

Question #1: As an out of state bidder, how do we respond to: "Certificates of NYS Worker's Compensation and NYS Disability Benefits Insurance, or Certificate of Attestation of Exemption."?"

Answer #1: Bidder must contact the NYS Workers' Compensation Board, bureau of compliance at 518- 462-8882 or 866- 298-7830, or go to the Board's website at <http://www.wcb.ny.gov>. If bidder's company is exempt then bidder must submit the NYS Workers' Compensation Board's certificate of exemption # CE-200.

Question #2: Where does the document say what you want done?

Answer #2: The RFB does not include a specific project being defined up front. We are not looking to know how long a particular project will take for this RFB. We are looking for the vendor to perform FileMaker related services (as defined in the RFB) when needed for up to 800 hours in the initial 12 months of the contract. As approved project requests come in from the Courts, projects are evaluated by Division of Technology (DoT) to determine if they should be developed entirely in house, developed in house with vendor collaboration, or developed entirely by a vendor. For those that should have vendor involvement, DoT will assign the project to the vendor and will work with them to define the particular project's scope, requirements, etc.

Page 10 of RFB OCA/DOT-216 states the following:

## **B. SCOPE OF SERVICES**

### **Description**

- Work directly with, and at the direction of, UCS FileMaker Developers.
- Document, project plan and timeline for each project in form acceptable to OCA/DOT.
- Design, develop, test and deploy FileMaker applications for use on the UCS Intranet and Internet. This will include FileMaker applications connecting to new or existing ORACLE or MS SQL Server databases.
- Provide daily status updates to UCS for the duration of each project.
- Document all applications and provide detailed instructions for use and deployment.
- Prepare and conduct trainings on applications developed, as determined by OCA/DOT.
- Research and test FileMaker related technology upon request by OCA/DOT. Train UCS FileMaker developers on any of these new technologies.
- Respond to all inquiries from OCA/DOT regarding FileMaker applications.
- Under OCA/DOT direction, work directly (i.e., gather requirements, answer UCS questions, coordinate testing) with UCS personnel as determined by OCA/DOT.
- Assist with the recovery of corrupt FileMaker files.

Question #3: Currently how many FileMaker Clients are deployed?

Answer #3: 10,000+

Question #4: Currently how many FileMaker Servers are deployed?

Answer #4: FM 14 Servers

7 production servers  
plus quality assurance and development servers.

FM 11 Servers (limited number of hosted applications)

2 – 2 box configuration production servers

3 – single box production servers

plus quality assurance and development servers.

Question #5: What version of FileMaker Client and FileMaker Server?

Answer #5: FM 11 Client and Server

FM 14 Client and Server

NOTE: Any new development would be done using FM 14. We hope to migrate to FM 16 over the next year.

Question #6: How large is the internal FileMaker development team?

Answer #6: 4 members

Question #7: What is their experience level?

Answer #7: 3 with 5 - 8 years exp.

1 with 3 months exp.

Question #8: Can you give us examples of deployed solutions vs. solutions being planned?

Answer #8: Example Deployed Solutions:

**Civil Service Exam System** – Processes Civil Service Exam applications, admission notices, results notices. Uses ESS with an ORACLE backend.

**Court Reporter Archiving** – Archives Court Reporter digital and scanned paper notes. Uses internally developed Scanning Plugin built with 360Works ScriptMaster.

**Family Court Check-in** – Provides courthouse check-in capabilities with person availability tracking.

Example Planned Solutions:

**Generic Document Storage Application** – This will provide the ability for customizable document storage/scanning projects.

**Universal Security Application** – This will provide a common security module to manage access for any new FileMaker applications. This will be tied to Active Directory.

Question #9: Can you give us examples of the plugins you would need created using ScriptMaster?

*Answer #9: Nothing is currently planned. In the past we used ScriptMaster to create a plugin for access to our internal Scanning utility. There may be additional needs as new projects are defined.*

Question #10: Can you give us examples of SQL integration not using FileMaker's native ESS (External SQL Source) functionality?

*Answer #10: We have used 360Works JDBC plugin to access our ORACLE data for some projects.*

Question #11: Typically we have a flat fee we bill monthly to customers for support issues. Since the RFP does not provide an option for this, how would support time be compensated?

*Answer #11: We are not clear on what type of support you are speaking about. From our perspective, all services that we require vendor's time for shall be included in vendor's hourly consulting rate. See Pricing Sheet.*

Question #12: What type of storage is being used for the current FileMaker files? Are they locally stored in house on an internal server or cloud-based hosted?

*Answer #12: Our FileMaker files are hosted on local in house servers.*

Question #13: Is the consultant required to provide any development in Oracle? Is the consultant required to access the data in Oracle via ESS?

*Answer #13: Some projects may require access to ORACLE via ESS. We understand that most consultants do not have access to an ORACLE database. Therefore, for development on these kinds of projects we will provide a mechanism for access to our ORACLE test servers.*

Question #14: Can you please clarify Section 3, Item c? What will the consultant be writing in Oracle and/or MS SQL Server SQL?

*Answer #14: We have existing enterprise systems that have ORACLE or MS SQL Server back-ends. Some of our FileMaker applications need to access data from these systems. The extent of writing in ORACLE or MS SQL Server has mostly been limited to running SQL queries using 360Works JDBC plugin. Most everything else is handled by FileMaker itself. Note: if there is an advantage to writing a new FileMaker application with ORACLE or SQL-Server as it's back-end, we would like to be able to do so.*

Question #15: Do consultants need to incorporate travel expenses to and from Troy, NY in the hourly consulting rate?

*Answer #15: Please see paragraph Pricing, VI. Pricing and Pricing sheet, p.11 of the bid specifications: "...pricing shall include all costs for the performance of the services described herein, including travel." Yes, travel expenses must be included in the hourly consulting rate.*

**Question # 16:** Regarding the role of the consultant, will they be tasked with actually developing solutions independently or will they be training / consulting with the internal FileMaker developers to help them develop the solutions? We are trying to define the dynamic between the internal team and the consultant.

*Answer #16: While the consultant will be responsible for gathering requirements, designing the database, designing the application, and developing the code, the internal development team will still need to maintain control and visibility. We must be able to review and provide input into all phases of the project.*

*Note that if a particular project warrants it, there may be some development collaboration between the internal team and the consultant. For example, we already have an internal scanning application that we often integrate with our projects. If a new project is being worked on by the consultant and it needs this scanning ability, the internal team would need to work with the consultant to implement that portion of the project.*

*Another dynamic of the working relationship is that on occasion there may be technical issues/questions that the internal team may need to ask the consultant's advice on. Also, there may be an area of expertise that the internal team needs to be trained on. If the consultant has this expertise, we would like them to provide this training.*

**Question #17:** Is time spent during design days considered billable time?

*Answer #17: Yes*

**Question #18:** Do minority/veteran owned businesses get preferential status during the bidding process?

*Answer #18: No*

**Question #19:** What is the procedure if NYCourts does not accept the project plan during the course of the project?

*Answer #19: We would work with you to refine the plan until it is acceptable. But, if the vendor is unable to deliver, this will be a default on the contract and a cause for terminating the contract.*

**Question #20:** How are change orders managed during project delivery?

*Answer #20: We will work with you to determine what the change will involve and what the estimated time will be for the resulting work. If we approve the change, you may proceed with the work. Any time spent on the change (planning, designing, programming, etc) is billable.*

Question #21: Are company financials, sent in for the purpose of the bid or awarding of the bid made public record?

Answer #21: *Audited financial statements prepared according to GAAP become part of the RFB record accessible to the public only after a contract with the awarded vendor has been approved by the New York State Comptroller.*

However, see Bid Section entitled, “Confidential/Proprietary Information. ”In the event a bidder identifies all or any portion of such statements as confidential or proprietary, they will be handled subject to Article 6 of the New York Public Officers Law.

Question #22: Which version of FileMaker Pro is currently being used?

Answer #22: *We have a few older applications still using FileMaker 11. The vast majority of our applications are using FileMaker 14. Any new development will be done using FileMaker 14. We expect to move to FileMaker 16 during the next year*

Question #23: What Operating Systems is FileMaker Pro currently deployed on?

Answer #23: *Windows 7 and Window 10.*

Question #24: How many users are FileMaker Pro based tools deployed to?

Answer #24: *We have FileMaker Pro installed on 10,000+ pc 's. However, some of these clients are not used. We currently host 250+ database applications on our FileMaker servers. These applications support 6,000+ users.*

Question #25: Which FileMaker plug-ins are currently being used in conjunction with the FileMaker based tools currently deployed?

Answer #25: *UcsExtensions (an internal plug-in created using 360Works ScriptMaster)  
360Works Email  
360Works JDBC Plugin  
FileFire*

Question # 26: Is an out of state company required to have per the Insurance Requirements : Questions # 26a to 26e?

Answer #26: *See below.*

Question #26a): General Liability Insurance for Bodily Injury and Property Damage, Personal Injury and Advertising, and Auto Liability when they do not operate or have facilities in the State of New York?

Answer #26a): Yes

Question #26b): For Contractual and Products/Completed Operations requirement, is that requirement met by errors and omissions insurance with the same coverage?

Answer #26b): *The Unified Court System does not provide opinions to vendors on insurance coverage. We suggest that any questions regarding the adequacy of coverage be reviewed by vendors insurance agents and/or attorneys.*

Question #26c): If the out of state company has these coverages issued by licensed brokers in their state, is that not sufficient?

Answer #26c): *Yes, except for worker's compensation and disability benefits coverage. Bidders must obtain the appropriate Worker's Compensation and Disability Benefits forms as listed on p.18 of the bid specifications. If an out of state company has no employees physically located in the State of New York, that company must contact the NYS Worker's Compensation Board and provide the UCS with the Certificate of Exemption (Form CE-200.) See pp.19-19 of the bid specifications.*

Question #26d): In the event that the vendor is awarded the contract and is not able to secure Commercial General Liability Insurance, is the vendor released? Given that underwriting during the policy procurement stage could return a premium that is unreasonable to the vendor.

Answer #26d): *All bidders must comply with all the Insurance Requirements as specified in the RFB or their bid response will be disqualified. In so doing, a successful bidder will be expected to make commercially reasonable efforts to secure the insurance coverage mandated under the bid requirements.*

Question #26e): Does the bidder, if awarded, have the ability to terminate the agreement after the initial term?

Answer #26e): *Only upon uncured default of UCS or upon mutual written agreement of the parties.*

Question #27): Is there an example of what OCA/DOT considers to be acceptable per B. Scope of Services:

“Document, project plan and timeline for each project in format acceptable to OCA/DOT”?

Answer #27): *Documentation that you have used with past clients will be acceptable. We just want to leave open the option to work with you to tweak them if necessary.*

Question #28): Per B. Scope of Services : Is training expected to be done onsite at OCA/DOT offices or remotely via web conference?

*Answer #28: If the vendor has a trainer located nearby our office in Troy, NY then onsite training would be preferred. However, this is not a requirement. Training remotely via web conference is acceptable.*