Topic Clarification Response from FileOne

Number	Section	Section Name	Title
34	3.1.3. .	Training	Offeror includes and describes training documentation – how it will be developed and how it will be used

RH (via JAD) 8/5 - What about the licensing of SystemWorks?

Response Training materials are provided under the SystemWORKS license.

| 35 | 3.1.3. . | Training | Offeror includes and describes the on-line help system they will develop |

SW 8/4 - describe online help system and demonstrate it's use

Response The system's user interface is developed in a consistent and intuitive manner that supports ease of learning within the user interface's formats, tools, utilities, and commands. The online help includes step-by-step instructions for each activity or topic, so that the user is empowered and self-sufficient. The online help is written in a simple and easy to understand format and is geared toward the end user. Technical terminology is kept to a minimum. The SystemWORKS product delivers searchable, context sensitive, page level online help for all areas of functionality that is delivered with the SystemWORKS COTS product. The Online Help and Resource/Training Manual conforms to the industry standard of step-by-step instructions, delivered in a "How Do I?" format. SystemWORKS online help will contain the following features: • Table of contents structured using the high level tabs and ribbon groupings contained in the application • Context-sensitive page-level online help, including step-by-step instructions for each activity or topic in an easy to use "How Do I?" format • Search capability by keyword or phrase for all areas of delivered functionality • Index (includes auto-complete textual search option) • Glossary of SystemWORKS product terminology • Print capability by topic • Navigation o Bread crumbs o Previous and next arrows o Topic related links

| 46 | 3.1.4. . | System Design Changes | Offeror accepts that additional work may be subject to negotiation and/or competitive bidding |

mva 8/7 - Didn't see this in proposal. Does FileOne agree?

Response FileONE agrees to the terms outlined in 3.1.4

| 50 | 3.1.4. . | System Design Changes | Offeror agrees that any work started before approval will be included in the system at no cost |

mva 8/7 - Didn't see this in proposal. Does FileOne agree?

Response FileONE agrees to the terms outlined in 3.1.4.

| 55 | 3.1.5. . | Testing Requirements | Offeror includes information on who (SOS or them – and roles) will be conducting the test cycles |

SW 8/4 - who will play what role in the test process? what is SOS task and what is F1 task?

Response In general FileONE will conduct the tests in setting up the system and configuring the system. The SOS staff will be executing the User Acceptance Testing.

| 58 | 3.1.5.1. | System Performance During T | The plan also addresses the technical, hardware, software, and performance specifications |

SW 8/4 - are there any specifications for H/W, S/W or data loads for testing available? Please describe.

Response FileONE provided the recommended H/W and S/W Specifications in the RFP response section 3.3.1.5. The data load specs will be determined during the Analysis phase. We can provide the load test data specs we used in testing the product here in our FileONE lab.

| 59 | 3.1.5.1. | System Performance During T | Offeror acknowledges that each project life cycle phase must pass defined test criteria according to test plans and test scripts |

SW 8/4 - does F1 accept that each project life cycle phase must pass defined test criteria according to test plans and test scripts?

Response Yes.

| 60 | 3.1.5.1. | System Performance During T | Offeror communicates they understand that the SOS project manager approves the test and authorizes the offeror to proceed to the next phase in the life cycle |

SW 8/4 - does F1 accept that SOS PM must approve the test and authrize them to proceed?

Response Yes.

Number	Section	Section Name	Title
76	3.1.6. .	System Acceptance	Offeror agrees that changes to any accepted work (earlier phases) needed to implement additional work is included in the contract and that SOS will not be charged.

SW 8/4 - Does F1 accept that any work needed to implement latter phases of the system are included in the contract and that SOS will not be charged?

Response   FileONE is using an agile methodology, which provides the most flexibility for the MT SOS as slight modifications to requirements for accepted work may be absorbed by FileONE. FileONE and the MT SOS will review any modifications to scope as needed, which may include a change/enhancement request.

| 77 | 3.1.6. . | System Acceptance | Offeror understands that non-acceptance of the phase as a whole will delay payments to them until the phase is accepted |

mva 8/7 - Didn't see this in proposal. Does FileOne agree?

Response   FileONE agrees to the terms outlined in 3.1.6

| 85 | 3.1.7. . | Final Acceptance | Offeror agrees to the 90 day 'defined error' free period – or fully describes a plan that you feel will be equally as good if not better |

SW 8/4 - does acknowledge mean accept?

Response   FileONE agrees to the terms outlined in 3.1.7

| 90 | 3.1.8. . | Enhancements | Offeror acknowledges that in scope issues must be corrected by them at their own expense |

SW 8/4 - need acceptance on this point.

Response   FileONE agrees to the terms outlined in 3.1.8

| 96 | 3.1.8.1. | Enhancement Proposals | Offeror acknowledges that SOS may choose to implement such extensions or enhancements under this contract, but reserves the right to contract separately for these services |

SW 8/4 - need acceptance on this point.

Response   FileONE agrees to the terms outlined in 3.1.8.1

| 103 | 3.1.9. . | Enhancement Acceptance | Offeror acknowledges work that is initiated before approval shall be included in the system at no cost to SOS. |

mva 8/7 - need acceptance on this point.

Response   FileONE agrees to the terms of 3.1.9.

| 105 | 3.1.9. . | Enhancement Acceptance | Offeror acknowledges that SOS can negotiate and/or bid out enhancement work, even if first proposed by the offeror |

mva 8/7 - need acceptance on this point.

Response   FileONE agrees to the terms of 3.1.9. Note that use of FileONE software and materials is subject to the terms of the licensing agreements.

| 109 | 3.1.10. . | System Warranty | The description provides details on the warranty, time periods, and how phases are handled |

mva 8/7 - Warranty date states, "through June 30, 2009," but last module scheduled to deploy May 19, 2010 (Appx. C, 1.7) Must clarify warranty dates.

Response   The date in the contract in appendix C was incorrect.

| 113 | 3.1.10. . | System Warranty | Offeror agrees to fix deficiencies at no cost to SOS. |

SW 8/4 - need acceptance on this point.

Response   FileONE agrees to the terms of 3.1.10

| 114 | 3.1.10. . | System Warranty | Offeror describes (if needed) alternate time periods and/or warranty structures and explains in detail the reasoning behind the proposed structure |

mva 8/7 - Warranty date states, "through June 30, 2009," but last module scheduled to deploy May 19, 2010 (Appx. C, 1.7) Must clarify warranty dates.

Response   The date in the contract in appendix C was incorrect.

Number	Section	Section Name	Title
136	3.1.11. .	Roles and Responsibilities	Offeror describes the responsibilities of both the offeror and SOS in order for full participation to be achieved

SW 8/4 - What will the role be of SOS staff in this COTS implementation?.

Response   FileONE proposes to use the RFP Roles and Responsibilities matrix (page 23 - Section 3.1.11) as a baseline. FileONE and the MT SOS will finalize roles during the Definition Phase following contract execution.

Number	Section	Section Name	Title
153	3.1.12. .	Development Phases	Offeror describes the plan or methodology to create a plan to control the retirement of legacy systems as they are taken off line after implementation

SW 8/4 - provide more information on level of participation on this point.

Response   The specific role in the legacy systems retirement will be determined as part of the Definition Phase.

Number	Section	Section Name	Title
154	3.1.12. .	Development Phases	Offeror agrees to set up implementation timelines that take our current business processing into account and will submit them for approval by the SOS PM

mva 8/7 - provide more information on level of participation on this point.

Response   The specific roles, responsibilities, and levels of participation will be determined as part of the Definition Phase.

Number	Section	Section Name	Title
155	3.1.12. .	Development Phases	Offeror agrees to submit finalized delivery dates and resource allocations within one month from contract signing

SW 8/4 - need acceptance of this point.

Response   FileONE agrees to the terms of 3.1.12

Number	Section	Section Name	Title
160	3.2. . .	SYSTEM REQUIREMENTS	Offeror maps their system back to the concept we have included

SW 8/4 - provide more information on how SystemWorks is set up to process instead of just accepting our flow.

Response   FileONE will discuss our process flows during the onsite meeting.

Number	Section	Section Name	Title
166	3.2.1. .	Processing	The receipting process is addressed and you feel it will meet our needs

SW 8/4 - provide more information on how SystemWorks is set up to process instead of just accepting our flow.

Response   FileONE will discuss our process flows during the onsite meeting.

Number	Section	Section Name	Title
167	3.2.1. .	Processing	The process for imaging is addressed and you feel it will meet our needs

SW 8/4 - provide more information on how SystemWorks is set up to process instead of just accepting our flow.

Response   FileONE will discuss our process flows during the onsite meeting.

Number	Section	Section Name	Title
168	3.2.1. .	Processing	The compliance activities are described, and you feel they are comprehensive and will meet our needs

SW 8/4 - provide more information on how SystemWorks is set up to process instead of just accepting our flow.

Response   Will be addressed through the review of the SystemWorks Process flow and discussion of the Montana flow presented in the RFP.

Number	Section	Section Name	Title
169	3.2.1. .	Processing	The notification processes and features are described and you feel they are flexible and will meet our needs

SW 8/4 - provide more information on how SystemWorks is set up to process instead of just accepting our flow.

Response   Will be addressed in the SystemWORKS process flow as well as the system demonstration.

Number	Section	Section Name	Title
174	3.2.1. .	Processing	Windows perform many tasks automatically for the user

RP 8/4 (via Joe) - Not specifically addressed 8/04

Response   FileONE will discuss this question onsite.

Number	Section	Section Name	Title
190	3.2.1.2.	Administration	Does the system allow users to view data from top to bottom, bottom to top, side to side – related information should all be accessible.

SW 8/4 - describe and show how the system provides access to data using varied methods

Response FileONE will discuss data access and navigation in the application to answer the MT SOS question.

| 213 | 3.2.4. . | System Business Rqmts (SBR) | Does the offeror provide additional information on requirements marked - modification, does not meet or other? |

mva 8/7 - Candidate filing was not specifically addressed. Included in scope?

Response SystemWORKS will interface with the existing MT SOS candidate filing system. The existing MT SOS system will continue to be the primary system used to manage and report on candidate activity within the State of Montana. SystemWORKS will handle the initial processing of candidate request items which includes the collection of money and a process through workflow that will result in the request information being interfaced into the Candidate Filing System. The candidate interface will be implemented along with the Corporate (Business Entity) Line of Business.

| 214 | 3.2.4. . | System Business Rqmts (SBR) | Does offeror agree to build requirements that are misrepresented at no cost to SOS |

SW 8/4 - need acceptance of this point

Response FileONE agrees to the terms of 3.2.4

| 215 | 3.2.1.4.1 | Rqmts Traceability Matrix (R | Evaluate the matrix. |

8/04   TG 8/4 - Candidate filing reflected only in matrix does not appear anywhere else in proposal.

Response See response 213 above

| 216 | 3.3.1. . | System & Architecture Stds | Does offeror seem to understand the need for IT standards and will they work within these constraints? |

RP 8/4 (via Joe) - Need verification on 'other' and 'will' statements 8/04 SW 8/4 - need acceptance of state standards and statement that F1 will work within our standards.

Response FileONE agrees to the terms of 3.3.1

| 265 | 3.3.1.5. | Hardware | Provides a mechanism for status and metric reporting on performance of hardware |

mva 8/7 - Didn't see this in proposal...how will this be accomplished?

Response The SystemWORKS application does not monitor hardware metrics but can use its reporting mechanism can generate reports on the metrics that the hardware monitoring utilities provide. This would require that hardware metrics be added to a database that SystemWORKS will communicate with.

| 287 | 3.3.2. . | Custom Software | Offeror addresses issues with upgrades – what if we don't want the upgrade? |

SW 8/4 - provide more information on how SystemWorks updates are planned and carried out (281-287) - how is that managed with the client?

Response FileONE will review our release planning process onsite.

| 289 | 3.3.2. . | Custom Software | Risks of proposed license structure to SOS described |

SW 8/4 - provide more information on what risks F1 assumes we are taking on and what they have done to mitigate those risks with their license structure.

Response We are not aware of any risks to the State with our proposed license structure. We may be misunderstanding your question. We appreciate the opportunity to discuss this item.

| 290 | 3.3.2. . | Custom Software | Check section 5.0 (costing) to insure that licensing is included and fully addressed. |

RP 8/4 (via Joe) - hidden costs of redaction? 8/04

Response We are unclear what is being asked here. We appreciate the opportunity to discuss this item.

| 300 | 3.3.3. . | Offeror Provided Items | Includes and describes listing of the State hardware |

Response We are unclear what is being asked here. We appreciate the opportunity to discuss this item.

Number	Section	Section Name	Title
340	3.3.6. .	Conversion Overview	Offeror describes how they will schedule any needed interruption of service

SW 8/4 - provide more information on how this will be done.

Response FileONE will work with the MT SOS on an acceptable schedule to have the system offline while performing the data conversion during the production cutover activities. Having the system down for an agreed upon period of time allows for a single final production cutover.

Number	Section	Section Name	Title
343	3.3.6. .	Conversion Overview	Offeror agrees to prepare the data for load into the new structure

SW 8/4 - provide more information on how this will be done.

Response It is anticipated as dictated by the RFP that the MT SOS would be leading this effort and would perform the initial data cleansing activities. FileONE will take the cleansed data and convert through our ETL process into the SystemWORKS data structures

Number	Section	Section Name	Title
352	3.3.6. .	Conversion Overview	Plan describes resources and timelines

mva 8/7 - provide more information on how this will be done.

Response We appreciate the opportunity to discuss this item onsite.

Number	Section	Section Name	Title
358	3.3.7. .	Retention	Retention functionality can be done both manually and automatically

SW 8/4 - provide more information on how this will be done.

Response The archive process is a sequential processing flow based upon the specific archive and retention polices. The first step in the sequence is to identify the candidate records or images for a specific archival run. Once a candidate set of records/images has been identified, these records can be reviewed in the Data & Image manager. Specific records presented in the list of candidates can be placed on hold, which will in effect prevent the records/images from being archived.   Based upon a pre-determined schedule a notification of an upcoming archival job will be sent to specific SystemWORKS users via e-mail and/or through a notification in SystemWORKS. The archival jobs can be scheduled to run automatically, can be schedule to run automatically, but only after express authorization be specific users, or can be executed manually.   The data is archived to a data store where the data cannot be modified. The ability to view specific archived records will be provided so that a review of archived information can be performed.

Number	Section	Section Name	Title
359	3.3.7. .	Retention	System will notify user of retention functionality actions to be taken

SW 8/4 - provide more information on how this will be done.

Response The retention process will provide the ability to view actions that will be taken during a retentions jobs execution prior to the actual processing of the job.

Number	Section	Section Name	Title
360	3.3.7. .	Retention	User can 'hold' a record out of the retention process.

SW 8/4 - provide more information on how this will be done.

Response Specific records or images presented in the list of candidates to be archived can be placed on hold, which will in effect prevent the records/images from being archived.

Number	Section	Section Name	Title
361	3.3.7. .	Retention	Offeror describes their experience with retention of records within many record types (doc, email, pdf)

SW 8/4 - provide more information on previous expeirence

Response FileONE has provided a detailed experience table our proposal response Section 4, page 102. The column labeled "RR" outlines FileONE's individual resource experience by number of years for record retention for different record types within a relational database.

Number	Section	Section Name	Title
362	3.3.7. .	Retention	Offeror describes their experience with retention of records within a relational database

SW 8/4 - provide more information on previous expeirence

Response FileONE has experience in retention and archiving solutions. Our experience includes data cleansing, building the rules and associated scripts and providing the verification of results. FileONE's experience includes data volumes ranging from 10,000 records to over 500 million records.

Number	Section	Section Name	Title
369	3.3.8. .	Redaction	Offeror describes their experience with redaction

mva 8/7 - Didn't see specific experience. Please clarify.

Response FileONE has provided manually redaction capabilities for all of the customers we currently support within the legacy SOSKB system. We have worked closely with nine (9) SOS offices over the past five (5) years to implement a solution that meets jurisdictional needs for redacting sensitive information. FileONE is using the best practices we have gathered working with our clients to implement manual redaction functionality. Moreover, FileONE is partnering with Extract Systems, the industry leader in providing automated redaction solutions for Secretaries of State, to offer optional automated redaction capabilities. Extract has worked with some of the largest SOS filing agencies, including the California SOS, to redact existing and day forward images.

Number	Section	Section Name	Title
395	3.3.9. .	Environments	Offeror agrees to notify users that a version update is required

RH (via JAD) 8/5 - Becoming part of the 'consortium'. What does adoption of those changes mean in mainstream in the applciation(s)?

Response We are not clear on the question. We appreciate the opportunity to discuss this item.

Number	Section	Section Name	Title
414	3.3.12. .	Backup and Recovery	Offeror understands that application must be capable of restarting in-progress processes.

SW 8/4 - can this be done?

Response We appreciate the opportunity to discuss this item onsite.

Number	Section	Section Name	Title
423	3.3.12. .	Backup and Recovery	Offeror describes a regular test plan that will be implemented and coordinated a minimum of twice per year. Offeror's plan addresses all recovery aspects of the proposed solution.

mva 8/7 - Didn't see this in proposal. Please provide more information.

Response FileONE will schedule and track bi-annual disaster recovery drills to be executed by the MT SOS.

Number	Section	Section Name	Title
426	3.3.12. .	Backup and Recovery	Offeror agrees to include off-site storage of all software necessary to operate all aspects of the system.

SW 8/4 - what is recommendation on this - just use ITSD current process?

Response We are not clear on the question. We appreciate the opportunity to discuss this item.

Number	Section	Section Name	Title
452	3.4.1. .	Issues, Enhancements, & Defe	Offeror agrees to operate SIMS through final acceptance

Response FileONE agrees to the terms of 3.4.1

Number	Section	Section Name	Title
464	3.4.1.1.	Help Desk	Incoming requests will be triaged – change items elevated

Response FileONE agrees to the terms of 3.4.1.1

Number	Section	Section Name	Title
470	3.4.1.1.	Help Desk	Offeror shows understanding of extension process for resolution time lines – proposes a plan

Response FileONE agrees to the terms of 3.4.1.1

Number	Section	Section Name	Title
489	3.4.6. .	Data Integrity	Data integrity problems will be documented fully including resolution steps, results and steps taken to ensure the problem will not reoccur

mva 8/7 - Please provide details.

Response During the conversion process FileONE will take the necessary precautions and perform the necessary steps to ensure that the MT SOS Data integrity is maintained. This includes frequent testing of the migration, multiple data "runs" with the MT SOS as well as running data verification scripts. Issues that occur as a result of the data conversion will be solved and documented. Good data integrity will start with a good analysis to identify any risks and create risk mitigation and contingency in case the risk is realized.

Number	Section	Section Name	Title
511	4.1.5. .	Local Presence	Local office maintained in Helena is proposed

mva 8/7 - clarify FrontDesk roles and responsibilities. Don't see added value at this point.

Response Front Desk's role will be discussed onsite.

Number	Section	Section Name	Title
529	4.1.6. .	Key Personnel	Offeror agrees to follow all state standards of conduct and ethics laws concerning staff on the project.

SW 8/4 - need acceptance on this point

Response FileONE agrees to the terms of 4.1.6

Number	Section	Section Name	Title
530	4.1.6. .	Key Personnel	Offeror agrees that replacement of key staff will be approved by the state.

mva 8/7 - need acceptance on this point

Response FileONE agrees to the terms of 4.1.6

Number	Section	Section Name	Title
561	ProjectPlan 1.	General	The task dependencies, concurrencies, and sequences reasonable for the tasks you understand well

SW 8/4 - is plan available in MS project format?

Response The MS project plan will be completed and provided as part of the project Definition phase.