



Department of Property & Procurement

Government of the United States Virgin Islands

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October 11, 2019

AMENDMENT #2 – RFP-040-T-2019 (P) IT Systems Management for the Department of Licensing and Consumer Affairs

Questions and Answers – See Attached

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR BID PROPOSAL.



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The following is Department of Licensing and Consumer Affairs' response to the inquires posed by Evertec Group, LLC relating to the Subject RFP:

1. *Scope of Work section, part #1 - Can you provide a brief of the project made in phases 1-3 for those who did not participate on that phases?*
 - *Phases 1-3 included the development of the Business and Professional license modules along with the partial deployment of the Consumer Complaints module. The web application in its current configuration allows internal and external users to manage the processing of business and Professional licenses and the receipt of consumer complaints.*
2. *Scope of Work section, part #1 - How many users currently work with the Online Licensing System & Database?*
 - *There are currently 143 administrative users registered within the system. These users perform tasks related to License processing, review and issuance. Users are granted use policy determined access to relevant information.*
3. *Scope of Work section, part #1 - Does DLCA already has a workflow app in system? Or Need to add a workflow solution as part of the solution provided with this RFP?*
 - *The DLCA contracts with a service provider who performs the needed programming and upgrade solutions for the system. Workflow management solution is integrated in the project and will not be considered as part of this RFP. Please refer to part 1 of the Scope for expected engagement on the web application project.*
4. *Scope of Work section, part #1- Can the DLCA provide more details information regarding the tracking and reporting applications for the system mentioned in the Scope of Work page item "1. Online Licensing System & Database, Phase 4"?*
 - *The license application system is a bespoke application built entirely from the ground up with an eye to the needs of the DLCA. Currently the system has basic some reports. The contractor will be tasked with coordinating with the various divisions to ensure that the system delivers the appropriate reports that will assist with the management objectives of each division and the Department at large. Under Part 1 of the Scope the contractor will help to guide the development of said reports and work with the developer to ensure deliverables are timely.*

5. *Scope of Work section, part #1 - How many reports are currently being used?*
 - *Currently there are approximately 9 different reports that are generated in the system.*

6. *Scope of Work section, part #2 - What is the total number of system equipment to be supported in the Scope of Work page item "2. General System Maintenance"?*
 - *STX x Desktop Computers, x Servers, xRouters/WAP,*
 - *STT x Desktop Computers, x Servers, xRouters/WAP,*
 - *STJ x Desktop Computers, x Servers, xRouters/WAP,*

7. *Scope of Work section, part #2 - Can the DLCA provide more details information regarding the website mentioned in the Scope of Work page item "2. General System Maintenance"?*
 - *The 'website' refers to the online business and professional license processing system used by the department for the processing of licenses. This is the central management tool within the department that aggregates all information related to the licensing process. It is web based and allows applicants to process all licenses via a web based platform.*

8. *Scope of Work section, part #2 - Can the DLCA provide a detailed inventory list for the hardware equipment mentioned in the Scope of Work page item "2. General System Maintenance"?*
For example:
 - *Equipment brand and model:*
 - *HP Prodesk computers, _____ Server Brand?, Eclipse Access control System*

 - *Any peripheral equipment attached to the equipment:*
 - *Acer S231HL Monitors*

 - *Brief description of the equipment:*
 - *Desktop computer workstations some with dual monitors, Eclipse Proximity Card Readers and keypads*

 - *Software installed in this equipment:*
 - *Office 365*

 - *Any other software to be supported:*
 - *None.*

9. *Contract for Professional Services section part #2 - Can the DLCA confirm that the term of the contract is for 12 months as stated in the sample "Contract for Professional Services" page?*
 - *Yes.*

10. *Scope of Work section, part #3 - Please provide more information about the travel section. Palm Beach is another site of DLCA?*

- The contractor will be expected to attend twice-yearly planning and review meetings with the developers in Palm Beach County. The contract would cover expenses related to the contractor's attendance at these meetings.

11. At the end of the Scope of Work page shows a page 2, is there a page 1 of requirements? we only got until the travel options.

- The entire document consists of two (2) pages including the transmittal memorandum.

12. With regards to the Online Licensing and Database, can the DLCA provide what programming language or "Off the Shelf" product is used for the system mentioned in the Scope of Work page item "1. Online Licensing System & Database, Phase 4"?

- Please see response to question 4.

13. We understand that the DLCA requires within the RFP that the selected vendor has to provide local support at their facilities, but when possible, can the support be provided remotely?

- Yes.