Q&A #	Questions	Answers
1	Have you finalized the database schema? If yes, could you provide a brief overview?	Its already in production and is in use for several years. You can review a reference page about WBARS here: https://www.wshfc.org/managers/wbars.htm. The import documentation listed on the page is the latest documentation.
2	Do we have entity relationship diagram and Front-End to Back-end Mapping in Place.	This will be shared to the vendor upon selection
3	Are there any specific requirements for data storage, indexing, or querying?	Optimal guideline is needed for 99.9 SLA objective.
4	Will there be any data migrations or data cleaning tasks during the development/maintenance process?	No specific requirement, we expect the vendor to suggest based on their best practice.
5	Do you have any preferences for error handling and logging?	Vendor to suggest best practices upon their experience and expertise.
6	Have you finalized the API endpoints and their respective functionalities?	Its already in production and is in use for several years.
7	Do you have any specific requirements for monitoring, logging, and error tracking in production?	Vendor to suggest best practices upon their experience and expertise.
8	How do you plan to handle ongoing maintenance and updates of the application?	We expect periodic releases with upgrades for any maintenance fixes, and updates.
9	What are the preferred channels for communication and collaboration during the development process?	We use Teams and Zoom for communication and collaboration
10	How often do you expect progress updates or demonstrations of the application?	Weekly meeting and demo's are expected. Which includes frequent communication regarding status, risk and mitigation plan
11	Are there any specific project management tools you prefer to use?	We currently use Zoho but open to suggestions.
12	Are there any additional features, integrations, or functionalities not mentioned above?	No.
13	Do you have any specific performance or scalability requirements for the application?	No, Vendor to suggest best practices upon their experience and expertise.
14	Do you have any specific milestones or deadlines to meet during the development process?	Its already in production and is in use for several years. This involves more maintenance and enhancement of the system.
15	Is there an existing knowledge base or documentation that needs to be transferred to the development team?	Any required documentation such as Help Documentation and User Guides will be shared with the selected vendor upon the completion of the RFP process.
16	What are the preferred methods for knowledge transfer (documentation, training sessions, mentorship, etc.)?	Any required documentation will be shared with the selected vendor upon the completion of the RFP process.
17	Are there any specific resources or materials that would be helpful for understanding the project requirements and architecture?	Technical stack is all detailed as part of the RFP. We expect the vendor to recommend based on the stack .
18	Do you currently use any support ticketing system or helpdesk software for managing user inquiries and issues?	We currently use Zoho but open to suggestions.
19	What are the key features or functionalities you expect from the support ticketing tool?	No specific requirement and all standard tools can be used.

Q&A #	Questions	Answers
20	Are there any specific integrations or customizations needed with other tools or systems?	No specific requirement, we expect the vendor to suggest based on their best practice.
21	Will there be any user training or onboarding sessions required for using the web application?	No specific requirement but expect to provide documentation and details on application.
22	What are the preferred methods for providing user support and assistance (documentation, tutorials, live chat support, etc.)?	All modes of support - web/virtual meetings, phone and chat are preferred.
23	Are there any plans for providing ongoing support and updates to users after the application launch?	Its already in production and is in use for several years. This involves more maintenance and enhancement of the system.
24	How do you plan to foster knowledge sharing and collaboration within the development team?	Vendor to suggest best practices upon their experience and expertise.
25	Are there any preferred tools or platforms for sharing code snippets, best practices, and lessons learned during the development process?	Technical stack is all detailed as part of the RFP. We expect the vendor to recommend based on the stack .
26	Do you have any specific guidelines or processes for code reviews and knowledge exchange among team members?	Vendor to suggest best practices upon their experience and expertise.
27	What are the preferred development, staging, and production environments for the web application?	Yes all three are recommended.
28	Are there any specific configurations or dependencies required for setting up these environments?	Technical stack, design and architecture is all detailed as part of the RFP. We don't expect any other configuration other than technical stack mentioned.
29	How do you plan to manage environment variables and sensitive data (such as API keys, database credentials, etc.) across different environments?	All sensitive information needs to be encrypted both at rest and in transit.
30	What are the key steps involved in the CI/CD pipeline (code linting, unit testing, integration testing, deployment automation, etc.)?	Technical stack, design and architecture is all detailed as part of the RFP. We expect the vendor to recommend based on the stack .
31	Which version control system do you use (Git, SVN, Mercurial, etc.)?	Gitlab is currently used.
32	What branching strategy do you follow for managing code changes and releases (GitFlow, GitHub Flow, Trunk-Based Development, etc.)?	Gitlab is currently used. We expect the vendor to recommend based on Gitlab.
33	Are there any specific branching policies or guidelines to be followed by the development team?	Gitlab is currently used. We expect the vendor to recommend based on Gitlab.
34	Do you utilize Infrastructure as Code (IaC) principles for managing infrastructure configuration and provisioning (using tools like Terraform, AWS CloudFormation, etc.)?	Its hosted in AWS and usage of automated IaC is recommended.
35	Are there any predefined infrastructure templates or configurations that need to be used for deploying the application components?	Technical stack, design and architecture is all detailed as part of the RFP. We expect the vendor to recommend based on the stack .
36	How do you ensure consistency and repeatability in infrastructure deployments across different environments?	Technical stack, design and architecture is all detailed as part of the RFP. We expect the vendor to recommend based on the stack .

Q&A #	Questions	Answers
37	Are there any specific key performance indicators (KPIs) or service level objectives (SLOs) that need to be monitored?	99.9 SLA objectives are recommended for support and availability.
38	How are alerts and notifications managed for critical events or performance degradation?	Email and Phone escalation are preferred in terms of critical issues.
39	Do you have auto-scaling mechanisms in place for dynamically adjusting resource allocation based on demand (using AWS Auto Scaling, Kubernetes Horizontal Pod Autoscaler, etc.)?	Yes, autoscaling can be enabled if needed.
40	Are there any specific load testing or performance benchmarking procedures to validate the scalability of the application?	We expect the vendor to recommend based on the stack based on the user volume in section 1 of the RFP.
41	What measures are in place for ensuring high availability and fault tolerance of the application (such as redundant infrastructure, failover mechanisms, etc.)?	We have redundant environments in USA.
42	Is there a disaster recovery plan in place for recovering from unexpected outages or data loss scenarios?	Yes, we have a DR plan today.
43	How frequently are disaster recovery drills conducted to validate the effectiveness of the recovery procedures?	Quarterly
44	How quickly should the system respond to user interactions and volume of users considering the full-stack nature of the application?	Application is expected to perform with no hiccups and download in no more than 3 seconds per page loads.
45	What are the expected load times for different components of the application, including server-side rendering with React.js?	Technical stack, design and architecture is all detailed as part of the RFP. Vendor can recommend what they might see as needed based on best practice.
46	Are there any anticipated spikes in user traffic or data volume that the system needs to handle gracefully?	Yes during the report submission period Dec to Feb and June-July there will be spike in the system
47	What measures will be in place for horizontal scaling of Node.js servers, MongoDB clusters, and React.js components?	Technical stack, design and architecture is all detailed as part of the RFP. Vendor can recommend what they might see as needed based on best practice.
48	Are there any geographical considerations for ensuring high availability across different regions?	Should be present in USA
49	How will failover and recovery be managed for each component of the stack in case of system failures or downtime?	Vendor can provide best practices to suit to achieve 99.9 SLA objectives.
50	How reliable should each layer of the MERN stack be in terms of preventing data loss, server crashes, or application errors?	Should follow all state and federal data protection and loss prevention policies.
51	Are there any specific fault tolerance mechanisms or redundancy strategies needed for ensuring system reliability?	Vendor can provide best practices to suit to achieve 99.9 SLA objectives.
52	What is the expected Mean Time Between Failures (MTBF) for the MERN stack as a whole?	Vendor can provide best practices to suit to achieve 99.9 SLA objectives.

Q&A #	Questions	Answers
53	What security measures need to be implemented at each layer of the MERN stack to protect against common vulnerabilities (SQL injection, XSS, CSRF, etc.)?	Data in transit, at rest all should be encrypted per the state and federal guidelines.
54	Are there any specific security compliance requirements (such as GDPR, HIPAA, etc.) that the application needs to adhere to?	State and Federal level mandates and compliance laws are recommended to be followed.
55	Are there any industry-specific regulations or standards that the MERN application needs to comply with?	State and Federal level mandates and compliance laws are recommended to be followed.
56	How will data privacy, confidentiality, and integrity be ensured, particularly with sensitive user information stored in MongoDB?	Data in transit, at rest all should be encrypted per the state and federal guidelines and encrypted when stored.
57	Is there a need for audit trails or access logs to track user actions and system changes?	Yes, audit tracking should be enabled.
58	Are there any specific user personas or demographics that need to be considered during the design and development process?	Its detailed under section 1 of the RFP
59	How will user feedback be collected and incorporated into the iterative development of the MERN application?	Vendor can recommend what they might see as needed based on best practice.
60	How will backward compatibility and versioning be managed for APIs, frontend components, and database schemas?	Current version minus two is needed.
61	Are there any specific logging requirements for auditing, troubleshooting, and debugging across the entire stack?	Vendor can recommend what they might see as needed based on best practice.
62	How will performance data and logs be collected, analysed, and acted upon to optimize the performance and reliability of the MERN application?	Application has logs inbuilt today as part of the platform along with database logs tracked for any performance issues.
63	What is the recovery time objective (RTO) and recovery point objective (RPO) for the MERN application in case of a disaster?	RTO and RPO can be made available by 99.9 SLA objectives.
64	Are there any backup and data recovery strategies in place for ensuring business continuity, particularly for MongoDB data?	Yes, its currently in place.
65	How frequently are disaster recovery drills conducted to validate the effectiveness of the recovery procedures for the entire MERN stack?	Quarterly
66	Is there a way to "follow" or subscribe to the RFP in WEBS in case there are updates?	For assistance with using WA State WEBS, please search "WA State WEBS", "Washington's Electronic Business Solution (WEBS)" or "WEBS Vendor Registration" to access state websites or YouTube videos offering assistance on how to utilize the WEBS system.
67	Also in WEBS, is there a Q&A section that I can view?	See above.
68	Finally, we are a woman and veteran owned business. How can I update these tags? I see we are only tagged as SB.	See above.
69	What is the budget for this Project?	There is no pre-determined budget.

Q&A #	Questions	Answers
70	Our firm is registered in Dallas (TX). Can we deliver these services from our offshore location to leverage lower project costs?	Yes
71	Could the Commission provide more detailed specifications or prioritization for the new features and enhancements anticipated for the WBARS system, especially in areas critical to improving user experience and system performance?	Our prioritization of new features and enhancements changes frequently depending on updates to compliance regulations, emerging funder agency needs and user feedback. Our current priorities include enhancing the way contractors are able to crosswalk data from their property management software systems into WBARS; enhancements to the ad-hoc reporting features in WBARS; and implementing revisions necessitated by new federal compliance regulations.
72	Are there any preferred or mandatory technologies, programming languages, or development tools that the Commission expects the contractor to use for the WBARS system maintenance and enhancements?	Contractor needs to support XML and JSON files to import data into WBARS from user property management software systems, or needs to support equivalent technologies to perform this activity.
73	Does the Commission have any specific project management methodologies (e.g., Agile, Waterfall) or tools that they expect the contractor to adopt for the management of the WBARS project?	Contractor should use a project management tool that allows Commission to track cases in development process and publishing of sprints/patches.
74	Could the Commission elaborate on the specific security standards and Section 504/508 compliance requirements that the contractor is expected to meet for the WBARS system?	We are not sure of the specific standards, this would be something the awarded contractor would need to help us research and work through.
75	Is the Commission interested in exploring innovative technologies or solutions (e.g., artificial intelligence, blockchain) for potential integration into WBARS to enhance data integrity, reporting capabilities, or user experience?	Potentially, yes.
76	Could the Commission guide their expectations for the cost proposal structure, particularly regarding the breakdown of costs associated with maintenance tasks versus the development of new features?	Per RFP3-24, page 3: *Services will be performed according to an agreed-upon monthly fee, which will include all development, quality assurance, testing, project management, maintenance, hosting and upkeep costs; this fee will also cover any travel expenses, meeting expenses or other administrative costs incurred by the Contractor in the normal course of doing business with the Commission.* **The Commission will not pay additional amounts above and beyond the contractual monthly fee** *; the Contractor must guarantee that all services provided can and will be provided for the pre-determined monthly amount.*
77	What specific risk management practices does the Commission expect the contractor to implement, especially in terms of ensuring data security, system reliability, and privacy protection?	Contractor should use best practices employed for government websites containing sensitive information.
78	Can the Commission specify their expectations for user training and support, including the preferred formats (e.g., online tutorials, webinars, documentation) and the frequency of updates to training materials?	The Commission supports using a variety of training and support tools. Materials would need to be updated when changes are made to the system that impact user experience or required usage.

Q&A #	Questions	Answers
79	For vendors not currently possessing a Washington State tax registration, would the Commission accept a commitment to obtain such registration promptly upon awarding of the contract?	The awarded contractor must furnish proof of Washington State tax registration prior to date of contract signature or July 1, 2024, whichever date occurs first.
80	Can you let us know if the proposed staff can be swapped with equal or better qualified staff in case they are not available when the contract commences?	Yes.
81	Is subcontracting allowed?	Yes.
82	Will the agency consider references provided by both the prime contractor and subcontractors included in our proposal?	Yes.
83	Is there any Budget?	There is no fixed budget amount.
84	We would like to know if we are allowed to participate both as a prime contractor and as a subcontractor with other vendors/firms for this project.	Yes.
85	Beyond the registration on WEBS, are there any additional steps or registrations required on our part to engage in business activities within the state of Washington, such as obtaining a Washington State Registration Number? If so, when would we need to present them?	The Commission requires contractors to have a Washington State tax registration number. Any questions about other requirements to do business in Washington State should be directed to the Washington State Department of Enterprise Services: https://www.des.wa.gov/
86	Does WSHFC have a budget or maximum budget in mind for the monthly fee?	No.
87	Is WSHFC able to agree to a cap on the amount of work or number of hours per month, if fees are fixed?	The Commission will not agree to a cap on the amount of work or number of hours per month.
88	Will the WSHFC provide a pricing template for Contractors to use to present their Price Proposal? If not, what format would the Commission like for Contractors to present this information (e.g. Excel worksheet, Word table)?	Please present a proposed monthly fee and describe what is included in this fee. This can be in Excel or Word format.
89	Will the Oral Interviews be in-person or virtual?	If needed, they will be likely virtual but that may change depending on the Commission's needs and after evaluation of the proposals.
90	Please clarify what the WSHFC means by "legal status of the Contractor."	Whether contractor is in good legal standing with its current clients or engaged in litigation with one of its clients.
91	Is it mandatory for Contractors to have a Washington State tax registration number to bid to this solicitation?	Contractors doing business with the Commission must have a Washington State tax registration number. The number must be obtained and proof furnished prior to execution of a contract.
92	Would part of this contract be to migrate the existing cloud infrastructure to another AWS account controlled by whoever is awarded the contract?	Yes, WBARS would have to be migrated to another cloud solution/different AWS account if a new contractor is awarded.
93	Could the State please kindly grant an extension for the due date submission?	No extension can be granted.
94	Is the utilization of subcontractors permitted by the State for this project?	Yes.

Q&A #	Questions	Answers
95	Is it allowed to use a subcontractor for 100% of the completion of this project?	It would depend on the strength of the relationship between contractor and subcontractor and quality of application and references.
96	Could the State please clarify if is it allowed to use digital signatures?	Yes, electronic signatures are fine.
97	Does the State require wet ink signatures?	No.
98	Could the State please clarify if there is a mandatory set-aside goal?	There is no mandatory set-aside goal.
99	Could the State please disclose the allocated budget for this contract?	There is no fixed budget amount.
100	Could the State please clarify how many vendors will be awarded?	One vendor will be awarded.
101	Is it required to provide the Good Standing Certificate alongside the proposal response?	Yes.
102	Is there any incumbent associated with this project? If so, please disclose the name.	Incumbent is Intellectyx - https://www.intellectyx.com/
103	Is it required to provide the Certificate of Insurance (COI) alongside the proposal response?	Per RFP3-24, page 11: *Contractor shall submit to the Commission within fifteen (15) calendar days of the contract effective date, a certificate of insurance that outlines the coverage and limits defined in the Insurance section. Contractor shall submit renewal certificates as appropriate during the term of the contract.*
104	If we are using a subcontractor, is it required for the subcontractor to provide the COI?	Per RFP3-24, page 10: *Additionally, the Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.*
105	If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could we replace them with equally qualified resources?	Yes.
106	Is there a page limit for the proposal response?	No.
107	Could the State please clarify how many references are required to be provided in the proposal response?	There should be more than 1 reference provided. There is no maximum number.
108	Is it allowed to use subcontractor references?	Yes.
109	Could the State please clarify, if Firms can provide commercial references?	As long as the reference meets the requirements set out on page 4 of the RFP3-24, it can be provided.
110	Could the State please clarify, if Firms can provide references of ongoing contracts?	Yes.
111	Are there any format margins that we need to consider when writing our proposal?	No.
112	What is the suggested font size and type for the proposal?	There is no font or type requirement. That said, at least 11 point font would be preferable.
113	Does the State have a mandatory participation goal for MBE/MWBE?	Per RFP3-24, page 14: *Minority and women-owned businesses that are qualified to perform the work desired under this contract are encouraged to apply. The Commission has a goal of supporting women or minority owned businesses. However, no preference will be included in the evaluation of proposals. No minimum level of MWBE participation shall be required as a condition of receiving an award and proposals will not be rejected or considered non-responsive on that basis.*

Q&A #	Questions	Answers
114	If we are using a subcontractor, can the subcontractor meet the MBE/MWBE participation?	Yes.
115	Will the State have preferences for a vendor that is certified as MBE/MWBE?	Per RFP3-24, page 14: *Minority and women-owned businesses that are qualified to perform the work desired under this contract are encouraged to apply. The Commission has a goal of supporting women or minority owned businesses. However, no preference will be included in the evaluation of proposals. No minimum level of MWBE participation shall be required as a condition of receiving an award and proposals will not be rejected or considered non-responsive on that basis.*
116	Could the State please confirm that we can fill out proposal forms electronically?	Yes.
117	Does the State accept remote resources to work on the project?	Yes.
118	Does the State prefer on-site resources to execute the project?	The Commission does not have a preference.
119	Could the State please clarify if it is required to provide resumes of the proposed personnel? If yes, is there a page limit for the resumes?	Resumes are not required. There is no page limit.
120	In case firms are submitting confidential information in the response, is it required to provide a redacted version?	There is no requirement for a redacted version.
121	Could the State kindly confirm whether it's seeking a COTS solution or a custom solution?	The Commission has no preference.
122	Could the State please confirm the utilization of dashboard/reporting tools? If affirmative, could you specify the particular solutions employed?	WBARS currently includes dashboards and reporting tools. The Commission has no preference on the particular solutions employed.
123	Does the State accept offshore resources to execute the project?	Yes.
124	Could the State please provide the estimated date of the project execution?	The contract is for maintenance and development services that are on-going.
125	Could the State kindly clarify the exact number of attached files needed for the response?	There is no file number requirement.
126	Section Attachment One (I), MINORITY AND WOMEN-OWNED BUSINESS PARTICIPATION. Could the State please confirm the percentage for this goal?	The Commission does not have a percentage-based goal for MWBE participation.
127	Who is the incumbent on this project? Is the incumbent eligible to bid on this contract?	The incumbent is Intellectyx (https://www.intellectyx.com/). The incumbent is eligible to bid on this contract.
128	Are there any specific programming languages or frameworks preferred for the development and maintenance of WBARS?	No.
129	What are the anticipated growth projections for data and user scaling over the next two to five years?	Data growth will be steady, we add about 20-40 new project/contract records annually to WBARS, which spawn thousands of new unit and household records per year. User growth will stay roughly the same with only incremental growth.

Q&A #	Questions	Answers
130	Can you provide more information about the types of reports and data analysis performed within WBARS?	You can review a reference page about WBARS here: https://www.wshfc.org/managers/wbars.htm The import documentation listed on the page gives a good overview of the data required in the Table 1 report which is the primary compliance report completed by WBARS users. Data analysis is done through some coded mathematical functions on some of the reports. There is also a dashboard which makes certain canned reports on popular metrics available to users. There is also an ad-hoc reporting area where users can create their own reports based on available tables and fields (similar to a Salesforce reporting function).
131	Are there any specific requirements or preferences for cloud hosting providers?	There are no specific requirements or preferences.
132	Can you provide examples of past enhancements or modifications to WBARS based on user feedback or regulatory updates?	Some examples include: Validation of particular fields to drive specific user inputs (in order to avoid potential compliance issues or entry of "bad" data); regular updates to our XML schema to ensure data being uploaded to WBARS from external systems does not create compliance issues that would not normally occur when data is hand-entered; updates to imputed asset rates to calculate assets correctly when determining household eligibility for affordable units; enhancement of automated application of relevant income and rent limits depending on funding program and income set-asides attached to a property; improvements to error documents provided to users when they upload XML files.
133	What specific metrics or key performance indicators (KPIs) does the Commission expect the contractor to track and report on during the project?	99.9 SLA objectives are recommended for support and availability.
134	How has the performance of the current vendor been evaluated in terms of meeting project deadlines, quality of work, and responsiveness to issues?	Current contractor performance is evaluated at weekly check-in meetings and periodic meetings with CEO and strategic development staff.
135	Have there been any significant challenges or shortcomings identified in the services provided by the existing vendor?	No.
136	Can you provide an overview of the WSHFC's experience working with the current vendor?	The current contractor is meeting Commission expectations.
137	Are there any specific areas where the WSHFC is looking for improvements or enhancements from the vendor for future projects?	The Commission would like to make the data import process (current XML schema importing) work in a more user-friendly way that does not require as much technical support. The Commission would like to explore more creative and modular ways of providing system training and help to users, rather than relying on very large help manuals that take extensive time to update when system changes occur.
138	Have there been any limitations or challenges in scaling the system or implementing new features on time?	System scaling has not been significantly challenging. Implementing new features sometimes takes longer than anticipated, usually due to challenges on the Commission's end.

Q&A #	Questions	Answers
139	What is your vision for the future roadmap?	The Commission's vision is to continue reliably receiving necessary compliance data from our users and to meet other emerging needs as identified. That said, the Commission would like to enhance usability and provide more interactive help tools to help users understand and use the system, especially new users; enhance the data import process to cut down on the amount of contractor staff support required to resolve import issues; expand business analysis and reporting options for funder agencies trying to provide affordable housing data to external interested parties.
140	Would you like to stick with the same technology stack or do you prefer to overhaul the technical architecture?	The Commission has no preference regarding technology stack.
141	What is the specified budget for this engagement?	There is no specified budget for this engagement.
142	Are there any specific pain points or challenges with the current system that need to be addressed through this project?	The Commission would like to make the data import process (current XML schema importing) work in a more user-friendly way that does not require as much technical support. The Commission would like to explore more creative and modular ways of providing system training and help to users, rather than relying on very large help manuals that take extensive time to update when system changes occur.
143	What performance benchmarks or expectations should the system meet, particularly concerning response times and data processing capabilities?	Response times should match the urgency of need, i.e., support to users should be provided promptly, whereas response on the development side can be negotiated depending on requirements needs and coding complexity. Data processing should be periodically evaluated so that users do not experience errors when interacting with the system.
144	Do you foresee any new integration needs or changes to existing interfaces during the contract period?	There are no immediate needs but the Commission would like to spend time re-evaluating the system with users to determine if there are improvements in functionality or user experience that should be implemented.
145	Can you provide more details about the budget constraints and limitations for the initial two-year contract period?	There are no specific budget constraints. The proposed budget should be adequate to meet the requirements outlined in RFP3-24.
146	What are the Commission's long-term goals and vision for WBARS? How do you envision the system evolving beyond the initial contract period?	The Commission's vision is to continue reliably receiving necessary compliance data from our users and to meet other emerging needs as identified. That said, the Commission would like to enhance usability and provide more interactive help tools to help users understand and use the system, especially new users; enhance the data import process to cut down on the amount of contractor staff support required to resolve import issues; expand business analysis and reporting options for funder agencies trying to provide affordable housing data to external interested parties.
147	Who are the incumbent vendors for this work, and are they eligible to bid on this solicitation?	The incumbent is Intellectyx - https://www.intellectyx.com/. They are eligible to bid on this solicitation.
148	How is WBARs support currently being delivered?	Support is provided by a few designated staff on the contractor's development team.
149	What specific roles do you envision for this contract (e.g.PM, BA, Developer, DBA)?	We expect a project manager or quality control lead, staff who can provide prompt user support and multiple development staff who can adequately meet identified client and system needs. There may be some overlap of skills in some of the staff e.g., the quality control lead may also provide user support.
150	May we recommend conducting an annual security assessment?	Yes.

Q&A #	Questions	Answers
151	Would you be open to exploring recommendations for enhancing our services through business process improvements that we may identify?	Yes.
152	Yearly mapping and scoping - Is there a budget reconciliation review for Master Contract changes/updates?	The budget for the first two years of the contract is static. The budget may be renegotiated prior to signing new annual Statements of Work for the remaining two years of the contract. Once an annual Statement of Work is signed, there is no renegotiation of budget amounts for the duration of the assigned SOW period.
153	Are there Key Performance Indicators (KPI) to measure and track service performance?	99.9 SLA objectives are recommended for support and availability.
154	What are the rules of engagement between vendor and our organization (i.e. interaction and communication guidelines, roles, and Responsibilities)?	The contractor regularly interacts with the Commission project manager and the project manager from a sister funder agency. With Commission permission, the contractor can interact directly with users in order to resolve user issues.
155	Are there any state-level IT counterparts? Are we going to be interfacing with other IT personnel (internal IT staff) on this project?	The WBARS system is solely managed by the awarded contractor, there is no interface with state personnel from any other divisions, nor is there interface with the Commission's own IT staff.
156	What are your existing internal and external Service Level Agreements (SLAs)?	There are no explicit SLAs because all services are delivered for the same monthly fee. Support expectations are working out in weekly check-in meetings and periodic meetings with contractor CEO and key development staff.
157	Are there specific deliverables that will need to be kept updated?	Yes, all deliverables are tracked in case tracking/project management software.
158	What is the estimated value based on? Is this a fixed price contract?	The proposed budget should be based on all RFP requirements. Yes, this is a fixed price contract. The final, agreed-upon contract price will be fixed for the first two years of the contract, regardless of changes in scope or system and support needs throughout the contract period. The budget may be renegotiated prior to signing new annual Statements of Work for the remaining two years of the contract. Once an annual Statement of Work is signed, there is no renegotiation of budget amounts for the duration of the assigned SOW period.
159	What is the estimated budget for this project?	There is no estimated budget.
160	Will the project be conducted onsite, or is remote work also permissible?	The Commission expects the work will be done remotely with occasional on-site work. Occasional on-site work might include meeting personally with users to collect feedback or create use cases; meeting with Commission staff to do roadmap work or to collect performance feedback from Commission/sister funder agency staff.
161	Are there any workstation fees associated with onsite resource deployment?	No.
162	Is there a current incumbent for this project, and if so, will they be permitted to bid?	The incumbent is Intellectyx (https://www.intellectyx.com/). The incumbent is eligible to bid on this contract.
163	What is the maximum number of resumes that can be submitted by each vendor?	There is no maximum number.
164	Is there a specific page limit for resumes?	There is no specific page limit for resumes.
165	How many resources are needed for this project?	We expect a project manager or quality control lead, staff who can provide prompt user support and multiple development staff who can adequately meet identified client and system needs. There may be some overlap of skills in some of the staff e.g., the quality control lead may also provide user support.
166	Could you please specify the performance location for each resource?	All locations will be remote.

Q&A #	Questions	Answers
167	Is this proposal solely for staffing purposes, or does WSHFC also require implementation services?	The contract is for maintenance and development services. The contractor should be prepared to supply as many staff as needed to provide all support, project management and development services that are required.
168	Regarding the cloud hosting services, do you have any specific preferences or requirements for the cloud provider or hosting environment?	The system is currently hosted on AWS. Any proposed cloud hosting services should provide commensurate or higher performance.
169	Can you elaborate on the process for tracking bugs and tasks for each build? Are there any specific tools or systems preferred for this purpose?	We utilize a case tracking/project management software called Zoho.
170	Are there any specific federal or state regulations that the Contractor needs to consider when implementing enhancements to the WBARS system?	Not per se. Contractor should have experience with best practices around security in general and protecting Personally Identifiable Information specifically.
171	Regarding the technical experience questionnaire, are there any specific certifications or qualifications that you prioritize for the Database Application Development Services and Multi-Application Platforms?	The Commission doesn't prioritize any specific certifications or qualifications. Descriptions of experience and references provided by contractor should speak directly to the skills, services and requirements outlined in the RFP. Experience and references should demonstrate familiarity with same or comparable tech stack noted in "WBARS_Technical Architecture-Feb2024" document.
172	Could you clarify the expected usage patterns for the live system and the testing/training instances to determine appropriate hosting resources?	Usage spikes during the report submission period of Dec to Feb and during June-July .
173	Can you provide details on the expected volume of domain and SSL renewals during the contract period?	Certificates/domain are renewed annually.
174	What is your average number of hours of work?	Average number of hours of work per month are approximately 750 across all staff levels including engineering.
175	Is there data classification and what is the data sensitivity (e.g. PHI, PSI, etc.)?	Please refer to the state guidelines of data classification as outlined at https://watech.wa.gov/about
176	Is there a Risk identification/Mitigation process and repository? (e.g. technical risk review, etc.)	Yes, there is an established common framework for mitigating risks discovered in the environments managed today.

Q&A #	Questions	Answers
177	Can you provide more details about the specific functionalities and features required for the WBARS system maintenance and enhancement?	Washington State public funders of affordable rental housing have implemented an online reporting system, WBARS, used by affordable rental housing owners and managers to report data from their multifamily rental projects. There are over 2500 properties and over 150,000 units with associated records in the system. Each unit is associated with individual household records for each calendar year, describing tenant characteristics of all members. Household records for each reporting year exceeds number of unit records where more than one household occupies a unit during a calendar year. The public funders include Washington State Housing Finance Commission, State Department of Commerce (Housing Trust Fund), City of Seattle, King County, Snohomish County, City of Tacoma, and City of Spokane. The system satisfies program and contract reporting requirements and tracks most of the main components of project performance (tenant activity, operational income, expenses, status of reserves, etc.). Owners/managers submit 4 reports annually: Table 1 – Resident/Household details (move-in, certification dates, income, rents, utility allowances, household size, unit size, target population requirements and other household details); Table 2 & 3 – Tenant household demographics, target population counts for the property; Table 4, 4(a) & 4(b) – Financial data for the property (project income, expenses, reserves; Report Cover Sheet certifying data is accurate and complete. Each Report Table is submitted separately. A history of all submittals is tracked in the system and viewable on the Report Cover Sheet. WBARS provides validation on a number of compliance requirements in Tables 1 and 4. WBARS has reporting capabilities and a Help module.
178	Are there any particular security protocols or compliance standards that the Contractor needs to adhere to when maintaining the system?	Please follow the security protocols as defined at: https://watech.wa.gov/about
179	Can you clarify the expected frequency and nature of support requests from external users and other funder entities?	Roughly 20-25 support requests per month from external users December through February, less at other times of the year.
180	We are a foreign company interested in submitting a proposal for the noted opportunity. Can you advise if you are open to working with foreign vendors?	As long as the company is able to obtain a WA State business license, TIN and insurance, we are open to working with companies headquartered in other countries.
181	1. Can you please specify the project start and end date?	Start date is 7/1/24. Work is on-going. See page 3 of RFP.
182	Except few periodic staff visits (e.g., quarterly) to Seattle, we believe all of the work to be delivered here can be delivered remotely. Please confirm?	The work can be delivered remotely.
183	Would you need any onsite services for the scope of work? Please elaborate	Only onsite required is for periodic feedback meetings, possible use case/requirements gathering meetings.
184	If vendor would like to include offshore team (India) for some part of work, will that be allowed while still keeping onshore resources as a prime and both onshore/offshore team working in hybrid environments. Please confirm.	That's fine.
185	What is the expected budget for this RFP spread across monthly/yearly or throughout the contract term?	No expected budget.

Q&A #	Questions	Answers
186	Would the State Commission consider extending the submission due date by 1 week? This will allow us some more time to go through the responses to shared questions and provide a high-quality response to the State Commission.	No extension can be granted.
187	Could you specify any particular pain points or challenges experienced with the current system, such as data inconsistencies, workflow inefficiencies, or accessibility issues, any other?	The Commission would like to make the data import process (current XML schema importing) work in a more user-friendly way that does not require as much technical support. The Commission would like to explore more creative and modular ways of providing system training and help to users, rather than relying on very large help manuals that take extensive time to update when system changes occur.
188	Have current users reported any specific limitations or difficulties encountered while using the current system?	In some areas, yes.
189	What are the key performance metrics (response time, throughput, etc.) expected to be maintained for the WBARS system?	These are worked out in weekly check in meetings and specified in requirements when documenting cases. Vendor can recommend based on best practices and experience with clients.
190	Has there been feedback or suggestions from current users regarding improvements or specific functionalities needed in the current WBARS system? Please elaborate.	Some examples include: Validation of particular fields to drive specific user inputs (in order to avoid potential compliance issues or entry of "bad" data); regular updates to our XML schema to ensure data being uploaded to WBARS from external systems does not create compliance issues that would not normally occur when data is hand-entered; updates to imputed asset rates to calculate assets correctly when determining household eligibility for affordable units; enhancement of automated application of relevant income and rent limits depending on funding program and income set-asides attached to a property; improvements to error documents provided to users when they upload XML files.
191	Are there any existing tools or metrics used to monitor system performance or user interactions within the current setup? Please elaborate	We expect the vendor to recommend based on the stack/similar architecture and on the user volume in section 1 of the RFP.
192	We assume that maintenance and support activity for the vendor is for all 3 levels of support Level 1, Level 2 & Level 3 support on scope of work. Is that understanding, correct?	Yes.
193	What are the standard support hours (e.g., business hours, 24/7) along with time zone? Please specify	Generally business hours in Pacific Time Zone, U.S. but may need support outside of those hours.
194	Please elaborate on the customer teams / roles who will be participating in the project at different stages, including their locations and time zones. Also please confirm the level of engagement and the availability of these personnel during project life cycle.	We expect a project manager or quality control lead, staff who can provide prompt user support and multiple development staff who can adequately meet identified client and system needs. There may be some overlap of skills in some of the staff e.g., the quality control lead may also provide user support. Locations can vary. See above for time zone. Staff levels of engagement vary based on development and support needs at any one time.
195	Can you elaborate on the expected frequency and volume of maintenance tasks, bug fixes, and performance optimization required for WBARS?	Maintenance tasks and bug fixes are ongoing (monthly). Performance optimization frequency should be based on best practices.

Q&A #	Questions	Answers
196	Are there any particular security standards or compliance requirements that need to be followed during maintenance and development activities?	Please follow the security protocols as defined at: https://watech.wa.gov/about
197	Do you have any preferences regarding the tools or methodologies used for bug tracking, task prioritization, and requirement management?	No.
198	Can you provide insights into the Commission's expectations regarding quality assurance and regression testing processes for WBARS?	QA and regression testing should be embedded into every sprint.
199	How are user feedback and testing results integrated into the development and enhancement of WBARS features?	As an iterative process.
200	Who will be responsible for deployment of the fix? Is there any CI/CD pipeline already in place?	Vendor is responsible to deploy all fixes.
201	Do you have a technical team to review and QA team to test the changes before they are deployed on the PROD environment?	Vendor provides coding, dev testing, regression testing staff. Final UAT prior to going live is typically done by funder staff along with external users as needed.
202	What positions are you looking to fill for this project? For example, are you only seeking a Project Manager and Developer, or are roles such as Technical Architect, Business Systems Analyst (BSA), Quality Assurance (QA) personnel, etc., also required?	We expect a project manager or quality control lead, staff who can provide prompt user support and multiple development staff who can adequately meet identified client and system needs. There may be some overlap of skills in some of the staff e.g., the quality control lead may also provide user support.
203	What are the expected Service Level Agreements (SLAs) for responding to and resolving support tickets related to WBARS maintenance and development?	There is no formal SLA. Response to tickets should be commensurate with urgency. Some support tickets can be resolved in a couple weeks, others should be resolved within 24-48 hours.
204	Can you provide an estimate of the number of tickets anticipated on a monthly basis along with categorization based on severity, Nature of tickets, considering both regular maintenance requests and potential bug fixes or enhancements?	Numbers vary monthly depending on time of year. Generally around 40 per month with support tickets spiking in Dec-Feb and again in June-July.
205	Are there any specific performance metrics or benchmarks that vendors need to meet during testing and optimization activities?	These are worked out in weekly check in meetings and specified in requirements when documenting cases.
206	Are there specific reporting formats or tools that vendors are expected to use for tracking progress and reporting on project milestones?	No expected tools, vendor can make suggestions.
207	Can you provide insights into the size and composition of the customer base or user community utilizing WBARS, including the number of internal staff and external stakeholders?	See page 2 of RFP3-24.
208	How do you prioritize and categorize support tickets? Are there any critical issues that require immediate attention?	Prioritized and categorized according to sprints and roadmap. There are critical issues periodically.

Q&A #	Questions	Answers
209	What are the typical average response and resolution times for different categories of support tickets?	There's no average, it depends on nature of ticket. Response times are clarified in weekly meetings and case notes in project management tracking tool.
210	Do you have a system in place for tracking and managing ongoing maintenance tasks and support requests? If so, could you provide more details about this system?	We use Zoho.
211	Are there any specific performance metrics or KPIs that vendors are expected to meet in terms of uptime, system availability, and responsiveness?	99.9 SLA objectives are recommended for support and availability.
212	How do you handle emergency situations or system outages outside of regular business hours?	Disaster recovery plan is in place.
213	How do you handle software updates and patches for the WBARS system? Are there any scheduled maintenance windows or blackout periods?	Updates and patches are applied outside business hours to lessen impact on users. Any activity that may take longer than a day is announced with updates on the landing page.
214	Can you provide details about the escalation process for unresolved issues or critical incidents?	Vendor is expected to resolve all issues. Critical incidents are handled by team lead who deploys necessary resources to fix issue in timeframe specified by Commission or necessitated by issue.
215	How do you handle data backups and disaster recovery planning for WBARS? Are there any specific protocols or procedures in place for data protection and recovery?	There is Disaster Recovery plan in place. Vendor can recommend tools based on achieving 99.9 SLA objectives.
216	Can you provide insights into any historical trends or common issues encountered in the maintenance and support of WBARS, and how they have been addressed in the past?	Common issues are data uploads from external systems and sometimes downloads of reports, assistance with using system, sometimes validation issues in reports. Cases are created and team resolves as agreed upon on weekly meetings.
217	Are there any specific software tools or systems that vendors are expected to use for monitoring, troubleshooting, and resolving support tickets?	No. Vendor should make recommendations based on best practices and experience delivering similar services for their clients.
218	Are there any additional training or onboarding requirements for vendor staff to familiarize themselves with the WBARS system and its intricacies?	No specific requirements but we expect to provide documentation and details on application immediately after award of contract.
219	Do you have comprehensive documentation available for the WBARS system, including user manuals, technical specifications, and system architecture diagrams?	Yes.
220	Are there any specific documentation standards or formats that vendors need to adhere to when documenting maintenance and support activities?	No.
221	How do you ensure that vendor staff have access to the latest documentation and resources needed to perform their maintenance and support tasks effectively?	This is shared in weekly check in meetings and periodic scoping meetings as necessary.

Q&A #	Questions	Answers
222	Are there any third-party applications or systems that rely on data exported from WBARS for their own processes or imports?	Yes.
223	If yes, could you provide details about these third-party applications and the nature of their integration with WBARS data?	Many users import data from property management software systems into WBARS via XML files. One funder agency has automated data exports to their database. Additional details can be shared after award of contract.
224	Are there any plans for future enhancements or expansions of WBARS to support additional functionalities or accommodate new reporting requirements? Have any specific project timelines or initiatives been outlined for such developments?	Yes. Timelines are worked out and modified in weekly check in meetings and periodic scoping meetings as warranted.
225	Are vendors expected to contribute to ongoing efforts to enhance user experience and usability within WBARS, for example, by providing user training programs or facilitating user feedback mechanisms?	Yes.
226	Are there any specific requirements or standards that WBARS adheres to in terms of data formats, protocols, or reporting guidelines?	XML schemas for data imports into Table 1. Data downloads from WBARS are typically Excel or PDF files. Other data formats can be recommended.
227	Is there any business logic involving calculations within the system? Additionally, does the system involve any payment processes?	Yes, there are many validations and calculations in the background. There are no payment processes in WBARS.
228	Please confirm the spend for last year for the scope of work.	Budget is agreed upon prior to contracting; vendor should suggest budget that will cover their costs to provide all services requested in RFP3-24.
229	What is the current size of team supporting the scope of work. Please elaborate on team composition and skill sets. Is it all in-house team or do you have 3rd party vendors supporting this. Please specify the in-house staff v/s contractors or 3rd party vendor staff	Team has several ongoing staff. The team may expand or contract depending on nature of build requests made. Vendor supplies more staff as needed to meet Commission goals and requirements. There are no in-house staff applied to this contract.
230	What percentage of tickets are resolved at L1/L2 level, please elaborate	We do not assign L1 or 2; support tickets are resolved as quickly as the team can identify the problem and apply a fix. Many are fixed within a couple weeks, some are held longer to publish with a planned sprint and others are fixed within 24-48 hours if bug or support issue prevents users from successfully entering data.
231	Are there any peak periods during the year for ticket volume, please elaborate	Yes during the report submission period Dec to Feb and June-July there will be spike in the system
232	What percentage of SOPs / KB available for L1/L2 Support	There is documentation available, and funder staff are also available to help vendor resolve certain kinds of user support issues.
233	Is there any KB available for support team, what tool is currently available?	There is documentation available, no specific tool.
234	What is the frequency of new builds getting rolled out in production? Please elaborate the current release lifecycle and process.	Frequency of enhancements is every few months. Other maintenance/support fixes are applied as needed either as part of a scheduled sprint or outside sprint if need is urgent.
235	How do you currently handle the change requests? Please elaborate the process. Also please share volume of change request in last 2 quarters.	Change requests are logged and documented in project management tool and are implemented as needed.

Q&A #	Questions	Answers
236	Please confirm how vendor resources will connect to your environment and get access to systems.	Details can be shared after award of contract.
237	What is the number of users (Internal and external) being catered by the systems in scope of work. Please elaborate	See page 2 of RFP3-24.
238	Do you expect the resources to be full time on this project or will partial resource also be acceptable?	Vendor should supply adequate resources to meet Commission's needs. There is no expectation as to whether resources or part or fulltime. Commission would expect vendor to supply additional resources as dictated by requirements.
239	Please provide the list of current logging, alerting, and monitoring tools	Vendor should suggest based on best practices. Details can be shared after award of contract.
240	Who will be responsible for managing the cloud infrastructure and creating the necessary infrastructure resources going forward? Will it be handled internally by state or by vendor?	Vendor is expected to maintain.
241	What are the foreseeable increases in data volume or user load that the new system should accommodate in the future?	Data growth will be steady, we add about 20-40 new project/contract records annually to WBARS, which spawn thousands of new unit and household records per year. User growth will stay roughly the same with only incremental growth.
242	How are user permissions currently managed within the existing system for various roles?	There are several different user permission levels specified in the system. Additional details can be supplied after award of contract.
243	Is there a particular development timeline or milestones that need to be met for this project?	Development timelines are worked out in weekly check in meetings and periodic scoping meetings.
244	Please describe the current flow & activities performed in the system and user interaction	Reports are submitted by users annually, high activity is from December through February, less activity the rest of the year.
245	Please elaborate on ongoing operational cost of infrastructure and required cloud services? We assume that customer would be procuring these services, vendor will be responsible for maintenance and support. Please elaborate expectations.	Vendor should forecast based on similar projects completed for other clients. Vendor is expected to supply all services, hosting, maintenance and support, as outlined in RFP3-24.
246	We assume Cloud account and related cloud services (e.g., DB, Server, backup, firewall, KMS, Monitoring & Logging, IAM, Antivirus, IDS/IPS etc) will be procured and provided by customer, vendor will develop and deploy the solution in the customer environment and provide maintenance and support? Please confirm	Vendor should forecast based on similar projects completed for other clients. Vendor is expected to supply all services, hosting, maintenance and support, as outlined in RFP3-24.
247	We understand that the customer team will provide the detailed requirement specification and will conduct functional & UAT testing for the solution. Please confirm	Commission provides general requirements, vendor writes up technical details for case requirements, does functional testing. Commission and other key staff generally perform final UAT testing to confirm fixes/enhancements can be published.

Q&A #	Questions	Answers
248	Please confirm If the project can be executed from offshore supporting overlap with the customer's business hours of operation.	Yes.
249	How will external user access and permissions be managed in the environment? Please elaborate.	Vendor is responsible for managing permissions coding. External users are added by their companies. Company records are created by funder users.
250	How do you currently manage Authentication, data encryption and keys, please elaborate?	All sensitive information needs to be encrypted both at rest and in transit.
251	What all actors are there in the system? Please elaborate their system interaction	Human users. Uploading content or downloading content is initiated by users except for one automated process used to download data to a funder database.
252	Please elaborate list of activities in scope of Vendor for maintenance and support	All maintenance and support activities are required; vendor should suggest and plan for best practices based on similar projects completed for clients and requirements of RFP.
253	Do you have a preferred tech stack for development? If so, what is desired?	No preferred tech stack.
254	Please elaborate on context for providing support to external users having XML import issues from their property management software. Please elaborate business flow in which this issue occurs, what is the typical no. of issues on monthly or yearly basis. How this is currently being reported and resolved.	Vendor should supply sufficient support to successfully resolve any XML import issues. There are a few XML support tickets per month until December - February when requests are around 25 per month. Cases are logged in project management software and vendor staff reach out to users to understand issues and propose fix.
255	Please specify the list of internal systems which has interfaces with WBARS and respective system purpose and business flow. Please elaborate	Details can be shared after award of contract.
256	Please quote few examples of new features and product enhancement requests from previous releases. What is the typical lifecycle for new feature and enhancement from request till deployment please elaborate how this is currently being managed and stakeholders involved in it?	Some examples include: Validation of particular fields to drive specific user inputs (in order to avoid potential compliance issues or entry of "bad" data); regular updates to our XML schema to ensure data being uploaded to WBARS from external systems does not create compliance issues that would not normally occur when data is hand-entered; updates to imputed asset rates to calculate assets correctly when determining household eligibility for affordable units; enhancement of automated application of relevant income and rent limits depending on funding program and income set-asides attached to a property; improvements to error documents provided to users when they upload XML files. Lifecycle from request to deployment varies. User feedback is gathered as needed.
257	We understand that the AWS Cloud is being used for current cloud hosting services for the live system. Is this account State commission owned account or a vendor provided – Please confirm. If the current cloud hosting environment is a 3rd party vendor provided, how do you envision the handover to new vendor for providing maintenance and support services? Please elaborate.	Vendor provides hosting services. Handover will be worked out upon award of new contract.

Q&A #	Questions	Answers
258	Is there any data / system migration activity in scope, please confirm.	Data will have to be migrated to new vendor's hosting solution if contract is awarded to new vendor.
259	How many environments are currently provisioned, please provide infrastructure specification, transaction, volume, and growth % of data & transaction in next 2 years for infra cost estimation aspects	Live, UAT, and a mirror site for troubleshooting user issues. In the past a Training site was used to help develop training tools for users, but that site is not currently active. UAT and Mirror sites include all live data, not just a sandbox. Training site includes all data but masks names. We do not have estimates for growth over next 2 years.
260	What is the user count for test and training instance? Please elaborate purpose of training instance and business flow / context in which it is being used.	Training site is not currently active. Vendor should assume test site user counts for similar projects with similar number of external users. User count increases in Dec-Feb when most users are actively using system to submit reports.
261	What is the current life cycle for defect / big fix from reporting till deployment? Please elaborate the process & tools being followed and stakeholders involved in it.	Life cycle varies. Cases are logged in project management software and timeframes are determined and/or modified in weekly check in meetings.
262	We assume procurement of domain and SSL certificate will be done by the State commission and vendor team will be responsible for provisioning and maintaining it.	Vendor annually renews domain and SSL certificates.
263	What is the current monthly spend on cloud hosting services?	Vendor should estimate and/or recommend based on similar systems and projects completed for other clients.
264	What is the current monthly spend for maintenance and support services in scope of this RFP?	Vendor should estimate and/or recommend based on similar systems and projects completed for other clients.
265	Please elaborate on current business continuity plan for WBARS in the event of a disaster and how it is typically implemented.	Disaster recovery plan is in place, can be provided after award of contract.
266	Please elaborate on current mechanism in WBARS for data preservation in the event of a non-disaster computer failure? Describe the redundancy features of WBARS system. What disaster recovery testing procedures do you currently employ?	Disaster recovery plan is in place, can be provided after award of contract. Testing done quarterly. Vendor should recommend based on best practices and on experience with similar projects for their clients.
267	Please elaborate your expectation from Vendor in terms of warranties.	Vendor is expected to meet Commission requirements as outlined in Master Contract, scopes of work and weekly check in meetings/periodic scoping meetings and feedback sessions.
268	Please elaborate your expectation from vendor in terms of data security and privacy aspects.	Vendor expected to meet best practices.
269	What are the current tools in use for Database splitting, linking, and compacting?	No specific requirement, we expect the vendor to suggest based on their best practice and tools that would align with current tech stack or similar architecture.
270	How do you currently handle Differentiation of data from WBARS application and distribution of database components, please elaborate?	No specific requirement, we expect the vendor to suggest based on their best practice and tools that would align with current tech stack or similar architecture.

Q&A #	Questions	Answers
271	Please elaborate business context and give examples in context of table relationships for databases which may contain several thousand related fields per record. Please elaborate challenges you may have faced due to this scenario in business flow / context.	Vendor should estimate and/or recommend based on tech stack/similar systems and similar projects completed for other clients.
272	What are the current challenges you have faced with respect to Stability of database when using connections to other applications, please elaborate?	Vendor should estimate and/or recommend based on tech stack/similar systems and similar projects completed for other clients.
273	What is the current software code version management tool in use?	Vendor should estimate and/or recommend based on tech stack/similar systems and similar projects completed for other clients. Specific tools can be shared after award of contract.
274	Please elaborate in terms of expected no. of users to be considered for training, no. of sessions to be imparted, mode of training – Online / Onsite, approx. duration of each session	Training sessions could involve 20 - 100 users. Vendor should make training recommendations based on similar projects completed for other clients.
275	Please elaborate your expectation in terms of documentation for client's employee training. Do you have existing content? How elaborated content do you expect? Who is the audience for this content. Please elaborate.	Vendor should make training documentation recommendations based on similar projects completed for other clients.
276	Please elaborate expectations from vendor in terms of Customer service and customer satisfaction. [RFP page 16 of 17]	The Commission expects the highest degree of customer service and responsiveness to our needs and requirements. That said, vendor should make any additional customer service recommendations based on best practices and what they provide to their current clients.
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Q&A #	Questions	Answers
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