July 14, 2021

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Application Support for Adobe Experience Manager (AEM) Forms Document Output and Print Solutions, bid number 2021-31-IT. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids **remains unchanged**.

All bids are due July 23, 2021, by 2:00 p.m.(eastern).

Sincerely,

Lindsay Ralbovsky

Lindsay Ralbovsky
Contract Management Specialist

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	N/A	N/A	Do you prefer one person (or how many if more) onsite on a full-time basis / part time / as needed? Or remote?	Remote assistance will be provided. It is the responsibility of the Bidder to ensure sufficient staff are available to provide the support required under this RFP.
2	N/A	N/A	Do you have budgetary requirements.	"Budgetary Requirements" are not material to this RFP. Bidders are to provide pricing per the Appendix Z Fee Schedule.
3	20	4.1 and 4.2	Bidders must submit each of the complete Administrative, Technical, and Cost Proposals as separate electronic files. Question: it is outlined in several places what is to go in the tecnhical response and also what is to go in the seperate cost proposal but could you clarify what is to go in the Administrative proposal? There is no scoring assigned and no RFP section that clearly lays out what should be included in the Admin proposal or its purpose.	The "Administrative" proposal would be the required Appendices listed in Section 4.2.8 of the RFP.
4	20 and 24	4.1, 4.2, 4.2.8 and 4.3	Multiple bullet points in section 4.1, 4.2 and 4.2.8 state that the bidder must submit electronic documents on a single USB Flash Drive. However, section 4.3 states that emailed bid are permitted. Please confirm that the bid documents can be sent via email.	Bidders are required to provide an electronic copy of the proposal on a USB drive only if they are mailing a hardcopy of the proposal. If a bidder submits their proposal electronically via email, it is acceptable to send a single email as long as the various components of the proposal are submitted as separate files.
5	21, 22	4.2.3 and 4.2.4	Multiple items refer to a "list of staff". It is not our intention to assign specific individuals to this contract, but rather to assign roles where the required services and tasks can be fulfilled by multiple individuals on our staff. Please confirm that it is acceptable to provide a list of roles and not a list of assigned individuals.	A list of roles is acceptable.
6	22	4.2.4	Item c in section 4.2.4 referes to a "Quality Assurance Plan". Please clarify what is required for a Quality Assurance Plan in the context of an application support contract.	A Quality Assurance plan should include how the vendor plans to ensure that the provided application support meets all of our requirements, business objectives, and targets.
7	22	4.2.4	Item g referes to "Adobe Experience Cloud". Should this changed to Adobe Experience Manager?	Adobe Experience Cloud includes Adobe Experience Manager.
8	87	Appendix E	If the bidder does not have a New York State Vendor ID to include on the form in Appendix E, how should they proceed? Can the Vendor Id be left blank?	Yes, the "Vendor ID" can be left blank.
9	13	Section 2.2.1 - 1.c	Could you please elaborate on Check Template	Check template refers to a .XDP file used to create paper checks that are sent out to claimants and providers.
10	13	Section 2.2.1 - 2.a	What are Address/Cover Sheet templates?	Address/coversheet templates are .XDP files which are used to populate the address fields and show in the envelope window when being mailed out.
11	13	Section 2.2.1 - 2.b	1. Please eloborate on a record. 2. What is the content of the XML containing 4000 records, does it contain information about insurance claims, supporting documents information or something else? 3. How this big XML is generated, using any other software which dumps the claim information in XML format?	1. One record is the amount of data needed to populate one form. 2. The XML file is a collection of data to be added to the form templates specified in the data. 3. The XML file is created by Oracle procedures and dropped into the watched folder; it can be between 8KB and 108,392 KB in size.

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12	14	Section 2.2.1 - 2.c	1. What is the content of Single PDF? 2. What will be the contents of new summarized XML file? How the records are processed from big XML and how to check whether record processing done successfully (criteria, rules) or not in order to generate new summarized XML?	1. A single PDF contains the data from one record. 2. The summarized XML file just has "print IDs" to match our oracle records so we know what has been printed.
13	14	Section 2.2.1 - 2.e	1. Is there a sub-process which reads/parses each record XML data and generate the corresponding PDF/A document? 2. What is the content of new XML file to be generated in this step?	1. There is a sub-process as part of the batch printing which reads each record in the XML data and generates the corresponding PDF/A document if the input XML calls for that option. 2. The new summarized XML file just has "print IDs" to match our oracle records so we know what has been printed.
14	14	Section 2.2.1 - 2.f	Email needs to be sent for each record (conditionally) or just a final email summarizing all records in the XML?	From AEM, Email is sent in the case of errors.
15	14	Section 2.2.1 - 3.a	1. Please provide details of the 2D barcode generation. 2. What is coversheet here, is it static content? Is it same or different for each record? 3. What are the contents of a forensic file?	1. The 2D barcode is a fragment added to the coversheets and forms which will show in the envelope window when the forms are printed and mailed. It includes information about envelope number and number of pages in the envelope (used by printing center). 2. Address/coversheet templates are .XDP files which are used to populate the address fields and show in the envelope window when being mailed out. It is different for each record. 3. The forensic file is a PDF copy of the Postscript (print) file including all records provided in the XML along with coversheets.
16	15	Section 2.3 - 2	1. Is clustered environment for Jboss/WebLogic/WebSphere server setup already? 2. What is the installation type of AEM Forms on JEE? App Server - Jboss/WebLogic/WebSphere ? RDBMS - MySQL/Oracle/SQL Server ? OS - Windows/Linux/Unix ?	We have a clustered environment (2 servers) using JBOSS as a windows service. RDBMS is SQL Server. OS is Windows Server 2016 Standard.
17	13	Section 2.1 & Bullet #2	We are bronze partner for Adobe and in process of upgrading the partnership to Gold. We would like to bid for this RFP as we have an appropriate solution to your requirements. We confirm to obtain and demonstrate our Gold Partnership at the time of contract. Please let us know if we can go ahead with the response to this RFP	The Bidder must meet all Mandatory Requirements outlined under Section 2.1 of the RFP at the time of Bid Submission.
18	15	Section 2.3 -5b	Please elaborate criteria for critical production issues and urgent issues	Production issues are when high priority jobs fails due to AEM issues.
19	19	Section 3.2	If the bidder is called for a presentation and interview by NYSIF, does the bidder's team need to travel to your New York office or video teleconferencing option is available?	Should Presentation/Interviews be conducted, NYSIF reserves the right to hold either in-person or remote meetings with the Bidders as outlined in Section 3.2. If NYSIF requires in-person Presentation/Interviews, the Bidder must travel to either the New York City or Albany location.
20	13	2.2	Please provide a visual of the current information flow	Please see the following Attachment 4.
21	13	2.2	where is the xml file and data currently stored? How is it organized? Where does the input data/content come from?	The XML file is created from data that comes from our Oracle database and is dropped into the watched folder.

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22	13	2.2	is the data in the XML already structured? What data/fields exist today? Is that suffiecient or is there additional data that needs to be co-mingled and structured?	Yes, the XML data is structured. All the data is provided when the file is created. No additional data needs to be added.
23	13	2.2	what is the current volume of information/printing that happens? Does this occur on-demand or in batches? How large of the batches? What is the frequency?	Approximately 220,000 checks/forms per week. This can occur on demand and in batches daily. There can be 100 to 300 XML files dropped into the watched folder on a normal day. Each XML can contain up to 4000 records.
24	13	2.2	Please elaborate on the information barcode - where is this coming from? What tool is being used to create barcodes? Where do the barcodes live and how are they matched?	There are two information barcodes; they are 2D (datamatrix) barcodes and are added to the forms as fragments with JavaScript code to populate the correct information. The data required in the barcode includes envelope number and number of pages in the file.
25	13	2.2	Please elaborate on the recipeient piece - is this information coming in as part of the XML file? If not, where is it coming from and where in the current workflow does it marry to additional data. What is the current source of the recepient data	The recipient or addressee information is in the XML for each record.
26	13	2.2	Where does the data ultimately go? What technology is it feeding and where, that ultimately prints material? How does that printed material (checks) ultimately get into the mail?	The data from the XML is picked up and merged with the .XDP to create PDFs and PostScript files which are sent to the print queue to be printed and mailed.
27	NA	NA	What is most broken with the system today?	This information will be provided upon Award.
28	13	2.1 Mandatory Requirements	Being that there are other levels of Adobe's partner program, will you open the RFP to Bronze level partners?	No, per section 2.1(2): "Bidder must be an Adobe Gold or Platinum Partner."
29	15	2.5 Cost and Invoicing	For the 3 year base period, will you be paying for the 3 years up front or on an annual basis?	Payment will be made on an annual basis.
30	14	2.3 Services to be Provided	Are you looking to procure AEM Forms licenses/the product component in addition to services? Or strictly services?	NYSIF is not seeking licenses. NYSIF is seeking services as outlined in the RFP.
31	114	Contractor Certification to Covered Agency	There is a request the ST-220-CA form be included but it is not included in the list of attachments to submit. Does this need to be completed and submitted within our proposal? Or as an additional attachment?	The ST-220 forms do not have to be submitted with the Bidder's proposal. These forms would be required upon issuance of an Award.