1. In the past two years has the agency performed any evaluations of, or seen any demonstrations of, systems that are relevant to the scope of the RFI, and if so which systems have been involved in such evaluations / demonstrations?
Answer: Yes, PennDOT’s ePermitting System

2. Did a consulting firm assist in the development of the RFI? If so who is the consulting firm?
Answer: No. The RFI was developed by NYSDOT and NYS Office of Information Technology Services

3. Will there be a pre-submission meeting for this RFI?
Answer: No.

4. Is it allowable to respectively request a one week extension for the due date of the RFI submission?
Answer: Yes.

5. What is the anticipated date of release for the RFP?
Answer: Sometime in early 2017.

6. Is there a budget and/or desired timeframe for this project?
Answer: NYSDOT’s policy is not to release any budget information regarding potential or active best value request for proposals. The RFP’s draft contract may have a five year term with an option for longer term support and maintenance.
7. Is the experience working with NYS Department of Transportation and DOT specific interfaces (Example GIS) mandatory for vendor’s to qualify (reference RFI section 4.1.)?

Answer: No, not mandatory, but desirable

8. RFI Section 3.1 OVERVIEW OF ENVISIONED SOLUTION, page 9 - bullet 10 - Migrate: What is the size of the data to be migrated? How and where are these data maintained today?

Answer: The size of the current data is approximately 130MB, and the data is currently maintained in Oracle database.

9. Are you anticipating migration of data from existing system to new system? If so can you provide database/data/spreadsheet for existing highway permit system? Sizing of current system etc.

Answer: The current permitting system consists of 20 tables and 12 reports which occupy 130MB of storage. The data in these tables would need to be migrated to the replacement system.

10. Do you have any information that can be provided on the current work permitting system including any current issues being experienced with the system and/or features that are presently lacking? What platform if any powers it? The vendor that implemented it, and if it was custom built, what technology stack was used?

Answer: The current HWP system lacks a number of key features we are seeking, primarily the ability to manage the permit application and review process. The current work permitting system was custom development, done in-house by ITS staff using APEX version 4.1.1 with an Oracle database version 11.2.0.3. The database is installed on an AIX server both located at CNSE, our Statewide data hosting center.

11. Can you make us available your system information? e.g You mentioned we have access/spread sheet etc. Can that data/sample data shared with us? Permit Process followed by each region? Existing system screen shots /Sample screen shots of major functionality?

Answer: The user manual is attached at the RFI site.

12. Can you provide existing reports from your system?

Answer: Also, see user manual.

13. What Business rules are used during permitting process?

Answer: Business rules document attached

14. Does NYSDOT have a preference for a cloud solution or an on-premise solution?
Answer: NYS DOT and ITS prefer applications hosted in our data center, but during the RFI stage we are willing to consider other options. This answer will refined in an RFP process for a final answer.

15. Will ITS/DOT entertain a solution that is not aligned with the current technology architecture, (e.g., Salesforce?)

Answer: TBA.

16. Can you please let us know who are users applying for permit? How many users?

Answer: NYS Citizens, Corporations, and Municipalities. The department issues approximately 6,000 HWP each year, from eleven (11) regional offices, or from the central office for work operations of a statewide nature.

17. Are the end users already in your system/NYSDOT users who need a permit?

Answer: Users will enter the system through NY Gov.ID. NYSDOT users will already have accounts. Typically end users might not.

18. Does your customer’s have access to NYSDOT network?

Answer: No, only to the department’s external web site.

19. What customer information is stored at NYSDOT?

Answer: Basic name and contact information for permittees is entered when a permit is created. There is no customer master file maintained that can validate this information.

20. Can you please let us know current permit workflow?

Answer: See RFI section 2.1 and attached Commercial Permit Review Process document.

21. Is the workflow standard for all types of permit processing?

Answer: No, different permit types have different processes. Also, Regions do not have a standard process, but we expect that with a new software application, this would be the case. Standardization of process is a key goal of a new system.

22. How are documents stored in current system?

Answer: Documents are stored in regional offices in both electronic and paper file formats. There is no central repository for permit documentation, and no file naming conventions are used statewide.

23. What is current system’s architecture?
Answer: The current work permitting system was custom development, done in-house by ITS staff using APEX version 4.1.1 with an Oracle database version 11.2.0.3

24. What is current system platform?
Answer: The current work permitting system was custom development, done in-house by ITS staff using APEX version 4.1.1 with an Oracle database version 11.2.0.3

25. Can you provide us all of your existing Business rules?
Answer: See Business rules document attached

26. Do you anticipate any other permit to be handled by new system other than PERM 32, 33, 33-COM and 33a?
Answer: PERM 32, 33, 33-COM and 33a are permit applications, for different types of operations being performed on the highway. It is envisioned that a new online system would eliminate the need for these and other different application forms, and could be easily configured to permit different types of work operations

27. Does NY State have an orthoimagery server that could be used with this system?
Answer: TBA.

28. Could the DOT provide additional integration information for the following systems: ALIS, FileNet, LATS, PRC?
Answer: TBA.

29. What information should system capture from GIS?
Answer: TBA.

30. Do you have standard Web services available to interface with NYSDOT GIS environment?
Answer: TBA.

31. Do you have standard Web services available to interface with Document Management system?
Answer: FileNet is a NYS standard Document Management System which includes web services.

32. Do you have standard Web services available to interface with other systems (GIS (LRS), NYBE, ALIS, LATS, PRC, 511NY, SAGE, Agile Assets, HOOCS, SFS DWH)?
Answer: TBA.
33. Interfacing with other applications: Does the applications to be interfaced with expose any web services? If not, does NYSDOT have necessary design and architecture of the applications or do we have access to the service providers of these applications?

Answer: NYSDOT will facilitate any access to systems that do not currently have webservices.

34. Mobile Device: Page-3 lists integration with Mobile devices. Does this refer to standard mobile devices like phone, tablet etc. that can be used by permit applicants (public) to submit applications or integration with specific/dedicated mobile devices used by departments to perform day-today activities?

Answer: Both. We envision permit applicants being able to check on the status of their application, interact with/respond to regional staff, or being able to submit photos or location data from their phones or mobile devices. We also see regional staff assigned to construction inspection and permit closeout being able to use their device to document project completion and close out the permit from the field.

35. How critical is need for mobile application?

Answer: A mobile application is not critical for initial implementation, but it is a logical next step, and we assume that a mobile version will follow shortly after. NYSDOT Web Applications must be built in a responsive manner.

36. Payment Processing: Is NYSDOT looking for integration with payment gateway of NYSDOT’s choice?

Answer: Yes

37. Is the payment information for customers stored at NYSDOT?

Answer: We envision, some customer information like customer name and account number will be stored in the system, but the actual payments will be stored elsewhere

38. Are you planning to process payments via new system? Does NYS have standard payment processing portal?

Answer: Yes, NYS is in the process of developing a standard payment process.

39. Does DOT envision have a separate Independent Validation and Verification to accompany the primary RFP?

Answer: No

40. What is the ITS/DOT anticipated project governance structure?

Answer: ITS/DOT follows the NYS Chief Portfolio Office standard which is based on the Project Management Institute’s methodology.