



LEADER REPLACEMENT SYSTEM (LRS) REQUEST FOR PROPOSALS (RFP # ESD 07-02) COUNTY RESPONSE TO WRITTEN PROPOSER QUESTIONS

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| 1. | RFP Body | 1 | 7 | 10-11 | [1] For us to better prepare our response, can we assume that RFP Attachment B – Statement of Requirements (SOR) Section 2.28 Work Participation Program And Cal-Learn Control includes the comprehensive list of requirements that need to be automated by LRS? | [1] Section 2.28 of Attachment B (Statement of Requirements) alone does not include the comprehensive list of requirements that need to be automated by LRS. In addition, automation requirements are provided in other sections of the Attachment B, as well as in Attachment A (Statement of Work) and Attachment H (Technical Exhibits). Further, Attachment A, Attachment B, and Attachment H reference other documents, including County, State, and federal regulations. |
| 2. | RFP Body | 1 | 7 | 12-13 | [1] For us to better prepare our response, can we assume that RFP Attachment B – Statement of Requirements (SOR) includes the comprehensive list of requirements that need to be automated by LRS? | [1] Attachment B (Statement of Requirements) alone does not include the comprehensive list of requirements that need to be automated by LRS. Automation requirements are also described in Attachment A (Statement of Work) and Attachment H (Technical Exhibits) Further, Attachment A, Attachment B, and Attachment H reference other documents, including County, State, and federal regulations. |
| 3. | RFP Body | 1 | 8 | 28 | [1] How many COUNTY staff will need to be housed in the Contractor-provided Project Office? | [1] Refer to Section 5 (Project Office Requirements) of Attachment B (Statement of Requirements). |
| 4. | RFP Body | 1.3 | 11 | 102 | [1] In the event the COUNTY amends the RFP or the response to questions on February 25, 2008 materially change the RFP, we request the COUNTY provide an ability to ask additional questions or amend the question submission deadline and provide a relevant extension accordingly to provide the CONTRACTORS an opportunity to ask additional questions in order to develop and submit a proper response to the COUNTY's RFP. | [1] The deadline for question submission will not be extended and no additional question submission periods will be provided. |
| 5. | RFP Body | 2.2.1 | * | * | Xerox has the subcontract in the existing LEADER system for print services. [1] Are any of the current Print Facility Sites COUNTY-provided facilities? | [1] No. |
| 6. | RFP Body | 2.3 | 16-25 | 228-446 | [1] Can the County please provide a detailed breakdown of all expected users for all County systems (LEADER, GEARS, GROW, and DCFS systems) along with the expected number of Primary users vs. secondary users for each of these systems? [2] In addition, can the County also provide the expected number of users (primary and secondary) by location for each of these systems? | [1 & 2] Number of current users for each system by location and estimated growth are provided in the Size and Growth Estimates section of the Diligence Library. County does not categorize Users as primary or secondary. |



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| 7. | RFP Body | 2.3 | 16-25 | 228-446 | We request the County to provide the following information pertaining to the GEARS system: [1] Average transaction volume per day. [2] Number of software maintenance and enhancement hours currently allocated for the system? | [1] Average daily transaction volume is provided in the Size and Growth Estimates section of the Diligence Library. [2] Current number of M&E hours for existing GEARS is not necessary for the preparation of a Proposal. |
| 8. | RFP Body | 2.3 | 17-24 | 250-256 256-295 299-317 319-353 354-391 391-414 422-435 436-440 | To properly scope and define an approach for the site implementation effort (user training, ongoing support, data validation, etc.), additional information regarding site specific demographics is needed. [1] Would the COUNTY please provide information for each site that includes data regarding the total number of users, a list of the impacted applications used, and the total number of users by application for each site? [2] How many users currently use the WCMIS and EWORK systems? For the manual processes, will the county please provide: [3] The number of users /staff [4]The number of cases or eligibility determinations [5] How many archive files (paper) and the need to revisit them? So these need to be scanned in etc? | [1 & 2] Number of current users for each system by location is provided in the Size and Growth Estimates section of the Diligence Library. [3, 4 & 5] Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the proposed LRS for the term of any resultant Agreement, and price accordingly. |
| 9. | RFP Body | 2.3.1.1 | 17 | 250 | The RFP lists "over 16,000" users that access the existing LEADER system, ~3,500 for GEARS, 700 for GROW, and 600 for DCFS, for a total of >20,000. The Diligence Library lists 17,914. [1] We request the COUNTY provide user categories and user numbers for each office. [2] We also request the number of unique users that takes into account users of multiple systems. | [1] Number of current users for each system by location, estimated growth, and user categories are provided in the Size and Growth Estimates section of the Diligence Library. [2] This information is not available. |
| 10. | RFP Body | 2.3.1.1 | 17 | 252-254 | RFP refers to "more than 134 local sites representing 10 county departments plus an additional 200 outreach Medi-Cal sites." [1] Will the County provide the list of the 134 local sites and the 200 outreach Medi-Cal sites? | [1] Listings for current sites are provided in the Diligence Library. |
| 11. | RFP Body | 2.3.2 | 20 | 338-446 | A number of systems and manual processes within DCFS will be replaced and or automated by the LRS. [1] Is it the intention of the County to have the business processes supported by the DCFS continue to be supported by the DCFS staff? [2] What role will DCFS staff play in the LRS project? [3] What is the role of DCFS in the proposal evaluation? | [1, 2 & 3] This information is not necessary for preparation of a proposal. |



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| 12. | RFP Body | 2.3.2 | 20-21 | 342-346 | [1] Can the County further clarify this requirement and confirm that the automation of eligibility for DCFS programs specified in the RFP as well as the associated payment processes within LRS will not impair the State's compliance with SACWIS requirements. | [1] No. |
| 13. | RFP Body | 2.3.2.1 | 21 | 347 | Automated Provider Payment System (APPS) is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Does the County intend to provide specific requirements for the inclusion of this system in the new LRS? | [1] No. The requirements as stated in Attachment A (Statement of Work) and Attachment B (Statement of Requirements) describe the functionality that shall replace DCFS Systems. |
| 14. | RFP Body | 2.3.2.2 | 22 | 377 | Adoption Assistance Payments System (AAPS) is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of this system in the new LRS? | [1] No. The requirements as stated in Attachment A (Statement of Work) and Attachment B (Statement of Requirements) describe the functionality that shall replace DCFS Systems. |
| 15. | RFP Body | 2.3.2.3 | 22 | 392 | Integrated Financial System (IFS) is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of this system in the new LRS? | [1] No. The requirements as stated in Attachment A (Statement of Work) and Attachment B (Statement of Requirements) describe the functionality that shall replace DCFS Systems. |
| 16. | RFP Body | 2.3.2.4 | 24 | 422 | Welfare Case Management Information System (WCMIS) is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of this system in the new LRS? | [1] No. The requirements as stated in Attachment A (Statement of Work) and Attachment B (Statement of Requirements) describe the functionality that shall replace DCFS Systems. |
| 17. | RFP Body | 2.3.2.5 | 24 | 436 | EW Works is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of this system in the new LRS? | [1] No. The requirements as stated in Attachment A (Statement of Work) and Attachment B (Statement of Requirements) describe the functionality that shall replace DCFS Systems. |
| 18. | RFP Body | 2.3.2.6 | 24 | 441-446 | Need clarification of Foster Care eligibility determination manual process described in these lines. [1] Does this mean it is to be automated and within scope of LRS? There don't seem to be any other references in statement of work, statement of requirements, or attachment F – requirements matrix. | [1] Yes. The foster care eligibility determination manual processes shall be automated and are included in the scope of the LRS. Attachment A (Statement of Work) and Attachment B (Statement of Requirements) capture requirements for the automation of foster care manual processes. |



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| 19. | RFP Body | 2.3.2.6 | 24 | 441 | Eligibility Determination Manual Process is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of this process in the new LRS? | [1] Existing automated and manual eligibility determination processes shall be replaced by new automated eligibility determination functionality. Specific requirements for the new automated eligibility determination are described in Attachment B (Statement of Requirements). |
| 20. | RFP Body | 2.4.6 | 27 | 506 | In-Home Supportive Services (IHSS) is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of this system in the new LRS? | [1] No. IHSS is a public assistance program. Specific requirements for public assistance programs are described in Attachment B (Statement of Requirements) |
| 21. | RFP Body | 2.4.7 | 27 | 510 | The Foster Care Programs providing financial assistance for the care of children placed in foster care are described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of the payment for these services in the new LRS? | [1] No. Foster Care Programs is a public assistance program. Specific requirements for public assistance programs are described in the Attachment B (Statement of Requirements). |
| 22. | RFP Body | 2.4.8 | 27 | 521 | Kin-GAP financial assistance is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of the payment for these services in the new LRS? | [1] No. Kin-GAP is a public assistance program. Specific requirements for public assistance programs are described in Attachment B (Statement of Requirements). |
| 23. | RFP Body | 2.4.9 | 28 | 524 | AAP financial assistance is described in the body of the RFP but there are no specific requirements in Attachment B – Statement of Requirements. [1] Would the County please provide specific requirements for the inclusion of the payment for these services in the new LRS? | [1] No. Adoption Assistance Program (AAP) is a Public Program. Specific requirements for public assistance programs are described in Attachment B (Statement of Requirements). |
| 24. | RFP Body | 3.1 | 30 | 570 | [1] Does the COUNTY require ad hoc reporting to happen on the production database or on a Data Warehouse? [2] Can the COUNTY provide any additional detail on ad hoc reporting and how the County envisions it? | [1 & 2] No. Refer to Subsection 3.4.4.2 (Data Analysis and Reporting) of Attachment B (Statement of Requirements). |
| 25. | RFP Body | 3.1 | 30 | 574 | The RFP states that the application should be designed to allow County citizens to access the LRS application. [1] Can the County provide an estimate of the number of people that would access the application over time? | [1] No. County is relying on Proposers' knowledge and experience with e-Government to respond to the RFP. Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. |



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| 26. | RFP Body | 3.3 | 30 | 592 | It is understood that LRS shall support the current public assistance population, and any increase during the term, and any enhancements. The Diligence Library has an estimate from OSI dated 28 November 2007, Size and Growth Estimates, that Contractors will use to develop their pricing. [1] If actual performance levels deviate from these Size and Growth Estimates, can Proposers expect that the COUNTY will allow a Contract Change Order to readjust their pricing? | [1] No. Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. |
| 27. | RFP Body | 3.3 3.3.5 | 31 170 | 608- 609 5976- 5978 | Multiple references are made in the RFP requiring the Proposer to support, in effect, unlimited growth in multiple areas of the LEADER Replacement System (LRS). These areas include support for any increase in the public assistance population, and any capacity growth in usage, caseload, printing, and processing over the term of the Agreement. [1] Would County consider providing some guidance so that vendors are bidding to similar projections? | [1] No. Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. |
| 28. | RFP Body | 3.3 | 31 | 611 | This section includes the following requirement: <i>The LRS shall support all COUNTY-administered public assistance programs.</i> [1] Please confirm that the COUNTY programs to be supported by LRS are limited to those programs specifically identified in the LRS RFP Body, Section 2.4, pg. 25, line 447. | [1] Requirements and definitions pertaining to public assistance programs and related subprograms, to be supported by the LRS are described throughout the RFP, including, the RFP Body, Attachment A (Statement of Work), Attachment B (Statement of Requirements), and Attachment H (Technical Exhibits). |
| 29. | RFP Body | 3.5 | 34-35 | 667- 689 | [1] Can the County please provide the currently planned timeline for onboarding the IV&V and QA contractors? | [1] This information is not necessary for preparation of a proposal. |
| 30. | RFP Body | 3.5 | 34 | 677 | DCFS is not listed as part of the LRS County Project organization and governance structure. [1] Please explain what, if any, role DCFS will have in the procurement and/or management of LRS. | [1] This information is not necessary for preparation of a proposal. |
| 31. | RFP Body | 3.5 | 34 | 681 (Figure 1) | [1] Will the County please provide the roles in the County for Proposer's key personnel to align with for administration and governance purposes? | [1] Refer to Section 2.1 (Project Organization and Governance) of Attachment A (Statement of Work). |
| 32. | RFP Body | 3.6 | 35 | 691- 695 | [1] Would you please include the LEADER Power Builder source code, DPSS Program guides and LEADER training manuals similar to those provided for the GEARS, GROW and DCFS systems? | [1] PowerBuilder code and training material for existing LEADER System are available in the Diligence Library. However, DPSS program guides are unavailable. |
| 33. | RFP Body Attach C | 4.10 17.3 | 42 91 | 883- 891 2465 | RFP Body para. 4.10, page 42 requires performance security to be in effect until 30 days after termination of agreement. Attachment C, para. 17.3, page 91 requires performance security to be in effect until 180 days after termination of agreement. [1] Is the requirement 30 or 180 days? Please clarify which of these requirements should be proposed and priced. | [1] One hundred eighty (180) Days. This will be corrected in an Addendum to the RFP. |



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| 34. | RFP Body | 4.10 | 42 | 889-891 | [1] We interpret this as requiring the performance security be valid for the entire possible period of performance (11 years basic plus 3 option years). Please confirm if this interpretation is correct. | [1] Incorrect. Refer to Subparagraph 17.3 (Performance Security Requirements) of Attachment C (Sample Agreement). |
| 35. | RFP Body | 4.14.1 4.14.2 6.7.2 6.7.7 | 44 81 87 | 928-946 1852-1855 2011-2015 | <p>In various places throughout the LRS RFP, there is language indicating that submission of a proposal, in and of itself, shall constitute the Proposer's agreement to "all the terms and conditions of this RFP and any RFP Addenda." However, there is also language indicating that the Proposers may take exception to the Sample Agreement terms and conditions contained in Attachment C of the Proposal. One problem with this is that some of the terms and conditions of the RFP outside of what is set forth in the Sample Agreement address the same issues as those in the Sample Agreement. If a Proposer is taking exception to those issues in the Sample Agreement, it also needs the ability to take exception to those same issues located in other parts of the terms and conditions of the RFP. Some examples of issues that are in both the Sample Agreement and other terms and conditions of the RFP include the Term of any resultant contract, performance security requirements, intellectual property rights and ownership, employment considerations, and more.</p> <p>[1] As such, will the County please modify each area of the RFP that discusses acceptance of all the terms and conditions of the RFP and Any Addenda to delete all language that indicates that submission of a proposal constitutes the Proposer's acceptance and replaces it with language that indicates that the Proposer must state, in its proposal, whether it accepts and is willing to comply with all the terms and conditions of the RFP and any RFP Addenda (and if it is not, must set forth what terms and conditions it does not accept, along with an explanation as to why and proposed alternative language)?</p> | [1] No. Refer to Subparagraph 1.1 (Interpretation) of Attachment C (Sample Agreement). |
| 36. | RFP Body | 6.4 | 75 | 1680-1681 | [1] Would it be possible to use a reduced text size for tables and graphics, namely Arial 9 for tables and Arial 8 for graphics? | [1] Yes. |
| 37. | RFP Body | 6.4 | 74 | 1674-1675 | [1] Given the multi-year timeline of this project, to improve readability, can we assume that the project workplan can be printed on an 11 X 17 inch paper as a fold out? | [1] Yes. |
| 38. | RFP Body | 6.4 | 74 | 1675 | [1] Please clarify if limited inclusion of 11 X 17 inch foldout pages is acceptable for items such as work plans and architectural diagrams. | [1] Yes |
| 39. | RFP Body | 6.4 | 74 | 1676-1677 | [1] Can we assume that this font size and line spacing requirement applies only to the written text portion of the proposal and does not apply to generated output such as graphics, workplan, images and RFP Reference boxes? | [1] Yes. |
| 40. | RFP Body | 6.4 | 75 | 1678-1679 | [1] Please confirm that Proposers can include 11x17 foldouts as part of the response. | [1] Yes. |



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| 41. | RFP Body | 6.7.1 | 80 | 1840-1844 | The "numeric decimal outline format" isn't mentioned elsewhere in the RFP. [1] Does it apply ONLY to the Table of Contents, or to the entire proposal? [2] In either case, will the County please offer more detail about what is expected in the proposals? | [1] The entire proposal. [2] This information is specified in Subsection 6.4 (Proposal Submission) of the RFP Body. |
| 42. | RFP Body | 6.7.11 | 89 | 2062-2064 | <p>We understand the County's interest in any vendor(s) a Proposer intends to subcontract with and utilize in the performance of services if it is awarded a contract as a result of the LRS RFP, including the requirement to obtain the County's prior consent to subcontract. However, any Proposer who is awarded a contract as a result of the LRS RFP ("Prime Contractor") will be the sole party legally, financially, and operationally responsible for all Proposer provided hardware, software, services, and other work. As such, it will be critical for the Prime Contractor to have the flexibility, on its own, to determine and negotiate with its subcontractors as to what terms and conditions should or should not be included in any subcontract between the two parties for work in support of the LRS procurement. Such terms and conditions, including assumption of certain risks, will likely include those provisions of the prime contract that the parties (Prime Contractor and subcontractor) agree should apply to the subcontract, but likely will not include <i>all</i> terms and conditions of the prime contract. The preclusion of a Proposer from being able to freely negotiate commercially reasonable terms with its selected proposed subcontractors materially inhibits the Proposer's ability to build teaming relationships with responsible subcontractors. In addition, the timing of the County's response relative to this matter has a material impact on the development of such teaming arrangements and could materially affect a Proposer's ability to provide the County with a responsive bid that puts forth the strongest team to perform this important work for the County. If possible, a prompt response to the following is greatly appreciated.</p> <p>[1] Will the County please modify the RFP to allow Proposers the necessary flexibility and latitude needed to address subcontracts and their terms and conditions without being locked into using the Subcontract document located in Exhibit F of Attachment C of the LRS RFP? [2] If not, will the County please modify the RFP to expressly allow bidders to provide comments, clarifications, modifications, and/or exceptions to Exhibit F of Attachment C of the RFP as part of its proposal? (Right now, per various portions of the current RFP, including but not limited to LRS RFP Section 6.7.11, it appears bidders may not take exception to "any Exhibit of Attachment C", which would include the subcontract agreement document the county has set forth in Exhibit F [Exhibit G] of Attachment C.)</p> | <p>[1] No. Subsection 6.7.11 (Exceptions to Attachment C (Sample Agreement) (Proposal Section 11)) of the RFP Body does allow certain exceptions to the Base Agreement of Attachment C (Sample Agreement), including Paragraph 16 (Subcontracting).</p> <p>[2] No. Subsection 6.7.11 (Exceptions to Attachment C (Sample Agreement) (Proposal Section 11)) of the RFP Body does allow certain exceptions to the Base Agreement of Attachment C (Sample Agreement), including Paragraph 16 (Subcontracting).</p> |



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| 43. | RFP Body | 6.7.11 | 89 | 2062-2064 | In various places throughout the LRS RFP it indicates that while Proposers can take exception to any Sample Agreement (Attachment C of the LRS RFP) provision, Proposers can not take exception to the provision of Subparagraph 1.4 (Definitions) of that Attachment. However, many of the terms in the provision of Subparagraph 1.4 directly relate to the other provisions of the Sample Agreement (i.e. intellectual property, acceptance, confidential information, etc.). [1] As such, will the County please delete each area of the RFP that prevents Proposers from taking exception to the provision of Subparagraph 1.4 (Definitions) in Attachment C of the LRS RFP? | [1] No. |
| 44. | RFP Body | 6.7.13 6.7.4.3 | 91 87 | 2123-2132 1942-2002 | The RFP requires subcontractors to provide the same performance history information as the prime Proposer. In past procurements at Los Angeles County, this detailed information has only been required of the prime Proposer. [1] Would the County please confirm this need, or consider a threshold where the information is required only for subcontractors with 15% or more of the total contract value? | [1] No. |
| 45. | RFP Body | 6.7.4.2 | 83 | 1911-1925 | If the proposing vendor is a private partnership, that does not have audited financial statements or file corporate financial information such as 10-K, in order to meet the needs of this RFP as stated above for LA County, can the vendor provide unaudited financial information that addresses information relating to liquidity, assets, liabilities, equity, working capital, current ratio and net revenue for our organization. In addition, the proposing vendor will also share with the County a privately placed debt rating provided independently by the National Association of Insurance Commissioners (NAIC), a nationally recognized credit rating agency. To further demonstrate the financial standing of the organization, the vendor can also provide a reference letter from a private bank on their letterhead with information regarding our financial stability, and a copy of the Dun and Bradstreet financial report. [1] Would the County consider, in its sole discretion the above listed documentation for demonstrating financial stability? | [1] No. This requirement will be revised in an Addendum to the RFP. |
| 46. | RFP Body | 6.7.4.3 | 85 | 1962-1969 | [1] Based upon standard industry practice, can we assume that the resultant Agreement referenced is the third party vendor's standard license terms and conditions? | [1] No. Resultant Agreement refers to the LRS Agreement. |



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| 47. | RFP Body | 6.7.4.3 | 87 | 1993-2002 | <p>[1] Please clarify the content required for the list of contracts (Exhibit D-3 Prospective Contractor List of Contracts). Is it only health and human services contracts within the last 5 years or all contracts within the last 5 years or all public sector contracts within the last 5 years as indicated in Exhibit D-3?</p> <p>[2] Are we correct in assuming that Proposer will complete the top section (Proposer: and To: sections) of Exhibit D-10 and County will be sending the form to the prospective reference for completion?</p> <p>[3] Can Exhibit D-2 Prospective Contractor References be included on Exhibit D-3 also?</p> <p>[4] Please confirm the following form is also required for each contract listed for requirement #6.7.4.3 or is this limited to only 10 as indicated on Exhibit D-11?</p> <p>— Exhibit D-11 Client List and Release Form signed by proposer</p> | <p>[1] Paragraph 7 of Section 6.7.4.3 (Proposer Performance History) of the RFP Body describes the Proposer performance history requirements and references Exhibit D-10 (not Exhibit D-3). All forms, including Exhibit D-3, contained in Attachment D (COUNTY Required Forms) shall be completed in accordance with Subsection 6.7.10 (COUNTY Required Forms (Proposal Section 10)).</p> <p>[2] Yes.</p> <p>[3] Yes.</p> <p>[4] All forms contained in Attachment D (COUNTY Required Forms) shall be completed in accordance with Subsection 6.7.10 (COUNTY Required Forms (Proposal Section 10)) of the RFP Body.</p> |
| 48. | RFP Body | 6.8.3.1 | 95 | 2210-2213 | <p>[1] Please clarify if the requirement is for a maximum of 5 projects provided for the entire proposed team, or up to 5 projects for each member of the proposed team.</p> | <p>[1] Subsection 6.8.3.1 (Proposer Background, Capabilities, and Experience) of the RFP Body contains Proposer requirements for the firm, not for each member of the proposed team.</p> |
| 49. | RFP Body | 6.8.4.1 | 98 | 2305-2322 | <p>[1] Is it correct to assume that the COUNTY wants a brief summary only of the Technical Response in proposal section 17A and our detailed response to the Excel matrices, as well as the Word template summaries (collectively Requirements Proposal Response Forms) in Appendix 18 [Proposal Section 18 (Appendices)] ?</p> <p>[2] Also, can the County please clarify how it plans to utilize the information in proposal Appendix 18 (Requirements Proposal Response Forms) [Proposal Section 18 (Appendices)]for reviewing the response description in proposal section 17A?</p> | <p>[1] Yes.</p> <p>[2] No.</p> |
| 50. | RFP Body | 6.9.2.4 | 110 | 2619-2635 | <p>[1] Will the County use a labor index or CPI to take into consideration changes in the economic conditions, since this contract is for 14 years?</p> | <p>[1] No.</p> |
| 51. | RFP Body | 6.9.2.5 | 110 | 2642-2650 | <p>[1] The RFP does not call out pass through items like postage to be recorded separately which would then have Proposers adding margin to that expense. Can we suggest that these items be made a separate line item expense and itemized as pass through?</p> | <p>[1] No changes will be made to the RFP in this regard.</p> |



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| 52. | RFP Body | 7.3 | 116 | 2775 | [1] Given that solutions for the LRS may vary widely and be approached very differently by each CONTRACTOR, is there additional guidance the COUNTY can provide to help prioritize the trade offs always inherent between risk, price, operational stability and technical innovation that will help focus on the most important success criteria for the COUNTY. Additionally, we believe the COUNTY providing further guidance and breakdowns on the elements that compose the current percentages in the evaluation criteria will help direct the CONTRACTORS in a manner that will help the COUNTY compare the proposals on a consistent basis and produce the best chance to award to the solution with the best fit for the LRS. | [1] No. Additional details regarding the evaluation process will not be provided. |
| 53. | RFP Body | * | * | * | [1] Would the COUNTY make available the APD so that Proposers can review the budgetary guidelines the COUNTY considered? | [1] No. |
| 54. | * | * | * | * | [1] What is the current caseload growth rate for each of the systems that will be replaced? Please provide growth rates in both open and closed cases. | [1] Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. |
| 55. | * | * | * | * | [1] What is your official definition of a case? | [1] There is no official single definition of a case for the various public assistance programs. |
| 56. | * | * | * | * | [1] Please provide all the RFP documents in Microsoft Word. | [1] Microsoft Word version of the RFP is available on the LRS website. |
| 57. | * | * | * | * | [1] Has funding been dedicated/promised for the entire eleven years of this project? | [1] This information is not necessary for preparation of a proposal. . |
| 58. | * | * | * | * | [1] Does the agency have a dollar figure range which it believes the entire project should fall within? | [1] This information is not necessary for preparation of a proposal. . |
| 59. | * | * | * | * | [1] If not, what is the budget figure that has been set aside for specifically for the LEADER project in the 2008 budget? | [1] This information is not necessary for preparation of a proposal. |
| 60. | * | * | * | * | [1] Has funding been determined for the 2009 budget request and/or for future budget cycles? | [1] This information is not necessary for preparation of a proposal. |
| 61. | * | * | * | * | [1] If so, are such figures available? | [1] This information is not necessary for preparation of a proposal. |



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| 62. | * | * | * | * | <p>[1] Please provide clarifications with regard to the scope of help desk services. Specifically,</p> <p>[2] What portions or processes within the provision of help desk services are required from the vendor?</p> <p>[3] Does each existing system such as LEADER, GAIN, etc. has own trouble ticket handling system or all tickets are handled by one enterprise help desk system?</p> <p>[4] Are the current trouble ticket management and resolution processes documented? If yes, could a copy of the documentation be made available?</p> <p>[5] Could information about call volumes and associated Service Levels be made available?</p> <p>[6] Is it required that the vendor provides its own help desk system or the DPSS IT Help Desk with [will] distribute appropriate trouble tickets to the vendor for resolution?</p> <p>[7] What level and frequency of reporting is required from the vendor?</p> | <p>[1, 2, 6 & 7] In accordance with RFP Body Subsection 1.2 (LRS Procurement Process) "It is the duty of each Proposer to thoroughly review the entire RFP, including, without limitation, all Attachments and Exhibits, for terms, conditions and requirements that are included throughout this RFP." Proposers are expected to review the RFP in its entirety, as service levels and other requirements related to helpdesk, print services, disaster recovery/business continuity, security, and audit can be found in the RFP. Each Proposer shall utilize the information (including, without limitation, trouble ticket metrics) provided in the Diligence Library, and use each Proposer's experience and best judgment to estimate call volumes.</p> <p>[3] Currently, each existing system has its own trouble ticket handling system. However, the LRS shall include an integrated, enterprise helpdesk solution, as described in the Attachment A (Statement of Work) and Attachment B (Statement of Requirements).</p> <p>[4 & 5] Trouble ticket information regarding the existing LEADER System is available in the Diligence Library. No information is available for the other DPSS Systems and for DCFS Systems.</p> |
| 63. | * | * | * | * | <p>[1] What are Disaster Recovery (DR) requirements for each system? Specifically:</p> <p>[2] What is Recovery Time Objective (RTO) for each system?</p> <p>[3] What is Recovery Point Objective (RPO) for each system?</p> <p>[4] Is a formal, written Disaster Recovery/Business Continuity Plan available?</p> <p>[5] If yes, can portions of the Plan related to the in-scope systems be made available?</p> <p>[6] How often the overall DR plan is tested and how long it has taken on the average for a complete test?</p> <p>[7] Please describe the network requirements for DR from both the WAN and LAN perspective.</p> | <p>[1,2,3,4,5,6 & 7] In accordance with RFP Body Subsection 1.2 (LRS Procurement Process) "It is the duty of each Proposer to thoroughly review the entire RFP, including, without limitation, all Attachments and Exhibits, for terms, conditions and requirements that are included throughout this RFP." Proposers are expected to review the RFP in its entirety, as service levels and other requirements related to helpdesk, print services, disaster recovery/business continuity, security, and audit can be found in the RFP. Available information for existing systems is in the Diligence Library.</p> |



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| 64. | * | * | * | * | <p>[1] Are there system specific service levels available? [2] If yes, :Could a copy of these service levels be made available? [3] Which service levels are targeted by DPSS for improvement?</p> | <p>[1, 2 & 3] In accordance with RFP Body Subsection 1.2 (LRS Procurement Process) "It is the duty of each Proposer to thoroughly review the entire RFP in its entirety, including, without limitation, all Attachments and Exhibits, for terms, conditions and requirements that are included throughout this RFP." Please review the RFP in its entirety, as service levels and other requirements related to helpdesk, print services, disaster recovery/business continuity, security, and audit can be found in the RFP documents. Available information for existing systems is in the Diligence Library.</p> |
| 65. | * | * | * | * | <p>[1] Print Services – Please provide requirements or guide to where such requirements are currently located, specifically, the following information is needed: [2] Requirements for the central print facility and disaster recovery. [3] Print performance and delivery service levels. [4] Print volume by each department/customer.</p> | <p>[1, 2, 3 & 4] In accordance with RFP Body Subsection 1.2 (LRS Procurement Process) "It is the duty of each Proposer to thoroughly review the RFP, including, without limitation, all Attachments and Exhibits, for terms, conditions and requirements that are included throughout this RFP." Please review the RFP in its entirety, as service levels and other requirements related to helpdesk, print services, disaster recovery/business continuity, security, and audit can be found in the RFP documents.</p> |
| 66. | * | * | * | * | <p>[1] Please provide clarification with regard to security and audit. [2] Specifically: What are the security requirements, from the County, State, and Federal perspectives? [3] What regulatory requirements must be addressed (FDA,HIPAA,etc.)? [4] Are there any special audit requirements (SAS70, SOX, etc.)?</p> | <p>[1, 2, 3 & 4] In accordance with RFP Body Subsection 1.2 (LRS Procurement Process) "It is the duty of each Proposer to thoroughly review the entire RFP, including, without limitation, all Attachments and Exhibits, for terms, conditions and requirements that are included throughout this RFP." Please review the RFP in its entirety, as service levels and other requirements related to helpdesk, print services, disaster recovery/business continuity, security, and audit can be found in the RFP documents. Available information for existing systems is in the Diligence Library.</p> |



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| 67. | * | * | * | * | [1] Is it possible for your office to make available a Word copy of the following documents to the Proposers for the LRS RFP: Attachment C, Sample Agreement, and all of its Exhibits Attachment G Pricing Schedule Forms, Schedule G, Exceptions to Attachment C | [1] Microsoft Word versions have been made available on the LRS website. |
| 68. | * | * | * | * | [1] We also request the following, currently in EXCEL with cell protection, be provided without cell protection: Attachment G Pricing Schedule Forms, Pricing Schedule Forms | [1] Cell protection will not be removed. |
| 69. | * | * | * | * | [1] Who is responsible for assessing the impact on LA Net from the LRS? [2] Who is responsible any and/or capacity changes to LA Net required to support the LRS? | [1] County and Proposer have joint responsibility for assessing the impact of the LRS on LANet/EN. [2] County. |
| 70. | * | * | * | * | [1] How does one view the current system PowerBuilder .pbl documents found on the diligence website? | [1] PowerBuilder library files (PBL extension) may be viewed using PowerBuilder or other commercially available software. |
| 71. | * | * | * | * | [1] Will the County make available screen images from the current LEADER and GEARS systems? | [1] This is available in the Diligence Library. |
| 72. | * | * | * | * | [1] Will the County make available the physical data model or the DDL from the current LEADER and GEARS systems? | [1] This is available in the Diligence Library. |
| 73. | Attach A | 1.3 | 3 | 59-64 | [1] Please clarify the meaning of "all deficiencies...must be corrected". In virtually all software development projects there are some deficiencies that reach production. A reasonable approach would be to classify deficiencies (e.g., High, Medium, Low) and to evaluate them prior to moving to Phase 3. | [1] The RFP adequately describes how Deficiencies are to be determined and corrected. Proposers shall review the RFP in its entirety. |
| 74. | Attach A | 1.4 | 4 | 95-102 | [1] Will the County consider alternative time frames for each Phase of the program? | [1] County, in its sole discretion, may consider shortened timeframe for Phase 1 (Design, Development, and Implementation Phase), provided that the Proposer fully demonstrates how this shall be accomplished, including risk mitigation for testing, conversion, and training. However, pricing shall be submitted as required by the RFP. |
| 75. | Attach A | 1.4 | 4 | 98-102 | [1] Is County willing to add language indicating that CONTRACTOR is not responsible for any delays caused by County or other entities (State or Federal) or conditions not within the control of the CONTRACTOR? | [1] No. |



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| 76. | Attach A | 2.1.1 | 9 | 222-227 | [1] Will the County provide an estimate of the number and a high-level description of the role of County staff who will be involved in the LRS Project, and for what duration will each resource be available during the project? This will assist the Proposers in creating staff and budget plans which may assist the COUNTY in comparing responses. | [1] No. |
| 77. | Attach A | 2.1.2 | 10-11 | 248-301 | [1] Can the key staff identified on pages 10 and 11 be a full time employee of the Contractor's subcontractor? | [1] No. Key staff must be full-time employees of the Contractor. |
| 78. | Attach A | 2.2 | 12 | 308-316 | [1] Given the requirement, "Additionally, CONTRACTOR may be requested by COUNTY Project Director to perform Work at COUNTY-specified facilities during the term of the Agreement, and CONTRACTOR shall perform such Work at the COUNTY-specified facilities in accordance with COUNTY Project Director's request", in the event CONTRACTOR is directed by the COUNTY to perform work at COUNTY-specified facilities, should the CONTRACTOR expect the COUNTY to furnish items and services indicated in section 2.3 COUNTY FURNISHED ITEMS? | [1] Yes. |
| 79. | Attach A | 2.3 | * | * | [1] Under this procurement, would the COUNTY be interested in allowing Contractors to offer an option for workstation refresh of user equipment (i.e. - desktops, laptops, printers)? | [1] No. |
| 80. | Attach A | 2.3 | 12 | 320-329 | [1] In order to accurately size, cost, and evaluate the requirement, "All COUNTY furnished items are provided by COUNTY only for the term of the Agreement and solely for the performance of the Work required by the Agreement. COUNTY will provide, or cause to be provided, at no cost to CONTRACTOR, the following: 1. Technical support and maintenance for the LANet/EN, including related network hardware; 2. Technical support and operations for the Local Office Sites infrastructure at various COUNTY locations, including the physical workstations, management of the desktop environment, the Local Office Site servers, and the Local Office Site network; and 3. Any information technology (IT) resources as determined necessary by COUNTY Project Director", please clarify the COUNTY furnished items related to Local Office Site equipment. [2] Does the COUNTY intend to furnish all Local Office Site equipment and software including but not limited to workstations, printers, scanning devices, signature capture devices, phone systems, IVR, etc? | [1] County will provide workstations, printers, scanning devices, signature capture devices, phone systems, and IVR for Local Office Sites. Contractor shall be responsible for providing performance monitoring goods and services, as described in Attachment B (Statement of Requirements). [2] Yes. |



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| 81. | Attach A | 2.3 | 12 | 324 | <p>This section states that the COUNTY will support “various COUNTY locations”.</p> <p>[1] Is our understanding correct that the COUNTY will support <u>all</u> local office sites?</p> <p>[2] Are there any locations where the COUNTY will expect the Contractor to provide physical workstations, manage the desktop environment, the servers, and/or the network?</p> <p>[3] If any of this existing equipment is to be supported by the Contractor, could the COUNTY please provide an asset list of the equipment (to include manufacturer, model, location, warranty status, and desired service levels)?</p> | <p>[1] Yes. [2] Not at Local Office Sites. [3] Existing equipment will not be supported by the Contractor.</p> |
| 82. | Attach A | 3.0 | 15 | 376-396 | <p>In implementations of this size and complexity, we typically see change to local office processes. Our interpretation of the RFP is that Change Management is addressed as it relates to technology but not business process. We do not see any Tasks or Deliverables related to business/process transition or organizational change management in the RFP. [1] Would the County please comment on and clarify its plans to approach this element of the implementation?</p> | <p>[1] No.</p> |
| 83. | Attach A | 3.1.1 | 17 | 444-451 | <p>[1] Can the county please confirm that the intent of this requirement is that all activities, including project administration, development, testing, LRS performance monitoring, ad-hoc training, and demonstration activities will be performed at the Project Office throughout the term of the Agreement? [2] Please also confirm that all Maintenance and/or Enhancements (M&E) activities during Phase 3 need to be performed at the Project Office as well.</p> | <p>[1] Contractor’s performance of Work shall not be physically limited to the Project Office. Please refer to Subparagraph 2.2 (Place of Performance) of Attachment A (Statement of Work). M&E Services shall be performed at the Project Office during Phase 2 (Performance Verification Phase) and Phase 3 (Operational Phase).</p> <p>[2] M&E Services application maintenance staff shall be located at the Project Office. Some M&E Services configuration management staff may perform services at locations other than the Project Office, as determined by the County Project Director in his sole discretion.</p> |
| 84. | Attach A | 3.1.1 | 17-18 | 455-465 | <p>The CONTRACTOR provided Project Office must be ready for occupancy within ninety (90) days of COUNTY approval of Deliverable 1.1.2. (Project Office Physical Site Plan). Given the Project Office requirements provided in Attachment B – SOR, substantial construction may be required to meet those requirements. [1] Should the Project Office be unavailable for occupancy within ninety (90) days, is the COUNTY amenable to CONTRACTOR provided alternatives?</p> | <p>[1] No.</p> |



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| 85. | Attach A | 3.10.3 | 107 | 2949-2951 | The CONTRACTOR is responsible for evaluating the training needs of various User groups, however, those User groups may be changed from time-to-time, as determined by the COUNTY. Certain assumptions are made with respect to the number of training sessions delivered, the material included in those sessions, and the frequency of the sessions. If the COUNTY changes the requirements, there is a potential impact to the schedule and/or budget. [1] Is there some way to limit this ambiguity so that all vendors are bidding to the same set of requirements? | [1] The requirements are not ambiguous. Each Proposer shall utilize the information (including training profiles) provided in the Diligence Library, and use Proposer's experience and best judgment to estimate training metrics and price accordingly. |
| 86. | Attach A | 3.11.2 | 110-111 | 3029-3066 | Can the County please provide following information regarding Helpdesk for us to better plan for and respond to this requirement? [1] Anticipated Helpdesk call volume [2] Estimated Number of County users to whom the LRS Helpdesk be accessible [3] Anticipated headcount of Contractor helpdesk staff [4] Estimated number of County staff that will be located with Contractor Helpdesk staff | [1] Trouble ticket metrics are available in the Diligence Library. [2] All Users. [3] Proposer shall utilize the information (including trouble ticket metrics) provided in the Diligence Library, and use Proposer's experience and best judgment to estimate call volumes and helpdesk usage, and propose Contractor helpdesk staff accordingly. [4] Approximately twelve (12). |
| 87. | Attach A | 3.11.2 | 110 | 3031 | [1] Regarding the statement that the "LRS Helpdesk application shall be accessible by COUNTY-specified Users" – how many persons will require access to the LRS Helpdesk application? | [1] All Users. |
| 88. | Attach A | 3.11.2 | 110 | 3031 | [1] What is the monthly volume of calls that are received by the existing LEADER helpdesk? | [1] Trouble ticket metrics are in the Diligence Library. |
| 89. | Attach A | 3.11.2.1 | 112 | 3083 | [1] Regarding the phrase "... points of contact with COUNTY helpdesks and support infrastructure." How many different helpdesks are there within the COUNTY today that support users of the LEADER, GEARS, GROW, and DCFS services/systems? [2] To facilitate possible future integration, please identify the helpdesk applications that are currently used by each of these helpdesks. | [1] Four (4). [2] Current County helpdesk applications use Oracle, INFRA, and Unicenter Advanced Help Desk (AHD) software. |
| 90. | Attach A | * | * | 3081-3084 | [1] How many different helpdesks are there within the COUNTY today that support users of the LEADER, GEARS, GROW, and DCFS services/systems? | [1] Four (4). |
| 91. | Attach A | * | * | 3081-3084 | [1] What commercial helpdesk applications (incident management systems) are used by the existing COUNTY helpdesks today? | [1] None. |



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| 92. | Attach A | 3.11. 4 3.11.4 3.11.4.1 | 109 113 114 | 3002– 3003 3132– 3133 3140 | [1] Given the requirement, “design, develop, and implement the LRS Training Records Database used to track User enrollment, attendance, and training results, ” can the CONTRACTOR leverage the Learning Management System currently employed by some COUNTY departments (e.g., Auditor-Controller)? [2] If so, can Contractor assume no additional licenses are required (i.e., COUNTY has an enterprise-wide license)? | [1] No. [2] Not applicable. |
| 93. | Attach A | 3.11. 4 3.11.4 3.11.4.1 | 109 113 114 | 3002– 3003 3132– 3133 3140 | [1] For the requirement “design, develop, and implement the LRS Training Records Database used to track User enrollment, attendance, and training results,” can the Contractor leverage the Learning Management System currently employed by some COUNTY departments (e.g., Auditor-Controller)? [2] If so, can we assume that it is County provided? | [1] No. [2] Not applicable. |
| 94. | Attach A | 3.12 | 115 | 3170– 3171 | CONTRACTOR shall work with COUNTY to define the representative User population most appropriate for Pilot. [1] Does the COUNTY have minimum requirements that would define the most appropriate user population for the Pilot, either in number of Users or number of Local Office Sites? | [1] Proposer shall include enough Local Office Sites, during Pilot, to fully represent and validate the automation of each public assistance program and functionality replacing each existing system. Proposer shall utilize the information provided in the Diligence Library, and use Proposer’s experience and best judgment to propose the most appropriate user population for Pilot. |
| 95. | Attach A | 3.12 | 115 | 3170– 3171 | [1] For the requirement, “CONTRACTOR shall work with COUNTY to define the representative User population most appropriate for Pilot,” does the COUNTY have minimum requirements that would define the most appropriate user population for the Pilot, either in number of Users or number of Local Office Sites? | [1] Proposer shall include enough Local Office Sites, during Pilot, to fully represent and validate the automation of each public assistance program and functionality replacing each existing system. Each Proposer shall utilize the information provided in the Diligence Library, and use Proposer’s experience and best judgment to propose the most appropriate user population for Pilot. |
| 96. | Attach A | 3.12.1.1 | 116 | 3210- 3217 | [1] Will the current legacy technical teams be responsible for any required legacy modification (e.g., case conversion indicator for a case converted for Pilot)? | [1] Legacy technical teams shall be responsible for necessary legacy system modifications, such as conversion indicators. However, Proposer shall propose conversion solutions that minimize changes to the legacy systems. |



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| 97. | Attach A Attach B | 3.14.2.1 | 1 134 | 1-3 3869- 3704 | [1] Given the statement, “NOTICE TO RFP PROPOSERS: A document substantially similar to this Attachment B (Statement of Requirements) shall become Exhibit B (Statement of Requirements) of any resultant Agreement”, there does not appear to be any requirements in located in LRS RFP – Attachment B (SOR) related to the LRS Transition Plan. Please clarify. | [1] Requirements for the LRS Transition Plan are included in Subtask 14.2 (Develop LRS Transition Plan) of Attachment A (Statement of Work). |
| 98. | Attach A | 3.2.1 | 48 | 1321- 1323 | [1] Given the requirement, “Version control on all electronic work products, including software, system documentation, and project correspondence and documentation”, please clarify the term “project correspondence”. | [1] Project correspondence includes all written communications, including, without limitation, among and between Contractor, Subcontractors, County, and County designees (e.g., County IV&V Contractor, County QA Contractor, and other stakeholders). |
| 99. | Attach A | 3.5 | 58 | 1595 | [1] Please identify any COUNTY-owned network tools (and the Network Operations Centers that utilize them) that will be available to assist the Contractor in resolving network incidents that affect workstation to application (end-to-end) response. | [1] Contractor shall provide all network monitoring tools for the LRS as described in Attachment B (Statement of Requirements). |
| 100. | Attach A | 3.5.2 | 62 | 1692– 1695 | [1] Redetermination/ Recertification packets require a 4 month on hand supply. How many pallets of stock does this represent? | [1] Approximately five (5) pallets of stock. |
| 101. | Attach A | 3.5.3.1 | 65 | 1773– 1775 | [1] As the COUNTY requires the contractor to be compliant with the COUNTY’S information security policies, standards, guidelines and procedures, please provide the current policies, standards, guidelines and procedures documents. [2] Additionally, is it the COUNTY’S expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] We suggest modifying the language to box in the scope by adding “prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.” | [1] This information is provided in the Diligence Library and described in the RFP, including, without limitation, Attachment B (Statement of Requirements), Attachment C (Sample Agreement), and Attachment H (Technical Exhibits). [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No changes will be made to the RFP in this regard. |



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| 102. | Attach A | 3.7.1.1 | 71 | 1950 | [1] Please describe the level of detail that the COUNTY requires in tracking configuration and change processes for the infrastructure assets. [2] Also, are only Contractor-owned assets to be managed by these processes? | [1] Deliverable 7.1 (Technical Infrastructure Asset Configuration Report) of Attachment A (Statement of Work) shall include asset management and configuration information on Contractor-provided hardware and related software (e.g., manufacturer, type/category, product name, model/version number, and configuration specifications). [2] Yes. |
| 103. | Attach A | 3.9.3.1 | 99 | 2734 | [1] Can the County please provide information on the estimated number of County UAT users for us to better plan for resources to deliver the Training Plan? | [1] The number of County UAT users will depend on the proposed solution and quality of product delivered by the Contractor. The County anticipates a minimum of fifty (50) testers; however, a compressed timeline or high volume of Deficiencies could require additional County UAT users at no additional cost to County. |
| 104. | Attach B | 1 | 2 | 49-52 | The LRS shall meet the following objectives: • Allow modification of LRS business logic to be performed by knowledgeable COUNTY-specified Users, utilizing configuration tables, parameters, or the equivalent, without reprogramming of the LRS by CONTRACTOR. [1] Does business logic in the case refer only to the EDBC process or is it more far reaching, does it refer to the entire or majority of the entire system? | [1] This objective refers to the entire LRS. |
| 105. | Attach B | 1 | 1 | 15-20 | [1] With the combination of the systems (GEARS, LEADER, GROW, DCFS), is it the goal of the procurement to standardize the common business processes such as payment processing, vendor management, collections, appointment scheduling, etc? [2] If so, how will that be evaluated against the standard of “no loss of functionality”? | [1] While standardization of common processes is one of the goals of this procurement, the LRS shall accommodate differences in business processes and workflows. [2] Proposals that are responsive to technical and functional requirements shall meet the “no loss of functionality” objective. |
| 106. | Attach B | 2.1.1 | 11 | 271-275 | [1] Please clarify the statement regarding the need to back out mass LRS Data changes if errors are detected? Over the course of 30 days this may not be possible as there may have been additional changes to the data made by the user subsequent to the mass change. | [1] Proposer shall propose a solution that meets this requirement to undo the adverse affects of incorrect mass LRS Data changes. |
| 107. | Attach B | 2.1.1 | 12 | 307-309 | [1] Can the County please provide a comprehensive list of Interdepartmental/Interagency Special Programs to be automated as part of LRS? | [1] Interdepartmental/interagency special programs currently are Tribal TANF and Family Reunification |



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| 108. | Attach B | 2.1.1 | 12 | 314-315 | [1] Given the requirement, "The LRS shall support various program-specific case structures as specified by COUNTY", please clarify what the COUNTY means by "program-specific case structure?" For example, CalWORKS, Food Stamps, Medi-Cal, and Welfare to Work versus Food Stamps, Medi-Cal, and FSET. | [1] Program-specific case structure refers to family structures and worker case assignment based on public assistance programs. Related requirements are provided under Subsection 2.5.4 (Case Maintenance) and Subsection 2.7 (Case Assignment and Case Transfers) of Attachment B (Statement of Requirements). |
| 109. | Attach B | 2.1.4 | 14 | 381 | [1] Given the requirement, "The LRS shall include automated or guided processes that will enable a COUNTY-specified User to easily enter required information and guide the User through the appropriate screens based on the input of LRS Data for processes, including: ...iv. Delete an individual;" please clarify what the COUNTY means by "Delete an Individual." Does the COUNTY intend to provide for the individual to be removed from the home, not requesting aid, or deleted from the case? | [1] Removed from the home. |
| 110. | Attach B | 2.1.4 | 15 | 415 | [1] Given the requirement, "14. The LRS shall automatically save LRS Data when moving between screens, as specified by COUNTY", does this mean save without prompting the user? If so, saving without prompting the user may cause errors. For example, if the user inadvertently changed something on a Web page before moving to a new window, the change would be saved. | [1] Yes. |
| 111. | Attach B | 2.10.2 | 63 | 2182-2183 | [1] Given requirement, "The LRS shall run a monthly outlaw process of stale-dated participant and Vendor warrants and shall report them to the bank(s)," does COUNTY wish to notify the bank only or change the benefit status to stale dated automatically too so that the replacement benefit can be re-issued. | [1] The outlaw process includes update of the benefit status to "outlaw" and interface transaction to the bank and/or Auditor-Controller. |
| 112. | Attach B | 2.10.4 | 66 | 2285-2287 | [1] Given requirement, "The LRS shall track Vendor capacity on a daily basis. For example, the maximum number of beds available for room and board from each room and board Vendor shall be maintained by the LRS," please clarify what users will maintain the daily "Vendor capacity." | [1] This information is not necessary for preparation of a proposal. |
| 113. | Attach B | 2.12.1 | 78-79 | 2734-2737 | [1] Please provide a baseline list of the "State-provided translations" that the Proposers should use for estimating compliance with this requirement. | [1] State-provided translations can be found at the following websites: www.dhcs.ca.gov/formsandpubs/forms/Pages/MC_EBTranslatedForms.aspx www.dss.cahwnet.gov/cdssweb/formsandPU_274.htm |



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| 114. | Attach B | 2.12.1 | 79 | 2750-2752 | [1] Given the requirement, <i>“The LRS shall include the ability to generate electronic versions of periodic reports upon request, including an acceptable form of electronic signature (e.g. PIN or other identifying indicator),”</i> does the COUNTY also require that verifications to support the electronic report also be accepted electronically? | [1] Yes. |
| 115. | Attach B | 2.12.1 | 78 | 2730-2731 | [1] Does the use of ‘mailing date’ refer to the date the periodic report was generated or the postmarked date? Please clarify. | [1] The mailing date must be the postmarked date. |
| 116. | Attach B | 2.12.1 | 78 | 2734-2737 | [1] Will COUNTY be providing the translated forms? | [1] Yes. |
| 117. | Attach B | 2.12.1 | 79 | 2738-2740 | [1] Please specify what specific reports are to be generated for heads of households, senior parents, and alien sponsors | [1] Refer to Subsection 2.12 (Periodic Reporting) of Attachment B (Statement of Requirements) for the list of reports. |
| 118. | Attach B | 2.12.3 | 80 | 2803-2804 | [1] Given the requirement, <i>“The LRS shall identify any reported information that is inconsistent with existing case information and provide an alert to the worker,”</i> please clarify what is meant by “inconsistent with existing case information?” | [1] If any reported or new information conflicts with the existing information, the LRS shall provide an alert to the worker. |
| 119. | Attach B | 2.15.1 | 90 | 3128-3129 | [1] The LRS is to generate printed referrals that include barcodes, to include the form ID and case number ID on all LRS-produced documents. Please confirm that the requirement for bar coding of “all LRS-produced documents” in this section refers only to all printed referral documents. | [1] Barcode requirements in this section refer to printed referral documents or printable screen representations of paper referral documents. All LRS generated documents require barcodes. |
| 120. | Attach B | 2.16.2 | 95 | 3312-3313 3321 | [1] Given the requirement, <i>“The LRS shall include a method for identifying cases that are subject to a mass update by using specified selection criteria, including: ... h. Living situation;”</i> , please provide an example of what the expected selection criteria would be for <i>“Living situation.”</i> | [1] Living situation examples include homeless, renting a room, purchasing/preparing food together. |
| 121. | Attach B | 2.16.2 | 95 | 3312-3313 3322 | [1] Given the requirement, <i>“The LRS shall include a method for identifying cases that are subject to a mass update by using specified selection criteria, including: ... i. History of assistance received; and”</i> , please provide an example of what the expected selection criteria would be for <i>“history of assistance received.”</i> | [1] History of assistance received refers to history of aid received from public assistance programs. |
| 122. | Attach B | 2.16.2 | 95 | 3312-3313 3323 | [1] Given the requirement, <i>“The LRS shall include a method for identifying cases that are subject to a mass update by using specified selection criteria, including: ... j. Immigration status;”</i> , please provide an example of what the expected selection criteria would be for <i>“immigration status.”</i> | [1] Immigration status refers to US residency status (e.g., legal immigrant and naturalized citizen). |
| 123. | Attach B | 2.17 | 97 | 3398 | [1] What is the COUNTY’s calendaring application? | [1] Currently, the County utilizes Lotus Notes and Microsoft Outlook calendaring applications. |



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| 124. | Attach B | 2.18 | 100 | 3499-3513 | The functional response forms for all the high-level function areas (Traffic log, Clearances, Application registration and application evaluation, Data collection, Simulation and e-Learning training, Case assignment and case transfers, Eligibility determination and benefit calculation (ED/BC), Authorization, Benefit issuance, Benefit recovery, Periodic reporting, Redetermination, Recertification, and Annual Agreement, Case inquiry, Referrals, Mass update, Scheduling appointments, Client correspondence, Alerts, reminders, and controls, Interfaces, Error prone profiling and high risk cases, Hearings, Quality assurance and quality control, Reporting, Manage personnel, History maintenance, E-Government, Work participation program and Cal-learn control) do not appear to evaluate all the requirements in the SOR. For example section 2.18 Client correspondence contains the requirement: <i>"The LRS shall include independent Web services for the generation of client correspondence, which shall be available to COUNTY-specified entities (e.g. other California SAWS systems) via LAnet/EN and the Internet."</i> [1] How does the COUNTY plan to evaluate these requirements? | [1] The evaluation process is set forth in the RFP. |
| 125. | Attach B | 2.18.1 | 101 | 3541-3545 | [1] Please provide a baseline list of the "State-provided translations" that the Proposers should use for estimating compliance with this requirement. | [1] State-provided translations can be found at the following websites: www.dhcs.ca.gov/formsandpubs/forms/Pages/MC_EBTranslatedForms.aspx www.dss.cahwnet.gov/cdssweb/formsandPU_274.htm |



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| 126. | Attach B | 2.18.1 | 101 | 3541-3545 3546-3549 | [1] In order to accurately size, cost, and evaluate the requirement, <i>“The LRS shall generate written material, including notices, NOAs, forms, flyers, letters, and stuffers, to applicants, participants, caregivers, sponsors, authorized representatives, and/or any other entities, in English, all threshold languages, and any other language for which the State has provided a translation”</i> , please provide the specific languages LRS must support. There is a conflict between the threshold languages listed in the glossary (8) and the languages for which the State has provided a translation (28). [2] We suggest the COUNTY amend the Statement of Requirements (SOR) to clearly list the specific languages LRS must support. | [1] The current thirteen (13) threshold languages for DPSS Systems and DCFS Systems are English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese, Hmong, Lao, Arabic, and Farsi. Other language(s) for which the State has provided a translation shall be generated should such language(s) of County’s public assistance program population reach the legally required thresholds. State-provided translations can be found at the following websites: www.dhcs.ca.gov/formsandpubs/forms/Pages/MC_EBTranslatedForms.aspx www.dss.cahwnet.gov/cdssweb/formsandPU_274.htm [2] No changes to the RFP will be made in this regard. |
| 127. | Attach B | 2.18.2 | 104 | 3634-3637 | Given the requirement, <i>“The LRS shall provide a correctly formatted standard English notice, NOA, form, letter, stuffer, or flyer to be mailed in the same envelope for special situations, including: a. Visually impaired written communications;”</i> , what <i>“visually impaired written communications,”</i> [1] is the COUNTY referring to Braille or Large font? [2] What languages and [3] volume must be supported for <i>“visually impaired written communications”</i> ? | [1] Large font. [2] The language that must be supported for the visually impaired is English. [3] This information is not available. |
| 128. | Attach B | 2.18.3 | 106 | 3708-3710 | [1] What are the “means of delivery of the correspondence” that must be recorded by the LRS? [2] Is it a subset of the five (5) “means of communicating” listed in Paragraph 2.18.3, Item #20, Page107, lines 3743-3747? | [1] Means of delivery of the correspondence is the same or subset of means of communicating listed under Item 20 of Subsection 2.18.3 (Issuance of Correspondence) of Attachment B (Statement of Requirements) includes without limitation: e-Mail, Text Messaging, Fax, Automated phone reminder, and USPS mail. [2] Yes. |



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| 129. | Attach B | 2.18.3 | 106 | 3721-3722 | [1] Given the requirement, “13. The LRS shall include the ability to override the central notification process for Minor Consent cases”, please clarify what is meant by the “override the central notification process” referred to in this requirement. [2] Does the County intend to issue client correspondence to Minor Consent case manually? | [1] The LRS shall support overrides or suppression of certain client correspondences for Minor Consent cases. [2] No. |
| 130. | Attach B | 2.19.2 | 110 | 3845-3848 | [1] Please clarify how the “COUNTY-specified lists” are maintained. | [1] County-specified lists shall be maintained on the LRS by County-specified Users. |
| 131. | Attach B | 2.20.1 | 114 | 3992-3993 | [1] Given the requirement, “The LRS shall include direct access and online inquiry to other systems, as required by COUNTY,” please specify the systems the COUNTY requires direct access and online inquiry to. [2] Also, in the event a system is not browser-based, please specify how the COUNTY expects the CONTRACTOR to provide this capability from LRS. | [1] Systems that require direct access and online inquiry are identified as online interfaces in Section 4 (Summary of Required LRS Interfaces) of Attachment B (Statement of Requirements). [2] For systems identified as online interfaces that are not browser-based, Contractor shall use TCP/IP protocol. |
| 132. | Attach B | 2.23.4 | 120 | 4219-4220 | [1] Please define the “certain verification interfaces” that LRS will be expected to initiate at COUNTY option. | [1] Interfaces contained in Section 4 (Summary of LRS Interfaces) of Attachment B (Statement of Requirements) that can be used to verify participant data, such as IEVS, CAST, and MEDS. |
| 133. | Attach B | 2.24 | 122 | 4283-4284 | [1] The RFP indicates that the LRS is to “automate all reports currently produced by COUNTY.” Please provide a master listing of the specific reports and report specifications that the LRS is to automate. | [1] This information will be provided in Phase 1 (Design, Development, and Implementation Phase). |
| 134. | Attach B | 2.24.1.12 | 124 | 4325 | [1] Given the requirement, “12. The LRS shall support the backup of reports on industry standard media that can be used to reprint each report or a portion of a report.” the COUNTY appears to make reference to back up reports and re-printing. Is the County looking for an exact copy of the report that was printed at a specific time/date? [2] In addition, please clarify what the COUNTY means by “industry standard media.” | [1] Yes. [2] Proposer may offer its best solution for backup storage of reports that is non-proprietary and commercially available storage media. |
| 135. | Attach B | 2.24.3 | 125 | 4382-4383 | The LRS shall include the ability to read electronic reports received by the State and other agencies. [1] What is meant by “read electronic reports”? [2] Is there an interpretation requirement or report to data object transformation implied? | [1 & 2] Interpret, map, and process report data. Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 136. | Attach B | 2.25.1 | 128 | 4477 | [1] Given the requirement, “The LRS shall calculate and record worker productivity and profile information”, what are the specific types of productivity calculations that the COUNTY is requiring? | [1] This information will be available during Phase 1 (Design, Development, and Implementation Phase). |



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| 137. | Attach B | 2.25.1 | 128 | 4485 | Given the requirement, <i>“The LRS shall maintain <u>the roles</u> of each employee in the supervision of employees and the approval of work transactions”</i> , please clarify what the COUNTY means by roles. [1] For example, does the COUNTY mean the supervisor User would be listed as the supervisor on the User profiles of each of the Users that they supervise? | [1] This requirement will be revised in an Addendum to the RFP. |
| 138. | Attach B | 2.25.1 | 128 | 4487 | Given the requirement, <i>“The LRS shall provide a method for COUNTY-specified Users based on security profile to select multiple User accounts and perform batch personnel management actions (e.g., inactivation, suspension, archiving, or voiding of Users’ accounts)”</i> , [1] what are the other batch personnel management actions the COUNTY is requiring beyond the provided examples? | [1] This information will be available during Phase 1 (Design, Development, and Implementation Phase). |
| 139. | Attach B | 2.26.1 | 129 | 4530-4531 | [1] Are exception cases already identified in LEADER? [2] If so, how are they indicated, and if not, what specific actions result in a case being identified as an exception? | [1] Yes. [2] Exception cases are indicated in a variety of ways based on the nature of the exception (e.g., lawsuits, pending lawsuits, fair hearing findings, fraud, and IPV). |
| 140. | Attach B | 2.26.2 | 130 | 4560-4561 | [1] In order to accurately size, cost, and evaluate the requirement, <i>“5. The LRS shall include retention periods that can be easily maintained and modified by COUNTY-specified Users”</i> , please provide the expected retention periods for archived data. | [1] The expected retention period for archived data is indefinite. |
| 141. | Attach B | 2.27.1 | 131 | 4587-4589 | Given the requirement, <i>“The LRS shall provide information in English and all threshold languages, to members of the general public who access the LRS via the Internet,”</i> [1] what are threshold languages to be supported on the Internet? | [1] Client correspondences that have been generated in threshold languages shall be available through e-Government solutions via English language Web pages. |
| 142. | Attach B | 2.27.1 | 131 | 4590-4594 | [1] Given the requirement, <i>“The LRS shall allow individuals and families, via a secure and confidential Internet connection, and with complete anonymity if so desired, to quickly and easily identify federal, State, COUNTY, and other locally administered programs and services for which they may be eligible through the use of eligibility self-screening programs,”</i> has the COUNTY established the eligibility self-screening rules? [2] If so, please provide them. | [1] Self screening rules are not currently established. Self-screening rules shall be based on EDBC rules. [2] Not applicable. |
| 143. | Attach B | 2.27.1 | 132 | 4617-4619 | Given the requirement, <i>“The LRS shall allow applicants, participants, caregivers and Service Providers to submit changes via a secure and confidential Internet connection”</i> , [1] what changes does the COUNTY envision? | [1] This information will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 144. | Attach B | 2.27.1 | 132 | 4623-4625 | [1] Does the County have an existing IVR system that LRS will interface with? [2] If so, please provide which hardware and software is used for this system. [3] If not, is the County expecting the contractor to provide software, and build the IVR system? | [1] Yes, as described in Section 4 (Summary of Required LRS Interfaces) of Attachment B (Statement of Requirements), the County has an existing IVR system. [2] This information is available in the Diligence Library – Mandatory Proposer’s Conference – Technical Presentation. [3] Not applicable. |
| 145. | Attach B | 2.27.1 Online Features | 132 | 4623-4625 | Given the requirement, “The LRS shall allow applicants, participants, and caregivers to submit changes via COUNTY-specified and provided Interactive Voice Response (IVR),” [1] what specific LRS business services need to be exposed to the IVR? | [1] Refer to Subsection 2.12 (Periodic Reporting) of Attachment B (Statement of Requirements). Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 146. | Attach B | 2.27.1 | 132 | 4626-2627 | Given the requirement, “The LRS shall allow applicants, participants, and caregivers to submit changes via Telecommunications Device for the Deaf (TDD),” [1] what specific LRS business services need to be supported by the TDD? | [1] Refer to Subsection 2.12 (Periodic Reporting) of Attachment B (Statement of Requirements). Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 147. | Attach B | 2.27.1 | 132 | 4626–4627 | Given the requirement, “12. The LRS shall allow applicants, participants, and caregivers to submit changes via Telecommunications Device for the Deaf (TDD),” [1] what is County’s current technology for Telecommunications Device for the Deaf (TDD)? | [1] There is no current technology for TDD in the DPSS Systems and the DCFS Systems. |
| 148. | Attach B | 2.27.1 | 132 | 4628-4631 | [1] Given the requirement, “The LRS shall generate e-notifications (e.g., e-mail, fax, telephone messaging, text messaging) providing information to COUNTY specified Users as well as individuals/entities outside of the LRS based on COUNTY-specified lists”, please describe what is meant by e-notifications. [2] Does the COUNTY mean sending client correspondence electronically? | [1] Examples include e-mail, fax, telephone messaging, and text messaging. [2] Yes. |
| 149. | Attach B | 2.27.1 | 133 | 4679-4680 | [1] Does the County have an existing system that takes time sheet information from providers? [2] If so, please provide which software is used for this system? [3] If an existing system does not exist, is the County expecting the contractor provide software, and build this system? | [1] No. [2] Not applicable. [3] Yes |
| 150. | Attach B | 2.27.1 | 133 | 4679-2680 | [1] Given the requirement, “The LRS shall allow child care providers to enter time sheet information, as specified by COUNTY,” is the current process to enter time sheets manual or automated? [2] Please provide a sample of the “child care providers’ time sheet” and [3] clarify the current process to be supported by LRS. | [1] Manual. [2 & 3] This information will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 151. | Attach B | 2.28 | 134 | 4682-4688 | Given the requirement, “ <i>The LRS shall automate the case management and control of work participation programs, including GAIN and GROW. The LRS shall also automate the case management and control of Cal-Learn. Automation of case management for GAIN, GROW, and Cal-Learn shall be in accordance with all applicable federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures</i> ”, [1] is the process of assigning a participant to the appropriate office location the same for GAIN, Cal-Learn and GROW? [2] If the process is not the same, describe the process or procedure. | [1] The location assignment process is the same. However, the workflows for GAIN, Cal-Learn, and GROW are not the same. [2] Refer to workflows in the Diligence Library. |
| 152. | Attach B | 2.28: | 134-144 | 4682-5043 | Throughout the requirements in section 2.28 WORK PARTICIPATION PROGRAM AND CAL-LEARN CONTROL the COUNTY uses the term “ <i>as specified by COUNTY</i> ”; [1] please clarify what the term “ <i>as specified by COUNTY</i> ” means by providing examples. | [1] Examples will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 153. | Attach B | 2.28 | 134 | 4710-4712 | [1] Given the requirement, “ <i>The LRS shall include independent Web services for work participation program and Cal-Learn control, which shall be available to COUNTY-specified entities (e.g., other California SAWS systems) via LANet/EN and the Internet</i> ”, how many entities need access to the work participation program and Cal-Learn? [2] Do these entities need access to the entire LRS system? [3] If not, describe the functions that shall be available. | [1, 2 & 3] As stated throughout the RFP, the LRS shall be based on SOA. The County in its sole discretion shall decide how and to what extent such services are utilized by various persons/entities. |
| 154. | Attach B | 2.28.1 | 135 | 4742-4750 | Given the requirement, “ <i>9. The LRS shall schedule an appointment with the appropriate worker if the LRS determines that any of the following criteria falls below minimum participation levels, unless otherwise exempt as specified by COUNTY, including: a. Employment hours; b. Wage; c. Work participation program component(s) participation hours; and d. Work participation program component(s) or Cal-Learn program component(s) progress and status</i> ”, [1] is the LRS expected to schedule an appointment (automatic appointment) without the worker’s intervention? [2] If yes, what are the criteria to determine minimum participation levels or the exemption from participation? | [1] Yes. [2] The minimum participation shall be based on public assistance program requirements. |
| 155. | Attach B | 2.28.1 | 135 | 4757-4760 | Given the requirement, “ <i>12. The LRS shall maintain a real-time online list of potential participants (e.g., unassigned pool or participant pool) that can be viewed, sorted, and/or printed by COUNTY-specified Users, including: a. Participant demographic data</i> ”, [1] is the online list a report with potential participants? [2] What does the participant’s demographic data consist of? | [1] Yes. [2] Specific demographic data fields will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 156. | Attach B | 2.28.1 | 136 | 4768 | Given the requirement, “13. <i>The LRS shall consider the service needs of the participant, as specified by COUNTY, when making an assignment or scheduling an appointment, including: a. Resident location and status; b. Service needs; c. Employment location; and d. Spoken and written languages of participant</i> ”, [1] what are the expectations from LRS when making an assignment or scheduling an appointment? | [1] Examples are set forth in the requirements. Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 157. | Attach B | 2.28.2 | 141 | 4927-4930 | Given the requirement, “14. <i>The LRS shall allow COUNTY-specified Users to view and/or print work participation program component(s) and Cal-Learn program component(s) information by participant, component(s), unit, section, and/or office</i> ”, [1] is LRS expected to provide this information in a report? | [1] Yes. |
| 158. | Attach B | 2.28.2 | 141 | 4935-4939 | Given the requirement, “16. <i>The LRS shall include the automated selection of participants that meet pre-determined criteria into control and test groups (e.g., past studies, such as, MDRC Study, Home Call Visitation Pilot Study, State Cal-Learn Study) with a provision for manual selection or override of an automated selection</i> ”, once LRS identifies and selects these participants, [1] what is the expected outcome (e.g. assign participants to a control group such as MDRC)? | [1] This information will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 159. | Attach B | 2.28.3 | 142 | 4974-4978 | Given the requirement, “1. <i>The LRS shall generate a list of appointments for a date range defined by COUNTY-specified User(s) that is both for online viewing and/or printing that can be selected and/or sorted by office, section, unit, worker and/or time, including: a. Participant demographic data</i> ”, [1] can you please define participant demographic data? | [1] Participant demographic data (e.g., age, sex, language, and ethnicity) shall be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 160. | Attach B | 2.28.3 | 142 | 4985-4991 | Given the requirement, “2. <i>The LRS shall provide a list of participants with unscheduled appointments or appointments scheduled into the future beyond a COUNTY specified and modifiable time period that can be selected and/or sorted by appointment type, Service Provider(s), office, section, unit, worker, and/or days waiting. The list shall be both available for on-line viewing and/or printing including: a. Participant demographic data</i> ”, [1] please define what are considered appointments scheduled into the future beyond a COUNTY specified and modifiable time period? [2] Can you please define participant demographic data? | [1] This will be revised for clarity in an Addendum to the RFP. [2] Participant demographic data (e.g., age, sex, language, and ethnicity) shall be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 161. | Attach B | 2.28.3 | 143 | 5003-5006 | Given the requirement, “6. <i>The LRS shall replicate the management reports that are produced by GEARS and GROW System, as specified by COUNTY</i> ”, [1] please specify the GEARS and GROW reports expected in LRS. | [1] Current report samples for GEARS are available in the Diligence Library. At minimum, the same reports are expected for GROW. |



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| 162. | Attach B | 2.3 2.8 2.8.3 2.10 2.18 2.28 3.1 | 18 49-50 53 59 100 134 145 | 592-599 1670-1673 1810-1815 2024-2026 3511-3513 4710-4712 5051-5054 | <p>In a number of places in the RFP, the COUNTY makes reference to the phrase "LRS shall include independent Web services" for performing a number of functions to be used by "COUNTY- specified entities (e.g., other California SAWS systems) via LAnet/EN and the Internet..".</p> <p>[1] Please explain the use of the term "independent Web services".</p> <p>[2] Please clarify who are the "COUNTY- specified entities" and how many are expected to participate.</p> <p>[3] We would also like to understand their role in serving Los Angeles County clients and the potential quantity of service requests and the peak volumes from these specific entities.</p> | <p>[1] Independent Web services shall be available for use by external entities using a standard communication protocol and format (e.g., HTTP/HTTPS, XML).</p> <p>[2 & 3] As stated throughout the RFP, the LRS shall be based on SOA. The County, in its sole discretion, shall decide how and to what extent such services are utilized by various persons/entities. Details will be provided during Phase 1 (Design, Development, and Implementation Phase).</p> |
| 163. | Attach B | 2.4.2 | 25 | 769-770 774 | <p>To accurately cost and evaluate the requirement, "<i>The LRS shall support multiple methods of securing an applicant's signature and return of an application, including: ... d. Electronic signature;</i>" what are the COUNTY's minimum requirements for an electronic signature contained in an email application? [1] For example, is it acceptable to consider a User ID and password assigned to a customer acceptable as an electronic signature for an application submitted by an individual through e-Government?</p> | <p>[1] Refer to Section 3.2.4.1(Legislative and Compliance Standards) of Attachment B (Statement of Requirements). Details will be provided during Phase 1 (Design, Development, and Implementation Phase).</p> |
| 164. | Attach B | 2.4.2 | 25 | 769-770 773 | <p>Given requirement, "<i>The LRS shall support multiple methods of securing an applicant's signature and return of an application, including: ... c. E-mailing the application;</i>" [1] what are the County's requirements for securing e-mail communication with clients?</p> | <p>[1] Refer to Section 3.2.4.1(Legislative and Compliance Standards) of Attachment B (Statement of Requirements). Details will be provided during Phase 1 (Design, Development, and Implementation Phase).</p> |
| 165. | Attach B | 2.6 | 1310-1313 | 40 | <p>[1] Is it the COUNTY's expectation the CONTRACTOR is to perform an e-learning package requirements definition and package selection effort and identify the three top packages? OR [2] Does the COUNTY already have three packages identified for which the COUNTY requires a recommendation from the CONTRACTOR?</p> | <p>[1 & 2] Proposer shall propose the top three (3) packages during Phase 1 (Design, Development, and Implementation Phase).</p> |
| 166. | Attach B | 2.6.1 | 39 | 1269 | <p>[1] Is LRS data from a "related case" the same as with a "companion case"? [2] If not, please explain the difference between a related case and a companion case.</p> | <p>[1] Yes.</p> <p>[2] Not applicable.</p> |



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| 167. | Attach B | 2.6.1 | 39 | 1295-1296 | In order to accurately size, cost, and evaluate the requirement “LRS shall allow an unlimited number of cases in simulation mode concurrently”, [1] please provide the number of cases a worker accesses per day in the current systems being replaced by LRS. [2] Please consider amending the requirement to reflect the expected number of cases resident in simulation so CONTRACTORS do not over or under estimate the sizing for LRS. | [1] This information is not available. [2] No changes will be made to the RFP in this regard. |
| 168. | Attach B | 2.6.2 | 40 | 1323-1328 | [1] Please clarify “...CONTRACTOR shall correct such Deficiency in the LRS e-Learning software module...”. Assuming that the e-Learning software is a COTS, CONTRACTOR may not have access to the source code and cannot make any corrections. CONTRACTOR may only be able to report the Deficiency to the e-Learning software vendor for resolution. | [1] The requirements regarding Contractor’s obligation to correct Deficiencies will not be changed. |
| 169. | Attach B | 2.6.2 | 41 | 1342-1344 | [1] Can the County please clarify the anticipated number of County users that will create/maintain the e-Learning modules? | [1] County anticipates up to one hundred twenty-five (125) County-specified Users to create new e-Learning modules and maintain and update Contractor-provided e-Learning modules. |
| 170. | Attach B | 2.6.2 | 41 | 1345-1346 | In order to accurately size, cost, and evaluate the requirement “The LRS shall be able to accommodate an unlimited number of LRS e-Learning modules”, [1] please provide the number of e-learning modules in the current systems being replaced by LRS. [2] Please consider amending the requirement to reflect the expected number of e-learning modules. | [1] Existing systems do not have e-Learning modules. The e-Learning modules to be delivered by Contractor are described in Subsection 2.7.2 (e-Learning Training) of Attachment B (Statement of Requirements). Details will be provided during Phase 1 (Design, Development, and Implementation Phase). [2] No changes to the RFP will be made in this regard. |
| 171. | Attach B | 2.6.2 | 43 | 1438-1440 | [1] Can the County please clarify if it is the County’s expectation for the contractor to use the existing LMS software? [2] Also, what is the current LMS solution being used by the County? | [1] No. [2] The current LMS solution used by the County is Saba Enterprise 5.3. The LRS shall interface with the Saba solution. Requirements for this interface will be added to Attachment B (Statement of Requirements) in an Addendum to the RFP. |
| 172. | Attach B | 2.7 | 44 | 1451-1452 | LA COUNTY’s case assignment and case transfer model has evolved since the implementation of the LEADER system. LRS shall accommodate multiple case assignment business models simultaneously. [1] Please describe the business models in use today. | [1] Available relevant information is provided in the Diligence Library. Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 173. | Attach B | 2.7.1 | 44 | 1456-1461 | Given the requirement, <i>"The LRS shall support individual case assigned to multiple files and to multiple workers, as specified by COUNTY. Some of these workers continue to provide services and support to a client after the traditional cash benefits, Food Stamp, and/or Medi-Cal cases have been closed. These shall include one or many workers assigned in combination for a case, including,"</i> [1] would a program within a case like Food Stamps be assigned to one and only one file? | [1] No. |
| 174. | Attach B | 2.7.2 | 46 | 1557-1558 | [1] Please provide a list of the "specialized offices that have been created in order to handle specific types of cases for large geographic areas." [2] Please also indicate if each office does or does not process applications and if not, are their cases replenished by a specific office? [3] If so, which one(s)? | [1, 2 & 3] This information will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 175. | Attach B | 2.7.2 | 46 | 1557-1558 | [1] Please provide a list of the "specialized offices that have been created in order to handle specific types of cases for large geographic areas." [2] Please also indicate which offices and which specific roles in those offices process applications. [3] Please indicate which offices do not process applications and for each, which office handles the application processing for each. | [1, 2 & 3] This information will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 176. | Attach B | 2.7.2 2.27.1 | 47 132 | 1585-1587 4620-4622 | Given the requirements, <i>"(1585-1587) The LRS shall notify all workers and/or Service Providers associated with a case, when the case has transferred to another Local Office Site and/or service area and (4587-4589) The LRS shall include a method for Service Providers to post issued payments and cancellations via a secure and confidential Internet connection,"</i> [1] are these the only two e-Government functions for Service Providers to be implemented? | [1] No. |
| 177. | Attach B | 3.1 | 145 | 5051-5054 5055-5056 | Given the requirements, <i>"(5051-5054)The LRS shall include independent Web services, including clearance, eligibility determination, benefit calculation, benefit issuance, and client correspondence, which shall be accessible by COUNTY-specified entities (e.g., other California SAWS systems) via LANet/EN and the Internet and (5055-5056)The LRS shall support access to and use of external Web services provided by COUNTY-specified entities",</i> [1] please provide a list of other systems that support web services. [2] What are the web services standards implemented for each entity? | [1 & 2] County will share such Web services with other entities based on the future needs of County and its partner entities. Standards and policies for sharing such Web services will be provided at that time. |
| 178. | Attach B | 3.1 | 145 | 5057-5059 | [1] Given the requirement, <i>"The LRS shall support flexible workflow using Business Process Execution Language (BPEL), including the ability to bypass internal LRS services and access to and use of external Web services, as specified by COUNTY",</i> [2] please specify the workflows to be supported by BPEL? What are the web services to be implemented in each of these workflows? | [1] All workflows shall be supported by BPEL. [2] Web services to be implemented are described throughout Attachment B (Statement of Requirements). |



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| 179. | Attach B | 3.1 | 145 | 5057-5059 | The Statement of Requirements document in section 3.1 states that BPEL workflow will be used. [1] Does this mean that only a literal BPEL workflow product is acceptable or is BPEL representative of any highly available industrial strength workflow engine? | [1] Only BPEL is acceptable. |
| 180. | Attach B | 3.1 | 145-146 | 5060-5090 | <p>Given the requirement, “<i>The LRS shall employ Web services, which are platform-independent, standards based Web applications that interact with other applications for the purposes of exchanging data via standardized messaging, e.g., Extensible Markup Language (XML). LRS shall also be capable of Web services based integration with external applications and services. Such Web services must comply with the following standards:</i></p> <ul style="list-style-type: none"> a. <i>Extensible Markup Language (XML) schema current version;</i> b. <i>Web services Definition Language (WSDL) current version;</i> c. <i>Universal Description, Discovery and Integration (UDDI) current version;</i> d. <i>Simple Object Access Protocol (SOAP) current version;</i> e. <i>Web services-reliability standard i.e. a SOAP protocol for guaranteed delivery of SOAP messages without duplicates;</i> f. <i>Security standards:</i> <ul style="list-style-type: none"> i. <i>WS-Security from Organization for the Advancement of Structured Information Standards (OASIS), which defines the mechanism for including integrity, confidentiality, and single message authentication features within a SOAP message;</i> ii. <i>Security Assertion Markup Language (SAML) from OASIS, which provides a means for partner applications to share user authentication and authorization information;</i> iii. <i>Standards defined by the Worldwide Web Consortium (W3C), and the Open Web Application Security Project (OWASP);</i> g. <i>National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) Publication 140-2 Requirements for Cryptographic Modules”, encryption requirements released February 2004, and any addendums and other revisions thereof; and</i> h. <i>Support Hyper Text Transfer Protocol (HTTP), Hyper Text Transfer Protocol Secure (HTTPS), File Transfer Protocol (FTP) and Secure File Transfer Protocol (SFTP)”.</i>[1] what are the County Standards and policies for sharing web services with internal and external entities? [2] Does the COUNTY expect SAML to be implemented by both internal and entities to support the single sign on capability for web services? | <p>[1] County will share such Web services with other entities based on the future needs of County and its partner entities. Standards and policies for sharing such Web services will be provided at that time.</p> <p>[2] If the partner entity system has implemented SAML, Proposer shall support the single sign-on capability for the LRS Web services.</p> |



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| 181. | Attach B | 3.1 | 145 | 5060-5090 | Given the requirement, "5. The LRS shall employ Web services, which are platform-independent, standards based Web applications that interact with other applications for the purposes of exchanging data via standardized messaging, e.g., Extensible Markup Language (XML). LRS shall also be capable of Web services based integration with external applications and services. Such Web services must comply with the following standards a. Extensible Markup Language (XML) schema current version; b. Web services Definition Language (WSDL) current version; c. Universal Description, Discovery and Integration (UDDI) current version; d. Simple Object Access Protocol (SOAP) current version; e. Web services-reliability standard i.e. a SOAP protocol for guaranteed delivery of SOAP messages without duplicates; f. Security standards: i. WS-Security from Organization for the Advancement of Structured Information Standards (OASIS), which defines the mechanism for including integrity, confidentiality, and single message authentication features within a SOAP message; ii. Security Assertion Markup Language (SAML) from OASIS, which provides a means for partner applications to share user authentication and authorization information; iii. Standards defined by the Worldwide Web Consortium (W3C), and the Open Web Application Security Project (OWASP); g. National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) Publication 140-2 "Security Requirements for Cryptographic Modules", encryption requirements released February 2004, and any addendums and other revisions thereof; and h. Support Hyper Text Transfer Protocol (HTTP), Hyper Text Transfer Protocol Secure (HTTPS), File Transfer Protocol (FTP) and Secure FileTransfer Protocol (SFTP), [1] given the overhead necessary to support these, please confirm the COUNTY intends this requirement to apply solely to the exchange of information via standard messaging with the 39 systems listed in 4. SUMMARY OF REQUIRED LRS INTERFACES. | [1] Correct. |
| 182. | Attach B | 3.1 | 145 | 5083-5087 | In order to accurately size, cost, and evaluate the requirement, "National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) Publication 140-2 "Security Requirements for Cryptographic Modules", encryption requirements released February 2004, and any addendums and other revisions thereof". [1] please provide a specific milestone or date related to "any addendums and other revisions thereof". [2] Additionally, is it the COUNTY's expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. [3] We suggest modifying the language to box in the scope by adding "prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN." | [1 & 3] No changes will be made to the RFP in this regard. [2] Yes. |



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| 183. | Attach B | 3.1 | 146 | 5100 | [1] In the context of “The LRS shall utilize components that are current decade compliant” what is the COUNTY definition of “current decade” compliant? | [1] LRS must use and store four (4) digit year. |
| 184. | Attach B | 3.1 | 146 | 5100 | [1] What does ‘current decade compliant’ mean? | [1] LRS must use and store four (4) digit year. |
| 185. | Attach B | 3.1 | 146 | 5122 | Given the requirement, “CONTRACTOR shall provide written notification, including implementation recommendations, to COUNTY Project Director of: ... Updates to the LRS Hardware as soon as each such update is available” [1] does this purely pertain to firmware and patch updates or is the intent of this requirement to refresh hardware as new models are available? [2] This would require a substantial amount of constant communication with the Project Director and we would ask that this be modified to be a component of the quarterly report to the Project Director. | [1] Proposer shall provide information on the availability of new hardware and/or firmware. Patch updates are described in other requirements. Reporting frequency is described in Attachment A (Statement of Work). [2] No changes to the RFP will be made in this regard. |
| 186. | Attach B | 3.1 | 147 | 5138-5140 | In order to accurately size, cost, and evaluate the requirement, Given the requirement, “The LRS shall include upgrades or replacements to the LRS Hardware prior to date of OEM end of full service life or full service warranty, as approved by COUNTY Project Director”[1] is the COUNTY expecting the CONTRACTOR to include technology upgrade/ replacement costs, and testing costs (including integration, regression, performance, and user acceptance testing), and implementation costs for all 14 years? [2] Also please clarify what is meant by “upgrades” vs. “replacements.” Is a server replacement an upgrade? [3] In addition, has the COUNTY considered the staffing necessary for the COUNTY (e.g. User Acceptance Testing, training, implementation) activities to support this requirement? We suggest the COUNTY plan for technology refreshes at specific intervals at 36 month intervals in order to ensure currency with technology and have a common standard for proposal evaluation purposes during the project and execute a contract change/amendment at the time it makes the most business sense to refresh the technology. | [1] Yes. County does expect Contractor to project and include costs for upgrade/replacement, testing, and implementation of LRS technology refresh with no degradation to performance requirements for the term of the resultant Agreement. [2] A replacement of a server is considered a replacement in a break-fix situation. Upgrade refers to an improvement in performance and/or functionality. [3] This information is not necessary for preparation of a proposal. |



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| 187. | Attach B | 3.1 | 147 | 5141-5143 | In order to accurately size, cost, and evaluate the requirement, Given the requirement, <i>"The LRS shall include Updates to the Commercially Available Software prior to date of OEM end of full support, as approved by COUNTY Project Director"</i> [1] is the county expecting the CONTRACTOR to include software replacement costs, application software modifications resulting from software replacement, and testing costs (including integration, regression, performance, and user acceptance testing), and implementation costs for all 14 years? [2] In addition, has the COUNTY considered the staffing necessary for the COUNTY (e.g. User Acceptance Testing, training, implementation) activities to support this requirement? We suggest the COUNTY plan for software refreshes at 36 month intervals in order to ensure currency with technology and have a common standard for proposals at specific intervals during the project and execute a contract change/amendment at the time it makes the most business sense to refresh the software. | [1] Yes. County does expect CONTRACTOR to include software replacement costs, application software modifications resulting from software replacement, and testing costs for the term of the resultant Agreement. [2] This information is not necessary for preparation of a proposal. |
| 188. | Attach B | 3.2.1 | 148 | 5166-5168 | RFP states "LRS shall be compatible with older versions of Microsoft Internet Explorer and the current COUNTY standard Web browser, as specified by COUNTY." Earlier versions of Microsoft Internet Explorer present various security vulnerabilities which may not be desirable when used in conjunction with LRS. [1] Please provide a list of IE versions that must be tested and supported as well as defining the current COUNTY standard Web browser. | [1] Refer to Exhibit 3 (CIO Guiding Principles) of Attachment H (Technical Exhibits). |
| 189. | Attach B | 3.2.1 | 148 | 5166-5168 | In order to accurately size, cost, and evaluate the requirement, Given the requirement, <i>"The LRS shall be compatible with older versions of Microsoft Internet Explorer and the current COUNTY standard Web browser, as specified by COUNTY"</i> , aside from the current and future versions of Internet Explorer, [1] what older versions of the product is the LRS expected to be compatible? [2] Does the COUNTY expect full regression tests to be completed on each supported version? [3] How often will evaluations be conducted to de-support older versions of Internet Explorer through the life of the project? [4] We recommend that the COUNTY be no further behind than 1 major release. As an example, Internet Explorer version 6 when Version 7 comes out. Please specify the number of previous versions the COUNTY requires the CONTRACTOR to support. | [1] Refer to Exhibit 3 (CIO Guiding Principles) of Attachment H (Technical Exhibits). [2] Yes. [3] Frequency of evaluations will be determined by County Project Director in his sole discretion. [4] The number of previous versions of browsers will be determined by County Project Director in his sole discretion. |
| 190. | Attach B | 3.2.1 | 148 | 5175-5177 | RFP states "LRS shall include a strategy for making services available to the User with alternate Web browsers (e.g., Netscape Navigator, Mozilla FireFox, Opera)." Some types of and versions of these Web browsers present various security vulnerabilities which may not be desirable when used in conjunction with LRS. [1] Are there any assumptions that may be made on limits to alternative browser support by LRS, and [2] are there any assumptions that may be made concerning versions of alternative browsers that shall be supported? | [1 & 2] This will be determined in Phase 1 (Design, Development, and Implementation Phase). |



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| 191. | Attach B | 3.2.1 | 148 | 5175-5177 | Given the requirement, <i>“The LRS shall include a strategy for making services available to the User with alternate Web browsers (e.g., Netscape Navigator, Mozilla FireFox, Opera),”</i> This could create an high cost for the County to maintain multiple browsers, and [1] therefore we request the COUNTY specify which browsers it requires. [2] Please list the required browsers for the term of the agreement. | [1 & 2] Refer to Exhibit 3 (CIO Guiding Principles) of Attachment H (Technical Exhibits). |
| 192. | Attach B | 3.2.1 | 148 | 5178-5180 | In order to accurately size, cost, and evaluate the requirement <i>“The LRS shall include the ability to be accessed using wireless technologies that are in accordance with COUNTY policy, procedures, and standards,”</i> [1] please clarify if this is in reference to wireless end points of access (e.g. mobile phones, wireless PDAs) or is in reference to wireless access points (WAP). | [1] This refers to both wireless end points of access and wireless access points (WAP). |
| 193. | Attach B | 3.2.1 | 148 | 5178-5180 | In order to accurately size, cost, and evaluate the requirement, <i>“The LRS shall include the ability to be accessed using wireless technologies that are in accordance with COUNTY policy, procedures, and standards,”</i> [1] What are the county required wireless technologies to be supported? | [1] This refers to both wireless end points of access and wireless access points (WAP). Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 194. | Attach B | 3.2.1 | 147-148 | 5181-5184 | [1] This requirement appears to imply that LRS will be accessed using PDAs. We acknowledge the benefits but this could be a substantial cost impact and add to an already complex implementation. The reason that it adds to the complexity is that it creates a new interface as an additional delivery channel that will require its own screens, fields, etc. | [1] Correct. |
| 195. | Attach B | 3.2.1 | 148 | 5181-5184 | In order to accurately size, cost, and evaluate the requirement, <i>“The LRS Application Software shall be designed to be compatible with mobile computing devices with integrated Web browsers such a personal digital assistants (PDAs), cell phones, tablet PCs, and emerging technologies, for accessing and using the LRS,”</i> [1] what is the COUNTY definition of emerging technologies? [2] County should specify the current required technologies and then pay for those new technologies as they become available. Otherwise the COUNTY may get different interpretations of the technology and not be able to differentiate the proposals. | [1 & 2] Emerging technologies include new hardware and software platforms that support standard Web and mobile browsers. |
| 196. | Attach B | 3.2.1 | 148 | 5181-5184 | Given the requirement, <i>“8. The LRS Application Software shall be designed to be compatible with mobile computing devices with integrated Web browsers such as personal digital assistants (PDAs), cell phones, tablet PCs, and emerging technologies, for accessing and using the LRS”,</i> [1] please confirm that the LRS will be accessed from Microsoft Windows-based devices. [2] Is it the intent to make the LRS capable of supporting Windows mobile in the future with a change order process? [3] Or does the County want this functionality day 1 of operations and included in the evaluated price? [4] Please give specific functionality required, if required on day 1. | [1] Yes. Windows-based devices and other platforms that support standard Web browsers. [2] No. [3] Yes. [4] This information will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 197. | Attach B | 3.2.3 | 150 | 4626-4627 | [1] Given the requirement, "4. The LRS shall be capable of supporting IPv6 addressing.", is the County expecting the CONTRACTOR to include costs for converting from IPv4 to IPv6? | [1] Yes. |
| 198. | Attach B | 3.2.3 | 150 | 5234-5236 | [1] In order to accurately size, cost, and evaluate the requirement "The LRS shall be fully Lightweight Directory Access Protocol (LDAP) compliant and able to interoperate with COUNTY directory services," please specify what "COUNTY directory services" are place. | [1] Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 199. | Attach B | 3.2.3 | 150 179 | 5234-5236 6305-6309 | In order to accurately size, cost, and evaluate the requirement "The LRS shall be fully Lightweight Directory Access Protocol (LDAP) compliant and able to interoperate with COUNTY directory services" and "3. The LRS shall provide CSOs the ability to create or modify a security profile for a group of Users online in real-time, so that those Users may have immediate access to a function added to a profile, or immediate denial of access to a function removed from the profile," [1] what collaborative roles will the COUNTY and LRS LDAPs fulfill? For example, will the COUNTY LDAP house COUNTY staff authentication information for use by the LRS authentication system? [2] Is it desired to have the COUNTY LDAP house user organization information (division, office etc.) for integration with the LRS LDAP or [3] will the LRS LDAP maintain this type of information? | [1, 2 & 3] This will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 200. | Attach B | 3.2.3 | 150 | 5237-5239 | [1] In order to accurately size, cost, and evaluate the requirement "The LRS shall be able to establish a transparent, seamless integration with COUNTY's preferred e-mail system for the purposes of LRS oriented communications, such as alerts and notifications," please specify the COUNTY's preferred e-mail system. | [1] Microsoft Exchange Server and Outlook. |
| 201. | Attach B | 3.2.4 | 150 | 5250-5252 | In order to accurately size, cost, and evaluate the requirement "Hosting concerns involving the ability to fully administer and manage the LRS, both the LRS Application Software and the technical infrastructure, from a secure, Web-enabled interface", [1] what administration tasks are expected via "a secure Web-enabled interface?" | [1] Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 202. | Attach B | 3.2.4.1 | 152 | 5203-5313 | [1] Given the requirement, <i>“The LRS shall comply with all COUNTY Internal Services Department (ISD) security policies, including: a. Desktop Computer Security, effective November 3, 1997, and any addendums and other revisions thereof; b. Dial-up Computer Access, effective February 17, 1999, and any addendums and other revisions thereof; c. Information Assets Protection - Data Security, effective May 20, 1999, and any addendums and other revisions thereof; and d. Extranet IT Security Policy, and any addendums and other revisions thereof”</i> , please provide a specific milestone or date related to <i>“any addendums and other revisions thereof”</i> . [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding <i>“prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.”</i> | [1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement. [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No change will be made to the RFP in this regard. |
| 203. | Attach B | 3.2.4.1 | 151 | 5257-5263 5264-5286 | Given the requirement, <i>“The LRS shall comply with all security requirements specified by FIPS Publication 200, “Minimum Security Requirements for Federal Information and Information Systems”, released March 2006, and any addendums and other revisions thereof”</i> , [1] please provide a specific milestone or date related to <i>“any addendums and other revisions thereof”</i> . [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding <i>“prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.”</i> | [1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement. [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No change will be made to the RFP in this regard. |



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| 204. | Attach B | 3.2.4.1 | 151 | 5257-5263 | Given the requirement, <i>“The LRS shall be categorized in compliance with all categorization requirements specified by the National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) Publication 199, “Standards for Security Categorization of Federal Information and Information Systems”, released February 2004, and any addendums and other revisions thereof”,</i> [1] please provide a specific milestone or date related to <i>“any addendums and other revisions thereof”.</i> [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding <i>“prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.”</i> | [1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement. [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No change will be made to the RFP in this regard. |
| 205. | Attach B | 3.2.4.1 | 151 | 5257-5269 | [1] Will County standardize on and use Federal Information Processing Standards (FIPS) compliant web browsers? | [1] The County will use FIPS compliant browsers. |
| 206. | Attach B | 3.2.4.1 | 151 | 5287-5292 | Given the requirement, <i>“The LRS shall meet the requirements of FIPS Publications 199 and 200 by complying with all security controls specified in NIST Special Publication 800-53, “Recommended Security Controls for Federal Information Systems”, Revision 1, December 2006, and any addendums 5292 and other revisions thereof”,</i> [1] please provide a specific milestone or date related to <i>“any addendums and other revisions thereof”.</i> [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding <i>“prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.”</i> | [1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement. [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No change will be made to the RFP in this regard. |



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| 207. | Attach B | 3.2.4.1 | 152 | 5293-5297 | Given the requirement, “ <i>The LRS shall comply with the State of California’s Statewide Automated Welfare System (SAWS) Information Security Guidelines, including the guidelines as revised July 1999, and any addendums and other revisions thereof</i> ”, [1] please provide a specific milestone or date related to “ <i>any addendums and other revisions thereof</i> ”. [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding “ <i>prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.</i> ” | [1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement. [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No change will be made to the RFP in this regard. |
| 208. | Attach B | 3.2.4.1 | 152 | 5298-5302 | Given the requirement, “ <i>The LRS shall comply with all COUNTY information technology and security policies, including Los Angeles County Board of Supervisors Policy Manual, Policy #6.100 et seq., effective July 13, 2004, and any addendums and other revisions thereof</i> ”, [1] please provide a specific milestone or date related to “ <i>any addendums and other revisions thereof</i> ”. [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding “ <i>prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.</i> ” | [1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement. [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No change will be made to the RFP in this regard. |
| 209. | Attach B | 3.2.4.1 | 152 | 5303-5313 | [1] Please provide the ISD standards documents referenced in the RFP that the LRS is to comply with, such as the Desktop Computer Security, Dial-up Computer Access, Information Assets Protection - Data Security and Extranet IT Security Policy. | [1] This information is available in Diligence Library and described in Attachment B (Statement of Requirements). |



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| 210. | Attach B | 3.2.4.1 | 152 | 5314-5321 | Given the requirement, <i>“The LRS shall comply with accessibility and readability standards and guidelines, and any addendums and other revisions thereof, including: a. Section 508 of the Rehabilitation Act of 1973, as newly enacted in 1998; and b. Priority 1 and 2 level checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0 “AA” Conformance Level) developed by the W3C; [1] please provide a specific milestone or date related to “any addendums and other revisions thereof”. [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding “prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.”</i> | <p>[1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement.</p> <p>[2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement.</p> <p>[3] No change will be made to the RFP in this regard.</p> |
| 211. | Attach B | 3.2.4.1 | 152 | 5322-5334 | Given the requirement, <i>“The LRS shall comply with all applicable federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures, and any addendums and other revisions thereof, including: a. Electronic Signatures in Global and National Commerce Act (E-SIGN), at 15 U.S.C. Section 7001 et seq.; b. Uniform Electronic Transactions Act (UETA), including California Civil Code Section 1633.1 et seq.; and c. California digital signature regulations, including California Code of Regulations, Title 2, Section 22000 et seq”, [1] please provide a specific milestone or date related to “any addendums and other revisions thereof”. [2] Additionally, is it the COUNTY’s expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding “prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN.”</i> | <p>[1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement.</p> <p>[2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement.</p> <p>[3] No change will be made to the RFP in this regard.</p> |



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| 212. | Attach B | 3.2.4.3 | 154 | 5392-5394 | [1] Can the County please provide a list of languages expected to be supported by LRS? | <p>[1] The current thirteen (13) threshold languages for DPSS Systems and DCFS Systems are English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese, Hmong, Lao, Arabic, and Farsi. Other language(s) for which the State has provided a translation shall be generated should such language(s) of County's public assistance program population reach the legally required thresholds. State-provided translations can be found at the following websites:</p> <p>www.dhcs.ca.gov/formsandpubs/forms/Pages/MC_EBTranslatedForms.aspx</p> <p>www.dss.cahwnet.gov/cdssweb/formsandPU_274.htm</p> |
| 213. | Attach B | 3.3 | 155 | 5411-5413 | Given the requirement, " <i>CONTRACTOR shall provide full access to COUNTY-specified technical Users to all service platforms, infrastructures, and tools during the term of the Agreement,</i> " the COUNTY is requiring a root level access that requires expert skills in the relevant tools and technologies employed and comes with a significant responsibility. In the event the COUNTY-specified technical users damage LRS all or in part or impact the ability of the Proposer to deliver LRS services, Proposers would reasonably expect the COUNTY to compensate the Proposer for damages arising from the actions caused by the COUNTY-specified technical users. [1] We suggest the requirement be removed in its entirety or be modified to provide that level of access on a read only basis where available (as some components do not allow for read only access). | [1] County views this as a joint effort. Contractor's solution shall facilitate routine modifications or changes in data by County-specified technical Users and provide adequate controls to mitigate risks. Contractor is responsible for adequate training for County-specified technical Users. |
| 214. | Attach B | 3.3.1 | 156 | 5435-5436 | [1] Please provide the list of platforms including versions currently in use by the county as indicated in requirement, "The LRS framework shall be platform independent and portable and support all of the platforms currently in use by COUNTY." | [1] Existing platform information is provided in the Diligence Library. Updated information will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 215. | Attach B | 3.3.1 | 156 | 5435-5436 | [1] To accurately size and cost this requirement, can the County specify the platforms currently in use? | [1] Existing platform information is provided in the Diligence Library. Updated information will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 216. | Attach B | 3.3.1 | 156 | 5442-5445 | Given requirements, “4. The IDE shall be intuitive and easy to understand, with a minimal learning curve for COUNTY-specified Users of the framework, including software support personnel, applications programmers, and database administrators”, [1] which components of the IDE will be used by the COUNTY? [2] How many users are anticipated to access the IDE by component? | [1] All components of the IDE will be used by the County. [2] The number of County users accessing each component of the IDE shall depend on the Proposer’s solution. |
| 217. | Attach B | 3.3.1 | 155 | 5446-5546 | [1] Is the County requiring a suite of tools to support the specified function? | [1] Yes. |
| 218. | Attach B | 3.3.1 3.3.2 | 156 160 | 5456-5457 5616-5618 | The COUNTY requires the CONTRACTOR to provide “i. Automated ... load testing and performance testing” tools but does not seem to require the CONTRACTOR to provide a performance testing environment nor require the CONTRACTOR to execute performance testing tasks in the SOW. [1] We suggest amending the RFP to clarify the COUNTY expectations surrounding performance testing. | [1] Subsection 3.9.2 (Subtask 9.2: Integration and System Testing) of Attachment A (Statement of Work) requires Contractor to execute performance and load testing. |
| 219. | Attach B | 3.3.1.3. | 158 | 5505-5511 | Given the requirement, “The LRS shall include tools that provide the ability to: a. Modify screen definitions; b. Add or modify User-defined fields; c. Edit field calculations; d. Edit fields across modules; e. Define “short cut” names; and f. Edit field names”, [1] does the COUNTY intend for the CONTRACTOR to create a mechanism by which end users can modify the LRS user interface or merely to ensure that the CONTRACTOR is capable making these changes? | [1] Contractor shall create a mechanism for members of the County technical support staff (not end users) to modify the user interface. |
| 220. | Attach B | 3.3.1.4 | 158 | 5513-5516 | The BPEL standard does not have any specification to support business rules. [1] What is the County communicating in this requirement? [2] Does the County mean business process workflows or business process language? [3] Please update requirement to reflect this change. | [1, 2 & 3] Requirement will be revised for clarity in an Addendum to the RFP. |
| 221. | Attach B | 3.3.1.5 | 158 | 5527-5528 | [1] Please specify the other languages to be supported by IDE. | [1] Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 222. | Attach B | 3.3.2 | 160 | 5588 | [1] How many COUNTY staff, if any, will need to be housed in the Contractor-provided Primary Central Site and Backup Central Site facilities? | [1] County does not anticipate having County staff housed at the Primary Central Site and Backup Central Site facilities. |
| 223. | Attach B | 3.3.2 | 160 | 5588 | [1] How many COUNTY staff, if any, will need to be housed in the Contractor-provided Central Print Facility and Backup Central Print Facility? | [1] County staff will not be housed at the Central Print Facility or Backup Central Print Facility. |
| 224. | Attach B | 3.3.2 | 162 | 5665-5667 | In order to accurately size, cost, and evaluate the requirement, “14. The LRS test and staging environments shall include robust and automated regression testing tools for use by COUNTY-specified Users” [1] how many “COUNTY-specified Users” are there related to this requirement, and [2] how many are expected to access the automated regression testing tools concurrently? | [1 & 2]: The LRS shall provide the capacity for up to twenty-five (25) County-specified Users to concurrently use and access the automated regression testing tools. |



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| 225. | Attach B | 3.3.2 | 162 | 5681-5683 | Given the requirement, "18. The LRS test and staging environments shall contain all system and LRS Application Software functions found within the LRS production environment", [1] please clarify the term "system functions." [2] Does this mean system software that operates in the "background" and does not affect core LRS functionality? | [1 & 2] Requirement will be revised for clarity in an Addendum to the RFP. |
| 226. | Attach B | 3.3.2 | 163 | 5702-5704 | In order to accurately size, cost, and evaluate the requirement, "24. The LRS training environment shall contain a sub-environments for the COUNTY training academies and other training groups, as specified by COUNTY", [1] how many "sub-environments" does the County expect the CONTRACTOR to provide for the "COUNTY training academies and other training groups?" | [1] Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 227. | Attach B | 3.3.2.1 | 163 | 5709-5712 | Third-party software is typically licensed by user, site, or CPU. [1] Please explain what is meant by "The LRS shall include all necessary support software (e.g., DBMS, compilers, text editors, library products, GUI generators) and shall not require special licensing agreements (e.g., site or CPU licenses)?" | [1] All LRS costs shall be included in the fixed price. County will not accept any pricing or caps based on number of sites or end users (e.g., tiered pricing). |
| 228. | Attach B | 3.3.2.1 | 163 | 5709-5712 | Some software products such as Microsoft SQL server are licensed on a CPU basis. [1] Does this preclude us from using any third party COTS that requires site or per CPU licenses? | [1] This does not preclude use of third party COTS that requires site or per CPU licenses. Contractor is responsible for all third party software licenses. |
| 229. | Attach B | 3.3.2.1 | 164 | 5734-5736 | [1] Given the requirement, "10. The LRS Component shall include the ability to predict LRS failures, including through integrated system monitoring software", does the term LRS Component mean delivery servers? [2] If so, does the COUNTY expect the CONTRACTOR to include system monitoring software on each delivery server? | [1] LRS Component includes, without limitation, delivery servers. Refer to the definition of LRS Component in Attachment C (Sample Agreement). [2] Yes. |
| 230. | Attach B | 3.3.2.1 | 164 | 5749-5752 | [1] Please provide the expected growth as indicated in the requirement "The LRS Component shall be scaleable and include the ability to process the current and expected growth volumes of transactions of the LRS, including growth for caseload, archive records, imaging, and Users." | [1] Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. |
| 231. | Attach B | 3.3.3 | 165 | 5764 | [1] Can the County please provide the type and model numbers of the special printers currently being used? | [1] County is currently using HP 8000 series printers for the printing of warrants. County may upgrade these printers to a similar or improved model in preparation for the LRS. Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 232. | Attach B | 3.3.3 | 165 | 5777-5778 | [1] Can the County please clarify what is the expected volume of documents to be printed in color? | [1] This requirement will be moved to Subsection 2.1.5 (Local Printing) of Attachment B (Statement of Requirements) in an Addendum to the RFP.. |
| 233. | Attach B | 3.3.3 | 165 | 5777-5778 | [1] Please provide the volume number of images of color print documents as a percentage of the total volume | [1] This requirement will be moved to Subsection 2.1.5 (Local Printing) of Attachment B (Statement of Requirements) in an Addendum to the RFP.. |
| 234. | Attach B | 3.3.3 | 166 | 5802-5809 | While the Diligence Library contains existing print output statistics for the existing LEADER system and DCFS system, [1] can the County please provide similar statistics for the existing GEARS and GROW systems? | [1] This information is available in the Diligence Library. |
| 235. | Attach B | 3.3.3 | 166 | 5802-5809 | The LEADER diligence library specifies the historical and current print volumes. [1] Please provide a consolidated list of describe the distribution of print volumes within the month for the entire LRS. [2] Please describe any seasonal spikes in volumes as well. [3] Additionally, Please share the COUNTY'S growth projections for print and mail volumes | [1] Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. Available information is included in the Diligence Library. |
| 236. | Attach B [Diligence Library] | 3.3.3 | 166 | 5802-5809 | The LEADER diligence library specifies the volumes for food cards. [1] Please describe the process, including card stock type, for the creation of food cards. [2] Please describe what the food cards are produced for, it is our understanding that the food cards for the State of CA are provided through EBT. | [1 & 2] The food card volumes in the Diligence Library refer to Restaurant Meals Program ID cards, which are being phased out. EBT cards are and shall continue to be produced by the State's EBT system (not the LRS). The LRS shall interface with the EBT system for issuance of EBT cards. |
| 237. | Attach B | 3.3.3.1 | 166 | 5828-5231 | Given the requirement, <i>"The LRS shall maintain off-site file storage from the print servers daily for thirty (30) cycles. The off-site file storage facility provided by CONTRACTOR must be approved by COUNTY,"</i> [1] please provide the criteria used to approve a media vendor and [2] a list of currently approved CONTRACTORS. | [1] Such criteria will be provided during Phase 1 (Design, Development, and Implementation Phase). [2] County does not currently have a list of approved Contractors. However, County does provide a list of debarred contractors at: http://lacounty.info/doing_business/DebarmentList .htm |



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| 238. | Attach B | 3.3.4 | 168 | 5906-5908 | <p>"The LRS shall include redundant connections to the LANet/EN via <u>private or dedicated</u> circuits provided and managed by CONTRACTOR and not dependent on a single provider."</p> <p>[1] Please explain what is considered as "private and dedicated circuits". [2] Will carrier managed "MPLS/VPN" be considered as "private"? [3] Will carrier managed "MPLS/VPN" with transport encryption be considered as "Private"? [4] Will [redacted] managed "MPLS/VPN" be considered as "Private"? [5] Will [redacted] managed "MPLS/VPN" with encryption be considered as "Private"?</p> | <p>[1].Contractor or carrier managed MPLS/VPN with transport encryption is considered private.</p> <p>[2] No.</p> <p>[3] Yes.</p> <p>[4] No.</p> <p>[5] Yes.</p> |
| 239. | Attach B | 3.3.4 | 169 | 5936-5940 | <p>[1] We suggest replacing the words "all LRS Hardware" with "all CONTRACTOR managed LRS Hardware" in the requirement"... CONTRACTOR shall install antivirus software and virus signature software updates and patches on all LRS Hardware, immediately, and in no event later than one (1) Day after the update or patch is available, unless otherwise directed by COUNTY Project Director." As written, this requirement seems to imply that the CONTRACTOR is responsible for all antivirus on all COUNTY devices.</p> | <p>[1] Refer to definition of LRS Hardware in Attachment C (Sample Agreement). All LRS Hardware is provided by Contractor, which does not include any County devices on LANet/EN.</p> |
| 240. | Attach B | 3.3.4 | 169 | 5941 | <p>The requirement, "CONTRACTOR shall test updates and patches, other than antivirus software and virus signature software updates and patches, in no later than one (1) Day after the update or patch is available, unless otherwise directed by COUNTY Project Director" does not appear to consider the county's role in user acceptance testing. [1] Given the volume, size, complexity, and overreaching impact of third-party software updates and patches (e.g. Oracle 9i to 10g), we suggest the COUNTY amend the requirement from "one (1) Day" to "with the next possible LRS release".</p> | <p>[1] No changes to the RFP will be made in this regard.</p> |
| 241. | Attach B | 3.3.4 | 169 | 5945-5947 | <p>[1] We suggest amending the requirement "The CONTRACTOR shall submit a test results report for each update and patch within ten (10) days after the update or patch is available" to "nine (9) days after the update or patch has been tested."</p> | <p>[1] No changes to the RFP will be made in this regard.</p> |
| 242. | Attach B | 3.3.4 | 170 | 5954-5955 | <p>In order to accurately size, cost, and evaluate the requirement "<i>The LRS shall include an Intrusion Prevention System (IPS) and Intrusion Detection System (IDS)</i>," [1] please specify at which tiers (e.g. network, application) an IPS/IDS is to be in place.</p> | <p>[1] Network and application layers.</p> |
| 243. | Attach B | 3.3.4 | 170 | 5971-5974 | <p>[1] Does this refer to virus scanning (and other threats) of the Internet user's client PC or to traffic from internet client PC?</p> | <p>[1] Traffic from the Internet.</p> |
| 244. | Attach B | 3.3.4 | 170 | 5971-5974 | <p>[1] If a client does not meet minimum standards as determined by Network Access Control security posture assessment, should it be denied access?</p> | <p>[1] Yes.</p> |



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| 245. | Attach B | 3.3.5 | 171 | 5994-5996 | In order to accurately size, cost, and evaluate the requirement, <i>“The LRS Component shall support any growth in usage of the CONTRACTOR-provided secure and confidential Internet connectivity to the LRS, over the term of the Agreement”</i> , [1] what is the expected number of peak concurrent users for the e-Government component of the system? | [1] No. County is relying on Proposers’ knowledge and experience with e-Government to respond to the RFP. Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer’s experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. |
| 246. | Attach B | 3.4.1 | 173 | 6075 | Given the requirement, <i>“The LRS shall include the ability to use biometric logon authentication technology for Users”</i> , is the COUNTY responsible for providing and supporting the <i>“biometric logon authentication technology”</i> that will be physically loaded and used at the user workstation? What does the COUNTY expect the CONTRACTOR to provide in terms of technology and services? For example, how does the COUNTY plan to handle enrollment? | [1] County will be providing the biometric technology at the Local Office Sites. [2] The LRS shall fully support the use of biometric logon authentication regardless of when such County-provided technology is implemented. [3] Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 247. | Attach B | 3.4.1 | 174 | 6103 | Given requirement, <i>“The LRS shall support RBAC, allowing COUNTY to establish a direct link between a COUNTY-specified User’s functional job title and his security profile,”</i> [1] please clarify that the linkage of the user’s functional job title and security profile will be done from within the actual LRS application. | [1] Correct. |
| 248. | Attach B | 3.4.1 Security | 175 | 6122 | Given requirement, <i>“The LRS shall include the ability to capture computing device ID and Media Access Control (MAC) address information,”</i> [1] please clarify what device ID the COUNTY is referring to. [2] In a browser-based environment is the MAC address sufficient? | [1 & 2] Media Access Control (MAC) address or Extended Unique Identifier (EUI) of a computing device shall be captured based on the Institute of Electrical and Electronics Engineers (IEEE) standards (e.g., MAC-48, EUI-48, and EUI-64). |
| 249. | Attach B | 3.4.1 | 176 | 6162 | Given the requirement, <i>“The LRS shall disable (i.e., lock out) the User ID after a COUNTY-specified number of invalid logon attempts. The LRS shall allow the visible and audible message and the default number of invalid logon attempts to be modified from time-to-time by COUNTY,”</i> [1] is the COUNTY requesting a means for providing LRS with the audible message, perhaps via a .wav file, which would be played back to the user along with the visible message? | [1] Yes. |



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| 250. | Attach B | 3.4.1 | 180 | 6316 | Given the requirement, <i>“The LRS shall include the ability to define the restrictions associated with a User’s security profile such as access from an IP address, access to an LRS Application Software menu item, type of transaction, LRS Data field, and other COUNTY-specified criteria,”</i> [1] please specify what other COUNTY-specified criteria is required. | [1] Other COUNTY-specified criteria refer to elements of the user interface, which shall be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 251. | Attach B | 3.4.1 | 181 | 6349-6350 6379 | Given the requirement, <i>“The LRS shall generate security reports that include the following: ...r. List of security transactions within a security profile; and,”</i> [1] please clarify what the COUNTY means by <i>“security transactions.”</i> | [1] Security transactions include, without limitation, logon, logoff, unauthorized access attempts, duplicate logons, and account changes. |
| 252. | Attach B | 3.4.1 | 183 | 6430 | In order to cost, size, and evaluate the volume of this requirement, <i>“The LRS shall allow for the searching of transaction logs and audit trails at any single point in time...,”</i> [1] is the COUNTY requiring <i>“transaction logs”</i> and <i>“audit trails”</i> to be stored online and available at all times? | [1] Yes. |
| 253. | Attach B | 3.4.1 | 183 | 6430 | Given requirement, <i>“The LRS shall allow for the searching of transaction logs and audit trails at any single point in time, or any open-ended period of time. A search involving open-ended periods of time shall be limitless in the beginning and end dates of the search,”</i> [1] is the COUNTY requiring the unbounded search of the transaction logs and audit trails containing tens (10s) of <u>billions</u> of records within the six (6) second performance requirements set forth in 3.6.2 Certain Performance Requirement Measurements. | [1] Refer to the <i>“Transactional Sample”</i> methodology described in Subsection 3.6.2 (Certain Performance Requirement Measurements) of Attachment B (Statement of Requirements) on page 207, line 314 - 316 : <i>“(v) CONTRACTOR shall recommend a method to eliminate any anomalous transactions from the end performance computation for COUNTY Project Director’s consideration and approval.”</i> |
| 254. | Attach B | 3.4.1 | 188 | 6629 | Given the requirement, <i>“The LRS shall allow the User to return to the previous Web page(s) and add or modify LRS Data, unless specifically prohibited and stated clearly to the User that they may not return to the previous Web page,”</i> [1] please clarify whether the requested backward navigation be provided through links on the application window or is this a specific requirement to make use of the browser back button in navigating LRS. | [1] Backward navigation shall be provided through links on the application window and not by use of the browser back button. |



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| 255. | Attach B | 3.4.1.1 | 141 | | <p>[1] What security infrastructure is in place today that can be reused or leveraged for LRS? [2] If any, does this include an Identity and Access Management infrastructure?</p> <p>[3] Does LRS need to meet OMB 716 Privacy requirements?</p> <p>[4] What type of reports is currently generated for security and privacy compliance?</p> <p>[5] What type of reports are expected / required during the lifecycle of this project?</p> <p>[6] Is there any current mechanism and tools for remote access?</p> <p>[7] Is there any current mechanism and tools for patch management?</p> | <p>[1] None.</p> <p>[2] Not applicable.</p> <p>[3] Yes.</p> <p>[4] This information is not necessary for preparation of a proposal.</p> <p>[5] Reporting requirements are described in Attachment B (Statement of Requirements) and Attachment A (Statement of Work).</p> <p>[6] This information is not necessary for preparation of a proposal.</p> <p>[7] This information is not necessary for preparation of a proposal.</p> |
| 256. | Attach B | 3.4.1.1 | 176 | 6188-6190 | [1] Regarding the support for digital certificates and non-repudiation, is there a requirement for supporting digital signatures for non LA County Users or Users outside the LA Net? | [1] Yes. |
| 257. | Attach B | 3.4.1.2 | 179 | 6273-6274 6279-6283 | In order to accurately size, cost, and evaluate the requirement, "The LRS shall maintain the current state of the last session for COUNTY-specified Users when a session is terminated, including the state of any process and/or function and the LRS Data upon which the function was acting for a period specified by COUNTY," [1] please specify the retention period for the last session? [2] Please clarify what is meant by the "LRS Data". [3] In addition, does this requirement pertain solely to the e-government services accessed by the general public? | <p>[1] The retention period shall be until the next session is successfully opened and closed for a particular case.</p> <p>[2] LRS Data is defined in Attachment C (Sample Agreement).</p> <p>[3] No.</p> |
| 258. | Attach B | 3.4.1.2 | 179 | 6273-6274 | [1] Does the requirement imply last "committed" action performed by the user? | [1] Yes. |
| 259. | Attach B | 3.4.1.2 | 179 | 6275-6278 | In order to accurately size, cost, and evaluate the requirement, "The LRS shall maintain a history of which LRS functions have been invoked by COUNTY-specified Users and the outcomes of those functions for a period specified by COUNTY," [1] please specify the retention period. | <p>[1] This information will be provided during Phase 1 (Design, Development, and Implementation Phase).</p> <p>County will not consider any online history of less than thirteen (13) months, and regulatory requirements and business needs usually require longer online history.</p> |



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| 260. | Attach B | 3.4.1.2 | 179 | 6284-6287 | In order to accurately size, cost, and evaluate the requirement, "The LRS shall allow COUNTY-specified Users to resume a terminated session, depending on the state of any process and/or function and the LRS Data upon which the process or function was acting at the termination of the session," [1] how many users are anticipated to have the ability to resume terminated sessions and which components of the LRS will they access? [2] The overhead in order to maintain this type of capability could be cost prohibitive and will impact response time requirement and overall system performance.[3] For this reason, we recommend that this requirement be deleted. | [1] All County-specified Users. [2] This information will be provided during Phase 1 (Design, Development, and Implementation Phase). [3] No changes to the RFP will be made in this regard. |
| 261. | Attach B | 3.4.1.3 3.3.4 | 180 | 6315-6319 5909-5911 | The following requirements appear to be in conflict, "The LRS shall include the ability to define the restrictions associated with a User's security profile such as access from an IP address," and "The LRS shall include network address translation (NAT) services on CONTRACTOR LRS computing devices that connect to the LANet/EN." [1] Given the use of NAT, this requirement does not appear to be feasible. Please consider removing this requirement. | [1] This requirement is applicable when a User accesses the LRS over the Internet. |
| 262. | Attach B | 3.4.1.6 | 184 | 6451-6455 | Given the requirement, "The LRS shall comply with all encryption requirements specified by FIPS Publication 140-2, "Security Requirements for Cryptographic Modules", and any addendums and other revisions thereof, for encryption levels appropriate to the LRS Application Software", [1] please provide a specific milestone or date related to "any addendums and other revisions thereof". [2] Additionally, is it the COUNTY's expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding "prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN." | [1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement. [2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement. [3] No change will be made to the RFP in this regard. |



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| 263. | Attach B | 3.4.1.6 | 184 | 6456-6459 | Given the requirement, "The LRS shall comply with all encryption requirements specified by COUNTY policies and procedures, and any addendums and other revisions thereof, for encryption levels appropriate to the LRS Application Software", [1] please provide a specific milestone or date related to "any addendums and other revisions thereof". [2] Additionally, is it the COUNTY's expectation that Proposers add specific costs to their fixed price to incorporate changes to these documents for the term of this agreement? [3] As stated it appears the COUNTY is asking CONTRACTOR to plan for unlimited costs for the next 14 years. We suggest modifying the language to box in the scope by adding "prior to the commencement of TASK 5: TECHNICAL INFRASTRUCTURE PLANNING AND DESIGN." | <p>[1] No milestone or date is applicable. County requires LRS compliance during the term of any resultant Agreement.</p> <p>[2] Each Proposer shall include in its fixed price compliance with all County information security policies, standards, guidelines and procedures, including, without limitation, changes to such provisions, for the term of any resultant Agreement.</p> <p>[3] No change will be made to the RFP in this regard.</p> |
| 264. | Attach B | 3.4.1.6 | 184 | 6460 | <p>[1] Please confirm what data "at rest" means?</p> <p>[2] Does this mean data that is displayed in the user's web browser?</p> <p>[3] Does this mean data that is stored in the database at the Primary Central Site, Backup Central Site, COUNTY provided Gateway sites and Project office?</p> <p>[4] Does this include all system data related to codes and lookup tables not associated with an applicant, participant, or client of LRS?</p> <p>[5] Does this mean data "at rest" must meet FIPS PUB. 140.2 , and [6] if so at what category/level?</p> | <p>[1] Data "at rest" refers to data stored at the Central Sites.</p> <p>[2] No.</p> <p>[3] Yes. It means data that is stored in the databases at the Primary Central Site and Backup Central Site.</p> <p>[4] Yes.</p> <p>[5] Yes.</p> <p>[6] Level 3.</p> |
| 265. | Attach B | 3.4.1.6 | 184 | 6460 | [1] Will County expand on the meaning of "in transit"? | [1] Data "in transit" means any data being transmitted over any network, including the LANet/EN. |
| 266. | Attach B | 3.4.1.6 | 184 | 6460 | [1] In a secure Data Center is it necessary to encrypt on the internal Data Center LAN? | [1] Yes, if "at rest". No, if "in transit". |
| 267. | Attach B | 3.4.1.6.3 | 184 | 6460 | Given the requirement, "The LRS shall encrypt all LRS Data in transit and at rest." [1] is the county expecting the CONTRACTOR to include costs required to encrypt all LRS Data at rest on all types of media, including all files and databases? | [1] Yes. |



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| 268. | Attach B | 3.4.4 | 192 | 6763-6764 | Given the requirement, "7. The LRS DBMS include the ability to control User access to LRS Data by a central database administrator,"[1] please clarify what COUNTY "users" will be accessing the DBMS from outside the LRS Application Software? | [1] Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 269. | Attach B | 3.4.4 2.26.2 | 193 131 | 6788 4559 | The following requirements appear to be in conflict: "The LRS shall provide the capability to include a COUNTY-scheduled purge process in which LRS Data meeting established criteria is encrypted and copied to another medium (e.g., CD-ROM, or DVD) and the LRS Data is physically removed from the LRS database" and "The LRS shall include an alternative storage solution that is designed for indefinite storage". [1] Please clarify the intent with these two requirements, we recommend deleting CD-ROM or DVD. | [1] This requirement will be deleted in an Addendum to the RFP. |
| 270. | Attach B | 3.4.4 | 193 | 6806 | [1] Should the term "blogs" be replaced by "blobs"? | [1] Yes, "blogs" should be BLOBS (Binary Large Objects). Requirement will be corrected in an Addendum to the RFP. |
| 271. | Attach B | 3.4.4.1 | 194 | 6827 | [1] Is the County intending to integrate with a WebMethod platform? | [1] Yes. |
| 272. | Attach B | 3.4.4.2 | 195 | 6861-6863 | In the context of the reporting environment database and "LRS shall maintain a copy of the most current database of all production environment LRS Data for the purposes of ad-hoc reporting", [1] please specify what is meant by "most current" (e.g. previous day's copy). | [1] It is the previous day's copy. |
| 273. | Attach B | 3.4.4.2 | 196 | 6887-6890 | In order to accurately size, cost, and evaluate the requirement "The LRS shall allow an unlimited number of COUNTY specified Users to access the reporting database concurrently without degradation in the daily and normal operation and performance of the LRS", [1] please provide the number of concurrent users in the current reporting systems being replaced by LRS. [2] Please consider amending the requirement to reflect the expected number of concurrent users. | [1] The information is not available. [2] No changes to the RFP will be made in this regard. |
| 274. | Attach B | 3.4.4.2 | 196 | 6900-6904 | In the context of the reporting environment database and "LRS shall include real-time access to information", [1] please confirm "real-time access" means access to "reporting environment information". | [1] Correct. |
| 275. | Attach B | 3.4.4.2 | 196 | 6905-6907 | In the context of "LRS shall include dedicated network circuits and processing power (e.g., servers) for the reporting environment", [1] please provide details on dedicated LANet reporting circuits that the CONTRACTOR's dedicated reporting circuits must connect with. [2] If the CONTRACTOR is not connecting with dedicated LANet reporting circuits, please provide the location details for all locations which the CONTRACTOR's network must terminate to provide this dedicated reporting network. | [1 & 2] Contractor's dedicated network circuits for the reporting environment shall terminate at the Gateway as illustrated in Exhibit 1 (LRS Network) of Attachment H (Technical Exhibits). Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 276. | Attach B | 3.4.4.2 | 196 | 6914-6916 | In the context of "LRS shall include a mechanism for the easy transfer and placement onto the Internet those reports and statistical LRS Data that are considered a matter of public record", [1] please specify what reports and LRS data is considered a matter of public record. | [1] Such details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 277. | Attach B | 3.4.4.2 | 196 | 6914-6916 | In the context of "LRS shall include a mechanism for the easy transfer and placement onto the Internet those reports and statistical LRS Data that are considered a matter of public record", [1] please indicate where this information will be transferred to and placed. | [1] Such details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 278. | Attach B | 3.4.4.2 | 196 | 6914-6916 | The requirement "LRS shall include a Web browser-based report writer that can be used throughout the LRS Application Software with all business processes" appears to imply that end –users (e.g. eligibility staff) will be authoring reports. [1] Please clarify the intent of this requirement. | [1] The County will allow County-specified Users, including, without limitation, analysts, local and central supervisors, and managers, to author reports. |
| 279. | Attach B | 3.4.4.2 | 197 | 6931 | [1] Please specify the Oracle tools and the responsibilities of the County and Contractor with respect to this requirement. | [1] Such details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 280. | Attach B | 3.4.4.2 | 198 | 6984-6985 | [1] Can the County please clarify the intent of this requirement? | [1] This refers to sorting and filtering report data by multiple columns. Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 281. | Attach B | 3.4.4.2 | 199 | 7007-7009 | Certain output formats required by Requirement #25 (Page 198/Line 6964-6967) may not be able to support the ability for appending miscellaneous text or LRS data files without specialized software (such as Adobe Acrobat). [1] Please provide more details for this requirement? | [1] No. County is relying on Proposers' knowledge and experience to respond to the RFP. |
| 282. | Attach B | 3.4.4.2 | 199 | 7010-7011 | [1] Please specify format, and structure of the data from the other applications cited in the requirement," <i>The LRS shall include the ability to combine LRS Data with data from other applications in the same report.</i> " | [1] Required data formats are set forth in Subsection 3.4.4 (Data Management) of Attachment B (Statement of Requirements). Additional details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 283. | Attach B | 3.4.4.2 | 199 | 7029-7032 | [1] Please specify what database technologies are used in the other COUNTY databases referenced in the requirement "The LTS Shall allow COUNTY-specified Users an automated access methodology to data residing in other COUNTY databases (e.g., District Attorney, GAIN) for reporting purposes." | [1] Required database technologies are set forth in Subsection 3.4.4 (Data Management) of Attachment B (Statement of Requirements). Additional details will be provided during Phase 1 (Design, Development, and Implementation Phase). |



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| 284. | Attach B | 3.5.1 | 201 | 7071 | [1] Will LRS be required to integrate to document management systems other than CAST? [2] If so, please specify those systems. | [1] Yes. [2] Other document management systems include, without limitation, DCFS' document management system that is planned for development. |
| 285. | Attach B | 3.5.1 | 201 | 7079 | [1] Does the COUNTY require the CONTRACTOR to propose a document management system for integration into LRS? | [1] No. The LRS shall integrate/interface with County document management systems, including, without limitation, CAST and DCFS document management system that is planned for development. |
| 286. | Attach B | 3.5.1 | 202 | 7111 | [1] Is the COUNTY requiring the CONTRACTOR to propose an integrated optical character recognition (OCR) solution on top of the COUNTY's CAST system? | [1] Yes. |
| 287. | Attach B | 3.5.1 | 202 | 7111 | [1] Is the COUNTY requiring the CONTRACTOR to integrate an existing OCR solution into LRS? [2] If so, please specify existing OCR solutions to be integrated. | [1] County does not have an existing OCR solution. [2] Not applicable. |
| 288. | Attach B | 3.5.2 | 202 | 7131-7133 | Given the requirement that the LRS will co-exist with external agency workstations without causing performance issues, [1] Please provide the current external agency application's name and descriptions, to include application type and potential interface interaction which reside on COUNTY workstations and laptops | [1] The SOA and Web based solution should minimize or eliminate potential interface interaction. Details will be provided during Phase 1 (Design, Development, and Implementation Phase) |
| 289. | Attach B | 3.6 3.6.1 | 203 | 7161-7165 7167 | In order to accurately size, cost, and evaluate the requirements <i>"The LRS shall include COUNTY-approved online LRS performance monitoring tools and failure alert monitoring tools which shall be made available online to no less than twenty-five (25) COUNTY specified Users. Tools shall be available for monitoring the LRS, including: ... Print Facility Sites Services,"</i> [1] what is the granularity of monitoring expected of the print facility? [2] Is monitoring of successful document transmission and print sufficient or is monitoring of individual print system components required? | [1] LRS shall provide a solution with adequate granularity for County and Contractor to monitor each performance requirement described in Subsection 3.6 (Performance Requirements) of Attachment B (Statement of Requirements). [2] Monitoring of both is required. |
| 290. | Attach B | 3.6.1 | 204 | 7206-7210 | "CONTRACTOR shall ensure that LRS batch processing output designated for mailing, as specified by COUNTY, is delivered to the appropriate local United States Postal Service in time to be post marked by midnight the same day." [1] Is "the same postal day" the day that the batch window ends? | [1] The LRS batch processing output designated for mailing (e.g., Notices of Action, letters, forms, redetermination packets) shall be postmarked and delivered to the appropriate local United States Postal Service by midnight on the same day as the date of printing. |



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| 291. | Attach B | 3.6.1 | 204 | 7206-7210 | Given the requirement, “12. CONTRACTOR shall ensure that LRS batch processing output designated for mailing, as specified by COUNTY, is delivered to the appropriate local United States Postal Service in time to be post marked by midnight the same day (e.g., Notices of Actions, letters, forms, redetermination packets),” [1] does the COUNTY mean midnight following the completion of the batch cycle? | [1] The LRS batch processing output designated for mailing (e.g., Notices of Action, letters, forms, redetermination packets) shall be postmarked and delivered to the appropriate local United States Postal Service by midnight on the same day as the date of printing. |
| 292. | Attach B | 3.6.1 3.4.4.2 | 205 196 | 7232-7238 6905-6907 | [1] Please clarify what appears to be a contradiction for the reporting requirements. In paragraph 3.6.1, Item 16 it indicates that 15% of LRS capacity shall be dedicated to reporting functions. In Paragraph 3.4.4.2, Item 13 the requirement calls for dedicated network and processing power for the reporting environment. | [1] There is no contradiction. The fifteen percent (15%) represents a minimum of the dedicated network circuits and processing power. |
| 293. | Attach B | 3.6.1 | 206 | 7259-7264 | [1] Can the County please clarify what non-production environments are to be included in the business continuity/disaster recovery planning and testing other than production and training environments? | [1] Non-production environments include Development, Test, Staging, Reporting, and Training. |
| 294. | Attach B | 3.6.1 3.7.5 | 206 222 | 7259-7282 7915-7919 | In lines 7259 – 7282, the SOR specifies performance requirements around the return to functionality for 4 types of events. In lines 7915 – 7919, the SOR specifies that failover needed to keep the LRS available to the Users is transparent to the Users. These sections appear to contradict one another, as recovery timeframes specified in section 3.6.1 will not be transparent to the Users. [1] Could you please clarify the recovery and failover requirements? | [1] Subsection 3.6.1 (General Performance Requirements) of Attachment B (Statement of Requirements) will be revised in an Addendum to the RFP. |
| 295. | Attach B | 3.6.1 | 206 | 7287-7289 | [1] Does the County plan to maintain its current role as Level 1 and 2 LRS Help Desk? | [1] Yes. Contractor shall provide Level 3 helpdesk support. |
| 296. | Attach B | 3.6.1 | 206 | 7287-7289 | [1] Please provide the scope of the 365x24x7 Help Desk? [2] Is the CONTRACTOR responsible for staffing this help desk 365x24x7? | [1] Contractor shall provide staffing for Level 3 helpdesk 365x24x7. [2] Yes. |
| 297. | Attach B | 3.6.2 | 206-207 | 7223-7316 | The “Internet Transaction Response Time” does not acknowledge network, hardware and software issues beyond the Vendor’s control. [1] We recommend amending the requirement so that the measurement begins when the first data pack is received at the Vendor’s network. | [1] Requirement will be revised in an Addendum to the RFP. |
| 298. | Attach B | 3.6.2 | 206 | 7290 | [1] Please provide the number of concurrent / peak users in each of the replacement systems. | [1] This information is not available. |
| 299. | Attach B | 3.6.2 | 206-207 | 7291-7316 | The definitions of “Transaction Response Time” and “Internet Transaction Response Time” do not appear to exclude response time for services beyond the Vendor’s control. [1] Could you please add a response time category for transactions beyond the Vendor’s control, for example State Client Index (SCI)? | [1] No. |



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| 300. | Attach B | 3.6.2 | 206-207 | 7291-7316 | The definitions of "Transaction Response Time" and "Internet Transaction Response Time" appear to have different measurement criteria. Specifically, the differences are: "begins when the first data packet for ..." and "begins when an interrupt key (e.g., enter key, mouse click, function key)."[1] Is it the County's intention to distribute and install measurement tool software on workstations using Internet to access LRS in order to instrument interrupt keys? | [1] No. |
| 301. | Attach B | 3.6.2 | 207 | 7308-7312 | Please clarify, as the vendor cannot be held responsible for the public's access to the internet. A member of the public may be accessing the LRS using a dial-up 28.8 modem and is certain to experience delays. The measurement for an internet transaction should be the same as for a user transaction, i.e., from ISP Gateway to ISP Gateway. | [1] This requirement will be revised in an Addendum to the RFP. |
| 302. | Attach B | 3.6.2 | 207 | 7317-7322 | Throughout section "3.6.2 Certain Performance Requirement Measurements", the COUNTY makes reference to "...LRS shall be available for all online functions for all Users ..." This mean all "services" must be available to all users. Given the COUNTY's requirement for a Service Oriented Architecture (SOA), the performance requirements do not appear to be SOA- based. One of the features of SOA is functional isolation. In the event a service is unavailable, it does not affect the system as a whole. A "service" may be provided by the CONTRACTOR, Third-Party (e.g. State of California or MapQuest), or the COUNTY. For example, LRS may contain 2800 specific "services". Based on the current text of the requirement if one (1) of the 2800 "services" is not available, the COUNTY considers LRS unusable. [1] We suggest the COUNTY amend the threshold language because the term "all" suggests that if any service is down, the entire RLSLRS is considered unavailable. We suggest the performance requirements to be percentage based for each on individual Service-based and recognize partial availability. One way the COUNTY could do this is the % of services available instead of in relation to the entire services inventory in the calculation. | [1] No changes to the RFP will be made in this regard. |
| 303. | Attach B | 3.6.2 | 207 | 7317-7322 | In order to accurately size, cost, and evaluate the requirement, "The performance requirements set forth in this Subsection 3.6.2 shall be measured using the LRS performance monitoring tools described in Subsection 3.6.1 (General Performance Requirements). COUNTY, in its sole discretion, may change at any time any transactional sample or methodology employed for determining CONTRACTOR's compliance with any performance requirement ",[1] we suggest the COUNTY remove the highlighted statement and instead use the change process called out in Change Notices and Amendments Section 5 of the sample agreement. | [1] No changes to the RFP will be made in this regard. |



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| 304. | Attach B | 3.6.2 | 208 | 7356-7366 | Daily Peak Usage Hours Screen to Screen Navigation Response Time [1] Will County workstation hardware accessing LRS system through the gateways meet the minimum requirement of supported Microsoft OS (currently - XP, or Vista) at the time of LRS implementation and production? The lack of workstation resources (e.g. minimum RAM or processor required to run Vista, if that is then Microsoft supported OS) may cause "TCP slowdown" to be sent from OS to LRS back end application forcing the delay of screen to screen transaction to avoid workstation resource congestion, thus impacting the target response time. | [1] Yes, with the possible exception of DCFS workstations that must still use unsupported Microsoft OS to access CWS/CMS at the time of LRS implementation. |
| 305. | Attach B | 3.6.2 | 210 | 7421-7424 | [1] Please clarify "Daily Refresh LRS Application Software Web Page" | [1] This response time requirement refers to a User-initiated browser refresh. |
| 306. | Attach B | 3.6.2 | 212 | 7501-7513 | Given requirement, "15. Monthly Prime Business Hours Availability of LRS Non-Production Environments: The LRS non-production environments shall be available for all online and batch functions for all COUNTY-specified Users ninety-eight percent (98%) of the time during Prime Business Hours each calendar month. The percentage of availability shall be determined in accordance with the following formula: Availability % = 100 X ((A- B) / A); A = the measurement period which is Prime Business Hours for each day in the calendar month expressed in minutes; B = the number of the minutes in the measurement period that any LRS non-production environment was not available (these are unduplicated minutes, if two (2) non-production environments were not available for the same five (5) minutes, then that time period would count as five (5) minutes)" [1] please specify what environments the COUNTY is referring to? [2] This requirement seems to imply that the COUNTY expects high-availability in non-production environments. Development and testing environments are inherently unstable and frequently unavailable. We do not believe this is a reasonable requirement as suggest it be removed. | [1] Non-production environments include Development, Test, Staging, Reporting, and Training. [2] The LRS shall provide high availability in non-production environments. No changes to the RFP will be made in this regard. |
| 307. | Attach B | 3.7.1 | 215 | 7649-7651 | Given the requirement, "The LRS network management and control system shall be capable of interfacing with COUNTY network hardware/software monitoring tools, as needed," [1] what are COUNTY's existing "network hardware/software monitoring tools" the CONTRACTOR must interface with? | [1] None at this time. |
| 308. | Attach B | 3.7.1 | 215 | 7652-7654 | Given the requirement, "The LRS network management and control system, including all resultant reports and data, shall be accessible by CONTRACTOR and COUNTY for review and independent analysis," [1] what are COUNTY's existing network management and control system reports? [2] Please provide samples of the reports. | [1] This information is not necessary for the preparation of a proposal [2] No samples are available. This information is not necessary for the preparation of a proposal. |



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| 309. | Attach B | 3.7.1 | 215 | 7655-7659 | In order to accurately size, cost, and evaluate the requirement, <i>“The LRS shall include real-time Web-enabled video conferencing capability for COUNTY-specified staff (COUNTY and CONTRACTOR) located at the Project Office, and COUNTY specified staff (COUNTY and CONTRACTOR) not located at the Project Office via LANet/EN and the Internet,”</i> what is the number of simultaneous participants outside of the LRS network anticipated to use the video conferencing system? | [1] Requirements will be revised in an Addendum to the RFP to set forth that a Proposer may include videoconferencing goods and services in its proposal. |
| 310. | Attach B | 3.7.1 | 215 | 7655-7659 7660-7661 | [1] Since County is responsible for providing Local Office hardware, software, peripherals, and network, are we correct in assuming County will be supplying the hardware, software, etc. required for video conferencing in the Local Office? | [1] No. Requirements will be revised in an Addendum to the RFP to set forth that a Proposer may include videoconferencing goods and services in its proposal. |
| 311. | Attach B | 3.7.1 | 215 | 7660-7661 | In order to accurately size, cost, and evaluate the requirement, <i>“The LRS shall include Web-enabled conference collaboration tool (e.g., NetMeeting, WebEx) and Web cams,”</i> [1] what users and locations shall be equipped with web cams as part of the LRS contract? | [1] Requirements will be revised in an Addendum to the RFP to set forth that a Proposer may include videoconferencing goods and services, including webcams, in its proposal. |
| 312. | Attach B | 3.7.3 | 216 | 7668 | [1] Does this helpdesk application replace the existing LEADER COUNTY helpdesk application? | [1] Yes. |
| 313. | Attach B | 3.7.3. | 218 | 7754-7757 | Given the requirement, <i>“28. The LRS helpdesk application shall include reporting tools with enough flexibility to allow COUNTY-specified Users to easily and quickly generate detailed reports based on a variety of parameter driven criteria”</i> , [1] does the COUNTY expect that ALL LRS Help Desk application users will have authority to write and execute reports, or will write access be provided only to a limited number of County-specified users with the assumption that all others will have execute authority only? | [1] County-specified helpdesk and technical support staff will have authority to write and execute reports and all other County-specified users will have execute authority only. |
| 314. | Attach B | 3.7.3 | 218 | 7773-7778 | The Requirements specify that the LRS Help Desk application will interface with all applicable COUNTY Helpdesk applications. [1] Please specify which applications and/or programs will require this interface, and the version of each. Please note if any special modifications have been made to these applications. | [1] Current County helpdesk applications use Oracle, INFRA, and Unicenter Advanced Help Desk (AHD) software. Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 315. | Attach B | 3.7.3 | 218 | 7773-7778 | Please elaborate on the various help desks that County envisions. [1] Will County have a Help Desk to field questions, complete trouble tickets from their end users? [2] And will the vendor also be fielding calls? [3] Will the calls go to the County help desk first and then be forwarded to the vendor help desk? | [1] Yes. County will provide Level 1 and 2 helpdesk support. [2] Yes. Contractor shall provide Level 3 helpdesk support. [3] Yes. |



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| 316. | Attach B | 3.7.3 | 218 | 7779-7782 | What helpdesk software is the County using for each of the existing helpdesk applications (DPSS, DCFS, ITD, ISD)? | [1] Current County helpdesk applications use Oracle, INFRA, and Unicenter Advanced Help Desk (AHD) software. Details will be provided during Phase 1 (Design, Development, and Implementation Phase). |
| 317. | Attach B) | 3.7.3 | 218 | 7771-7772 | In order to accurately size, cost, and evaluate the requirement “ <i>The LRS helpdesk application shall be available to an unlimited number of COUNTY-specified Users concurrently</i> ”, [1] please provide the number of concurrent users in the existing problem reporting applications being replaced by LRS. [2] Please consider amending the requirement to reflect the expected number of concurrent users. | [1] This information is not available. [2] No change to the RFP will be made in this regard. |
| 318. | Attach B | 3.7.5 | 221 | 7886-7887 | Given the requirement, “ <i>The LRS shall be capable of performing continuous data protection (CDP) backups of the LRS production environment database.</i> ” [1] is the county expecting the CONTRACTOR to also include costs required to provide CDP for the backup central site database? | [1] No. |
| 319. | Attach B | 3.7.5 | 222 | 7899-7900 | Given the requirement, “ <i>The LRS shall complete backups during Off Prime Business Hours, with no adverse effect on LRS performance,</i> ” [1] we suggest the COUNTY remove “ <i>during Off Prime Business Hours.</i> ” Backups are required during Prime Business hours to meet Business Continuity/Disaster Recovery Plan requirements. | [1] Backups shall be performed during Off Prime Business Hours. However, continuous data protection (CDP) shall be performed during Prime Business Hours. |
| 320. | Attach B | 3.7.5 | 222 | 7901-7913 | [1] Please correct the numbering in Attachment B so the numbers match up with the numbers in the spreadsheet. For example, on page 221, item 5 is missing c. | [1] Corrections will be included in an Addendum to the RFP. |
| 321. | Attach B | 3.8.1 [3.7.5] | 222 | 7899-7900 | [1] Can backups be performed during prime business by contractor if Contractor demonstrates to County that there is no adverse affect to the LRS performance specifications? | [1] Backups shall be performed during Off Prime Business Hours. However, continuous data protection (CDP) shall be performed during Prime Business Hours. |
| 322. | Attach B | 3.8.2 | 229 | 8185-8186 | Given the requirement, “ <i>The Conversion and Archiving Plan shall include a list of data sources, files, and tables being converted</i> ”, [1] please provide a current list of all the data sources, files and tables to be converted from each of the source systems. | [1] Available relevant information is provided in the Diligence Library. Details will provided during Phase 1 (Design, Development, and Implementation Phase). |
| 323. | Attach B | 4. Item 14 | 237 | 8298 | Given the requirement, “ <i>Data is extracted from DPSS Systems and sent to the DPSS Data Warehouse, which then translates the data into standardized and internally consistent formats for reporting purposes by the Information and Statistical Services (ISS) Section of DPSS</i> ”, [1] please clarify the COUNTY and CONTRACTOR roles in this interface. | [1] Contractor shall be responsible for the extraction of all relevant data from LRS and transmit such data to the DPSS Data Warehouse, as required in Section 4 (Summary of Required LRS Interfaces) of Attachment B (Statement of Requirements). |



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| 324. | Attach B | 5 | 248 | 8315-8319 | Please clarify the statement "CONTRACTOR shall comply with and satisfy all written requests"...to make changes at the PMO. [1] What is meant by "all", i.e., what type of changes did COUNTY have in mind? [2] For example, if County decides that the space required is double or triple the amount indicated in this RFP, is the CONTRATOR responsible for providing this space at no cost to the County? | [1] The RFP clearly sets forth the requirement. [2] Yes. However, the example provided in Proposer's question is not realistic. |
| 325. | Attach B | 5 | 248 249 250 | 8332-8338 8339-8341 8393-8395 | [1] Do the 250 individuals the COUNTY has identified include both the 70 individuals involved in User Acceptance Testing, ad hoc training sessions and demonstrations and the COUNTY's IV&V Contractor? We are trying to ensure that the 250 is all the space that is needed. If the 250 does not include these other vendors, please clarify the number required for them. | [1] In item 15 of Section 5 (Project Office Requirements) of Attachment B (Statement of Requirements), the Project Office shall provide a computer lab that supports a minimum of seventy (70) individuals for User Acceptance Testing, ad hoc training, and demonstrations. This is in addition to the space for the minimum two hundred fifty (250) County individuals described in item 8 of Section 5 (Project Office Requirements). |
| 326. | Attach B | 5 | 248 | 8335-8336 | [1] Please clarify the request to provide office space for "COUNTY's DPSS Systems legacy support staff". Who are these staff, how many, and are they included in the minimum 250 County staff referenced in Item 8 on page 249? | [1] County's DPSS Systems legacy support staff is included in the minimum of the minimum two hundred fifty (250) County individuals. |
| 327. | Attach B | 5 | 250 | 8383 | [1] Isolated Ground, or more accurately, Insulated Ground back to the bus bar in the panel, is for electrical circuits not data drops. Data drops are not grounded. Is this what was meant? | [1] Yes. Correction will be made in an Addendum to the RFP. |
| 328. | Attach B | 5 | 250 | 8386-8389 | [1] Does this require a physically separate computer room, or is a rack in a secured computer room acceptable. [2] Is an open rack acceptable, or must this be an enclosed, locked rack? | [1 & 2] County requires an enclosed locked rack in the Main Data Frame (MDF) and each Intermediate Data Frame (IDF). |
| 329. | Attach B | 5 | 249 | 8339-8341 | In the Project Office requirements, it states "shall support a minimum of one hundred fifty (150) individuals for CONTRACTOR", [1] If the CONTRACTOR can provide the scope of work with fewer staff is it acceptable to size the Project Office accordingly? | [1] No. |
| 330. | Attach B | 6.1 | 252 | 8461-8468 | The COUNTY is requesting a training records database. [1] Would the COUNTY consider utilizing the existing COUNTY learning management system to maintain the LRS training records so COUNTY training records are stored in one place? | [1] No. The LRS shall include a training records database as stated in Attachment B (Statement of Requirements). |



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| 331. | Attach B | 6.4 | 254 | 8538-8545 | <p>Please specify or estimate the number of users in each of the following groups:</p> <p>[1] COUNTY-specified users [2] COUNTY employees unable to effectively use the e-Learning environment [3] COUNTY security administrators, both local and central; [4] COUNTY manage personnel administrators, both local and central; [5] Case review trouble shooting staff; [6] Local Office Site technical support staff.</p> | <p>[1] Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to estimate the total number of Users and determine the necessary scale of the LRS for the term of any resultant Agreement.</p> <p>[2] County employees unable to effectively use the e-Learning environment shall depend (in part) on the effectiveness of the Contractor's solution.</p> <p>[3] County security administrators include fifteen (15) central County-specified Users and three (3) County-specified Users per Local Office Site.</p> <p>[4] County manage personnel administrators include fifteen (15) central County-specified Users and three (3) County-specified Users per Local Office Site.</p> <p>[5] County troubleshooting staff includes County Project Office and helpdesk staff and two (2) County-specified Users per Local Office Site.</p> <p>[6] Local Office Site technical support staff includes two (2) County-specified Users per Local Office Site.</p> |
| 332. | Attach B | 6.5 | 256 | 8597-9598 | <p>[1] Can the County please clarify if there is an existing County standard OR product for LRS knowledge base? [2] Also, can the County provide information around the types and estimated number of users that will need access to and will use this tool?</p> | <p>[1] County's existing knowledge bases were developed using Oracle-based solutions and Bluesky Software RoboHelp (Version 6 for Windows 3.1 through 95). County is seeking a more robust knowledgebase solution from Proposers.</p> <p>[2] All LRS Users from LANet/EN will need access to the LRS knowledgebase.</p> |
| 333. | Attach C Attach B | 10.3.2 3.6.3 | 59 | 1565-1577 | <p>[1] Is it the intent of the County to be notified for each and every "potential" security incident related to LRS? The purpose of the security infrastructure is to thwart these attacks and as such, no further corrective action would be required.</p> | <p>[1] Yes.</p> |



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| 334. | Attach C | 11.2 | 62 | 1659 | This paragraph states that the CONTRACTOR'S warranty work "shall commence upon the Effective Date and shall continue through the term of this Agreement." We are familiar with warranty commencing following deployment and verification of a system, but we are unfamiliar with warranty starting on the first day of a development contract; we are unclear about what we would warrantee prior to acceptance. [1] Will the COUNTY please provide their thinking on this issue? | [1] All Work is subject to warranty during the term of any resultant Agreement. |
| 335. | Attach C | 11.4 | 63 | 1677-1682 | [1] Is County willing to set some parameters/priority for the correction of deficiencies within the 10 hour time frame? For example, there should be some distinction between a minor screen change and a deficiency that may preclude users from using the system. | [1] No. |
| 336. | Attach C | 11.4 | 63 | 1695-1697 | Please clarify as it is our understanding that County is responsible for Local Office hardware, software, peripherals. [1] Is the vendor responsible for providing webcams to County-specified staff not resident at the PMO [Project Office]? [2] How many staff? | [1] No. [2] Not applicable. |
| 337. | Attach C | 12.1 | 73 | 1964 | This paragraph states that "CONTRACTOR shall provide and own all LRS Hardware, except that certain LRS Hardware, as approved by COUNTY Project Director, may be owned by third parties." [1] Does this mean that the CONTRACTOR must have COUNTY approval to lease hardware? | [1] Yes. |
| 338. | Attach C | 12.1 | 73 | 1964 | We are unable to find any provisions that direct the CONTRACTOR to transfer hardware to COUNTY in the event of termination. [1] Will the COUNTY include such a provision? | [1] No. Contractor shall retain ownership of LRS Hardware. |
| 339. | Attach C | 17.3 | 90 | 2455 | In the noted section the term "payable on demand" not does contain any context or parameters. Without some sort of context or parameters a vendor may have to include costs (unnecessarily) that would be passed on to the County. Typically, a surety bond requires some sort of notification and cure process. [1] Is the County willing to modify the term "payable on demand" to "payable upon non resolution" of default. | [1] No. Any exceptions a Proposer may take to Attachment C (Sample Agreement) must be submitted in its proposal in Proposal Section 11 (Exceptions to Attachment C (Sample Agreement)) as described in Subsection 6.7.11 (Exceptions to Attachment C (Sample Agreement) (Proposal Section 11)) of the RFP. |
| 340. | Attach C | 17.3 | 90-91 | 2451-266 | [1] We respectfully request you to confirm that the performance security requirement stated in this section is for deliverable prices specified in Schedule A and Schedule B of Exhibit C, for Contract Year 1 through Contract Year 4 for Phase 1 only. | [1] The statement set forth in Proposer's question is not correct. Refer to Subparagraph 17.3 (Performance Security Requirements) of Attachment C (Sample Agreement). |
| 341. | Attach C | 3.3.1 | 29 | 773-777 | [1] Are we correct in assuming that County wishes to see the resumes of all individuals assigned to the LRS project or just those identified as "key" individuals? This could include individuals working remotely in the central site. | [1] Each proposer shall provide resumes for every member of Contractor's staff, which includes subcontractor's staff. |



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| 342. | Attach C Exhibit G | 11 | 165 | * | <p>Regarding the statement “No performance of this Agreement, or any part thereof, shall be subcontracted by SUBCONTRACTOR...”</p> <p>There may be situations where it is advantageous to the COUNTY for selected third-level subcontractors to be in place.</p> <p>For example, a team member having subcontract responsibility for infrastructure may require specialized goods and services from system software providers, network service providers, or hardware providers. That infrastructure team member has the understanding and accountability to manage those services efficiently to ensure that overall infrastructure needs are met, and as a result the overall performance risk is lowered on the program.</p> <p>[1] We request that subcontractors have the flexibility to manage subcontracts for specific services within their particular scope of responsibility. In accordance with the Sample Agreement, such third tier subcontracts would be subject to the same oversight and approval as required for second tier subcontracts.</p> | [1] Subsection 6.7.11 (Exceptions to Attachment C (Sample Agreement) (Proposal Section 11)) of the RFP Body does allow certain exceptions to the Base Agreement of Attachment C (Sample Agreement), including Paragraph 16 (Subcontracting). |
| 343. | Attach D | Exhibit D10 Exhibit D11 | * | * | <p>While we are proud to provide appropriate references regarding our customer base, we have an issue with the wording to such customers set out in the Proposer Release Form (D-10) and the Client list and Release Form (D-11). Our legal counsel has advised us that it would be inappropriate to agree to the sentence within the D-10 and D-11 Forms that reads as follows: “The PROPOSER agrees to release, discharge, and indemnify you from and against any and all claims, actions, and damage that may arise from any information you supply to the County as a result of this reference.” Including this language provides the proposer with no recourse against potential slanderous or false statements made by a reference source.</p> <p>[1] Would County please consider removing this language from the release forms?</p> | [1] No. |
| 344. | Attach D | Exhibit D-3 | * | * | <p>[1] Can the COUNTY confirm that no more than 10 public entity clients within the past 5 years are required for the list of contracts for Exhibit D-3, Prospective Contractor List of Contracts? [2] The reference for this limitation is the first line of Exhibit D-11, Client List and Release Form in which it states “client names for the last five (5) years or no more than 10 clients.” Please clarify.</p> | <p>[1] No. Exhibit D-3 (Prospective Contractor List of Contracts) of Attachment D (County Required Forms) requires each Proposer to list all public entities for which the Proposer has provided services.</p> <p>[2] No more than ten (10) public entity clients within the past five (5) years are required on Exhibit D-11 (Client List and Release Form) of Attachment D (County Required Forms).</p> |
| 345. | Attach F | * | 10 | * | <p>[1] Reference is made to the description of the user groups that can be found in Exhibit 5 of Attachment H. There is no Exhibit 5 in Attachment H. Please clarify?</p> | [1] Correction will be included in an Addendum to Attachment B (Statement of Requirements) and Attachment F (Proposer Response Forms). |



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| 346. | Attach F | 2.18 | 100 | 3499-3513 (Cell 2248) | The functional response forms do not appear to evaluate all the requirements in the SOR. For example section 2.18 Client correspondence contains the requirement: <i>"The LRS shall include independent Web services for the generation of client correspondence, which shall be available to COUNTY-specified entities (e.g., other California SAWS systems) via LANet/EN and the Internet."</i> [1] How does the COUNTY plan to evaluate these requirements? | [1] County will evaluate all narratives and response form matrices submitted by a proposer made in response to the LRS RFP requirements. |
| 347. | Attach F | 3.1 | * | * | [1] Can you please clarify how a contractor should respond in using this table, if there are more than 5 tools used to meet technical requirements as the attachment has provision for 5 tools only (Tool-A through Tool-E)? | [1] If more that five (5) tools are used to meet a particular requirement, Proposer should indicate the five (5) most significant tools and indicate that there are more than five (5) tools used in the Comments column. |
| 348. | Attach F | 3.2 | 24 | * | [1] Please clarify the required soft copy deliverables under Paragraph 3.2 of Attachment F and how they correlate with the fifteen (15) soft copy deliverables under Paragraph 6.4 of the Body of the RFP. | [1] Subsection 3.2 (General Instructions) of Attachment F (Proposer Response Forms) indicates six (6) -electronic files (i.e., Microsoft Word and Excel files) to be included in each of the fifteen (15) soft copies on CD media. |
| 349. | Attach F | 3.2.3 3.3 3.5 3.7 | 24 27-29 35-37 43-45 | * | These paragraphs in Attachment F seem to indicate that the COUNTY intends for the Proposers to use COUNTY-provided MS Word files for the Area Summaries. [1] Does the COUNTY intend to provide blank Functional, Technical and Training Area Summary Microsoft Word files to be completed by the Proposers, or should each Proposer create its own Area Summary Microsoft Word files? | [1] County will provide templates for the functional, technical, and training area summaries in an Addendum to the RFP. |
| 350. | Attach F | 3.4 3.6 3.8 | 32 40 48 | * | Given the requirement, <i>"Purchased Service: Indicates that some or all of the requirement will be met using a purchased service. The purchased service shall be described in the "Comments" column or in the sub-... area narrative referenced in item 3 above"</i> , [1] please clarify what is meant by the <i>"purchased service"</i> by providing the same examples provided to include a <i>"Purchased Service"</i> in addition to the <i>"Existing Code"</i> , <i>"Custom Code"</i> , <i>"Commercially Available Software"</i> percentages | [1] Purchased services (e.g., outsourced services) may or may not apply to an individual requirement as determined by the Proposer. If a requirement is being met in part or whole by a purchased service, it shall be so indicated in that the <i>"Purchased Service"</i> column. |
| 351. | Attach F | 3.4 3.6 3.8 | 32 40 48 | * | Given the requirement, <i>"Other, which would indicate that another solution will be used. The other solution shall be described in the "Comments" column or in the sub ... narrative referenced in item 3 above."</i> [1] Please clarify what is meant by the <i>"Other"</i> providing the same examples provided to include an <i>"Other"</i> in addition to the <i>"Existing Code"</i> , <i>"Custom Code"</i> , <i>"Commercially Available Software"</i> percentages. | [1] <i>"Other"</i> column is provided for solutions that do not fit the named category of Existing Code, Custom Code, Commercially Available Software, or Purchased Service. |
| 352. | Attach F | 3.4.1 | 28 | 503 | [1] Please provide an example of a <i>"Disabling Device."</i> | [1] Examples are provided in the definition of Disabling Device in Subpart (E) of Subparagraph 11.6 (Additional Warranties) of Attachment C (Sample Agreement). |



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| 353. | Attach F | 3.4.1.1 | 28 | 515 | [1] Please provide an example of what specific computing device ID must be captured in addition to MAC address? | [1] Media Access Control (MAC) address or Extended Unique Identifier (EUI) of a computing device shall be captured based on the Institute of Electrical and Electronics Engineers (IEEE) standards (e.g., MAC-48, EUI-48, and EUI-64). |
| 354. | Attach F | 3.4.1.1 | 30 | 542 | [1] What is the COUNTY's existing PKI system that issues Internet user certificates? | [1] County does not currently utilize a PKI system. |
| 355. | Attach F | 3.8.1 | 72 | 1266 | [1] Is the contractor responsible for developing the automated transactions to correct data in the existing DPSS Systems, DCFS Systems, and other legacy systems? | [1] Yes. |
| 356. | Attach F | 3.8.1 | 73 | 1280 | [1] Will the County identify the sample cases from the DPSS Systems and DCFS Systems to create the testing database? | [1] County will describe the parameters for selecting the sample cases for the testing database during Phase 1 (Design, Development, and Implementation Phase). |
| 357. | Attach F | 3.8.1 | 75 | 1298 | [1] Please explain the County's role in fixing inconsistencies identified by the data verification process. | [1] County's role is not necessary for the preparation of a proposal. Contractor's role is described in Subsection 3.8 (LRS Conversion and Archiving Requirements) of Attachment B (Statement of Requirements) and will be further detailed during Phase 1 (Design, Development, and Implementation Phase). Proposer shall provide a conversion and archiving strategy which maximizes the reliance on an automated solution and minimizes the disruption to Local Office Site operations in a smooth transition and successful implementation of the LRS. |
| 358. | Attach F | 6.1 | 2 | * | [1] Please provide the product name of the County standard training records database. | [1] Saba Enterprise. |
| 359. | Attach F | 6.4 | 6 | * | [1] Please specify whether any COUNTY training facilities can be used for LRS training. [2] If such facilities can be used, how many, what locations, and for what time periods or durations may they be used? | [1] None. [2] Not applicable. |



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| 360. | Attach F Attach H | 6.8 Exhibit 5 | 10 | * | Section 6.8 states: "A brief description of each user group that uses the DPSS Systems and DCFS systems is included in Exhibit 5 (Existing COUNTY Systems Training/Security profiles) of Attachment H (Technical Exhibits)..." Exhibit 5 is missing. [1] Please specify the content of Exhibit 5. [2] Please also provide the number of users to be trained for each user group category. | [1] This requirement incorrectly references Attachment H (Technical Exhibits). This requirement should reference the Diligence Library. This will be corrected in an Addendum to the RFP. [2] Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the LRS for the term of any resultant Agreement, and price accordingly. |
| 361. | Attach G LRS Body | * 6.9.2 | * 106 | * 2483- 2487 | We intend to submit all pricing in the locked Pricing Schedule Forms as required by the RFP. Because the Pricing Schedule Forms are locked, the formulas contained in the Forms are not visible. Paragraph 6.9.2 of the Body of the RFP requires the Proposer to notify the COUNTY if the Proposer believes any of the formulas are in error. [1] Will the COUNTY make available the formulas used in the Pricing Schedule Forms so the Proposers can validate all the included formulas? | [1] No. |
| 362. | Attach H | 1.1 | 1 | * | [1] Please describe if the LRS Gateways will use existing LEADER Gateway resources, and [2] if they must remain in their current locations, or [3] if they could be re-established and reconfigured so as to provide the best service to the COUNTY? | [1] The LRS Gateway shall not use existing LEADER System resources. [2] The LRS Gateway shall be located at the Eastern Data Center and Downey Data Center as indicated in Exhibit 1 (LRS Network) of Attachment H (Technical Exhibits). The Downey Data Center may be relocated during Phase 1 (Design, Development, and Implementation Phase). [3] Not applicable. |
| 363. | Diligence Library | * | * | * | [1] Please list each GAIN office and which office(s) are associated with each GAIN region. | [1] GAIN offices are listed in the Diligence Library. Associations between specific offices and regions are not necessary for the preparation of a proposal. This information will be available during Phase 1 (Design, Development, and Implementation Phase). |



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| 364. | Diligence Library | * | * | * | [1] Please provide an estimate of the number of LRS users at non-DPSS managed service provider locations. | [1] Each Proposer shall utilize the information provided in the Size and Growth Estimates section of the Diligence Library, and apply Proposer's experience and best judgment to determine the necessary scale of the proposed LRS for the term of any resultant Agreement, and price accordingly. |
| 365. | Diligence Library | * | * | * | [1] I wanted personally to bring to your attention a serious concern that my solution team has been tracking ever since the RFP library was set up. As you may have known, [redacted] has respectfully requested both prior to the RFP release and after the RFP release that the powerbuilder code for the online screen be made available in the due diligence bidders library. We typically conduct random daily checks and through the Holiday period we did notice a link was provided during the bid conference week, but when we tried the link it did not connect to any content. We don't believe we received an official notice that it had been added. The link was loaded into relatively unrelated area (listed after Existing LEADER agreement and amendments). As we are approximately one month into the official procurement cycle, we are asking for the code to be provided as soon as possible and that all bidders are provided an extension equal to the amount of time lost in the official cycle without the code. In essence, if the code is available tomorrow, then about 35 days are added to the final due date. If it might take the County an extra week to provide the code, then 42 days are added. This would help keep the advantage to a minimum for those bidders that already have access (like incumbents). This is especially important also because of the way the County is evaluating the bids. We understand that no existing line of code is to be used. However, since there are minimal defined requirements involving the change management for this procurement, how the user interface gets done so that it facilitates ease of transition is critical. Hoping by this e-mail you will understand the importance of this request and help us all maintain a fair and competitive procurement process. Please confirm receipt and call me if appropriate to discuss further as needed. | [1] The PowerBuilder code is available in the Diligence Library. The PowerBuilder code is not necessary for the preparation of a proposal. The proposal deadline will not be extended. |