1. Is the current database actually SQL Server 2005?

    The current SQL Server database is SQL Server 2008 R2. It was originally developed on SQL Server 2005.

2. Does the Commission expect to upgrade to newer/current version of SQL Server

    There is no known current business need that would require an upgrade to a newer version.

3. Curious about the Note on using 'new data reporting tools for SQL Server 2005' when that is a very out of date version of SSQL?

    This content appears to be left over from when the application was first developed.

4. How many people currently supporting the system?

    Two developers and one project manager currently.

5. May we continue to use the current hosting environment?

    You'll need to provide the hosting environment.
6. Is the proposal to include the requirement that we select a new hosting environment?

   See #5

7. What would like to see as the composition of the project team?

   A minimum of 1 developer and one project manager

8. Seems like the requirement is to 'maintain not redesign WBARS

   Primary concern is maintenance, and enhancing functionality within current architecture

9. Is the current vendor available for a transition?

   The current vendor should be available for a transition.

10. Who pays for the time devoted by the current vendor?

    Commission pays through separate contract or we ask you to pay J Street and then bill us as part of your contract with us. Either way, Commission pays.

11. Are there any security issues with the current system? What are current security protocols/tools being used?

    There have not been any security issues to date.

12. Who use the software to create reports?

    J Street creates reports; stakeholders download reports as part of their usage privileges.

13. Who read the reports (e.g. government, internal personnel, external users)?

    Both internal staff, and hundreds of external users as well as industry partners.

14. If we win, we would propose that there be a period of time where the current vendor relationship would overlap with ours to allow sufficient time for transition, knowledge transfer etc. Is this acceptable?

    See #9 and 10

15. Will you give an overview of the currently application, high-level block diagram of systems that it interfaces with, etc.?
- One production server
- One database engine (SQL 2008R2)
- One production website (ASP.NET framework version v4.0)
- One active production database (SQL 2008R2)
- One production database which is a read only copy of the active database for reporting (SQL 2008R2)
- One XML import process for adding records
- One XML export process for funder-specific data
- Backups to directory for SFTP download by client

16. Do we have to identify name of resource in RFP, as time could change the resource between now and July 1?

   The RFP requires specific information about all proposed staff, see #7 in the Proposer Questionnaire.

17. If the block diagram of the architecture could also be added to that response, that would be great.

   See #15

18. Could it please be added to the Architecture discussing, are there multiple environments - dev, test, pre-prod, and prod?

   As part of the current development process there are dev, test, and production environments.

19. Does J Street host the application too? Do their servers host?

   J Street takes care of all hosting and related resources.

20. Regarding the maintenance of WBARS…..we understand this is a current system in place at WSHFC. Would you be able to identify who developed this system for you (if the original application was developed by someone other than in-house resources), and whether or not that particular provider is precluded from bidding on this current work requirement?

   J Street Technology in Bellevue WA. They built the system in 2008 and have maintained it for us ever since. They are always allowed to bid on RFPs.

21. Prior to submitting a bid, and shortly after the pre-proposal conference, will we be able to view the VB.NET code the current system is written in?

   For security and intellectual property reasons the code will not be given out until the vendor has been chosen.
22. Has your web site ever scanned for vulnerabilities using a commercial product or other? If not, and it was scanned and found in need of remediation, should we assume the hours for that work are to be included in this support proposal?

Yes, and no vulnerabilities were found. Only the login page is open to the public and was not found to have vulnerabilities. Any access to the site not on https redirects to https. Please include this in your proposal if you think it is a necessary component to ongoing maintenance.

23. What liability for any successful hack into this system would you expect the chosen vendor to assume?

We would expect the vendor to adhere to best practices in the industry for Internet-based systems.

24. How well-documented is this system? Does it follow typical design standards?

A full functional spec is not maintained for this system. There is specific documentation for complex processes. The history in the case tracking system is the other main source of documentation.

25. Was there any specific methodology used in the construction of the current code?

A distinct set of methodologies developed around a set of custom libraries were used in the construction of the current code.

26. Does the selected contractor have to be located in Seattle or surrounding areas, or can this work be completed from a remote location? Is on-site a requirement?

We expect the dedicated WBARS team to be available between 9am and 5pm Monday through Friday, Pacific Time, regardless of their location.

27. This same question would apply to any required meetings (i.e., project kick-off, progress reports, etc.)?

Most meetings are remote, we don’t see this as an issue as long as #26 is satisfied.

28. For how many contract cycles has the current contractor been engaged? In other words, how many years have they supported you already?

See #20

29. Who is the incumbent performing current work?
See #20

30. Can we get an updated Bidder Experience Questionnaire since it seems like the list is outdated and not applicable to this RFP (e.g., VBA, SS2005, C# not mentioned, Client-Server is N/A, SSRS does not apply, etc.)

_The relevant technologies are as follows:_ VB.NET, C#, T-SQL, SQL Server, ASP.NET, IIS, XML, Web Services. We have updated the Bidder Experience Questionnaire, please log into WEBS to access the revised version.

31. Is there a specific scoring formula that will be used to evaluate the proposals and how is the cost portion factored in?

_Yes. Cost accounts for approximately 30% of overall score._

32. Does the 10 page limit apply only to the response to the Bidder Experience Questionnaire or to the proposal in its entirety?

_To the proposal in its entirety._

33. Is there access security restriction to system by vendors/developers from outside USA?

_There are no known technical limitations currently._

34. If you can just make sure you send out the info for the hosting so we can know what and how much to charge for that?

_Windows Server 2008 R2 Datacenter 64 Bit_
_RAM: 16GB_
_Processor Intel(R) Xeon(R) CPU X5680 @ 3.33 GHz (2 processors)_
_Single 179GB disk_
_The cost is approximately $900.00 per month._

35. The RFP talks about "user training" what is expected for us to train the 1,000 users?

_Users already know how to use the system; when new functionality is introduced the business owners take care of user training._

36. On the first page of the RFP in the "Overview" section is states there are approximately 70 employees using computers, LAN and MS Windows Servers. Is that relevant to this RFP other than the 1,000 registered users?

_Only for about 10 out of the 70 employees at our office._
37. Is there any monitoring function of the solution i.e. SCOM which monitors the operating system and SQL Server database. For instance it might monitor the availability of the hard drive and if it's starting to run out of space the SCOM monitor agent will detect that and send an alert for us to take action?

    *Custom monitoring has been added such as alerts when low on disk space. No external monitoring system is currently in use.*

38. Is there a synthetic transaction monitor for the website itself? For instance it takes a fake/non real user where it logs in and performs a transaction like downloading a report to ensure it works properly?

    *There is no synthetic transaction monitor currently in place for the website.*

39. How long are the weekly meetings, what day/time are they?

    *We meet on average 1x per week. Time/date can change according to everyone’s schedule. Bottom line: we meet as often and for as long as is necessary to work out the current development schedule, confirm that each case has sufficient requirements analysis to resolve, and ensure all tasks are on track.*

40. Is there only one weekly meeting with the business stakeholders?

    *See #39*

41. Assumption is WSHFC owns all licenses and support contracts for OS and databases?

    *All licenses and support contracts for the WBARS project are leased with the hosting and are not owned by WSHFC.*

42. Assume you have support contracts for licenses. Can we/vendor be put on list to call Microsoft if an issue arises in the OS and/or DB?

    *All licenses and support contracts for the WBARS project are leased with the hosting and are not owned by WSHFC. Under the current configuration this is unlikely to be the case.*

43. Assume vendor is responsible for patching the OS and Databases?

    *The vendor is responsible for patching the OS and any related software.*

44. Apart from hosting (SQL server and Windows server) related to WBARS, what are the other systems/functionalities or modules that needs to be hosted (in-scope)?
IIS, SFTP, and SMTP.

45. Are there any functional specs, architecture diagrams, data model that can be shared?

See #15 and #21.

46. If there is a way to share the list of tools that are being used to manage the website? Like bug tracking tools and any other tools that are being used?

FogBugz is used for tracking new features, changes, and bugs.

47. There is XML manipulation involved – size, number of records, how they will be stored?

XML is used for data transfer but is not used for storage. The size varies depending on the type and amount of data required for the transfer.

48. What would be covered under "unauthorized work"?

Anything the vendor does in conjunction with the contract without written permission of the Commission.

49. Can you provide us a High Level Architecture of the current system?

Windows Server 2008R2, SQL Server 2008R2. One website that requires https. One active database and one read only database.

50. Can you provide us a Data Flow Diagram that details workflow?

Not at this time. Please see our website for additional information about the system, and who uses it and for what. We also recommend you watch one of our training videos to see what the users are doing with the system. The User Guide and other posted documents/videos are here: http://www.wshfc.org/managers/wbars.htm

51. Does WBARS interface with any systems that are in-house to WSHFC and would require dedicated VPN connectivity etc.?

A process is in development that will interface with a Salesforce system at WSHFC. It will use web services over https.

52. Physical architecture of the system would be helpful

Windows Server 2008 R2 Datacenter 64 Bit
RAM: 16GB
Processor Intel(R) Xeon(R) CPU X5680 @ 3.33 GHz (2 processors)
Single 179GB disk

53. Can Screenshots of the current system be provided

See #50

54. Is any data being collected via the web or is the system strictly a reporting system?

*Users enter information into system and generate reports on entered data.*

55. If the web is used to collect data, how many forms are there in the system?

*There are four main forms for data collection from end users. There are over 30 forms for configuring the system used by the funder staff.*

56. Have standards for coding, database, deployment, etc. been established by WSHFC or by the current vendor? How well documented is the code?

*There are standards for coding, database design, and for deployment that have been established by the current vendor. The code is broken down into classes and functions with meaningful names. Documentation is only added where clarity is deemed to be need by the developer.*

57. What hardware is currently being used to support peak performance timeframes (CPUs, memory, bandwidth needs)?

See #52

58. Is the current code held in a source code repository such as Git, SVN, etc.? 

*SourceGear Vault is currently used for source control.*

59. Can you provide access to the site so we can get a quick feel for what it actually does?

*You may log into our Training Site to get a sense of the look and feel of the system. Also refer to response for #50. The site login information is as follows:*

Username: WBARTraining
Password: !TestPass39*
Once you are logged into the site, you will need to log in as a user to see project-specific information. You can log in as a Property Manager by entering Login ID “User18382” (no password is necessary).

60. What is the size of the current codebase and has change control been used for the life of the project providing an electronic paper trail of history?

The current codebase is 279MB and contains 5,598 files. This includes the database schema which is stored in a Visual Studio Database Project which adds a lot of files. The application code (website, business libraries) without the database schema is 100MB with 1998 files.

History is in source control covering the life of the project.

61. What is the historical log of time that was put in over the course of the last year of the contract (project management, issue tracking, testing / qc and development)?

We generally target 1200 hours of work per year. Average 100-120 hours per month, 60% of that is development, 40% is project management/testing.

62. Are there specific browser requirements for the existing application (for example, is compatibility for MSIE 9 or previous required and/or currently in place)?

Should be compatible with all major current browsers (IE, Chrome, Firefox). Should also be usable for users with out of date IE versions.

63. Since this is a state contract, do you have a preference to WA state business or US based?

See #26

64. Since this is State-based is it subject to L&I Prevailing Wage?

We do not believe so.

65. Does the State have an overarching security policy that must be adhered to?

We would expect to adhere to best practices in the industry for Internet-based systems. Examples of security services offered to state agencies by Washington State’s Consolidated Technology Services department can be found here: http://www.cts.wa.gov/products/Security/Security.aspx