

REQUEST FOR TORFP FOR
Requirement & Design of Assist Upgrade
SOLICITATION NO. 12-JS-017/MDVOO31000347

The TORFP is amended as follows:

1. Key Information Summary Sheet, Closing Date and Time, to read as follows 02/21/2012 at 3:30PM

Proposals must be received by James Sult, Procurement Officer, no later than 3:30 p.m. local time on February 21, 2012.

2. Cover Letter/Letter of Interest for TORFP, page 2 second paragraph Should read as follows;

Proposals for this TORFP are to be submitted for the complete term of the contract, and are to be sent to the Procurement Officer by February **21**, 2012 no later than 3:30 p.m. to James Sult, Office of Procurement, Department of Juvenile Services, One Center Plaza, 120 W. Fayette Street, Rm. 330, Baltimore, Maryland 21201 or by email sultj@djs.state.md.us . Late Bids will not be accepted. The Department of Juvenile Services is not accepting bid submittals by fax machine. IFB submissions coming through the fax machine will not be considered for any purposes

Proposal Due Date and Time: February 21, 2012 No Later Than 3:30 p.m.

3. You can schedule appointments for the Reading Room to review current documentation beginning Tuesday, February 07, 2012 through Friday, February 10, 2012 between the hours of 10 am and 3 pm. The Telecommuter Office, room 241 on the 2nd floor will be made available for the document reviews.

1.6 NON-DISCLOSURE AGREEMENT

Certain system documentation may be available for potential Offerors to review at 120 West Fayette Street; 2nd Floor Conference Room. Offerors who review such documentation will be required to sign a Non-Disclosure Agreement (Offeror) in the form of Attachment 8. Please contact the TO Procurement Officer of this TORFP to schedule an appointment

Current Scheduling for the Reading Room is attached, time is still available.

- 4. TORFP Documents, Amendment, Pre-Proposal Conference Minutes, Sign-In Sheets, Power Point Presentation, Questions and Answers No. 1 and 2 can be found on both the DJS Bid Board and eMaryland Marketplace (EMM) No. MDV0031000347.

Please acknowledge receipt of this Amendment by dating, signing and faxing or emailing a copy to my office at 410-333-4191 as soon as possible. A signed copy of this Addendum shall be submitted with your Technical Proposal.

Name/Typed

Signature/Date

Organization

ASSIST PRE-BID CONFERENCE
IT Large Conference Room, 2nd Floor
January 31, 2012
10am-11:10am

ASSIST Upgrade Minutes

Jim introduced: Michael Pryor, Barry Page, Dan Black, Jackie Cobb, Brad Roth, Sharen Epps, and Gilbert Becker

Jim welcomed everyone to the Department of Juvenile Services and apologized for not being properly dressed.

This has been published. Per DOIT, it's not an open bid or proposal it's a publisher that emails are sent to EMaryland Market place and published. There is a letter of interest with that number and will be posted after the meeting on eEMaryland Market Place. If you need access it will be on there and the DGS bid board. When you publish it, it will ask you to send emails to the vendor or don't check it and it just publishes it. Also, we were told not to attach documents to the emails because it clogs up the system and causes it to crash that you guys receive. There is a choice to restrict it or leave it open to the public. Unfortunately, not aware of that until yesterday, but no emails were sent. On the letter of interest it specifically tells them if you are not on the master contract your proposal will not be accepted. Once you send your proposal to me I will review them for minor technicalities and qualifications, IT will be the evaluation committee to determine whether you will get it or not. Jim will look at your technical to make sure you got the minimal criteria and the proposal processing criteria. The technical in section 2 will be done by Sharen E., Gilbert B, and Michael P. The closing date will be February 9, 2012. All the bids and proposals close at 3:30pm. We do not accept fax. Jim will not accept submissions after the date. If your bid is submitted one second after 3:30 you will get it back unopened. If it is an act of God, it is acceptable and everyone will be contacted. Not responsible for parking. Will receive hand carried and give you a receipt. If you Federal Express and its late, it's not acceptable. Do not have a Minority Business Enterprise (MBE) Goal. If you are a MBE we encourage you to participate. There is no sub-contracting goal. Some problems are that MBE vendors have been putting in their names down on the MBE goal. If you are awarded the contract and on the primary you still have a percentage goal to meet for the sub-contract. You can't put their name in. If you filled out the form wrong that could make you non-responsive and your proposal will not be reviewed. Annapolis created a 72 hour rule that if is something minor, you need to fix it.

Questions: Regarding Submittal

1. Jim, you prefer that it's sent in an email? Jim stated, I don't have a problem emails as long as it basic word, PDF file, Microsoft. If you put it on a CD or a memory stick, two

- hard copies, email confirmation that it's been forwarded to the IT evaluation team. 3 ring binders, no spiral, plain copy with binder clip, email with all attachments.
2. Sharen - with an email they still have to send a hard copy? Jim stated, Yes.
 3. What is the requirement for the email in terms of how much information can be sent over? Jim stated, if no mistaken 20mgs. Someone stated 4mgs.
 4. How many gigabits?(need to very)
 5. Do you need a hard copy along with the email? Jim stated, hard copy and software need to be delivered. Minimal one/ two of them
 6. That's a change from page 2? Yes
 7. In the RFP its page 6, sec 1.3, letter 2 of 3 it 4 bits – **Note - to be changed**
Jim referred back to the electronic CD and memory stick – You need separate ones. One for technical and one for financial. The first thing has to be open is the technical then the financial determining the pricing. If your technical comes up and the evaluation committee says that you are not qualified, your finance is going to be sent back to you.
 8. Are those two separate files on a CD or two separate CDs? Jim stated, two CDs
 9. These referring documents that you are asking for would you suggest we put them on the technical CD? Yes, that has to be reviewed first.
 10. The soft copy can be CD memory stick or emailed? If you do an email do your technical. That's a problem because you can't separate them and secure two individual files
 11. Do you want two separate emails? How do you want it? Jim stated, two 2 separate emails. He's thinking about scratching because it's too complicates the process.
 12. What about two separate zip files? Sharen - as long as it's two separate files and can be open separately. Jim - Two individual zip files and one email.
 13. If we bring physical proposal shouldn't there be instructions? Send to Jim 3rd floor, room 330 or tell the security office to give Jim a call. In Jim's absences there are five procurement officers and you can hand carry it and you will receive a receipt.
 14. Who is your backup? What would they do if you are not here? Solomon McLean, Charles Bailey, Debbie Brewer, and Marcus Filson.
 15. Would the security officer no that? Call someone in Procurement if I'm' not here and send them to the 3rd floor.
 16. So they need to ask for Procurement? Yes. The best way to communicate to Jim is email. If you get a voicemail I may not be in and it fills up quick. Always put solicitation TORFP number on your subject matter because if I haven't emailed you before you are going in my junk mail and if I don't recognize you, you are going in the trash can. Always put your solicitation number and subject matter so that I can know it's a procurement matter. If it says Maryland Works its going in the trash.
 17. When you receive them are you going to acknowledge them by email? Yes.
 18. You want us to send a hard copy along with the email that is different from all of Maryland's? Jim - once I receive it I can scan and email you a hand receipt.
 19. The requirement for when you receive an email and hard copy is different from all of Maryland. Are we deviating from Maryland? Because all of the Maryland submissions have been accepted only on email also. Jim - No it's not a deviation. Vendor – It depends on who's doing the procurement. Some people will allow you to do it on eMaryland Market Place, fax or email. So you need an email and hard copy? Jim stated

we need a hard copy and the CDs that efficient. You don't have to do both. All of the Maryland submissions have been accepting on email also. Jim - It depends on who's doing the procurement. People will allow you to do it on eMaryland Market place. Other people will allow you to fax them or email.

20. Do you need email and hard copy? Jim - Need a hard copy and the CDs that sufficient. You don't have to do the email. You don't have to do both. If you want to do both it's up to you. Brad – You need a hard copy and a soft copy.
21. I can do one or the other? Jim - yes
22. When we email you, you still need a hard copy? Sharen – Yes
23. Which one has to be on time? Jim – If I get your email it's on time. Sharen – They all have to be on time. I thought I heard you say something slightly different. Jim – If I got something 3:30pm in the email then it's acceptable. If you come in and your hard copy is in with reason. I don't want a hard copy to show up two weeks later. If you give me the email I will accept it on time. If it comes in extremely late it won't look good.
24. You want technical and financial copy? Yes
25. Jim passed out a questionnaire to be answered and put on the minutes. Email is accepted before 3:30pm. Within reason, I expect it the next day, latest two days. Beyond that the evaluation will be a poor representation of your company and you could lose points for the evaluation expect.
26. Sharen would like to make a clarification. You stated that you would give some leave way on the hard copy. But that's only if, they sent the email on time. Jim – if I don't get anything it's not acceptable. Jim – a complete email of all documents. Two zip drives, one technical and one for financial. Jim - when I open a zip drive is there going to be something that tells me people I opened it? Michael - No indication will be given back to people. Jim will need to send a confirmation back.

Michael Pryor gave a brief overview and idea of what the project is. A lot of it is outlined in the documentation. This is our main case management system that DJS runs on. Established back in 1999. Has the interface developed in Centura Team Developer. It interacts with the major database behind it, which is Oracle and has been upgraded to 11g R2. The server operating systems are windows server with redundant back-up servers, and multiple parallel environments - training, testing, development, and production. Michael reviewed the following on a power point presentation:

What is ASSIST?

History of Project

Reviewing Documentation

Main Goals

Enterprise Application

Current State

Planning

Access Consideration

External System Considerations – MQ Server

Questions:

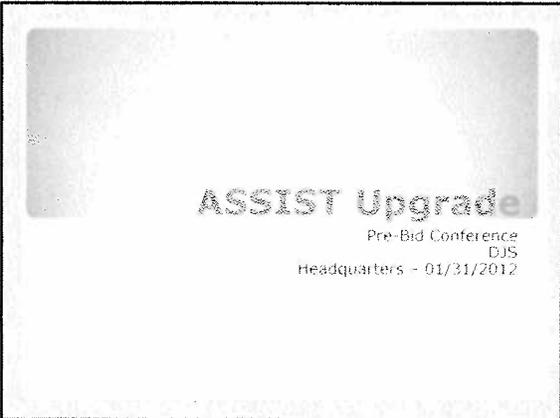
1. If technical people aren't hear but have questions. Is there Q&A form? Jim stated, on the attachment called the DJS bid board eMaryland Market Place questionnaire form. Technical questions are sent to Jim and he will forward to IT to answer and once returned it will publish. If Jim get questions DJS bid board and eMaryland Market Place and an email with the answers to the questions.
2. Is there a deadline for that? Jim stated, a couple of days before closing date. It depends on how complicated and how long it's going to take to get an answer and we let you know.
3. Are you using a particular software package to do your requirements? Michael stated we don't have a particular requirement.
4. It looks like we start with looking at the functional technical as it should be. Have there been high level business goals/objectives that have been worked out? Have we already gathered that the high level business goals/objectives worked those out with the end users? Michael stated yes, we really want the system to stand as it is with the workflow within the system account for much of the business rules. Sharen stated, it should be part of system boundary document. That's part of when you come in we want you to help us do that.
5. Is the system value document been updated right now? Michael stated it has not been since 2009.
6. Are those all things you wanted updated in 45 days in the beginning of the project? Sharen stated, on page 14 of 48 states that. We are also looking for you to also submit what kind of schedule you think is feasible based on what we are asking.
7. You are looking at the vendor to validate what you have done already? Michael stated it's an open validation. You will see a plan that's in place and a direction we need to go, but the validation maybe in reviewing this project there is a better method. So the project may be revised for that.
8. Do you have some sort of estimate for deliverables 6.2-67 to be processed? Do you have a ball park numbers for business process you have? Dan stated, "ASSIST web module s might each be considered a separate process of agency business, but that's part of the challenge - to put DJS in a position to answer the question 'What is the best way to find the commonality among all our agency business processes, and then factor out the more generic functional requirements from the specific business rules. The quote-unquote best approach will propose a way to 'know' the 'actual' count of business processes we currently have to support."
9. Can you tell us anything about the state of the existing documentation and DJS business processes and how many there might be and what the base line is like. Dan stated, it goes back to the module incident reporting residential admission. Sharen stated, with those two or three dozen do we already have some kind of documentation on what those processes are for each one of those dozens of modules? Dan stated we do and its standardized form of documentation.
10. Are you open to use cases as a form of mapping? Michael stated yes.
11. Would you like to see samples of what that look like? Michael stated that would be great including the technical outline when we are doing the evaluation. Because what

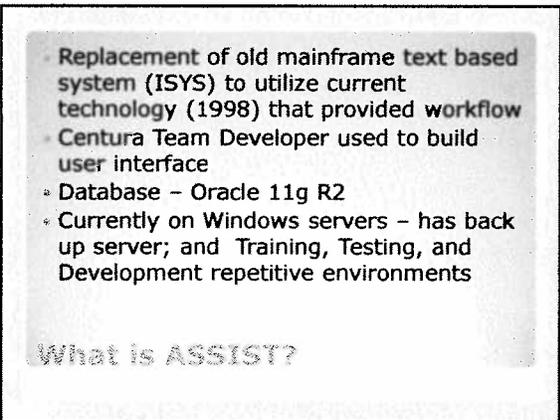
we are evaluating is how the people are going approach handling the deliverables and analysis.

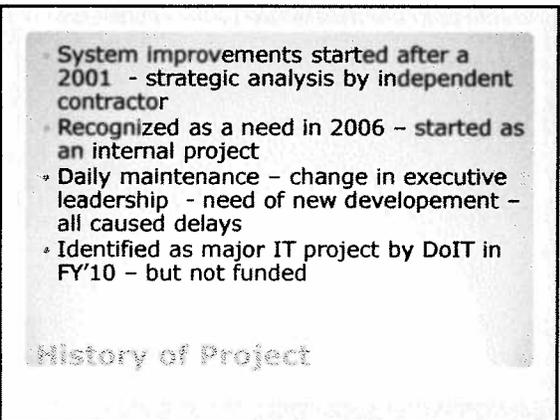
12. Some agencies allow us to come in and schedule to come in and look at the back end. Can we schedule an appointment with our project managers to come look? Michael deferred to the CIO, Gil Becker. Gil stated 'We will certainly accommodate these types of requests. Sharen stated, to send an email appointment request to sign-up.
13. Jim, will we use you to send the request email? Jim stated, that will work.
14. Would you accept combination of on-site and off-site? Michael stated he would expect that there will be a combination of that. Any types of interviews we are not expecting our staff to go off-site, but other work that needs to be done - can be done off-site.
15. In the RFP it mentions that System documentation can be available. What system? How quickly? Michael stated that there is a full project binder which is the system boundary. Technical documentation - We haven't created a collaborative library. Everything has been developed modularly over time, so the documentation is very static for each process.
16. Do you have collaborative tool to share document across the department? Michael stated in its infancy stages, but we use Sharepoint for IT Department to collaborate our documentation but it hasn't gone across this agency.
17. What is the fundamental of the project? Is it more that the software is updated itself or improve the business process with the business practices? Michael stated the main drive is the outdated system itself. We wanted to make the second part you described a second priority, but our goals is to achieve elevating the platform to a current programming platform. Then the internal department we can start addressing some of those functional changes. We really are trying to keep the functionality as it is and improve what we can, but we are not trying to change the system itself.
18. Do you have a target platform in mine? Are you looking for a .net programming with C#? Michael stated he doesn't want to leave that in limited technology. As you read the documentation you will see a history that it will be moving towards the .net platform C# programming. But we do want to be open and consider what recommendation can be given as the best solution.
19. I understand that you are looking to migrate from the legacy system and you have the client server based system. Would you consider a transition web based application Michael stated our focus has been from our current system where we can extend it. We're going outside to see what our options are. When you interview and research for requirements you will hear about our future plans. We do have expectations where we would like to go into tablets and have more remote abilities to web applications would evaluate all options recommended keeping consider for user friendliness and also friendly to our budget friendly.
20. Do you prefer vendors who have Centura migration experience? Michael stated he doesn't believe that was cited as the evaluation criteria. Certainly migration history is the strength.
21. Section 2.9 has the minimal qualification. All the team members Minimal qualifications Michael stated it is a team as a whole. Not every individual needs to have that. Michael has to go back and check that. (verified)

22. Do you have any documentation on the Stakeholders or number of stakeholders that would be involved in the requirements team roast, since of the size of the team?
Michael stated from the technical level it would probably 8-10 individuals that I could highlight and provide. For very specific business processes, where there are modification to small changes, would need different subject matter experts that would probably be a half dozen to a dozen individuals; and, they be targeted for a very short term. The main focus is if we run into a spot where the business functions collides within the system and we need clarity, we would bring them in.
23. Is there currently and incumbent company providing support or is all the support internally? Michael stated it's all done internally. We have a collaborative effort with University of Maryland because our system does tie into SMART. It's an integrated platform communication so they do support the SMART aspect of it. We do have an open contract that they are not programming on our system.
24. There was someone helping you a long time ago doing some analytical work? There was a 2001 analysis completed. The contract ended and the updated document was internal.
25. When we look at your deliverable sections we notice your percent dates. Is it calendar dates or business dates. Michael stated calendar dates.
26. 2.6, 2.8, and 2.6, 2.9 are in months 10 and 11 the based on the performance of the contract listed nine month. Are these sections optional in your mine? How do you see that base line? Michael stated there is a base line for grant money and grant money is established for a nine month period. We try to create a reasonable outline of the timeframe for the deliverables. If we are so far in the project, we can extend the nine months beyond that for the grant money, if we are showing near project completion. Where our overall goal would be is the technical aspect and analysis would be able to progress in a reasonable time. Sharen stated, some documents are already drafted and you could save sometime.
27. December 31, 2012 is a hard date and has to be finished by then? Michael stated it doesn't have to be done by then. The other two aspects are not optional that go beyond that so if it can't be done in that time frame. We as an agency would have to work on our grant to extend that.
28. On your pricing sheet. You ask us to put together milestone payment on attach A. How can we price milestone payments? Michael stated 'Whatever your budget estimate is for that quantity of work, the vendor would submit an invoice and DJS would pay accordingly. Sharen stated, I guess you are looking for what kind of percentage you would pay the first milestone verses the second verses and the third based on the fix price.
29. Does that first milestone payment include status reports? Yes
30. Regarding the requirement for the contractor to being responsible for the SDLC deliverables. The winning vendor will be completely responsible for the development of SDLC and the deliverables through the duration of the project? Yes
31. We can do either the fix price, the deliverable fix pricing and/or you have a T&M type of template which has four labor categories. Sharen stated, those are for specific labor categories that will be used on an as needed bases via the work order process and that rates listed should be fully loaded hourly labor rates. You do your work and finish and

- we get to the end and you still have some time and we need some more work done and maybe we need you to write the task order for the implementer. So we want have to go out and do a new solicitation to get to the next step.
32. Are you going to be evaluating these TM rates as well? Sharen stated, yes it's all a part of the task order.
 33. Regarding 2.5.11, the lead expectation that you will work full time or on an as needed basis to be determined by the offer proposal? Michael stated it will be determined by the offer proposal. We don't have the expectation of full time. We know the volume of work and we need it completed in a reasonable time line.
 34. Could you describe the difference between deliverables 2.6-2.4 and 2.6-2.5? Sharen stated, 2.6.4 is the draft we have created and looked at and integrated is the final.
 35. Do you know what the grant amount is? Sharen stated, yes we know what it is.
 36. Is there a budget number we can have? Sharen stated, no.
 37. Can you have a copy of the presentation? Michael, will have to block out some information but will include questions and answers
 38. Will you use the email list from who attended today to send out information? Jim stated, yes.
 39. Is that how we will sign-up to look at the information? Jim stated, yes.
 40. All questions are sent through email? Jim stated, through email.
 41. In our proposal response you ask us to tell you about what sort of state of assistance that we will need to execute the plan. How you expect to support this project over DJS? The type of people who would be available to us and what the availability might be? Michael stated, it will become our priority within the IT Department. We will support it and have functional analyst, DBAs, programmers have been her several years with experience. My goal will be 40% of their time throughout this project.
 42. Expecting the data structure to remain unchanged and upgrade the system around it? Michael stated you will see a plan where we are actually talking about remodeling the data model to extend the front end better and that will allow for independent verification and data model is correct and efficient.
 43. You are looking for a combination of functional analyst and programming data modules? Michael stated, yes.
 44. How far in the design phase are you looking for technical constraints and for the actual implementers? Michael stated, it stops at the initiation of the design phase.
 45. In the RFP it talks about this going through the quality analysis phase not through design phase? There seem to be a contradiction between the two statements. Michael stated you do need technical knowledge for the actual concept. As for the planning you do need to know the design and technical concepts but it doesn't need to be formally documented to the point of ready for implementation. There is going to be some flexibility in there. It's really trying to get it down into modules that can break down into two week or month work tasks. Example: Changing the schema can be highlighted as a task, but we are not going to get into each deliverable of each data field within schema. Sharen stated, the recommendation point of what you may recommend from a design perspective when you have done your requirements analysis that we go do but not in detail.







- **Project Charter**
 - Goals – Objectives – Deliverables
- **System Boundary**
 - Technology Impact Analysis
- **Risk Management Plan / Matrix**
- **Change Management Plan**
- **Roles & Responsibility Matrix**

Reviewing Documentation

Raise the business value, timeliness and quality of software deliverables through a fundamental shift from the current "Modular Integration" strategy to an enterprise level, service oriented "Design for Operations" strategy.

- Fully exploit the inherent extensibility of the existing core data model, incorporating critical back-office data for personnel, budget, certified training and resource management to support an agency wide activity-based approach to planning, administration, management and resource stewardship. (Transparency to End Users)
- Migrate from the current collection of disparate functional and user interfaces, deployment and security platforms, and programming models and languages to an Enterprise Service Bus implementation.

Main Goals

Enterprise Applications

The following DJS user interfaces are written in Centura Scalable Application Language:

- a. ASSIST Version 2.96
- b. Maryland Firearms Transfer - Disqualified Adjudicated Delinquents Search
- c. Juvenile CHEX

Current State

The following DJS user interfaces are written in Visual Basic 6.0:

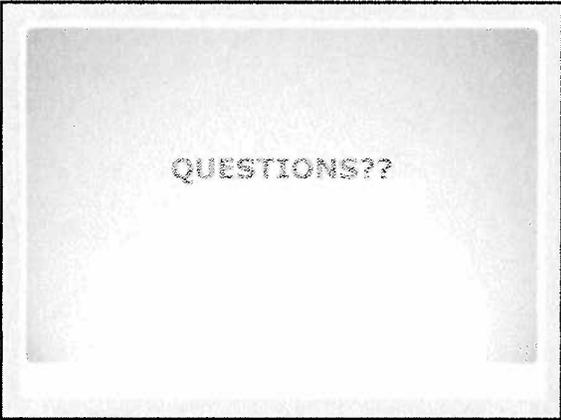
- Cost Management
- Personnel
- Restitution
- Title IVe
- Youth2
- Icompact

Current State

The following DJS user interfaces are written in ASP.NET against the .Net 3.0 framework:

- a. Gang Awareness
- b. Assets Tracking Database
- c. Child Advocacy-Grievance Reporting System
- d. Title IVe Random Moment Time Study System
- e. ASSIST PID (Person Identification) Merge Tool
- f. Certificate of Placement Workflow System
- g. Incident Reporting System
- h. Medicaid SPA (State Plan Amendment) Report
- i. Training Schedule System Enterprise System Status
- j. ASSIST TechDocs (supports applications help files)
- k. ASSIST Digital Photo System
- l. Facility Review Schedule
- m. Intake Risk Needs Screening
- n. DJS Directory
- o. Transport Roster
- p. DRAI
- q. Contact Tracking

Current State



February

Month

7-10

Day

2012

Tuesday 02.07.2012	7:00		2:00	3 Scott Behnke (Elemental-Solutions)	To Do List	
	7:30		2:30			
	8:00		3:00			
	8:30		3:30			
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	10:00	1 Yvett Rivers (CIRDAN)	5:00			
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Wednesday 02.08.2012	7:00		2:00		To Do List	
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Thursday 02.09.2012	7:00		2:00		To Do List	
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Notes: 02.02.12 4:55pm

Scott Behnke confirmation rec'd 02/03/12 @6:33am

February

Month

7-10

Day

2012

<p>Friday 02.10.2012</p>	7:00		2:00		To Do List
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<p>Saturday 02.11.2012</p>	7:00		2:00		To Do List
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<p>Sunday 02.12.2012</p>	7:00		2:00		To Do List
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<p>Monday 02.13.2012</p>	7:00		2:00		To Do List
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Notes:

**Department of Juvenile Services
Facilities Procurement
Pre-TORFP Conference**

Sign-In Sheet

12-JS-017 Requirements & Design of Asist Upgrade, # MDV0031000347

Location: DJS One Center Plaza, 120 W Fayette Street, Baltimore, Maryland 21201

Date and time: January 31, 2012 at 10:00 AM

Non or Mandatory Site Visit, Pre-Bid,/Pre-Proposal

Company Name/Address Please Print	Contact Information Phone/Fax #
(1) Company Name: Dpt. Juvenile Service	Phone: 410.230.3326
Attendee Name: James Sult	E-Mail: sultj@djs.state.md.us
Address City, State, Zip: One Center Plaza 120 W. Fayette Street Baltimore, Md. 21201	Fax: 410.333.4141
(2) Company Name: Enterprise Solutions Realized	Phone: (410) 442-5501
Attendee Name: Dale Posthumus	E-Mail: dposthumus@esr-inc.com
Address City, State, Zip: 2400 Longstone Lane, #203 Mannotsville, MD 21104	Fax: (410) 442-5502
(3) Company Name: INFO-MATRIX CORPORATION	Phone: 717-526-9850
Attendee Name: AMEET SONALKAR	E-Mail: aasonalkar@info-matrix.com
Address City, State, Zip: 1335 N FRONT ST, HARRISBURG PA-17102	Fax:
(4) Company Name: Elemental Solutions, LLC	Phone: 571-212-7114
Attendee Name: Scott Behnke	E-Mail: sbehnke@elemental-solutions.net
Address City, State, Zip: 14808 Palmston Sq., Centreville, VA 20120	Fax: 703-991-3202

**Department of Juvenile Services
Facilities Procurement
Pre-TORFP Conference**

Sign-In Sheet

12-JS-017 Requirements & Design of Asist Upgrade, # MDV0031000347
Location: DJS One Center Plaza, 120 W Fayette Street, Baltimore, Maryland 21201
Date and time: January 31, 2012 at 10:00 AM

Non or Mandatory Site Visit, Pre-Bid./Pre-Proposal

Company Name/Address Please Print	Contact Information Phone/Fax #
(5) Company Name: Momentum, Inc	Phone: (717) 314-8000 x19 (717) 480-0920
Attendee Name: Jennifer Oswald	E-Mail: joswald@m-inc.com
Address City, State, Zip: 6117 Stephens Crossing Mechanicsburg PA 17050	Fax: (717) 314-8004
(6) Company Name: MOMENTUM, INC.	Phone: (717) 214-8000 x27
Attendee Name: DAN FULTON	E-Mail: DFULTON@M-INC.COM
Address City, State, Zip: 2120 MARKET STREET, SUITE 100 CAMP HILL, PA 17011	Fax: (717) 214-8004
(7) Company Name: CIRDAN GROUP, INC.	Phone: 443-621-4890
Attendee Name: Joanne Vatz	E-Mail: jovatz@cirdan group.com
Address City, State, Zip:	Fax:
(8) Company Name: DJS	Phone:
Attendee Name: Jackw Cobb	E-Mail:
Address City, State, Zip:	Fax:

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Company Name/Address Please Print	Contact Information Phone/Fax #
(9) Company Name: BERRY DUNN	Phone: 207-541-2219
Attendee Name: GARY SOUCY	E-Mail: gsoucy@berrydunn.com
Address City, State, Zip: PORTLAND, ME 04101	Fax:
(10) Company Name: SONA NETWORKS	Phone: 410 329 1811
Attendee Name: HARRY HANSEN	E-Mail: hhanse@sonanetworks.com
Address City, State, Zip: 11350 McCORMICK RD, P.O. BOX 409 HUNT VALLEY MD 21031	Fax: 410 329 1165
(11) Company Name: MATH TECH, INC.	Phone: 703-875-8866
Attendee Name: RONALD STEELE	E-Mail: RSTEELE@MATHTECHINC.COM
Address City, State, Zip: 6402 ARLINGTON BLVD. FALLS CHURCH, VA 22042	Fax: 703-875-8867
(12) Company Name: Software Consortium	Phone:
Attendee Name: BRIAN ZERNHELT	E-Mail: BZERNHELT@SCINSO.COM
Address City, State, Zip: 100 West Royal, Suite 408 Towson, Md 21204	Fax: 410-583-5353

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Company Name/Address Please Print	Contact Information Phone/Fax #
(13) Company Name: CYQUENT, INC.	Phone: 240-292-0231
Attendee Name: SAGAR SAWANT	E-Mail: ssawant@cyquent.com
Address City, State, Zip: 5410 EDSON LN, STE 210C, ROCKVILLE MD 20852	Fax:
(14) Company Name: DJS.	Phone:
Attendee Name: Michael Pryor	E-Mail: pryor.m@djs.state.md.us
Address City, State, Zip:	Fax:
(15) Company Name:	Phone:
Attendee Name: KHAZIL Zebdi	E-Mail: KZebdi@Assyria.net
Address City, State, Zip: 92766 Snow Rd Sterling VA 20166	Fax:
(16) Company Name: CAI	Phone: 443-564-6442
Attendee Name: LEO HUSSEY	E-Mail: LEO_HUSSEY@COMPASS.com
Address City, State, Zip: 111 WARREN ROAD, SUITE 14A HUNT VALLEY, MD 21030	Fax:

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Company Name/Address Please Print	Contact Information Phone/Fax #
(17) Company Name: Enterprise Solutions (ESR) <i>Realized</i>	Phone: 410.442.5501
Attendee Name: Bernadette Christmas	E-Mail: bchristmas@esr-inc.com
Address City, State, Zip: 2400 Longstone Ln., Marriottsville, MD 21104	Fax: 410.442.5502
(18) Company Name:	Phone:
Attendee Name: DANIEL BLACK	E-Mail: BLACKD@DJS.STATE.MD.US
Address City, State, Zip: 120 W. FAYETTE ST., BALT, MD 21201	Fax:
(19) Company Name: DJS	Phone: 410-230-3481
Attendee Name:	E-Mail:
Address City, State, Zip:	Fax:
(20) Company Name: BITHGROUP Technologies	Phone: 410 962 1188 x23
Attendee Name: Courtney Malvik	E-Mail: cmalvik@bithgroup.com
Address City, State, Zip: 113 W. Monument St Balt MD 21218	Fax: 410 962 6535

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Company Name/Address Please Print	Contact Information Phone/Fax #
(17) Company Name: AP Ventures, LLC	Phone: 301-327 9205
Attendee Name: Nandita Gududosi	E-Mail: ngududosi@apventures.biz
Address City, State, Zip: 11329 Bishops Gill Ln Suite 100, Laurel 20723	Fax:
(18) Company Name:	Phone:
Attendee Name:	E-Mail:
Address City, State, Zip:	Fax:
(19) Company Name:	Phone:
Attendee Name:	E-Mail:
Address City, State, Zip:	Fax:
(20) Company Name:	Phone:
Attendee Name:	E-Mail:
Address City, State, Zip:	Fax:

GROUP 2, INC

NORA PRESTI

9250 Bendix Rd North, Columbia MD 21045

410 772-0888 ph.

410 779-9008 fax

nprestiegroup-2.net

Yvette Rivers
Cirdan Group

~~Yvette Rivers@Cirdan~~

yrivers@cirdangroup.com

703-498-1319

Q & A No. 1

Below are a list of questions based on the RFP and the bidders Conference.

1. What is the number of departments / offices within DJS? Are each of the Regional Offices within DJS organized the same or do they operate differently?

There are more than 50 offices statewide.

Our regions are organized in a similar manner. There are some minor exceptions for different levels of work volume for specific business processes. However, they all follow the same agency policies that control business practices.

In terms of ASSIST, regional offices do have various strengths in the detail of information that is recorded. However, the overall interaction with the system and business workflows are the same. While this project identifies extending the data model to incorporate a business organization structure, this is primarily a system need to support current workflow, and will not requirement information collection from each office.

2. Would the selected vendor be required to travel to the various regional offices for requirements gathering meetings? What is the geographical proximity of the regional offices?

The expectation is for meetings to occur at DJS headquarters in Baltimore City. When subject matter experts are needed from regional offices, the plan is to utilize video conference. While we do not foresee travel to regional offices, it cannot be completely excluded from consideration for exceptional situations. Regional offices extend from Cumberland to Ocean City throughout the state.

3. Who are the all stakeholders involved in the project? Can you provide a breakup between the business and technical area?

Technical

IT Management -
Applications Staff
DBA staff
Helpdesk Staff (secondary)

Business

Executive Management (Secretary & Deputy Secretaries)
IT Governance Committee
IT Users Group
Field staff for case management

4. Is the project mandated by Maryland DoIT or DJS IT?

Not mandated; however, it is an essential goal in the DJS IT Strategic plan.

5. Who is the owner of the processes and the data?

DJS IT is owner of the system processes and the data. The system processes are built from change requested

6. In addition to ASSIST , what are the ancillary applications that are within the scope of this project?

There are 21 that will need to be addressed within the scope of this project.

7. How many screens does the application have?

Approximately 50 screens with many based of the same template form.

8. How many reports are in the current system?

There are close to 100 reports with the system. Most are part of a document generation module that works from Word Templates and prepopulates field from the data within the data base. The other reports are query screens that are built into the application that can export as csv files.

9. How many data feeds / interfaces are in the current system?

MQ Series – data from Dept Public Safety

MQ Series – data to and from U of MD

WCF – Data to U of MD

From Small app Restitution – data to Central Collection

10. What are the various technologies used?

Communication technology is: MQSeries and WCF with web service calls; see diagrams in presentation for more information.

11. Are any components still on the mainframe?

No

12. If on the mainframe, how is the application connected?

N/A

13. Have you undertaken any efforts to document "as-is" processes?

Very minimal effort has been done to document the as is processes. Most of the information is strictly documented as comments within the coding. Some business workflow documents have been created for specific projects, but there is a full master documentation of the system.

14. Who is responsible for managing the change in the processes?

The current process is change recommended ate vetted through an IT User's Group. Once the requirement is drafted and approved it is forwarded to a IT Governance that has key managers approve and set priorities. Then IT is responsible for implementing the change.

15. Do the systems have any customer / web facing requirements?

Most modules associated with the main application are web based. Additionally some frames within the application allow direction to the web applications within the client program. The host application is accessed externally from the network through the internet, but this connection is completed through Citrix. The application client is resident on the Citrix desktop.

16. Can you provide a copy of the data models?

Not prior to the bid closing; however, we will provide as much information possible during documentation review appointments.

17. Do you have standardized enterprise wide technology standards?

Not in a formalized and consistent manner.

18. When is the development activity expected to start on the project?

That will be determined by the final scope of the delivered requirements and project plan as well as available funding.

19. Is there any specific advantage for an MBE prime vendor?

Not for this project.

20. Can this be an onsite/offsite project, with meetings conducted onsite while documentation and other activities conducted offsite at our facility?

Yes.

21. How many case management systems are currently being utilized?

There are two systems; ASSIST and SMART. This project is focused on the ASSIST case management system that is internal to DJS. The project will only affect SMART (an external system) by efforts to upgrade the communication between the systems. Any work needed on the SMART portion of the communication would be handled by U of MD, according to our MOU.

22. Please provide functionality and capabilities of SMART?

SMART is a Web application on a .Net platform with some Silverlight. It is based on multiple agencies being able to consent information on common youth, while meeting HIPPA requirements

23. What is the type of interface between SMART & ASSIST? Is it online or batch?

It is online, with Oracle triggers on the ASSIST side pushing data. As well as some WCF called from the SMART system to pull data from ASSIST.

24. Is ASSIST developed using .NET & Silverlight?

The core programming of ASSIST is in WIN32/SQL (Centura). .Net was used for some of the modular apps that have been added to the overall system. There is no Silverlight at this time.

25. Has DJS developed an architectural road map for all the applications? Can you provide a copy of the same?

DJS has conceptualized and worked on different aspects; however it has not been documented appropriately.

26. Can you elaborate on the electronic connection of DPSCS and DHR with ASSIST?

Records are sent via MQSeries. The data is collected in Oracle tables and then processed to update specific data in tables within the ASSIST structure.

27. How many small applications have been developed by DJS IT? Are all of them in scope for this project?

There are approximately 20 modules that will need review and analysis/validation, regarding how they should be handled with the upgrade. Some should be re-written based on a better business models; however, many will be acceptable in their current state.

28. What are the business needs driving the project?

ASSIST is a developed in an antiquated programming language. It does not lend itself to a team oriented approach of programming. Additionally, through the years many enhancements have been completed to meet a critical need. This has caused some issues when the data model does not afford the flexibility to re-engineering aspects to meet changing business processes. There is not a specific business process need; however, there is a technical understanding from IT that identifies how the system data model needs to adapt to follow current trends in business requests.

29. Can we get an extension to the proposal submission deadline?

See other documentation regarding contract information

Q & A No. 2

Good Morning, Mr. Sult.

Thanks so much for the information you provided yesterday. We do have a few follow up questions for you and your team. Per your guidance yesterday, I have simply included the questions in this email:

1. **2.5.1.5 and 2.6.2.3:** Would you please confirm that this WBS should only reflect work associated with this task order?
The WBS should reflect the work planned for a full ASSIST System Upgrade, which should also include the work needed for this TO.
2. **2.5.1.9:** This indicates that the contractor will “assist in documenting system, data and database requirements” but won’t the contractor be responsible for documenting all requirements?
The TO states “TO Contract Personnel shall review current system functionality to **assist in documenting**....” ; which means the current system functionality will be used in helping the TO Contractor in documenting the requirements. Additionally, see Sections 2.5 and 2.6.2 regarding requirement documentation.
3. **2.5.1.13 and 2.6.2.4:** What technical documents and user guides does the contractor need to update in planning and requirements analysis?
Document updates is associated with SDLC documents that were previously documented and listed in deliverable description 2.6.2.2 as “Draft Available”. All other required documents for this planned project, including the SDLC documents thru to the Requirements Analysis Phase are expected to be developed and documented by the TO Contractor and approved by DJS IT.
4. **2.5.1.16:** Is this just a Human Resource Management Plan for the work associated with this task order or for the full life cycle of the ASSIST Upgrade?
The full cycle of the ASSIST upgrade.
5. **2.5.1.33:** Why would hours worked be included in status reports when it’s a fixed price by deliverable agreement?
This will assist DJS with resource measurements and future resource forecasting.

We would also like to schedule a time to visit to review existing documentation. Would you please let us know the next steps for scheduling that?

Thanks,

Yvette

Yvette Soliz Rivers, PMP, MBA
Director, Project Management

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