



**Office of the New York State
Attorney General**

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Purchasing Memorandum III

DATE: 4/8/2026

PLEASE ADDRESS INQUIRIES TO:

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REQUEST FOR PROPOSAL NO.: 25-009

TITLE: RFP 25-009 Intranet Packaged Solution

RESPONSE DUE DATE: ~~4/9/2026~~ **04/27/2026 5:00PM**

SUBJECT: Answers to Questions/Inquiries

TO: **ALL PROSPECTIVE BIDDERS**

In reference to the above Request for Proposal, the following questions/inquiries were submitted by the March 17, 2026 deadline. We are hereby providing answers to each question below:

1. QUESTION: Can you confirm the total number of named user licenses anticipated?

ANSWER: Approximately 2,000+

2. QUESTION: Is there a target implementation or go-live timeframe the team is working toward?

ANSWER: Initial platform functionality/cutover on or before spring 2027

3. QUESTION: Section 2.3.8.4 details the types of content to be migrated from the legacy LAMP stack and Drupal 8 sites, such as legal templates, past notices, and training materials. Can the OAG provide an estimated volume of this content (e.g., number of legacy pages, total gigabytes of data) to help us accurately scope the migration and conversion effort?

ANSWER: Drupal 8 intranet - We have approximately 400 pages, with about 25-30 pages that directly contain references to legal templates, past notices, and training materials. The Media library contains +2500 files. LAMP Stack - We have approximately 150-200 pages for migration, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives.

4. QUESTION: Section 2.3.8.3 requires the solution to integrate with core OAG systems including HRIS, CRM, ERP, myOAG, and various legal research platforms via APIs or connectors. Could the OAG provide the specific software names, vendors, and versions for these existing systems so we can properly scope the required integration methods?



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ANSWER: CRM- Siebel 26.1 – Hosted on private OCI instances - REST services with Entra SSO integration

HRIS is provided by a 3rd party external vendor CMA and it is a statewide system, hosted external to OAG.

myOAG – Custom grown Java/Angular application secured with Oracle IDAM/Entra authentication, hosted On-prem on Solaris platform. Integration possible via REST services.

ERP – OAG has plans to modernize our HR systems and debt collection systems with COTS products in future. Please plan for REST service integration with Entra SSO as a provision Integration with these systems. Legacy systems follow same design pattern for backend as MyOAG and are hosted on prem.

5. QUESTION: Which integrations are considered mandatory at launch versus acceptable in a phased or post-launch approach?

ANSWER: Integrations expected at launch include a ServiceNow approval list, any Teams-based workflow approvals, and MS Entra for SSO/role/directory details

6. QUESTION: Can you provide an inventory of current systems that must integrate with the intranet, including whether they are commercial, custom-built, or legacy systems?

ANSWER: CRM) Siebel 26.1 – Hosted on private OCI instances - REST services with Entra SSO integration

HRIS is provided by a 3rd party external vendor CMA and it is a statewide system, hosted external to OAG.

myOAG – Custom grown Java/Angular application secured with Oracle IDAM/Entra authentication, hosted On-prem on Solaris platform. Integration possible via REST services.

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7. QUESTION: For bespoke OAG systems (e.g., myOAG), are APIs already available, and if so, are they REST-based and documented?

ANSWER: Please plan for REST service integration with Entra SSO as a provision integration with these systems.

8. QUESTION: Clarification on Core System Architectures: Section 2.3.8.3 requires integration with core OAG systems including HRIS, CRM, ERP, and myOAG via APIs or connectors. Can the OAG provide the specific software vendors, versions, and deployment models (cloud vs. on-premise) for these systems so we can properly scope the availability of modern API connectors

ANSWER: CRM) Siebel 26.1 – Hosted on private OCI instances - REST services with Entra SSO integration



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HRIS is provided by a 3rd party external vendor CMA and it is a statewide system, hosted external to OAG.

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ERP – OAG has plans to modernize our HR systems and debt collection systems with COTS products in future. Please plan for REST service integration with Entra SSO as a provision Integration with these systems. Legacy systems follow same design pattern for backend as MyOAG and are hosted on prem.

9. QUESTION: Legal Research Platform Integration: Section 2.3.8.3 mentions integrating with "legal research platforms." Which specific platforms does the OAG currently utilize and what level of integration is expected (e.g., simple SSO passthrough/quick links versus federated search where legal research results appear directly within the intranet search bar)?

ANSWER: Simple SSO/quick link passthrough is anticipated. No federated search with 3rd party legal research platforms is expected.

10. QUESTION: State of Microsoft Entra ID Profile Data: Section 2.3.8.3 mentions ensuring SSO profile alignment for key employee attributes, and Section 2.3.8.5 requires leveraging Microsoft Entra ID for RBAC. Are all necessary employee attributes (e.g., bureau, title, role, manager) currently populated, accurate, and maintained directly within Entra ID, or will the new portal need to pull user profile data from a separate HRIS system?

ANSWER: A combination of the MS Entra and internal MyOAG databases may be needed for various attributes

11. QUESTION: Bespoke Systems and Existing API Readiness: The RFP notes a requirement to integrate with "bespoke OAG systems" such as myOAG. Do these custom, internally built systems currently have documented REST/SOAP APIs available for a vendor to consume, or will the awarded vendor be expected to build the API endpoints on the OAG's legacy side as part of the integration effort?

ANSWER: OAG's Enterprise Applications team maintains the MyOAG system and can develop inhouse APIs as needed. Existing APIs may have documentation that could be provided to winning bidder.

12. QUESTION: Bespoke Systems and Existing API Readiness: The RFP notes a requirement to integrate with "bespoke OAG systems" such as myOAG. Do these custom, internally built systems currently have documented REST/SOAP APIs available for a vendor to consume, or will the awarded vendor be expected to build the API endpoints on the OAG's legacy side as part of the integration effort?

ANSWER: OAG's Enterprise Applications team maintains the MyOAG system and can develop inhouse APIs as needed. Existing APIs may have documentation that could be provided to winning bidder.

13. QUESTION: Section 2.3.5 mandates integration with the OAG's existing Enterprise Content Management (ECM) solution for authoritative document retrieval without duplicating content management capabilities. Could the OAG identify the specific ECM platform (e.g., SharePoint, OnBase, Documentum), its current



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version, and its deployment model (cloud vs. on-premise)? Additionally, does this existing system have documented, accessible APIs readily available to allow the new intranet to query and retrieve these documents?

ANSWER: Sharepoint Online in the Microsoft 365 GCC environment, G5 license level

14. QUESTION: Regarding the user experience for the ECM integration, what level of depth does the OAG expect? Is the expectation to have a full "federated search" where ECM documents appear natively alongside intranet content in the search results, or is the goal to simply provide authenticated quick links and pathways for users to open the external ECM platform?

ANSWER: Full federated search might be challenging; M365 Copilot Connectors to link to content in ECM (or vice versa) would be acceptable in a proposal that meets requirements

15. QUESTION: Section 2.3.8 requests AI-enhanced search capabilities that deliver context-aware results and AI-based synthesis of information. If a federated search experience is expected with the ECM, does the OAG expect the new intranet's AI search tools to be able to "read" and synthesize the text *within* the authoritative documents housed in the ECM? If so, will the vendor be permitted to index the ECM document text within the intranet's search architecture?

ANSWER: M365 Copilot Connectors can be configured to facilitate this as opposed to presenting the Sharepoint index to the Intranet platform

16. QUESTION: Section 2.3.5 emphasizes that the ECM will remain the system of record, yet Section 2.3.8.4 details migrating legal resources, unindexed decisions, and templates into the new solution. Could the OAG clarify the strategic or compliance drivers for keeping certain authoritative documents exclusively in the ECM rather than migrating them to the new intranet? Furthermore, what is the exact boundary defining which documents will be migrated natively into the new intranet versus which must remain in the legacy ECM?

ANSWER: The ECM platform will be the primary system of record. There may be certain artifacts which remain within the Intranet platform, but the majority will be references to the ECM stored document. Bidders should include the architecture and solution that will incorporate this.

17. QUESTION: Section 2.3.3 requires the creation of configurable workflows and the digitization of processes, explicitly moving away from manual PDF forms, and Section 2.3.8.4 requires converting PDF-based forms into digitized forms. Approximately how many existing PDF forms does the OAG expect the vendor to recreate and build backend workflows for prior to go-live? Can a form be provide or decided in more detail so we can get an ideal of the level of complexity and requirements?

ANSWER: We do not have an approximate amount of PDF-based forms at this time. This amount is to be determined as more in-depth discovery may identify new forms/workflows. Any PDF-based forms are fillable with simple use of standard Adobe form fields.

18. QUESTION: Section 3.6 states that if a bidder is invited to present, the presentation score will be added to the overall comprehensive proposal score. Since the base evaluation criteria total 100 points (70



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Technical, 30 Financial), how many additional points is the presentation phase worth, and how will usability be measured during this demonstration?

ANSWER: Presentations will be held at the discretion of the OAG. Should a presentation be requested, the total amount of points possible is 5. There are 5 sections which will be scored 1-5 and these scores will be averaged for the total additional points.

19. QUESTION: Section 1.2 PURPOSE OF REQUEST FOR PROPOSALS: On a scale from 1 to 5, where 1 represents a prebuilt packaged product / Commercial Off The Shelf (COTS) solution with minimal configuration but less flexibility, and 5 represents a platform-based solution requiring some professional services, which can be customized to your specific needs, what best represents the desired solution on this continuum?

ANSWER: Section 2.3.8.2 Technical requirements includes the statement "Contractors are encouraged to use a combination of content types (e.g., text, tables, diagrams) to effectively communicate all material concepts and details. OAG's technical goals for the new intranet solution include:

- **Minimizing OAG-specific customizations as much as possible"**

20. QUESTION: **Section 4.2.3 CONTRACTOR EXPERIENCE AND QUALIFICATIONS, point #e:** The foundation for the solution that we would propose is Microsoft 365/SharePoint Online. Please answer the following questions related to your use of and experience with Microsoft 365/SharePoint Online:

- Do you already have the requisite M365/SharePoint Online licensing for the anticipated number of users of the solution?
- What M365 technologies are currently being used (e.g. SharePoint Online, Power Automate, Microsoft Purview, Power BI, etc.)?
- For what workloads are you currently using M365/SharePoint Online (e.g. collaboration, document management, workflow)?
- Do the departments who need access to the solution currently use M365/SharePoint Online?
- What, if any, problems or dissatisfaction have you experienced with M365/SharePoint Online?
- Do you have licensing for any SharePoint-related products (e.g. ShareGate) and if so, which ones?
- On a scale from 1 to 5 where 1 represents "None" and 5 represents "Expert", please indicate what M365/SharePoint Online skills you currently have in house in terms of:
 - Infrastructure, Administration and Maintenance
 - Information Architecture Design and Implementation
 - Content Owner/Authorship
 - PowerShell and C# Development

ANSWER: a. Yes

b. All of the above

c. Mostly for collaboration (internal and external) and document management

d. Yes

e. No formal assessment was made



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- f. No**
- g. i-iv – 4**

21. QUESTION: We are a SharePoint and Microsoft 365 (M365) focused consultancy and have successfully combined these platforms with best of breed third party software products (as needed) to implement Modern Intranet Solution, Security and Access Control, Content, Records, and Data Management, Enterprise Document, etc. Given what you know about SharePoint/M365, including any as-needed 3rd-party add-ons, on a scale from 1 to 5 where 1 represents “Will not meet our requirements” and 5 represents “We believe SharePoint/M365 is the best platform for our needs”, what represents your view on the continuum?

ANSWER: Vendors are welcome to submit their proposals which address the RFP requirements.

22. QUESTION: Did any contractor or vendor assist with the development of this solicitation or provide you with an initial evaluation, proof of concept, demonstration, pricing, or any other analysis related to this procurement? If so:
- a. Please provide the name of all contractors and vendors
 - b. Are these contractors and/or vendors eligible to bid on this project?

ANSWER: a. Gartner
b. No

23. QUESTION: SECTION 6 CONTRACT PROVISIONS AND ADMINISTRATIVE CLAUSES / 1st paragraph: If a Responder has any concern, please confirm if exceptions can be taken to Appendix A (Pages 52-58), Appendix B (Pages 59-78), or other sections of the RFP, with suggested alternate language in the proposal response for negotiations with OAG legal team/project stakeholders during the contract stage.

ANSWER: A Bidder can propose additional or alternative terms and conditions only as part of the Bidder’s response to this RFP. A Bidder cannot require the OAG to agree to additional or alternative terms and conditions as a condition to the Bidder submitting a response to this RFP. Additional or alternative terms and conditions may, at the discretion of the OAG, be allowed as part of a Bidder’s RFP response and incorporated into the resulting agreement and/or purchase order provided that all of the following conditions are met:

- (i) The Bidder identifies where such additional or alternative terms and conditions may be found in Bidder’s response to this RFP; and**
- (ii) The OAG accepts such additional or alternative terms and conditions.**

No additional or alternative terms and conditions may be incorporated or proposed by the Bidder by unilaterally affixing them to the Product upon delivery (including, but not limited to, attachment or inclusion of standard pre-printed order forms, product literature, “shrink wrap” terms accompanying software upon delivery, or other documents) or by incorporating such terms and conditions onto order forms, purchase orders or other documents forwarded by the Bidder for payment. Nothing herein shall be deemed to prohibit a Bidder from offering the OAG better and more advantageous pricing and terms and conditions during the term of the resulting agreement and/or purchase order.



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24. QUESTION: Section 1.2, Can the agency confirm whether the selected vendor must provide both the intranet platform licensing and implementation services, or whether partnerships between a software vendor and a services integrator are acceptable?

ANSWER: Partnerships are acceptable, however, the contract will be awarded to a prime contractor and all subcontractors must be identified at the time of bid submission.

25. QUESTION: Section 1.2, If the proposed platform is delivered through an authorized reseller or implementation partner, does the agency require proof of reseller authorization or certification at proposal submission?

ANSWER: All subcontractors must be identified at the time of bid submission.

26. QUESTION: Section 1.3, Can OAG provide additional details about the current hosting environment for the Drupal and LAMP stack (e.g., on-premise vs cloud, hosting provider, infrastructure constraints)?

ANSWER: Both the Drupal 8 and LAMP stack are on-premise. Vendors are welcome to submit their proposals which address the RFP requirements.

27. QUESTION: Section 1.3, Approximately how many total pages, documents, and active users exist across the current intranet environments?

ANSWER: There are approximately 2,000 active users.

28. QUESTION: Section 1.4, Does OAG have a preferred technology ecosystem or platform (e.g., Microsoft 365/SharePoint ecosystem) that vendors should align with, or are vendors encouraged to propose alternative platforms?

ANSWER: All required integrations are identified in the RFP. Vendors may submit any combination of solutions they believe will meet the requirements specified.

29. QUESTION: Section 2.1, For vendors proposing a solution through a partnership model, may the implementation experience of subcontractors or technology partners be counted toward the minimum project experience requirements?

ANSWER: The consultants that do the work must meet the minimum experience requirements for the work they are assigned regardless of whether they are the provided by the prime contractor or provided by the subcontractor.

30. QUESTION: Section 2.1.2, Can OAG clarify what constitutes "similar or larger size and scope"? For example, should vendors consider employee count, number of intranet users, or feature complexity when evaluating comparable projects?

ANSWER: All of the above. Factors such as employee/use count and solution complexity are reasonable elements to base comparable projects on, as could be other elements such as projects done for entities



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similar to OAG. Bidders are encouraged to provide a brief explanation as to why the projects cited are comparable to OAG.

31. QUESTION: Section 2.1.4, Are proposed personnel required to be committed to the project at the time of submission, or may vendors propose representative roles and finalize staffing during contract negotiation?

ANSWER: If possible, the proposed personnel are expected to be the personnel that work on the project. However, the contractor can later with justification, propose a replacement of equal or better qualification. OAG will have the right to refuse proposed consultants it does not assess to be of equal or better qualification.

32. QUESTION: Section 2.3, Does OAG anticipate a phased implementation approach (e.g., discovery, design, pilot launch, full rollout), or does the agency expect a single-phase deployment?

ANSWER: A phased approach is acceptable and the details of the phases should be included in the submission to ensure core capabilities are part of phase 1.

33. QUESTION: Section 2.3, Has OAG defined a target timeline or preferred go-live date for the new intranet solution?

ANSWER: Initial platform functionality/cutover on or before spring 2027

34. QUESTION: Section 2.3, Is there an estimated budget range for this project that vendors should consider when designing their proposed solution?

ANSWER: Vendors should submit their best proposal including the cost for all products and services proposed

35. QUESTION: Section 2.3.3, Does OAG currently utilize any workflow automation tools (e.g., Microsoft Power Automate, ServiceNow, or other workflow platforms) that the solution should integrate with or replace?

ANSWER: Yes – primarily ServiceNow, some PowerAutomate and custom coded

36. QUESTION: Section 2.3.3, Approximately how many internal workflows or forms are currently managed through manual processes or PDFs that the agency expects to digitize in the initial implementation phase?

ANSWER: We do not have an approximate amount of PDF-based forms at this time. This amount is to be determined as more in-depth discovery may identify new forms/workflows.

37. QUESTION: Section 2.3.4, Does OAG currently use collaboration platforms such as Microsoft Teams, Slack, or similar tools that the intranet should integrate with?

ANSWER: Microsoft Teams and Planner but integration required is primarily from a task/to-do list presentation



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38. QUESTION: Section 2.3.5, Can OAG provide details regarding the existing Enterprise Content Management (ECM) system referenced in the RFP (platform, hosting environment, and available integration methods)?

ANSWER: Microsoft 365 Sharepoint G5 licensing in a Gov Cloud tenant

39. QUESTION: Section 2.3.6, Does OAG have any preferred analytics tools or reporting frameworks that the proposed intranet solution should integrate with?

ANSWER: OAG has no specific preference for reporting or analytics tools but will need reporting and analytics as part of the proposed solution.

40. QUESTION: Section 2.3.7, What identity provider and authentication system does OAG currently use (e.g., Active Directory, Azure AD, SSO provider)?

ANSWER: Entra (Azure AD)

41. QUESTION: Section 2.3.8, Does OAG anticipate integrating intranet search with external document repositories, case management systems, or legal research tools used by staff?

ANSWER: ECM only

42. QUESTION: Section 2.3.8, Are there preferred hosting models (e.g., SaaS, private cloud, on-premise, or hybrid) that vendors should consider when proposing solutions?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.

43. QUESTION: Section 2.3.8, Can OAG provide a preliminary list of systems that will require integration with the new intranet solution (e.g., HR systems, document repositories, case management platforms)?

ANSWER: CRM) Siebel 26.1 – Hosted on private OCI instances - REST services with Entra SSO integration

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myOAG – Custom grown Java/Angular application secured with Oracle IDAM/Entra authentication, hosted On-prem on Solaris platform. Integration possible via REST services.

ERP – OAG has plans to modernize our HR systems and debt collection systems with COTS products in future. Please plan for REST service integration with Entra SSO as a provision Integration with these systems. Legacy systems follow same design pattern for backend as MyOAG and are hosted on prem.

44. QUESTION: Section 2.3, Does OAG anticipate migrating content from the legacy intranet systems, and if so, approximately how much content will require migration?



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ANSWER: Yes. Both legacy intranet systems will require content migration. Drupal 8 intranet - We have approximately 400 pages, with about 25-30 pages that directly contain references to legal templates, past notices, and training materials. The Media library contains +2500 files. LAMP Stack - We have approximately 150-200 pages for migration, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives.

45. QUESTION: Section 2.3, Will OAG provide internal subject matter experts and content owners to assist with content audit, governance, and migration activities?

ANSWER: Yes

46. QUESTION: Section 2.3, What level of change management, user training, and documentation does OAG expect the contractor to provide as part of the implementation?

ANSWER: See section 2.3.9.10 Organizational Change Management and 2.3.9.11 Training "2.3.9.10 Organizational Change Management - The selected Contractor will be responsible for creating and implementing a OCM plan that is specifically tailored to OAG. This plan should be designed to ensure transition to the new solution is as seamless as possible for OAG staff. Proposals should include addressing, at minimum:

- **The actionable OCM activities that will enhance OAG organizational readiness to implement and utilize the proposed solution**
 - **The degree OCM will be a "hands-on" approach**
 - **When OCM activities will occur during the implementation**
 - **How the Contractor will work with OAG to plan, manage and carry out OCM activities, with sample artifacts, post go-live adoption metrics, and weekly OCM reporting**
 - **How the OCM plan will help OAG maximize the realization of benefits from the proposed solution**
 - **The degree OCM will be based on industry frameworks, practices and methodologies**
- 2.3.9.11 Training**

As part of the Organizational Change Management (OCM) strategy, the Contractor shall be responsible for delivering comprehensive training to OAG staff who will serve as end-users of the solution. Proposals must, at a minimum, address the following:

- **Customization of Training Materials: Develop and tailor training content to align with the specific roles, responsibilities, and functional needs of OAG end-users to ensure relevance and effectiveness.**
- **Training Delivery Methods: Outline the instructional approaches to be employed, such as instructor-led sessions, virtual workshops, self-paced online modules, or blended learning formats, with rationale for each.**
- **Ongoing Support and Reinforcement: Describe the availability of supplemental resources, such as job aids, FAQs, help desk support, and follow-up training sessions, to promote sustained user adoption and proficiency."**

47. QUESTION: Section 2.3, After implementation, what level of ongoing support is expected from the contractor versus the internal OAG IT team?

ANSWER: See section 2.3.13 "Hypercare



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Hypercare services provide intense post-production support, remediation of critical defects, support management that help OAG users adjust to the new solution and new ways of working and will be set up to address issues rapidly as they arise.

- The selected Contractor will be required to provide 30 days of hypercare services, which will begin upon OAG agreeing that the complete solution has been placed into production.**
- Contractors should describe the hypercare services they will provide in their proposal" and 2.3.9.16 Post implementation support "Contractors must offer OAG comprehensive post-implementation support services, provided once the complete solution is accepted by OAG and is in production. Proposals should:**
 - Describe any post-implementation support services included at no additional cost to OAG (e.g., part of licensing costs)**
 - Propose two (2) years of post-implementation support services that OAG can optionally utilize at a fixed monthly cost (cost information should be provided in cost proposal only). If optioned, OAG will have the right to purchase any number of months of post-implementation services it needs, and not necessarily for the full two years**
 - Propose a model for ad-hoc post-implementation support services that OAG can optionally utilize on a case-by-case basis**
 - Explain how the above relates to the warranty (i.e., post-implementation support should not provide services already included in the warranty for additional cost)"**

48. QUESTION: Section 2.3, Are there specific state or federal security frameworks (e.g., NIST, FedRAMP, CJIS) that the proposed solution must comply with?

ANSWER: FedRAMP moderate equivalent, SOC 2 Type II audit compliance, FIPS 140-2 aligned encryption at rest, NIST-800-171

49. QUESTION: What are the current limitations and challenges that you are facing?

ANSWER: OAG currently utilizes two environments to serve as the combined agency "intranet" – a static website, built on a LAMP stack, which was created in the late 1990s and is a repository of old documents; the "dynamic" site is built on an outdated version of Drupal (Drupal 8) which uses unsupported modules for functionality. Cross reference links between the two maintain an appearance of cohesion, but the visual and capability constraints are evident.

50. QUESTION: Who will be responsible for hosting?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements and specify their recommended hosting approach (SaaS, private cloud, on-prem, etc.)

51. QUESTION: What is the hosting preference – Cloud vs On-prem?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements and specify their recommended hosting approach (SaaS, private cloud, on-prem, etc.)

52. QUESTION: What is your preferred hosting service provider (AWS or Azure)?



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ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements and specify their recommended hosting approach (SaaS, private cloud, on-prem, etc.)

53. QUESTION: Is OAG currently licensed for Microsoft 365 E3/E5, Power Platform, or other enterprise collaboration tools that the proposed solution should leverage?

ANSWER: Yes, M365 G5 in the Gov Community Cloud (GCC). No widespread power platform license. Vendors must include costs for any products/licenses not typically included in the Microsoft G5 bundle and must be mindful of capability differences between Commercial and Government cloud tenants

54. QUESTION: Does OAG have a preferred technology stack (e.g., Microsoft 365 / SharePoint Online) for the Intranet Packaged Solution, or are vendors free to propose any platform that meets the requirements?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.

55. QUESTION: Could you please confirm are metadata standards currently defined that should be reused, or is metadata restructuring expected?

ANSWER: Metadata definition/restructuring will be required

56. QUESTION: Approximately how many total pages/documents exist across the current LAMP-based intranet and Drupal 8 environments?

ANSWER: Current approximation of pages is 5000 total between both environments. Current approximation of documents/media is 31,000 between both environments.

57. QUESTION: Do you accept offshore resources?

ANSWER: No

58. QUESTION: Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely?

ANSWER: Work can be conducted remotely, but there may be some on-site meetings required.

59. QUESTION: Is OAG expecting a fully packaged (COTS) intranet solution, or are configurable platform-based solutions (e.g., SharePoint-based) acceptable?

ANSWER: OAG doesn't have a preference one way or the other and is open to proposals.

60. QUESTION: Are there any preferred or pre-approved platforms (e.g., Microsoft 365, SharePoint Online) already in use or mandated?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements. Integration requirements have been specified.



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61. QUESTION: To what extent is custom development allowed vs discouraged?

ANSWER: Contractors must provide a solution architecture that achieves OAG' goal of implementing a modern solution built on leading technology. Contractors are encouraged to use a combination of content types (e.g., text, tables, diagrams) to effectively communicate all material concepts and details. OAG's technical goals for the new intranet solution include:

- **Minimizing OAG-specific customizations as much as possible**
- **A solution that can be managed by OAG IT staff with minimal vendor dependencies**
- **Security inherent within the solution's architecture**

62. QUESTION: Should the proposed solution be hosted within OAG's existing cloud environment or vendor-hosted?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements and specify their recommended hosting approach (SaaS, private cloud, on-prem, etc.)

63. QUESTION: Are there any restrictions on third-party products or add-ons?

ANSWER: No. However, the prime contractor must at a minimum warrant that the products they sell under the awarded contract are free from viruses, malware, hacking, spyware, etc. and warrant that the products will adhere and/or comply with industry standard security protections.

64. QUESTION: Can OAG provide detailed inventory of current intranet content (volume, formats, repositories)?

ANSWER: Yes

65. QUESTION: What is the approximate data size and number of documents/pages to be migrated?

ANSWER: Drupal 8 intranet - We have approximately 400 pages, with about 25-30 pages that directly contain references to legal templates, past notices, and training materials. The Media library contains +2500 files. LAMP Stack - We have approximately 150-200 pages for migration, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives. Less than 100GB of content will be migrated.

66. QUESTION: Are there any content classification or retention policies to be applied during migration?

ANSWER: There may be some content classification/categorization for metadata and search purposes. Retention policies will be handled by our ECM environment.

67. QUESTION: Does OAG expect content cleanup (ROT – redundant/obsolete content removal) as part of scope?

ANSWER: Yes

68. QUESTION: Are there existing metadata/taxonomy structures, or should the vendor define them?



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ANSWER: There is existing documentation to varying degrees and recency. These artifacts will be shared with the successful bidder. OAG seeks to understand from bidder best practices in this area and assumes it is unlikely replicating existing metadata/taxonomy structures will not be optimal.

69. QUESTION: Can OAG provide a list of systems to be integrated (HRIS, CRM, ERP, ServiceNow, etc.) with details?

ANSWER: Homegrown "myOAG" applications portal on an Oracle-db, Entra ID, ServiceNow, Microsoft 365/sharepoint, custom applications via REST API's

70. QUESTION: Are APIs already available for these systems?

ANSWER: Will be part of requirements gathering. There are few APIs available out of box. If they are not available OAG can assist in creating new APIs

71. QUESTION: Is real-time integration required, or are batch integrations acceptable?

ANSWER: Real-time integration would be expected

72. QUESTION: Are there any integration standards or middleware platforms already used by OAG?

ANSWER: API Gateways are not available. Legacy apps are protected by Oracle Gateways/IDAM. Integration possible with REST services with SAML. Newer systems are protected by Entra and can use OAuth for authentication.

73. QUESTION: Will OAG provide access to sandbox/test environments for integrations?

ANSWER: Yes

74. QUESTION: Are there specific security frameworks required beyond those mentioned (e.g., NY State-specific policies)?

ANSWER: FedRAMP moderate equivalent, SOC 2 Type II audit compliance, FIPS 140-2 aligned encryption at rest, NIST-800-171, internal security policies align with the frameworks required.

75. QUESTION: Is FedRAMP Moderate (or equivalent) mandatory or just preferred?

ANSWER: FedRAMP moderate (or equivalent) is required

76. QUESTION: Are there data residency requirements (e.g., must data stay within US / NY State)?

ANSWER: Yes, Continental US

77. QUESTION: Will OAG provide identity management via Microsoft Entra ID (Azure AD) for SSO?

ANSWER: Yes.



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78. QUESTION: Are there any specific audit, logging, or monitoring requirements?

ANSWER: Yes. Please refer to Section 2.3.8.5 for details on audit trail requirements.

79. QUESTION: What is the total number of users (internal staff, external users if any)?

ANSWER: 2,000+

80. QUESTION: How many user roles/personas are expected?

ANSWER: OAG is interested in the best practices for user roles/personas for the target state. Similar to other attorneys general offices, OAG has lawyer, non-lawyers, IT, executives, agency partners and other types of staff common to government organizations.

81. QUESTION: Are there distinct access levels across bureaus/units?

ANSWER: Yes.

82. QUESTION: What is the expected concurrent user load?

ANSWER: Environment proposed should be scalable to meet the full agency headcount as concurrent capacity

83. QUESTION: Is mobile access a mandatory requirement for all users?

ANSWER: Secure mobile access to Intranet content for all users is a requirement

84. QUESTION: Approximately how many forms/workflows need to be digitized initially?

ANSWER: TBD - there may be new ones which are identified

85. QUESTION: Are there existing workflow tools (e.g., Power Automate) already in use?

ANSWER: Yes – primarily ServiceNow, some PowerAutomate and custom coded

86. QUESTION: Should workflows support complex approval chains or only simple routing?

ANSWER: Workflows should support complex approval chains

87. QUESTION: Are there any compliance requirements for form data (e.g., audit trails, retention)?

88. **ANSWER: Yes**

89. QUESTION: What level of AI-enabled search and content summarization is expected?



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ANSWER: Please refer to Section 2.3.8 of the RFP for expected AI-enhanced search and summation capabilities. OAG operates in an environment where some intranet content will not be permitted to be leveraged by AI models, or where some content can only be leveraged by AI models in a restricted way. Bidders are encouraged to discuss in their proposals their experience helping organizations similar to OAG leverage AI securely.

90. QUESTION: Are there any restrictions on using AI services (e.g., OpenAI, Azure AI)?

ANSWER: Use of 3rd party services which will incur consumption based costs is not desirable and may violate our security requirements

91. QUESTION: Should AI features operate within OAG tenant only (no external processing)?

ANSWER: Yes

92. QUESTION: Are there expectations for knowledge graphs or semantic search capabilities?

ANSWER: Desirable, not mandatory

93. QUESTION: Is there a target go-live timeline or phased rollout expectation?

ANSWER: Initial platform functionality/cutover on or before spring 2027

94. QUESTION: Does OAG prefer a big-bang deployment or phased implementation?

ANSWER: A phased approach is acceptable and the details of the phases should be included in the submission to ensure core capabilities are part of phase 1.

95. QUESTION: What level of OAG stakeholder involvement is expected during implementation?

ANSWER: Anticipate OAG stakeholders will be regularly engaged in the project. Bidders are expected to explain in their proposal the level and types of engagement expected, and how the bidder will facilitate effective stakeholder engagement.

96. QUESTION: Are there any blackout periods or critical deadlines?

ANSWER: There are no blackout periods or critical deadlines

97. QUESTION: What are the acceptance criteria for UAT sign-off?

ANSWER: OAG expects the solution to meet all the agreed upon requirements and design, as well as meeting all exit criteria of pre-UAT testing, to be considered for UAT sign-off.

98. QUESTION: Will OAG provide dedicated resources for UAT testing?

ANSWER: Resources will be provided as needed.



99. QUESTION: Are there predefined testing standards or tools required?

ANSWER: Please see section 2.3.9.7 Testing: "The Intranet solution must be thoroughly and comprehensively tested before deployment. The selected Contractor will be responsible and accountable for testing. Proposals should include addressing, at minimum:

- **The scope of the testing that will be performed. Such as if core IPS product features will be tested, or just the OAG-specific configurations and customizations**
- **The types of testing that will be performed. For instance, unit testing, systems integration testing, interface and integration testing, user acceptance testing (see below)**
- **The creation of test scripts**
- **The testing cycles that will be performed and managed.**
- **Entry and exit criteria**
- **The use of testing tools**
- **The extent testing will be automated versus manual**
- **Testing reporting and metrics"**

100.QUESTION: What are the expectations for SLA (response/resolution times)?

ANSWER: OAG expects enterprise-grade SLAs appropriate for business critical systems. Bidders should propose a set of SLAs that align to commercial standards in that regard.

101. QUESTION: Will OAG require 24/7 support or business hours only?

ANSWER: Business hours only

102. QUESTION: How will support transition to OAG internal IT post-implementation?

ANSWER: Please see section 2.3.9.12 Knowledge Transfer "As part of OCM, the Contractor is expected to provide knowledge transfer to OAG IT staff. Proposals should include addressing, at minimum:

- **The extent knowledge transfer can occur during implementation and not only at go-live or post-go-live**
- **What knowledge transfer methods will be used (e.g., coaching)**
- **Additional support resources as needed to facilitate successful knowledge transfer"**

103. QUESTION: Are there expectations for ongoing enhancements beyond support?

ANSWER: Per section 2.3.9.14 vendors are expected to be responsible for upgrades/patching through the hypercare period. Any supplemental support contract should include bug fixes/platform maintenance/security mitigation. Substantial work effort may require a new scope of work and additional services procurement as identified.

104. QUESTION: Does the requirement that work be performed in the continental U.S. apply to: All resources OR Only key personnel?

ANSWER: All resources



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105. QUESTION: Can offshore resources be used in a supporting capacity?

ANSWER: No

106. QUESTION: Are there any minimum on-site presence requirements?

ANSWER: There may be a need for discovery sessions to be conducted on-site.

107. QUESTION: Are there page limits for technical proposal sections?

ANSWER: Technical proposal should not exceed 30 pages. This does not include staff resumes.

108. QUESTION: Will OAG consider value-added features not explicitly listed in the RFP?

ANSWER: Explicitly identified as intrinsically included/no extra cost, or if cost-based then must be identified as "optional".

109. QUESTION: How important is platform licensing cost vs implementation cost in evaluation?

ANSWER: Refer to RFP. Recurring/TCO over 5 years will be an important cost evaluation element

110. QUESTION: Will there be oral presentations or demos mandatory for all bidders or only shortlisted vendors?

ANSWER: Please see section 3.6 Presentations "The OAG reserves the right to request Bidders to make presentations as the OAG deems applicable and appropriate. Although presentations may be conducted with Bidders submitting acceptable proposals, the OAG reserves the right to proceed with the award of the contract based on proposals received, without requesting any presentations. Therefore, the Bidder's proposal should contain well-written and very detailed responses and best pricing."

111. QUESTION: Can vendors propose multiple solution options (e.g., base + enhanced)?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.

112. QUESTION: Should pricing include licensing costs, or will OAG procure licenses separately?

ANSWER: All costs, including TCO/recurring costs over 5 years must be included and itemized

113. QUESTION: Is there a budget range or cost expectation for this project?

ANSWER: Vendors should submit their best proposal including the cost for all products and services proposed

114. QUESTION: Should post-implementation support pricing be included separately or bundled?



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ANSWER: Please see 2.3.9.16 Post Implementation Support: "Contractors must offer OAG comprehensive post-implementation support services, provided once the complete solution is accepted by OAG and is in production. Proposals should:

- **Describe any post-implementation support services included at no additional cost to OAG (e.g., part of licensing costs)**
- **Propose two (2) years of post-implementation support services that OAG can optionally utilize at a fixed monthly cost (cost information should be provided in cost proposal only). If optioned, OAG will have the right to purchase any number of months of post-implementation services it needs, and not necessarily for the full two years**
- **Propose a model for ad-hoc post-implementation support services that OAG can optionally utilize on a case-by-case basis**
- **Explain how the above relates to the warranty (i.e., post-implementation support should not provide services already included in the warranty for additional cost)"**

115. QUESTION: Are there any constraints on pricing models (fixed vs T&M)?

ANSWER: Fixed

116. QUESTION: Are there any known risks or challenges from previous intranet attempts that vendors should consider?

ANSWER: None

117. QUESTION: Are there dependencies on other ongoing OAG initiatives that may impact this project?

ANSWER: Close alignment with ECM initiative

118. QUESTION: Section 1.3, Can OAG provide additional details regarding the current intranet environments (LAMP static site and Drupal 8), including approximate number of pages, documents, forms, and media assets that will require assessment and migration?

ANSWER: Drupal 8 intranet - We have approximately 400 pages, with about 25-30 pages that directly contain references to legal templates, past notices, and training materials. The Media library contains +2500 files. LAMP Stack - We have approximately 150-200 pages for migration, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives.

119. QUESTION: Section 2.3, How many total employees and estimated active and concurrent users are expected to access the new employee experience portal?

ANSWER: Approximately 2,000+

120. QUESTION: Section 2.3.1, Does OAG have a preferred technology stack, or vendors can propose any solution (e.g., Microsoft 365 / SharePoint / Power Platform) that meets the requirements?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.



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121. QUESTION: Section 2.3.9, Does OAG have a preferred target timeline, key milestones, or phased rollout expectations for implementation?

ANSWER: Initial platform functionality/cutover on or before spring 2027

122. QUESTION: Section 2.3.9 15-16, Can OAG clarify the distinction between the one (1) year warranty and post-implementation support, specifically what services are included under warranty versus those expected under optional post-implementation support?

ANSWER: Bidders are asked to propose and describe what is covered under their warranty at no additional cost versus optional post-implementation support services. OAG will then evaluate the different bidder offerings.

123. QUESTION: Section 7, Are MWBE and SDVOB participation requirements mandatory and to be fulfilled using New York State-certified firms? or can equivalent certifications from other states or federal programs be accepted?

ANSWER: There are no MWBE or SDVOB participation requirements.

124. QUESTION: Section 6/7, Does the State provide any preference or scoring advantage for local New York State-based vendors?

ANSWER: No.

125. QUESTION: Section 2.3.5, Paragraph 1 The RFP states that the intranet solution must integrate with OAG's existing ECM platform for document retrieval without duplicating its functionality. To enable bidders to propose the correct integration architecture and confirm connector availability, could OAG identify the specific ECM platform currently in use?

ANSWER: Microsoft 365 Sharepoint G5 licensing in a Gov Cloud tenant

126. QUESTION: Section 2.3.8.3, Paragraph 1 (bullet 4) The RFP references "myOAG" as a bespoke OAG system requiring integration with the new intranet. Could OAG describe the function of myOAG and what integration capabilities or APIs it currently exposes, so bidders can accurately assess integration requirements and scope?

ANSWER: MYOAG is a homegrown HR application. Please see above for integration details

127. QUESTION: Section 2.3.8.6, Paragraph 1 (bullet 3) The RFP references "FedRAMP moderate equivalent" as a government compliance option. Could OAG clarify whether full FedRAMP authorization is a hard requirement, or whether a documented equivalent security posture — such as ISO 27001 certification, SOC 2 Type II audit compliance, and FIPS 140-2 aligned encryption — would satisfy this requirement?

ANSWER: A documented equivalent security posture would fulfill this requirement



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128. QUESTION: Section 2.3.1, Paragraph 1 The RFP states that bidders should address each of the functional, technical, and operational needs described in the RFP and RTM. Will the RTM be made available to bidders prior to the April 9, 2026 submission deadline so that proposals can be mapped directly against OAG's full requirements?

ANSWER: The RTM has been added to the documents included in the NYSCR ad and the OAG website.

129. QUESTION: Bid Package Cover Page; Section 4.2.8, Page 31 The Bidder Response Workbook containing Deliverable Workbooks 1–8 (Attachment C) is referenced as a required component of the financial proposal submission but does not appear to be included in the published bid package. Could OAG confirm where bidders can access this document?

ANSWER: These workbooks are included in the attached excel document "Bidder Response Workbook".

130. QUESTION: Section 2.3.8.3, Paragraph 1 (bullet 4) The RFP requires integration with OAG's HRIS, CRM, and ERP systems. To allow bidders to confirm prebuilt connector availability and accurately scope any custom development required, could OAG identify the specific platforms currently in use and confirm whether they are cloud-hosted or on-premise?

ANSWER: CRM) Siebel 26.1 – Hosted on private OCI instances - REST services with Entra SSO integration

HRIS is provided by a 3rd party external vendor CMA and it is a statewide system, hosted external to OAG.

myOAG – Custom grown Java/Angular application secured with Oracle IDAM/Entra authentication, hosted On-prem on Solaris platform. Integration possible via REST services.

ERP – OAG has plans to modernize our HR systems and debt collection systems with COTS products in future. Please plan for REST service integration with Entra SSO as a provision Integration with these systems. Legacy systems follow same design pattern for backend as MyOAG and are hosted on prem.

131. QUESTION: Section 6.5, Paragraph 1 The RFP requires that contracts be written as fixed price. To ensure proposals are appropriately scoped and competitively priced, is OAG able to share a budget range or not-to-exceed figure for this engagement?

ANSWER: Financial aspects of the proposal are 30% of the proposal as defined.

132. QUESTION: Section 1.1, Paragraph 4 The RFP references a total staff of over 1,700 employees across more than two dozen locations. However, the total user count for licensing and infrastructure sizing purposes is not explicitly stated. Could OAG confirm the exact number of named user licenses required for this engagement, for example, whether proposals should be scoped for 1,700 users, 2,400 users, or a different figure altogether? An accurate user count is required to ensure platform licensing, infrastructure capacity, and training delivery are correctly sized in all proposals.

ANSWER: Approximately 2,000+



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133. QUESTION: Section 4.2.3, Do the Vendor need to respond to all questions listed under a to j within the 10 Page limit, excluding the two (2) Sample Engagement that can be upto 4 additional pages each, totaling a Total of upto 18 Pages for this section 4.2.3 response. Please confirm. We think that 10 pages is very short to respond to so many of the questions asked in detail.

ANSWER: Yes

134. QUESTION: Section 4.2.3, "Are 'Key personnel resumes illustrating the qualifications of each' also counted within the 10 page limit, or resumes can be provide separately which are not counted towards the 10 page limit. Please confirm. Is there any page limitation for the Resumes?, please confirm."

ANSWER: Please see section 4.2.7 which states "Resumes for key personnel shall be included in an appendix and will not count toward page limitations"

135. QUESTION: Section 2.3.9.16, It asks for 'Propose two (2) years of post-implementation support' but in the Financial Excel Cost Sheet (Attachment C, and its various Sub Tabs), this is not asked, and no option provided for this in the Excel to give the required cost of two (2) years of post-implementation support. Please confirm where to put this cost.

ANSWER: In the excel bidder response workbook, Deliverable 10 has been added for Post implementation support. Fixed Price Deliverables for years 1 and 2.

136. QUESTION: Section 2.3.9.16, Similarly for 'ad-hoc post-implementation support services' in the Financial Excel Cost Sheet (Attachment C, and its various Sub Tabs), this is not asked, and no option provided for this in the Excel. Please confirm where to put this cost.

ANSWER: In the excel bidder response workbook, Deliverable 10 has been added for Post implementation support. Ad Hoc support will be calculated as not to exceed 20% of deliverables 1-8. Ad hoc support will be billed actual hours used not as a fixed price deliverable. Bidders must still provide titles and hourly rates for this section on the workbook.

137. QUESTION: Section 1.2, It mentions that "a) either through direct sale or as an authorized reseller offers a product platform and corresponding licensing which meets our stated requirements". But in the Financial Excel Cost Sheet (Attachment C, and its various Sub Tabs), there is no place provided to capture the License Cost. Please let know how, and where to provide the license, or any other cost apart from what is provided in the Attachment C, and its various Tabs.

ANSWER: In the excel bidder response workbook, Deliverable 9 has been added for products and licensing

138. QUESTION: For the 'Financial Excel Cost Sheet (Attachment C, and its various Sub Tabs)',our understanding is that Vendors can add additional 'Rows' under each of the deliverables if they think that to implement that feature additional resources are required, as we currently see that for each Deliverables there is maximum of five Rows after that to put the 'Consultant Titles'. Also, please confirm



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that for the column B. QTY, our understanding is that it should be '1' for each of the 'Consultant Titles' being proposed in Column A.

ANSWER: If more than one individual is needed for a consultant title, the quantity can be the number of consultants needed. The hours per individual should be the average amount per so that the formula calculates the correct total cost for the title.

139. QUESTION: Section 2.3.9.13, Will the 30 day hyper care and 1 year warranty run together, or the 1 year warranty will start after 30 days warranty. Please confirm.

ANSWER: After the hypercare period is complete signed-off by OAG the warranty period begins.

140. QUESTION: Section 2.3.9.17, Apart from the Key Roles mentioned in the RFP that should be Named resources, can the vendor propose additional Roles that they think would be required to implement the solution by providing Unnamed resources (Sample resumes), or OAG requires actual resources who would work on the project.

ANSWER: Please see section 2.3.9.19 which states "These are not to be representative resumes and must be for the individuals that the Contractor is committing to staff on the project if awarded."

141. QUESTION: Section 2.4, Can OAG provide more details for each of the mentioned ID/Deliverable with detailed writeups, so that we can price the Excel Work book correctly, as seems various items are not considered from the Scope of work like 2.3.3 Workflow and Forms, 2.3.4 Community and Collaboration, 2.3.5 Content Management, 2.3.7 Personalization and Communications, among several other mentioned features. Also, in the 'Financial Excel Cost Sheet (Attachment C, and its various Sub Tabs)' several items from 2.3 SCOPE OF WORK, seems were not considered.

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.

142. QUESTION: Section 2.3.9.19, Page 20-21 of the RFP mentions different set of 'Key Personnels' that also has a 'Delivery Quality Lead', but page 30-31 of the RFP, shows a different set of Key Personnel and don't mention the 'Delivery Quality Lead'. Please confirm which are the 'Key Personnels' that OYG needs vendors to take into consideration in the proposal response.

ANSWER: 2.3.9.19 Key Personnel states that proposals must include Delivery Quality Lead, Project Manager, Functional Lead, and Technical Lead; the list on pages 30-31 includes a list of staff roles to be included at minimum

143. QUESTION: Section 2.3.1, Which document or section is referred to as 'RTM' in the RFP, please confirm, and provide relevant details on the RTM.

ANSWER: See 128.

144. QUESTION: Appendix A & B, If a Responder has any concern, please confirm if exceptions can be taken to Appendix A (Pages 52-58), Appendix B (Pages 59-78), or other sections of the RFP, with suggested



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alternate language in the proposal response for negotiations with OAG legal team/project stakeholders during the contract stage.

ANSWER: See Answer to question 23.

145. QUESTION: To put any exceptions in the proposal, should we include a separate Heading with name 'Exceptions', and in that section list those exceptions, if allowed as part of the proposal response.

ANSWER: This is acceptable. Please see answer to question 23.

146. QUESTION: Will the proposal response be viewed negatively and scored lower, if a Vendor suggests any exceptions in there proposal response, or it will be weighted the same with Vendors who have not taken any exceptions. Please confirm.

ANSWER: No. Please see answer to question 23.

147. QUESTION: Section 4.2, "The RFP states that "Cost information shall not be included in the Technical Proposal." Please confirm whether the Bidder Response Workbook (Excel Document) should be submitted in its entirety as a separate cost proposal file, or only specific pricing-related tabs (e.g., ATTACHMENT A - BID RESPONSE COVER PAGE, Attachment C: DELIVERABLES COST SUMMARY SHEET, and ATTACHMENT C - FINANCIAL RESPONSE FORM (Multiple Tabs)) are to be included in the cost proposal submission."

ANSWER: Please submit the excel workbook as an excel document and signed PDF separate from the technical proposal.

148. QUESTION: Section 4.2.2, Please confirm whether Attachment B: Bidder Reference Form must be submitted within the Bidder Response Workbook, or if vendors may extract the references as separately completed and signed PDF forms/or in Excel (one per reference) as part of the proposal submission, since we need to send each of the three Attachment B: Bidder Reference Form separately to three different customers, so we can't send the complete Excel file containing all the tabs to the customers.

ANSWER: Bidder's may separate/extract them and submit them as signed PDFs.

149. QUESTION: Section 4.2.9, "Please confirm that the forms mentioned under Page 31 of the RFP are the only forms that needs to be submitted with the proposal response. Also, we are not able to find which form is being referred to as 'Form A – Awarded Contractor Disclosure Form'. If OAG can direct us to the page number or the relevant paragraph where this form is available. Similarly. for the 'NYS Office of the State Comptroller Substitute W-9 Form', we are unable to locate this form along with the 'ST-220-CA – Awarded Contractor Certification'. Also, our understanding is that the 'Procurement Lobbying Forms' is available under pages 80-81 of the RFP, and both the pages needs to be submitted as part of the response. Please confirm and direct us to the appropriate locations where the above-mentioned forms are available."

ANSWER: Bidders must submit the following forms with their bid submission:

- **Procurement Lobbying Forms pp 80-81**
- **Vendor Responsibility Questionnaire pp 82-91**



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- **Form A – Awarded Contractor Disclosure Form pp 98-99**
- **ST-220-CA – Awarded Contractor Certification pp 106-107**
- **NYS Office of the State Comptroller Substitute W-9 Form pp 108-109**
- **Gender-Based Violence and the Workplace Certification pp 110**
- **SIGNED ADDENDA (IF ANY, EX. Purchasing Memorandum - Questions & Answers)**

If awarded a contract, contractor will need to complete the other requirements/forms such as proof of insurance.

150.QUESTION: Section 4.2.0, "The RFP includes a Vendor Responsibility Questionnaire (Pages 82–91) and also references in Section 7.4 that vendors should complete the questionnaire via the NYS VendRep System (Pages 42–43). It also provided a list for Administrative Forms that needs to be submitted with Proposal Response (Pages 31-32). Please confirm whether the questionnaire provided in Pages 82–91 is equivalent to the VendRep System questionnaire, and our understanding is that vendors may satisfy this requirement by submitting the completed questionnaire with the proposal (taken from Pages 82-91 of the RFP), and separately submitting through the VendRep System (online) is not required."

ANSWER: Bidders must complete the vendor responsibility questionnaire (VRQ) in one of the following ways:

- 1. Online with through the OSC VendRep System (please indicate such or provide the summary with your proposal)**
- 2. OR by completing the VRQ form included in the RFP Package and submitting it with their proposal.**

151.QUESTION: Section 7.7, "It mentions that ""Form ST-220-TD must be filed with and returned directly to DTF. Unless the information upon which the ST-220-TD is based changes, this form only needs to be filed once with DTF. If the information changes for the contractor, its affiliate(s), or its subcontractor(s) a new Form ST-220-TD must be filed with DTF."" Our understanding is that if we have 'Form ST-220-TD' already submitted earlier in some other opportunities, this form need not be filled and submitted again. Also, if any new updates happened in the organization, this form need to be resubmitted again to DTF. Can OAG provide the Contact details (email) of where this form need to be submitted, as we understand that this form need to be sent to DTF directly, and not with the proposal response."

ANSWER: The forms must be submitted with the OAG listed as the “covered agency”.

152.QUESTION: Section 7.7, "It mentions that 'Form ST-220-CA must be filed with the bid and submitted to the procuring covered agency certifying that the Bidder filed the ST-220-TD with DTF.'" Please confirm if a Vendor needs to submit 'Form ST-220-CA' with the proposal response, or this form can be submitted during the Contract Award. Since on Page 46 of the RFP, last paragraph says that ""Proposed contractors should complete and return the certification forms within two business days of request (if the forms are not completed and returned with bid submission).""

ANSWER: The forms must be submitted with the OAG listed as the “covered agency”.



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153. QUESTION: Section 7, Are vendors required to mandatorily subcontract to M/WBEs, and SDVOB firms, or OAG leaves that to bidders discretion, and if there are any minimum subcontracting goal percentage requirements for this procurement. Please confirm.

ANSWER: There are no MWBE or SDVOB participation requirements.

154. QUESTION: Section 7, Will a vendor be deemed non-responsive, disqualified, or scored lower, if they are neither a certified M/WBE, or SDVOB, nor able to commit to M/WBE or SDVOB subcontracting at the time of proposal submission?

ANSWER: There are no MWBE or SDVOB participation requirements.

155. QUESTION: Section 7, If M/WBE or SDVOB participation is not mandatory, are there any level of documentation (if any) expected from vendors to demonstrate outreach, intent, or best-efforts compliance?

ANSWER: There are no MWBE or SDVOB participation requirements.

156. QUESTION: Section 7.9, Our understanding is that if a Vendor self certify when needed by OAG that they have implemented a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to its employees, as well has the policy for Workplace Violence Prevention will that be sufficient.

ANSWER: For the purpose of proposal submission, the vendor may self-certify in their proposal that they meet the requirements set forth in the RFP. If tentatively awarded a contract, OAG may seek additional certifications/proof of compliance from the contractor. For Gender-Based Violence in the workplace please use the certification provided on the last page of the RFP.

157. QUESTION: Section 1.2, What are the primary business outcomes OAG expects from the new intranet (e.g., productivity, compliance, engagement, cost reduction)?

ANSWER: Please see Section 1.4, Objectives, which states "The OAG is seeking to replace the legacy intranet solution with a modern employee experience portal that will allow for user centered design, personalization based on user role, improved search and navigation, and collaborative tools. The OAG expects the Contractor to propose and provide the platform and perform the related professional services (including but not limited to system design, development, implementation, change management for adoption, knowledge transfer, and support while ensuring alignment with established OAG technical standards where applicable) in a timely and professional manner. Services should be provided by experienced Intranet Packaged Solution experts who have successfully implemented the proposed solution(s) with other government entities with similar size, requirements, and scope of services. "

158. QUESTION: Section 1.2, Which KPIs will OAG use to measure intranet success post go-live?

ANSWER: Bidders should recommend best practice KPIs OAG should consider to measure success. Ultimately KPIs will be established collaboratively with the successful bidder.



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159. QUESTION: Section 1.3, Please describe the current intranet architecture (Drupal/LAMP), including hosting, integrations, and pain points.

ANSWER: On prem hosting, no integrations, limited search functionality, no personalization, centralized content management

160. QUESTION: Section 1.3, What volumes of content, pages, documents, and forms exist in the current intranet?

ANSWER: Drupal 8 intranet approximate totals- ~ 40 GB data, 244 active pages + ~800 media items (documents, audio, video), and less than 10 webforms; LAMP stack approximate totals ~ 95 GB data, ~4000 pages, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives.

161. QUESTION: Section 1.3, Are there multiple business units managing content independently today?

ANSWER: In a limited fashion

162. QUESTION: Section 2.3.8.2, Does OAG mandate Microsoft 365 (SharePoint Online, Viva, Power Platform) as the preferred platform?

ANSWER: No, but vendors are encouraged to review the integration requirements

163. QUESTION: Section 2.3.8.2, Are there restrictions on custom code, SPFx, or third-party add-ins?

ANSWER: Please see section 2.3.8.2 Technical Requirements "Contractors must provide a solution architecture that achieves OAG' goal of implementing a modern solution built on leading technology. Contractors are encouraged to use a combination of content types (e.g., text, tables, diagrams) to effectively communicate all material concepts and details. OAG's technical goals for the new intranet solution include:

- **Minimizing OAG-specific customizations as much as possible**
- **A solution that can be managed by OAG IT staff with minimal vendor dependencies**
- **Security inherent within the solution's architecture**

As part of providing comprehensive information on the technical aspect of the solution, proposals must address the topics (i.e., subsections) herein."

164. QUESTION: Section 2.3.8.2, What environments (Dev/Test/Prod) are required and who manages them?

ANSWER: At a minimum a combined dev/test environment, with a separate prod environment

165. QUESTION: Section 1.2, Is OAG open to a commercial intranet accelerator (e.g., SharePoint-based packaged solution)?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.



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166.QUESTION: Section 1.2, If COTS is preferred, are there approved vendors or procurement constraints?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.

167.QUESTION: Section 2.3.8, Is OAG willing to adopt out-of-the-box SharePoint Online with Hub Sites and minimal customization?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.

168.QUESTION: Section 2.3.8, Are there branding or UX requirements that cannot be met with OOTB capabilities?

ANSWER: The solution must be able to incorporate the OAG branding guidelines

169.QUESTION: Section 2.3.5, Which ECM system is currently the system of record. Please provide the name, and version number.

ANSWER: Microsoft 365 Sharepoint G5 licensing in a Gov Cloud tenant

170.QUESTION: Section 2.3.5, Should intranet content store documents or only surface ECM content via integration?

ANSWER: Combination of both

171.QUESTION: Section 2.3.9.9, What content types are in scope for migration (pages, PDFs, forms, news, media)? How many documents needs to be migrated?

ANSWER: Drupal 8 intranet - We have approximately 400 pages, with about 25-30 pages that directly contain references to legal templates, past notices, and training materials. The Media library contains +2500 files. LAMP Stack - We have approximately 150-200 pages for migration, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives.

172.QUESTION: Section 2.3.9.9, Is content cleanup (ROT analysis) expected before migration? Our understanding is that OAG will be responsible for any content cleanup, and vendor will support OAG in this activity. please confirm.

ANSWER: Yes

173.QUESTION: Section 2.3.9.9, Are there legal retention or audit constraints on historical content?

ANSWER: Retention policies will be handled by our ECM environment.

174.QUESTION: Section 2.3.3, How many PDF or manual forms exist today that need digitization? What is the complexity of these forms.



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ANSWER: The digitization of forms can be a phased rollout. We do not have an approximate amount of PDF-based forms at this time. This amount is to be determined as more in-depth discovery may identify new forms/workflows. Any PDF-based forms are fillable with simple use of standard Adobe form fields.

175.QUESTION: Section 2.3.3, Do forms require complex workflows, conditional logic, or integrations? How many forms/ workflows needs to be created?

ANSWER: All of the above depending on vendor definitions of these

176.QUESTION: Section 2.3.3, Who will maintain forms post go-live—IT or business users?

ANSWER: The vendor proposal should include addressing, at a minimum, the ability of business users to build and manage forms and workflows.

177.QUESTION: Section 2.3.8.5, What data classification levels will be used on the intranet?

ANSWER: Bidders should offer a proposal that addresses what metadata and layered taxonomy should look like. Please reference Section 2.3.8.

178.QUESTION: Section 2.3.8.5, Are there FedRAMP, CJIS, HIPAA, or other regulatory constraints?

ANSWER: See RFP section 2.3.8.6: "Contractors must explain the solution's levels of compliance in their proposal, for instance.... Government client-oriented compliance options, such as FedRAMP moderate equivalent, SOC 2 Type II audit compliance, FIPS 140-2 aligned encryption at rest."

179.QUESTION: Section 2.3.8.5, Is Entra ID mandatory for SSO and RBAC?

ANSWER: Yes

180.QUESTION: Section 2.3.9, What is the expected delivery timeline and critical milestones?

ANSWER: Initial platform functionality/cutover on or before spring 2027

181.QUESTION: Section 2.3.9, Will OAG provide dedicated SMEs for discovery, UAT, and content validation?

ANSWER: SMEs will be provided as needed

182.QUESTION: Section 2.3.9, Is a phased rollout across bureaus preferred?

ANSWER: A Phased roll-out plan can certainly be included and justified as a proposed approach by bidders in their project approach.

183.QUESTION: Section 2.3.10, What is the expected adoption strategy for 2,400+ users?

ANSWER: Bidders must propose an Organizational Change Management (OCM) strategy and detail their experience with successful adoption. Please refer to Section 2.3.9.10.



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184. QUESTION: Section 2.3.10, Are role-based trainings required (authors, admins, end users)?

ANSWER: Yes. Please refer to Section 2.3.9.12 for Knowledge Transfer requirements and Section 2.3.9.11 for role-based training expectations.

185. QUESTION: We would request OAG to extend the proposal submission date by a minimum of three-weeks from the date OAG respond to the Vendor questions, as many Vendors would be dependent on the answer to there asked questions to respond to the RFP, considering if OAG has any preferences on the solution (COTS/Packaged vs Custom built), various confusion surrounding the Pricing, key Resources, and many other open areas of the RFP like forms, etc.

ANSWER: The bid due date has been extended to April 27, 2026.

186. QUESTION: Can you please confirm whether FedRAMP is a mandatory requirement for this project?

ANSWER: FedRAMP moderate (or equivalent) is specified. Lack of FedRAMP specific certification may be achieved through equivalent other certifications, audit compliance, etc.

187. QUESTION: The RFP references new hire documentation, forms automation, and personalized dashboards. Does OAG envision the intranet supporting end-to-end onboarding journeys (e.g., role-based onboarding portals, automated task lists, and milestone tracking), or primarily serving as a repository and access point for onboarding resources?

ANSWER: Solutions which incorporate the onboarding journey, task lists, etc. will be a value add

188. QUESTION: The intranet must integrate with OAG's ECM solution but should not duplicate document management. What is OAG's ECM?

ANSWER: Microsoft 365 Sharepoint G5 licensing in a Gov Cloud tenant

189. QUESTION: The intranet must integrate with OAG's ECM solution but should not duplicate document management. What is OAG's ECM?

ANSWER: Microsoft 365 Sharepoint G5 licensing in a Gov Cloud tenant

190. QUESTION: What level of ongoing support does OAG anticipate utilizing after the implementation period?

ANSWER: Please see Section 2.3.9.16: "Contractors must offer OAG comprehensive post-implementation support services, provided once the complete solution is accepted by OAG and is in production. Proposals should:

- **Describe any post-implementation support services included at no additional cost to OAG (e.g., part of licensing costs)**
- **Propose two (2) years of post-implementation support services that OAG can optionally utilize at a fixed monthly cost (cost information should be provided in cost proposal only). If optioned, OAG will have the right to purchase any number of months of post-implementation services it needs, and not necessarily for the full two years**



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- **Propose a model for ad-hoc post-implementation support services that OAG can optionally utilize on a case-by-case basis**
- **Explain how the above relates to the warranty (i.e., post-implementation support should not provide services already included in the warranty for additional cost)"**

191. QUESTION: Section 2.3.9.18 mandates that all work be performed in the continental U.S., and Section 2.3.9.17 defines both on-site and off-site staff as U.S.-based contractors. All data is hosted in U.S. data centers, but our support staff is Canadian based. Implementation services are primarily remote and on-site support can be provided if required. We've successfully used this approach with DOL, JC, and OCM, and it worked very well.

ANSWER: No offshore work permitted; Canada may be considered but equivalent local background checks will need to be provided

192. QUESTION: Section 5.1 requires SSN traces, U.S. DMV checks, and verification of U.S. citizenship or residency. Canadian personnel without U.S. legal status would likely be unable to complete these checks. However, we perform thorough background checks on all personnel and we can meet the intent of these requirements.

ANSWER: No offshore work permitted

193. QUESTION: Section 2.3.8.6 requires a FedRAMP moderate equivalent. We are not FedRAMP-certified, but our software is SOC II Type II certified, which is rigorous and covers similar security and administrative controls. Would the OAG consider alternative approaches for meeting these requirements, based on our experience with other NYS departments?

ANSWER: FedRAMP moderate (or equivalent) is specified. Lack of FedRAMP specific certification may be achieved through equivalent other certifications, audit compliance, etc.

194. QUESTION: Section 2.3.9.18, The RFP states that all work must be performed in the continental United States. Could you please confirm whether this requirement prohibits the use of offshore resources in all circumstances? Specifically, would it be acceptable for the services to be performed by team members located outside the United States/ not US-based employees)?

ANSWER: No offshore work permitted

195. QUESTION: Section 5.1.1, The RFP indicates that project personnel must be subject to background checks and verification of U.S. citizenship or legal resident status. Could you please clarify whether this requirement applies to all project personnel? In particular, please confirm whether this requirement effectively means that all project team members must be U.S. citizens or lawful residents, and whether any exceptions are permitted for personnel which are located outside the United States.

ANSWER: All project personnel will undergo a background check; no off shore work permitted

196. QUESTION: Section 5.1.1, Criminal history checks may be conducted only where permitted by the laws of the country of employment; DMV driving records, Social Security Number trace, and verification of U.S.



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citizenship or legal resident status apply only to U.S. citizens and are not applicable for non-U.S. personnel. Given that a significant portion of our staff is located outside the United States, please confirm that these requirements would not apply to non-U.S.-based personnel and Criminal history check will be conducted only if permitted by the laws of the country of employment

ANSWER: No offshore work permitted

197. QUESTION: Will you be able to provide access to existing system?

ANSWER: Limited as needed

198. QUESTION: Any UAT, Sandbox environments?

ANSWER: OAG expects a complete set of environments as is appropriate for business critical applications e.g., dev, test, stage, prod and so forth. However, OAG understands different bidders may have different approaches to environments. Bidders should explain the standard set of environments that will be provided and why this set will meet OAG needs.

199. QUESTION: What is current storage for data / files?

ANSWER: Drupal 8 intranet - MYSQL database; LAMP stack intranet is Apache HTTPD configuration

200. QUESTION: How many users do you have currently? Any plan to scale?

ANSWER: Approximately 2,000+

201. QUESTION: What is the breakdown of user types? Will OAG provide a definitive role-to-permission matrix, or should bidders propose one?

ANSWER: Bidders should propose a role-to-permissions matrix based on best practices. The definitive role-to-permission matrix will be defined during implementation with the selected bidder.

202. QUESTION: What languages / regions current system support?

ANSWER: English

203. QUESTION: What platforms are going to be used for this application? (Mobile / Web mentioned in scope of work), so you need dedicated mobile application of web-based version could work as well?

ANSWER: Dedicated mobile app not needed; secure access fully responsive/ADA compliant web application solution is acceptable

204. QUESTION: "Grounded in technologies and platforms that can be supported and maintained by OAG IT with minimal long-term reliance on vendors for maintenance, enhancement and support" Do you have any limitations on your IT team? Any preferences on cloud, technologies selection in case you have dependency on OAG IT group?



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ANSWER: The RFP describes the current technologies and integration points for OAG

205. QUESTION: What kind of employee roles do you need? What departments are we going to cover?

ANSWER: All departments of OAG will be covered. Specific roles will be determined during implementation. As explained in the response to question 79, similar to other attorneys general offices, OAG has lawyer, non-lawyers, IT, executives, agency partners and other types of staff not uncommon to government organizations.

206. QUESTION: Regarding context management part, are you going to migrate existing content from current system? What kind of content it is? What are the Data volume, Number of documents?

ANSWER: Yes, some content will need to be migrated from legacy systems to the new solution. Drupal 8 intranet - We have approximately 400 pages, with about 25-30 pages that directly contain references to legal templates, past notices, and training materials. The Media library contains +2500 files. LAMP Stack - We have approximately 150-200 pages for migration, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives.

207. QUESTION: What parts of functionality are included currently into existing portal? Will we have some declared features list need to be migrated / updated / implemented? Are there any mandatory functional requirements not explicitly listed?

ANSWER: Please see Section 1.3 Current Environment: "OAG currently utilizes two environments to serve as the combined agency "intranet" – a static website, built on a LAMP stack, which was created in the late 1990s and is a repository of old documents; the "dynamic" site is built on an outdated version of Drupal (Drupal 8) which uses unsupported modules for functionality. Cross reference links between the two maintain an appearance of cohesion, but the visual and capability constraints are evident."

208. QUESTION: What identity provider is currently used? Any exact SSO requirements / restrictions?

ANSWER: Microsoft Entra for SSO and RBAC

209. QUESTION: Can you please share any current workflow example for the roles?

ANSWER: the current intranet platform does not have workflow capabilities.

210. QUESTION: For systems mentioned (HRIS, ERP, CRM, ServiceNow, myOAG, legal research platforms) which vendors/products are currently used?

ANSWER: CRM) Siebel 26.1 – Hosted on private OCI instances - REST services with Entra SSO integration

HRIS is provided by a 3rd party external vendor CMA and it is a statewide system, hosted external to OAG.



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myOAG – Custom grown Java/Angular application secured with Oracle IDAM/Entra authentication, hosted On-prem on Solaris platform. Integration possible via REST services.

ERP – OAG has plans to modernize our HR systems and debt collection systems with COTS products in future. Please plan for REST service integration with Entra SSO as a provision Integration with these systems. Legacy systems follow same design pattern for backend as MyOAG and are hosted on prem.

211. QUESTION: Hosting Model: Does OAG mandate a Cloud/SaaS solution, or is an on-premises/self-hosted deployment acceptable provided it meets the stated security and FedRAMP-equivalent compliance requirements?

ANSWER: Vendors should submit the best proposed solution which meets the RFP requirements.

212. QUESTION: ECM Platform Identity: Section 2.3.5 references integration with "OAG's ECM solution." Can OAG specify the exact name and version of the current Enterprise Content Management system?

ANSWER: Microsoft 365 Sharepoint G5 licensing in a Gov Cloud tenant

213. QUESTION: Mobile Application: Section 2.3 references a "Secure tailored Mobile app." Is OAG requiring a native mobile application (iOS/Android) or is a Progressive Web App (PWA) with responsive mobile web design acceptable?

ANSWER: Yes, fully responsive/accessible web app which includes security controls as identified in the RFP is acceptable

214. QUESTION: Data Migration Volume: Can OAG provide an estimate of the total data volume (in GB/TB) and the number of documents/pages currently residing on the legacy LAMP stack and Drupal 8 sites?

ANSWER: Drupal 8 intranet approximate totals- ~ 40 GB data, 244 active pages + ~800 media items (documents, audio, video), and less than 10 webforms; LAMP stack approximate totals ~ 95 GB data, ~4000 pages, ~300 PDFs (which include forms, memos, guidance, and policies), and ~30,000 PDFs of legal archives.

215. QUESTION: Content Migration Strategy: Does OAG expect a "lift and shift" migration of historical content, or is content remediation, archival, and manual cleanup required prior to migration?

ANSWER: Support of content cleanup and reorganization per section 2.3.9.9

216. QUESTION: Form Digitization Count: Regarding the digitization of PDF forms mentioned in Section 2.3.8.4, approximately how many unique forms require conversion to digital workflows?

ANSWER: We do not have an approximate amount of PDF-based forms at this time. This amount is to be determined as more in-depth discovery may identify new forms/workflows. Any PDF-based forms are fillable with simple use of standard Adobe form fields.



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217.QUESTION: Backend System Specifications: Section 2.3.8.3 mentions integration with HRIS, CRM, ERP, and ServiceNow. Can OAG provide the specific vendor names and versions for the HRIS, CRM, and ERP systems?

ANSWER: CRM) Siebel 26.1 – Hosted on private OCI instances - REST services with Entra SSO integration

HRIS is provided by a 3rd party external vendor CMA and it is a statewide system, hosted external to OAG.

myOAG – Custom grown Java/Angular application secured with Oracle IDAM/Entra authentication, hosted On-prem on Solaris platform. Integration possible via REST services.

ERP – OAG has plans to modernize our HR systems and debt collection systems with COTS products in future. Please plan for REST service integration with Entra SSO as a provision Integration with these systems. Legacy systems follow same design pattern for backend as MyOAG and are hosted on prem

218.QUESTION: Page Limits: Are there specific page limits or font size requirements for the Technical and Cost proposals?

ANSWER: See 107 for Technical page limit (30 pages). Cost proposals must be included in the format provided.

219.QUESTION: On-Site Requirements: Does OAG require the Contractor’s project team to be physically on-site for any specific project phases (e.g., discovery, UAT), or is a fully remote/hybrid engagement acceptable?

ANSWER: Remote with possibly some on-site engagements for meeting/discovery

220.QUESTION: Licensing Model: Does OAG prefer a subscription-based licensing model (OpEx) or a perpetual licensing model (CapEx)?

ANSWER: TCO for 5 years for product and services, including any future cost models around licensing/maintenance must be provided.

221.QUESTION: Accessibility Validation: Does OAG require a specific VPAT (Voluntary Product Accessibility Template) version to be submitted with the proposal to prove WCAG 2.1 compliance?

**ANSWER: Sample template although any WCAG aligned VPAT is acceptable
<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.itic.org%2FdotAsset%2F67270ffc-91e8-4812-9481-8067621f24fd.docx&wdOrigin=BROWSELINK>**

222.QUESTION: MWBE Goal Percentage: What is the specific participation goal percentage for Minority/Women-Owned Business Enterprises (M/WBE) for this solicitation?

ANSWER: There are no MWBE participation goals set for this procurement.



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223. QUESTION: Existing "myOAG" System: Section 2.3.8.3 references "myOAG" as a system for integration. Can OAG clarify the function and technology stack of this system?

ANSWER: myOAG – Custom grown Java/Angular application secured with Oracle IDAM/Entra authentication, hosted On-prem on Solaris platform. Integration possible via REST services.

224. QUESTION: Microsoft Ecosystem: Given the requirement for Power Automate experience and Microsoft Entra ID for SSO, is OAG strictly seeking a Microsoft 365-based solution (e.g., SharePoint Modern), or are non-Microsoft platforms acceptable if they integrate via API?

ANSWER: Integration via API is acceptable

225. QUESTION: OCR Requirements: For the "unindexed decisions" and legal resources mentioned in Section 2.3.8.4, is Optical Character Recognition (OCR) processing required to make these documents searchable?

ANSWER: Bidders should assume a mix of documentation that is searchable and/or indexed, and other documentation that are just images. Bidders should propose their approach for maximizing the utility of documents available through the intranet whether they are currently searchable, indexed or otherwise, and what capabilities are leveraged, such as OCR or AI.

226. QUESTION: Project Staffing (Text Cutoff): The text in Section 2.3.9.17 (Project Staffing) cuts off in the provided document. Can OAG provide the full text for this section?

ANSWER: 2.3.9.17 states "Include in the proposal a comprehensive project staffing and resource management plan. Evaluation of project staffing and resource management will include, but is not limited to, consideration of the overall proposed staffing and resource management plan, the named individuals, as well as the commitments the Contractor is willing to make regarding the minimum standards of unnamed individuals that would be assigned to the project.

Contractors must provide information in their proposal about every role they will staff on the project. This includes providing information such as the role's responsibilities, how the role is staffed, and the role's minimum level of experience and qualifications, and assignment details. In particular, OAG is interested in how Contractors demonstrate their level of commitment to provide quality staffing for the project, including, but not limited to, the degree to which proven individuals with demonstrated success working on modernization projects, especially in environments similar to OAG. When describing project staffing, the following terms are defined:

- **On-Site: Contractor staff based in the United States that will spend 75% or more of their project working time at an OAG office**
- **Off-Site: Contractor staff based in the United States that will spend 75% or more of their project working time at a Contractor location or working remotely**
- **Full-Time: Contractor staff assigned full-time and exclusively to the project**
- **Part-Time: Contractor staff either not exclusively assigned to the project or not working full-time on the project"**

227. QUESTION: Presentation Format: If presentations are required (Section 3.6), will these be conducted in-person at the Albany office or virtually via video conference?



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ANSWER: Virtual may be acceptable

228.QUESTION: Hypercare SLA: Are there specific Service Level Agreement (SLA) requirements (e.g., response time, severity levels) for the 30-day Hypercare period?

ANSWER: Bugs/defects, environment maintenance including security updates

229.QUESTION: Warranty Scope: Does the 1-year warranty require the vendor to apply security patches and version upgrades, or is it strictly for defect remediation?

ANSWER: Assuming a cloud-based solution, e.g., SaaS, bidders should clearly explain what maintenance, updates and patching are inherent in the cloud-based solution as part of the subscription costs. Such as those items which are handled for all customers on the platform. Additional services that may be required for OAG to maintain the solution as an up-to-date, secure, and stable enterprise-grade platform must be similarly explained. Such as where the bidder's customers typically are responsible for certain maintenance elements. With regard to warranty, it is assumed whatever is offered as part of the cloud subscription would complement warranty services, and bidder should explain this in their proposal.

230.QUESTION: Technical Reference Architecture: Can OAG provide a network diagram or reference architecture showing where the intranet will sit relative to the OAG firewall and existing security infrastructure?

ANSWER: Currently the OAG Intranet is completely internal. The RFP calls for a solution which allows for secure access from off-network. Bidders should include solution proposals and any network architecture requirements to accomplish the stated requirement.

231.QUESTION: Legacy Site Retirement: Will the legacy LAMP stack site be decommissioned immediately upon go-live, or will it need to remain accessible in a read-only archive state?

ANSWER: To be determined by OAG

232.QUESTION: AI Search Data Privacy: For the AI-enhanced search capabilities (Section 2.3.8), are there restrictions on using external cloud-based AI services regarding data privacy and legal privilege?

ANSWER: Restricted. Only internal/approved/tenant restricted platforms can be proposed

233.QUESTION: Payment Terms: Are there specific payment milestones defined, or will the payment schedule be negotiated upon award?

ANSWER: Payments will be net 30. Payments for fixed price deliverables will be made after the sub-deliverables broken out on each of the deliverable worksheets 1-10 are completed. Payments for ad hoc support will be billed actual hours and billed monthly.

234.QUESTION: Service-Disabled Veteran-Owned Business (SDVOB): Is there a specific participation goal percentage for SDVOB in addition to the M/WBE goal?



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ANSWER: There are no SDVOB required participation goals in this RFP.

235.QUESTION: Staff Augmentation: Does OAG view this as a fixed-scope project, or will there be a need for ongoing staff augmentation (Time & Materials) post-implementation?

ANSWER: Fixed scope/cost

236.QUESTION: Training Delivery: Does OAG require in-person training sessions for end-users, or are recorded video modules and "train-the-trainer" sessions sufficient?

ANSWER: Please see Section 2.3.9.11 As part of the Organizational Change Management (OCM) strategy, the Contractor shall be responsible for delivering comprehensive training to OAG staff who will serve as end-users of the solution. Proposals must, at a minimum, address the following:

- **Customization of Training Materials: Develop and tailor training content to align with the specific roles, responsibilities, and functional needs of OAG end-users to ensure relevance and effectiveness.**
- **Training Delivery Methods: Outline the instructional approaches to be employed, such as instructor-led sessions, virtual workshops, self-paced online modules, or blended learning formats, with rationale for each.**
- **Ongoing Support and Reinforcement: Describe the availability of supplemental resources, such as job aids, FAQs, help desk support, and follow-up training sessions, to promote sustained user adoption and proficiency.**

237.QUESTION: Document Attachment Availability: Are Attachments E (List of OAG Bureaus) and F (Roles and Responsibilities) available for download? They are listed in the Table of Contents but not included in the provided text.

ANSWER: These are provided on pages 111-115.

238.QUESTION: Evaluation Weights: Section 3.3 lists 70 points for Technical and Section 3.4 lists 30 points for Financial. Are there sub-score weights for the individual technical criteria available?

ANSWER: The weights for subsections will be as follows:

CONTRACTOR EXPERIENCE AND STAFFING, 20%

STRATEGY AND PROJECT PLAN, 35%

HIGH-LEVEL SOLUTION, 15%

TOTAL, 70%

Financial is 30%

A revised version of the RFP and bidder response workbook have been provided along with additional attachments. All other terms and conditions remain the same.

This Purchasing Memorandum is to be signed, submitted and made a part of your response. If you have any questions, do not hesitate to contact the person listed on top of this memorandum.



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VENDOR: _____

ADDRESS: _____

SIGNATURE OF BIDDER: _____

DATE: _____