STATE OF MARYLAND

DEPARTMENT OF HUMAN SERVICES

REQUEST FOR PROPOSALS

AUTOMATED FINANCIAL SYSTEM MAINTENANCE AND ENHANCEMENTS

OTHS/OTHS-24-059-S

QUESTIONS AND RESPONSES #1

Question 1: Throughout the Base and Option Year sheets in Amendment B-2, Financial Proposal Form, the State has provided instructions for line items A. Operations and Maintenance, B. User Licenses, and C. Additional User Licenses. These instructions correspond to the rows in the pricing tables that appear below the instructions on each sheet. It does not appear that the State has provided instructions on what it expects Offerors to provide for D. Annual System Cost in the pricing tables. Will the State please clarify its instructions on what Offers are required to provide as an Annual System Cost apart from line items A through C?

Response: There are no Annual System Costs outside of the requirements to satisfy the Operations and Maintenance component and any applicable Licensing cost. Please see Amendment 2 and the amended Price Sheet.

Question 2: Would the customer consider extending the response due date by a week? Given that there are questions related to the financial submission, which may have a drastic impact on an offeror's response, it may be difficult to adjust pricing in a few calendar days.

Response: Yes. Please see Amendment 2.

Question 3: The current pricing sheet for services does not include line items for project governance. Request that the customer add line items for project manager and program manager.

Response: Project Governance shall be included in the offeror's operations and maintenance cost.

Question 4: Could you provide details on the budget allocated or the actual spend incurred on support services for the previous fiscal year?

Response: The annual cost for support services in FY24 was approximately $64,000.

Question 5: Could you provide us with the data or summary regarding the volume of support tickets categorized by severity from the last year? Additionally, if possible, a detailed report or dump of the tickets would help us understand the support needs better and plan our resources accordingly.

Response: DHS averages approximately 70 tickets quarterly.

Question 6: Could you provide a detailed breakdown of the current support team for the Dynamics 365 system in terms of team size and composition? Specifically, we would like to know the number of team members segmented by their support level - L1 (Level 1), L2 (Level 2), and L3 (Level 3).

Response: The contractor shall propose resources and how it intends to support the services outlined in the RFP.

Question 7: Could you confirm whether the vendor is expected to manage the helpdesk and ticket routing operations directly as part of our service delivery under the RFP?

Response: The vendor is not expected to manage the help desk. The contractor is expected to provide technical support and support for system failure as outlined in the RFP.

Question 8: What is the support system being used by DHS/Microsoft?

Response: DHS uses Microsoft Unified.

Question 9: Could you please provide the SLA conformance reports as per Sections 2.5.8 and 2.5.9 for the previous years of engagement? We would

like to review the historical performance metrics and adherence to the established service levels.

Response: This information is not available.

Question 10: Is Microsoft eligible to bid for this opportunity?

Response: Yes.

Question 11: Provide details on the enhancement carried out last year and planned enhancements for this year?

Response: The enhancements consisted of general report modifications. Future enhancements have not been finalized.

Question 12: What is the Current Dynamics 365 landscape utilized by "AFS", is it D365 F&O or D365-Dataverse?

Response: DHS utilizes D365 F&O.

Question 13: Could you provide a list of all third-party products (ISVs) currently deployed with Dynamics 365 for AFS?

Response: Power BI and Power App.

Question 14: Can you detail the critical integrations that currently exist to and from D365 in relation to AFS?

Response: Refer to section 2.2 of the RFP. Specific integrations will be provided to the recommended awardee.

Question 15: Could you specify the particular products within the Dynamics 365 suite for which we are expected to provide licensing and pricing details? Are there any additional third-party integrations or applications for which we should also include licensing costs?

Response: Licenses are only requested for Dynamic D365.

Question 16: Could you please provide current backlog of issues?

Response: None.

Question 17: Section 3.5.1 outlines the requirements for disaster avoidance, data backup, and recovery planning. Given the nature of the Dynamics 365 SaaS platform, our understanding is that Microsoft provides inherent disaster recovery and backup capabilities. Can you confirm that our role would be to coordinate with Microsoft to ensure their disaster recovery provisions align with the State's expectations, rather than independently managing disaster recovery and backup processes?

Response: Yes, Microsoft provides inherent disaster recovery and backup capabilities, and the contractor will coordinate with Microsoft to manage disaster recovery and backup.

Question 18: Considering that Microsoft's Dynamics 365 SaaS solutions, which include the Automated Fiscal System (AFS), already undergo SOC 2 Type 2 audits as part of Microsoft's standard security compliance, could you specify the expectations from the Contractor in relation to these audits? Is it anticipated that the Contractor's role will be to solely provide support for Microsoft's audits, or is there a requirement for the Contractor to conduct separate, parallel SOC 2 Type 2 audits for the services provided under the Contract?"

Response: The contractor shall provide a separate SOC 2 Type audit.

Question 19: Given that Dynamics 365 is a SaaS offering from Microsoft, can you confirm if the requirement for the submission of a Voluntary Product Accessibility Template (VPAT) is applicable to us as a Contractor, or is this something that Microsoft provides as part of their service compliance?

Response: Yes, this requirement is applicable to the contractor.

Question 20: Could you specify the average monthly volume of transactions processed by AFS through D365?

Response: This information is not available.

Question 21: Can we get an estimate of the number and complexity of reports that need to be generated or customized regularly?

Response: Other than indicated in the RFP, DHS may request Ad Hoc reports as necessary.

Question 22: Could you share any user feedback or surveys that might help us understand the areas needing improvement?

Response: This information is not available.

Question 23: Can the State provide a breakdown of the current user roles within the D365 system to better understand the scope of end-user license requirements?

Response: All roles are established within D365 and include administrative, view, and write.

Question 24: How often are the operating system updates and patches currently applied, and what has been the typical schedule for monthly security assessments?

Response: In general, updates and patches are done quarterly.

Question 25: Over the last year, how many incidents resulted in service credits being issued due to SLA non-compliance? Could you provide details on the nature and duration of these incidents?

Response: SLAs are not included in the current contract.

Question 26: Over the last year, how many incidents resulted in service credits being issued due to SLA non-compliance? Could you provide details on the nature and duration of these incidents?

Response: See response to question 25.

Question 27: Considering Dynamics 365 is a SaaS offering with Microsoft managing the underlying infrastructure, can you clarify the extent to which the contractor is responsible for server maintenance, security assessments, and operating system patches as detailed in the scope? Are these tasks expected to complement Microsoft's existing SaaS provisions, and if so, what specific aspects of server maintenance and security assessments are to be managed by the contractor?

Response: The contractor shall provide the service desk, hosting by Azure pay-as-you-go, major and minor software updates, security patches, batch, database maintenance, interface, integration and enhancements, data corrections, documentation and application & infrastructure support advisement.

Question 28: For item 2.3.1.2 B, could you specify the level of technical and advisory support expected for platform administration, maintenance, and feasibility studies? Considering Dynamics 365's SaaS nature, are we correct in understanding that this support is focused on the application and service layer, rather than the underlying infrastructure?

Response: Please refer to Question 27. The contractor must propose sufficient resources to meet the requirements of the RFP.

Question 29: Can we assume that all enhancements will be managed through a Work Order process?

Response: No. Some enhancements may be delivered through operations and maintenance as defined in the RFP.

Question 30: Could you provide an overview of the current process for handling support tickets, from initiation to closure, between DHS and the vendor/third-party etc.?

Response: General support tickets are handled through DHS. Matters that require additional support will be escalated to the contractor. Please see section 2.3.5.1 of the RFP.