

MSC Responses to Bidder Questions

RFQ 21-02 MIS Vendor Management Task Order QA Services

March 5, 2021

1. **General:** Is the application Web based or Native windows app?
MSC Response: *The vendor management application is a Windows Presentation Foundation (WPF) application built using .NET Framework 4.7.2.*
2. **General:** What technologies are used in development?
MSC Response: *The system uses the .Net platform using Service-Oriented Architecture (SOA) principles and object-oriented design. Other technologies utilized are Visual Studio 2019, C#, SSRS, SQL Server, WPF, WCF and Entity Framework 6.*
3. **General:** What is the development model (Agile/Waterfall)?
MSC Response: *CQuest's normal release cycles are Scrum within Waterfall, however for the vendor management task order, an agile approach will be utilized with multiple demos and a mid-project production deployment.*
4. **General:** Are all the requirements developed in single phase?
MSC Response: *The original requirements have already been gathered. Business analysts will translate these into user stories according to the agile approach. The requirements will be developed in 19 sprints with two UAT releases.*
5. **General:** Does the application have any third-party integrations? If Yes, do they come under scope for testing?
MSC Response: *The vendor management application integrates with each state's eWIC processor. There may be aspects of testing that integrate with the processor.*
6. **General:** Does the application have different permissions for different user roles?
MSC Response: *The Vendor Management application does not have different user roles.*
7. **General:** On which browsers does the testing need to be performed? List out Desktop Browsers
MSC Response: *Testing on multiple browsers is not required.*
8. **General:** Does the application have mobile version? List out Mobile browsers that need to be tested
MSC Response: *No, there is not a mobile version.*
9. **General:** Any other testing needed?
 - a. Accessibility (ADA, Section 508)
 - b. Security
 - c. Performance

MSC Response: *No accessibility or security testing is required. Performance testing will only be required as it pertains to length of time to open screens or generate reports.*

10. **General:** Will the QA be provided with test data?

MSC Response: *A copy of production data will be placed in the UAT environment. There may be new fields in the system for which there is not existing data that testers will need to create.*

11. **General:** With the status of Covid-19 can we expect that traditional travel for on-site project activities such as demos, UAT testing, Pilot requirements will be executed via remote web based capabilities such as MS Team, Zoom, etc.?

MSC Response: *Regardless of the status of the pandemic, no on-site travel is planned or required for this project. All activities will be completed remotely through Zoom, GoTo Meeting or other platforms.*

12. **General:** With the status of Covid-19 can we assume that there will be no travel required for the contract, and that all project deliverables will be accomplished thru remote work?

MSC Response: *Regardless of the status of the pandemic, no on-site travel is planned or required for this project. All activities will be completed remotely through Zoom, Go To Meeting or other platforms.*

13. **General:** Does MSC have a target budget for the QA Services on this contract?

MSC Response: *The MSC prefers not to share the target budget. The MSC encourages bidders to submit a budget pertinent to the services requested and scope of the project.*

14. **General:** What is status of IAPD? Are you able to share it with bidders minus any financial data?

MSC Response: *The IAPD has been approved by FNS. The IAPD will not be shared with bidders but will be provided to the winning bidder upon award of the contract.*

15. **General:** Will the Vendor Management update implementation require data conversion?

MSC Response: *No, there will be no data conversion. The changes are enhancements to existing functionality in the vendor management application.*

16. **General:** Can you provide the interfaces with which the WIC system interacts?

MSC Response: *The system has numerous interfaces, however since this project only relates to the vendor management application, the only relevant interface is with the states' eWIC processors.*

17. **General:** What is the maximum budget allocation for this project?

MSC Response: *See response to Question 13.*

18. **General:** It is not clear from Exhibit 5 as to the expectations of ITCA for the contract type and the invoicing of services from the QA Contractor? Is the contract a fixed price contract or an hourly contract with a not-to-exceed price?

MSC Response: *The MSC plans for this to be a deliverable-based contract.*

19. **General:** What documents do we have to review and what is their approximate page count?
MSC Response: *The MSC anticipates that the following documents will need to be reviewed: Requirements documents, design documents, functional documents and user documentation. The page count is unknown.*
20. **General:** Are reversals counted as voids?
MSC Response: *Reversals and voids have different definitions and are handled differently in the MIS and with the eWIC processors.*
21. **General:** Will the <Bidder> be able to log on to a test version of the current application now, and will we be able to access both the old version and the enhanced version when performing the QA task?
MSC Response: *Bidders will not be able to log on to a test version of the current application. If awarded the contract, the bidder will be provided access to the UAT version. The MSC will discuss the need for access to the production version with the winning bidder.*
22. **Page 1, Section 1:** This section states that the successful QA vendor *may* be precluded from being awarded the future project management work. Would ITCA please provide a definitive answer as to whether or not the QA vendor will be precluded?
MSC Response: *The MSC plans to release an RFP for Project Management services during the period of service for the QA contract. If there is overlap between this project and the Project Management contract, the QA vendor cannot be awarded the Project Management contract. At this time the MSC is unsure whether there will be overlap.*
23. **Page 1, Section 3:** In this section it states that Exhibits A and B are not to exceed 10 pages. However, Exhibit A states that bidders should describe their proposed approach to the work "in a separate document not to exceed 10 pages..." Is it 10 pages for Exhibits A and B *and* 10 pages for the proposed approach for a total of 20 pages?
MSC Response: *The total pages should be 20 or less including Exhibits A & B. Since this a quote process rather than a formal RFP, the MSC will work with bidders after quotes are submitted to provide more detailed information prior to contract execution if needed.*
24. **Page 6, Deliverable 1:** The requirement states "Develop agenda for and coordinate initial meeting with the MSC to discuss approach, communications, hosting of documents, timeline and other project planning activities." Specifically the question is related to the "..hosting of documents,..."
a. Will MSC provide the hosting facility or is there a requirement for the QA vendor to host project document including those listed?
MSC Response: *The Kansas SharePoint site will be utilized for hosting documents for this project. The QA contractor will be responsible for maintaining documents on the site related to this project.*
b. If the QA contractor is required to provide hosting, can MSC please provide an estimated number of users who would require access?
MSC Response: *The QA contractor is not required to provide the hosting platform.*

- c. Who would <Bidder> transfer these documents, project artifacts, on contract close-out?
MSC Response: *No transfer will be needed – the documents will remain on the Kansas SharePoint site.*
- d. Are there technical requirements that can be made available to <Bidder> that provides technical guidance on the level of security required in storing these documents?
MSC Response: *This is not applicable since Kansas will maintain the site.*
- e. Any additional technical details on hosting requirements would ensure <Bidder> provide you with the best hosting solution and pricing.
MSC Response: *This is not applicable since Kansas will maintain the site.*

25. **Page 6, Deliverable 1:** The requirement states "Work with MSC MIS Contractor on integrated project schedule."

- a. Does the MSC MIS Task order/contract specifically state or refer to the requirement?
MSC Response: *The Vendor Management task order and contract do not specifically require the MIS contractor to work with a QA contractor on an integrated project schedule, however there is no reason to expect that the MIS contractor would not cooperate in this endeavor.*
- b. Has the MSC MIS contractor delivered a project schedule for the enhancements?
MSC Response: *The MIS contractor delivered a preliminary project schedule, however due to delays, it is out of date and has not been updated.*
- c. If the answer to Q2 above is yes, can MSC provide a copy of the schedule as input into the QA RFP proposal response?
MSC Response: *Since there is not a current project schedule, it is not being provided.*

26. **Page 6, Deliverable 1:** The requirement states "Work with MSC MIS Contractor on integrated project schedule."

- a. Is it correct to assume the MIS contractor is contracted to deliver project schedule outlining development activities associated with the enhancements to the vendor module?
MSC Response: *The MIS contractor will deliver a project schedule prior to project initiation.*
- b. If the answer to Q1 above is Yes, is it correct to assume the QA contractor responsibility is two fold: a) the QA contractor shall perform a QA review of the MIS Contractors project schedule and provide feedback/recommendations? b) integrate QA activities into the MIS schedule resulting in a master schedule of activities representing both the MIS and QA work items?
MSC Response: *The QA contractor will review the project schedule provided by the MIS contractor, provide feedback and recommendations and work with the MSC and MIS contractor to complete a final schedule incorporating all project activities.*

27. **Page 6, Deliverable 1:** The requirement states "Attend design meetings and other project meetings with MIS contractor and "MSC via conference call/web meeting throughout the project.

- a. Approximately how many design meetings will be held, and what is the meeting duration be?

MSC Response: *The MSC estimates that design meetings will take place weekly for 1-2 hours.*

- b. What other project meetings will the QA contractor need to attend? Can you approximate how many meetings per month or in total?

MSC Response: *The MSC estimates that there will be one weekly project meeting for 1 hour in addition to design, UAT and pilot meetings which would total 8-12 meetings per month, however the MSC would look to the QA contractor's expertise to determine the needed meetings and frequency of meetings.*

28. **Page 6, Deliverable 1:** The requirement states "Assist with IAPDU if needed". What type of assistance do MSC expect from the QA contractor, can you provide more detail? We ask the questions, because in our experience this activity has been the responsibility of the Project manager or PM contractor.

MSC Response: *The MSC will be completing the IAPDU and IAPD closeout documents. The MSC may need assistance gathering information for the IAPDU or IAPD closeout related to QA findings.*

29. **Page 6, Deliverable 1:** The requirement states "Monitor MIS contractor performance to ensure they are meeting performance standards as outlined in the Vendor Management Enhancements Task Order." Does MSC have a defined performance monitoring framework in place that they require the QA contractor to use, or do you wish the QA contractor to use our experience to define a framework for your approval, and use approved framework to Monitor MIS contractor performance?

MSC Response: *The MSC MIS contracts, Service Level Agreement and the task order include some language regarding performance, however, the MSC desires that the QA contractor utilize their knowledge and experience to make recommendations for improving and enhancing the performance standards.*

30. **Page 6, Deliverable 1:** The requirements state "Attend meetings with USDA FNS for project monitoring, if requested." Can the ITCA provide an estimate of how many meetings, no-more - than one a month, quarterly, other frequency?

MSC Response: *The MSC estimates that the meetings with USDA would be no more than one time per month.*

31. **Page 6, Deliverable 2:** The requirements state "Review MIS contractor requirements and system documentation and provide feedback to MSC on documents." Can the ITCA provide insight to the development methodology the MIS contractor is using e.g., waterfall, agile, etc.? This will influence the effort involved in the review of these documents. For example, in a waterfall methodology, one would assume the delivery of the requirements or design documents to be a

single event for QA review and feedback. If an agile methodology is taken, then the process is more iterative and thus reviews also follow an iterative cycle.

MSC Response: *See response to Question #3.*

32. **Page 6, Deliverable 2:** The requirements state "Review MIS contractor requirements and system documentation and provide feedback to MSC on documents." Can the ITCA list the documents that the MIS contractor are contracted to deliver for QA review?

MSC Response: *The MSC anticipates that the following documents will need to be reviewed: Requirements documents, design documents, functional documents and user documentation.*

33. **Page 6, Deliverable 3:** The requirement states "Develop plan for User Acceptance Testing (UAT) including tracking log for reporting pass and fail functionality." Can the ITCA clarify if this requirement includes the development of a UAT Management Plan and a Requirements Traceability Matrix documents?

MSC Response: *The UAT plan referenced would include the management plan. A requirements traceability matrix document is not required.*

34. **Page 6, Deliverable 3:** The requirement states "Develop plan for User Acceptance Testing (UAT) including tracking log for reporting pass and fail functionality." Can the ITCA say how long they are plan for User Acceptance testing to run e.g., 2 weeks, 4 weeks?

MSC Response: *There are two UATs planned for two releases. The MSC estimates that each UAT will be 2-3 weeks but would look to the contractor to assist in determining the appropriate length of time for UAT.*

35. **Page 6, Deliverable 3:** The requirement states "Develop UAT test scripts, test scenarios and test cases. Does the MIS task order include a requirement for the MIS contractor to supply MSC with the test scripts/cases developed for their internal QA testing phase? These materials can be an excellent input into the UAT testing phase.

MSC Response: *The completed internal test cases are a deliverable. The MSC can work with the MIS contractor to provide the internal test cases prior to testing.*

36. **Page 6, Deliverable 3:** The requirement states "Develop UAT test scripts, test scenarios and test cases. Will there be a need for custom test scripts, cases or scenarios for each of the member MSC States, or will a single master test bed meet this requirement?

MSC Response: *The MSC does not anticipate that there will be a need for custom test scripts, cases or scenarios for each state. The MSC plans on using the same set of tests for all states.*

37. **Page 6, Deliverable 4:** The requirement states, "Oversee testing activities for all four MSC member entities"

- a. Will the UAT testing schedule for each MSC member run in parallel with each other?

MSC Response: *Yes, all MSC states will test at the same time.*

- b. If so, will it be acceptable to hold meetings related testing as a group rather than a separate meeting for each member State?

MSC Response: *All meetings will be held with all member states. Separate meetings are not needed.*

38. **Page 6, Deliverable 4:** The requirement states "Work with MIS contractor in maintaining a list of defects identified during UAT and pilot."

- a. Does the MIS contractor currently use any tool and/or platform such as Jira, DevOps to capture User Reported Bugs or is this a manual activity?

MSC Response: *The MIS contractor uses Customer Wise to capture reported bugs.*

- b. If manual, are URB captured in excel, word, etc.?

MSC Response: *See response above.*

39. **Page 6, Deliverable 4:** The requirement states "Participate in demonstrations, UAT and Pilot calls with MSC and MIS contractor." Can the MSC estimate the number of such calls by category? i.e., Demo, UAT, and Pilot.

MSC Response: *The MSC estimates that there will be one call for each of two demos, two calls per week during UAT and one call per week during the pilot.*

40. **Page 6, Deliverable 4:** Can you share your approach to pilot testing in terms of which or how many state agencies will be involved in the pilot phase? For example, would one state agency pilot the functionality on behalf of the others or will each state agency have a pilot test? Is it intended that the enhanced vendor management functionality will be piloted statewide for the state agency(ies) involved in the pilot or pilots? Over what duration do you anticipate the pilot testing to occur?

MSC Response: *The MSC is utilizing the term pilot although it will be rolled out in all four states. The application is only used at the state agency so it would be "statewide" during the pilot. The MSC is, in a sense, utilizing production as a pilot but calling this a pilot to allow time for users to utilize the application and new functionality and allow time for changes prior to the final release to production.*

41. **Page 7, Header:** The header on this page is labeled "Exhibit A- Company Information", however the contents look like they are a continuation of the requirements from the "Exhibit C - Scope of Work from page 6. Please confirm that pages 6 and 7 represent the full scope of the work to be performed under this contract.

MSC Response: *The header on Page 7 is incorrect and is a continuation of Exhibit C- Scope of Work.*