# Answers to Questions submitted in response to
## REQUEST FOR PROPOSALS FOR WEB PROGRAMMING/MAINTENANCE SERVICES

## Lessard-Sams Outdoor Heritage Council
## MINNESOTA STATE LEGISLATURE
## June 7, 2021

| | |
|---|---|
| 1 What are your current main pain points with the existing system? | We have occasional minor gliches that need to be worked out, but overall the system works well. Sometimes when we add a feature it affects another function so that has to be fixed. We have many repeat managers who are familiar with the system and we have received good feed back from user on ease of use and intuitiveness. |
| 2 Do you have any analysis of what your current support task count looks like? Any per Month ticket / Support requests? | This really depends on the schedule for higher use times in the system. Some days there may be 5-7 fixes, but then weeks can go by without any requests. At times there is some urgency to new report creation needed due to legislative requests and timeliness of that. The highest use time in the system is between mid May to mid October during proposal submission and funded programs needing to submit final plans. |
| 3 Any estimate on the number of hours spent on enhancements, issue resolution etc. by the current provider. | 350 – 500 hours annually |
| 4 Can you provide the details for your existing Infra on AWS like? | The front and backend are hosted on the same server. This is a relatively small scale application running on a single EC2. |
| a Does your frontend and backend server are same, or they are different, | A smaller EC2 is also run for development purposes. |
| b if different then? How many servers are there (frontend server count and backend server count) | We share the server with another office to reduce hosting costs. |
| c Do you also use S3 bucket for file storage? | no |
| 5 How many users (approx. Count) are using this system currently? | Approx. 75 – this includes program managers and staff. Approximately 10 users have "view only" rights. |
| 6 We assume this assignment is only for technical support on the portal and no L1 support is required? | The Project Manager Analyst on staff is the L1 support, many issues are user errors and if it is found that there may be a bug; it gets passed along to the contractor as the L2 support. |

| | |
|---|---|
| 7 Can you elaborate more on workflow logic programs like how workflow logic developed and what all status is managed by that. | The status of the programs is manually managed by the Project Manager Analyst. Different status save the data in separate tables for report generation. Proposals, approved plans and final reports get saved in unique tables, the amendments are in a table that gets replaced with each request. Pdf's are saved as record to the requested change. Status's in the proposal tab move programs forward if they are selected for funding to the accomplishment plan tab. |
| 8 Which email services do you use? Is it standard like Microsoft / Gmail or any other? | Microsoft |
| 9 We Assume that all these supports are from remote locations and are not required to be physically available. | Correct, the vendor may work remotely and occasional in person meeting may be necessary if there was a substantial issue, of which there has been few. We have handled all communication via e-mail, conference call, or zoom this past 18 months. |
| 10 Does the system have any specific reporting tool at frontend, do you have any charts or charting library for react project? | All of the reports are generated on the backend. Word documents and PDFs are generated using the library: python-docx. Excel documents are handled using openpyxl or pandas.ExcelWriter. The only charts we have are generated by openpyxl in the final report summary and analysis reports. |
| 11 Do you have any rough estimate for the budget on this assignment? Also, can you share the last 2 years spent on this project? | We have budgeted $50,000 per year for maintenance. In addition, we have another $100,000 built into the budget for "special" upgrades that are beyond routine maintenance and working out bugs. This amount may be for additional requirements for accessibility, special report creation, adding questions or major data collection changes due to evolving legislative policy. |
| 12 Can you also please share the responses provided by you to the questions asked by other potential bidders. This will help us to provide a more complete response. | Yes, all answers will be combined into one document and posted to the web for all proposers to view. |