

## JBCC Licensing and Compliance System

## Q&amp;A

All questions and answers will post weekly, with the last posting within 2 days of the end of the question period.

[Audio file of the Pre-Offendor's Conference](#) held on May 19, 2016

Question	Response
1. How many named users will need access to the new licensing and compliance system?	Approximately 9 – 11 internal users working with application and administration functions. External web users (online renewal, demographic updates, and payments) number in the 10,000 range.
2. I have looked on the ESBD site and the OCA site and can't seem to locate the Exhibits E, F, G, H, I and J flow charts. Can you please point me in the right direction?	Five of the six exhibits are renewing flowcharts referencing OCA's current licensing programs on a high level. They are listed below. The sixth exhibit is the RFP system requirements which are already listed within the RFP. <a href="#">Court Reporters</a> <a href="#">Reporting Firms</a> <a href="#">Process Servers</a> <a href="#">Guardians</a> <a href="#">Court Interpreters</a>
3. I wanted to know if attendance at the Respondent's Conference on May 19 <sup>th</sup> for RFP JBCC LICENSING AND COMPLIANCE SYSTEM is mandatory or optional. Additionally, can a vendor attend remotely via phone/online meeting? Thanks!	The attendance to the Respondent's Conference is optional and a recording of the conference will be available afterwards in mp3 format.
4. As per RFP instructions, I am contacting you with an inquiry regarding the upcoming Respondent's Conference (5/19 @ 1PM) -specifically to see if a conference call number will be available for vendors unable to attend in person.	The attendance to the Respondent's Conference is optional and a recording of the conference will be available afterwards in mp3 format.
5. I can't get the hot link in this section (2.3) to work. Can you please provide the PDF or a current link?  2.3 System Security Requirements Any proposed system must be in compliance with the controls in the Department of Information Resources (DIR) Control Standards Catalog (available at <a href="http://publishingext.dir.texas.gov/portal/internal/resources/DocumentLibrary/Security%20Control%20Standards%20Catalog.pdf">http://publishingext.dir.texas.gov/portal/internal/resources/DocumentLibrary/Security%20Control%20Standards%20Catalog.pdf</a> ).	Here is an updated link for section 2.3. <a href="http://publishingext.dir.texas.gov/portal/internal/resources/DocumentLibrary/Security%20Control%20Standards%20Catalog%20V%201.3.docx">http://publishingext.dir.texas.gov/portal/internal/resources/DocumentLibrary/Security%20Control%20Standards%20Catalog%20V%201.3.docx</a>

<p>If for any reason, the proposed system is not or cannot be in compliance with a control listed in the Control Standards Catalog, the Offeror must note which control(s) cannot be met and why.</p>	
<p>6. Could you please help me with the following questions:  Whether companies from Outside USA can apply for this? (like, from India or Canada)  Whether we need to come over there for meetings?  Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)  Can we submit the proposals via email?</p>	<p>All vendors are encouraged to apply. There would be an initial face to face meeting, at minimum, with the vendor selected. OCA may elect to participate in web based communication and web based training at OCA's discretion.</p> <p>Task may be performed outside the US, however the vendor selected must provide adequate and appropriate staff for communications (questions, status reports, issues, etc.) during normal OCA business hours (8am – 5pm Central, Monday-Friday). Additionally, any support provided must be provided during the times listed.</p> <p>Please see Section 4.7 on the methods of sending in proposals.</p>
<p>7. REQUIREMENT: F-5 Compliance Solution: Microsoft Technology Stack.  Does the technology stack matter if the vendor is proposing a cloud based solution, which the vendor manages, that works with SQL Server and Internet Explorer?</p>	<p>In hosted/managed solutions, you may use any technology stack you like. However, in the event that the contract ends, you must be able to provide the data in a way that does not require any special software to modify the data to be readable by Microsoft products.</p>
<p>8. On page 41 of 74, the evaluation scoring shows 20% for Usage of HUB Subcontracting. For a non-HUB company that would fully staff without subcontracting, how is the score computed. We understand we'll complete the HSP, but would look to fulfill the entire contract with our own resources. Is a proposal without subcontractors scoring 0?</p>	<p>In the case where a Non-HUB vendor chooses to staff internally with no-HUB subcontractors, that 20% would be scored with a zero.</p> <p><b>Note:</b> This response has been amended in order to stay within the guidelines of the RFP.</p> <p><b><u>5/20/2016 Amended Response:</u></b>  Under Section 3 of the RFP, Respondents are required to submit a HUB Subcontracting Plan as part of the response to the RFP. Under that Section, a Respondent who fails to submit a HUB Subcontracting Plan or who is determined to have failed to develop a Plan in good faith will be disqualified from consideration for failing to comply with the requirements of the RFP. Under Section 3.7 a Respondent may note on the HUB Subcontracting Plan that the Respondent does not intend to subcontract. A Respondent who does not intend to subcontract must file a HUB Subcontracting Plan and detail in writing how it will complete the work under the contract with its available personnel, among other things.</p> <p>Section 4.10 specifies that 20% of the agency's best value determination will be based upon Respondent's usage of</p>

	<p>HUB subcontracting. The agency will conduct a review and evaluation of Respondents HUB Subcontracting Plans and, if necessary additional submissions from Respondents, under Section 3 in determining that 20% of the decision. The evaluation will include an evaluation of each Respondent's good faith in developing the plan. For Respondents who do not intend to subcontract, the agency will review and evaluation the Respondent's plan detailing in writing how each deliverable will be executed without subcontracting. In either case, OCA will conduct a qualitative analysis on a case-by-case basis to determine how each Respondent should be graded on this portion of the selection process.</p> <p>As stated in Section 3, OCA is committed to promoting full and equal participation of business in contracting, encouraging the use of HUB, and is committed to making a good faith effort to meet or exceed statewide HUB goals. OCA will evaluate responses to the RFP, including HUB Subcontracting Plans, with those goals in mind.</p>
<p>9. With respect to Deliverables 4 &amp; 5: For an on-premises solution, will OCA procure appropriate hardware and Microsoft licenses?</p>	<p>OCA will secure all required licenses for an on-site system. If any additional products are needed beyond Windows Server 2102R2 and SQL 2014, please note what those licenses are in the response.</p>
<p>10. With respect to Deliverables 4 &amp; 5: For an on-premises solution, will OCA manage the physical server installation and configuration of the Windows Operating System on the servers used to host the solution?</p>	<p>OCA will provide server installation and configuration on servers used on-site for the system. Please note that the machines used for this project may be virtual machines.</p>
<p>11. With respect to Deliverables 4 &amp; 5: For a cloud-hosted solution, does the response need to include the anticipated recurring fixed and variable cost(s) to be paid to the cloud hosting provider?</p>	<p>All responses for hosting the system must include all costs associated with hosting the system. Please separate the fixed, one-time costs and the ongoing maintenance and operation costs.</p>
<p>12. As a follow-up to response #8 posted online - If we are a certified HUB and we do not subcontract, will we still get 0 points for the HUB portion of our evaluation?</p>	<p>Under Section 3 of the RFP, Respondents are required to submit a HUB Subcontracting Plan as part of the response to the RFP. Under that Section, a Respondent who fails to submit a HUB Subcontracting Plan or who is determined to have failed to develop a Plan in good faith will be disqualified from consideration for failing to comply with the requirements of the RFP. Under Section 3.7 a Respondent may note on the HUB Subcontracting Plan that the Respondent does not intend to subcontract. A Respondent who does not intend to subcontract must file a HUB Subcontracting Plan and detail in writing how it will complete the work under the contract with its available personnel, among other things.</p>

	<p>Section 4.10 specifies that 20% of the agency’s best value determination will be based upon Respondent’s usage of HUB subcontracting. The agency will conduct a review and evaluation of Respondents HUB Subcontracting Plans and, if necessary additional submissions from Respondents, under Section 3 in determining that 20% of the decision. The evaluation will include an evaluation of each Respondent’s good faith in developing the plan. For Respondents who do not intend to subcontract, the agency will review and evaluation the Respondent’s plan detailing in writing how each deliverable will be executed without subcontracting. In either case, OCA will conduct a qualitative analysis on a case-by-case basis to determine how each Respondent should be graded on this portion of the selection process.</p> <p>As stated in Section 3, OCA is committed to promoting full and equal participation of business in contracting, encouraging the use of HUB, and is committed to making a good faith effort to meet or exceed statewide HUB goals. OCA will evaluate responses to the RFP, including HUB Subcontracting Plans, with those goals in mind.</p>
<p>13. In the Q&amp;A you indicated that External web users (online renewal, demographic updates, and payments) numbered in the 10,000 range. Please confirm that this includes (or does not include) all the user groups listed in Item 1.5.</p>	<p>This number includes Court Reporters Certification, Guardianship Certification, Process Server Certification, Licensed Court Interpreters, and Compliance Program.</p>
<p>14. Based on the background provided in 1.5 and in the Section 2 overview, does OCA anticipate substantial growth in agency, court or internal state users? We assume most of the growth you anticipate will be external web users, but we would like to clarify where you anticipate the growth coming from.</p>	<p>As stated in the RFP, we anticipate growth in the number of applicants and licensees. This will translate in an increase in web users.</p>
<p>15. Can you please confirm the meaning of Compliance Program, Case Status as described in Item 1.5? These don't appear to be users, but we would like to confirm the context for listing Case Status items in this list.</p>	<p>The Compliance Program would be for cases going through a compliance monitor and review from the opening of the case to the disposition of the complaint case.</p>
<p>16. This list indicates that your data base is SQL Server but in Section 1.4 you mention that the current system is running on an Oracle database. We assume this is Versa, but would like to confirm. Can you please provide further context? We assume current data records would be migrated from Oracle and the Excel spreadsheet</p>	<p>OCA’s technical environment for this project will be SQL Server 2014, running on Windows 2012R2 Virtual Machine. All data and records as indicated in the RFP, would need to be converted and moved into the solution provided by the selected vendor.</p>

<p>for the License Court Interpreter licensing program.</p>	
<p>17. Our solution is cloud based, runs on an internet browser, requires minimal database administration, and can be administered by end users if that option is desired. It does not run on the Microsoft technology stack. Is OCA willing to consider any solutions that don't require a Microsoft technology stack?</p>	<p>In hosted/managed solutions, you may use any technology stack you like. However, in the event that the contract ends, you must be able to provide the data in a way that does not require any special software to modify the data to be readable by Microsoft products.</p>
<p>18. 2.2 Functional Requirements - Item SI-3 - System must accept the current program to convert to new system. Could OCA please clarify this requirement? We are not clear as to what you require with this item.</p>	<p>Selected vendor must be able to read the current program data in order to convert to new system. The existing system backend is stored in Oracle.</p>
<p>19. Does OCA have a system for Exams or use specific third parties? If so, can you please provide a list of vendors and which types of exams you have contracted so that we can properly estimate scope?</p>	<p>The selected vendor must be able to provide for exam records and tracking (scores attempts, etc.). Offerors would not be required for exam recording or tracking.</p> <p>OCA does not contract exam records or tracking to a third party. Texas Court Reporters Association (TCRA) is presently contracted to only administer exams for Court Reporters.</p>
<p>20. If you deal with exams via a means not outlined above, can you please provide further clarification?</p>	<p>The selected vendor must be able to record and track exams with scores; which allows for tracking when the scores will expire and next eligible exam date. To include exam attempts, score, pass/ fail, exam date, exam form, and exam/test sequence.</p>
<p>21. Our firm uses other project planning tools instead of Microsoft Project. If the product we use provides comparable or better results, would this be acceptable to OCA?</p>	<p>OCA would like consistency in our work plan, at a minimum, the project plan must be in PDF and in a file format readable by Microsoft Project.</p>
<p>22. What is the specific number of Named Users the OCA anticipates having on its new system? The number provided will be used as a basis for calculating pricing.</p>	<p>Approximately 9 – 11 internal users working with application and administration functions. External web users (online renewal, demographic updates, and payments) number in the 10,000 range</p>
<p>23. Regarding Requirements Submission item 3. Product Compliance, is it acceptable to utilize the same format (table) that the Functional Requirements are listed within and add a row below each specific requirement to contain the detailed description of how our proposal will accomplish each? Or, is there a more desired</p>	<p>To insure appropriate response to each functional requirement, vendors may elect to duplicate and alter the functional requirements table to include their response.</p>

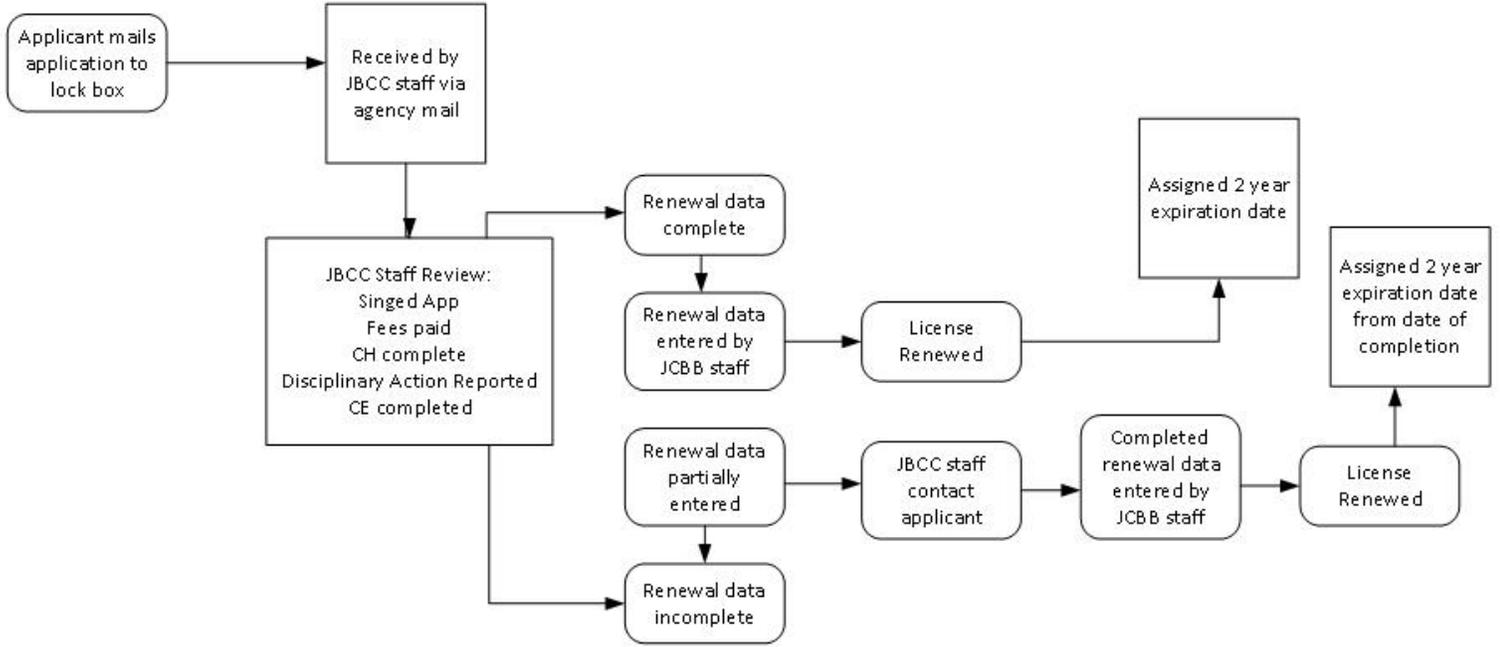
<p>format for Respondents to provide these descriptions? Please confirm.</p>	
<p>24. Functional Requirements Systems Interface section mentions a need for certain third-party data exchange interface. Please provide an inventory of all required system interfaces and note if each interface will be one-way or two-way.</p>	<p>The selected system must be able to interface with Texas.gov payment system to process online payments. The selected vendor will be provided with specifications after the award.</p>
<p>25. Is it possible to provide the RFP in Microsoft WORD file format in order to facilitate Respondents' efforts in responding to the entire RFP?</p>	<p>The RPF is required to be posted in PDF due to the procurement process in place. However, here's the word version. <u><a href="#">JBCC RFP</a></u></p>
<p>26. In addition to the desired public website functionality described in the RFP, what other public functionality does the agency intend to have for its new system?</p>	<p>The RFP has stated the public functions required by the system, however, if the vendor has additional features included in the price, we encourage them to describe them.</p>
<p>27. Can the State specify which license type(s) will require which types of online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?</p>	<p>All licensee types as stated in the RFP are required a presence on the internet as defined in Section 2, Statement of Work.</p>
<p>28. Please provide the names of all system outputs required, including reports, queries, and correspondences. Also provide the audience and the location from which each will be run (backoffice, public website, specific login-secured area of public website, etc.). If such details are not available at this time, please provide at least the total numbers of each type of output required.</p>	<p>System functional requirements are outlined in the RFP. The number requirement outputs if not already defined, then would be discussed with the selected vendor and OCA.</p>
<p>29. Please fully define and quantify the ongoing support the agency will require after system implementation, including inclusion or exclusion of each item (and sub-item) in the following categories:</p> <p>a) Help Desk Support (24x7 emergency support, end-user support, configuration and troubleshooting, developer-to-developer support, hardware/network/security tips, architecture and best practice guidance, online remote desktop support, dedicated account management, local user group support)</p> <p>b) Training and Documentation (web courses, agency-specific process training, software</p>	<p>Please see section 2.7 Support Requirements for defined support.</p> <p>Please see section 2.6 Training Requirement for defined support.</p>

<p>training, core software documentation, user conference)</p> <p>c) Software Patches and Releases (new major version software release versions, installation of new software versions, core software patches, installation of core software patches)</p> <p>d) Customization, Enhancement, and Corrections (design/configuration/testing support, customization projects, customization tasks, defect correction, installation of customization corrections)</p> <p>e) Hosting Service (weekly backup, daily backup, hosting of proposed proprietary software solution, IP address owned and provided by Company, maintenance of hosting environment, data security)</p>	<p>OCA and the selected vendor will discuss software frequency of patches and releases. OCA and vendor roles must defined and stated in Deliverable 3 Written Project Work Plan.</p> <p>See Deliverable 4 Installation/Configuration of the Test Environment and section 2.8 Contract Deliverables and Acceptance.</p> <p>See section 2.7 Support Requirements for hosting and on-site system requirements.</p>
<p>30. After the new system is implemented, what growth and need for enhancements does the agency anticipate with respect to the number of users, programs, and/or processes?</p>	<p>OCA does not anticipate and additional internal users or programs at this time. However, one of the requirements required that the system be capable of expanding.</p>
<p>31. We offer multiple support plan options in addition to the primary support plan we will be proposing. How would you like us to incorporate the additional options and corresponding contract language into our proposal, to provide the agency with the right and option to choose from our full range of support options in the future?</p>	<p>Responses can include any support options that provide the requirements of Section 2.7. If multiple options exist, offerors can propose each one with pricing.</p>
<p>32. What is the budget for this project? If all cost proposals come in above a certain amount, would this RFP be cancelled? What is that amount? Did the legislature allocate any funds specifically for this project? If so, what is the amount allocated, and when does it need to be used?</p>	<p>The legislature appropriated expenditure authority for many IT projects and the agency has the authority to expend funds for this project but the legislature did not make an appropriation specifically for this project. . OCA anticipates that the project will be completed within the schedule specified in the RFP.</p>
<p>33. Please identify instances where any agency employee has viewed or discussed a potential software application similar to the one being solicited in this RFP in the last 24 months. Please name the vendor(s), dates of contact and describe the nature of the contacts including whether</p>	<p>The terms and conditions of this RFP is handled the same for all interested vendors. Each stage of the RFP process is outlined in the RFP and is/has been conducted as defined in RFP 212-6-0611 JBCC LICENSING AND COMPLIANCE SYSTEM. No JBCC employee has viewed or discussed potential software applications in that period. No JBCC</p>

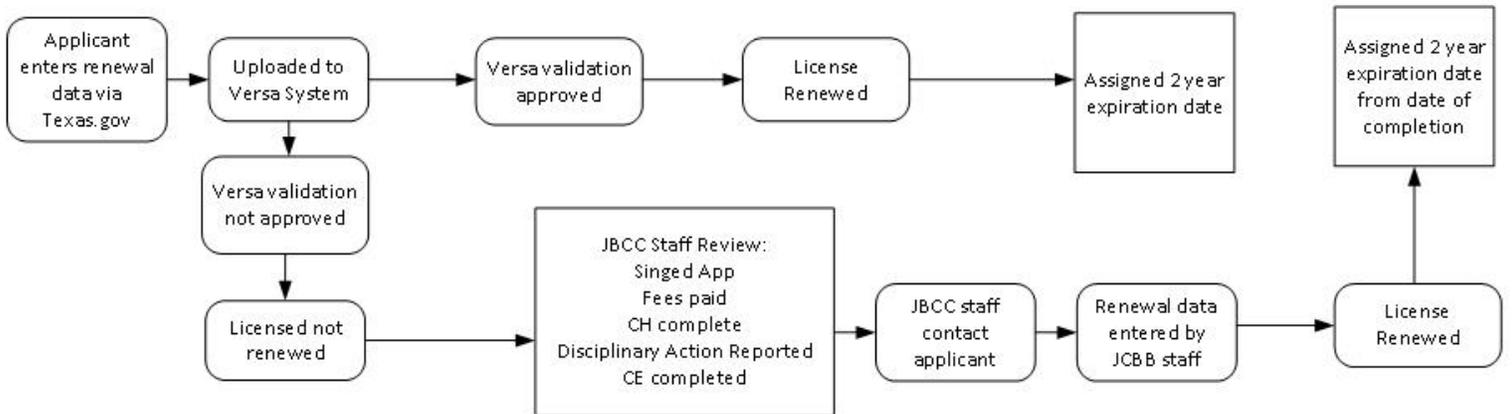
<p>pricing was discussed. Has the agency received any estimates or quotations for the services and software describe in this RFP, and if so, which ones and what were the amounts?</p>	<p>employee has discussed pricing of applications solicited under the RFP.</p>
<p>34. Can you elaborate on the agency's preferences regarding hosting with the vendor?</p>	<p>OCA encourages all interested vendors to apply. See section 2.7 Support Requirements for hosting and on-site system requirements</p>
<p>35. Did the legislature approve a line item for this project in the agency's budget? If so, what is the amount and what does it cover?</p>	<p>The 84<sup>th</sup> Legislature did not approve a line item for this specific project in the agency's budget.</p>

# Court Reporter Renewal

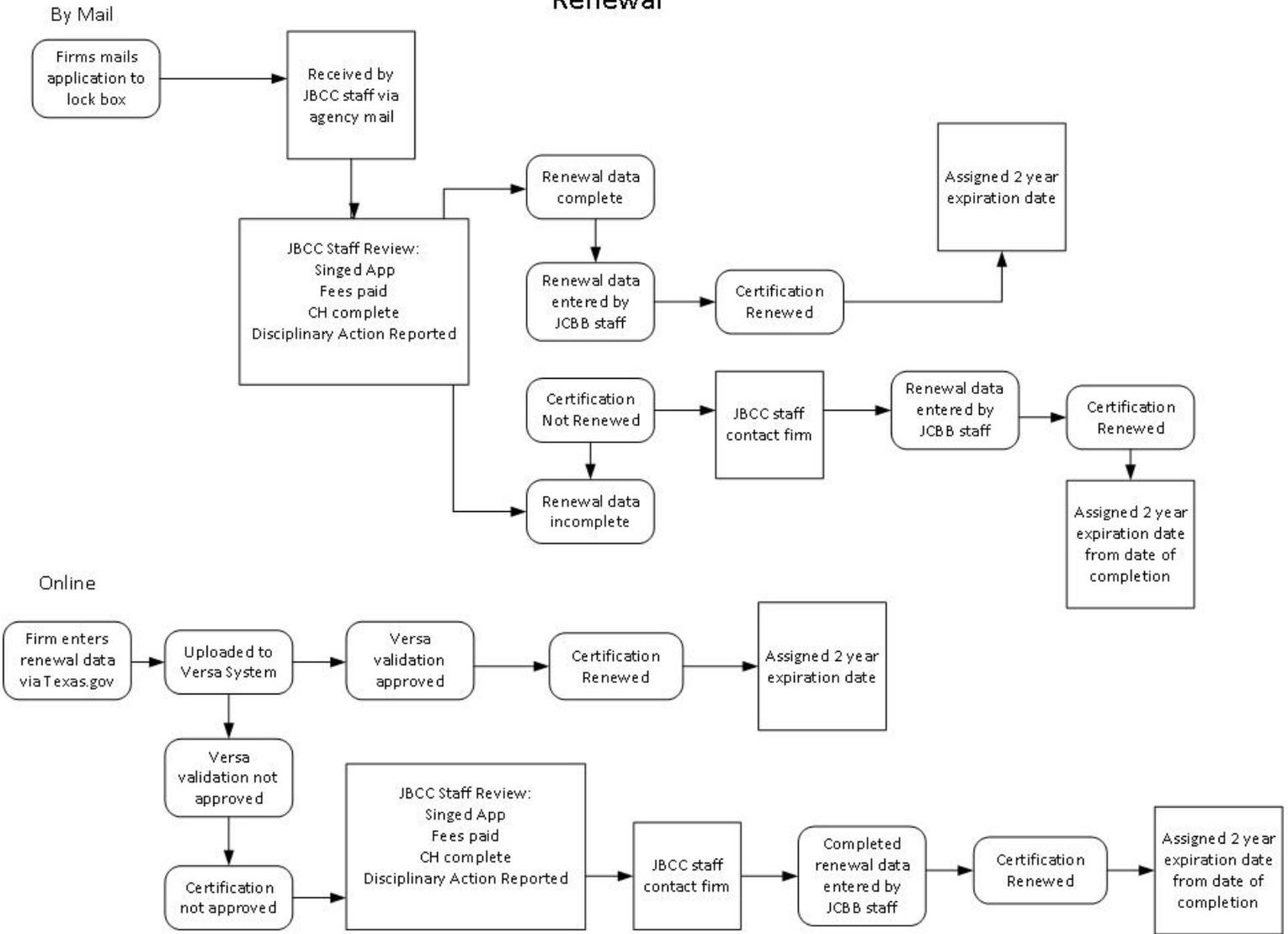
## By Mail



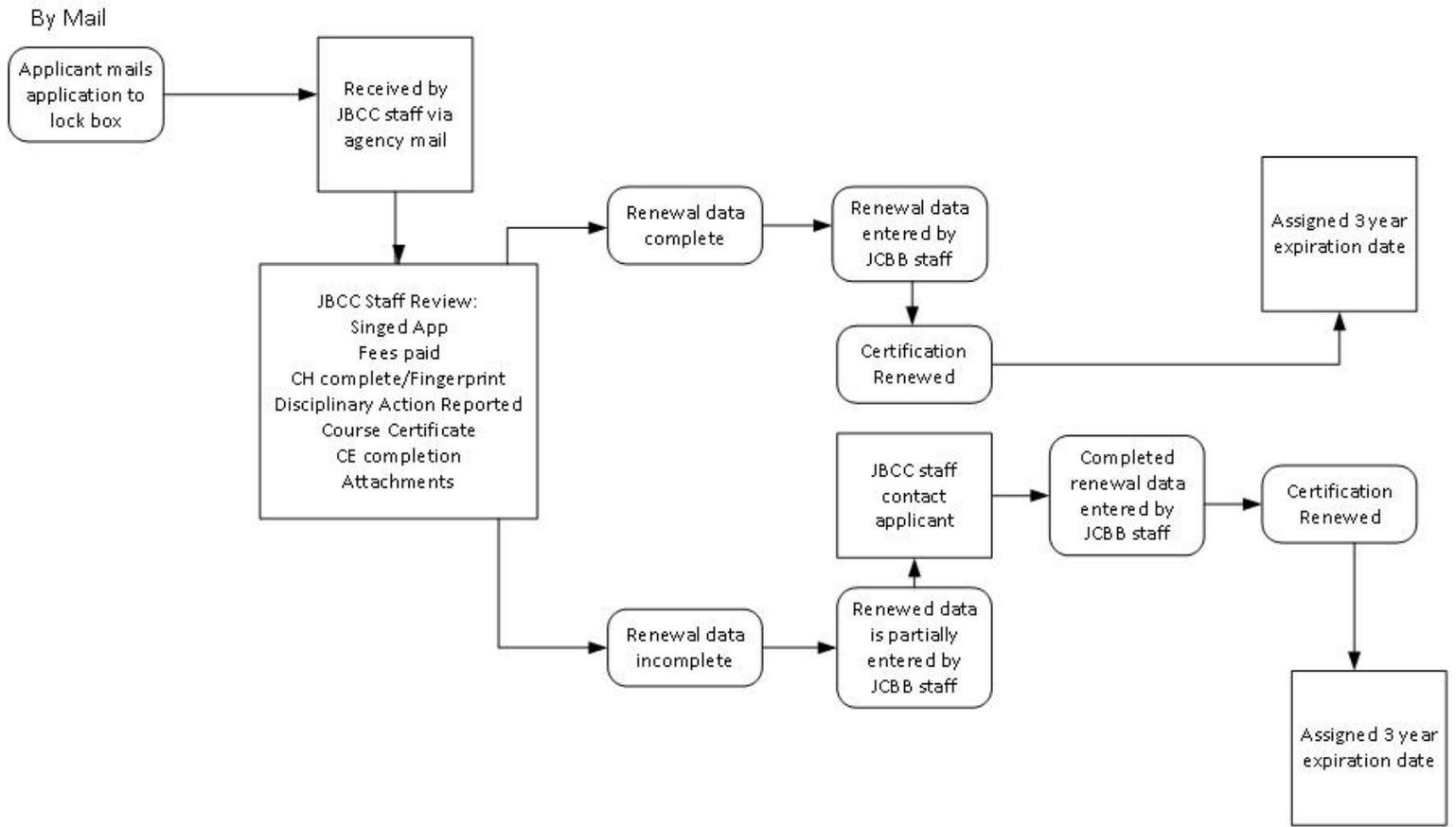
## Online



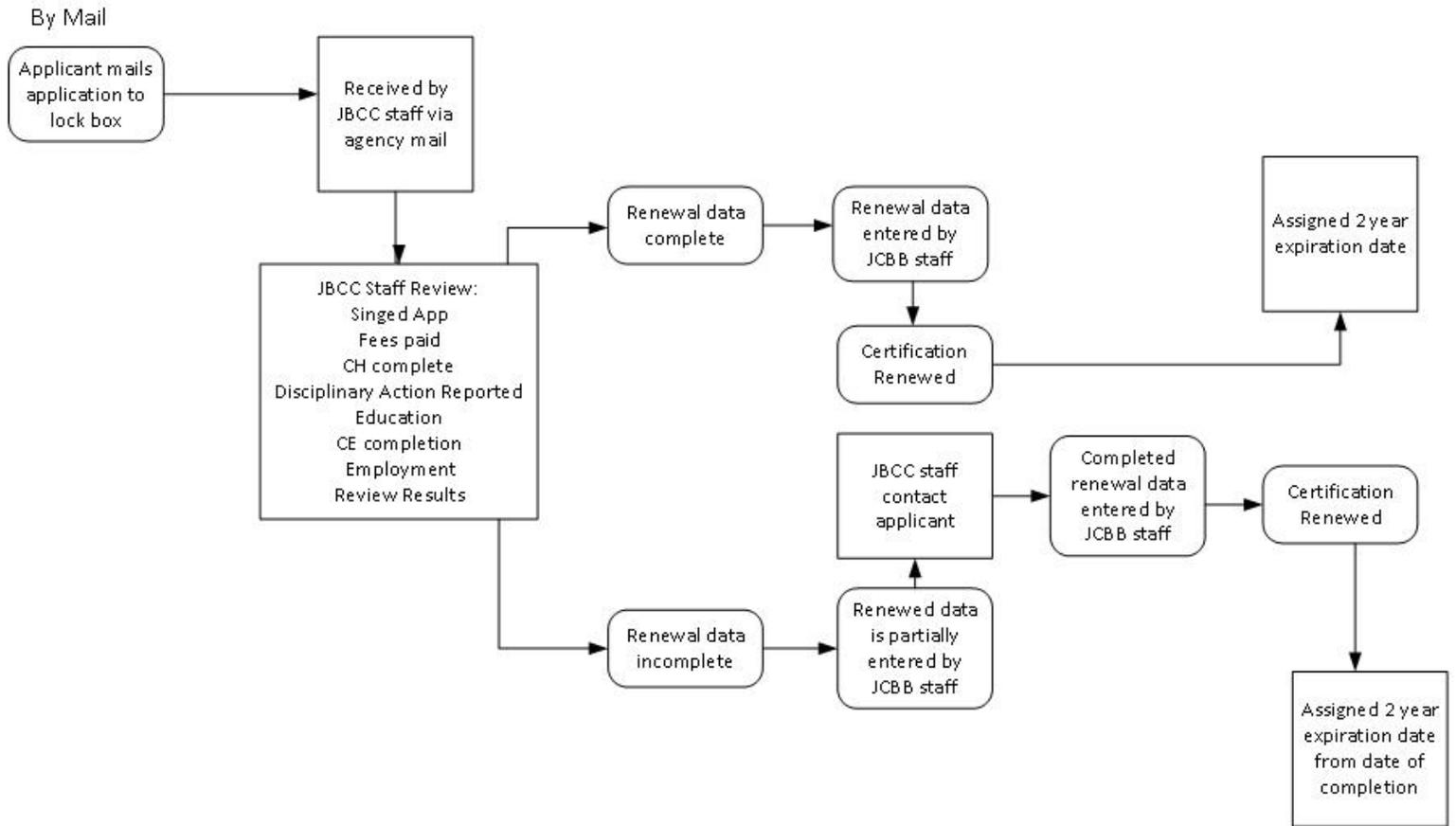
# Reporting Firm Renewal



# Process Server Renewal



# Certified Guardian Renewal



# Court Interpreter Renewal

