ATTACHMENT B – QUESTION SUBMITTAL FORM

Please email or fax all question forms to: Melissa Carr at **mcarr@dps.state.nv.us**
                                                   Or Fax: 775-684.4809

The deadline for submission is February 1, 2016

Company Name: __GL Suite Inc DBA GL Solutions_____
Date:___ 02/01/2016_____

CONTACT INFO

	Contact Person for Questions, including address
A	Name: Brian Bennett
	Title: Agency Consultant
	Address: PO Box 591, Bend, OR 97709
	Email Address: bennett@glsolutions.com

QUESTIONS

1. We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive." Based on this definition, how many Named Users does the agency anticipate having on its new system? **The SFM/SERC will have between 6-8 named users at any given time which are considered ADMINS of the system. Usually 2 Super Admins, 2 System Admins, 2 Finance Admins with backups on all levels as necessary.**

2. In addition to the desired public website functionality described in the RFI, what other public functionality does the agency intend to have for its new system? **We wish to have the ability to give public news agencies some type of access to pull right-to-know information from our database in the future. We are currently working towards a full payment system through the state treasurer's office and contracted banking system, which will be on-line around April/May 2016 through our current vendor; this will need to be in the new system also. Currently the system can only accept E-Pay.**

3. Please provide the names of all system outputs required, including reports, queries, and correspondences. Also provide the audience and the location from which each will be run (back-office, public website, specific login-secured area of public website, etc.). If such details are not available at this time, please provide at least the total numbers of each type of output required. **Unfortunately at this time, we do not have that information on hand. This will be explained in further detail in the RFP process if you decide to bid on this program. Currently the vendor we work with has simple reports and queries already built in with an ability to query the system for more complicated reports. We basically can query on almost any parameter in the database for almost any timeframe. Sometimes the data produced however does not meet our needs due to the constraints of the program. We would like the query system to be simple, with many built in reports that we can customize to our needs on the fly.**

4. After the new system is implemented, what growth and need for enhancements does the agency anticipate with respect to the number of users, units, and/or processes? **The process of tracking HAZMAT is rather complicated for Nevada as both the State Fire Marshal and SERC share the database and have almost two different processes for their respective customers. What we would like in a database is a responsive system that is easily accessed by the customer, intuitive based on their inputs and can easily get their permits without a lot of error and headaches. Just like any normal person using a website to conduct business, we want the system to take all of the guess work out of filing your Hazmat information, making payments, requesting changes, and finally receiving your automated permit. It must track payments and have the ability for adjustments as necessary and allow for exemptions based on certain criteria. We do not anticipate in house ADMIN users to increase, but we expect the customer base to increase with the improving economy. Currently our database runs with over 5,000 companies and over 7,500 facilities in those companies.**

5. What considerations has the State taken into account regarding the investment necessary for reaching the goals and functionality outlined in the RFI? What budget, if any, has been established for this project? Did the State allocate any funds specifically for this project? If so, what is the amount allocated, and when does it need to be used? **This is the preliminary process looking for potential vendors. We are not limited to a certain budget at this time, however be aware that all bids must go through the legislative process and should be as competitive as possible.**

6. The State indicated 2017 as timeframe for the potential release and award of an RFP, can the State elaborate on when in 2017, and what is the desired implementation timeframe? **The release of the RFP would be after July 1, 2017 once legislative approval has been given for the project.**

7. Have there been instances where any agency employee has viewed a demonstration of a potential software application similar to the one being sought in this RFI in the last 24 months? If so, please name the vendor(s), dates of contact and describe the nature of the contacts including whether pricing was discussed. Has the agency received any estimates or quotations for the services and software described in this RFI, and if so, which ones and what were the amounts? **No in all instances**

8. Can you elaborate on the agency's preferences regarding hosting with the vendor? **Yes the agency has a preference to host with the vendor if services are available and cost justified.**

9. Regarding section 3.4, Training, please list the number of users in each area below that would require training:

       End User

       System Administrator

       Technical Support

       Train-the-Trainer

Depending on the system delivered, we assume an easy to use on-line training would accompany the system for the end user (there are 5000 plus companies see answer above). As well as in system prompts and question marks on the fields that would answer easy questions on their screens.

The remaining users (System Admin, Tech Support and Train the Trainer) would be 6-8.

10. Regarding section 3.4, Training, 3.4.1.1A, please describe the type of training the vendor is expected to provide to the End User (Public). **See answer above**

Regarding section 2.2, Product Features, please describe a scenario that would be used by the planning and response module. Please describe the functionality required of the planning and response module.

There are three variables to the Product Features for the Planning/Programmer Module

1) **Local Emergency Planning Committees (LEPCs) use the system to create the list of Tier II facilities for their Hazmat Plan – this is an EPCRA Law requirement.**

2) **Emergency Responders (Police, Fire, EMS, etc.) use the system to access a facility and the chemicals within that facility during an emergency.**

3) **Local, State and/or Federal officials use the information to learn about what facilities have what chemicals.**

ANSWERS

To be provided by February 8, 2016.

**All questions will be answered and sent to ALL potential respondents. These questions/answers will also be addressed in any subsequent Request for Proposal.