

## Solicitation Addendum

**Solicitation Number:** Doc1164183326

**Solicitation Description:** Data analytics tool for public sector external audit professionals.

**Solicitation Opening Date and Time:** 12/6/2024 2:00 PM

**Addendum Number:** 1

**Addendum Date:** 10/29/2024

**Contract Specialist or** [Lori Hathaway, Deputy Director IT]

**Purchasing Agent:** [lori.hathaway@ncauditor.gov | 919-807-7674]

1. This addendum does not need to be returned.
2. Following are questions received about the solicitation and OSA's answers to the questions.

Question #	Solicitation Section	Solicitation Subsection	Vendor Question	Draft Response
1	2.0 PURPOSE OF RFP	2.3 SUMMARY OF PROBLEM STATEMENT	What are the different sources of data, and in what format- CSV or relational database?	See 3.4.4.7 Describe for the proposed solution
2	2.0 PURPOSE OF RFP	2.3 SUMMARY OF PROBLEM STATEMENT	How many such data sources do we have?	See 3.4.4.7 Describe for the proposed solution
3	2.0 PURPOSE OF RFP	2.3 SUMMARY OF PROBLEM STATEMENT	How many audit/investigative reports are being generated from the system? And in what format - Power BI dashboards/excel files/PDFs?	Around 100 annually, however, this system would not generate audit reports
4	2.0 PURPOSE OF RFP	2.3 SUMMARY OF PROBLEM STATEMENT	Is OSA looking to go with off-the-shelf analytics platforms that will help with your data analytics needs for auditing or a solution that is built specifically for OSA's needs, leveraging leading cloud platforms like Microsoft Azure, AWS, Oracle or Google Cloud Platform?	All proposals will be evaluated. Business preference would be Commercial Off the Shelf (COTS)
5	2.0 PURPOSE OF RFP	2.3 SUMMARY OF PROBLEM STATEMENT	What is the existing technology stack being used for the current analytics platform?	ACL for Windows

6	2.0 PURPOSE OF RFP	2.3 SUMMARY OF PROBLEM STATEMENT	Can this project be delivered from our remote global offices?	<p>See Section 7.1 Vendor Utilization of Workers outside of U.S. In accordance with N.C.G.S. § 143B-1361(b), the Vendor must detail the manner in which it intends to utilize resources or workers in the RFP response and Attachment F.</p> <p>It should also be noted that retention of non-public data (specifically confidential data) outside the USA is not allowed, see specifically Attachment B section 2, paragraph 18 (b). "The Vendor shall not store or transfer non-public State data outside of the United States. This includes backup data and Disaster Recovery locations. The Service Provider will permit its personnel and contractors to access State of North Carolina data remotely only as required to provide technical support." This contract is subject to state and federal law and retaining non-public data outside of the US will not be consistent with the State Terms and Conditions. To list a few, see for example Attachment B, Section 1, paragraphs 18, 32, 34, and Attachment B, Section2, paragraphs 2, 2(f), 18, 18(b).</p>
7	3.3. Enterprise Specifications	<p>Subsection 3.3.7. <b>Application Management.</b> Describe how the proposed solution monitors and reports the metrics on system performance.</p>	Are you referring to the metrics on performance of our Data Analytics Software itself? Or the metrics related to the systems being audited/analyzed using Data Analytics Software?	Performance metrics of the proposed software.
8	3.3. Enterprise Specifications	<p>Subsection 3.3.7. <b>Application Management:</b> Describe the audit capabilities of proposed solution related to management of the application</p>	Are you referring to the audit capabilities of the management of the Data Analytics Software itself? Or the systems being audited/analyzed using Data Analytics Software?	Audit capabilities of the proposed software.

9	3.4. Business and Technical Specifications	Subsections 3.4.2. <b>Administrative:</b> 3.4.2.1 through 3.4.2.5.	Are we correct to presume that all requirements under this section are purely in relation to the management of user accounts and profiles, and unrelated to the solution's data analytical capabilities?	The Administrative specifications listed in 3.4.2 would be specific to the management of user accounts and profiles as applicable for user interaction with the application and not related to analytical capabilities.
10	3.4. Business and Technical Specifications	Subsection: 3.4.3. <b>Data/File Management.</b> 3.4.3.1: Describe how the proposed solution can store, manage and track documents	Can you please provide more context with regards to how this applies to <b>your</b> data analysis? Does this question also envision an application that provides Audit Management (working papers) and/or exception management and remediation capabilities?	A file management system is not required for the proposal. We are requesting information on file management capabilities for the proposal if applicable.
11	3.4. Business and Technical Specifications	Subsection: 3.4.3. <b>Data/File Management.</b> 3.4.3.4: Describe how the proposed solution can store, manage and track documents	Can you please provide more context with regards to how this applies to <b>your</b> data analysis? Does this question also envision an application that provides Audit Management (working papers) and/or exception management and remediation capabilities?	A file management system is not required for the proposal. We are requesting information on file management capabilities for the proposal if applicable.
12	3.4. Business and Technical Specifications	Subsection: 3.4.3. <b>Data/File Management.</b> 3.4.3.1: Describe how the proposed solution can store, manage and track documents	If you also envision an application that provides Audit Management (working papers), is your focus on prioritizing an integrated platform that incorporates both audit management and data analytics, or is the consideration learning towards separate investments-one for audit management and another for data analytics?	Audit Management will be a separate investment. A file management system is not required for the proposal. We are requesting information on file management capabilities for the proposal if applicable.
13	3.4. Business and Technical Specifications	Subsection: 3.4.3. <b>Data/File Management.</b> 3.4.3.4: Describe how the proposed solution can store, manage and track documents	Can you please provide additional clarity on how would you like to store, manage and track documents? Can you please provide an example?	A file management system is not required for the proposal. We are requesting information on file management capabilities for the proposal if applicable.

14	3.4. Business and Technical Specifications	Under Subsection: 3.4.5 . <b>Project Management:</b> 3.4.5.1 through 3.4.5.6	1. Are we correct to presume that all requirements under this section are purely in relation to the development, implementation and delivery of a custom solution and not a commercial and off the shelf solution? 2. Also, are we correct to presume that these are unrelated to our processes with regards to software development and patch/update releases?	Correct on both points
15	3.4. Business and Technical Specifications	Under Subsection: 3.4.5 . <b>Project Management:</b> 3.4.5.1 through 3.4.5.6	Is full software implementation a requirement for your project? If so, could you outline the key business outcomes you aim to achieve? Or alternatively, would you prefer a commercially off-the-shelf solution?	All proposals will be evaluated. Business preference would be Commercial Off the Shelf (COTS)
16	3.4. Business and Technical Specifications	Under Subsection: 3.4.5 . <b>Project Management:</b> 3.4.5.1 through 3.4.5.6	Could you outline the different user types and their levels of competence in data analytics? Additionally, can you provide a percentage breakdown of each user type and competence level relative to the total number of users who will be interacting with the software, and examples of the tests that they will be performing?	This solution will be for the auditors use. They are relatively skilled with excel and have some basic ACL skills such as filtering, and summarizing. There are 5-10% of the auditors who can do more.
17	3.4. Business and Technical Specifications	Under Subsection: 3.4.5 . <b>Project Management:</b> 3.4.5.1 through 3.4.5.6	Could you describe how you envision repurposing your current inventory of scripts to meet your future needs? Would it be possible to know how many scripts do you have?	We do not have scripts to repurpose
18	3.4. Business and Technical Specifications	Subsection: 3.4.8. <b>System Documentation:</b> 3.4.8.1: Diagram and document all data flows for each of the following: • Job flows • Database processing • Access Database processing • System diagrams	Are we correct to presume that all requirements under this section are purely in relation to the solution's internal processes and requirements, and not with regards to how it interacts with the State's systems?	The system documentation would be related to the internal processes and software/infrastructure requirements, only required external systems should be included where applicable.

19	3.4. Business and Technical Specifications	Subsection: 3.4.13. <b>Customer Service.</b> 3.4.13.1 and 3.4.13.2	Can you please provide more context with regards to how this applies to <b>your</b> data analysis? Does this question also envision an application that provides Incident or Complaints Management capabilities?	See 3.4.13 Describe for the proposed solution
20	N/A	N/A	A procedural question: Will the questions and answers from other vendors be shared publicly?	Yes
21	Section 1.0 ANTICIPATED PROCUREMENT SCHEDULE	-	What is the anticipated go-live of the project?	The go-live timeline would be decided after the contract award factoring architecture needs, configuration, integrations, testing and training.
22	Section 2.0 PURPOSE OF RFP	Section 2.1 INTRODUCTION	Do you expect this to be a product offering (COTS), or can it be a solution that we build specifically for the Agency's requirements?	All proposals will be evaluated. Business preference would be Commercial Off the Shelf (COTS)
23	Section 2.0 PURPOSE OF RFP	Section 2.1 INTRODUCTION	Do you have any preference in terms of hosting? (Azure or AWS)	All proposals will be evaluated. If a proposal has a cloud platform choice the preference would be Azure.
24	Section 2.0 PURPOSE OF RFP	Section 2.3 SUMMARY OF PROBLEM STATEMENT	Can you please share details including a) total number of data sources and its types b) estimated size of each data sources and its YoY growth rate c) where it is hosted?	See 3.4.4.7 Describe for the proposed solution
25	Section 2.0 PURPOSE OF RFP	Section 2.3 SUMMARY OF PROBLEM STATEMENT	Can you please list the third-party tools that needed to be integrated?	None
26	Section 2.0 PURPOSE OF RFP	Section 2.3 SUMMARY OF PROBLEM STATEMENT	Do you have any technology preferences in terms of developing the reports (PowerBI or Tableau)?	All proposals will be evaluated. If a proposal has a reporting platform choice the preference would be PowerBI.
27	Section 3.0 RFP REQUIREMENTS AND SPECIFICATIONS	Section 3.2.1 SOLUTIONS HOSTED ON STATE INFRASTRUCTURE	Do we need to submit the VRAR document along with the proposal response?	Yes

28	Section 3.0 RFP REQUIREMENTS AND SPECIFICATIONS	Section 3.3.3 IDENTITY AND ACCESS MANAGEMENT	How many users do you have? Please provide the internal and external users who utilize this system?	This tool would have around 90 users
29	Section 3.0 RFP REQUIREMENTS AND SPECIFICATIONS	Section 3.3.6 DATA MIGRATION	Can you specify what type and volume of data (seven years of historical data) need to be migrated to the new system?	No historical data would need to be migrated
30	Section 1.0 ANTICIPATED PROCUREMENT SCHEDULE	-	What are the expectations and timeline for ongoing support and maintenance after the system implemented?	See 3.4.17 Support Model documenting the support available for the proposed solution. See Attachment B: Section 2, (2.a, 2.c), Section 3, (5)
31	Section 3.0 RFP REQUIREMENTS AND SPECIFICATIONS	Section 3.3.8 ACCESSIBILITY	Do we need to submit the VPAT along with the proposal response document?	No
32	Section 4.0 COST OF VENDOR'S OFFER	Section 4.1 OFFER COSTS	What is the approved budget or range allocated for this project?	The RFP is currently in our budgeting process.
33	Section 7.0 OTHER REQUIREMENTS AND SPECIAL TERMS	Section 7.1 VENDOR UTILIZATION OF WORKERS OUTSIDE OF U.S.	Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely?	Work can be performed remotely. It should also be noted that retention of non-public data (specifically confidential data) outside the USA is not allowed, see specifically Attachment B section 2, paragraph 18 (b). "The Vendor shall not store or transfer non-public State data outside of the United States. This includes backup data and Disaster Recovery locations. The Service Provider will permit its personnel and contractors to access State of North Carolina data remotely only as required to provide technical support." This contract is subject to state and federal law and retaining non-public data outside of the US will not be consistent with the State Terms and Conditions. To list a few, see for example Attachment B, Section 1, paragraphs 18, 32, 34, and Attachment B,

				Section2, paragraphs 2, 2(f), 18, 18(b).
34	Section 7.0 OTHER REQUIREMEN TS AND SPECIAL TERMS	Section 7.1 VENDOR UTILIZATION OF WORKERS OUTSIDE OF U.S.	Do you accept off-shore resources for this project?	See Section 7.1 Vendor Utilization of Workers outside of U.S. In accordance with N.C.G.S. § 143B-1361(b), the Vendor must detail the manner in which it intends to utilize resources or workers in the RFP response. It should also be noted that retention of non-public data (specifically confidential data) outside the USA is not allowed, see specifically Attachment B section 2, paragraph 18 (b). “The Vendor shall not store or transfer non-public State data outside of the United States. This includes backup data and Disaster Recovery locations. The Service Provider will permit its personnel and contractors to access State of North Carolina data remotely only as required to provide technical support.” This contract is subject to state and federal law and retaining non-public data outside of the US will not be consistent with the State Terms and Conditions. To list a few, see for example Attachment B, Section 1, paragraphs 18, 32, 34, and Attachment B, Section2, paragraphs 2, 2(f), 18, 18(b).
35	ATTACHMENT C: DESCRIPTION OF OFFEROR	HISTORICALLY UNDERUTILIZED BUSINESSES	Is it mandatory for vendor to have HUB?	No
36	ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR	-	Do you have any local vendor preference?	No

37	2.3 Summary of Problem Statement, Page 4		Could the State please provide additional details around the current solution? Including the product being used currently, and how many end users there are?	ACL for Windows 86 end users
38	2.3 Summary of Problem Statement, Page 4		Could the State please share the solution that they procured that did not meet the requirements listed and that the State is looking to augment with the new solution?	Our Agency will have a single analytic solution for use by Audit staff.
39	2.3 Summary of Problem Statement, Page 4		Could the State please confirm if there is an incumbent who performed the installation/development of the current analytics solution?	Incumbent available, yes. Any vendor registered with the State of North Carolina may submit proposals.
40	2.4 Contract Term, Page 4		Could the State please provide details about their preferred schedule and timeline? Is there a Go-Live date in mind?	The go-live timeline would be decided after the contract award factoring architecture needs, configuration, integrations, testing and training.
41	3.2.1 Solutions Hosted on State Infrastructure, Page 6		Does the State have a preferred preferred cloud of choice for hosting the solution? (AWS, Azure, etc)	All proposals will be evaluated. If a proposal has a cloud platform choice the preference would be Azure.
42	3.4.4.1 Reporting and Data Analytics Capabilities, Page 9		Does the State have any existing reports we can use or prefer we use? Is the State currently using PowerBI?	We use PowerBI
43	3.4.4.1 Reporting and Data Analytics Capabilities, Page 9		Can the State please provide user personas for the end users? And can the State please share information about the number of users that will be working in the system (number of concurrent users)?	All end users are audit professionals, proficient in audit methodologies, technical skill levels ranging from intermediate to advanced. 86 end users
44	3.4.2.4 Administrative, Page 9		Can the State please describe any workflows and business rules that are in use in the current solution and need to be migrated into this new solution?	No migration necessary



45	3.4.5 Project Management, Page 10		Can the State please confirm if they will be providing a State PM? And can the State please provide insight into their preferred project methodology?	See section 7.11 Project Management All proposals will be evaluated. If a proposal has a project management methodology choice the preference would be waterfall.
46	3.4.6 Training, Page11		Could the State please provide the number of users who will need training?	There will be around 90 users on the product
47	3.4.9 Service Performance Levels, Page 11		Can the State please provide any predescribed or desired SLAs for up time and system availability?	Business Hours Agreement on SLA at contract award
48	3.4.11 Web Browsers, Page12		Does the State have any browsers (Chrome, Edge, etc) that are not accessible by the State? If so, can you please provide which are not accessible.	Edge and Chrome browsers are available.
49	3.4.12.11 Provide your RTO (Recovery Time Objective) and RPO (Recovery Point Objective) metrics., Page 12		Does the State have any estbalished RTO/RPOs for the current system? If so, can you please provide what they are.	24/4
50	3.4.13 Customer Service, Page 12		What level of customer service does the State expect? Are they seeking 24/7 support? Ad-hoc?	See 3.4.17 Support Model documenting the support available for the proposed solution. 8/5 support, defined business hours.
51	3.4.14 Data Migration and Data Archival, Page 12		Could the State please elaborate on or define the "xxx" within line 3.4.14.1? The full statement is: 3.4.14.1 Describe the process to convert the current xxx data into the new xxx system.	Current analyzed projects in .acl file format.
52	3.4.14 Data Migration and Data Archival, Page 12		Can the State please share what type of data needs to be migrated/currently exists within the deprecated system?	No migration necessary

53	3.4.14 Data Migration and Data Archival, Page 12		Can the State please share details about the amount of data being pulled from the data sources and the frequency of the movement?	There are 100s of different data sources of all different types including flat files, relational databases, images and pdfs.
54	3.4.14 Data Migration and Data Archival, Page 12		Could the State please share details about the data sources that will need to be integrated into the new solution? Along with details about the backend and connection preference of these systems, and details around on-prem or cloud for each data source.	See above for different types of data, although there will not be any integration needs. As for backend connections we would like to be able to deliver data through SQL server
55	3.4.14 Data Migration and Data Archival, Page 12		Can the State please provide the amount of data within the legacy system that will need to be migrated to the new system? Also can the State please provide a frequency at which the data would need to be ingested? Also can the State please explain if there is any PII data?	There are no migration needs.
56	3.4.15 Scalability, Page 13		Does the State have any prescribed future capabilities? If so, can you please explain.	Scalability could include physical components (memory, cpu, etc) for on-prem solutions, number of users, amount of data sources, amount of data, etc.
57	6.3.2 Offer Organization, Page 20		Can the State please provide further instruction around the type of "detailed project timeline" they are seeking? What does the project timeline need to include?	The timeline should include any tasks necessary for successful implementation of the proposed solution along with the estimated time required for the task.
58	6.3.2 Offer Organization, Page 20		Could the State please explain if there are any page limits or other formatting requirements?	There are no formatting requirements or page restrictions.
59	6.3.2 Offer Organization, Page 20		Does the State have any preferences about using offshore or nearshore resources? Are there any additional data security requirements we should reference for offshore or nearshore resources?	See Section 7.1 Vendor Utilization of Workers outside of U.S. In accordance with N.C.G.S. § 143B-1361(b), the Vendor must detail the manner in which it intends to utilize resources or workers in the RFP response. It should also be noted that retention of non-public data (specifically confidential data) outside the USA is not allowed, see specifically Attachment B section 2, paragraph 18 (b). "The Vendor shall not store or

				transfer non-public State data outside of the United States. This includes backup data and Disaster Recovery locations. The Service Provider will permit its personnel and contractors to access State of North Carolina data remotely only as required to provide technical support.” This contract is subject to state and federal law and retaining non-public data outside of the US will not be consistent with the State Terms and Conditions. To list a few, see for example Attachment B, Section 1, paragraphs 18, 32, 34, and Attachment B, Section2, paragraphs 2, 2(f), 18, 18(b).
60	6.3.2 Offer Organization, Page 20		Does the State provide laptops to perform the work? If not, how does the State prefer we perform the work?	Determined based on the work to be performed and in what platform the work is being performed.
61			What is the budget allocated for this contract?	The RFP is currently in our budgeting process.
62	ATTACHMENT E	ELIGIBLE VENDOR	Any incumbent available for this contract? If yes, please provide the details?	Incumbent available, yes. Any vendor registered with the State of North Carolina may submit proposals.
63	HISTORICALLY UNDERUTILIZED BUSINESSES		Is it mandatory to be HUB certified or to subcontract with HUB certified vendor in order to bid this RFP?	No
64	2	2	Does the Office of the State Auditor audit North Carolina cities, counties, or school districts? I noticed some audits of those kinds of organizations on their website.	Yes, but we mostly audit state agencies, colleges and universities
65	2	2	If so, does the State Auditor office want continuous and real-time audit analytics integrated with ERP systems?	No, continuous monitoring is against GAGAs standards
66	2	3	What are the common ERP systems and data systems that are audited at the agencies, universities, and departments?	We receive mostly text files from our auditees and do not have direct access to their ERP systems

67		Section 2.3, pg. 4	What is the replacement solution/technology used today? What feature or functionality was previously deprecated?	ACL was being used as the previous solution. No features of functionality are being deprecated. No replacement solution, prior (now deprecated) supplement application was Analytics Exchange.
68		Section 2.3, pg. 4	Would the preference be a single solution or a combination of solutions if that leads to improved efficiency?	A single solution
69		Section 3.4.3, pg. 9	Besides accepted external documents, would sending external documents be sent through email or shared through a portal?	Currently we share over a portal and over email
70		Section 3.2, pg. 6	Please provide clarification on the definition of state hosted v. non-hosted systems. Does state-hosted mean on-prem and non-hosted mean SaaS?	State hosted refers to on-prem solutions, Non-State hosted refers to cloud solutions.
71		Section 3.2.2, pg. 6	Is a FedRAMP-Moderate certification sufficient for data classified as High Risk?	Yes
72		Section 3.2.2, pg. 6	What does the state agency annual security/risk assessment entail? Questionnaire, full audit, etc.? Is this assessment standardized to the State's Security Standards and Policies, or is it standardized to NIST 800-53?	Two year cycle of internal assessment and each third year an external assessment. Assessments standardized to NIST 800-53.
73		Section 3.2.2(c), pg. 7	Regarding the last sentence of the paragraph, is it sufficient for the State if State Data may be backed up at any point during an active subscription term?	See sections 3.3.5 System Backup, 3.4.12.4 Backup Plan and Capabilities, and Attachment B Section 2, 18D
74		Section 3.4.3, pg. 9	Please clarify the specific type of file management system that the state requires (e.g. on prem v. cloud).	A file management system is not required for the proposal. We are requesting information on file management capabilities for the proposal if applicable.
75		Section 3.4.3, pg. 9	Please clarify the data structure (i.e. spreadsheets, systems monitoring data, etc.), volume and retention needs.	A file management system is not required for the proposal. We are requesting information on file management capabilities for the proposal if applicable.

76		Section 3.4.5, pg. 10	Are you looking for a solution that is an integrated toolset, plus installation, integration, and ongoing management?	We are not seeking a managed solution.
77		Section 3.4.5, pg. 10	Do you expect a single toolset to meet all of your requirements?	Yes
78		Section 3.4.5, pg. 10	To what level do you expect the solution too be customized to meet your specific needs? Or, do you expect the solution to meet all of your needs out of the box?	All proposals will be evaluated. Business preference would be Commercial Off the Shelf (COTS)
79		Section 3.4.5, pg. 10	Are you looking to procure a managed solution as a service (partially managed by another party)?	No
80		Section 4.1, pg. 13	What was the value of the previous contract per year for the deprecated solution?	Due to the differences in specifications in this solicitation the previous contract would not be comparable.
81		Section 7.4, pg. 22	If Vendor products, or third party products on Vendor's price list, have distinct license agreements, does the State agree that its rights and responsibilities with respect to such products shall be governed by those distinct license agreements subject to the State's review and agreement to those distinct agreements?	See Attachment B, Terms and Conditions. Terms and Conditions are agreed to and signed in contract award. OSA will not agree to product licenses that are not included as part of the contract.
82			Does NC OSA currently have a GRC / auditing solution in place? If yes, what solution?	Outside the scope of this RFP.
83	2.0 Purpose of RFP	2.3 Summary of Problem Statement	How many users? (i.e. number of audits/investigators, other required staff?)	75-100
84	2.0 Purpose of RFP	2.3 Summary of Problem Statement	The RFP states, ". the office receives data from other state agencies, state supported universities, community colleges, and other entities that receive North Carolina state public funds." How many entities will this include? Example: Community colleges, how many? Entities that receive state public funds, how many and which entities?	Around 100

85	2.0 Purpose of RFP	2.3 Summary of Problem Statement	Will data be provided from each agency as needed per audit, or will it be on a regular basis to identify potential trends or areas of potential risk for audit?	Both
86	3.0 RFP Requirements and Specifications	3.1.1 Requirements	This section states "If the offer cannot meet the requirements, they will not be evaluated.", and within section 5.0 Evaluation, 5.1 Source Selection item b) it is stated "Vendor's offer must substantially conform to the intent of all specifications." Could the state please clarify if requirements must be met completely or substantially?	Section 3 of the RFP lists specifications and the offer must substantially conform. No requirements are listed in the RFP.
87	3.0 RFP Requirements and Specifications	3.1.3 Site and System Preparation	Does the site requirement specifications need to be completed by the vendor as part of the proposal response or at a later part of the solicitation process?	The proposal should include all requirements for the proposal implementation and operation.
88	3.2 Security Specifications	3.2.1 Solutions hosted on state infrastructure	As North Carolina state RFP NO.07-2024-IT001 was canceled due to the same VRAR requirement at offer submission instead of upon award, is the state requiring a completed VRAR with offer submission or is this required at a later part of the solicitation process?	A VRAR is required at offer submission.
89	3.3 Enterprise Specifications	3.3.4 Integration Approach	How many systems does the state expect the solution to interoperate with? Names and types of state systems?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
90	3.3 Enterprise Specifications	3.3.4 Integration Approach	Is the solution expected to intake data from the various state systems or intake and push data to the various state system its expected to interoperate with?	The solution will not be pushing data to other systems. See 3.4.4.7 Describe for the proposed solution
91	3.4 Business and Technical Specifications	3.4.3 Data/File Management	Is the Data/File Management a case management a case management solution?	A file management system is not required for the proposal. We are requesting information on file management capabilities for the proposal if applicable.
92	3.3 Enterprise Specifications	3.3.6 Data Migration	Will migration of previous audits/investigations be required in addition to intake of data required to conduct analysis.	no

93	5.2 Evaluation Criteria		Is there a budget assign? If yes, can the state provide the amount?	The RFP is currently in our budgeting process.
94	2.0 Purpose of RFP	2.1 Introduction	Does system need to be capable of sampling, or can other methods outside the system be uses, i.e. RATSTATS	Yes
95	4.0 Cost of Vendor's Offer	4.2 Payment Schedule	Please verify the payments are deliverables based? After implementation, would the state consider a subscription based payment model?	See Attachment B, subsection 10 for payment terms. Costs for Year 1 and subsequent optional renewal years for the proposal should be included in Attachment D: Cost Form
96	5.0 Evaluation	5.2 Evaluation Criteria	There is no percentages assigned to the six criteria. Does their order of the criteria indicate level of importance, or does the state have a level of importace of each category.	The evaluation criteria is listed in order of importance.
97	6.3 Instructions for offer submission	6.3.2 Offer organization	Item a) indicates to include Attachment A and B as part of the response PDF, however neither Attachment A: Definitions or Attachment B: Department of Information Technology Terms and Conditions have fields to fill or sign. Could the state please clarify if these forms need to be included as is?	Attachment A and B should be included along with the complete RFP in the submission; A and B should be included as-is.
98	2	0.3	Can you share more about the analytics platform currently used: 1. Is the whole platform being replaced with this RFP? 2. If not, can you confirm the features of the current platform that will be maintained?	Yes the whole platform is being replaced
99	3	.4.14.1	Please clarify the meaning of "xxx" in this statement: Describe the process to convert the current xxx data into the new xxx system.	Current analyzed projects in .acl file format.
100	3	.4.15.1	Please clarify the meaning of "xxx" in this statement: Describe how the proposed solution is scalable to add additional xxx.	Scalability could include physical components (memory, cpu, etc) for on-prem solutions, number of users, amount of data sources, amount of data, etc.

101	3	.3.4	How many systems integrations do you expect this solution to have, and to what systems (ex: IAM, Email, existing audit tool, PowerBI/Tableau, existing state websites, databases)?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
102	3	.3.4	Do you expect to use integrations to receive data during audits?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
103	3	.3.4	Do you expect the solution to need to update other systems?	No
104	3	.3.6	What are the distinct types of data that require migration, and do you expect both structured and unstructured data?	No migration
105	3	.4.1 .4.4	How many unique data types, and what estimated volume of data do you expect new per year in this solution?	volume would be relatively low, below 100gigs
106	3	.4.2 .4.13 .4.15	How many unique audits do you expect in this solution per year?	Around 100
107	3	.4.2	How many unique users do you expect to use this solution per year, and what are their roles?	60-100
108	3	.4.1	Will you require, or be open to, including document data extraction to support review of structured and unstructured data received as part of the audit process?	Yes
109	3	.4.4	What domain (e.g., audit, compliance, fraud, waste, and abuse detection, etc.) expertise should the vendor expect to provide for the Reporting and Data Analytics activities?	All domains
110	3	.3.7 .4.4	Does the anticipated Reporting and Data Analytics scope include development of analytics for specific audit initiatives or only more generally for operation and oversight of the data analytics program?	no



111	3	.4.17	Please describe in more detail the types of activities and quantity expected for "business assistance" related to 3.4.17 Support Model.	Business assistance would include best practices for the operation of the software and recommendations for maximizing process efficiency in operating the software.
112	2 3	.3 .4.4	What types of, and how many data visualizations do you expect to be included in the solution?	See 3.4.4.1 and 3.4.4.5 Describe for the proposed solution
113	2.3 Summary of Problem Statement	N/A	Could OSA please share the name of the existing technology in use today?	ACL for Windows
114	3.2 Security Specifications	N/A	Does OSA have a preferred cloud of choice for a hosted solution?	All proposals will be evaluated. If a proposal has a cloud platform choice the preference would be Azure.
115	3.3 Enterprise Specifications	3.3.4 Integration Approach	Could OSA please provide more detail in relation to required integrations? What applications/systems would require integration with the new solution? What protocols are used to exchange data today for connection and transmission?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
116	3.4 Business and Technical Specifications	3.4.14 Data Migration and Data Archival	Could OSA provide the volumes of data, the frequency of data movement, and the number of years of data expected to be migrated to the new system?	No migration
117	3.4 Business and Technical Specifications	3.4.14 Data Migration and Data Archival	Does OSA have resources (tools and people) to extract, cleanse and transform data from the source systems required for migration to the new solution? Or, should vendors expect to handle these tasks?	Yes, vendor will not be expected to handle data cleansing and transforming.
118	Attachment D: Cost Form	Year 1 and Optional Renewal Years	Are vendors to assume the license range of 75-100 equates to the number of concurrent users of the system? If no, could you please provide the number of concurrent users? Does OSA anticipate an increase in users in the out years?	Yes, license range would be potential concurrency. User increase in optional renewal years would be negligible (current vacancies) which are included in the license range.
119	2	2.1	What is your current IT infrastructure (cloud, on-premises, hybrid)?	On-prem

120	2	2.1	What are the existing software and hardware constraints?	None to report for this RFP. Software and Hardware requirements will be implemented as prescribed based on the proposed system as stated in the contract award.
121	2	2.1	Are there existing performance issues with your current infrastructure?	None to report for this RFP. Infrastructure requirements will be implemented as prescribed based on the proposed system as stated in the contract award.
122	2	2.1	What are the preferred deployment options (on-premises, cloud, or hybrid)?	We will evaluate offers for on-prem or cloud hosted solutions.
123	3.2	3.2.2	Do you have requirements for FedRAMP? If so, what impact level?	See 3.2.2 The OSA Data Analytics platform will be required to receive and securely manage data that is classified as High Risk. See 3.2.2.b.i FedRAMP... High Risk (Highly Restricted). FebRAMP Moderate
124	3.3	3.3.1	Are there specific network requirements for optimal performance?	There are no specific network requirements. Architecture diagrams for the proposed solution are required as part of the submission.
125	3.3	3.3.2	How do you envision the technical environment evolving over the next few years?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
126	3.3	3.3.2	Are there future analytics initiatives or enhancements you anticipate?	Yes, we are also looking at an analytics platform for our Data Analytics Division. This tool is primarily for the auditors use.
127	3.3	3.3.2	Are there any emerging technologies or trends that you are considering incorporating into your analytics strategy?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
128	3.3	3.3.2	How do you see advancements in data analytics impacting your business in the coming years?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
129	3.3	3.3.2	What role do you envision AI or machine learning playing in your analytics strategy?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.

130	3.3	3.3.2	How will you stay informed about industry trends and best practices?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
131	3.3	3.3.2	Are there specific partnerships or collaborations you are considering?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
132	3.3	3.3.2	What are your long-term goals for your data strategy?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
133	3.3	3.3.2	How do you prioritize future technology investments?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
134	3.3	3.3.2	Are there any competitive pressures that are influencing your future roadmap?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
135	3.3	3.3.2	How will user feedback shape future enhancements to the analytics solution?	We are requesting as part of the proposal the roadmap for the proposed commercial off the shelf (COTS) analytic software.
136	3.3	3.3.4	Are there specific tools or technologies that the solution needs to integrate with?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
137	3.3	3.3.6	How do you plan to handle data migration from existing systems to a new analytics tool?	We are requesting as part of the proposal options available for data migration and archival.
138	3.4	3.3.4	Are there any integration needs with existing user interfaces or workflows?	No
139	3.4	3.3.7	How do you plan to monitor and manage performance as you scale?	We are requesting as part of the proposal options available for performance metrics
140	3.4	3.4.10	What data governance policies are in place, and what are the specific data security and privacy requirements?	See 3.2 Security Specifications

141	3.4	3.4.10	Are there any industry regulations or compliance standards that need to be adhered to?	See 3.2 Security Specifications
142	3.4	3.4.10	What level of row-level security or data masking is required?	None
143	3.4	3.4.10	How should user authentication and authorization be handled?	See 3.3.3
144	3.4	3.4.10	Who is responsible for overseeing data governance within your organization?	Outside of the scope of this RFP
145	3.4	3.4.10	How often are data governance policies reviewed and updated?	Outside of the scope of this RFP
146	3.4	3.4.10	What training do you provide to users regarding data security practices?	Outside of the scope of this RFP
147	3.4	3.4.10	How do you plan to monitor compliance with data governance policies?	Outside of the scope of this RFP
148	3.4	3.4.10	What incident response plans do you have in place for data breaches?	See 3.4.12
149	3.4	3.4.10	How do you plan to manage user roles and permissions within the analytics environment?	See 3.4.10.5 and 3.4.2.1
150	3.4	3.4.10	Are there specific access restrictions or controls needed for sensitive data?	See 3.4.2.1 and 3.4.10.5 Describe for the proposed solution.
151	3.4	3.4.10	What roles will be defined, and how will they differ in access and capabilities?	See 3.4.2.1 and 3.4.10.5 Describe for the proposed solution.
152	3.4	3.4.10	How do you envision handling user provisioning and de-provisioning?	See 3.4.10.7
153	3.4	3.4.10	What process will be used to audit user access levels?	See 3.4.10.5
154	3.4	3.4.10	How will you handle requests for changes in access permissions?	See 3.4.10.5
155	3.4	3.4.10	Are there any special considerations for third-party users or external stakeholders?	No
156	3.4	3.4.10	How often will user roles and permissions be reviewed?	See 3.4.10.5
157	3.4	3.4.10	What training will be provided regarding data access policies?	Outside the scope of this RFP

158	3.4	3.4.10	How will you communicate changes in access permissions to users?	Outside of the scope of this RFP
159	3.4	3.4.11	Is there a need for mobile access to the analytics platform?	No
160	3.4	3.4.11	What devices do you expect users to access the platform from?	Agency laptops
161	3.4	3.4.11	Are there specific mobile features that are essential for your users?	No
162	3.4	3.4.11	How do you plan to manage mobile security and access control?	Not available
163	3.4	3.4.11	What is the expected user experience on mobile compared to desktop?	No mobile access
164	3.4	3.4.11	Are there existing mobile applications that your users currently rely on?	Outside of the scope of this RFP
165	3.4	3.4.11	How will mobile access be incorporated into training programs?	Outside of the scope of this RFP
166	3.4	3.4.11	What challenges have you encountered in providing mobile access to analytics tools?	Not available
167	3.4	3.4.11	How frequently do you expect mobile access to be utilized?	No mobile access
168	3.4	3.4.11	Are there plans for future enhancements to mobile functionality?	No
169	3.4	3.4.12	How do you handle data backup and disaster recovery currently?	See 3.4.12 Describe for the proposed system
170	3.4	3.4.14	What is your approach to data archiving and retention?	See 3.4.14 Describe for the proposed system
171	3.4	3.4.14	How do you manage historical data and its relevance for analytics?	Outside of the scope of this RFP
172	3.4	3.4.14	What policies do you have for data deletion or anonymization?	State of NC Data Retention schedule Outside the scope of this RFP
173	3.4	3.4.14	How frequently will archived data be accessed, if at all?	Dependent on audit requirements. For retention purposes the data must be available until disposition.
174	3.4	3.4.14	Who is responsible for data lifecycle management within your organization?	Outside of the scope of this RFP

175	3.4	3.4.14	Are there specific compliance requirements that dictate data retention periods?	Yes
176	3.4	3.4.14	How do you plan to monitor data usage and lifecycle across different departments?	Outside the scope of this RFP
177	3.4	3.4.14	What tools or processes will you use for data archiving?	Outside of the scope of this RFP
178	3.4	3.4.14	How do you ensure that archived data is still accessible for reporting?	Outside of the scope of this RFP
179	3.4	3.4.14	What challenges have you faced in managing the data lifecycle?	Outside of the scope of this RFP
180	3.4	3.4.15	What are your plans for scaling the solution in the future, including expected user base and concurrent user load?	User increase in optional renewal years would be negligible (current vacancies) which are included in the license range. Scalability could include physical components (memory, cpu, etc) for on-prem solutions, number of users, amount of data sources, amount of data, etc. See 3.4.15 Describe for the proposed solution
181	3.4	3.4.15	What challenges have you faced with scalability in previous projects?	Outside of the scope of this RFP
182	3.4	3.4.17	What level of technical support do you expect from the vendor?	See 3.4.7 and 3.4.17 Describe for the proposed system
183	3.4	3.4.17	How often do you upgrade your IT infrastructure?	Outside the scope of this RFP See Appendix B Section 2.2
184	3.4	3.4.17	Are there any specific support requirements or SLAs to be met?	No. Agreement on SLA at contract award
185	3.4	3.4.17	Is there a need for documentation or knowledge transfer?	See 3.4.7, 3.4.8
186	3.4	3.4.17	How do you plan to provide ongoing support for users post-implementation?	See 3.4.7
187	3.4	3.4.17	How will you gather feedback on support effectiveness?	See 3.4.17 Describe for the proposed system
188	3.4	3.4.17	What are your expectations for ongoing support and maintenance after implementation?	See 3.4.7 and 3.4.17 Describe for the proposed system

189	3.4	3.4.17	Are there specific support channels you prefer (e.g., phone, email, chat)?	See 3.4.17 Describe for the proposed system
190	3.4	3.4.17	What metrics do you use to evaluate the quality of support received?	See 3.4.17 Describe for the proposed system
191	3.4	3.4.17	How do you plan to handle incidents or service disruptions?	3.3.5 and 3.4.12 Describe for the proposed solution
192	3.4	3.4.17	What is your preferred turnaround time for support requests?	Agreement on SLA at contract award 3.4.17 Describe for the proposed system
193	3.4	3.4.17	Are there specific SLAs you require for support response and resolution times?	No. Agreement on SLA at contract award
194	3.4	3.4.17	How do you prioritize support requests from different users?	Based on request severity, user impact.
195	3.4	3.4.17	What tools do you currently use for issue tracking and management?	Outside the scope of this RFP
196	3.4	3.4.17	How will you communicate updates or changes in support processes to users?	Outside the scope of this RFP
197	3.4	3.4.17	How do you handle software updates and version upgrades currently?	See 3.4.17 Describe for the proposed system
198	3.4	3.4.2	Of the estimated number of users for the environment, how many users are expected to be creating reports/dashboards? How many users would only be viewing/consuming them?	10% creating dashboards, 90% consuming dashboards
199	3.4	3.4.3	What are the primary data sources you intend to integrate with an analytics tool, and are there any specific data formats or types we should be aware of (e.g., structured vs. unstructured)?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
200	3.4	3.4.3	Are there any legacy systems or databases that require special consideration for data extraction?	No
201	3.4	3.4.3	What existing systems or platforms do you currently use, and how do you envision integration with an analytics platform?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution

202	3.4	3.4.3	Are there any specific APIs or connectors that need to be utilized?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
203	3.4	3.4.3	Is there a requirement for embedding analytics into other applications?	No
204	3.4	3.4.3	What frequency will data integration occur, and what is the expected latency?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
205	3.4	3.4.3	Are there any challenges you've faced with data integration in previous projects?	No
206	3.4	3.4.3	How will you validate the data from these sources for accuracy and completeness?	Agency standard validation processes
207	3.4	3.4.3	Are there any anticipated changes in data sources that could affect the project?	No
208	3.4	3.4.3	What is the expected volume of data to be processed, and how frequently will data be updated (e.g., real-time, daily, weekly)?	Data for an audit project would not be updated.
209	3.4	3.4.3	What is the desired level of data granularity required for analysis?	Varies depending on agreed audit scope.
210	3.4	3.4.3	Are there any complex data relationships or hierarchies that need to be modeled?	No
211	3.4	3.4.3	What processes do you have in place for data quality and cleansing?	Agency standard validation processes
212	3.4	3.4.3	Are there specific data transformation requirements that we should account for in our solution?	No
213	3.4	3.4.3	How will you handle data versioning and updates?	None necessary, data replaced
214	3.4	3.4.3	What criteria will you use to assess data quality before integration?	Agency standard validation processes
215	3.4	3.4.3	Are there specific data lineage tracking requirements?	No
216	3.4	3.4.3	How do you plan to handle duplicates or conflicting data from different sources?	Data from different analytics projects (audits) would not be combined.



217	3.4	3.4.3	What historical data will be included, and how will it be managed?	None
218	3.4	3.4.3	Are there any data encryption requirements, both in transit and at rest?	See 3.2 Security Specifications and Appendix B
219	3.4	3.4.3	What tools are you currently using for data management and analytics?	ACL for Windows
220	3.4	3.4.3	Are there plans for future expansion or additional data sources?	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution
221	3.4	3.4.4	Who are the end users of the analytics solution, and what are their specific needs?	All end users are audit professionals, proficient in audit methodologies, technical skill levels ranging from intermediate to advanced.
222	3.4	3.4.4	What types of visualizations or dashboards are you looking to create?	See 3.4.4.5 Describe for the proposed solution
223	3.4	3.4.4	What strategies do you have in mind to encourage user adoption of the new analytics solution?	This will be a required application for specific audit related functions.
224	3.4	3.4.4	What user roles will be defined, and what capabilities should each role have?	See 3.4.2.1 and 3.4.10.5 Describe for the proposed solution.
225	3.4	3.4.4	How often do you expect users to interact with the analytics solution?	Varies depending on open audits and audit cycle, from daily
226	3.4	3.4.4	What types of visualizations and dashboards are required?	3.4.4.3 Describe for the proposed solution
227	3.4	3.4.4	Is there a need for ad-hoc analysis capabilities, and are there specific KPIs or metrics that need to be highlighted?	Yes ad-hoc analysis. Analysis needs defined per audit and based on agreed audit scope.
228	3.4	3.4.4	What level of customization is expected for the user interface?	3.4.4.13 Describe for the proposed solution
229	3.4	3.4.4	Do you have any existing design standards or branding guidelines that need to be followed?	See 3.3.8 Accessibility
230	3.4	3.4.4	What types of reports do you generate currently, and how often?	See 3.4.4.1 and 3.4.4.2 Describe for the proposed system
231	3.4	3.4.4	Are there specific users who will require custom reports?	See 3.4.4.2 Describe for the proposed solution

232	3.4	3.4.4	How do you envision the user experience when interacting with dashboards?	See 3.4.4.10 Describe for the proposed solution
233	3.4	3.4.4	What limitations have you encountered with your current reporting tools?	See 3.4.4.1 and 3.4.4.2 Describe for the proposed system
234	3.4	3.4.4	What kind of interactivity do you expect in visualizations (e.g., drill-downs, filters)?	See 3.4.4.10 Describe for the proposed solution
235	3.4	3.4.4	How will success be measured for the reporting and visualization components?	See 3.4.4.1 and 3.4.4.5 Describe for the proposed solution
236	3.4	3.4.4	How do you envision users collaborating and sharing insights within the analytics environment?	See 3.4.4.11 Describe for the proposed solution
237	3.4	3.4.4	Are there specific requirements for exporting or sharing reports and dashboards?	No
238	3.4	3.4.4	What tools do you currently use for collaboration and how do you plan to integrate them with an analytics environment?	See 3.4.4.11 Describe for the proposed solution
239	3.4	3.4.4	Are there specific user permissions required for sharing insights?	See 3.4.10.5 Describe for the proposed solution
240	3.4	3.4.4	How do you see collaboration evolving as more users adopt the analytics solution?	See 3.4.4.11 Describe for the proposed solution
241	3.4	3.4.4	What features would enhance collaboration (e.g., comments, notifications)?	See 3.4.4.11 Describe for the proposed solution
242	3.4	3.4.4	How frequently do you expect users to share reports or insights?	See 3.4.4.11 Describe for the proposed solution
243	3.4	3.4.4	Are there specific compliance or security concerns regarding shared data?	See 3.2, 3.4.2.1, 3.4.4.4, 3.4.4.6, 3.4.8, 3.4.10.5 Describe for the proposed solution.
244	3.4	3.4.4	What user groups do you anticipate will collaborate most frequently?	Audit staff
245	3.4	3.4.4	How will you gather feedback on collaboration features post-implementation?	Agency standard feedback processes
246	3.4	3.4.4	How much customization do you expect in the analytics solution?	See 3.4.4.13 Describe for the proposed solution

247	3.4	3.4.4	How do you envision managing customizations over time?	See 3.4.4.13 Describe for the proposed solution
248	3.4	3.4.4	Are there specific areas where you anticipate needing significant customization?	See 3.4.4.13 Describe for the proposed solution
249	3.4	3.4.5	What is the expected timeline for implementation and go-live?	The go-live timeline would be decided after the contract award factoring architecture needs, configuration, integrations, testing and training.
250	3.4	3.4.5	What is your budget for this project, including maintenance and support?	The RFP is currently in our budgeting process.
251	3.4	3.4.5	Are there any critical milestones or phases in the project?	The milestones would be decided after the contract award.
252	3.4	3.4.5	Is there a preference for an agile or waterfall project management approach?	See section 7.11 Project Management All proposals will be evaluated. If a proposal has a project management methodology choice the preference would be waterfall.
253	3.4	3.4.5	Who are the key stakeholders in this project, and how will they be involved?	Audit division representatives
254	3.4	3.4.5	What are the potential risks you foresee in the project?	Documented based on proposed solution
255	3.4	3.4.5	What resources (e.g., personnel, technology) do you have allocated for this project?	Project implementation team will be finalized based on proposed solution.
256	3.4	3.4.5	How will project success be communicated to stakeholders?	Agency standard feedback processes
257	3.4	3.4.5	Are there any dependencies on other projects or initiatives?	No
258	3.4	3.4.5	What budget considerations are there for future enhancements and scaling?	Determined based on requirements See 3.4.15 Describe for the proposed solution
259	3.4	3.4.5	How do you prioritize customization requests from different departments?	Based on request severity, user impact. See 3.4.4.13 Describe for the proposed solution
260	3.4	3.4.5	How will feedback on the analytics solution be collected from users post-implementation?	Agency standard feedback processes

261	3.4	3.4.5	Are there any processes in place for iterating on the dashboards or reports based on user feedback?	Agency standard feedback processes
262	3.4	3.4.5	What is your ideal cycle for collecting user feedback and making updates to the dashboards?	Agency standard feedback processes
263	3.4	3.4.5	How will you ensure that feedback is acted upon in a timely manner?	Agency standard feedback processes
264	3.4	3.4.5	Are there specific user groups that you will prioritize for feedback collection?	No
265	3.4	3.4.5	How do you plan to communicate changes made based on user feedback?	Agency standard notification processes
266	3.4	3.4.5	What tools or platforms will you use to collect feedback?	Agency standard feedback processes
267	3.4	3.4.5	How frequently do you plan to assess user satisfaction?	Agency standard feedback processes
268	3.4	3.4.5	What role will user surveys or focus groups play in your feedback process?	Agency standard feedback processes
269	3.4	3.4.5	How do you envision fostering a culture of continuous improvement?	Outside the scope of this RFP
270	3.4	3.4.5	Are you considering a pilot phase for the implementation? If so, what are the goals for this pilot?	See 3.4.15 Describe for the proposed solution
271	3.4	3.4.5	What is your strategy for rolling out the solution across the organization?	Agency standard rollout processes
272	3.4	3.4.5	How will you define success for the pilot phase?	Defined prior to UAT for proposed solution See 3.4.15 Describe for proposed solution
273	3.4	3.4.5	Are there specific departments or user groups that will participate in the pilot?	Representatives from audit divisions, different user roles
274	3.4	3.4.5	How will feedback from the pilot phase be incorporated into the full rollout?	Yes
275	3.4	3.4.5	What resources will be allocated for the pilot phase?	IT division, Data Analytics division, representatives from audit division
276	3.4	3.4.5	How do you plan to communicate the rollout plan to the organization?	Agency standard notification processes

277	3.4	3.4.5	What training will be provided during the pilot phase?	See 3.4.7 Describe for the proposed solution.
278	3.4	3.4.5	How will you manage user expectations during the rollout?	Agency standard rollout processes
279	3.4	3.4.5	What are the potential challenges you foresee during the rollout process?	None
280	3.4	3.4.5	How do you handle changes in business processes that may affect data and reporting?	Agency standard notification processes
281	3.4	3.4.5	What challenges have you encountered in past analytics projects that we should be aware of?	None identified that would impact this RFP
282	3.4	3.4.5	Are there specific concerns you have about the implementation of this project?	None identified that would impact this RFP
283	3.4	3.4.5	How do you plan to communicate changes to affected stakeholders?	Agency standard notification processes
284	3.4	3.4.5	What role do you see leadership playing in change management?	Responsibility of audit division management and implementation team.
285	3.4	3.4.5	How will you measure the impact of changes on business processes?	Outside the scope of this RFP
286	3.4	3.4.5	What training will be provided to help users adapt to changes?	See 3.4.6.1 Describe for the proposed solution.
287	3.4	3.4.5	Are there specific change management frameworks you prefer to use?	See 3.4.5.5 Describe for the proposed solution.
288	3.4	3.4.5	How will you gather feedback on the change management process?	Agency standard feedback processes
289	3.4	3.4.5	What support will be available for users struggling with changes?	Outside the scope of this RFP
290	3.4	3.4.5	How will success be measured for this project?	Meeting agreed milestones, deliverables and other metrics as determined by contract award.
291	3.4	3.4.5	Are there specific KPIs (Key Performance Indicators) you have in mind?	KPI agreed to at contract award.
292	3.4	3.4.5	What benchmarks will you use to assess project performance?	Project benchmarks agreed to at contract award.
293	3.4	3.4.5	How do you plan to track and report on success metrics?	Agency standard feedback processes

294	3.4	3.4.5	What role will user satisfaction play in measuring success?	Solution functionality and audit analysis process efficiency will rate higher in project success. User satisfaction will play a larger role in facilitating an agreeable implementation.
295	3.4	3.4.5	Are there specific business outcomes you aim to achieve?	See 2.1
296	3.4	3.4.5	How will you communicate success to stakeholders?	Agency standard notification processes
297	3.4	3.4.5	What is your timeline for assessing success after implementation?	Agency standard feedback processes
298	3.4	3.4.5	How will you ensure alignment between project goals and business objectives?	Outside the scope of this RFP
299	3.4	3.4.5	What mechanisms will you use to adjust strategies based on success metrics?	Outside the scope of this RFP
300	3.4	3.4.6	What level of training will be required for end-users and administrators?	3.4.6 Describe for the proposed solution.
301	3.4	3.4.6	How do you envision the documentation being integrated into user training?	3.4.6 Describe for the proposed solution.
302	3.4	3.4.6	What level of training and support do you expect for users after implementation?	See 3.4.7 Describe for the proposed solution.
303	3.4	3.4.6	How will you measure the effectiveness of user training?	Agency standard feedback processes
304	3.4	3.4.6	What training formats do you prefer (e.g., in-person, online, self-paced)?	See 3.4.6.1 Describe for the proposed solution.
305	3.4	3.4.6	Are there specific user groups that require specialized training?	Dependent on user role
306	3.4	3.4.6	How frequently do you expect training sessions to occur?	3.4.6 Describe for the proposed solution.
307	3.4	3.4.6	What challenges have you faced with user training in the past?	None identified that would impact this RFP
308	3.4	3.4.6	How will you gather feedback on training effectiveness?	Agency standard feedback processes
309	3.4	3.4.7	Are there specific resources (e.g., user manuals, FAQs) that you would like to have available for users?	See 3.4.7 Describe for the proposed solution.
310	3.4	3.4.7	How do you plan to keep documentation updated post-implementation?	See 3.4.7 Describe for the proposed solution.

311	3.4	3.4.7	What formats do you prefer for documentation (e.g., online, printed)?	See 3.4.7 Describe for the proposed solution. Digital documentation would be preferred over printed documentation.
312	3.4	3.4.7	How will you handle user feedback on documentation and resources?	Agency standard feedback processes
313	3.4	3.4.7	Are there specific templates or standards you prefer for documentation?	See 3.4.8, 3.3.1, 3.4.4.6.4, 3.4.7 Describe for the proposed system
314	3.4	3.4.7	What role will your IT team play in maintaining documentation?	See 3.4.8, 3.3.1, 3.4.4.6.4, 3.4.7 Describe for the proposed system
315	3.4	3.4.7	How often do you review and update documentation in your current environment?	Outside the scope of this RFP
316	3.4	3.4.7	What challenges have you encountered in documentation management previously?	See 3.4.8, 3.3.1, 3.4.4.6.4, 3.4.7 Describe for the proposed system
317	3.4	3.4.8	What documentation do you expect to accompany the deployment of the analytics solution?	See 3.4.8, 3.3.1, 3.4.4.6.4, 3.4.7 Describe for the proposed system
318	3.4	3.4.9	What are your performance expectations in terms of load times and query response times?	No. Agreement on SLA at contract award
319	3.4	3.4.9	Are there specific SLAs (Service Level Agreements) you need to meet?	No. Agreement on SLA at contract award
320	3.4	3.4.9	How do you plan to monitor the performance of the analytics solution once implemented?	See 3.4.9.3 Describe for the proposed system
321	3.4	3.4.9	Are there specific performance metrics you will be tracking?	Agreement on SLA at contract award 3.3.7 Describe for the proposed system
322	3.4	3.4.9	What benchmarks do you currently use for measuring data analytics performance?	Agreement on SLA at contract award 3.3.7 Describe for the proposed system
323	3.4	3.4.9	How will performance be reported to stakeholders?	Agency standard notification processes
324	3.4	3.4.9	Are there any peak usage times that need to be accounted for?	Business hours
325	3.4	3.4.9	How do you plan to manage performance issues as they arise?	See 3.4.9.2 Describe for the proposed system

326	3.4	3.4.9	What tools will be used for performance monitoring?	3.3.7 Describe for the proposed system
327	3.4	3.4.9	Are there expectations for scalability in terms of user load and data volume?	Scalability could include physical components (memory, cpu, etc) for on-prem solutions, number of users, amount of data sources, amount of data, etc. See 3.4.15 Describe for the proposed solution
328	3.4		What are the existing data platforms and BI tools that OSA is currently using? Please name all the key data systems and tools, such as Azure, SQL, Oracle, Power BI, Excel, etc	Outside the scope of this RFP
329	3.4		Has OSA evaluated any BI tools and platforms in the market? If yes, please name the tools and platforms	The purpose of this RFP is to solicit proposals for an audit professionals analytics software.
330	3.4		Has OSA seen any demos of BI tools and platforms in the market? If yes, please name the tools and platforms	The purpose of this RFP is to solicit proposals for an audit professionals analytics software.
331	3.4		Does OSA currently has any data warehouse, data lakes, or databases that aggerate and collects data from various sources?	Outside the scope of this RFP
332	3.4		Does OSA currently has any data warehouse, data lakes, or databases that aggerate and collects data from various sources?	Outside the scope of this RFP
333	3.4		Is the awarded vendor expected to implement and customize the BI solution for OSA? or the scope of this RFP only includes initial onboarding and training, and OSA will develop the integrations and BI reports in-house?	See 3.4.4.1 and 3.4.4.2 Describe for the proposed system



334	3.3	3.3.4	If the awarded vendor will be responsible to deliver the solution to OSA, please list the number of integration points that need to be established (how many source systems feeding data into the BI solution) as well as number and specifications of BI reports and dashboards that need to be developed.	There are no required integrations for this RFP. See 3.4.4.7 Define for the proposed solution See 3.4.4.1 and 3.4.4.3 Describe for the proposed solution.
335	3.3	3.3.6	Is data migration in scope for the awarded vendor to perform, or that will be conducted by OSA? If the vendor is responsible for the migration of existing/historical data to the new BI solution, please provide the details of data to be migrated, including volume of data and the existing format the data exist in (e.g flat files, excel sheets, etc.)	No data migration
336			Has the budget for this project been approved? Can OSA disclose the project budget	The RFP is currently in our budgeting process.

**Execute Addendum:**

**Offeror:**

\_\_\_\_\_

**Authorized Signature:**

\_\_\_\_\_

**Name and Titled (Typed):**

\_\_\_\_\_

**Date:**

\_\_\_\_\_