<u>Responses for the Debt Management System RFP</u>

1. Please provide an Organization Chart and/or a count and role of the number of people that would have inquiry or processing access to the system for purposes of modeling the training and support.
   a. Administrative users (generally inquiry-only) **– 6 or more**
   b. Operations (transaction processing and update) – **5, might add more**
   c. Audit/Compliance – **auditors have access, admin only 4-5**

2. Please provide the total number of different financings needed to be processed on the system. (Examples: State of Connecticut Series 2004, State of Connecticut Turnpike Bonds Series 2016, and Series 2017. This example would constitute three separate financings.)

   Currently approximately 100 tax exempt, taxable and variable rate bond issues

3. Is processing occurring for the individual financings (Examples: payments/transfers/escheatment/taxes) to the individual bondholder(s) such as Depository Trust Company, or only modeling the overall total payments for tracking the status of the financing?

   We don't process anything for bond holders. Processing is for debt service payments. We also track outstanding, authorized, allocated, and issued amounts.

4. What type of questions does the administrative staff typically handle? Are there information requests from Bondholders, Agents, Bond Counsel?

   Most questions are received from internal staff. No.

5. Are there outside trustee/paying agents that you would want to reconcile to your books (Examples: US Bank, BNY Mellon, etc.)? Would it be necessary to develop automation processes if not already in place?

   Yes, the State has a paying agent. We do manual reconciliations for debt service payments. The State is interested in potential automation in the future.

6. Are there any required interfaces to other systems? (Examples: arbitrage rebate calculation system, EMMA/MSRB)?

   The New DMS may be required to interface with other state agencies

and/or authorized vendors and be able to interface with various access databases.

7. Are lost/missing bondholders being tracked for abandoned property/escheatment reporting?

   No, that is the responsibility of the State's paying agent.

8. Is there any processing that occurs on behalf of individual Connecticut municipalities?

   No.

9. The RFP states in II.2.V that "The State of Connecticut must own all source codes for any customized system and must own all data for any system."

   Does this requirement apply to the source code for the vendor's existing financial and reporting libraries used as part of a custom solution?

   Yes, for a customized system. However, not required for a canned package.

   For a customized system, implementation should encompass a strategic debt system capable of serving the State for many years.

   In the future, there are no guarantees that a winning vendor will be always be around - businesses come and go - it could be bought up forcing CT into vendor-biased management decisions and directions - the state may change governance of bonding requiring major program and reporting updates. Having control into the future on all standard system coding, data and reporting is very important for CT accounting.

10. "Is the Office of the Treasurer able to consider any changes to the terms of their Personal Services Agreement (Attachment N)? Specifically, we are interested in discussing potential revisions to the Indemnification (Section 15) and Liability (Section 16) provisions of the PSA. We can propose specific revisions if the Office is able to consider them."

    If there are areas of the State's standard contract that are objectionable, please indicate the particular provisions. Respondents may send proposed changes to those provisions for the State to consider.

11. Section I – Page 2: "Enclosed as Attachment 1 is a PowerPoint Overview of the

    DMS." Please confirm that the attachment is the write-up before the list of reports.

Yes, confirmed.

12. Section I – Page 3: “The New DMS may be required to interface with other state agencies and/or authorized vendors with the DMD.”

    Please provide count of interfaces and data feed formats, frequency of interface, connections.

    We do not know the answer at this time.

13. Please provide the expected and required format of the Fee Proposal and if the Fee Proposal should be packaged separately from technical proposal.

    It can be packaged separately but is not a requirement.

14. Has the treasury projected a delivery timeframe and feature set to estimate an expected budget for this project? An order of magnitude will help devise the right scale of solution in our proposal.

    The Treasury has not developed a budget or timeframe yet, other than as described in the RFP.

15. The anticipated start date of the project is listed as July 15, 2021. Please clarify if there is a preferred launch date of the solution. Are there any business drivers we should know about in relation to the project schedule?

    We do not have any additional information on schedule other than what is in the RFP.

16. There are several searchable debt and accounting packages (SaaS) that should be validated against a custom solution. Would the State consider a staged RFP to conduct a discovery, investigate tech and deliver a design to refine the execution and delivery of a solution?

    We are not familiar with the concept of a staged RFP but are open to different approaches.

17. A cloud-based solution will meet many of the state's performance, security and support requirements. Does the state have cloud resources available to support the respondent’s solution development, test and deployment needs?

Yes, Connecticut has cloud resources available to support the respondent's solution development, test and deployment needs.

18. Is there interest or intent to develop "net new features" for the platform in order to reduce operational burden, or otherwise improve upon the existing feature set available today?

    We are always interested in reducing operational burden.

19. Has the state looked at or received demonstrations of any SaaS products or service companies to meet some of the requirements within the RFP?

    No.

20. Please clarify if the tasks (related to RFP) can be performed outside the USA (e.g., Canada, UK)

    All of the state requirements as we know them are detailed in the RFP.

21. Please clarify if the state requires representative resumes or profiles to be submitted for the proposed technical and management team resources.

    That would be informative, but not required.

22. What are your requirements for response times for critical service issues and triage? Is there an existing triage priority tiering matrix with response time SLA requirements or expectations?

    All of the state requirements as we know them are detailed in the RFP.

23. Please clarify if the state has an existing issue tracking tool and if the respondent can leverage it. If a tool is provided by the respondent, will it need to integrate with any state tools or support processes? How long must it be maintained for ongoing support and maintenance?

    All of the state requirements as we know them are detailed in the RFP.

24. Please clarify the support flow (tools, organizations, responsibilities) for the end solution (e.g., will the state provide tier 1 help desk support and transfer problems to the respondent). What are the respondents anticipated responsibilities if they do not provide the hosting environment?

    All of the state requirements as we know them are detailed in the RFP.

25. Please advise if there are any existing testing and/or compliance strategy from the state the responder should be compliant with?

    All of the state requirements as we know them are detailed in the RFP.

26. Please clarify is the list of required testing is complete, or should other types of testing be included as well?

    All of the state requirements as we know them are detailed in the RFP.

27. What are your requirements for validated systems and internal audit capabilities? Are there specific requirements for tracking access and holistic system change event tracking or audit logging?

    All of the state requirements as we know them are detailed in the RFP.

28. The complete list of current DMS reports and existing data schema are provided here. Do you already have a clearly defined data mapping of reports to source data? Are there legacy reports generated today that would require investigation to define how it might be recreated in a new system?

    All of the state requirements as we know them are detailed in the RFP.

29. What is the state's current commercial cloud environments, resources and support? Can the respondent leverage and propose these existing cloud service contracts through CONN IT to provide the solution development and operating environment?

    All of the state requirements as we know them are detailed in the RFP.

30. For dedicated hosting environments, what is the state's policy on Cloud Service Provider (CSP) services (such as Amazon AWS or Microsoft Azure)? These CSP's offer dedicated and shared, but segmented, isolated, and secured hardware services. Is there any guidance, requirement, or mandate around specific use of such services? Is this already defined and available through the state's BEST standards?

    All of the state requirements as we know them are detailed in the RFP.

31. This section requires respondents that provide hosting options to physically host the environment in-state. Is it acceptable to provide hosting using a third-party cloud

hosting provider such as Amazon AWS or Microsoft Azure which offer hosting in other US states?

All of the state requirements as we know them are detailed in the RFP.

32. Does the state have the in-house capability to manage a cloud application and environment, or do you expect the respondent to include those services?

    All of the state requirements as we know them are detailed in the RFP.

33. What are some examples of “electronic interface communication with other authorized vendors or state agencies?” Do these connections exist today and in what form? Are the authentication and access policy requirements already defined?

    All of the state requirements as we know them are detailed in the RFP.

34. Does the 99.99% availability include scheduled/required maintenance downtime windows? How is uptime availability defined (e.g. UI application, API/service level)?

    All of the state requirements as we know them are detailed in the RFP.

35. Can a respondent rely on a commercial cloud provider’s SLA to meet the states requirement to “guarantee 99.99% availability of the computer system with real-time replication to disaster recovery”? What are the DR requirements?

    All of the state requirements as we know them are detailed in the RFP.

36. Are there third-party systems interfacing with your current solution today that would need to be migrated? What are all the expected third-party interfaces required for the new platform and how will they interact (functionally and securely)?

    All of the state requirements as we know them are detailed in the RFP.

37. Do you have an existing user account authentication standard (e.g. Microsoft Office 365, SAML, Active Directory) we will need to integrate with for single sign on (SSO)?

    All of the state requirements as we know them are detailed in the RFP.

38. Approximately how many users, internally and externally, **will be** using this new system and how does each role interface with this system? How does that **compare to today**? Do you expect the respondent to manage user access and accounts?

    - Administrative users (generally inquiry-only) **– 6 or more**
    - Operations (transaction processing and update) – **5, might add more**

- Audit/Compliance – **auditors have access, admin only 4-5**

39. Is there a requirement for 508 compliance?

    All of the state requirements as we know them are detailed in the RFP.

40. How long has your current data architecture been in place? How has it grown or changed during that time?

    It has been in place since the early 90’s, but it has been upgraded and expanded over time.

41. How do you expect your volume of transactions or data size to change over the next 2-5 years?

    We do not expect it to change substantially.

42. What is the current volume of data expected to be migrated?

    The system is currently handling about 100 bond issues including tax exempt, taxable and variable rate issues.

43. What is the daily growth rate of your data?

    There is no daily growth rate. Data volume is consistent.

44. What data management tools and services do you have in place today e.g., data governance, data quality, data transformation?

    The current data management tools are described in the RFP.

45. Do you have clear requirements for data lifecycle management e.g., minimum requirement for retention, requirements for data deletion?

    All of the state requirements as we know them are detailed in the RFP.

46. Considering the migration process to a new hosting environment, what is an acceptable level of downtime for the migration? Assuming all efforts are made to minimize service impact, what is the maximum time allowable for the transition if downtime is required?

There can be no downtime. It would be expected that the existing and new system run parallel for a period of time.

47. Can you provide user personas or specific roles that will be utilizing this system?

- **Administrative users (generally inquiry-only)**
- **Operations (transaction processing and update)**
- **Audit/Compliance**

48. What is the level of authorization required for each user role? Can you provide further requirements regarding access and authentication controls e.g., who will be using the system and how will they need to access it (e.g., different levels of data and functionality), are there central IT IAM services today?

Not available at this time, to be determined.

49. Please clarify what is meant by the, “three levels of service for times of peak demand, high demand, and normal demand”.

Peak demand occurs between the months of June through September of each year. High demand is every time we issue bonds. Normal demand is standard operating hours (Monday through Friday, 7:00 a.m. until 6:00p.m.).

50. What are your accessibility requirements for any user interfaces (e.g. WCAG requirements, screen readers)? Do you require specific device interfaces beyond standard desktop/laptop systems (e.g. tablets, mobile devices)?

Not available at this time, to be determined.

51. Can you provide more detail around training requirements and supporting materials (e.g. manuals, videos)?

Not available at this time, to be determined.

52. Please clarify whether the state requires a fixed price quote, or a time and expenses quote based on hourly billing rates.

Any bidding specifications are contained in the RFP.

53. Please clarify if your business users are comfortable working in an Agile development model.

    We are not familiar with an "Agile development model."

54. The response format (section 7) dictates that the respondent provide detailed task-oriented breakdowns for each activity in Section II. Section 2 (Part 2.p) indicates 11 plans and profiles be provided "as part of the responses". Please clarify the level of detail expected and if each of these "plans and profiles" are individually required as part of the response. Can the respondent capture the "intent" of these areas in a general write-up of their technical solutions and approach verses providing separate "profiles and plans"?

    This information is specified in the RFP.