Enterprise Solution Professional IT Services

Request for Proposal RFP#: 2020-01

RESPONSE TO PROPOSERS' QUESTIONS: FEBRUARY 18, 2020

Interested parties are encouraged to visit the **WCI, Inc. website** for more information about our services, and to subscribe to the electronic mailing list.

WCI, Inc.
Western Climate Initiative, Inc.

Responses to Proposers' Questions

The purpose of this Request for Proposal (RFP) is to award Master Service Agreements (MSA) to qualified proposers who will then bid on individual scopes of work as they are released (later in the year) by WCI, Inc.

The intent of this document is to provide answers to proposers' questions. In some cases, where questions were similar, we combined the multiple questions into one.

1. RFP Response

    1.1. Will specific project requirements be shared and the opportunity to provide specific rates per RFP?

    Project requirements will be provided when the statements of work are published.

    1.2. Can the average fee be a range of blended onshore and offshore rates?

    Proposers should provide specific rates for onshore and offshore resources.

    1.3. We are a Canadian based company, do you prefer price in CAD or USD?

    All fee proposals for this RFP must be submitted in USD.

    1.4. Are you looking for a company to deliver a fixed price project or consulting agreement?

    This RFP is seeking qualified proposers who will have an opportunity to bid on individual scopes of work at a later date. The MSA (Master Service Agreement) is a $0 contract.

    1.5. Attachment B of the Standard Agreement: Paragraph A.iii. indicates a 10% holdback for "completed deliverables satisfactorily provided" and then a separate invoice after acceptance of a final deliverable. Please explain the difference between a completed deliverable satisfactorily provided and an accepted final deliverable.

    The 10% holdback is to ensure the completed deliverable as set forth in the statement of work meets all specifications. The 10% withhold will be released upon final acceptance of the completed project.

1.6. On p. 17, the RFP states "Proposers selected for presentations . . ." – are there required presentations at the MSA level, or will this apply only for work orders that a contractor bids under the MSA?

No proposers' presentations are required for the MSA RFP. The statement should read: "Proposers selected for negotiation […]".

1.7. The RFP document mentions a 20 pages limit for the Technical Proposal. Please clarify if the limit applies to all three areas i.e. Software Development, Quality Assurance and Penetration testing, combined?

The 20 pages limitation for the Technical Proposal is per service (Software Development, Quality Assurance or Penetration Testing). If a proposer plans to bid on more than one service, then the page limitation is 20 pages per service.

2. Current Applications

2.1 We have noticed that there are two ready auction platforms (for California and Quebec). We suppose you might use them as a base for this project. Is there any chance to review them by using a testing account? I mean, provide access to code? (under NDA if needed).

No access to the current applications will be granted as part of this MSA RFP.

2.2 Could you please explain how these two websites work? We see that there are two separate sites, with separate admin areas, separate databases, but at the same address, which should be combined into one admin panel, one database, and display everything at the same address, but taking into account the selected QC/CA region?

Additional information regarding the current requirements will be provided in the statements of work. Also, you can find more information about each Participating Jurisdiction at the following web pages:

   a. California: https://www.arb.ca.gov/auction
   b. Québec:www.environnement.gouv.qc.ca/changements/carbone/Emetteurs-participants.htm
   c. Nova Scotia: https://climatechange.novascotia.ca/cap-trade-regulations

2.3 The RFP mentions that the platform should support future growth such as new jurisdictions joining the WCI. What are the projections on when others will join and at what rate per year? (1-2 per year).

WCI, Inc. is unable at this time to disclose a list of all of the jurisdictions that may be evaluating whether to utilize the services offered through WCI, Inc. and the timeline as to when they may join.

The new platform should be built with scalability capabilities to facilitate one or several new jurisdictions joining with minimal impact to the current existing programs.

2.4 As the needs of the jurisdictions evolve, how are they evaluated and prioritized today? How do you see this evolving as new jurisdictions are added?

Currently there is a governance model defined to provide and prioritize the development of jurisdictions' requirements. The implementation of this project will follow a similar model.

2.5 What is the load of user and/or visitors expected for each project?

Currently, the number of registered entities is 890. To obtain CITSS account(s), an individual or entity must complete user registration for at least two representatives and subsequently complete the account application. Volume I: User Registration and Profile Management.

In addition, Participating Jurisdictions, market monitors and financial service administrators also have access to the current applications.

2.6 How many active users are you planning to have on this platform?

WCI, Inc. is unable at this time to provide this information because it will depend on the number of jurisdictions that will use WCI, Inc. services. The new platform should be built with scalability capabilities to facilitate the increase in users with minimal impact to the current user base and platform performance.

2.7 What is the size of the current database?

Detailed requirements information will be provided to the selected contractors.

2.8 What tools are currently used to coordinate & manage development and testing?

The only tools that are part of this greenfield project at this time are Confluence and JIRA. Confluence and JIRA are not negotiable at this time. Other tools will be considered.

2.9 Are there any specific tools for data processing/migration or database technology that is currently used at WCI? Please elaborate in order to understand any preferences.

This is a greenfield project but, as indicated in the RFP, the architecture shall be largely cloud based and primarily implemented within an AWS ecosystem.

3. Governance Model

3.1 What is the governance model in place today for WCI? (steering committee, etc.)

As indicated on the Board of Directors page on the WCI, Inc. website, the Board of Directors of WCI, Inc. is composed of directors from each Participating Jurisdiction in accordance with the By-Laws. More detailed information regarding the governance model of WCI, Inc. will be provided to qualified proposers with an MSA Agreement.

3.2 How are the project and platforms managed? (PMO, etc.)

This information will be shared with the selected contractors after the award of MSA's.

3.3 How do you manage multiple vendors working on the separate platforms?

This information will be shared with the selected contractors.

4. Key Personnel

4.1 As part of the implementation team, would you also be interested in profiles of the people specialized in UI/UX developers and design team members?

Yes. If there are any additional roles you believe should be part of your team for this type of project, please include this information in your response.

4.2 Resumes of Personnel: resumes are required for both Key and Other Personnel, and there are at least seven (7) Key Personnel roles. Are resumes part of the 20-page limit for technical responses?

No.

4.3 There are eight Key Personnel roles. If a response identifies at least one person in each required category but our rate structure includes multiple levels within a job category (e.g., a Junior, Mid, Senior and Master Software Developer), do we need to include a Key Person and resume at each level for which we establish a separate rate, or only at those levels where as of today we expect to staff a key individual?

Proposers should include a resume of key personnel at the levels they expect to staff the project.

4.4 What is the rough order of magnitude of the expected team size (members) for the Action Project and the Registry Project?

Additional information regarding the scope for the projects will be provided in the future statements of work. This additional information will allow selected contractors to estimate the team size.

4.5 Would the proposers' project team members be required to work out of the WCI offices in California (US) only? If there are any additional work locations beside these, can you please share the details?

No, a proposer's team is not required to work out of WCI, Inc.'s offices in California or Québec.

4.6 Can proposers deliver work out of offshore locations such as India? If yes, what are the specific clearances required for such personnel?

Use of offshore resources will be determined for each statement of work. The use of offshore resources will be further discussed with successful proposers at a later date.

4.7 It is mentioned that subcontracting is acceptable, are there any specific compliance requirements for subcontracting?

Please refer to the General Terms and Conditions of the Standard Agreement. Other considerations may be included in the statements of work as necessary.

5. Languages

5.1 What other languages are anticipated being added?

The platform should have the ability to scale for any future new language needs with minimal to no impact to current programs.

5.2 It is assumed that the official language for all project related communications will be English only. Please advise if the project related communication is expected in any other language.

Communication will be primarily in English.

5.3 How are the languages supported today in the platform?

Detailed information regarding the current applications and languages supported will be provided in the statements of work.

6. Technology and Project Requirements

6.1 Why is the software platform custom developed? Are you open to packaged solutions?

No, we will not consider a packaged solution.

6.2 Would you be open to emerging technologies like Blockchain for authentication?

Yes.

6.3 Is usability testing included as part of the QA vendor's responsibilities?

Detailed information regarding the usability testing deliverables and expectations of the Quality Assurance services will be provided in the future statements of work.

6.4 Is impact analysis included in the QA scope?

Detailed information regarding the scope and expectations of the Quality Assurance services will be provided in the future statements of work.

6.5 Are we free to establish the QA process on the project?

Proposers are welcome to suggest or recommend processes they deem appropriate or necessary.

6.6 Will the QA vendor have a role in creating test scripts or test data?

Detailed information regarding the deliverables and expectations of the Quality Assurance services will be provided in the future statements of work.

6.7 Will separate environments be made available for the different type of testing (system, integration, user acceptance, regression, parallel, performance, and data migration)?

Detailed information regarding the environments will be provided in the future statements of work.

6.8 Should we connect FedEx API to track a physical contract track by a client?

There is currently no need to connect to the FedEx API.

6.9 Which is the sprint cycle today? What tools are being used to track development and support?

We plan to use an Agile methodology with short sprints having Confluence and JIRA as primary development tools to communicate with the selected vendors.

6.10 What aspects of CI/CD have been implemented so far?

Detailed information regarding CI/CD will be provided in the future statements of work.

6.11 What is the current security integration model for CI/CD pipeline?

Detailed information regarding the security integration model will be discussed at a later point after providing the future statements of work.

6.12 Which tool is currently being used for test automation?

Testing is currently provided by a third-party contractor. Proposers are encouraged to suggest testing tools.

6.13 Which technologies were used to develop current websites?

A mix of open source and proprietary technologies.

6.14   Could you invest in using commercial tools for testing on the project?

This can be discussed at a later stage.

6.15   In section 3.4 point #2 regarding the third-party licenses, are we able to provide recommendations for additional third-party licenses? If so, what is the process and lead time for process and approval?

Proposers may recommend additional licenses. The process details can be discussed at a later date.

6.16   As there are many commercial and free tools for testing, do we have the flexibility to select tools for testing?

Yes.

6.17   Do you have the list of the performance acceptance criteria for the project?

Detailed information regarding the performance acceptance criteria will be provided in the future statements of work.

6.18   Do you have preferences in terms of programming languages or development framework?

No.

6.19   What is the expected number of users, the length of the user session, throughput, response time, acceptable error rate.

Detailed information regarding length of user sessions, throughput, response time and acceptable error rate will be provided in the future statements of work.

6.20   We would recommend using at least 3 environments for the testing purposes: 1 for manual (regular) testing tasks and security testing, 2 for automation, 3 - for load testing. Is this acceptable to you?

Detailed information regarding the environments will be provided in the future statements of work.

6.21 Section 3.4 General Project Requirements: Under item 13, is the test environment to be provided to WCI by the contractor, or as stated: "separate test environment shall be provided by WCI, Inc."?

A separate test environment shall be provided by WCI, Inc, as stated in the MSA RFP.

6.22 What kind of reporting do you expect us to provide at the end of each iteration?

Detailed information regarding deliverables and expectations for reporting will be provided in the future statements of work.

6.23 Do you want us to evaluate the quality of the project throughout the development?

Yes.

6.24 What is your current IT eco-system?

The current systems leverage a mix of open source technologies and proprietary technologies. However, the current technology stack will not have any bearing on the decision.

6.25 Can you please share the technology stack/platform for the following requirements stated in section 3.2 (Performance Testing, Data Migration Testing -source and target- and Test Automation – tools and frameworks.

No.

6.26 Can you please share the technology stack/platforms for VAPT (Vulnerability Assessment and Penetration Testing) requirements stated in section 3.3?

No.

6.27 Can you please elaborate on preferred tools/technologies for the penetration testing work (e.g. Burp Suite, Checkmarx)?

All proposals will be considered.

6.28 What is the likely technology stack for the software development? Please elaborate.

All proposals will be considered, but as indicated in the RFP the architecture shall be largely cloud based, primarily implemented within an AWS ecosystem.

6.29   Please clarify whether manual or automation or both testing are in scope?

Both.

6.30   Under Quality Assurance, are you looking for any specific testing enterprise platform?

WCI, Inc does not have a preference or a recommendation at this time.

6.31   Under Quality Assurance, are you looking for any specific reporting tools?

WCI, Inc does not have a preference or a recommendation at this time. You may suggest any appropriate reporting tools.

6.32   Do you have any constraint for the technology that will be used to build the product?

All proposals will be considered but, as indicated in the RFP, the architecture shall be largely cloud based, primarily implemented within an AWS ecosystem.

6.33   The product will be mobile and/or web based?

The new platform will be web-based. There is no mobile support planned at this time.

6.34   Are the REST APIs to be consumed by mobile application?

No.

6.35   Please elaborate on the following security aspects with respect to tools/technologies/vendors selected: 1. Perimeter security / aspect of perimeter security; 2. SIEM; 3. Endpoint security; 4. Incident management and response; 5. Firewall and WAFs

Detailed information regarding security will be discussed with the vendor selected.

6.36   Please elaborate the requirement for federated authentication? if any (e.g. OpenID, Ping, IAM)

Detailed information regarding federated authentication will be provided in the future statements of work.

7.   Data

7.1   What are the types of examples of reporting data the jurisdictions are receiving today? Is it possible to receive a sample report?

Detailed information and examples of the reports will be provided in the future statements of work.

7.2   What are the expectations related to data migration needed from older systems?

Detailed information regarding the data migration will be provided in the future statements of work.

8.   Other

8.1   We understand that the duration of the engagement will be 5 years as indicated in the Fee Proposal. What will be the scope of support services/maintenance once the development ends in 2023?

Detailed information regarding the support and maintenance will be provided in the future statements of work.

8.2   Do you have the design part covered or you will need a specialist from our side?

WCI, Inc will cover the design for the current project, but you may attach resumes of your design specialists for any potential future needs.

8.3   What is the onshore/offshore model today? Is there a preference for onshore versus offshore models?

WCI, Inc does not have a preference or a recommendation on the model at this time. You may suggest onshore/offshore/mixed delivery models.

8.4   What is the user support model in existence today and the SLA?

WCI, Inc does not have a preference or a recommendation on the support model at this time. You may suggest a user support model.

8.5   The RFP mentions that the MSA may offer the opportunity to bid on other related services. What are the "anticipated related services" expected to be?

As stated in the section 2 of the RFP, "WCI, Inc. will release the Auction and Registry services scopes of work later in the year to contractors who have a master services agreement in place."

8.6 It is our understanding that this RFP has been issued by WCI, Inc. a non-profit corporation registered in California and that the resulting contact under this RFP will be between WCI and the Supplier governed by the laws of the state of California

The contract will be between WCI, Inc. and the vendor awarded the contract. The contract will be governed by the laws of the state of California.

8.7 Are there any data privacy guidelines from compliance perspective?

Detailed information regarding data privacy guidelines will be discussed with the vendor selected.

8.8 Are there any specific compliance requirement relating to the operation of the systems across multiple jurisdiction, if so please specify?

Detailed information regarding compliance requirements will be provided in the future statements of work.

8.9 Are there any specific compliances which need to be considered for security assessment? For example, OWASP Top 10

Detailed information regarding compliance requirements will be provided in the future statements of work.

8.10 What are the security standards that are required to be adhered to?

Detailed information regarding security standards will be provided in the future statements of work.

8.11 Does WCI plan to get third-party security assessment done by an auditing company/authority? Please provide more info on this process.

Detailed information regarding security assessment will be provided in the future statements of work.

8.12 Will localization tests be part of the security assessments?

Detailed information regarding security assessment will be provided in the future statements of work.

8.13 Please elaborate the exact requirements under the clause - Conflict of Interest? Also, please provide clarification on what as per this clause would amount to conflict of interest?

Please refer to Attachment D of the Standard Agreement - Individual Conflict of Interest and Confidentiality Statement.