

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID: **1** ☒ Response Complete

Question What is the schedule the State will respond by?

Response [We have not set a specific date to let the contract. We expect it will take 2-4 weeks to review proposals.](#)

Question ID: **2** ☒ Response Complete

Question Is there a deadline for vendors to ask questions?

Response [We will accept questions up to the closing date of the RFP.](#)

Question ID: **3** ☒ Response Complete

Question Is the project currently funded?

Response [Yes, the project has received funding.](#)

Question ID: **4** ☒ Response Complete

Question Will the State publish a list of meeting attendees?

Response [Yes, the list will be sent via email.](#)

Question ID: **5** ☒ Response Complete

Question What does it mean that vendors will not have access to legacy code?

Response [The DCIS code itself is not fully owned by the State and is not shareable. The State can provide record layouts, screen shots and reports. The record layouts can be delivered now.](#)

Question ID: **6** ☒ Response Complete

Question Will the vendor have access to the eCorp application code?

Response [That should not be necessary, eCorp is just the web front end for DCIS, but there are no licensing issues as there are with DCIS.](#)

Question ID: **7** ☒ Response Complete

Question Will the images stored in the current system be migrated and or converted?

Response [The images stored in the current system will need to be migrated or otherwise incorporated into the new system. However, we would prefer not to undertake a format conversion as part of this project. There would have to be some very compelling reason for us to agree to this.](#)

Question ID: **8** ☒ Response Complete

Question What kind of image manipulations do we currently do?

Response [Scanning is done using a product called IDEA by PowerScan. The library of TIFF functions is used to display, annotate, copy, insert and delete images. All images are stored as single page TIFF files. An individual subdirectory identifies a document with each page in the document represented by a single-page TIFF file. RasterMaster by Snowbound is used to convert TIFF files to HP PCL 5 for printing.](#)

Question ID: **9** ☒ Response Complete

Question What workflow software do we currently use?

Response [Our workflow system was developed in-house using Adabas/Natural.](#)

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	10	<input checked="" type="checkbox"/> Response Complete
Question	Does the State desire a new workflow system?	
Response	Yes, that is one of the main objectives for this undertaking. We want to rewrite DCIS and the imaging/workflow systems into one, integrated system taking advantage of modern technologies and frameworks.	
Question ID:	11	<input checked="" type="checkbox"/> Response Complete
Question	Are all business rules captured by the previous vendor?	
Response	No, all the business rules need to be identified and documented.	
Question ID:	12	<input checked="" type="checkbox"/> Response Complete
Question	What is the current FAX gateway?	
Response	Right Fax is the software used for the fax gateway running on windows 2000 servers.	
Question ID:	13	<input checked="" type="checkbox"/> Response Complete
Question	What are the performance needs of the new application?	
Response	The new system must perform as least as fast as the current one. Part of the vendor responsibility is to analyze and define these baselines as part of the project. We will provide some general information once it is collected.	
Question ID:	14	<input checked="" type="checkbox"/> Response Complete
Question	Do we need functionality to do redactions?	
Response	Yes, we would be interested in incorporating redaction functionality into the new system.	
Question ID:	15	<input checked="" type="checkbox"/> Response Complete
Question	What is the skill set of the technologist to be trained?	
Response	Four staff members are Natural programmers, two on the mainframe, two on the UNIX system. One staff member has C, and JAVA experience in the UNIX environment. The state will provide formal training for any new languages these staff members will need to learn. We are expecting the solution provider to perform a knowledge transfer all during the development phase so when we take possession of the final system, our staff will be able to support the application.	
Question ID:	16	<input checked="" type="checkbox"/> Response Complete
Question	Will the vendor be responsible for change management for end users?	
Response	Yes, in concert with the State. The vendor will be responsible for providing end user training to all users of the system through a Train the Trainer program prior to implementation to production. Some early usability training will be necessary so users will be able to test the software. We expect the vendor to coordinate training and knowledge transfer through the State's change management person.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	17	<input checked="" type="checkbox"/> Response Complete
Question	What is the "third party software"?	
Response	<p>The "Third Party" software is a web application that allows a third party to obtain status information from DCIS via a registered agent's account. It was developed in-house using XML.</p> <p>The reference to a "Third Party" is basically an information company that queries our database and turns around and sells that information to their client. To be authorized to use this application the "Third Party" must be sponsored by one of our online Registered Agents. Once authorized the xml application queries our database and returns the results. Our system records a charge by IP address for each transaction that provides detailed information. It uses Broker software to communicate between the web servers and the mainframe.</p>	
Question ID:	18	<input checked="" type="checkbox"/> Response Complete
Question	Is it required to support OFAC listings in xml or other forms?	
Response	We would be interested in incorporating OFAC listings into the application. It is not a requirement in the RFP.	
Question ID:	19	<input checked="" type="checkbox"/> Response Complete
Question	Can vendors use off shore resources to complete the project?	
Response	No	
Question ID:	20	<input checked="" type="checkbox"/> Response Complete
Question	What is the State's role in software and hardware purchases?	
Response	<p>Pre-production (go live) the vendor will provide all required software and hardware for their development activities. The vendor will work with the Division of Corporations and the Department of Technology to define and recommend the purchase of hardware. The purchase of all hardware and software for the production and support systems is the responsibility of the State.</p>	
Question ID:	21	<input checked="" type="checkbox"/> Response Complete
Question	What is the role of the online help functions?	
Response	<p>One of the objectives of this project is to move away from the traditional "green screen" application to a more user friendly GUI presentation. Included in this approach would be to take advantage of online help screens to define key terms, provide simple instruction on how to complete a screen, and to explain codes and abbreviations.</p> <p>We would also like to have the text of controlling statutes tied to appropriate input screens.</p>	
Question ID:	22	<input checked="" type="checkbox"/> Response Complete
Question	Does the state require a "client server" and a "browser based" solution set?	
Response	<p>Yes, we see this application supporting multiple levels of users with varying degrees of access and functionality. To make the system as accessible to as many people as possible, we want to make some simple function available via the internet using a web browser. At the same time, we recognize our internal users will need the highest level of access and functionality and this would be better accomplished using some form of "smart" or "thick" client. Client/Server architecture is not a requirement, nor is the use of any framework or development tool as long as the above objective is met.</p>	
Question ID:	24	<input checked="" type="checkbox"/> Response Complete
Question	What do remote agents do now?	
Response	<p>Remote agents access the system via an SNA line for mainframe access only or Frame Relay circuits for imaging and mainframe access. They can query the database, generate certificates from the mainframe, perform data entry in the mainframe and workflow applications, they import images by scan and fax gateway, and receive output via email, fax, and print to their local printers.</p>	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	25	<input checked="" type="checkbox"/> Response Complete
Question	Where does the State envision actual development being done?	
Response	We see the analysis phases where our subject matter experts involved being done on site here. Due to space limitations, we expect the bulk of the development to be done off site. To ensure visibility and effective communications, we would like to see key leads on site often.	
Question ID:	26	<input checked="" type="checkbox"/> Response Complete
Question	Are we certain that no off shore development can be done on this project?	
Response	Yes. No off shore development can be done on this project.	
Question ID:	27	<input checked="" type="checkbox"/> Response Complete
Question	Does the State need to bring in additional admin staff to support business operations during this project?	
Response	No.	
Question ID:	28	<input checked="" type="checkbox"/> Response Complete
Question	Is "client server" architecture a requirement?	
Response	No, Client/Server architecture is not a requirement. We are looking to get away from the "green screen" type of application and adopt a GUI interface, but a specific architecture is not required. See question # 22.	
Question ID:	29	<input checked="" type="checkbox"/> Response Complete
Question	What is "Govolution"?	
Response	Govolution is the State's repayment provider and a State standard. They provide similar services as Cyber Source.	
Question ID:	30	<input checked="" type="checkbox"/> Response Complete
Question	What sort of reconciliations will the system have to support?	
Response	The system must reconcile all financial transactions whether they were accomplished through an e-payment processor or received by check and have reporting capabilities.	
Question ID:	31	<input checked="" type="checkbox"/> Response Complete
Question	Will the use of the mainframe continue?	
Response	Not in it's current form. There has been some discussion regarding running the database portion on the main frame but that is subject to vendor proposed architecture and State approvals.	
Question ID:	32	<input checked="" type="checkbox"/> Response Complete
Question	Is Internet Explorer 6 the standard and is it a requirement to support any other browsers?	
Response	The system has to be as flexible as possible to provide accessibility to as many users as possible, including residents of other states and other countries. We cannot dictate the use of IE 6 to anyone other than ourselves and the online registered agents. IE 6 is a requirement of the current system, not this project.	
Question ID:	33	<input checked="" type="checkbox"/> Response Complete
Question	Is the DTI ePayment standard called "Govolution"?	
Response	Yes.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	34	<input checked="" type="checkbox"/> Response Complete
Question	Is there a requirement around the use of the product "script logic"?	
Response	It depends on the vendor solution and how our users will get to shared resources on the servers.	
Question ID:	35	<input checked="" type="checkbox"/> Response Complete
Question	Is the use of Oracle 10g a requirement?	
Response	No. Oracle 10g is a database and related analysis tool set that has recently been purchased and adopted by the Division. The Division is very interested in expanding our use of OLAP.	
Question ID:	36	<input checked="" type="checkbox"/> Response Complete
Question	Is this a "fixed price contract"?	
Response	Yes.	
Question ID:	37	<input checked="" type="checkbox"/> Response Complete
Question	What is meant by "pricing model" in the RFP?	
Response	As stated in the RFP, we expect payments to be tied to specific deliverables as accepted by the State. The pricing model refers to the overall structure of this plan.	
Question ID:	39	<input checked="" type="checkbox"/> Response Complete
Question	How does the 25% holdback work?	
Response	There will be some percentage of holdback for each payment. That percentage is negotiable and will be defined as part of the contract negotiations.	
Question ID:	40	<input checked="" type="checkbox"/> Response Complete
Question	What sort of investment has the State made in Oracle tools?	
Response	Significant. We have an Oracle database to which we import data from the mainframe for statistical analyses and reporting. We intent to increasingly leverage the OLAP reporting abilities of the database as we move forward.	
Question ID:	41	<input checked="" type="checkbox"/> Response Complete
Question	What is the PCR policy going to be?	
Response	There is no formal process in place however we expect to keep changes to a minimum. Having well defined requirements up front should keep these to a minimum. Any requests outside the project scope made by either party will be reviewed by the ICIS Steering Committee. The change request will have to be a well formed document containing information such as motivation, value added, cost and schedule impact, risk assessment etc. The actual formal change control processes will be clarified contractually.	
Question ID:	42	<input checked="" type="checkbox"/> Response Complete
Question	What is the Disaster Recovery Requirement?	
Response	The requirement is to have a plan, executed and tested with documentation on how to restore processes as a deliverable. The State currently engages SunGard to host the DR location. The DR requirement must be fulfilled prior to "go live."	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	43	<input checked="" type="checkbox"/> Response Complete
Question	Should the new system accept xml UCC and Tax filings?	
Response	Yes, the new system must support the same functionality.	
Question ID:	44	<input checked="" type="checkbox"/> Response Complete
Question	What kind of audit trail does the State envision?	
Response	Changes to any data point should be logged with person, date/time and reason where appropriate. The audit should be sufficient to reconstruct point in time information.	
Question ID:	45	<input checked="" type="checkbox"/> Response Complete
Question	Has the state quantified the term 'mission critical' in terms of the overall system replacement under consideration?	
Response	The determination of "Mission Critical" means that the functions provided by this application are essential to all phases of the Divisions daily business activity. This requires that the system be available during published business hours. This capability should extend 24x7 with the exception of planned maintenance windows or planned outages.	
Question ID:	46	<input checked="" type="checkbox"/> Response Complete
Question	Are there metrics associated with uptime of the system derived from status as 'mission critical'?	
Response	No specific metrics have been developed. However, the current imaging/workflow system utilizes two servers in an automated failover scenario. If the primary server goes down, we are up and running on the backup server in about 3 minutes. The mainframe application does not have this type of redundancy and some network components are also vulnerable.	
Question ID:	47	<input checked="" type="checkbox"/> Response Complete
Question	Are there metrics associated with recovery time of the system derived from the status as 'mission critical'?	
Response	If by recovery time, this refers to recovery from a disaster, we can be up and running at our DR site within 32 hours of a disaster. If this is referring to system crashes, see question #46.	
Question ID:	48	<input checked="" type="checkbox"/> Response Complete
Question	Are there specific components of the overall solution that are deemed mission critical?	
Response	There are no identified components that fall outside that designation.	
Question ID:	49	<input checked="" type="checkbox"/> Response Complete
Question	Does the state consider post deployment, solution level, system support as being in scope?	
Response	It is the intention of the State to assume full ownership for the ongoing support of this application at some point post production. The vendor should provide both a warranty and transition plan to ensure a successful break-in period and handoff to State personnel.	
Question ID:	50	<input checked="" type="checkbox"/> Response Complete
Question	Will the state consider support proposed by the vendors for the full lifecycle of the solution?	
Response	Yes, we would consider the proposal although it is our intention to provide ongoing support internally.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	51	<input checked="" type="checkbox"/> Response Complete
Question	Will support models submitted by vendors responding be considered in the weighting of responses?	
Response	No, this is not a requirement. However, the ability of the vendor to provide support if requested as it relates to general reputation is considered.	
Question ID:	52	<input checked="" type="checkbox"/> Response Complete
Question	Does the state expect to specify service levels for availability, such as 99.xxx?	
Response	The system should be capable of 24x7 but would allow for periodic maintenance windows as necessary.	
Question ID:	53	<input checked="" type="checkbox"/> Response Complete
Question	Does the state expect enhanced support levels to be included in vendor proposals for meeting support incident response levels, such as specifying 15 minute response to incident?	
Response	Yes, during the warranty period a defined response time is desired.	
Question ID:	54	<input checked="" type="checkbox"/> Response Complete
Question	How will state determine the system capability for 7x24 operations?	
Response	The system should be able to support query of the database and receipt of documents 24/7.	
Question ID:	55	<input checked="" type="checkbox"/> Response Complete
Question	Will the state entertain operational assessments from vendors as a way to ensure meeting system availability requirements?	
Response	If "operational assessments" refers to base lining current system performance the answer is yes.	
Question ID:	56	<input checked="" type="checkbox"/> Response Complete
Question	Is the state planning to publish the post RFP submission schedule of events? No events are depicted post November 21. 1. Will there be a down select process? 2. Is there a vendor selection date? 3. Will there be a contract negotiation period?	
Response	1. Yes 2. No 3. Yes	
Question ID:	57	<input checked="" type="checkbox"/> Response Complete
Question	When should vendors expect responses to their submissions?	
Response	We hope to have made contact by the end of the year (2007).	
Question ID:	58	<input checked="" type="checkbox"/> Response Complete
Question	When should vendors expect to have oral presentations scheduled?	
Response	If requested, these would likely come early to mid December 2007.	
Question ID:	59	<input checked="" type="checkbox"/> Response Complete
Question	When is the anticipated start date of the project?	
Response	First quarter 2008	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	61	<input checked="" type="checkbox"/> Response Complete
Question	What, if any, critical delivery dates are documented?	
Response	No business driven delivery date exists. The focus on this project is an error free cut over and transition as opposed to speed to delivery.	
Question ID:	62	<input checked="" type="checkbox"/> Response Complete
Question	There is no specific reference to a request for a 'fixed' price proposal verses a 'time & materials' proposal. What type of proposal is requested?	
Response	Fixed price	
Question ID:	63	<input checked="" type="checkbox"/> Response Complete
Question	Text of passage being questioned: "Interface to Other Systems" Questions: 1. What other 'systems' does this requirement refer to?	
Response	1. Delaware Financial Management Systems	
Question ID:	64	<input checked="" type="checkbox"/> Response Complete
Question	Section Number - IV Paragraph Number 4. System Requirements – Financial Management Page Number 32 Text of passage being questioned: "Interface to the State's ERP System for Financial Reporting" Questions: 1. Are these reporting requirements specifically spelled out in the Reporting section of the RFP or does this statement reference additional reporting requirements? 2. What ERP solution is deployed?	
Response	1. Yes, the reporting requirements have been specified. 2. Peoplesoft.	
Question ID:	65	<input checked="" type="checkbox"/> Response Complete
Question	Section II, Scope of Requested Services (Paragraph 9, Page 11) Text of passage being questioned: "The vendor will be responsible for all software development, integration and data conversion activities required to implement the new system." Questions: 1. Would the state expand on the data conversion requirements? 2. What kind of data, how many records, and how many rows are in existing systems? 3. How much of the existing data is needed in ICIS?	
Response	1. The vendor is expected to design their own data base structure, develop the plan and methodology to populate their data base structures from data supplied in text files by the State. 2. See the spreadsheet emailed 10/31/2007. 3. We want to retain all historic data pertaining to business entities. Depending on the solution designed by the vendor, some system related data may not need to be converted. For example, depending on how workflow is implemented, our status codes for the current system may not be carried over.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

Question ID: 66

☒ Response Complete

Question Section IV, Requirements of New System (ICIS)
Paragraph 18 (requirement in 'Technical Requirements of ICIS Application' section), Page 28

Text of passage being questioned: "Provide acceptable Response times for searches, data retrievals, and all underlying functions"

Questions:

1. Would the state provide details of their response time objectives for searches, data retrievals, and all underlying functions?

Response Yes, see question #38

Question ID: 67

☒ Response Complete

Question Section IV, Requirements of New System (ICIS) - (Paragraph 29 , Requirement #295, Page 38)

Text of passage being questioned: "System shall perform single record queries with less than a two (2) second response time while maintaining approximately 3 million Corporate records, 5 million Corporate names and 50 million Corporate filings"

Questions:

1. Please expand on the definition of 'single record queries'.
2. Would the State provide an example(s) of a query that require less than 2 second response time?
3. Are all queries subject to this performance requirement?
4. State has provided numbers of various types of records. Do these numbers represent existing volumes of data or projected volumes of data?
5. Would the State provide information on:
 - a. types of records in the existing databases
 - b. current database sizes (DCIS and imaging/workflow)
 - c. historical growth rates for each type of record
 - d. projected growth rates for each type of record

Response 1. We will provide a simple, repeatable test as a benchmark for performance.
2. Name query using wildcard.
3. No, some queries are volume of data dependant. We will define specific cases which are repeatable, to be used as benchmarks.
4.Existing
5. Those questions are answered in other responses.

Question ID: 68

☒ Response Complete

Question Section II, Scope of Requested Services - (Paragraph 2, Page 12)

Text of passage being questioned: "This cut over must be scheduled at a time that does not occur during peak business activity. Business activity is cyclic on an annual basis and can be predicted with a high degree of certainty"

Questions:

1. When are the periods of peak business activity?
2. What is the window of time before and after periods of peak business activity during which the State does NOT want to cut over?

Response 1. Mid November - mid January
Mid February - mid March
End of each quarter
2. One month

Question ID: 69

☒ Response Complete

Question Section I, Overview - Paragraph 3, Page 7

Text of passage being questioned: "There is an online application called eCorp for paying..."

Questions:

1. Is it the State's intent to replace eCorp with functionality in ICIS, or integrate ICIS with eCorp? There are ICIS requirements related to payments (for example - #129 – Record payment information; #165 – Change status of payment; #188 – Process E-Checks and ACH transactions).
2. Would the State clarify whether ICIS shall replace eCorp to serve businesses or whether ICIS shall be integrated with and interface with eCorp?

Response eCorp is the B2B interface for processing Uniform Commercial Code filings, Franchise Tax annual report filings, and alternative entity tax payments. This interface is designed to work with a broker to communicate between the web and the mainframe. If the mainframe is not part of the new solution, the eCorp application as it exists would have to be rewritten.

Question ID: 70

☒ Response Complete

Question Section I, Overview - Paragraph 3, Page 9

Text of passage being questioned: "There is also a 'Third Party' web application which allows Registered Agents to obtain status information..."

Questions:

1. Would the State name the 'Third Party' web application?
2. Is it the State's intent to replace the 'Third Party' web application with functionality in ICIS, or integrate ICIS with the application?
3. Would the State clarify whether ICIS shall replace the 'Third Party' application for use by Registered Agents or whether ICIS shall be integrated with and interface with the 'Third Party' application?

Response 1. See question #17
2. The 'Third Party' application will have to exist in some form. The code behind it would change if the mainframe was not part of the solution.
3. See #2

Question ID: 71

☒ Response Complete

Question Section I, Overview - Paragraph 6, Page 8

Text of passage being questioned: "Some agents have both imaging and DCIS access, less than half have only DCIS access."

Questions:

1. There are 113 Registered Agents listed on the corp.delaware.gov web site. Would the State confirm this is the total number of registered agents?
2. How many end users of DCIS and the imaging/workflow system does this represent?
3. How many Registered Agents have both imaging and DCIS access?
4. How many Registered Agents have only DCIS access?
5. Do any Registered Agents have only imaging access? If so, how many?

Response 1. There are over 30,000 Registered Agents in the State. Of those approximately 40 have direct access to our database.
2. There are approximately 1000 users with logon ID's to the mainframe. Of them approximately 500 have access to the imaging/workflow system.
3. Approximately 45 Registered Agents have direct access to our databases.
4. 12 have only Mainframe access.
5. 30 Registered Agents have access to imaging. Those with access to imaging also have access to the mainframe.

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	72	<input checked="" type="checkbox"/> Response Complete
Question	Section I, Overview - Paragraph 8, Page 8 Text of passage being questioned: "There are approximately 100 users in the Division of Corporations." Questions: 1. Are there users of DCIS and/or the imaging/workflow system are there outside of the Division of Corporations (other than Registered Agents and 2. Who are these users? How many are there? 3. What type of access do these users have to DCIS and/or the imaging/workflow system?	
Response	1. and 2. Yes, other state agency employees - approximately 350, Recorder of Deeds - 30 3. Other state agencies have inquiry to the mainframe only - no update access. Recorder of Deeds can access imaging and can print images only. They can not update the mainframe database	
Question ID:	73	<input checked="" type="checkbox"/> Response Complete
Question	Section I, Overview - Paragraph 7, Page 5 Text of passage being questioned: "The Division of Corporations is staffed by about 80 State employees." Questions: 1. Are any of the 80 Division of Corporations employees, or other users of DCIS and the imaging/workflow system, covered by collective bargaining agreements with the State? 2. If so, how many? 3. When is the collective bargaining agreement(s) up for renewal?	
Response	1. No 2. NA 3. NA	
Question ID:	74	<input checked="" type="checkbox"/> Response Complete
Question	Are there performance baselines?	
Response	Yes, we will identify the metrics and provide them to the vendors.	
Question ID:	75	<input checked="" type="checkbox"/> Response Complete
Question	Regarding non-production software and associated costs required to analyze, document, design, build, deploy and maintain the new application, the RFP states that "At the project turnover, the Division will acquire any necessary licenses." Particularly for third party products, does the Division plan to procure those current licenses directly from the selected Vendor, or will the Division procure them from specific third party vendors directly?	
Response	No decision has been made at this point. Some purchasing must be done through State contracted suppliers. If the licensing is made part of the proposal and contract the fees could be payable to the selected vendor..	
Question ID:	76	<input checked="" type="checkbox"/> Response Complete
Question	Are modifications and enhancements to the IVR system part of the scope? If so, what are the requirements?	
Response	We anticipate the IVR being replaced by web based services. No integration with the existing IVR is required by this project.	
Question ID:	77	<input checked="" type="checkbox"/> Response Complete
Question	What are the browsers (and versions) to be supported to access the integrated system?	
Response	We can only dictate browser requirements to our in-house users and online registered agents. We will need to be able to support all mainstream browsers for functions being performed over the internet.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	78	<input checked="" type="checkbox"/> Response Complete
Question	Should the new integrated system allow the corporate users to file for incorporation in addition to allowing other services detailed in this paragraph?	
Response	Yes, it must.	
Question ID:	79	<input checked="" type="checkbox"/> Response Complete
Question	Please explain the "keywords" concept.	
Response	If you don't understand the concept of a keyword, please don't submit a response to this RFP.	
Question ID:	80	<input checked="" type="checkbox"/> Response Complete
Question	Please specify the IPSs and scope of the interface.	
Response	The IPS's must support payment of internet transactions to our databases.	
Question ID:	81	<input checked="" type="checkbox"/> Response Complete
Question	Interface to the State's ERP system for financial reporting. Please specify the scope of interface	
Response	Financial transactions have to be transmitted to the State accounting system with supporting reconciliations and reporting being performed.	
Question ID:	82	<input checked="" type="checkbox"/> Response Complete
Question	Please explain "Modeling" function	
Response	The current system gives us the ability to "test" the impact of certain changes and show us the results without updating the data base. This is used to explore name availability, the impact of changing entity type on franchise tax calculations for example, or to determine the fees that would be incurred during a merger, amendment etc.	
Question ID:	83	<input checked="" type="checkbox"/> Response Complete
Question	Are RA services Registered Agent Services? What are the services provided by RAs?	
Response	Yes, RA refers to registered agents. Those services were defined in a previous response.	
Question ID:	84	<input checked="" type="checkbox"/> Response Complete
Question	Please explain the "one stop shopping effort" and the requirements	
Response	"One Stop Shopping" is a concept where a citizen would get all the information, instructions and forms to carry out a transaction regardless of how many State agencies were involved. This requires our application to have links to other agencies such as Division of Revenue, etc.	
Question ID:	85	<input checked="" type="checkbox"/> Response Complete
Question	What is the estimated maximum number of concurrent users of the system during the first year and the estimated growth in the subsequent years?	
Response	Currently we have about 200 concurrent users, with growth of about 10% per year.	
Question ID:	86	<input checked="" type="checkbox"/> Response Complete
Question	What is the preferred format or template for providing price quote?	
Response	Microsoft word, there is no template specified although minimal content requirements are detailed in the RFP.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	88	<input checked="" type="checkbox"/> Response Complete
Question	Please provide detail for all external system interfaces to include type of interface, interface method, and transaction volumes.	
Response	Those details will be identified in the business requirements phase of the project.	
Question ID:	89	<input checked="" type="checkbox"/> Response Complete
Question	Are there any other data sources, beyond the DCIS and Image ADATABASE, necessary for processing filings, reports or print packages? Are there any ETL (Extract, Translate, Load) processes performed, additional, on for processing filings?	
Response	All information required to carry out a filing is obtained from the imaging system, i.e. the document itself, and DCIS.	
Question ID:	90	<input checked="" type="checkbox"/> Response Complete
Question	What is the full detail of an approval workflow process for a filing? What are the actions, filing types, document images and approval rules? Who are the actors	
Response	Those details will be identified in the business requirements phase of the project.	
Question ID:	91	<input checked="" type="checkbox"/> Response Complete
Question	What Metadata is required during the scan/fax process of the images? Is the Metadata stored in the existing database today? What Metadata or key data fields are utilized for searches?	
Response	There is a Master Control Sequence Number (MCS) and a Service request number (SRV) entered as part of the indexing operation. The MCS and SRV is stored in the current workflow data base. The SRV is generated and maintained by DCIS.	
Question ID:	92	<input checked="" type="checkbox"/> Response Complete
Question	Please describe the XML batch process used in the online franchise tax payments section?	
Response	Batches of Franchise Tax payments in XML format are submitted following the State's published DTD and processed by the eCorp system. The data is extracted and used to update DCIS and passed to the imaging system for a permanent copy to be generated and stored in the image archive in TIFF format.	
Question ID:	93	<input checked="" type="checkbox"/> Response Complete
Question	Search request with filing – what system and or data source is the search going against	
Response	A search request in this context is referring to the Uniform Commercial Code UCC11 search request. This transaction is performed in the DCIS database and extracts all active and/or lapsed financing statements on file. The search includes the following information: Debtor and Secured Party names and addresses, filing date and time, filing type. Frequently the customer asks for copies of the documents that are listed on the search certificate. The copies of the documents are requested through the mainframe database but reside on the imaging system.	
Question ID:	94	<input checked="" type="checkbox"/> Response Complete
Question	59.Perform New Entity Filings, Amendments, Mergers, Designations, Etc. Please elaborate further on the "etc" on this requirement	
Response	"Etc." means the system must be able to perform all document filings as defined in Titles 8 and 6. The etc. was inserted to address all the other types of document filings for the sake of the RFP. The details will be identified during the business requirements phase of the project. They can be found in the Delaware Code under Title 8 and 6.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID:	96	<input checked="" type="checkbox"/> Response Complete
Question	Does the Division of Corporations utilize different technology standards than those of the Delaware IT Division. Please provide the Division of Corporations current technology standards	
Response	The State standards were distributed on the CD at the pre bid meeting. The Division of Corporations does not have a separate set of standards from the rest of the state.	
Question ID:	97	<input checked="" type="checkbox"/> Response Complete
Question	What are the workflow integration requirements in regards to the document and workflow management to other external systems?	
Response	The only integration with external systems for document and workflow management is the sending of completed work, via email, to registered agents.	
Question ID:	98	<input checked="" type="checkbox"/> Response Complete
Question	Is there an export utility to extract data from the current systems	
Response	We have written export programs for this purpose. The State will provide the data to be migrated in the form of text files, with accompanying text files defining the record layouts.	
Question ID:	100	<input checked="" type="checkbox"/> Response Complete
Question	What is the current size of the ADATABASE database?	
Response	When exported to text files, approximately 30 GB of disk space is required.	
Question ID:	101	<input checked="" type="checkbox"/> Response Complete
Question	Can you breakdown number of users across the various systems in the RFP	
Response	These numbers are approximate: 1. Registered Agent Branch Office access to inquiry only - 500 2. Other state agency users to inquiry only - 350 3. County Recorder of Deeds - 30 4. Online Registered Agent employees with update access to the mainframe and/or workflow - 800 5. Division of Corporation employees - 100	
Question ID:	102	<input checked="" type="checkbox"/> Response Complete
Question	The RFP states that, once documented, current state business processes will may be subject to improvement and Business Process Re-Engineering (BPR). Is BPR expected to be within the scope of the vendor's work effort, or will this be performed by the State?	
Response	We do not anticipate a major re-engineering as part of this project. However, if the vendor in designing their solution discovers any opportunities to improve efficiency, we would expect them to implement them as part of their solution.	

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

ICIS RFP - Vendor Questions and State Responses

November 02,2007

Question ID: **103**

☒ Response Complete

Question What functionality does the "Broker" perform? Does it perform the Document upload to mainframe? Does it perform Fee calculations? What is the full detail of the BROKER and what functions do it provide to the web (ECORP)? What is the process flow in the web client when performing a UCC filing PDF document upload?

Response The Broker application is a user-written process that passes requests for data from web applications to the mainframe data base. It does not perform the document upload, but provides the imaging system with the information needed to obtain the document and process it.

DCIS performs the fee calculations, the broker passes the results to the web application.

The web client passes the filing data to the broker. The broker updates DCIS and writes the data to a data base file. This file is polled by the imaging system, which then reads the data and "flashes" it to a UCC form to create the TIFF image of the electronic filing. If a PDF attachment is included as part of the filing, the web client stores the PDF document in a directory that is polled by the imaging system. The document is downloaded from the web server, converted to TIFF and picked up by the imaging system based on information contained in the previously mentioned file produced by the broker application.

Question ID: **104**

☒ Response Complete

Question Can the vendors be provided with a site map of the current eCorp web application

Response See response to question #105.

Question ID: **105**

☒ Response Complete

Question What additional functionality is desired from the eCorp application?

Response We expect to have full franchise tax payment and filing functionality including Foreign Annual Report filing, the option to select a tax year to file an annual report, quarterly payments.

Dan's response -- We want to do away with eCorp and the broker and have a unified system in which all services could be made available via the internet if we make the business decision to do that.

CONFIDENTIAL - Not to be shared with anyone who had not signed the Non-Disclosure Agreement

State of Delaware - Division of Corporations

