



Office of the New York State
Attorney General
Letitia James

Request For Information
RFI # 25-005
Enterprise Application Modernization Services
using Outsystems Cloud Platform

Request for Information Number: 25-005	RFI Issued: 10/20/2025
RFI Description: EAM (Using OutSystems Cloud Platform)	Contract Period: Not Applicable
Due Dates and Times (ET): Issuance of Request for Information: 10/20/2025 Submission of Questions: 10/23/2025 OAG Issuance of Answers: 10/28/2025 RFI Responses Due Date: 11/3/2025	Regions of Service: Provided in New York State (Albany Capital Region).
<i>In compliance with Procurement Lobbying Law, contacting anyone other than designated herein may result in rejection of responses.</i> Primary Designated Contact: James Busta Contract Management Specialist I Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol, Albany, New York 12224-0341 Telephone: (518) 776-2112 E-Mail: purchase@ag.ny.gov	<i>In the event the Primary designated contact is not available:</i> Alternate Designated Contact: <u>Christopher Reksc</u> Contract Management Specialist 2 Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol, Albany, New York 12224-0341 Telephone: (518) 776-2138 E-Mail: purchase@ag.ny.gov

Questions regarding this announcement shall be directed to the person on the cover page via email only and shall adhere to the above deadline. Verbal questions will NOT be accepted. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes, and it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the OAG to contract for any service whatsoever. Further, the OAG is not seeking proposals and will not accept unsolicited submissions. Vendors are advised that OAG will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted on the New York State Contract Reporter website and the OAG website. It is the responsibility of the potential responders to monitor these sites for additional information about this requirement. The OAG encourages responders to register with the New York State Contract Reporter (NYSCR) at <https://www.nyscr.ny.gov/agency/index.com> to receive notifications about this Solicitation. Navigate to the "I want to find contracts to bid on" page to register for your free account. To receive e-mail notifications regarding updates to the content or status of a particular ad, you must "bookmark the ad" on the upper right-hand side of the ad, then return to your Account, view your list of bookmarked ads, and then select the "send me notification updates" option listed to the right of the ad. Any updates to the RFI documents will also be posted and released through the NYSCR. If you do not opt-in to receive notification updates regarding a specific ad, you will not receive email notifications regarding updates, including email notifications regarding the questions and answers, documents, and updates to Solicitation documents.

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I. Agency Background

As head of the Department of Law, the Attorney General is both the "People's Lawyer" and the State's chief legal officer. As the "People's Lawyer," the Attorney General serves as the guardian of the legal rights of the citizens of New York, its organizations, and its natural resources. In fulfilling the duties of the State's chief legal counsel, the Attorney General advises the Executive branch of State government and defends actions and proceedings on behalf of the State.

The Office of the Attorney General (OAG) serves all New Yorkers in numerous matters affecting their daily lives. The Attorney General's Office is charged with the statutory and common law powers to protect consumers and investors, charitable donors, the public health and environment, civil rights, and the rights of wage-earners and businesses across the State.

The Attorney General's authority also includes the activities and investigations of the State Organized Crime Task Force and Medicaid Fraud Control Unit. While the Attorney General acts independently of the Governor, the Governor or a state agency may request the Attorney General to undertake specific criminal investigations and prosecutions.

The legal functions of the Department of Law are divided primarily into five major divisions: Appeals and Opinions, State Counsel, Criminal Justice, Economic Justice, and Social Justice.

Over 2,000 employees, including over 700 attorneys and forensic accountants, legal assistants, scientists, investigators, and support staff, serve in the Office of the Attorney General in many locations across New York State.

2. Purpose of this Request for Information (RFI)

The Office of the New York State Attorney General (OAG) is seeking information from qualified vendors who can provide both:

1. OutSystems licensing as an authorized reseller; and
2. Implementation services to design, develop and deploy applications on the OutSystems low code/no code platform.

OutSystems has been selected as the enterprise application platform for the agency. Through this RFI, we are seeking information from the vendor community with demonstrated expertise in licensing, deployment and implementation who can support our agency in establishing a scalable, secure and sustainable application modernization program.

The primary objectives are to:

- Streamline and automate processes
- Modernize legacy systems and applications with a scalable solution
- Improve user experience
- Enable rapid application development
- Ensure compliance, security and governance standards
- Establish a framework for sustainable future application development

The information received from this RFI may be used to issue a Request for Proposal (RFP) to procure a cloud-based EAM solution, including implementation services. This issuance does not constitute a commitment to issue a bid, award a contract, or pay any costs incurred in preparation for a response to this request. The State expects a formal Restricted Period to be announced in the Contract Reporter upon determining that procurement(s) will result from this RFI.

3. Current Environment

The OAG application portfolio currently consists of systems built on diverse technology stacks including Java applications, Oracle Forms, Oracle Weblogic, Oracle Application Development framework (ADF), Oracle backend databases, and .NET/C# applications.

The OAG relies on a mix of legacy applications (40 total legacy applications), manual processes and siloed systems that limit efficiency and effectiveness. Many times, current workflows involve redundant data entry, inconsistent reporting and limited integration across applications. Applications are built on a variety of platforms, which makes user experience fragmented and inconsistent. Maintenance of the various existing application is resource intensive, time consuming, and extends the time to market experience for the end user.

4. Desired Future Environment

The OAG will have a modernized application development program built on new OutSystems ODC low code/no code platform. It will streamline workflows and business processes to reduce manual efforts, and increase automation and digitization within the agency. The program will be secure, scalable and cloud-based/cloud-native with built in DevOps capabilities (with preferably no on-premises infrastructure management) and will integrate with the new Enterprise Content Management (ECM) System built on the Microsoft 365 GCC G5 platform. The platform solution will be able to seamlessly integrate with OAG systems such as:

- Oracle databases (primary)
- Microsoft SQL Server databases
- Microsoft Entra ID and on-premises Active Directory/LDAP for identity management
- SharePoint document management systems
- RESTful and legacy API integration
- Flat-file and structured data bulk upload capabilities
- Future integration readiness for other agency applications such as ServiceNow platform

The future state will provide a consistent customer experience internally and externally by supporting both internal and external-facing applications with appropriate security isolation. The solution platform and implementation will also be able to support applications with sensitive data. OAG applications and systems routinely handle Personally Identifiable Information (PII), Protected Health Information (PHI), Financial data, Criminal justice information, Attorney-client privileged communications. The solution platform will satisfy following compliance requirements:

- Mandatory Certifications (No Exceptions):
 - Current (or expected within 6 months from date of contract award) FedRAMP Moderate authorization (minimum)
 - CJIS (Criminal Justice Information Services) compliance
 - SOC 2 Type II certification
- Regulatory Compliance:
 - NIST Cybersecurity Framework adherence
 - NIST AI Risk Management Framework compliance
 - Section 508 accessibility compliance (WCAG 2.1 AA)
 - HIPAA compliance for PHI handling
 - State and federal data protection requirements

5. Vendor Capabilities

To achieve the desired future state (see Section 4), this RFI seeks information on following vendor qualifications and capabilities:

5.1 Mandatory Requirements:

- OutSystems Expertise:
 - Certified OutSystems Premiere implementation partner status OR demonstrated deep platform expertise
 - Minimum 5 years OutSystems implementation experience
 - Minimum 3 years of Experience with OutSystems cloud deployments
 - Proven track record of large-scale OutSystems migrations
- Government Experience:
 - Minimum 5 years implementing OutSystems for state or federal government clients
 - Experience with law enforcement or attorney general office implementations preferred
 - Understanding of NYS government procurement processes and requirements
 - Track record of successful government project delivery

5.2 Technical Capabilities:

- Platform Implementation Expertise:
 - OutSystems platform setup and configuration
 - Environment management (development, staging, production)
 - Performance optimization and capacity planning
 - Monitoring and operational support frameworks
- Integration Expertise:
 - Oracle ecosystem integration (Forms, WebLogic, ADF, Database)
 - Microsoft ecosystem integration (Entra ID, Active Directory, M365/SharePoint, etc.)
 - Enterprise application integration patterns
 - API development and management
 - Data migration and ETL processes
- Accessibility and Compliance Expertise:
 - Section 508 compliance implementation and testing
 - Cross platform (mobile/desktop/web/etc.) unified development
 - NIST framework implementation
 - AI governance and risk management
 - Multi-level security and data classification

6. Platform Implementation Capabilities

OAG preference is for a multi-phase implementation strategy to minimize risk while delivering early wins for the application development platform. Vendors must propose a comprehensive solution delivered in logical phases. All phases must be included in single procurement (no re-competition). Implementation plan must address all 40 applications with clear prioritization methodology.

System Integrator must also take a practical and calculated implementation approach to organizational change management, as long-term sustainability and knowledge transfer is key to successful platform adoption. A trusted reseller relationship is a necessity.

To achieve this future state, this RFI seeks information on vendor capabilities and approach to:

- Implementation of a Phased Approach:

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- Recommended phasing strategy for 40-application portfolio
- Prioritization methodology and criteria
- Risk mitigation approach across phases
- Dependencies between phases and applications
- Quick wins and early value demonstration strategy
- Architecture Recommendation:
 - Proposed architecture for internal vs. external application environments
 - Justification for separate infrastructure vs. logical separation approach
 - Cloud deployment strategy and provider recommendations
 - Scalability and performance considerations
 - Security isolation and access control mechanisms
- Integration Strategy:
 - Approach to integrating with existing Oracle and Microsoft ecosystems
 - Data migration methodology for legacy applications
 - API strategy and management approach
 - Identity management integration with hybrid Microsoft environment
 - Future integration readiness for OAG applications such as ServiceNow
- Platform Implementation Approach:
 - OutSystems environment setup and configuration approach
 - Development lifecycle and CI/CD pipeline establishment
 - Governance framework and best practices implementation
 - Change management and version control strategies
 - Testing and quality assurance methodologies
- Security Certification and Compliance:
 - Current (or expected within 6 months from date of contract award) FedRAMP Moderate authorization
 - Active CJIS compliance certification
 - Valid SOC 2 Type II certification
 - Proof of certification maintenance procedures
- Regulatory Compliance:
 - NIST Cybersecurity Framework adherence
 - NIST AI Risk Management Framework compliance
 - Section 508 accessibility compliance (WCAG 2.1 AA)
 - HIPAA compliance for PHI handling
 - State and federal data protection requirements
- Security Implementation Approach
 - Data protection strategies for sensitive information
 - Encryption at rest and in transit approaches
 - Access control and authentication mechanisms
 - Audit trail and monitoring capabilities
 - Incident response and breach notification procedures
 - Intuitive development environments that enable rapid application creation and customization by both technical and non-technical users. This includes drag-and-drop interfaces, reusable components, responsive web design and multi-language support.
 - Integration and extensibility through use of API's (REST/SOAP/GraphQL). There should be custom code extension support (.NET/Java/JS etc.) Platform should allow for continuous integration/continuous deployment (CI/CD) pipelines and DEVOPS support, preferably with git, so vulnerability scanning and unit testing could be integrated with newer releases of software. It should have version control and rollback features. Application should be able to integrate with third-party applications or systems, or services like DocuSign, using industry standards such as SAML, OAuth2.0

- or API based integration. System should allow for integration with Entra for authentication and identity management. SSO for internal staff.
- Monitoring and analytics, designer User Interfaces, with workflows, business logic and data models to be built using visual and a developer friendly modular and reusable architecture, with AI-Driven Automation and Assistance
- Seamless integration with IT and Business Systems to support robust integration with existing enterprise systems (e.g., Microsoft ECM), enabling real-time data exchange and operational visibility across departments, connecting with an enterprise resource planning (ERP), payment processing, and other government systems (EIN integration), integration with enterprise content management and document management systems.
- Governance, security, and compliance including enterprise-grade governance features such as role-based access control, audit trails, and support for regulatory compliance frameworks relevant to asset management, user management and authentication
- Data management that provides secure data storage and encryption, data validation, and audit trails
- Cloud governance compliance. Vendors are required to support both vendor-managed and customer-managed deployments within Gov Cloud infrastructure only. Respondents must detail how their solution meets Gov Cloud compliance standards, including certifications (e.g., FedRAMP, DoD IL4/IL5), data handling protocols, and deployment architecture.
- Reusable templates and best practices leveraging, where appropriate, pre-built templates, logic bots, and best practice libraries to accelerate solution development and promote consistency across use cases.
- User experience and collaboration Features that provides a modern, intuitive user interface and built-in collaboration tools are essential to ensure high adoption rates and effective cross-functional teamwork.
- Performance monitoring and optimization tools - capabilities for real-time performance tracking, validation, and optimization should be included to ensure reliability and responsiveness of deployed applications

7. Program Implementation Capabilities - Please describe your approach to:

- Project Team:
 - Proposed team structure and key personnel
 - OutSystems certified staff assignments
 - Government experience of key team members
 - Subcontractor roles and integration approach
 - Staff augmentation and scaling strategies
- Project Management:
 - Project management methodology and tools
 - Communication and governance structures
 - Risk management approach
 - Quality assurance and testing strategies
 - Change management and user adoption planning
- Training and Knowledge Transfer
 - OutSystems training programs for agency staff
 - Certification pathways and timelines
 - Knowledge transfer methodologies
 - Documentation and best practices development
 - Center of Excellence establishment approach
- Ongoing Support:
 - Post-implementation support models
 - Maintenance and operations transfer approach
 - Long-term partnership and advisory services
 - Platform evolution and upgrade management

- Design and discovery - How do you approach requirements gathering, solution design and validation? What methods or tools do you use and how do you typically handle project planning, stakeholder engagement, etc.
- Core development - what is your process for developing secure and scalable solutions? Do you have experience developing a portal for similar organizations? How do you manage integration with other applications or outside entities?
- Advanced features - What is your approach to implementing advanced functionality? Do you have experience in payment processing and workflow, for example?
- Testing and deployment - What is your testing methodology for functionality as well as security features? How do you manage deployments and support production go-live?
- Change management and training - Have you ever rolled out significant business process and technical changes to a similar organization type? How to you ensure adoption and long-term sustainability?
- Security: How did you build secure implementations involving highly sensitive government data using OutSystems despite the platform being FedRamp certified yet?

8. RFI Questions and RFI Response Submission

8.1 RFI Questions/Inquiries and/or Clarifications

All questions/inquiries and clarifications concerning this RFI shall be addressed to the Office of the Attorney General (OAG) designated contact. **All questions should be submitted by email to purchase@ag.ny.gov with the subject line: “RFI xxxxx Q&A – [Insert Vendor Name].”** Cite the RFI section and paragraph number the question relates to. Questions/inquiries and requests for clarification are only accepted via email.

Official answers to questions will be provided via an addendum posted to the OAG website: (<https://ag.ny.gov/budget-and-fiscal-management-bureau-procurement>) and the NYS Contract Reporter: (<https://www.nyscr.ny.gov/agency/index.cfm>).

The deadline for submitting questions will be as stated on the cover page of this document.

8.2 RFI Response Format and Content

Responses should be no longer than twenty-five (25) pages in either Microsoft Word or Adobe Acrobat formats. **Responses must be submitted via email to purchase@ag.ny.gov with the subject line “RFI #Response [Enterprise Application Modernization]”** All materials shall be attached, clearly labeled, and sent via email in a manner to allow for ease of separation in reviewing responses. The OAG is interested in responses from vendors who currently provide licensing as well as implementation services to design, develop and deploy applications on the OutSystems low code/no code platform.

The OAG will not acknowledge receiving recommendations delivered by mail, fax, or in person.

The following information should be included for a complete response:

8.2.1 Company Information

Introduce your organization, if applicable include information on parent companies, years in business, annual sales volume, number of employees, geographic locations, etc. Provide contact name(s) and contact information for questions the OAG may have regarding your company’s response to this RFI.

8.2.2 Technical Information

Response to the RFI should include the following:

- a) Brief summary of the scope of products and services that your company provides.

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- b) Description of the OutSystems platform solution.
- c) Provide the principal customers that currently use the OutSystems platform solution.
- d) Provide the primary points of contact for government customers.
- e) Description of how your solution facilitates the requirements in Section 4 of this RFI.
- f) Please provide response to Section 5 to evaluate Vendor Capabilities.
Please also include:
 - OutSystems Expertise:
 - OutSystems partnership level and certifications held
 - Number of OutSystems implementations completed
 - Size and scope of largest OutSystems projects
 - OutSystems certified staff count and certification levels
 - Experience with OutSystems cloud vs. on-premises deployments
 - Government Experience:
 - Government clients served (state/federal/local)
 - Law enforcement or attorney general office experience
 - Experience with similar data sensitivity levels
 - Understanding of government compliance requirements
 - Specific Experience and References: Provide detailed case studies and references for projects that demonstrate:
 - OutSystems modernization projects of similar scope (15+ legacy applications)
 - Government implementations with FedRAMP, CJIS, and/or Section 508 requirements
 - Law enforcement or attorney general office implementations preferred
 - Oracle ecosystem migrations (Forms, WebLogic, ADF) to modern platforms
 - Microsoft hybrid identity integration projects (Entra ID/AD)
 - Multi-phase government modernization projects with similar complexity
 - For each relevant project, include:
 - Client name and contact information (with permission)
 - Project scope, timeline, and budget range
 - Technologies involved and outcomes achieved
 - Compliance requirements met
 - Lessons learned and best practices developed
 - Current operational status and client satisfaction
 - Experience with converting legacy application data and migrating into OutSystems
 - Experience with reporting capabilities from OutSystems data source using out of the box reporting or integrating with Oracle analytics or Power BI
- g) Include response for Section 5, 6 and 7.
- h) Independent reliability statistics over the past 24 months
- i) Please list any NYS contracts

8.2.3 Pricing Information

Describe how your company prices your products and services. Include information on pricing based on hourly fees, technology set up fees, recurring fees, non-recurring fees, taxes, additional charges, etc. Identify which products/services are currently available on existing New York State contracts (provide contract number where applicable).

8.2.4 Additional Information

Vendors are encouraged to submit additional information (i.e., brochures and print flyers) regarding your products, services, and business solutions.

9. Demonstrations/Presentations

OAG representatives may request that vendors provide a presentation and demonstration of their solution for further clarification of their response or to define their potential capability further to meet the OAG requirements. However, the OAG may move forward with a solicitation without demonstrations or presentations.

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