Questions and Answers (Q&A) for Service Contract Opportunity Notice PRITS-2023-003

For Comprehensive Quality Assurance, Quality Control, and Software Development

Contents

1. Introduction

The Puerto Rico Innovation and Technology Service (PRITS) Office has created this question-and-answer (Q&A) document to address inquiries and provide clarification for those interested in submitting proposals for comprehensive quality assurance, quality control, and software development projects and initiatives within PRITS. This document promotes transparency, fairness, and a clear understanding of the requirements and expectations associated with these projects. The following section presents the received questions and their corresponding responses, categorized by relevant topics for easy reference and comprehension.

2. Questions

A. Scope

1. Will the services be provided to PRITS-managed projects only? Does PRITS intend for all agencies to adopt these processes and procedures for all future IT projects?

   Initially these services will be provided to PRITS-managed projects, but the end-goal is to develop a government-wide policy based on the established processes and procedures.

2. Please estimate the expected quantity of projects that will require the services within the scope of each area (e.g., QA, development, security) in the first year of the contract.

   For the first quarter, these services will be required for at least 4 projects but the Selected Proponent must be available to provide services for other projects on-demand for the rest of the fiscal year.

B. Quality Control and Quality Assurance

1. What technologies and tools are used for automated testing processes?

   PRITS currently uses Azure DevOps; however, it remains receptive of adopting alternative underlying technologies if they prove to be more advantageous.

2. How many QA resources are needed?

   Based on the methodology proposed, the number of resources may vary. Be aware that the number of projects may increase on demand and the Selected Proponent must make sure to be able to provide the required resources.

3. Does PRITS have a QA Lead?

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At the moment, PRITS does not have a Quality Assurance Lead.

4. How many computers does PRITS plan to implement the new QA Framework? Will it be implemented for the entire IT team or only for a specific group?

    Implementation should focus on QA processes within the scope of software development.

5. How many team members within PRITS will be part of the new QA Framework?

    PRITS is presently engaged in formulating a QA Framework, and the process of staffing and implementation will take place during the contract period. The proponent is anticipated to assume the role of an advisor, offering expertise, best practices, and recommendations for this initiative.

6. How many projects will be used as pilots for implementing the new QA during the consultancy?

    Refer to answer in question A.2.

7. Have QA practice guides been developed, and could they be available to potential bidders?

    No, there is no guide. Please refer to answer in question B.5.

C. Software Development

1. Will the Selected Proponent be responsible for software development from project initiation, or will they provide assistance and/or supervision? What specific types of assistance will be required for software deployment and development projects?

    The Selected Proponent is expected to be responsible for software development for the duration of the project: beginning to end. Depending on the project, involvement may include specialized hand-on assistance consistent to the skills and capabilities identified in the proposal. Technical leadership, recommendations, and delegated supervision is expected.

2. What technologies/programming languages/frameworks are preferred for software development?

    PRITS maintains an agnostic approach to languages, frameworks, and related technology, and is open to new technologies and recommendations.

3. How many applications/developments will be worked on simultaneously?

Refer to answer in question A.2.

4. Is the deployment of applications done in-house, or does PRITS have or is planning to use a cloud service?

   The deployment of applications is carried out, without limitations, using both in-house and cloud services, based on the project requirements.

D. Other Technical Elements

1. Regarding technical decisions, who has the authority to make the final decision?

   All technical decisions will be made by PRITS' Lead Software Architect who will rely on the expertise of the Selected Proponent. Final approval or sign-off for each project will be made by PRITS' Chief Technology Officer.

2. What kind of projects does PRITS undertake?

   PRITS has a wide portfolio of initiatives, depending on the agency served. Proponent must demonstrate a range of skills and the capacity to adjust and shift scope as needed. PRITS undertakes cloud-native, on-premises, and hybrid projects.

3. Will the assessments required for developing guidelines and documentation related to QA, Software Development Life Cycle (SDLC), security, and other areas be conducted solely on third-party-owned applications, PRITS-developed applications, or a combination of both?

   Due to the varied nature of PRITS projects, the capacity to work on a combination of both is expected.

4. Does this contract give the selected vendor the responsibility of signing off on QA executions, acceptance criteria, architecture, cloud best practices, and SDLC standards on behalf of PRITS? If so, does PRITS have representation in all these areas to support this initiative?

   Refer to answer D.1.

5. Regarding maturity level in DevOps and QA, where does PRITS stand? Are they considered basic, intermediate, or advanced?

   Currently, PRITS' DevOps and QA maturity level is at a basic stage. However, by the end of the service contract, the Selected Proponent must provide the tools and environment that will allow the agency to shift this maturity level to advanced.

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6. Appendix III A.4 mentions, "Have a clear understanding of the technical debt that exists in Puerto Rico and provide strategies to mitigate potential future issues". Does PRITS have a list of tech debt items that can be shared and needs to be tackled first?

   Yes. This information will be made available to the selected proponent once an agreement is signed.

7. Appendix III B.3 mentions, "Provide support in creating clear, concise documentation that technical and non-technical stakeholders can easily understand.". Does this mean the Selected Proponent will analyze all projects moving forward?

   No. The Selected Proponent will be responsible for the analysis of projects that are specifically assigned or partially delegated (where some technical advice is requested) within the scope of this agreement.

8. Appendix III C.3 "Develop detailed test plans and cases encompassing all functional and non-functional software requirements.", Will the Selected Proponent execute all test cases and sign-offs moving forward?

   PRITS expects the Selected Proponent to execute all test cases. For sign-offs, refer to answer D.1.

E. Legal Affairs

1. What is the duration of the service contract?

   The service contract period would commence from the agreement date and extend until June 30th, 2024, which corresponds to the fiscal year 2024 (FY24).

2. Besides the consultancy to implement a QA Framework, does PRITS require a Technical Support contract for QA, Security Code, and DevOps? If yes, what is the desired duration? Has PRITS defined any ANS (Agreement on Network and Systems) and SLAs (Service Level Agreements)?

   Yes, consultancy on implementation will be required throughout the duration of the agreement. ANS and SLA agreements are defined.

3. Among the certifications required is the Affidavit of Act 2-2018 (Anti-Corruption Code). Do you provide a template for it?

   There is no required format or template. However, once qualified, PRITS will send the selected proponent an onboarding kit with samples of required documents.

F. Others

1. If a potential bidder has been qualified by PRITS in a previous solicitation in 2023, are they required to submit a proposal for the same category of service previously proposed and qualified by PRITS?

   Yes, considering that this pertains to a distinct bid, only documentation submitted as part of this SCON will be considered.

G. Out-of-Scope Questions

Based on the requirements and scope of services stated in the SCON PRITS-2023-003 " For Comprehensive Quality Assurance, Quality Control, and Software Development," the following questions address confidential information or fall outside the scope of the services requested in this stage; consequently, no responses will be provided to these particular inquiries.

1. Q&As are based on feedback received from various stakeholders on their experience with using the new SCCs in the first months after their adoption.

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