

State of Louisiana  
Department of Revenue

Information Technology Software  
Maintenance Services

RFP 440000010112

Official Responses to Written Inquiries

**1** – Is there a current contractor providing these services? If so, who?

**Response:** *The current contractor providing these services is ScanOptics, Inc.*

**2** – The pricing schedule on Page 40, can it be modified?

**Response:** *No.*

**3** – Will the State allow a vendor to provide less than 4 resumes to meet the 4 outlined skill set categories on the pricing schedule?

**Response:** *The pricing schedule depicts the 4 job titles, or roles, that will be utilized under the resulting contract. Vendors are allowed to provide resumes for as many personnel as they deem necessary to fulfill these 4 roles.*

**4** – Are there DBE requirements in the "INFORMATION TECHNOLOGY SOFTWARE MAINTENANCE SERVICES" RFP File No.: 440000010112?

**Response:** *There are no Disadvantaged Business Enterprise requirements for this RFP.*

**5** – Does the scope of work include infrastructure support?

**Response:** *No, LDR will be responsible for infrastructure support.*

**6** – Is there a quality matrix? What would determine the quality of the assignment?

**Response:** *There is no quality matrix. Each change order will describe the results to be achieved for the project. The quality of the code produced, the thoroughness of testing, the performance of the application, and the application's ability to provide the requested functionality will all factor into the quality determination.*

**7** – Section 6.0: Standard of Performance – Is the only stipulation that the work must be fully tested before delivery?

**Response:** *No. As stated in Section 6.0, timely delivery of the product is also a stipulation.*

**8** – Would changes needed to any software due to hardware upgrades be considered a change order?

**Response:** *Yes.*

**9** – Are monthly progress reports grouped by change order?

**Response:** *Yes.*

**10** – What is the typical timeline for change orders for the next tax year? Meaning, would we know about changes that happen in January by November or sooner?

**Response:** *Changes for income tax, both corporate and individual, would be known in the September or October time period. However, there have been occasions where the final format of tax documents are not decided upon until the November time period. In addition, legislative changes for other taxes such as the General Sales tax may be passed with as little as one month's notice.*