



PO BOX 66699; ALBANY, NY 12206
518.437.4360 | nysif.com

October 20, 2022

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Adobe Forms Conversion, bid number 2022-66-IT. Material in this Amendment supersedes any contradictory material in the RFP.

This Amendment is comprised of the following:

1. Q&A – following
2. Attachments 3-8 – Sample Forms

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

All bids are due October 27, 2022, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink that reads "Lindsay Fronk".

Lindsay Fronk
Contract Management Specialist

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	N/A	N/A	How did you hear about [redacted], and why are you looking to solicit a bid from us?	NYSIF publicly posted this procurement opportunity on our Procurement Website, the NYS Contract Reporter, and in Minority Commerce Weekly. In addition, NYSIF sent email notification of the bid release to vendors who are on our Master Bidders List (contact contracts@nysif.com for more information), and firms found on the NYS OGS SDVOB Directory and NYSCS MWBE Directory. Any email received was a courtesy notification advising that NYSIF released an RFP.
2	N/A	N/A	Did another firm assist in the development of this RFP? Can you share the name of this firm? If yes, will this firm be allowed to bid on the RFP?	No; N/A; N/A.
3	N/A	N/A	Are you able to share a sample of the forms which you need updated?	See Attachments 3-8 for a sample of forms. Note: this is not all forms that need to be converted, just a sampling.
4	N/A	N/A	Do you have an approximate budget for this project that you can share?	Not relevant to this RFP.
5	13	2.1 Mandatory Requirements #5	RFP states conversion work to be completed within 3 months. Experience shows this is too short a time frame. We ask and would recommend that this be changed to 7 months to accommodate development time, QA and UAT.	This must be included in the Bidder's Proposal under "Comments and Limitations" (see Section 4.2.7). This would be addressed during contract negotiations after the award has been made. Note: there is no development, QA, or UAT involved in this RFP.
6	13	2.1 Mandatory Requirements #5	Our implementation methodology requires just-in-time client QA and UAT in order to identify early in the process any errors that might otherwise propagate into future forms. What is NYSIF's anticipated QA/UAT response time?	The awarded bidder's response time to NYSIF's QA/UAT testing, which would identify defects to fix, should be within five (5) business days.
7	13	2.2 Background Information	Unlike standalone PDF forms, HTML5 forms require a server-side infrastructure in order to render forms to the user, prefill data into the forms, extract and save form data, or save a partially completed form in order to retrieve and complete at a later time. Can NYSIF please confirm that these capabilities for HTML5 forms are not required as part of this RFP?	All of the server-side infrastructure is in place. The forms need to be updated to work in that environment. The prefilling of forms and saving form data is already built outside of AEM and is mostly transparent to the form template.
8	13	2.2 Background Information	Does NYSIF make use of custom fonts? Custom fonts in HTML5 forms would require server-side updates. Custom fonts would be any fonts outside of Times-Roman, Courier, Helvetica, Symbol and ZapfDingbats (these are the standard set of fonts include with the Adobe viewers).	Yes. The fonts are already installed on the servers.
9	13	2.2 Background Information *NOTE	Can NYSIF confirm that the solution must leverage the AEM Forms solution to render the XFA template as HTML5?	Yes.

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
10	126	Appendix Z and related to question #1 above	The RFP calls for a Total Cost. Will NYSIF accept a total cost that includes a milestone payment schedule on a monthly basis over a period of 7 months to reflect development in batches , time for QA and UAT	No, NYSIF will not consider a payment schedule. See Section 2.5 and Appendix Z. There is no development, QA, or UAT involved in this RFP.
11	13	2.1	Is it OK for an MWBE company (Prime) to partner/team with an Adobe Gold/Platinum (Sub) to bid on it?	The requirements within the RFP must be met by both the Prime Contractor and any approved Subcontractor used.
12	13	2.1	If we team, is there any disadvantage in the selection process?	N/A, see question #11.
13	13	2.1	1. How did you arrive at 3 month duration for all form conversion? 1a. Since this is fixed price bid, what happens if there are internal delays that require resource assignment for longer period than expected?	1. See question #5. 1a. NYSIF will pay the fixed price for the completion of the conversion services outlined in the RFP. It is up to the Bidders to ensure they have sufficient resources to meet the timeline.
14	13	2.1	Would you be open and flexible to switch to hourly mode if it goes beyond the agreed time to fix the stated 154 forms, due to no fault of the vendor?	See Section 2.5. NYSIF is requesting one total cost for the conversion of all NYSIF forms as outlined in the RFP.
15	13	2.2	Could you please share some sample forms for each category - Low, medium and high complexity? Categorization is a subjective topic!	NYSIF's staff's professional expertise was used to determine the complexity of the forms, combined with the level of experience NYSIF is seeking in a qualified firm. See also Attachments 3-8 being added as part of this Amendment for a sampling of the forms: Attachment 4 flows across multiple pages and is considered moderate complexity; Attachment 5 is considered high complexity; Attachment 6 is considered low complexity.
16	13	2.2	It can be pretty hard to accurately quote for something that could be 20 fields on one form vs 100 fields on one form. Possible for you to state avg. no. of fields in each page?	The majority of the forms have 1-2 fillable fields. The approximate highest number of fields is 10.
17	13	2.2	Are there nested fields in the form? Could you please elaborate?	There are approximately 3-4 forms with nested fields, each form with only 2-3 nested fields.
18	15	2.7	Are there travel expected? Is remote work OK or are the consultants expected to be on-site?	It is expected to be only remote work.
19	1.4.0	Purpose of this RFP	What is the current version of AEM, Java jdk and Service Pack Version	AEM: 6.5. Service Pack: 13. JAVA: 8.341
20	1.4.0	Purpose of this RFP	We assume all 154 forms will have individual XFA based form templates (XDP files). Each one need to be rendered in HTML5 and confirm PDF compatibility. Please confirm.	Correct. Most have shared fragments.

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
21	2.3.3	Services to be provided	We assume there are no data connections required for HTML form renderings. It will be covered by existing XML data. Please confirm.	Correct.
22	2.3.4	Services to be provided	"Bidder will consolidate list items into text boxes." Question 1 : Please elaborate on requirements for supporting text boxes from list items Question 2 : Is this an authoring requirement?	1. HTML5 does not support list items. Any existing list items need to be consolidated into text boxes. 2. No, it is an AEM Designer requirement.
23	2.4.0	Term	There is mention of one year contract that conflicts with 2.1.5 (3 months) Please confirm the overall expected term. We assume delivery will be agile based. Please confirm if deliveries can be staggered.	See Sections 2.1 and 2.5. NYSIF expects work to begin within two (2) weeks of contract execution, and for the conversion to be completed to NYSIF's satisfaction within three (3) months of contract execution. NYSIF is also requesting an hourly rate that will be in effect for the entire one-year term in the event that after the conversion is complete, NYSIF should require supplemental assistance.
24	2.2.1.c	Background Information	Can you elaborate on the complexity model - what are the form structures that make IRS W2-C most complex compared to moderate complexity?	See question #15.
25	2.2.2	Background Information	How often does XML data change and is there a future state for data connection?	The XML data is different for each instance of a form. The XML data is passed to the call to render the form negating the need for a data connection.
26	2.2.4	Background Information	For the small number of forms that flow across page breaks. What is the expected behavior and user experience?	For HTML5 rendering they can flow down the page. For PDF rendering (document of record) they must behave as they currently do.
27	General Questions		Are there any session handling requirements for the forms?	Not that the form would be aware of.
28	General Questions		Are there any analytics requirements for capturing activity metrics?	No.
29	General Questions		Are there any form persistence requirements in scope for user experience	No.
30	General Questions		Does forms have pre-populated data?	See question #25.
31	General Questions		Digital sigs are not supported in HTML5. Are there any digital signature in current XFA based forms and can it be replaced with scribble signatures?	No, there are no digital signatures.
32	General Questions		Barcodes are not supported in HTML5. Are there any barcodes in current forms repository that can be replaced with pre-defined images?	Barcodes don't need to be displayed in HTML5, but they do need to display on the PDF.
33	General Questions		What locales need to be supported for forms?	Only the U.S.

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
34	General Questions		What authoring capabilities are required for form modification / new form creation	AEM Designer.
35	General Questions		Does HTML5 forms need to be rendered in specific NYSIF styles	They need to be rendered consistent with the PDF rendering.
36	13	2.2 Background Information	1. Is data pre-populated on the form or are all fields direct entry. 1a. If data is prepopulated what is the datasource. 1.b Is there a requirement to batch print/ produce these PDF's ?	1. See question #25. 1a. N/A 1b. Not relevant to this RFP.
37	13	2.2 Background Information	Based on the requirement of the submit button. Is the intention to allow the user to populate the html representation of the form or is there a front end interface that aids in population (ie. A guided interview). ?	Yes, the users will enter data in addition to the data that is prepopulated. The form XML will be captured by the web page when the submit button is clicked.
38		2.2 Background Information	Will AEM sites be used for the display of the documents. 1a. Is the intent to still utilize Adobe forms as the processing engine for html to pdf conversion. Or are utilizing Adobe API's outside of forms a viable option for conversion from HTML to PDF?	No, the forms are displayed in an in house web app. AEM Forms services are called to render both the HTML and PDF versions of the forms.
39		2.2 Background Information	What is the desired storage for the final output is it viewable to the end user ? Ie. Saved, Printed Displayed etc...	Not relevant to this RFP.
40		2.2 Background Information	On form w2-c. The data field requirements. Can the assumption be made that the form is already customized with company/org specific data. (Address, TIN ETC.)	That is in the XML data used to render the form.
41		2.2 Background Information	Is there a requirement to make the entry of these forms responsive ?	The users should be able to enter data on any fields that are currently editable.
42		2.2 Background Information	What version of AEM are you utilizing and is the deployment on prem or cloud / managed?	See question #19. The location is not relevant to this RFP.
43		2.2 Background Information	Where are the forms currently stored are they encoded or compressed ?	Not relevant to this RFP.
44		2.2 Background Information	1. To the best of your knowledge how were the forms created (Word / Acrobat / Foxit/ AEM Form Builder). 1a. Were they saved for web. 1b. Can the forms be edited in Word or acrobat)?	1. AEM Designer. 1a. No. 1b. No.
45		2.2 Background Information	Given the inline styling nature of PDF to HTML conversion and the non convertability of certain stylings as well as limitations on nested tabling: Are HTML 5 optimized alternatives acceptable ? For example This is an html 5 representation of SSA form w2c Screenshot to the right: if you notice: letter h has been converted to two columns as opposed to three. On the 12a , 12b and 12c questions the word "code" is horizontal and not vertical. Also Question 13 would be a drop down and not checkbox's.	No, NYSIF is not considering alternatives. The details mentioned are to be determined upon award of the contract.

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
46		2.2 Background Information	Do ADA requirments need to be met on the forms / conversion ie. Font sizes / Contrasts and functionality / tagging ?	No.
47		2.2 Background Information	Given that these forms are now HTML 5 and form elements are now available that are not under your current deployment. Can we make optimizations and reccomendations. In auto field calculation / repeated population / prepopulation.	The forms are not currently HTML5. The RFP is to make the forms HTML5.
48		2.2 Background Information	May we see other forms that are to be converted . Mainly multi page forms where you speak of page breaks?	See Attachments 3-8.
49		2.2 Background Information	1. Do any of the forms depend on heavy text entry ie. Open comments or description sections where adjustment to layout would be required to compensate for legnth of the text. 1A. Would you require the use and capabilities of bolded / italics or underlining capabilities for responses ?	1. There is one form that may require heavy text entry. 1A. No.
50		2.2 Background Information	On the final pdf output are the documents required to be write protected digitally sealed / watermarked or other document integrity security methodologies ?	No.
51		2.2 Background Information	Are signatures required or other validation of identity elements required ?	No.
52		Concern:	Per IRS requirements documents are not to be altered in a way that impeeds the ability for it be scanned. if you were to send the IRS form w2-c with dropdowns it would not be accepted as question 13 is scanned for checkboxes. To that end may we suggest that we utilize an image on the final output of one of the three checkboxes being checked . To keep in line with IRS requirements .	This must be included in the Bidder's Proposal under "Comments and Limitations" (see Section 4.2.7). This would be addressed during contract negotiations after the award has been made.
53	13	2.2	What version of AEM Forms are these forms currently on?	See question #19.
54	14	2.3	Is any software installation or configuration included in the scope of this project?	No.
55	13	2.2	What criteria have been applied to classify the forms into Simple, Medium and Complex, please elaborate.	See question #15.
56	13	2.2	Is there an existing install of Adobe forms? If so what service pack?	See question #19.
57	13	2.2	Is there an incumbent who installed forms?	Not relevant to this RFP.
58	13	2.3	What is the business driver for this project to go out to bid?	Not relevant to this RFP.
59	16	3.1	What are the expectations on timing regarding finalizaton of award to winner?	NYSIF is unable to provide a definitive timeframe. Once bids are received, NYSIF will evaluate the proposals and seek appropriate approvals before making an award.

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
60	16	3.1	What are best case and worst case scenarios for the expected project start date?	NYSIF is unable to provide a definitive timeframe. Once an award is made, there will be contract negotiations and several approvals needed by other NYS agencies, the timeframes for which we cannot predict.
61	13	2.3	is the work expected to be performed remote, on site or hybrid?	See question #18.
62	Appendix Z- Fee Schedule	Hourly Rate Field	Does NYSIF require a rate card or a blended rate for potential supplemental services as outlined in the Form Z itself?	One blended rate for the hourly rate requested in Appendix Z.
63	general	general	Is it possible to have a MS Word version of this Requisition?	No.
64	22	4.2.4 - item e	Is there a specific template to follow for the Work Plan? If so please share. Otherwise would a table format suffice?	NYSIF does not require a specific template for the Work Plan. The Work Plan should demonstrate the requirements under Section 4.2.4.
65	13	2.2	What are the business and technical drivers for choosing HTML5 vs adaptive AEM forms?	Not relevant to this RFP.
66	13	2.2	Are these internal or external forms? Or both?	Not relevant to this RFP.
67	13	2.2	Are there any workflows associated with any of the forms, if yes please clarify.	No.
68	13	2.1 (1) Bidder must be an Adobe Gold or Platinum Partner	Currently, we are a bronze partner to Adobe and are in talks to upgrade to platinum which may take bit of time to get certified. Can we bid on this RFP?	The Bidder must meet all Mandatory Requirements outlined under Section 2.1 of the RFP at the time of Bid Submission.
69	13	2.1 (2) Bidder must be an Adobe Gold or Platinum Partner	We have two references to provide with similar scope and experiences. Can we be considered qualified and bid for this RFP?	See Section 2.1: Bidder must have 3-years' experience providing similar or the same services requested within this RFP and must have experience with a minimum of three separate customers.
70	13	2.2 (c) Eleven (11) forms of moderate complexity; one (1) form of significant complexity (form "IRS W2-C").	Can the agency provide more details on 11 forms and its complexity?	See question #15.
71	20	4.2.3 Company Background- A list of all staff being proposed by Bidder.	Do we need to provide resumes of staff who would work on NYSIF project?	See Section 2.1: Bidder must provide resumes detailing relevant experience of the staff proposed to work on the tasks outlined in this RFP.
72	20	4.2.3 Company Background- A list of all staff being proposed by Bidder.	If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?	Yes. Awarded Bidder must contact NYSIF as soon as they are aware that a change in staffing is needed. Changes in staffing are dependent upon NYSIF's prior approval.

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
73	20	4.2.3 Company Background- A list of all staff being proposed by Bidder.	Is it entirely onsite work or can it be done remotely?	See question #18.
74	20	4.2.3 Company Background- A list of all staff being proposed by Bidder.	Can the work be executed from an Offshore location?	No.
75	14	2.4 NYSIF anticipates awarding a one (1) year contract covering the services detailed in the RFP.	Is this 3 months conversion time + 1 year service contract?	The total term will be for one year from the date of contract execution. NYSIF expects work to begin within two (2) weeks of contract execution, and for the conversion to be completed to NYSIF's satisfaction within three (3) months of contract execution. The remaining time will be to allow NYSIF to contact the awarded firm should NYSIF require supplemental assistance with the forms after the conversion process is completed per the RFP, for which NYSIF will be billed at the established hourly rate.
76	13	Section 2/2.2 BACKGROUND INFORMATION	What is the source of data to be binded in the form. Ex: Database, REST call etc?	XML data is bound to the form when it is rendered.
77	13	Section 2/2.2 BACKGROUND INFORMATION	Where are the forms hosted currently?	Not relevant to this RFP.
78	13	Section 2/2.2 BACKGROUND INFORMATION	How user access is controlled? How do we import user profiles in AEM?	Not relevant to this RFP.
79	13	Section 2/2.2 BACKGROUND INFORMATION	Is anonymous access needed for the forms or the forms are accesible by authenticated users only?	Not relevant to this RFP.
80	13	Section 2/2.2 BACKGROUND INFORMATION	What is the existing AEM architecture available to host the forms? Does the scope include configuring author or publish instances?	See question #19. No.
81	13	Section 2/2.2 BACKGROUND INFORMATION	Where are the previous submission data stored? Any dependency we need to consider for this conversion?	Not relevant to this RFP.
82	13	Section 2/2.3 SERVICES TO BE PROVIDED	Where do we save the new(HTML 5 forms) submission data?	Not relevant to this RFP.
83	13	Section 2/2.3 SERVICES TO BE PROVIDED	Do we need to archive/store the rendered PDF to some external systems?	Not relevant to this RFP.
84	13	Section 2/2.3 SERVICES TO BE PROVIDED	Do any of the forms require prefilling of data?	Yes, but that is done when the form is rendered. There is no binding to datasources.
85	13	Section 2/2.3 SERVICES TO BE PROVIDED	Is XFA Scripting already available for all the forms?	Yes.
86	13	Section 2/2.3 SERVICES TO BE PROVIDED	Do we need to support internationalization of the forms?	No.

ADOBE FORMS CONVERSION
RFP #2022-66-IT
Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
87	13	Section 2/2.3 SERVICES TO BE PROVIDED	If there is any requirement on performance tuning that need to be handled?	No.
88	13	Section 2/2.3 SERVICES TO BE PROVIDED	Are there any known issues with the existing forms that must be handled?	No.
89	13	Section 2/2.3 SERVICES TO BE PROVIDED	Does the forms contain PII - information?	No.
90	13	Section 2/2.3 SERVICES TO BE PROVIDED	Do we need to consider any embeded URL processing?	No.
91	13	Section 2/2.3 SERVICES TO BE PROVIDED	Do we need to consider any currency conversion implementation in the forms?	No.
92	13	Section 2/2.3 SERVICES TO BE PROVIDED	Do we need to consider any financial/secure data handling?	No.
93	13	Services Provided	Bidders will resolve all form issues ' - are supplier support fix current existing XFA issues	The awarded Bidder will resolve all form issues as a result of the form conversion detailed in this RFP; not existing issues.
94	13	Mandatory requirements	Are consultants working on this coversion - can they be remotely located	See question #18.
95	13	Background	What is Web-deployment cycles, Once coversion completed - to deploy across sites will NYSIF current web support/QA team will help us in testing / UAT or Supplier should consider those resources and timelines.	The awarded Bidder will not be testing in NYSIF's environment. There is no QA or UAT involved in this RFP.
96	13	Background	Will NYSIF assign a dedicated Program/Project manager to this Project - since Total fixed cost is asked, do the supplier to bring Project manager into the resource mix.	NYSIF will have a Program/Project Manager on our end to act as a point person to work with the awarded firm. However, it is the Bidder's responsibility to ensure work is being completed as required under the contract. This would include whether your firm believes a Project Manager is required to complete the work.