**23RFP8904 -- Questions/Answers**

(black = questions, red = answers)

Would you be open to pricing for the solution to be hosted by vendor (SaaS/cloud) or deployed on your organization’s server (on-premise)?

DHS is open to both cloud and on-premise based solutions.

* 1. How many total users? 50

1. a. How many internal users will require administrative level access? 5
2. b. How many internal users will require the ability to add, edit and delete? All 50, if this means editing or deleting open fields in templates. Only 5, if this means deleting or managing stored templates.
3. c. How many internal users will require request only access? 0
4. d. How many internal users will require read-only access? 0

How many internal users do you project will require access to the system at any given time?

All users should be able to access the system at anytime.

Does your organization require data import services? If so, please expand upon the data migration / importing requirements for the Contract Management Software? (Such as record info, employee lists, vendor lists, etc.)

1. a. How many total electronic files (PDF, MS Word, etc) in current/legacy system into the Contract Management Software?
   1. Yes, DHS does not have an existing system, but we would like to migrate existing information. Information, such as user lists and vendor lists, would need to be created. Existing contracts are saved on a shared drive. For example, the 2023 contract folder contains 3,093 files, 321 folders, and a volume of 1.35GB. DHS contract retention period is 6 years. These numbers provide a threshold for an estimate of total data volume. Files are a combination of PDF, Excel, Word documents and saved email messages.
2. b. How many total electronic files in current/legacy system? (rows in the exported spreadsheet) See previous question.
3. c. Where are the legacy (historic) electronic contract files currently stored? (shared folders, Sharepoint, document management system, paper, etc) Shared drive.

How many documents/files does your organized expect to store within the Contract Management Software annually?

The 2023 contract folder on our shared drive contains 3,093 files, 321 folders, and a volume of 1.35GB. DHS expects to save approximately the same amount every year. DHS has a 6-year record retention period, with some contracts maintained for longer periods of time.

How many new contract documents/files do you expect to add each year to the Contract Management Software?

See previous question.

What documents/contract types would you like to author within the system (number of templates)?

DHS has approximately 8 templates, but require the ability to add more.

* 1. Do you require professional services to configure templates? a. If so, how many would be required for the awarded vendor to configure?
  2. All 8 templates if this means migrate and set up in new system.

Do you require professional services to configure workflow processes? a. If so, how many would be required for the awarded vendor to configure? Yes, minimum of 3 workflows. DHS would like the ability to add and modify the workflows as needed.

Can you please provide additional details about your organization’s workflow/approval processes? a. Can you please provide number of steps and examples?

DHS workflow is as follows:

1. If a new project requires a contract, a new contract request must be submitted and approved.
2. Program staff drafts initial agreement and documents based on existing templates.
3. If contract involves technology, complete the process required by the Bureau of Information and Telecommunications.
4. Program supervisor(s) reviews and approves.
5. Legal reviews and resolves any questions.
6. Legal handles negotiation with contractor.
7. Legal approves final version of contract and accompanying documents.
8. Finance reviews and approves funding and coding.
9. Agreement is sent for signature.
10. Executed Agreements must be posted.

Workflow for Amendments that increase the total amount of the contract:

1. Amendment request must be submitted and approved.
2. If approved, program staff drafts amendment.
3. If contract involves technology, complete the process required by the Bureau of Information and Telecommunications.
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Workflow for Amendments that do not increase the total amount of the contract:

1. Legal must approve idea.
2. Program staff drafts initial agreement and documents based on existing templates.
3. If contract involves technology, complete the process required by the Bureau of Information and Telecommunications.
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Do you have an established time frame for the implementation of the awarded solution?

a. If so, what are the anticipated kick-off and go-live dates?

Kick off mid-September 2023. Go Live January 1, 2024. A phased in approach is acceptable.

b. If no specific dates have been established, how many weeks do you plan to dedicate to the implementation process?

Approximately 12 weeks.

* 1. Does your organization require a full-time dedicated Project Manager for this implementation? Typically, implementations to not require a full-time dedicated project management resource for the project duration, but rather project management/coordination services hours (remote) can be included with the proposal to support the implementation project management. If a full-time dedicated project management resources is a requirement for this project, are these services expected to be provided online/remote or onsite?

A full-time project manager is not a requirement of the RFP. DHS expects sufficient support to manage a smooth and efficient implementation. Project manager would not have to be on-site.

Is your organization eligible to purchase off the GSA Schedule 70? a. If yes, would you like GSA pricing in the bid response or retail pricing?

See SDCL 5-18A-22(2). DHS seeks best price.

SDCL 5-18A-22. The provisions of this chapter and chapters 5-18B, 5-18C, and 5-18D do not apply to:

(2) Any contract for the purchase of supplies from the United States or its agencies or any contract issued by the General Services Administration;

If in the event our response is subject to an Open Records Request, will we be notified and given the opportunity to provide a redacted response in accordance with applicable Freedom of Information laws?

Yes, the vendor would be notified of an open records request. Generally the winning bid is open per SDCL5-18D-20. SDCL 1-27-1.6 is usually the most applicable to open records requests for RFP responses.

SDCL5-18D-20. Register of proposals for professional service contract--Confidential information.

A register of proposals shall be prepared and maintained by any state agency issuing a request for proposals for a professional service contract. The register shall contain the names of any person whose qualifications were considered and the name of the person that was awarded the contract. Any professional service contract and the documentation that was the basis for the contract is public except for proprietary information which shall remain confidential. The qualifications and any other documentation of any person not issued a contract shall remain confidential.

Does the awarded vendors staff have to be e-verified, run through OFAC sanction lists, and meet US working regulations?

DHS requires all vendor staff meet US working regulations and must certify that vendor is not engaging in business with prohibited entities, as well as meet all BIT security requirements.

* 1. Does your organization require an electronic signature tool? a. If so, are you currently utilizing a specific product and which tool are you using?
  2. DHS currently uses docusign for e-signatures, with our preference to remain with docusign for these services, but would consider alternative proposals.
  3. Do you require a testing/staging/DEV environment in addition to production? Yes.
  4. a. If so, how many internal users would need access? Approximately 15 to 20.
  5. b. Please specify the duration in which the testing/staging/DEV environment would need to run for (i.e. ongoing, Year 1 Only, etc.) Testing is only required until code freeze before go-live.

Does the state have an e-signature platform or do they want the vendor to propose one with the solution?

DHS currently uses docusign for e-signatures, with our preference to remain with docusign for these services, but would consider alternative proposals.

Workflow configuration can range from simple to extremely complex, please describe the desired user stories or provide process flow diagrams for the desired contract lifecycle workflows

Yes, DHS currently has 3 workflows. DHS would like the ability to add and modify the workflows as needed.

1. If a new project requires a contract, a new contract request must be submitted and approved.
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Can you offer a rough ballpark for the number of existing Templates and Clauses currently in use in the State's library?

Currently, DHS has approximately 8 templates with 40 clauses.

Does the state have resources to perform integration work independent of the vendor, or does the state require assistance with integration development?

DHS does not currently have a contract management system and all files are saved on a shared drive. DHS believes integration to other state systems will be limited. For example, DHS will require assistance integrating with the State of South Dakota’s single sign-on service, as well as migrating existing agreements into system. DHS expects the system to integrate with e-signature.

Is there a preference for a premised based system or a cloud hosted system?

No preference.

Does the DHS use Microsoft Outlook as the default email client?

Yes.

Are services for data and document migration expected to be estimated in this response?  If so, please answer the conversion/migration questions below.

DHS will require assistance migrating existing signed contracts, as well as templates, into new data management system.

How large is the database in GB, broken down by data volume (case management data, etc.) and document/file volume?

Existing contracts are saved on a shared drive. For example, the 2023 contract folder contains 3,093 files, 321 folders, and a volume of 1.35GB. DHS contract retention period is 6 years. These numbers provide a threshold for an estimate of total data volume.

Total number of documents to be converted?

DHS does not currently have a system to pull this information. Please see response to previous question.

Total number of files to be converted?

DHS does not currently have a system to pull this information.

What are the file types stored, examples (.tif, .pdf, .docx)?

PDF, Excel, Word documents and saved email messages.

Does the current system store any documents with a proprietary file format?

No.

How large is the current file store (GB) for all the document files stored in the repository?

NA

Are file paths stored in clear text in the database or does the database obfuscate or encrypt the file paths?

The internal drives are protected with limited access.

Are notes or annotations to be converted?

Some existing files include notes that need to be migrated.

Do document renditions or versions need to be converted?

No. DHS does expect version control to be part of the new system.

Can the document files be opened directly from the file share using standard viewers, examples (MS Word, Adobe PDF Viewer, MS Paint, MS Excel)?

Yes.

Are the document files compressed or zipped?

A very limited number of files may be compressed or zipped.

Are the document files encrypted?

No.

Product Name and version?

NA

Product vendor?

NA

Database platform?

NA

Should bidders decide to provide a response as a partnership or prime/sub, please confirm that the State will accept a shared demonstration of vendor qualifications (i.e., 75% from prime, 25% from sub, or an equal % from each partner).

Yes.

Under Section 4.0 Proposal Requirements and Company Qualifications, Article 4.4 asks Bidders to provide *“at least three previous and current service/contracts, performed by the offeror’s organization, which are similar to the requirements of this RFP”* while Article 4.5, E. requests *“a list of four or more locations of the same approximant nature as the State where your application is in use along with contact names and numbers for those sites”*. Please confirm that the three (3) projects used in response to Article 4.4 can be used as demonstration for Article 4.5 if they meet the State’s requirements.

Yes, the projects may be duplicated for company qualification and demonstration.

Does the State of SD currently have a Supplier Portal that needs to be integrated into the Ariba CLM module?

DHS is uncertain whether the state has a supplier portal. DHS does welcome recommendations and suggestions for additional integration options with the contract management system.

What is the volume of current contracts in the State’s legacy system?

The state does not have a legacy system. Currently, DHS has approximately 8 templates and with 40 clauses. Existing contracts are saved on a shared drive. For example, the 2023 contract folder contains 3,093 files, 321 folders, and a volume of 1.35GB. DHS contract retention period is 6 years. These numbers provide a threshold for an estimate of total data volume.

Does the State have any Data Migration as part of the implementation?

DHS will require assistance migrating existing signed contracts, as well as templates, into new data management system.

Are there are any training needs on the CLM functionalities? If yes, how many users and what are their roles?

Yes, training is required. At least 15 of the approximately 50 user accounts will need training.

Assuming this is a greenfield implementation, is the successful Bidder expected to cover all sub modules of the CLM functionality?

Yes.

Please provide a detailed description of the audit requirements for the CLM modules.

DHS does not know what the CLM modules are or what the audit requirements will be.

Please provide a detailed description of the workflow requirements for the current CLM functionality.

DHS does not have a current contract management system. DHS has 3 workflows. DHS would like the ability to add and modify the workflows as needed.

The DHS workflow for managing contracts is as follows:

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Please provide a detailed description of the integration requirements to other systems within the State’s system landscape and outside organizations landscapes.

DHS does not currently have a contract management system and all files are saved on a shared drive. DHS believes integration to other state systems will be limited. For example, DHS will require assistance integrating with the State of South Dakota’s single sign-on service, as well as migrating existing agreements into system. DHS expects the system to integrate with e-signature.

What complexity exists within the current CLM functionalities that need to be addressed in new Ariba CLM System?

NA

Where does the current Supplier Master Data reside?

NA

SAP questions to submit

DHS does not understand this question.

6 D) Please expand scope of detail surrounding expenditure reports

We would like to be able to run ADHOC type queries based off contract amounts, funding types, contract types and everything on our coding page: company, account, centers and CFDA numbers.

Section 3.0) In what format would you like this

Response must follow requirements set forth in section 5 of the RFP.

Approximately how many contract templates does the DHS anticipate using as part of the new solution?

8 templates. DHS would like the ability to expand and modify templates.

Approximately how many clauses does the DHS anticipate using as part of the new solution?

40 clauses. DHS would like the ability to expand and modify clauses.

Does the State require the migration of historical data into the new solution? Yes.

If so, please provide details about sources, formats, volume, level duplication, etc, that may help vendors accurately assess the scope.

DHS will require migration of existing contracts from shared drive. The files are in a combination of PDF, Excel, Word documents and saved email messages.

Does the State have a preferred E-signature provider?

DHS currently uses docusign for e-signatures, with our preference to remain with docusign for these services, but we would consider alternative proposals.

Are there specific integrations that the State anticipates implementing as part of this project? If so, what system and what types of information are to be shared?

DHS does not currently have a contract management system and all files are saved on a shared drive. DHS believes integration to other state systems will be limited. For example, DHS will require assistance integrating with the State of South Dakota’s single sign-on service, as well as migrating existing agreements into system. DHS also expects the system to integrate with e-signature.

Could you please provide clarification regarding the State's preference for the project implementation? Are contractors required to be physically present on-site, or is it acceptable to perform the work remotely utilizing virtual meeting capabilities?

The work and meetings may be done remotely.

4.5.E Can you provide additional clarification about what issues, risks, or roadblocks vendors have had working within the State consolidated IT System?

The state IT system is handled by the Bureau of Information and Telecommunications.

4.5.E Indicates that if one of the four references is not at the State level, “the reference should be a detailed explanation on how you will modify your work plan for a consolidated environment that you are unfamiliar with.” Based on the above statement, is it accurate to assume that the potential vendor is responsible for providing the explanation of the work plan will be modified for the consolidated IT environment and not the reference?

Yes.

4.5.F. Considering that a vendor has configured a contract management system using a low code 3rd party platform, which is implemented and hosted within the client's Azure tenant, does the State still requires the submission of security scans conducted within the past 90 days?

Security scan requirements are set by the Bureau of Information and Telecommunications.

Has the State identified an anticipated project budget for this implementation, and can that be shared?

DHS has not yet assigned a budget for this project, pending RFP responses.

Section 3.0) In what format would you like responses?

Response must follow requirements set forth in section 5 of the RFP.

3.1.6 D) Can you please expand scope/ detail surrounding expenditure reports?

DHS would like to be able to run ADHOC type queries based off contract amounts, funding types, contract types and everything on our coding page: company, account, centers and CFDA numbers.