03, the Executive Summary has been expanded to allow for 15 pages.	
11	<p>Q: On page 77 of the RFP (Section 10.20) Hawaii DLIR requires that “any selected cloud services provider shall meet the FedRAMP requirements and have attained FedRAMP (Moderate) ATO.” Does this mean a vendor hosted solution that is not on a certified FedRAMP Moderate cloud solution would not be acceptable to Hawaii?</p>	DLIR is open to any bid, but prefers FedRAMP Moderate certification.	
12	<p>What is the name of the most recent vendor providing the services within the Unemployment Insurance Modernization Project bid?</p>	N/A	
13	<p>What is the estimated budget?</p>	N/A	
14	<p>In the RFP, Organizational Change Management (Evaluation Criteria 15) is listed under Round 2 Evaluation Criteria. Does that mean we need to submit the OCM proposal but not to be evaluated until the second round or we are only to submit the proposal for OCM only if we passes the first found?</p>	Please submit all Offeror documentation per the dates identified in Section 1.1 Schedule and Significant Dates. Refer to Amendment 03 - Changes to Section 1.1 Schedule and Significant Dates	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
15	<p>Based on the list of Stakeholders, can we define the system user bases as the following?</p> <ul style="list-style-type: none"> · DLIR o Super-users o End-users · Public o Claimants and Their Legal Representative (if applicable) o Employers and Their Agents (if applicable) · Other State Agencies 	<p>The current State of Hawaii Employer count is approximately 36,000.</p> <p>Employers' Agents users are approximately in the hundreds.</p> <p>The State of Hawaii currently has approximately 600,000 wage records.</p> <p>DLIR/UI Internal users is approximately 200 which includes Super-users.</p>	
16	Is there any staffing requirements for the OCM Team?	Refer to Attachment B Proposed Project Organization and Staffing, role "Offeror Communications/Organizational Change Manager".	
17	Please clarify the different levels of support (e.g. OF-9 2.3.31 Level 1 and Level 2 Support Team or OF-9 2.8.19 Level 1 Helpdesk) in the requirement documents.	<p>Level 1 Support Team consists of DLIR/UI front-line staff.</p> <p>Level 2 Support Team consists of DLIR/UI Super-users.</p>	
18	<p>OF-9 2.1.10: Team-Building Exercise</p> <ul style="list-style-type: none"> · Please clarify the expectation and the delivery of the Team-Building Exercise. o Is the exercise to build better communication bridges between target audiences? o Who are the target Audiences (e.g. Internal Stakeholders or both Internal and External Stakeholders)? o Is the delivery of 'exercise' some type of structured workshop? 	At vendor discretion.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
19	<p>OF-9 2.2.21 and 2.2.22: Business Process Re-Engineer Plan vs. Business Process and Change Management Plan</p> <ul style="list-style-type: none"> · Please clarify the requirements and differences between the two plans o The requirement listed "Provide a Business Process Re-engineering Plan to address the business process and organizational change management activities necessary to successfully implement the system in the State. " in 2.2.21 but no description in 2.2.22 for Business Process and Change Management Plan. What are the main differences between the two plans? o The objectives of Business Process Re-engineering was listed in RFP 3.10 but still not clear on the differences. 	<p>2.2.21 Business Process Re-engineering Plan is a plan to include the specific actions associated with change management items.</p> <p>2.2.22 Business Process Organization Change Management Plan is a high-level implementation change management approach/plan</p>	
20	<p>OF-9 2.4.29 End-User Training Plan</p> <ul style="list-style-type: none"> · Does this include any type of external users (e.g. Employers)? 	<p>We define the system user bases as the following:</p> <ul style="list-style-type: none"> · DLIR <ul style="list-style-type: none"> o Super-users o End-users · Public <ul style="list-style-type: none"> o Claimants and Their Legal Representative (if applicable) o Employers and Their Agents (if applicable) · Other State Agencies 	
21	<p>OF-9 2.5.33 and 2.5.34 Enhanced Training Materials vs. Final Training Materials</p> <ul style="list-style-type: none"> · Please clarify how Final Training is different from Enhanced Training (defined in RFP 3.9) 	<p>2.5.33 Enhanced Training Materials consists of items such as interactive training materials, context sensitive help/training, etc.</p> <p>2.5.34 Final Training Materials are as stated. These finalized materials reflect the current application version and release and all associated functionality.</p>	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
22	<p>OF-9 2.5.49 and 2.5.50 FAQs and Job Aids</p> <ul style="list-style-type: none"> Is there a pre-defined channel to host the FAQs and Job Aids? If yes, what is it? If no, is it the Offeror's responsible to define and develop the channel as well? 	DLIR will provide the channel to host the internal and external FAQs and Job Aids. This does not preclude the Offeror from proposing a channel, as well.	
23	the On-Going Services? (e.g. Supporting any of the listed activities as we see fit?)	This question appears to be incomplete, so the following information is provided: DLIR has already assigned RACI values for each requirement.	
24	<p>OF-8 2.2.23.7 Customer Satisfaction Program</p> <ul style="list-style-type: none"> Who is the target customer (e.g. the external users)? Please clarify the goal of the program, is it just to track and report the quality of service? 	DLIR Yes.	
25	In Offer Form OF-12 Proposed Project Organization and Staffing, section 2.0 Offeror Key Personnel Qualifications, one of the minimum qualifications for the Project Manager is listed as "a minimum of five (10) years' experience as lead project manager for implementation projects." Please confirm if this is intended to read as five or ten years' experience.	Refer to Amendment 03. "A minimum of five (5) years' experience as lead project manager for implementation projects."	
26	<p>"Regardless of the hosting option proposed by the Offeror, if the primary data center is hosted in a facility located outside of the State of Hawaii, possible options for transferring the UI System and data to another data center located within the State of Hawaii should be included as part of the response. The Offeror shall not host the UI System outside of the United States."</p> <p>How does this work for SaaS solutions that are hosted in Microsoft Azure Data Centers? Microsoft Azure does not have a Data Center located in the State of Hawaii.</p>	In the event the data center is established, it should be transferrable. If the State of Hawaii is not a viable option, then the Offeror shall clearly indicate within the proposal.	
27	<p>RFP 1.7 "The system hosting and maintenance will commence once the system is in production for a period of five (5) years."</p> <p>Is this referring to the 5 -year period that starts immediately after Go-Live?</p> <p>Is this the same 5-years listed in OF_05 Tab 1 "Operations & Maintenance Year 1-5"?</p>	<p>Yes, this referring to the 5 -year period that starts immediately after Go-Live.</p> <p>This is the same 5-years listed in OF_05 Tab 1 "Operations & Maintenance Year 1-5".</p>	
28	In OF_05 Tab 1. Total Solution Costs Summary. "Operations & Maintenance" is listed for Year 1 through 5. Does this represent the annual cost for the period of time immediately following go-live? Or does it represent year 6 year after go-live?	Represents the annual costs for the period of time immediately following go-live.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
29	In OF_05 Tab 1. "Grand Total Solution Costs (including 10 Years of Operations & Maintenance)". Please provide instructions on where years 6-10 are detailed or how to include these years in the grand total?	Refer to Amendment 03. OF-5 Cost Proposal Form, Tab "1. Total Solution Cost Summary", Row 20, has been modified as follows: "Grand Total Solution Costs (including 5 years of Operations & Maintenance)".	
30	In OF_04 Tab 2. "Cost of Scheduled Deliverable". There is a section for "Operations and Support". What period of time does this represent? Please provide additional details.	Three years implementation plus five (5) years Maintenance and Operations.	
31	Does DLIR have a Print & Mail room for Offeror to deliver digital documents for bulk printing?	There are plans being developed for an in-house print and mail facility.	
32	Is the requirement of the Contractor to hold a FedRAMP Moderate ATO for the entire solution or for the entire solution to be FedRAMP compliant?	DLIR is open to any bid, but prefers FedRAMP Moderate certification.	
33	With nearly half of the US States adopting StateRAMP, any plans on implementing StateRAMP certifications as well?	To be determined.	
34	Page 47. Does "Functional upgrade" refer to the process and schedule for releases of new enhancements and or bug fixes? What is the context associated with DLIR's request to understand "functional upgrades"?	Yes. The context is that it relates to schedules and patching.	
35	RFP page 48. What is the context associated with DLIR's request to understand cost as a KPI?	The Offeror's services come at a cost throughout the implementation lifecycle and ongoing. DLIR leverages KPI's to measure the service providers effectiveness at providing and satisfying DLIR's needs.	
36	RFP Pg 47, Section 8, bulleted under EC6 - "Data quality and data lineage management plan from data intake to business intelligence". Are these two separate plans? Should it be read as the following: "Data quality management plan from data intake to business intelligence" "Data lineage management plan from data intake to business intelligence"	Refer to Amendment 03.	
37	RFP Page 52, EC14, bulleted point "Transition plan from implementation to operations to maintenance." Does this apply to a SaaS solution where the Offeror is doing the implementation and providing M&O?	Yes.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
38	There is no page count allotted for Section 15, Implementation Costs (Evaluation Criteria 12). Will DLIR assign a page count to this section so that we can adequately address the requirements described in Section 8.0, Evaluation Criteria 12?	Complete the excel template OF-5 Cost Proposal Form. Be sure to include the completed excel document with your proposal.	
39	Will DLIR remove No. 18, Organizational Change Management and No. 19, Data Conversion Strategy from the Offeror Checklist as they are not part of the Evaluation Criteria for Phase 1?	Please submit all Offeror documentation per the dates identified in Section 1.1 Schedule and Significant Dates. Refer to Amendment 03 - Changes to Section 1.1 Schedule and Significant Dates	
40	OF-08. Do we need to respond to questions marked as "State"? Example: 2.2.2.8 has State listed as (R,A) and Offeror as blank. Should we leave "Offeror Response" blank or answer?	DLIR has already assigned RACI values for each requirement. The Offeror shall respond "Y" to indicate YES or "N" to indicate No to the requirements in each table in the "Offeror Response (Y/N)" column. In the event the Offeror is in disagreement, the Offeror shall provide a comment in the "Offeror Comment" column. The "State" column is not meant to be modified by the Offeror.	
41	OF_04 Traceability Matrix, Tab 4 Tax, T1.33 Will you please provide example(s).	In summary, we envision the requirement is that the new system Benefits and Tax would be integrated.	
42	OF_04 Traceability Matrix, Tab 4 Tax, T1.45 Will you please provide additional details.	Currently TPA's can register online, but only for their own account. In summary, we envision the requirement is that the new system will allow flexibility for TPA assignments.	
43	OF_04 Traceability Matrix, 4 Tax. T1.53. Is this referring to the type of Employer charging method such as Experience Rated or Cost Reimbursable?	We envision the requirement is that the new system will be able to handle different types of liable accounts (such as Contributory, Self-Financing, Governmental, etc.)	
44	Will the DLIR consider a minimum two-week extension for the due date of the proposals since vendors will only have two weeks to review DLIR responses and make any updates to their proposal?	Please refer to Amendment 03 - Changes to the Schedule and Significant Dates	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
45	RFP 10.25 Requirements and Design Finalization: Item #6. Contractor shall maintain a current version to one version minus current software and hardware update strategy policy at all times during the project, where "N" in this case is the latest service pack, patch, major update, maintenance release, driver, firmware version, etc. and "N-1" is two releases older than the latest "N" release. Should this be "'N-1' is one release older than the latest 'N' release"?	Refer to Amendment 03 - Section 10.25.	
46	"RFP 10.25 Requirements and Design Finalization: Item #11. Requirements finalization continues throughout development in the event of any change in Federal or State Law, Hawaii Administrative Code, or Policy guidance. All legislative changes will be assessed by DLIR for delivery during the lifecycle of the project and post go-live." Will the Change Request Process be followed for legislative changes occurring during the development phase?	DLIR's preference is that the delivered system will be in compliance with all Federal and State law during the implementation phase and post go-live.	
47	"RFP 10.27 User Acceptance Testing (UAT) Entry and Exit Criteria. Confirmation that the DLIR testing PC's have the following installed for onsite and remote UAT testers..." Please clarify the meaning of "remote" UAT testers. Do these testers include remote UAT testers working from home?	Testing should include the capability for DLIR staff to do testing onsite and remotely.	
48	"OF-12, 2.0 Offeror Key Personnel Qualifications, Table 3: Minimum Qualifications, Project Role: Project Manager, A minimum of five (10) years' experience as lead project manager for implementation projects." Is the minimum qualification for the Project Manager's years of experience five years or 10 years?	Refer to Amendment 03. "A minimum of five (5) years' experience as lead project manager for implementation projects."	
49	"Evaluation Criteria 3, Provision of satisfactory evidence of organizational and financial stability. Company Year-End Financial Statements for the past 3 years of operation." Will DLIR exclude year-end financial statements from the past 3 years of operation from the page count?	Refer to Amendment 03. For Evaluation Criteria 3 Financial Statements Maximum Page count has been increased to 25 pages.	
50	"OF-12, 1.0 Roles and Responsibilities for Key Personnel, Table 4: Desirable Qualifications vs Table 2: Proposed Offeror Roles and Responsibilities" The Lead Developer project role in Table 4: Desirable Qualifications is missing in Table 2: Proposed Offeror Roles and Responsibilities. Should the Lead Developer project role be included in Table 2?	Refer to Amendment 03. Refer to Revised OF-12 Proposed Project Organization and Staffing. Offeror Lead Developer has been added to Table 2 on OF-12.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
51	The name of the role specified in OF-12 as "Project Manager" does not match the name of the role specified with the same Responsibilities in Table 1: DLIR Roles and Responsibilities of Attachment B Proposed Project Organization and Staffing in Section 1.0 Roles and Responsibilities for Key Personnel. Should the name of the role in OF-12 be "Program Manager" as it is in Attachment B?	Refer to Amendment 03. Attachment B, Table 1 has been modified to Project Manager.	
52	"OF-12, 1.0 Roles and Responsibilities for Key Personnel, Table 4: Desirable Qualifications vs Table 2: Proposed Offeror Roles and Responsibilities" The Lead Architect project role in Table 4: Desirable Qualifications is missing in Table 2: Proposed Offeror Roles and Responsibilities. Should the Lead Architect project role be included in Table 2?	Refer to Amendment 03. Offeror Lead Architect has been added to Table 2 on OF-12.	
53	Document: OF-2 Offer Entity Reference Questionnaire, Section 3, Solicitation Page 2 and 4, Question: RFP Reference: "Full points for references will not be awarded unless Section 2 and 3 are emailed from referenced customers to the Contract Administrator." Comment: As these forms will be sent directly from the 'reference customer' to the Contract Administrator, to ensure that offerors fully explain the process to 'reference customers', please a) provide the POC and address for receipt of materials, and b) clarify how the forms will be properly matched with the appropriate offeror's proposal.	Refer to Amendment 03 - Revised OF-2 Offeror Entity Reference Form.	
54	Document: RFP_23_01_UI, Section: 1.10 Software Development Business Preference; 10.5.b) Software Development Business Practice, Solicitation Page: 10 and 67, Question: RFP Ref: "Where a bid or purchase contains both Hawaii software development businesses and non-Hawaii software development businesses then for the purpose of selecting the lowest offer, the original bid price for the non-Hawaii software development businesses shall be increased by ten percent." Comment: The evaluation method as stated seems to penalize an offeror who has done their due diligence and included an HAR-certified subcontractor on their team. Please consider using the 'lowest evaluated price' for a team that is either led by or includes a HAR certified company.	Refer to Amendment 03. Revised Section 10.5 Preferences. Refer to links provided to obtain more information regarding the Hawaii Software Development Business Preference.	https://spo.hawaii.gov/procurement-wizard/har-3-124-preferences/#SUBCHAPTER_5_SOFTWARE_DEVELOPMENT_BUSINESSES Microsoft Word - Form09.DOC (hawaii.gov)

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
55	Document: RFP_23_01_UI, Section: 105, Solicitation Page: 66, Question: RFP Ref: Group 1: Low/Linear Low-Density Polyethylene. Comment: Please confirm that this is not applicable to and will be removed from this solicitation.	This represents a formatting sample. It is not a requirement.	
56	Document: RFP_23_01_UI, Section 10.2, Solicitation Page: 77, Questions: RFP Ref: "Any selected cloud services provider shall meet the FedRAMP requirements and have attained FedRAMP (Moderate) ATO prior to Award Date. If the Contractor is not FedRAMP certified, and in the cloud, the Contractor shall provide their plan for reaching that certification." Comment: There is a significant difference between a solution that is hosted on FedRAMP certified infrastructure and one in which both the infrastructure and the apps running on them are FedRAMP certified. Solutions with current (infrastructure and apps) FedRAMP Moderate ATO ensure privacy and high levels of performance, reliability, and represent a lower security risk and faster time to value. As such, please confirm that currently certified solutions are preferred and will receive a higher evaluation score than those that are in process/under evaluation. Please also confirm that DLIR intends for their UI Applications running on the cloud infrastructure be FedRAMP compliant.	DLIR is open to any bid, but prefers FedRAMP Moderate certification.	
57	Document: RFP_23_01_UI, Section: 1.11, Solicitation Page: 10, Question: RFP Ref: Integrated Database and other Automated Systems. Question: In addition to integrating all systems and databases that are required to determine eligibility, are there any additional integrations that need to be completed? Are there plans to modernize any of the backend systems and databases that are currently used? If so, is there a plan in place to maintain required integrations?	The known interfaces are referenced in the OF-4 Requirements Traceability Matrix, System tab, Interfaces category.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
58	Document: RFP_23_01_UI, Section: 5.2, Solicitation Page: 29, Question: RFP Ref: The Offeror shall have successfully implemented at least one (1) Unemployment Insurance system. The implementation scope must have included one or more of the following: contributions/tax, benefits, and/or appeals, with business rule driven workflows. Comment: As written, this is overly restrictive and limits competition. Contemporary COTS solutions used to automate and modernize legacy systems such as those used by DLIR are designed to be easily customized for various use cases (benefits, tax, etc.). We understand the State's need to mitigate risk by implementing proven solutions. However; by limiting the scope the State will lose an opportunity to fully consider and evaluate the broadest range of solutions on the market. We recommend the State remove the requirement for an implemented UI system and replace as follows: "The Offeror shall have successfully implemented at least one cloud-based solution whose scope must have included one or more of the following: contributions/tax, benefits, and/or appeals, with business rule driven workflows."	The vendor requirement stands.	
59	Document: RFP_23_01_UI, Section: 1.4;2, Solicitation Page: 8;19, Question: RFP Ref: " Modernize the UID systems,...Decreases in system training time, ...Streamlined administration of system maintenance and operations; Improvements in computer system efficiency and scalability" Recommendation: To meet these objectives we suggest the addition of the following requirement: "The solution must be built on a easily configured, modern platform that allows the State or other System Integrator partners besides the Offeror to support future state Maintenance & Operations after the duration of the initial project. The State should not need to rely on the Offeror to make future changes after the completion of this contract."	The vendor requirements stand.	
60	Is DLIR willing to offer an extension on the due date of the proposal?	Refer to Amendment 03 - changes to Section 1.1 Schedule and Significant Dates.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
61	<p>Attachment B – Project Organization and Staffing, Page 8, 2.0 Offeror Key Personnel Qualifications, Table 3 – Program Manager – Minimum Qualifications lists “A minimum of fifteen (15) years’ experience as Project Director for Unemployment Insurance system implementation projects.”</p> <p>We feel this requirement will remove highly qualified staff (e.g. 7 years UI experience) from consideration as well as younger staff with more knowledge of the latest technology. Would the State of Hawaii please consider reducing the number of years’ experience to prevent unnecessarily limiting competition.</p>	Refer to Amendment 03 - Revised Attachment B Proposed Project Organization and Staffing.	
62	<p>Attachment B – Project Organization and Staffing, Page 8, 2.0 Offeror Key Personnel Qualifications, Table 3 – Project Manager – Minimum Qualifications lists “A minimum of five (10) years’ experience as lead project manager for implementation projects.”</p> <p>Should this be five or 10 years of experience?</p> <p>We feel this requirement will remove highly qualified staff (e.g. 7 years UI experience) from consideration as well as younger staff with more knowledge of the latest technology. Would the State of Hawaii please consider reducing the number of years’ experience to prevent unnecessarily limiting competition.</p>	Refer to Amendment 03 - Revised Attachment B Proposed Project Organization and Staffing.	
63	<p>Attachment B – Project Organization and Staffing, Page 10, Section 2.1, Offeror Onsite Hours, Paragraph 3 states: “ The Contractor Project Manager, Technical Lead(s), and UI Functional Lead(s) – Benefits, Tax, and Appeals are expected to be onsite at 100%. All other implementation staff members are expected onsite up to 50%. DLIR reserves the right to demand any Contractor implementation staff be onsite as needed. DLIR prefers that Contractor implementation staff is co-located at the DLIR offices.”</p> <p>Please clarify which staff members, outside of the positions noted to be onsite 100%, are required to be onsite up to 50% of the time.</p>	Refer to Amendment -03. RFP Section 10.21 Assumptions is updated, "The Contractor Project Manager, Technical Lead(s), and UI Functional Lead(s) – Benefits, Tax, and Appeals are expected to be onsite at 100%. All other delivery-based staff members are expected onsite up to 50%. DLIR reserves the right to demand any Contractor implementation staff be onsite as needed. DLIR prefers that Contractor implementation staff is co-located at the DLIR offices."	
64	Are service delivery locations outside of the Island of Hawaii and Continental United States permitted for the delivery of this project?	DLIR is open to any bid that meets the minimum requirements.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
65	<p>In section 1.7, initial term of project mentioned is Implementation+Warranty(1 year) + 5 years of M&O. While in section 10.28 Duration of Contract Services, it is mentioned that "The resulting contract is expected to be for an initial five-year contract term, with an option to extend for an additional five-year term."</p> <p>Can you please confirm the expected term?</p>	DLIR requires full warranty of all services during the Implementation, followed by the five (5) years Maintenance and Operations, and in the event End of Contract Services, 365 days (one year). Please refer to the RFP 10.29 Section End of Contract Services	
66	If the vendor wishes to propose more than 2 environments, can we insert more environments in sheets "3. Software-By Environment" and "4. Hardware-By Environment" ?	Yes.	
67	In the price sheet M&O tab, In Part 3: Labor; are each row to be considered an individual year for Maintenance and Operations?	Yes.	
68	In the price sheet M&O Tab, In Part 4: Total Project Cost; Software Costs, Hardware Costs, Labor Costs and O&M Year 1 cost is asked to get total project cost. Since M&O year is not mentioned, please let us know for which year(s) these cost will be required?	Offerors should propose the cost based on the implementation and five (5) years M&O.	
69	In the price sheet M&O Tab, Part 6: Is the Future O&M Costs duplicative since these costs are already mentioned in earlier 5 parts. Or are these 5 optional years outside of the initial 5 year period?	Offerors should propose the cost based on the implementation and five (5) years M&O.	
70	In the price sheet "1.Total Solution Costs Summary"; row # 20 states that Grand Total Solution Costs (including 10 Years of Operations & Maintenance). Should this be the Total Solution Costs (including 5 Years of Operations & Maintenance)? Please confirm.	Refer to Amendment 03. OF-5 Cost Proposal Form, Tab "1. Total Solution Cost Summary", Row 20, has been modified as follows: "Grand Total Solution Costs (including 5 years of Operations & Maintenance)".	
71	In Exhibit 3, it references 27 corrections of Deficiencies. Could you elaborate the 27 corrections or share the document where they are listed?	Refer to Amendment 03 - Revised Exhibit 3 Supplemental General Conditions	
72	Can you confirm that the reference sheets (including customer signature) should be included within our proposal? Or alternatively, are the reference sheets to be returned directly to the State of Hawaii via email?	Refer to Amendment 03 - Revised OF-2 Offeror Entity Reference Form.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
73	Related to this section of the RFP: A price preference shall be given to qualifying Hawaii software development businesses. For purposes of determining price only, offers received from all other Offerors shall be increased by ten per cent. Offerors seeking a preference must be certified in accordance with HAR section 3-124-33. What is considered a Hawaiian Software Development business? HQ in Hawaii or offices in Hawaii? A certain percentage of business?	Refer to Amendment 03. Revised Section 10.5 Preferences. Refer to links provided to obtain more information regarding the Hawaii Software Development Business Preference.	https://spo.hawaii.gov/procurement-wizard/har-3-124-preferences/#SUBCHAPTER_5_SOFTWARE_DEVELOPMENT_BUSINESSES Microsoft Word - Form09.DOC (hawaii.gov)
74	If a vendor wanted to propose potential options that might have an impact on overall price, how should we proceed or is that allowed?	DLIR prefers that the Offeror proposes the best viable solution based on the scope and requirements identified within this RFP.	
75	Related to value-added options, some of these may depend upon usage and/or scope. As such, one price may not be valid. Is there a manner to reflect a range or some other measure?	DLIR prefers that the Offeror proposes the best viable solution based on the scope and requirements identified within this RFP.	
76	We would very much appreciate a 2-3 week extension on the submission deadline to pull together a complete and organized response to the requirements for DLIR.	Please refer to Amendment 03 - Changes to the Schedule and Significant Dates	
Verbal Questions and DLIR Responses from the Pre-Offeror Conference held on 3/17/2023			
1	Is this RFP limited, I mean restricted to the State of Hawaii, or can US based agencies like us also be contractors?	DLIR is open to any bid that meets the minimum requirements.	
2	Are you going to publish the names of those who attended today out to the rest of the participants?	No.	
3	Who helped you prepare the RFP?	The Internal Modernization Team with Advisory Counsel.	
4	Is the restriction on having one UI installation and implementation, is it acceptable to have a similar scope to the data points and constructs of what your principles are and what you're trying to achieve? Maybe attached to UI but more adjacent to UI? How flexible is that requirement?	The vendor requirement stands.	
5	The requirements in table 10 of Of-9, the proposed implementation services deliverables are those deliverables that will be necessary after the award and not with the proposal?	Refer to Amendment 03. Refer to Revised OF-9 Implementation Services Requirements, Table 10.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
6	The software development business preference item 1.10, can you give a little more detail on that, what actually qualifies them as a Hawaii software development business and does the firm need to be prime contractor or can they be a subcontractor?	Refer to Amendment 03. Revised Section 10.5 Preferences. Refer to links provided to obtain more information regarding the Hawaii Software Development Business Preference.	https://spo.hawaii.gov/procurement-wizard/har-3-124-preferences/#SUBCHAPTER_5_SOFTWARE_DEVELOPMENT_BUSINESSES Microsoft Word - Form09.DOC (hawaii.gov)
7	Would you consider modifying the questions due date and your response date to allow more than two weeks after receiving your answers to address them within our response?	Please refer to Amendment 03 - Changes to the Schedule and Significant Dates	
8	Section 1.12 which outlines everything we're supposed to submit for round one, it does include items 18 and 19, which is organizational change management plan and then 19 is data conversion strategy. In the evaluation criteria, that's listed as round two, so.	Please submit all Offeror documentation per the dates identified in Section 1.1 Schedule and Significant Dates.	
9	The OF-4 Requirements Traceability Matrix – The cells where input is required and more so where you put the states that have implemented that we have already as cliets that have implemented theses things that those cells are locked and you can't wrap the text, you can't o make the column wider so that you all can see our answers. Can you release another one that doesn't have the cells locked.	Refer to Amendment 02.	
10	The OF Forms, can they be submitted as appendices?	Yes, the OF forms may be submitted as Appendices with the requirement that the forms are clearly labeled appropriately. (e.g. OF-1, OF-2).	
11	When it comes to questions and answers, are you going to answer them as they come in and then put out amendments say with the groupings or is it just all going to come out all at once on that date.	All answers to the verbal questions from the Pre-Offeror's Conference and to the written questions submitted via HIEPRO will be posted via HIEPRO at the same time per the Schedule and Significant Dates.	
12	Do you have any sort of org chart or project chart from your side in order to see the commitment to the project because I noticed that most of the resources will not be full time, which I completely understand. And then also if any of them will be retiring during this window of implementation of that could have an impact for us.	Refer to Amendment 03. Refer to the uploaded project org chart.	

RFP-23-01-UI Offerors' Questions and State Responses			
No.	Offeror Question	DLIR Response	Reference
13	On OF4 the Requirements Traceability Matrix, we're having difficulty finding the policies relevant to some of those questions. For instance on the System tab, Questions 108-111 about portable devices and emails, we couldn't find those policies in the links that were sent with the RFP.	Refer to Amendment 03. Refer to uploaded DLIR Policies document.	
14	The other policy we can't find is on the Securities tab and it is line 46. It says system shall comply with the States personnel security policies and we can't really.	Refer Amendment 03. Refer to the uploaded DLIR Personnel Security Policies.	