Request for Proposals No. 2025-18 Addendum 02 – Q&A

This document is posted to capture a schedule change and the questions received, and agency answers provided, during the question and answer period of RFP No. 2025-18, issued December 2, 2024.

All amendments, addenda, and notifications related to this procurement will be posted on the OSPI website (if this was an open procurement) and on the Washington Electronic Business Solution (WEBS) website. Additional questions concerning this procurement must be submitted to contracts@K12.wa.us. Communication directed to other parties will be considered unofficial and non-binding on OSPI, and may result in disqualification of the Consultant.

As mentioned in the Pre-Bid Conference, the due date has been extended. Accordingly, the *Estimated Schedule of Procurement Activities* section of the RFP is updated as follows:

B.3 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Action	Date
OSPI issues RFP	December 2, 2024
Question and Answer period	December 2, 2024 – January 21, 2025
OSPI hosts Pre-Bid Conference	**1:00 p.m. PT on Thursday, January 9, 2025**
OSPI posts Question and Answer Addendum or Amendment resulting from Pre-Bid Conference (if necessary)	January 16, 2025
Last date to submit questions regarding RFP	January 21, 2025
OSPI posts final Question and Answer Addendum or Amendment (if necessary)	January 24, 2025
Complaints due	January 29, 2025
Proposals due	**~~3:00 p.m. PT on February 4, 2025~~** **3:00 p.m. PT on February 6, 2025**

Washington Office of Superintendent of
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Action	Date
OSPI conducts evaluation of written proposals	~~February 5-18, 2025~~ February 7-18, 2025
OSPI conducts demos/oral interviews with finalists (if determined necessary by OSPI)	February 19-March 4, 2025
OSPI announces "Apparent Successful Bidder" and sends notification to unsuccessful Bidder(s)	March 5, 2025
OSPI conducts debriefing conferences (if requested)	As requested, per debriefing instructions
Contract negotiation begins	March 5, 2025
Anticipated contract start date	May 1, 2025

OSPI reserves the right to revise the above schedule.

The following are questions received, and agency answers provided, during the question and answer period.

1. **Question:** How much data are we expecting from last year? What is the potential data size for various transactions in one financial year ?
   Answer: Historical data must be kept for compliance requirements. However, not all data needs to be migrated into a new system. The final answer will need to be confirmed in project gap analysis, however, we anticipate needing 2 years of historical data available in the new system.

2. **Question:** What is the data exchange format for "One Washington" ?
   Answer: The format is expected to be API; however, this format will be confirmed and finalized in conjunction with the state financial system's update to One Washington.

3. **Question:** Please elaborate on "Editable Report". What kind of editing is required on those reports ?
   Answer: Ideally, the system will be flexible enough to produce data in all formats and presentations necessary. However, the program may need to consolidate data externally. As such, reports should be produced in formats that can be edited, such as Excel or Word. This functionality is something CNS is willing to discuss during a gap analysis.

4. **Question:** Should there be an option to exclude certain users or organizations from the rollover process?
   Answer: As a state agency user, we would have the ability of initiate the rollover process. External users will not have this ability. External users will also need to confirm rollover data prior to having program access.

5. **Question:** How long should historical data be retained in the system?
   Answer: Historical data must be kept for compliance requirements. However, not all data needs to be migrated into a new system. The final answer will need to be confirmed in project gap analysis, however, we anticipate needing 7 years of historical data available in the new system.

6. **Question:** What workflow should be followed for approving data changes (e.g., notifications, escalation steps, time limits)?
   Answer: The FDP has monthly ordering deadlines that will need to be met, and the Pre-survey catalogs will need to have a hard deadline. We would like to see a flexible notification system that can be set and modified by the FDP team. Specific workflows should be confirmed as part of the gap analysis.

7. **Question:** Should warehouse users have the ability to modify confirmed order or delivery details, or should they only report issues? Warehouse users be restricted to view only specific recipient agencies or orders?
   Answer: No, the contracted warehouse users should not have access to modify any data. Viewing and reporting could be an option. Warehouse users should only be able to view orders assigned to their specific warehouse, and pull reports.

8. **Question:** Should imported data be validated before being added to the system?
   Answer: Data that appears in the system should be validated though a test environment before being added to production.

9. **Question:** Should there be reporting functionality to track user activity based on their roles?
   Answer: CNS expects to be able to see a history of changes on screen. While a report of user activity based on their roles could be useful, it is something CNS is willing to discuss during a gap analysis.

10. **Question:** How often is the USDA catalog updated in the system, and is there an automated process for syncing updates?
    Answer: USDA catalog products that will be available for order in the system are updated annually.

11. **Question:** What criteria or guidelines does CNS Program Staff use to select products from the USDA catalog?
Answer: CNS staff use a variety of criteria in selecting products from the USDA catalog. Depending on the year and what is available the criteria changes. Criteria include demand, warehouse space, and surplus supply. It is important that this system allows CNS program staff to be flexible while selecting products from the USDA catalog.

12. **Question:** Should the system support bulk or template-based ordering for recipient agencies with recurring requirements?
Answer: CNS is open to discussing bulk or template based ordering. It is important that the information from the monthly pre-survey catalog order be available to users as they are completing their monthly order. We expect to work through the details of this during a gap analysis.

13. **Question:** Can recipient agencies split their entitlement across multiple programs or products within a single order?
Answer: Yes.

14. **Question:** What level of adjustments can CNS Program Staff make (e.g., change quantities, remove items)?
Answer: CNS is looking for a flexible system that allows CNS super users to update quantities, remove items, and change user information. We expect to work thought the details of this during a gap analysis.

15. **Question:** How should allocation changes be handled after the catalog closes—locked or by request?
Answer: Allocation changes after the catalog closes should be handled by request

16. **Question:** Is a manual review or confirmation required before completing the rollover?
Answer: Data that appears in the system should be validated though a test environment before being added to production.

17. **Question:** Should the system synchronize WBSCM shipping schedules with inventory and order management modules?
Answer: No, state schedules will vary and adjust depending on inventory and multi-state partnerships.

18. **Question:** How are adjustments tracked in the system to ensure auditability?
Answer: CNS is flexible on how changes are tracked in the system. As long as it is clear who has made what changes, CNS is willing to discuss the best way to track adjustments and changes during a gap analysis.

19. **Question:** How should recipient agencies report shortages, damages, or overages in the FDMS?
Answer: CNS is flexible on how recipient agencies report shortages, damages, or overages in the system. We recognize that there are several ways this could be done efficiently and effectively. We are willing to discuss details during a gap analysis.

20. **Question:** What workflow should CNS Program Staff follow to review and approve credits for reported issues?
Answer: CNS is flexible on how CNS program staff approve credits in the system. We recognize that there are several ways this could be done efficiently and effectively. We are willing to discuss details during a gap analysis.

21. **Question:** Do we need to provide any documentation or clients details which supports our experience in Order management and Enterprise resource management?
Answer: A high level description of the work that is appropriate within any confidentiality agreements is sufficient for submission. If we require any clarifications during the evaluation process, we will reach out to bidders individually.

22. **Question:** Do we need to provide any documentation which support our ability to host and support the application?
Answer: A high level description, sample service agreement, or technical specs on your hosting environment would be sufficient. If we need more information during the review, we will reach out individually.

23. **Question:** Should the remaining sections of the Letter of Submittal, excluding the Signed Certifications and Contractor Intake Form, be limited to one page?
Answer: The narrative portion of the Letter of Submittal, including introductory remarks, should be limited to one page.

24. **Question:** Should the following five sections be compiled into a single document when submitting this proposal response?
    a. Letter of Submittal, including signed certifications
    b. Technical proposal
    c. Requirements Review (Exhibit C – FDMS Consolidated Requirements)
    d. Management Proposal
    e. Cost Proposal

    Answer: This is preferred, simply for ease of reading by the evaluation members, but is not required.

25. **Question:** *RE: Users and Roles:* Please provide an estimated number of users per role for CNS Program Staff:
    a. Administrator
    b. Standard User

c. View-Only/Report Access

Answer: Approximately 10 or less internal users will access the system.

26. **Question:** *RE: Users and Roles:* Please provide an estimated number of users per role for Recipient Agency Users:
    a. Administrator
    b. Standard User
    c. View-Only/Report Access

    Answer: 310 Admin users, 310 standard users, 310 View only/ report

27. **Question:** *RE: Users and Roles:* Please provide an estimated number of users per role for Warehouse Users:
    a. Limited-Permission Users
    b. View-Only/Report Access

    Answer: 10 Limited permission users and 10 View only/report access users

28. **Question:** *RE: Current Food Distribution Management System:* Provide details about the current FDMS vendor and product.

    Answer: The original system was built by Dynamic Internet Solutions, which recently merged with LINQ. Currently, the system receives technical support from LINQ. The system is called CNPWeb.

29. **Question:** *RE: Integrations:* Please share information regarding the WINS system:
    a. Vendor and product details
    b. Supported integration protocols (REST, WSDL, ODBC, JDBC, etc.)

    Answer: WINS is a homegrown program built inhouse. The intention of this requirement is to create a REST API (using JSON) to share Recipient Agency details with the new FDP system. We are willing to discuss details during a gap analysis.

30. **Question:** *RE: Integrations:* Specify the desired scope for integration with the One WA system, beyond approved invoice data.

    Answer: At this time we are still working out the specifics of what data will need to be sent to Workday. Right now its only scope is to send invoice data.

31. **Question:** *RE: Integrations:* What authentication system does OSPI use for CNS users? Examples: Microsoft Entra, Duo, etc.

    Answer: OSPI is currently using Azure AD for internal users.

32. **Question:** *RE: Integrations:* What authentication system does OSPI use for RA users? Examples: Microsoft Entra, Duo, etc.

    Answer: OSPI is currently researching Entra ID as the proposed Enterprise solution for OSPI's applications, as an alternative to using the state's system, Secure Access Washington (SAW). The new FDP program should be able to integrate with this authentication method as well. If Entra ID is not available at the completion of this project, the system will need to integrate with OSPI's current in-house developed authentication system, EDS.

33. **Question:** *RE: Infrastructure:* Does OSPI utilize any ServiceNow products? If so, please provide a list of implemented products and processes.
Answer: OSPI does not currently utilize any ServiceNow products.

34. **Question:** *RE: Project Budget:* It was mentioned during the Pre-Bid conference call that the project dollar amount is $1M.
    a) Is this a one-time grant?
    b) Does OSPI have a budget for annual licenses after implementation? If so, how much?
    c) Does OSPI have a budget for annual maintenance post go-live? If so, how much?
    d) Should we include post-go-live items like licenses and maintenance in our proposed project budget?
Answer: The grant for the project is one time only. OSPI expects there to be annual costs for maintenance and operations, and licensing if applicable. Please include post go live costs for licenses and maintenance in the proposed budget.

35. **Question:** *RE: Project Management:* Does the work for the project need to be completed onsite, or can it be done remotely? Would you be open to a hybrid approach?
Answer: The work is not required to be performed onsite. We are also open to both remote and hybrid approaches. However, we want US-based workers working on this system.

36. **Question:** *RE: Timeline Amendment:* During the Pre-Bid Conference Call, it was mentioned that, since the Pre-Bid event was delayed 2 days, the proposal due date would be pushed back 2 days as well to February 6, 2025 at 3pm PT. I do not see an Amendment to the RFP stating that. Could you please confirm the date that the RFP submission is due?
Answer: RFP submissions will be accepted until 3:00 p.m. February 6, 2025.

37. **Question:** Is there a template or specific file format for costing you would prefer for the FDS Replacement response?
Answer: There is no required format for the costs of the proposal. However, We prefer a Table format for easier reading and a clear understanding of each line item.

38. **Question:** When do you expect to 'go live' with the new system?
    Answer: Ideally, we would like to go live with the application, pre-order, inventory, and catalog part of the system starting in December 2025 and the monthly ordering and invoicing by August of 2026.

39. **Question:** Who was the vendor for the legacy system?
    Answer: The original system was built by Dynamic Internet Solutions, which recently merged with LINQ. Currently, the system receives technical support from LINQ.

40. **Question:** Migrations can be very difficult.
    a. What database is being used?
    b. Can you please provide the database definitions for the legacy system?
    Answer: The current vendor, LINQ, is hosting our database. LINQ Azure Government hosting is configured with geo-redundant storage (RA-GRS).

41. **Question:** Can you please explain how invoices are processed for the RAs?
    Answer: The current system creates the RA invoices. OSPI Fiscal processes the payments from the RAs. Once processed, OSPI Fiscal marks the invoice complete in the current system. There will be additional integration requirements with the new state financial system, which will need to be finalized during the life of this project.

42. **Question:** How many years of data must be migrated?
    Answer: Historical data must be kept for compliance requirements. However, not all data needs to be migrated into a new system. The final answer will need to be confirmed in project gap analysis, however, we anticipate needing 2 years of historical data available in the new system.

43. **Question:** RE: *WAOSPI2.1-7 As a State Agency User I assign different statuses to RA accounts that allow or prevent them from participating in the FDP.*
    Can you provide a list of the necessary statuses for RA accounts to participate in FDP?
    Answer: The RA Application Status are as follows: Pending Submission, Pending Approval, Errors, Needs Correction, Uncertified, Approved, Inactive, and Missing

44. **Question:** RE: *WAOSPI2.1-11As a Recipient Agency User I apply or somehow indicate my interest in the FDP at the start of every program year*
    Is this referring to an RA FD Application, or something else/something in addition to an FD RA Application?
    Answer: We would like to see a FD application that needs to be completed or resubmitted every year. We do not want to assume that just because a RA participated one year, they will automatically participate the following year. Basic information should roll over each year while requiring the RA to re-confirm annually.

45. **Question:** RE: *WAOSPI2.5-7 As a Recipient Agency User I can make a request to adjust my program allocations for as long as the program is open.*
Are you asking for correspondence functionality, to allow RA to submit request such as this, directly in the software?
Answer: It could be a correspondence, or it could be a form submitted. What is most important is that RAs can adjust their allocations for all programs for as long as the program is open. We do not want to have to set windows or limits on when an RA can make these requests.

46. **Question:** RE: *WAOSPI3.2-4 As a Recipient Agency User I view the total estimated cost for my catalog before I submit***.**
By total estimated cost of the catalog, do you mean Planned Assistance Level/Entitlement, out of pocket fees, and or both?
Answer: We are looking for RAs to have an understanding of the total cost. This should include PAL and out of pocket fees for each program offered by the FDP.

47. **Question:** RE: *WAOSPI6.1-5 Program data can be consolidated for reporting*
Can more details be provided on the specific program data needing to be consolidated?
Answer: The team is data driven and is interested in being able to create customized, detailed reports that relate to products, orders, users, catalogs, and allocations. This information should be available to be organized by RA, Warehouse, and/ or at the state level and be available across multiple programs.

48. **Question:** RE: *WAOSPI8.1-7 Batch processes shall be able to run concurrently with real-time transactional processes without delaying response time.*
Can a list be provided of processes requiring batch processing.
Answer: In general, we are hoping that there is not a need for batch processing. (WAOSPI8.1-6, The system should process transactions in real time instead of batch processes.) However, we want to remain flexible. If the developers decide there is a need for batch processing, we want to ensure the batch processing does not delay response time.