

Questions and Answers for IFB 04ITSDA (RFx 3160003544)

- 1) What is MEMA's expectation for an implementation timeline? **NOW**
- 2) How does MEMA plan to make the GIS and tax data available to the vendor? Can the vendor provide a data format requirement or is the vendor expected to process the data from a county-provided format? **We will ask for it, very nicely. YES**
- 3) How often does the vendor need to refresh the software's database with county-level GIS and tax data? **As often as data can be collected**
- 4) Does the vendor need to provide separate accounts with unlimited user licenses to all county and municipal agencies? Are there other partner organizations that need licenses as well? **YES, and YES**
- 5) How many onsite training sessions does MEMA expect to need to implement the Damage Assessment software? **A lot**

6) Question #6 and #7 of Appendix A:

For how many customers has your company provided Damage Assessment Software service in the past two (5) years? **A LOT**

What is the largest customer your company has provided Damage Assessment software service for in the past two (5) years? **The State**

For clarification, should the customer performance be in the past 2 years or the past 5 years? **2**

I am excited to present our Orion Damage Assessment Solution as a response to this bid. I know things are uncertain with the Coronavirus crisis, but I'm wondering if you would be open to a demonstration of our solution either online or preferably in-person if the situation subsides. I appreciate any thoughts you have on the matter. **Sure, I'm open to that if time permits.**

Thank you for the opportunity to respond to MEMA's RFx for Damage Assessment Software. We would like to submit the following questions:

1. What GIS software is currently used by MEMA? Does it have an API available? How is this information made available? **ArcGIS. Yes. Ask for it.**
2. What tax assessment software is currently used by MEMA? Does it have an API available? How is this information made available? **MEMA Does not do Tax Assessments.**
3. Does MEMA intend to host the software on their servers or to have the vendor host the solution? **No MEMA will not Host**
4. How many people will need to be trained on the system? **Unknown – A LOT**
5. In regard to intended daily user load, how many users will need to concurrently use the system during normal operations? **Unknown – A LOT**

6. In regards to intended peak user load, how many users will need to concurrently use the system during an activation? **Unknown - ALOT**
7. In order to ensure the safety of both MEMA employees and our NY-based staff during COVID-19, BCG requests that electronic bids be accepted. **Yes, as long as its' in the State's system (MAGIC) I cannot accept bids by emails.**

IFB04ITSDA - bid procurement questions:

- User:
 - What is the estimated total users over a year? **Unknow - ALOT**
 - Will this software follow FEMA guidelines for Roles and Responsibilities? Will the software need to support all user types mentioned in the FEMA guidelines? **YES**
- Data:
 - What is the desired location for storing data? Cloud, MEMA physical location? Will it be stored on an existing database server? **Cloud**
 - What is the desired location for storing images? Cloud, MEMA physical location? **Cloud**
 - What is the estimated amount of data for images in a year? **Unknow - ALOT**
 - How long will images and other media files need to be stored? **Whatever FEMA Says**
 - How is the current GIS and tax assessment data going to be accessed? What type of database server(s) is this data housed on? **Arc GIS, and Mema doesn't do Tax Assessments**
 - Will the software follow the FEMA guidelines for Evaluating Damage and Impact?
 - Encryption
 - Will there be any information being captured needing to follow any data security standards such as HIPPA compliance? **No HIPPA**
 - Is there a need for 2 step authentications? **Possibly**
- Maps:
 - Will the software use the US National Grid (USNG) system for location data? **YES**
 - If so, is existing GIS data to be leveraged by the software formatted in a way that it is compliant with the USNG system? **YES**
- Connectivity:
 - When there is no internet connection, what data should be available to the user? **OFFLINE MAPS AND COLLECTION**
 - When there is no internet connection, should form data be saved to the user's device, and later submitted when internet becomes available? **YES**
- Technical Contact:
 - Will there be an available technical contact throughout the development process to answer specific questions about functionality as they arise? **YES**
- User Interface/Program flow:

- Will there be any functionality diagrams available to show desired program flow for each function of the software? **MAYBE**
- Will there be any markups available for desired user interfaces? These would be helpful to illustrate not only the desired appearance, but also specific data fields that are being captured on each screen. **MAYBE**
- Platform:
 - What platforms are required for this software? Iphone, Android, web browser? If multiple platforms are required, which functionality is needed on which platforms? **ALL**