



3//16/2020

TO ALL PROSPECTIVE OFFERORS:

Subject: RFP 20-PR-DIT-33

Addendum No.:1

IT Business Process Automation – Robot Testing

New RFP Due Date: [Mar 27, 2020](#)

Effective immediately, this addendum is being issued to extend the due date. And to answer all received Question.

CHANGES TO THE RFP:

RFP Due Date: New due date for this RFP is Mar/27/2020. Proposals are due by 5pm. Please submit electronically to pmartinez@dcwater.com.

Questions and Answers: Below is the summary of all Questions received from interested parties.

#	Question	Response from DC Water
1	Does the scope Test Automation pertain only for ongoing maintenance or does it also include support for enhancements/new releases?	Both.
2	Are there test cases that are currently used during maintenance testing? If yes, how many test cases exist?	DC Water is seeking for a tool to test any n number of test cases for any number projects (business processes). We are not looking for the pre-develop automation scripts. DC Water will do these in-house
3	What is the release frequency followed? How big is the regression test suite? How frequent are you looking to execute the regression test cases?	DC Water is seeking for a tool to test any n number of test cases for any number projects. We are not looking for the pre-develop automation scripts. DC Water will do these in-house
4	While the scope of the RFP pertain to Test Automation, would you like us to provide a view on Testing Center of Excellence model that goes beyond Test Automation and enable you to be future ready.	No
5	If response to the above question is 'Yes', then please indicate the size of the team who are involved in Testing activities. How is the team distributed between Projects and Maintenance	No
6	What are the KPI's that you track to measure Testing Outcomes.	Number of defects.
7	What other areas would you like us to provide a point of view w.r.t. testing? (1) Solman for SAP (2) Data Validation/Analytics Testing (3) Testing IOT -Application interfaces (AMR's)	DC Water is seeking for a tool to test any desktop or web, or mobile application. Both of the shelf and Custom developed
8	Is there a test management tool used to manage test cases, report and manage defects? If yes, what tools are leveraged for Test management?	Yes. Rally
9	Is traceability maintained between requirements (business processes) and test cases? How are the requirements communicated to the entire project team? For e.g., in SharePoint portals, via e-mails etc.	Yes. Traceability is maintained via Rally. Communication is via SharePoint and Rally
10	Do you have dedicated test environment? Who will be responsible for provisioning environment for testing?	DC Water is seeking for a tool to test any n number of test cases for any number projects/business processes. The testing will be done once the tool is installed

11	What is the process of creating test data? Is production data used for Testing? Do you have test data automation tools that can mask the production data (e.g. billing scenarios)?	DC Water will feed the testing data to the tool. Production Data is used for testing. The tool that mask the data is what DC Water is looking for through this solicitation
12	Does DC Water require the service vendor to procure, provision and manage tool licenses as part of the engagement? Or Does DC Water prefer to work directly with tool vendor (recommended by us) for procurement?	We are looking for the first option
13	Would DC water be ok for us to customize open source Testing tool options for Automation?	yes. Be mindful that we want this implemented by October 2020
14	Are there any API testing tools currently leveraged? If yes, what are the API test tools leveraged	We are using Open-Source tool. SOAPUI
15	Is the mobile app native or hybrid? Are there latency issues observed with desktop or mobile app?	DC Water is seeking for a tool to test any desktop or web-based, or mobile application. Both of-the shelf and Custom developed. Proposer needs to advice the best suite of tools to test a variety of mobile apps
16	Does DC Water have mobile devices that are leveraged for Mobile Testing? Would DC Water require us to provision devices for testing?	We use iOS and Android
17	What kinds of testing (GUI, Regression, Non-functional etc.) are currently performed for mobile applications? Which of these are being planned for automation?	We do all types of testing, however Regression-tests are planned for automation
18	What device specifications (OS versions) and form factors should the automation support?	We use iOS and Android, Windows. Form factors include: laptops/desktops, tablets, mobile phones
19	Please share the inventory list of handsets available and potential platforms targeted	We use iOS and Android, Windows. Form factors include: laptops/desktops, tablets, mobile phones
20	Are there emulators and simulators being used for doing current testing or is it done through real devices?	currently we don't. We may use Android and iOS emulators in the future
21	What are the different combinations of browsers (If browser based) involved in testing across mobile platform?	Safari, Chrome, internet Explorer
22	Please provide information on the Number of Users/Transaction Volumes targeted for the performance tests executed for these applications.	Highest number of concurrent users that we've tested so far is : 100, however please don't restrict this number.
23	Are there new applications or major application enhancements in the pipeline, which would have an impact on the End User Performance, in the near future?	n/a
24	What is the tool used currently for performance testing of desktop & mobile apps?	we have no tool
25	Is there a scaled down version of the production Environment provided for Performance Testing? If yes, how are we using the results of the tests to certify the application performance in production? Are we doing, an extrapolation? Please provide the specific technical details of the production and the test environment (No of Servers, CPUs, application instances, Database size etc.)	DCW uses staged environment that is a near replica of production. We cannot provide specifics because each project will have different specs. We are looking for a tool that shall be able to test different types of projects/business processes
26	Are there specific requirements on Usability testing and conformance guidelines?	no requirements
27	How is the QA effort for your project estimated? And is there a mechanism in place to estimate the QA effort for various levels of testing? Additionally, how is the schedule managed within the team	DC water is not looking for a consulting firm on how to do testing. We need a tool for auto-testing
28	Are there any location restrictions i.e. can services be provided from an offshore location?	we are not looking for test scripts development. However, the tool and training can be done globally
29	Do we have a knowledge repository? How is the knowledge shared among the resources working for an application?	DC water is not looking for a consulting firm on how to do testing. We need a tool for auto-testing

30	What budget has been reserved for this project?	DCW cannot provide this information yet
31	What's the scope (users and processes) DC Water will be looking to deploy on Day 1 and the expectation over the following 1, 3 and 5 years?	Scope is listed in the RFP, please refer to attachment A. As for future expectations this contract is a 1-year base for the tool implementation. Future option year will apply for licensing purposes and enhancements restricted to budget approval
32	Who are the senior sponsor(s) of the automaton program? We would like to have an introduction meeting to those individuals?	After all proposals are received, these will be evaluated by an evaluation panel. The top firms (based on this evaluation) will be shortlisted and invited for a short presentation via Teleconference.
33	What are the several applications that makeup DC Water's IT environment?	Windows, web, and mobile application. Specifics will be shared with awardee
34	What are the applications are used for DC Water's business processes?	The tool should be able to process cloud, desktop and mobile apps
35	Please provide more information with regards to departments, processes, objectives, number of processes, user types and phases of deployment?	Initially we've identified 2 business process areas we need to automate; this information will be shared with awardee as part of the initial implementation. We do expect this to grow exponentially, so when you propose for architecture and licensees please estimate for 20 robots. DC water has 15 departments
36	What are the locations, business areas and roles (developer, admin, automation user only, etc.) of users?	DC metro area. DC Water has 15 departments. Roles: end users, admins, developers,
37	How many team/business users are responsible for overseeing DC Water's IT environment?	not relevant to this solicitation
38	How many employees will be building automations vs. strictly executing automations?	Building automation: initially 1FTE and grows to 2FTE in 5 years. Executing automations: initially 1FTE and grows to 20 FTE in 5 years
39	How many RPA employees will be using Robotic Process Automation (RPA) in the next 6/12/18/36 months?	In 36 months, it will grow from 1 to 10 FTE
40	Has DC Water mapped and prioritized automation goals for the next 12 -18 months?	Initially we've identified 2 business process areas we need to automate; this information will be shared with awardee as part of the initial implementation. We do expect that this is grow exponentially, so when you propose for architecture and licensees please estimate for 20 robots. DC water has 15 departments
41	How much time is spent on a daily, weekly and monthly basis on these repetitive/menial tasks?	for 1 process 1FTE from IT and 1FTE totally from other businesses are involved we expect 20 process be automated in 5 years
42	Has DC Water documented detailed step-by-step descriptions of workflows that are expected to be automated? What level of support is needed from vendor to assist DC Water in this process?	Yes. For the initial 2 business processes that will be initially implemented. For these 2 processes we will need full support on automating these
43	What is the expected ROI from RPA, in terms of time saved per FTE, for DC Water's Test Cases and business processes?	test cases: 1 FTE. Business process: 1 initially and 20 at the end of 5 years
44	Security Granular access rights for managing user roles – What are the user roles that you are looking to create and manage for the first 3 months of the engagement? How will this change over time?	Roles: end users, admins, developers. Vendor shall give us a recommendation in their proposal
45	What are the requirements for: Automation process discovery and process mapping, Ignition training in one or multiple locations, process documentation and ongoing maintenance and automation process development?	We don't have an automation process in place. With shortlisted vendors we will discuss

46	Audit Logging, SLA Compliance, KPI tracking and Customized Data Outputs – Is DC Water looking to integrate with any specific Analytics or Dashboarding tools?	We expect the tool to have the capability for integration. Our Analytics current tools are Power BI and BobJ
47	What is the expected size of the contract of the contract in terms of users, processes, and bots?	Initially we've identified 2 business process areas we need to automate; this information will be shared with awardee as part of the initial implementation. We do expect this to grow exponentially, so when you propose for architecture and licensees please estimate for 20 robots. DC water has 15 departments. for users refer to question 22
48	Does DC Water intend to build an RPA COE internally? If so, do you want to scale up developers with workflows? (We typically see a 2:1 ratio (ex: 5 developers for 10 robots)	yes. Eventually. Please refer to above answer for number of robots
49	What is the anticipated agenda for Bidder Presentations?	This will be shared with shortlisted bidders
50	Is it possible to provide information around the number of processes in scope of automation, their technology landscape and effort used in managing them currently.	please refer to question 43
51	What is your high level timeline goal for automation build?	for the initial 2 Business Processes: End of September 2020
52	How many end-user workstations are anticipates to run attended Bots on (bots running on the same machines end users are working on) ?	1 unattended. Attended will grow from 2 (initially) to 20.
53	Please elaborate on cloud deployment intentions for the RPA platform. Is DC looking for a hosted solution? Are you open to a partner providing your cloud solution?	Cloud is preferable, but open to any hosting option
54	Do you have a preference of on premise versus cloud deployment?	Cloud is preferable, but open to both
55	Has DC conducted any cloud readiness application and infrastructure assessment? If yes, will you kindly share it with us? If not, will you kindly share any known challenges/road block to move a cloud-based model.	No, we haven't
56	Are there any applications that DC expects to be accessible only from onsite locations due to regulatory constraints? Please list such applications.	There are a few. However, the majority will be accessible from outside. Please include in your proposal the requirements for your tool to access internal systems
57	What are the network connectivity guidelines for offshore (Outside US like India, Mexico, UK) team to access and work on applications in scope?	All contactors will be provided credentials to securely login to our environments both in the cloud and on premise. There will be no need for any special setup. In case of a need to share files securely, SFTP or OneDrive will be utilized.
58	Please list the current administrative/maintenance schedules with respect to recycling, patching and upgrades for products.	n/a
59	Does product support would be required outside business hours coverage?	yes, in terms of the tool-support
60	Is there a requirement which needs the vendor to provide support for other languages (other than English) and geographies (other than the US)?	no
61	Does DC RPA requirement include the OCR capability in the bots so that these can read semi-structured data from documents (Invoices, forms, etc.)?	yes.
62	Do you have an SI or partner that you are working with?	no
63	Do you currently have any RPA in house, and if so, which vendor's bots are you currently using?	no
64	If DC has procured and/or developed any AI technologies, does DC require the vendor to leverage them in the automation solution, or are they open to adopting potentially better AI technologies from the vendor for the intelligent automation?	no AI Technologies have been developed yet

65	How many FTE's are needed to complete testing process today and approximately how many hours does it take them to complete?	DC Water is seeking for a tool to test any n number of test cases for any number projects (business processes). This is irrelevant for the tool
66	Currently are there any bottlenecks between the applications that handle the processes in scope of automation?	Every application tested is unique and presents different bottleneck. Thus, the need for a flexible automation tool to meet these challenges
67	Would you allow bot to sit behind Citrix/VDI interface?	yes
68	What activities are in scope of database testing automation?	none. DC Water doesn't have any
69	Please elaborate more on which applications or kind of applications need to be tested - their technology/platforms, their business needs etc.	PREVIOUSLY ANSWERED
70	Please explain how many processes are needed to be automated. Has any research been done to determine how many test cases or business processes are qualified for automation, in total?	PREVIOUSLY ANSWERED
71	Could you please specify more detail on the scope of work? Is the vendor supposed to build the test cases too in addition to the project management function?	PREVIOUSLY ANSWERED
72	How many test cases do you have in your regression suite?	DC Water is seeking for a tool to test any n number of test cases for any number projects (business processes). The number of test cases should be irrelevant for the tool
73	How frequently do you run your regression test prior to release?	depends in the application. It should be irrelevant to the tool
74	Are there any additional test suites you intend to include into automation (e.g. smoke, UAT, etc.). If yes: How frequently are these suites executed?	Again- we are looking for a tool which should include these If needed be
75	How many test cases do you plan to have in your regression suite? Please specify per application and what technology the application is based on (Web, Desktop, Citrix).	Again- we are looking for a tool which should include these If needed be
76	The headers suggest DC Water is looking for only consulting. No cost for tooling is requested. Please clarify.	We are looking for the tool and the implementation of the tool. Proposal should include the cost of the tool, and the implementation of such tool
77	In the spreadsheet, under both "Instructions" and "Requirements" tabs, 2 customer references are mentioned as required, whereas in the "References" tab it states 3 customer references are required at a minimum. Could you please clarify the correct number of customer references required?	Please provide 3 references
78	What deliverables DC Water looking for is not clear from the scope of work. Could you please clarify what business function deliverables is this table asking for and how those functions are related to each other?	You decide the different deliverables of the tool installation (i.e.: by phases, test, training)
79	What are the timelines is DC Water expecting for this automation? We would need this information to determine how many resources would be required and provide you with a realistic LoE.	Oct 1st, 2020 this tool should be implemented
80	How many Applications need to be tested?	DC Water is seeking for a tool to test any n number of test cases for any number projects (business processes). The number of apps is irrelevant to the tool
81	What technology platforms are the applications developed on?	multiple
82	How complex are the processes (on the scale of 1-10. 1 being low complexity and 10 being high)?	for the 2 initial processes: complexity scale: 6 out of 10
83	Time and Material (T&M) contracting engagement model seems to be better applicable considering we will only able to get all scope information and clarifications during the requirement gathering phase. Would you consider T&M model if there are appropriate discounts?	No. We need a fix price for the tool. There will be a shortlist of vendors that will be invited for a presentation and discussion on this project

84	In the solicitation number it's mentioned this is a 'fixed price' RFP. Is it strictly fixed price or a T&M contract model could be considered given requirements will need greater definition and clarification?	We need a fix price for the tool. There will be a shortlist of vendors that will be invited for a presentation and discussion on this project
85	Do you have RPA toll licenses? If so which tool?	We don't have a tool. The purpose of this RFP is to procure one.
86	Are you planning to perform test automation using RPA tool?	yes
87	Are you open to use any open-source platform for RPA and test automation?	We don't have a tool. The purpose of this RFP is to procure one.
88	Timelines to accomplish milestones?	we want to implement this tool by 09/30/2020
89	Is there defined scope of how many business processes they want to automate give the timelines?	The scope of the project is not for the vendor to automate the business processes but provide us a set of tools to enable non-technical end users to automate their own processes. That said, we will provide a maximum of 2 business processes to test the implementation
90	Does the contractor need to evaluate the possible RPA tool? will that be a part of the scope of work?	We don't have a tool. The purpose of this RFP is to procure one.
91	Do you expect the contractor to establish CoE around RPA?	The scope is to implement a tool/set of tools and enable end users (via training) to automate their own processes and allow testers to automate testing activities. If the vendor feels like establishing a CoE is important for success, then they should add that as an option
92	Clarification that RPA task will require the acquisition of licenses of the tool that decide to use, which is a separate cost to the customer.	confirmed
93	Are you looking for a Hybrid solution to support Test automation and RPA activities	Yes. this is our preference if we can get a solution that can do both well
94	Do you have any inhouse tools or frameworks to support this	no
95	How many applications are in scope	Initially, 3 to 4 applications.
96	How many robots you are looking for	1 Unattended robot and 2 Attended robots
97	What is the Test env. land scape like in how many environments test execution to be conducted	Two Environments (Test, Stage)
98	Does the data need to mask or scramble when used for testing?	Based on the project and data sensitivity, we may need to mask sensitive data
99	Does the proposal should include Test infrastructure procurement and setup (like Virtual machine setup for each robot)	Your proposal should include only the VM setup, Infrastructure procurement will be done separately
100	Are you looking for different solutions for Performance, Load, Security and Web services? If so, are there any tools already procured	Currently we are using open source tools for this purpose.
101	What kind of web technology stack is used	Stack includes both Client-Side programming and Server-Side programming
102	Are there any existing manual test suites to look into	yes
103	The users mentioned the RFP are manual testers/Business analysts/Operation teams?	Automation Testers/Business Analyst/Business Users
104	What is the development methodology followed Agile/Waterfall	Some projects follow Agile and some Waterfall.
105	If Agile what is the average sprint release cycle	For Agile, average sprint cycle is 2 weeks
106	Is CI/CD process followed, if so, what is the release management tool used	Currently CI/CD process is not followed
107	Does these robots to be integrated with CI/CD env. to auto trigger test execution as and when new code is deployed?	It is not needed now. But in future, if need arises, the tool/robots should be able to integrate with any CI/CD environment seamlessly.

108	In the description: The planned state is to automate IT testing and routine business operations to maximize the productivity of the users and IT personnel. The goal of this analysis is to compare tools that can be utilized for Test automation and Business Process Automation (BPA). This implies you may be looking for a tool which can be used for Business Process Automation (i.e. workflows tools). Is this RFP for a workflow type tool or are you simply looking for an automated testing tool?	We are looking for a solution that ideally does both. The "workflow" portion is for Business Process Automation where the tool will automate menial, repetitive tasks that business users currently perform. End users should be able to automate these tasks without writing any code
109	Are you looking for the vendors who could provide a system/tool to automate IT testing and routine business operations for the DC Water or would you like us to define the team, who could implement the entire automated system at your location?	Both. We want a tool; and the vendor will implement, test and train us on how to use the tool
110	Are you open to work on onsite/offshore delivery methodology wherein we will have required resources such as functional resources onsite on need basis and most of the technical work is delivered from offsite?	yes
111	Will you pay travelling expenses for our consultants travelling to onsite?	–Yes, but we need that cost to be included in the pricing (Attachment B of your proposal)
112	Although you have given the general requirements of the RPA software, you have not specified the detailed description of processes that you want to automate. Unless we have a good understanding of the requirements or do a preliminary analysis of different processes to be automated, we cannot come-up with estimated hours required by each consultant. Can you please elaborate the functional or process scope from your side? –	This is not custom development. DC Water wants to be able to automate their own processes now and in the future. We are looking for a solution that will allow us to do that without learning code or any additional complexity
113	In case you are not able to provide more details on current processes, can we provide with some estimation of hours and then adjust the hours once we do initial analysis of your requirements?	See above
114	Is there any timeline you have in mind to start and end the project? –	start as soon as possible. Finish by end of Sept 2020
115	Are you open for accepting a different pricing model other than hourly rate? FYI, we also offer implementation of various process automation with 'As Service model' where you may not be payment huge amount upfront but will pay monthly fees based on processes that we will automate for you.	– yes, we are open to that
116	Have you already finalized any RPA software that you would like to work with, or you want us to propose the software based on best fit for your requirements? –	We want you to propose best fit for our requirements
118	Are you going to take care of yearly BOT licensing / hosting fees for selected software? Or we have to provide the quote to you? –	We are expecting a quote
119	Is being or utilizing a certified Local and Local Small Business Enterprise mandatory?	no
120	For load testing / performance testing, can you please tell us how many concurrent users you want to test for?	Please assume 500 to 1000 users.
121	Can you please clarify the scope of this RFP – which of the following are included in scope?	
122	a. are you looking to procure licensing or SaaS based subscription for a RPA tool as part of this RFP?	yes
123	b. are you looking for services to implement the tool in DC water environment?	yes
124	c. are you looking for services to automate your manual test cases or business processes (BP) using the selected RPA tool?	no for test automation. Yes, for the business processes automation (2 BP initially)

125	Under section "Planned State" in the SoW it mentions "The goal of this analysis is to compare tools that can be utilized for Test automation and Business Process Automation (BPA)." Do you want the proponent vendor to compare the tools in the market and provide a recommendation as part this project? Or, do you want the proponent vendors to propose a tool as part of the RFP response?	We want the vendors to propose a tool as part of the RFP
126	Do you expect the proposed RPA tool to perform both business process automation and test automation?	yes. Ideally both
127	If you are looking to procure license / subscription, can you please provide the details around the number of bots and number of users etc.	SEE ABOVE
128	if you are looking for implementing the tool in the DC water environment, can you please provide the details of your technical environment?	Preferably DC Water wants a cloud hosted solution. In case a vendor propose an in-house solution, we will share this info with shortlisted vendors. In short, we are a Microsoft-base environment
129	If you are looking services to automate your business processes and test cases and want a fixed price for that service, can you please provide details on the technical environment, details of the applications, to be considered for automation, their business areas and details on the number and complexity of use cases and test cases to be automated?	We are looking for business processes automation (2 initially). We are interested in services for test-automation
130	Are your manual test cases documented in any test management tool	yes. Not relevant for the tool solution
131	How are the use cases for business process automation documented currently?	Documented in MS Word and Visio (the 2 initial business process)
132	In the tab "Cost & Pricing Info" of attachment B, it shows 2 tables – one for the staffing plan, estimated hours and total cost. The other one is deliverable, task, timeline and cost. Do you expect us to fill both? are these 2 representations of the same total cost?	Please fill at least one with the breakdown. Add more lines needed for the software price.
133	If you are looking for the cost of license, where do you want us to enter that in the "Cost & pricing Info" tab of attachment B?	Please add a line for licensing purposes. Price in cost per year after implementation
134	Do you plan to execute a pilot project to automate a set of selected test cases and business processes as part of this procurement? Or, do you expect a full implementation of automating all the feasible test cases ad business processes. Can you please provide the details on the business areas, applications, technical environments, expected business outcome and number of test cases / business process use cases for us to estimate the effort and staffing?	We are expecting to automate 2 Business-processes. The details will be provided to the shortlisted vendors. These 2 BP will be a pilot project for the awardee.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

All offerors responding to this solicitation must sign and complete the bottom portion of this page and return all documents to the address listed in the RFP for submission.

This addendum, together with your respond package and any revisions or changes occasioned by this addendum, must be received prior to the time set for receipt of bids.

Paula Martinez, Sr. Sourcing Specialist 

FAILURE TO ACKNOWLEDGE RECEIPT OF THIS ADDENDUM MAY BE CAUSE FOR REJECTION OF YOUR BID.

This addendum is acknowledged and is considered a part of RFP 20-PR-DIT-33

Signature of Authorized Representative

Title

Name of Firm

Date