

Amendment Number 2
Questions to Fleet Management Software
CSOSA-08-R-0029

1. What are the anticipated numbers of end users and "power users"?

End Users – 920, Power Users - 6

2. How many different physical locations will users be located?

CSOSA has 18 user locations

3. How many locations will training need to be conducted?

Training will only be conducted at one location

4. What system is currently being used? Is it web-based?

There is no current system being used for fleet management.

5. What is the current server environment?

MICROSOFT SQL 2005

6. How many people will need to be trained?

A total of 8 staff members will need training.

7. Section L-4 Paragraph 1 states "Color tabs may be used to separate sections in the proposal" and Section L-6 Paragraph 1 states "technical and cost proposal under separate cover." Please confirm that all sections may be bound together and separated by color tabs.

Yes, the proposals can be bound together, however separated by color tabs.

8. Section K states "Offeror must complete the following section and return it to the Government with their offer unless already registered with ORCA electronically at <http://orca.bpn.gov>." and Section L-4 Paragraph 1 states "the offeror should complete and submit Section K (Representations and Certifications), and include a brief introduction of their company in a cover letter." Please confirm a statement indicating already registered is sufficient.

Yes, a statement confirming already registered with ORCA is acceptable.

9. Section c.4.5 Technical Support. Is technical support needed during normal business hours or 24x7 support?

We don't expect any support after business hours, only during normal business hours

10. The RFP states that the customer is looking for a web-based software solution. Does this mean the customer is looking for thin-client software, or will a thick-client solution that can exchange data over the web meet the customer's specifications?

Yes either is acceptable. Our preference is thin-client software.

11. Section C.4.2.3 (Pg 12): Can you please describe what you are looking for here? Since we don't have any hardware (just software), what items would constitute a breach of system security? Would any of the data itself, put into the wrong hands, constitute a breach of security?

In accordance with the FISMA requirements and NIST standards; user profiles will be setup in the application to include but not limited to, office location, and driver license number. Employee information will not contain social security numbers or personal addresses.

12. Section H-9 – Security Requirements: Does this section only constitute personnel that will be on-site at CSOSA?

Only CSOSA employees will access this data.

13. Section K-1 – 52.204-8 Annual Representations and Certifications (JAN 2006) & Section L-4/Section II – Past Performance/Organizational Experience: Our NAICS Codes are 511210 & 541511, while the contract indicates NAICS Code 621330 – along with (pg 49) Brief description of the work describing experience in providing **dietician/nutritionist services.** Is this correct?

The NAICS Code should be 511210 & 541511 instead of 621330. With regards to Section L-4/Section II – Past Performance/Organizational Experience (page 49); Brief description should read as follows: “Brief description of the work describing experience in providing fleet management software and the support services to include how the tracking, scheduling and reporting process.

14. Can we please get an example of the F.A.S.T. report and/or the Export Layout required for automated importing?

A copy of a F.A.S.T report is attached for your review.

15. Section C.4.2.1 indicates the solution must have to go live date of October 30, 2008, while section L-3 (c) indicates 180 days for acceptance. These dates could conflict with each other, how should we handle? (**Procurement**)

The go live date is October 30, 2008, however the 180 days for acceptance refers to your proposal being valid for at least 180 days recognizing an award would occur in advance of meeting the go live date.

16. Can we set up our implementation plan with the assumption of 90-days? Basically August 1, 2008 – October 30, 2008.

Yes

17. C.4.1.1; the RFP asks the vendor to describe the capability to generate F.A.S.T. Reports. There are many different types of F.A.S.T reports and there are different specifications for those reports. Is there a specific report and/or specification that is targeted? Can this be provided in advance to bidders?

CSOSA is currently only required to complete Data Quality Consistency Report. Please see the attached F.A.S.T report

18. Section C.4.5 of the RFP states that technical support shall include, but not be limited to several tasks, including “conduct logical operating system fault monitoring”. If the application is hosted by the contractor, 1) will access to CSOSA’s internal network be made available via web-conferencing (e.g. GoToMeeting) or an alternative application, and 2) is on-going monitoring available (e.g. firewall rules) from the contractor’s servers to CSOSA’s servers?

1) Yes, if CSOSA hosts the software access will go through a web- conferencing type of application .

2) No, on-going monitoring is not available.

19. Section II prompts responders to provide a “description of the work describing experience in providing dietician/nutritionist service”. It is assumed that the intended request reads something such as a “description of work describing experience in providing fleet management software and hosting services.” Please confirm.

Refer to Item 13 above clarifying the description of work.

20. In C.4.1.1 General Software Requirements, there are several references to users, user interfaces and user profiles. There is no reference or mention of the anticipated numbers of end users and/or “power users” (if applicable). It would be useful to have an estimate of approximate numbers of both of these categories.

End Users – 920 Power Users - 6

21. In Section C.3 Background, it is stated that CSOSA staff occupies 16 locations throughout Washington, DC. Are proposers to assume that these 16 locations are the actual physical locations of the entire user community? If not, can you provide the number of physical locations (whether the number is higher or lower)?

CSOSA has 18 locations in the user community

22. Also in Section C.3 Background, it would be useful to know in how many of those locations will training need to be conducted?

Training will only be conducted at one location.

23. There is no mention or hard reference to a legacy system currently in use for Fleet Management Services by CSOSA. Is there a system or work around process that is currently used? If so, is the current system/process web-enabled?

The fleet is currently maintained with excel spreadsheets.

24. It would be useful to know the details of the current server environment/ infrastructure in which a new system could or would be housed?

If web-based, we are looking for a hosting solution. If we are hosting, we have a Microsoft environment.

25. In Section C.4.3 Training, it is requested that CSOSA provide an estimate of the number of people that will need to be training on the new system?

A total of 8 employees will need training.