



AMENDMENT # 2

RFP 313 - WORKFLOW MANAGEMENT SOLUTION FOR LINGUISTIC & PUBLICATIONS SERVICES AND RELATED PROFESSIONAL SERVICES

This Amendment #2, including any appendices attached hereto (the “Amendment”), amends and clarifies Request For Proposal No. 313, as previously amended and clarified (the “RFP”). The RFP otherwise remains unchanged and any capitalized words not defined herein have the meaning ascribed thereto in the RFP.

QUESTIONS AND ANSWERS

Question 1: In the training section, you indicate that 5 OAG employees will require training in order to be able to effectively use and maintain the solution. Could you please elaborate on the role and expertise level of these 5 users? Will these users be expected to create and modify workflows, forms and business rules?

Answer 1: As indicated in the RFP document, a total of 5 employees will be trained and their roles are as follows:

- 2 employees will be IT administrators;
- 3 employees will be the super users, which are defined in section 4.2, page 14 of the RFP document.

All 5 OAG trained employees will be expected to create and modify workflows, forms, and business rules.

Question 2: In the training section, you indicate that 2 OAG employees will require knowledge transfer during the installation and configuration and training to administer, integrate with other IT environment components and configure the solution. Could you please elaborate on the role and background of these 2 users? Will these users be expected to create and modify workflows, forms, and business rules?

Answer 2: These 2 OAG employees will be IT administrators and they will be expected to create and modify workflows, forms, and business rules.

Question 3: Will any of the 700 clients that make requests need to perform downstream actions in a workflow or are they strictly requestors?

Answer 3: The 700 clients are strictly requestors. Please refer to section 4.2, page 14 of the RFP document for definition of role and access of the clients.

Question 4: In addition to a Production license of the system, please indicate if you will be needing additional licenses for Development, Test, QA, Staging and other related server environments?

Answer 4: OAG is requesting Software Licensing on a “yearly fee per user” basis, as per 4.4 Financial Requirements, and as defined under Annex “A-1” Supplemental General Conditions – Licensed Software, Section 4 - User License, page 44 of the RFP document.

Question 5: Does the \$60,000 maximum total contract value include just the term of 2 years of the full potential term of 6 years?

Answer 5: Please refer to Amendment # 1, question 5.

Question 6: Can you please expand on requirement M2.2? In particular could you please explain the term "secure labelling"?

Answer 6: Each document needs to be assigned a security designation level. The OAG uses the following labels:

- Unclassified
- Protected A
- Protected B
- Protected A and B – OAG controlled
- Secret

The client will identify the security level of each documents when submitting a request. Super Users must also have the ability to change the security level if necessary.

Question 7: Have you completed or do you intend to complete a business process/workflow review which would include documenting the required workflows to be implemented?

Answer 7: Upon contract award, OAG will share the results of the workflow review with the Bidder selected for contract award.

Question 8: If possible, please provide documentation or specifications reflecting the actual workflows required?

Answer 8: OAG is looking for the Bidder to propose examples of workflows, based on the proposed solution, that will meet OAG needs as specified in Section 2, Statement of Work.