



Department of Property & Procurement

Government of the United States Virgin Islands

3274 ESTATE RICHMOND, CHRISTIANSTED, U. S. VIRGIN ISLANDS 00820

8201 SUB BASE, 3RD FLOOR, ST. THOMAS, U. S. VIRGIN ISLANDS 00802

ST. CROIX MAIN OFFICE: 340.773.1561 | ST. THOMAS MAIN OFFICE: 340.774.0828

ST. CROIX FAX: 340.773.0986 | ST. THOMAS FAX: 340.777.9587

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March 24, 2020

AMENDMENT #1- RFP- 037-T-2020 (P) – *The Implementation of a Territorial Workman’s Compensation Software Program*

Insert: Questions and Answers

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

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

Question:

Is it satisfactory to simply stamp the creation date/time of document attachment as opposed to needing to physically modify the content of the documents themselves via per-page date stamps?

Answer:

Date stamp All actions on a policy.

Question:

Is the Microsoft Outlook integration (email and calendaring) via Graph of SMTP?

Answer:

SMTP

Question:

Are the users of the system all internal to GVI or are they inclusive of external users? For the online reporting requirements, is it expected that the application will be generally available on the internet or only via VPN connections for internal users?

Answer:

Users will be internal GVI Users and external employers. Functions to be used by internal GVI Users (including reporting) should be accessed via VPN only. General functions accessed by employers can be available via internet.

Question:

Data conversion - from how many existing systems does data need to be migrated? Are there any cleansing or conversion activities anticipated or is it direct migration?

Answer:

Data currently in Word and/or Excel files. Would like to export data via Excel files.

Question:

Are there any minimum counts of on or off territory? Can you please confirm remote working is acceptable?

Answer:

We would need access for about 25 users, and all should have remote access capability at different levels.

Question:

Is there a particular approach the territory is familiar with - we actively use Agile, however can provide examples or approaches that the territory would be more familiar with? If the territory is not used to doing agile, can we recommend agile training or other readiness steps for the territory?

Answer:

The GVI will entertain any approach the provider suggests. Be mindful that the GVI reserves the right to select the method that is most cost effective and achieves the functionality and is most responsive to the GVI's needs.

Question:

If we have done multiple projects for the same state/agency, is it acceptable to have one contact for multiple projects ... IE. use the program director for the success we have had with the program or are multiple clients preferred?

Answer: GVI will refer to the vendor to interpret the RFP as outlined

Question:

Can more details be provided around this. Most online systems have a 99.99% up or components are down from time to time for updates etc.?

Answer:

At least 99% uptime. Would like notifications if downtime anticipated.

Question:

Compensation Paid/Continuation of Pay

Please provide more details on what this would entail.

Answer:

We would like the capability to schedule reoccurring payments.

Question:

Does this only need to be one tool, or would the territory prefer to recommend best combination of tools that may be "best of breed"

Answer:

Prefer one user friendly yet robust reporting option.

Question:

Confirming that Data conversion is the same as data migration or is it the idea we would use existing data bases and data and just design a conversion to the new tool for visibility?

Answer:

Data conversion is same as migration, e.g. generating export file to get required data into ERP (Munis SaaS) system.

Question:

Can you please confirm travel budget and expected travel frequency?

Answer:

The GVI will not disclose the budget of this program; all cost should be fully burdened.

