

**Q&A for RFB# OCA/CS-171:  
Ordering & Inventory Software - Hosting, Support & Maintenance**

Q&A Deadline: April 7, 2010 - 4 p.m.

Pre-Bid Conference: April 12, 2010 - 11 a.m.

Bid Opening: April 22, 2010 - 2 p.m.

Q 1. May I have a copy of the RFB with attachments, please? If you could advise the link where I might be able to find future amendments as well? Can you please forward us a copy of the RFP Contract Number OCA/CS-171? Please forward the link to the RFP titled Ordering and Inventory Software with Hosting, Maintenance and Support, RFB OCA/CS-171.

**A. The link to this, and all of our solicitations, is: [www.nycourts.gov/admin/bids](http://www.nycourts.gov/admin/bids) under "Current Solicitations", then the RFB #...in this case, OCA/CS-171. The RFB and all of it's attachments are available for printing there.**

Q 2. Is there any possibility that participation in the pre-bid conference may be arranged by using a dial-in conference number in addition to the in person option?

**A. A dial-in conference is not an option for this solicitation. The facility where the pre-bid conference will be held is not equipped for a multi-site video or audio conference in which all bidders would be allowed to take part. Thus, only the in-person option is available to all bidders for participation in this pre-bid conference.**

Q 3. Will the new Proposed System be used by customers to place orders or does the State already have an online order entry system in place?

**A. The new system will need to link to the Unified Court System Intranet. Users will access the system through the Administrative Services web site to place their orders online. Orders placed through e-mail or facsimile will continue to be entered by Office of Court Administration personnel.**

Q 4. Will clients access the Proposed System to track their orders and view real-time inventory levels?

**A. Yes, the new system should have this capability.**

Q 5. Once orders are shipped, should the Proposed System integrate to an existing system in operation today to report shipment information for Accounts Receivable purposes?

**A. There is no existing system in operation.**

Q 6. Or is Accounts Receivable within the scope of the bid? That is the Proposed System should provide this functionality?

**A. Yes, the proposed system should provide accounts receivable functionality & produce various reports that meet Unified Court System accounting standards.**

Q 7. Is it alright if bidders do not attend the pre-bid conference?

**A. Attendance for the pre-bid conference is not mandatory, however, it is recommended that bidders attend. The Q&A period for the RFB ends on April 7 and the pre-bid conference would be the last chance for bidders to go over the previous Q&A and pose any follow-up questions, although it should be noted that all questions asked and answered at the pre-bid will be posted on our web-site following the conference.**

Q 8. Are order processing and inventory management operations currently manual? If not, what application is presently being used to automate?

**A. Currently, there is no existing system in operation. The previous inventory management system, CMA SupplyNet application, has not been in service since January 13, 2010. Since then, orders have been processed and inventory maintained using paper records, which will need to be input into any new system that will be implemented.**

Q 9. We need to transfer data from existing system to the new proposed solution. In what format is this data available?

**A. Currently, there is no existing system in operation. We will provide all available information from the prior system if available. The Unified Court System will provide all information regarding our process for the services that Central Services provides, as well as all of the information that is necessary to set up the databases that are required for inventory, shipping/receiving, courts, cost centers, etc. This information will most likely be provided manually.**

Q 10. Does the inventory system need to be an Internet Based system or integrate to the Online Ordering system?

**A. OCA is soliciting sealed bid/proposals for an internet-based, hosted, order tracking, inventory based software to enable the NYS Office of Court Administration and its Central Services (hereafter "OCA/CS") to manage inventories, source products and ship orders. The term "Online Ordering System" is used only to direct users to the appropriate place to submit their orders.**

Q 11. Are we substituting the online ordering system or are we connecting to it?

**A. This will be a totally new system.**

Q 12. What is the existing accounting system?

Q 13. Is the accounting system installed on-premises or off-premises?

Q 14. Are there any integration requirements to the existing accounting system?

**A. For 12 - 14. There currently is no existing accounting system for Central Services. The new system will require accounting per cost center (per period), total sales (per period), produce various reports (charge back, journal voucher, delivery receipts), inventory reports.**

Q 15. Please provide additional details about "Product Catalog Management".

**A. Product Catalog Management - Includes all items that can be procured using the Internet ordering system. Also, the ability to change prices, add/delete item on a quarterly basis. Print and distribute a hard copy catalog.**

Q 16. Please provide additional details about "cost centers" under Customer Management.

**A. Cost centers are a 6-digit number used to charge for items procured. Many courts/agencies use the same cost center, therefore, we have to use a letter at the end of the cost center to signify various courts.**

Q 17. Is there an approval hierarchy for Orders and Purchase Orders?

**A. Yes, but it is handled "in-house" & is not relevant to the software.**

Q 18. Do you currently use SharePoint workflow?

**A. No**

Q 19. Please provide additional details about "Email Correspondence Management".

**A. The online order management & inventory tracking system should include functionality that automatically generates email based on orders that are placed.**

Q 20. Please define the purpose of the Data Import/Export; i.e. where are we importing from or

exporting to and expected formats.

**A. Import:** Catalog Item, Pricing, Courts/Agencies, Cost Centers, Addresses, Contacts, Contract Info., Vendor Info., Shipping Info. (Direct & delivery); **Export:** Delivery receipts, reports: charge back, journal voucher, activity reports, catalog reports, Purchase orders

Q 21. Please give breakdown of user roles. For example: Internal Warehouse users (Receiving/Shipping), Purchase Order users, Ordering Users (Courts).

**A. Orders are received via Internet or manually added to the system (fax, email). Delivery receipts are produced & transferred to warehouse where orders are filled, packed for shipment. Once items are shipped, orders are quick-shipped & charges are applied to cost centers.**

Q 22. Do you expect the new system to handle payables and 3-way matching (PO, Receiving, Invoice)? Are we going to send out the payables transactions created out of this receiving process into an accounting system?

**A. Yes, new system will handle PO, receiving & invoicing, but only "in house". PO & invoicing must meet criteria set by the Unified Court System accounting standards.**

Q 23. Typically, these types of implementation have a one-time setup fee the first Year and then recurring ongoing Yearly maintenance fees. Your price sheet only offers a total Cost per Year which should be broken down to Year 1 and subsequent years costs. Can you please provide us with this type of Pricing Sheet format?

**A. No. Please use the pricing sheet provided.**

Q 24. Can you please describe your existing infrastructure? For example: bandwidth access to the Internet, Workstation Operation System, Microsoft Office version, Internet Browser version and Mail System version.

**A. Bandwidth is a 10M link, Windows XP is the Operating System for all of the Unified Court System, and we support IE 6, 7, 8.**