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Questions and Answers

For

Request for Information:

For

Taxicab Authority Records Management / Licensing / Enforcement / Dispatch System

Release Date: February 20, 2014

Deadline for Submission Date and Time: April 18, 2014 @ 2:00 PM

Refer to Section 8, RFI Timeline for the complete RFI schedule

For additional information, please contact:

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Q.   **Please explain the Wireless Ticket Writers and what is expected with respect to interoperability of the systems and specific Wireless Ticket Writer Functionality.**

A.   We would like vehicle inspectors and investigators to be able to wirelessly access system information such as licensee and taxicab records entered and maintained by the Taxicab Authority. We would like this to include preformatted forms for the inspectors and investigators to be able to pull up, fill out, save, and print remotely. Data entered such as citation information would need to submit to and access data from the master files such as driver, vehicle, and courts in real-time. Wireless printing capabilities would need to be available in the field (citations, vehicle inspection reports, etc), and through desk-top computers (event reports, narratives, etc).

Q.   **Intranet: Is the Authority OK with having secure online access through internet to the same portal with specific rights by user instead of a local intranet?**

A.   The original intention of this requirement was an intranet **website**, which is no longer a requirement.

For the applications side, the Taxicab Authority is open to solutions that involve secure online access through the Internet to the same portal; however, each case will need to be evaluated based on State security standards.

Q.   **Provide a complete migration of existing records: Please identify the scope of this effort. Records go back how many years? What is the total volume of records, e.g. number of total individual records? What is the format of existing records and percentage by type – e.g. paper, electronic, microfiche? Is there an index of all records, e.g. a RIM (records information management) system in place? Have retention policies been applied to records and has retention been maintained, or is this something that would need to be part of the migration?**

A.   Electronic records go back generally five years. We do not have the ability to identify the total number of individual records. However, there are three active Access databases (events, hearings, and vehicle, containing thousands of records, resulting in a combined file size of under one (1) gigabyte. A fourth active Access database (medallions) contains less than 10,000 records, and is a file size of approximately 40-60 megabytes. A fifth Access database, currently inactive (the driver's file) is approximately 1 ½ gigabytes. The final database, Licensease by Versa, is an Oracle based commercial off the shelf system, comprised of thousands of records, and is a file size less than 10 gigabytes.

The Access databases are managed by an on-site administrator who can provide a RIM. We do not have a database administrator for the Licensease database.

Retention policy: At this point we would like all records to be migrated. We would like to be able to enter set parameters resulting in a monthly report of which files are scheduled for purge or archive. We would also like to be able to manually enter query parameters to identify records for retention purpose, with the ability to set up automatic purge parameters.

Q.   **We have a Named User licensing structure. We define Named Users as "staff with access to the Software regardless of whether such access is concurrent or consecutive". How many Named Users does the State anticipate having on its new system?**

A. Between 60 and 100 Taxicab Authority employees, with various levels of access.

Q. **Your RFP mentions a need for certain third-party interfaces. Please provide an inventory of required system interfaces and the purpose of each. Also, please note if the interface with be one-way or two-way.**

A. This requirement is based upon your proposed solution if your solution requires subcontractors or third party solutions.

Q. **In addition to the desired public website functionality described in the RFP, what other public functionality does the State intend to have for its new system.**

A. Intended functionalities have been identified in the RFI. The Taxicab Authority is open to additional suggested functionalities.

Q. **How many discrete license types does the State support? Of these, how many will the new system support initially, at go-live? Can the State specify which license type(s) will need online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?**

A. The Taxicab Authority issues one type of license and that is the taxicab driver permit. It will need online functionality as described in 2.1.20.

Q. **What type of ongoing support (level of support, type of support/interaction, etc.) will the State require after system implementation?**

A. To be determined by the contract, but at a minimum initial training, and on-going support/program maintenance.

Q. **After the new system is implemented, what growth does the State anticipate with respect to the number of users, programs, and/or processes?**

A. Minimal to moderate.

Q. **Will the State consider a vendor-hosted solution?**

A. Yes.

Q. **What is the timeframe for the potential release and award of an RFP, and what is the desired implementation timeframe?**

A. The potential release of an RFP is late Spring, early Summer 2014 with an award in the Fall of 2014. The implementation timeframe depends on agreed upon deliverables which will be established in the contract.

Q. **As a COTS software provider, we have a standard license agreement and additional contract terms which need to be incorporated into the procurement process. Where in our response should these appear?**

A.   Please comply with the General Submissions Requirements identified on page 16, item 9.1.6, Other Supporting Documentation.

Q.   **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 for the agency to choose from our full range of support options in the future?**

A.   As this is a request for information (RFI), please provide options available for the agency to consider. Corresponding contract language can be clarified during contract negotiations when being awarded.

Q.   **The RFI specifies the system must have an 'intranet'. Can you define what the Taicab Authority defines as 'intranet' and what does the agency intend to store on this'intranet'? Files, documents and/or other database entities?**

A.   The original intention of this requirement was an intranet **website**, which is no longer a requirement.

For the applications side, the Taxicab Authority is open to solutions that involve secure online access through the Internet to the same portal; however, each case will need to be evaluated based on State security standards.

Q.   **For mobile field reporting/ "wireless ticket writers", can the Taxicab Authority confirm the following:**
- **How many vehicle inspection and investigative personnel require this functionality**

    A.   Approximately 10 vehicle inspectors with the ability to increase.
                    Approximately 30 investigative personnel with the ability to increase.

- What and how many mobile devices (tables) does the Taxicab Authority require?

    A.   Approximately 40

- How many distinct ticket and/or inspection forms are to be used? Can you provide examples?

    A.   Vehicle Damage; Inspection Report; New Vehicle Inspection; Citation; Event Report; Declaration of Arrest; Sobriety Test; Evidence Submission Form; Possible additional forms to identified; Ability for Taxicab Authority personnel to create forms and upload for use.

Q.   **Our understanding is that for the printing or production of Medallions, a special process or printer interface may be in order. Can the Taxicab Authority elaborate on the process and how it envisions the proposed system supporting it.**

A.   This RFI does not require the printing or production of Medallions.
We would like to generate bar codes or similar technology to affix to medallions which can be read by the wireless ticket writers to provide an instantaneous search of Taxicab Authority records to determine status, auto-populate respective fields, and to submit data to the base records.

Q. **Have you seen a demonstration of software that provides any of the functional requirements outlined in this RFI in the last 2 years? (Sections 1 & 2.1.1)**

A. No.

Q. **Are you currently using any software related to functions outlined in this RFI? (Sections 1 & 2.1.1)**

A. Yes, Access (Microsoft) and Licensease.

Q. **When do you expect funding to become available for this project? (Section 10)**

A. Upon award.

Q. **Can you provide a listing or examples of what you consider "events"? (Section 2.1.13)**

A. Examples include traditional law enforcement events as well as industry specific types to include but not limited to Assist Other Agency; Complaint; Fare Dispute; Robbery; Lost Property; Poor Service; Long Route; Defraud; Battery on a Driver; Robbery – Fatal; Accident – Fatal; Traffic Stop; Warrant Arrest; Arrest; Vehicle Theft; Intoxicated Driver; Call for Service; Denial of Service Battery by Driver; Person w/Gun; Fight; etc.; and administrative events such as New Applicant; Renewal; or any other type of event which will require the ability to track statistics and attribute costs.

Q. **Does your agency anticipate the need for the following:**
  - **A complete courts management system? (Section 2.1.8)**
  A. Yes
  - **A complete law enforcement records management system? (Section 2.1.6, 2.1.9 & 2.1.14, 2.1.22.9)**
  A. Yes
  - **A complete fleet management system? (Section 2.1.22.16)**
  A. Yes
  - **A complete human resources management system? (Sections 2.1.15, 2.1.18 & 2.1.19)**
  A. No – we anticipate needing a limited in-house system

Q. **When you refer to "Wireless Ticket Writers," are you referring to specialized hardware or would using tables and wireless printers suffice? (Section 2.1.11)**

A. Using tablets and wireless printers would suffice.

Q. **Do you use a dispatch system currently? If so, are you planning to replace this system? (Section 2.1.9)**

A. Yes

Q. **Regarding HIPAA, it is our understanding that medical info provided to an employer or non-health related agencies is not subject to HIPAA regulation. If you have special requirements in this regard, please explain. (Section 2.2.1).**

A.   We will require a solution within HIPAA confidentiality regulations.

Q.   How many users will be using the system outlined in the RFI? (Needed to provide information requested in Section 6).

A.   65-75

Q.   What hardware do you use in-house?

A.   In general the Department of Business & Industry runs Microsoft Windows on their PCs and Windows Server operating system on the Department's servers. The hardware vendors include Dell, Lenovo, and HP. The department also hosts some of its servers in the State's hosting facility, which includes a SAN backup unit. In some cases the Department uses virtualized servers (VMware) which are also hosted by the State's Enterprise Information Technology Services Division.

Q.   Many vendors are unable to respond to RFPs when a performance bond is required. Will you require a performance bond for this project?

A.   It has not yet been determined. If it is required it will be stated in the RFP.

Q.   Are there any software vendors presently doing work for your agency that you would expect to respond to this RFI?

A.   No.