CHEROKEE NATION

REQUEST FOR PROPOSAL

PROGRAM SUPPORT ANALYST

ADDENDUM 01

**Acquisition Management
On behalf of
Child Support Services**

CHEROKEE NATION
P.O. Box 948
Tahlequah, OK 74465
(918) 453-5000

REQUEST FOR PROPOSAL
PROGRAM SUPPORT ANALYST
ADDENDUM 01

The following questions and/or requests for clarification were received by the deadline mandated in the Request for Proposal.

QUESTION: Are there any incumbents? If yes, please share the details.
RESPONSE: This information will not be shared.

QUESTION: How many vendors will be awarded?
RESPONSE: The program prefers to work with one vendor but if more than one individual working with the main vendor's proposal, then that is acceptable.

QUESTION: What is the past spend on this contract and what is the estimated budget moving forward?
RESPONSE: This information will not be shared.

QUESTION: Is this a Time & Materials based contract or a Firm Fixed Price contract?
RESPONSE: It would be based upon a time and materials based contact.

QUESTION: How many offices do CN OCSS operate for its Child Support Services?
RESPONSE: The program has 4 separate offices with the main one being in Tahlequah. Three of the offices are shared with other programs under the Cherokee Nation Human Services division.

QUESTION: Approximate number of Child Support Workers across the agency
RESPONSE: There are 38 Fulltime positions on the Child Support budget.

QUESTION: Current Caseload (Active/Closed) Cases
RESPONSE: There are approximately 2,370 active cases and over 1,500 closed cases that are on the system.

QUESTION: Does Cherokee Nation have an active AEI process in place for Federal and State Tax Intercept Process? If the process has to be designed
RESPONSE: There is an active AEI process in place already that would need to continue to be completed on the bimonthly schedule that is set up as part of the process. There is a need to continue to build automation in the process that vendor would need to assist with building.

QUESTION: Is the current installation of MTS deployed on-prem server environment or on a cloud platform?
RESPONSE: The system will be in an AWS cloud platform, but the selected vendor must be ready to recreate environments and redeploy to an AWS cloud platform in the early stages of any vendor contract.

QUESTION: Does Cherokee Nation OCSS have Networking and IT Support Services Staff for setup and assist with VPN connectivity?

RESPONSE: Yes, Cherokee Nation does have networking and ITS support services staff for setup and assist with VPN connectivity.

QUESTION: What are the normal office hours for CN OCSS Staff?

RESPONSE: 8 a.m. - 5 p.m. Monday- Friday

QUESTION: With the start of the new Federal Fiscal year, is it the intent for CN OCSS to migrate to a Cloud Environment immediately upon contract award?

RESPONSE: Yes that would be the intent. The vendor should be able to upload MTS into an AWS cloud environment and any new vendor would need to be able to create the three environments and support this cloud environment with the goal of possibly moving to Azure environment at some point that would be based upon Cherokee Nation's IT department's goals of moving to Azure.

QUESTION: Does CN OCSS use EFT in MTS?

RESPONSE: CN does not utilize EFT in MTS at this time. The goal is to be able to utilize EFT at some point.

QUESTION: Does the agency print checks from MTS or the external check print module is utilized?

RESPONSE: An External check print module is utilized.

QUESTION: Does the CN OCSS do daily or monthly bank reconciliation?

RESPONSE: CN OCSS does weekly bank reconciliations.

QUESTION: Does the CN OCSS' MTS system integrate with any other systems in production today such as PeachTree or Quickbooks?

RESPONSE: The CN OCSS MTs system has been set up to accept uploads from the external check print module system that is utilized by Cherokee Nation and this would need to continue to be supported as long as utilizing external check print module system. The Cherokee Nation utilized the Lawson system to complete the external check processing.

QUESTION: How many MTS environments does CN OCSS currently have running including Production and Shadow Servers?

RESPONSE: Three environments: production, shadow, test.

QUESTION: If CN OCSS issues debit cards to the Custodial Parents, are these managed by the agency or managed by a vendor?

RESPONSE: N/A If at some point a debit card is decided to be utilized by the program, then would be decided at that point.

QUESTION: Is it expected for the new contractor to manage workstations for the OCSS staff or is it managed by their internal IT staff or other vendor?

RESPONSE: Work stations are managed by Cherokee Nation internal IT staff.

QUESTION: Is the vendor required to design and develop a new reporting solution for custom reports or existing reporting system can be utilized

RESPONSE: Reports have been written in Jasper so if vendor is already utilizing this report writer, then current reports could be maintained.

QUESTION: We did not note any specifications as being provided by the Nation's Emergency Management Department in this RFP. Are there any to be provided in conjunction with the RFP that must be addressed in the RFP response?

RESPONSE: There are no such requirements.

QUESTION: Cherokee Nation is currently running the MTS application for the Child Support Agency. Could you please detail the existing servers and infrastructure in place to support the MTS?

RESPONSE: The program is ready to transition to AWS cloud. If environments need to be rebuilt in AWS, then This should be completed ASAP after receiving bid. The program's virtual servers are:

MTS PRODUCTION SERVER – CNMTSPROD
Virtual server currently hosted by CNCHILDENF2
24GB RAM   8 CPU OS DRIVE = 80GB   SERVER OS = Windows Server 2012R2
Virtual machine created on 10/12/2016

MTS SHADOW SERVER – CNMTSSHADOW
Virtual server currently hosted by CNCHILDENF2
8GB RAM   2 CPU OS DRIVE = 80GB   SERVER OS = Windows Server 2012R2
Virtual machine created on 10/12/2016

MTS TEST SERVER – CNMTSTEST
Virtual server currently hosted by CNTAHGEN1C4 (located in FRB server room)
8GB RAM   2 CPU OS DRIVE = 80GB   SERVER OS = Windows Server 2012R2
Virtual machine created on 10/12/2016

QUESTION: If Cherokee Nation has interest in moving to Azure as an alternative cloud implementation, has the Office of Child Support enforcement created best practices or sanctioned the application for this type of deployment? If not, is Cherokee Nation expecting the vendor to provide the services to create new cloud infrastructure and create the data transfers to sync under the new contract agreement.

RESPONSE: The new vendor would need to collaborate with our CN-IT staff to create the best practices if Azure cloud is what is determined to be utilized. The program would expect the vendor to work with Cherokee Nation IT to create transfers to sync.

QUESTION: We are interested in bidding however, the rfp mentions minimum requirements but the details have not been shared. May I please know what the minimum requirements for this proposal are?

RESPONSE: All specifications are included with the RFP document: this mandates the minimums.