



STATE OF TENNESSEE  
TREASURY DEPARTMENT

## REQUEST FOR PROPOSALS # 30901-58224 AMENDMENT # 1 FOR SOFTWARE DEVELOPMENT LIFECYCLE CONSULTING

**DATE: September 13, 2024**

**RFP # 30901-58224 IS AMENDED AS FOLLOWS:**

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

| EVENT   | TIME<br>(central<br>time<br>zone) | DATE                                 | UPDATED OR<br>CONFIRMED |
|---|-----------------------------------|--------------------------------------|-------------------------|
| 1. RFP Issued   |                                   | August 26, 2024                      | CONFIRMED               |
| 2. Disability Accommodation Request Deadline  | 2:00 p.m.                         | August 29, 2024                      | CONFIRMED               |
| 3. Notice of Intent to Respond Deadline   | 2:00 p.m.                         | August 30, 2024                      | CONFIRMED               |
| 4. Written "Questions & Comments" Deadline  | 2:00 p.m.                         | September 6, 2024                    | CONFIRMED               |
| 5. State Response to Written "Questions & Comments"   |                                   | September 13, 2024                   | CONFIRMED               |
| 6. Response Deadline  | 2:00 p.m.                         | September 20, 2024                   | CONFIRMED               |
| 7. State Completion of Technical Response Evaluations   |                                   | September 27, 2024                   | CONFIRMED               |
| 8. State Opening & Scoring of Cost Proposals  |                                   | September 30, 2024                   | CONFIRMED               |
| 9. Negotiations (Optional to the State)   |                                   | October 1, 2024 –<br>October 2, 2024 | CONFIRMED               |
| 10. State Notice of Intent to Award Released <u>and</u><br>RFP Files Opened for Public Inspection |                                   | October 10, 2024                     | CONFIRMED               |
| 11. End of Protest Period   |                                   | October 17, 2024                     | CONFIRMED               |
| 12. State sends contract to Contractor for<br>signature   |                                   | October 18, 2024                     | CONFIRMED               |
| 13. Contractor Signature Deadline   | 2:00 p.m.                         | October 23, 2024                     | CONFIRMED               |

**2. State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

| QUESTION / COMMENT  | STATE RESPONSE   |
|---|--|
| 1 Would it be permissible to use references from outside the United States, such as Canada?   | Yes.   |
| 2 Could it please be confirmed whether a subcontractor can be used to respond to the RFP?   | Refer to Sections 4.4 and 4.5 of the RFP for instructions on use of subcontractors.  |
| 3 Is there any possibility of granting an extension?  | No. The State believes the current schedule is adequate.   |
| 4 What is current architecture?   | See responses #54 and 56.  |
| 5 How many of each supporting IT roles are currently in place?  | See response #42.  |
| 6 What is current user count?   | See response #42.  |
| 7 Data requirements? (bandwidth/storage)  | See response #33.  |
| 8 How many Atlassian licenses will be needed? (Jira/Confluence/GitHub)  | None. Please refer Section 1.1 of the RFP. In addition, please refer to section A.6 of the <i>Pro Forma Contract</i> (RFP Attachment 6.6).<br><br>See item 3 below for an amendment to RFP Attachment 6.6 ( <i>Pro Forma Contract</i> ).   |
| 9 The RFP mentions both consulting support and implementation. Can you please specify if the State requires a consulting team to assist with the Atlassian implementation, or if a complete turnkey solution is expected?   | Sections A.2 through A.5 of the <i>Pro Forma Contract</i> (RFP Attachment 6.6) should outline the responsibilities of the of the contractor, which does not specify a complete turnkey solution.   |
| 10 The RFP mentions a completion date of December 31, 2024, for the implementation of all tools. Can you provide more details on the anticipated timeline for each phase of the project, including any critical milestones the State expects to be met along the way? | The implementation of all tools shall be completed by the timeline outlined in the Migration Plan defined in Section A.3. of the <i>Pro Forma Contract</i> (RFP Attachment 6.6).<br><br>See item 4 below for an amendment to RFP Attachment 6.6 ( <i>Pro Forma Contract</i> ).   |
| 11 For the GitHub implementation, could you elaborate on any specific requirements or constraints related to the migration of existing Git repositories?  | Per Section A.4. of the <i>Pro Forma Contract</i> (RFP Attachment 6.6), the existing Git repositories that are migrated must maintain commit history, branches, and tags. Pull Requests from the Git repositories in Azure DevOps will not need to be migrated. Currently, a few of the repositories for actively developed projects contain build pipelines in Azure DevOps for executing |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
|   | unit tests as part of branch policy and viewing unit test code coverage that will need migrated. Currently, our web application deployments are manual, and we want to implement automated deployments using CI/CD with GitHub Actions. |
| 12 Should the migration happen in phases, starting with smaller teams or pilot projects, or will the transition be done across the entire organization at once?                   | Please refer to the Implementation and Migration Plan defined in Section A.3. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).  |
| 13 Are there any power users or team leads that can act as champions for these tools during the transition?   | Treasury will provide the necessary resources to support the Contractor. Please refer to Section A.3. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6) for additional details.   |
| 14 How many different teams will be using Confluence for documentation? Will each team need their own dedicated space in Confluence, or will there be shared spaces across teams? | See response #42, along with Sections A.2 and A.3. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).   |
| 15 Can you provide an overview of how many ongoing projects and tasks are currently managed via Excel and shared folders?   | Please refer to Section 1.1. of the RFP.  |
| 16 How much documentation is currently stored in Word/Excel and network folders that will need to be migrated to Confluence?  | Please refer to the Implementation and Migration Plan defined in A.3. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).  |
| 17 How many members of your organization are currently using Word/Excel for project management?   | See response #42.   |
| 18 Are there any specific devices (e.g., desktops, laptops, mobile devices) that require special configurations or installations for these tools?                                 | No.   |
| 19 How many users will be transitioned to Jira, Confluence, and GitHub?   | See response #42.   |
| 20 Is it possible to speak to some key technical stakeholders at this point to understand high level requirements in more detail?   | No.   |
| 21 How many users will be using these products and what are their roles?  | See response #42.   |
| 22 How many different teams and business units are involved?  | See response #42.   |
| 23 What tools are in use today?   | Refer to Section 1.1 Statement of Procurement Purpose of the RFP.   |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
| 24 Are any of the products in use today?  | No.   |
| 25 Will they be using the Cloud version of all these projects?  | Yes.  |
| 26 What are the goals of the transition to Atlassian + GitHub?  | Refer to section 1.1 Statement of Procurement Purpose of the RFP.   |
| 27 What type of data is expected to be migrated to Jira and Confluence?   | Please refer to the Implementation and Migration Plan defined in Section A.3. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).  |
| 28 Please map business units to the applications or capabilities that need to transition from each team   | The State declines to respond.  |
| 29 Are there any other tools being decommissioned as part of this process?  | No.   |
| 30 Can the work be done remotely?   | Please refer to section A.9 of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).<br><br>See item 6 below for an amendment to RFP Attachment 6.6 ( <i>Pro Forma</i> Contract).   |
| 31 What version control & devops tools do you currently have?   | Refer to section 1.1 Statement of Procurement Purpose of the RFP.   |
| 32 Which versions of these tools?   | The cloud version of Jira, Confluence, and GitHub Enterprise will be used.  |
| 33 From which tools are you planning a migration to GitHub Enterprise? <ul style="list-style-type: none"> <li>• How many repositories need to be migrated?</li> <li>• How many are over 1GB in size?</li> <li>• What is the size of the largest repository?</li> <li>• Are there binary or large files stored in any of the repositories?</li> <li>• How old is the oldest repository?</li> </ul> | Per Section 1.1 Statement of Procurement Purpose, the repositories will be migrated from Azure DevOps. The version of Azure DevOps currently used is cloud-based. <ul style="list-style-type: none"> <li>• Approximately 50 repositories will need migrated.</li> <li>• No repositories are over 1GB in size.</li> <li>• The largest repository is about 500MB in size.</li> <li>• There are some binary files, such as third-party libraries that have been purchased, but no large files.</li> <li>• The source code in Azure DevOps was migrated from Subversion (SVN) in 2021. However, the oldest application's source code in use dates to 2015.</li> </ul> |
| 34 What needs to be migrated, the entire history of every branch? <ul style="list-style-type: none"> <li>• Does the metadata need to be migrated (e.g. Issues, Pull Requests)?</li> </ul>   | See answer to question 11.  |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
| <ul style="list-style-type: none"> <li>Are there any custom integrations with these repositories?</li> </ul>  |   |
| 35 Is there a need to migrate existing workflows/pipelines (e.g. GitHub Actions, ADO Pipelines, CircleCI or Bamboo)?  | See answer to question 11.  |
| 36 Can you describe the complexity of those workflows/pipelines?  | See answer to question 11.  |
| 37 How many users do you currently have on GitHub Enterprise, and how many will be migrated from other tools to GitHub Enterprise as part of this project?  | 0 users are using GitHub Enterprise. See response #42.  |
| 38 Any specific expectations/hopes w.r.t this project that you want to raise at this point?   | No.   |
| 39 Are the terms in the contract negotiable?  | The State may entertain negotiations to nonmaterial contract terms on a case-by-case basis. Please refer to section 5.2.3 of the RFP.   |
| 40 Is it possible that pricing can be presented in another manner that is reflective of the required service offer? <ul style="list-style-type: none"> <li>For example, annual contract term</li> </ul> | No. The State believes that the flexibility of the current pricing model is in the best interest of the State and the contractor.   |
| 41 What is the current toolset being used that JIRA will be replacing? Is there a data migration needed to JIRA from this tool?   | See response #49.   |
| 42 How many users (approximately) will be using each tool?  | Jira – 20 IT, 50 overall<br>Confluence – 20 IT, 50 overall<br>GitHub – 10 IT<br><br>The 30 non-IT users are business owners and SMEs from 10 divisions, which would have access restricted to their applications. |
| 43 Is the team using a specific SDLC methodology now (i.e. Waterfall, Agile, Kanban, Hybrid)?   | See response #70.   |
| 44 Will the tools be the cloud versions?  | Yes.  |
| 45 Are there any external integrations required beyond the three tools (such as to a Finance or Time Tracking tool or CRM)?   | None are known at this time but may be identified in the Analysis documentation as specified in Section A.2. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6)  |
| 46 What are the restrictions for using near-shore resources?  | Please note Section E.7(a)(1) of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).  |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
| 47 How many people will need training?  | See response #42. Only IT staff will need to be trained.  |
| 48 What products/integrations are used with the current systems? What integrations are a "must have?"   | None.   |
| 49 Do you envision migrating the data from the old system to the new?   | As stated in Section A.4. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6), it is expected that the contractor will document the best practice on how to migrate data from the legacy tools.   |
| 50 Attachment 6.4, Reference Questionnaire. Page 26.<br><br>The requirement calls for 5 (2 current and 3 completed) projects of similar size and scope. Does the requirement mean each project must include transitions to Jira, Confluence and GitHub in each of those references or can a demonstration of each of those transitions be spread among the references? (i.e. if one reference is for transition of one or two of those systems but not all three, will that be a viable reference so long as all three systems are represented within the totality of the references.) Will the State clarify this provision? | Yes. Demonstrations of each of the systems' transitions may be spread amongst references, so long as each system is referenced at least once. If a reference contains one or two of the systems, it will be considered viable, so long as all three systems are represented within the total provided references. |
| 51 How big is your development group?<br><br>Please include business analysts, developers, testers, project managers, etc.  | See response #42. Half of IT are developers, the rest perform the other roles.  |
| 52 What software development-related tools do you currently use?  | Please reference to Section 1.1 of the RFP.   |
| 53 What is your current IT budget (note that overall revenue was 64M)?  | The State declines to respond.  |
| 54 What languages are the 50 in-house developed applications are done in .NET/VS?   | All in-house developed applications have been built with C# on either .NET Framework or .NET Core. A few applications also have frontend applications built with Angular.   |
| 55 Are the users predominately internal or external?  | Internal.   |
| 56 Are the apps browser-based or desktop?   | Out of our approximately 50 applications, the majority are web-based applications. There are some console applications. Only 2 applications are desktop applications.   |
| 57 Will you need additional resources to help with the conversion that you would like the selected contractor to manage?  | No. Please refer to Sections A.3 and A.4 of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).   |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
| 58 Are you looking for any kind of CI/CD?   | See answer to question 11.  |
| 59 Are your servers "on prem" or cloud-hosted?  | Please refer to Section A.4 of the <i>Pro Forma</i> Contract (RFP Section 6.6).   |
| 60 How are support requests handled/managed now, do you have a backlog that needs to be transitioned?   | There are several products used today, which will be identified during the analysis outlined in A.2. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6). |
| <p>61 Can you provide a list of software, to include (where applicable):</p> <ul style="list-style-type: none"> <li>• Language;</li> <li>• Desktop/Web-based;</li> <li>• Level of support you provide;</li> <li>• Application timeline (when was it created, when will it be sunset, etc.);</li> <li>• Approximate number of users of the application;</li> <li>• Internal/external facing, and</li> <li>• Status: active development / maintenance-only.</li> </ul> <p>For the following:</p> <ul style="list-style-type: none"> <li>• COTS/OS Applications;</li> <li>• In-house developed Applications;</li> <li>• In-house projects to be migrated, and</li> <li>• The three supported Statewide tools?</li> </ul> | Section 1.1 of the RFP describes this information in general terms.   |
| 62 Is there flexibility on the <i>Reference Signatures</i> (we may have difficulty getting our clients to sign this type of document)?  | No.   |
| 63 Is there room for an extension on the RFP response deadline?   | See response #3.  |
| 64 Do any employees or contractors have experience using any of the new applications you'd like to transition to?   | Yes.  |
| <p>65 The RFP states the following: "Treasury currently uses commercially available collaboration tools, and Word/Excel documents on shared network folders to manage projects, support custom-developed and vendor products...."</p> <p>Can we get access to any existing documentation regarding those tools, documents and vendor products prior to award?</p>   | No.   |
| 66 How many employees/contractors will need to be trained?  | See response #42. Only IT staff will be trained.  |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
| 67 Are there any preconceived ideas about what the training process would look like?  | Web-based teleconferencing is the preferred method of training.   |
| 68 Is there a subset of deliverables that is more important than others?  | No.   |
| 69 Is there a desired budget?   | The State declines to respond.  |
| 70 What (if any) existing SDLC methodologies are currently in place / currently are practiced? How standardized are those methodologies across teams?   | Agile/Scrum. All team members have been through Agile training together, and current Scrum teams are utilizing the methodology.   |
| 71 Should the focus be on translating existing SDLC methodologies to the new tools (Jira, Confluence, etc) or the request more foundational, requesting coaching of industry best practices in SDLC (with the possibility of existing processes being interrupted) in addition to implementation of those tools?  | In completing the analysis documentation as stated in Section A.2. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6), any contractor's recommendations will be appreciated.                   |
| 72 Is there a need to scope data migration from existing documentation systems (or other systems) to the new tools or will that be planned and completed separately by the department? In particular, should we be assisting in any documentation being moved from existing Word and Excel documents to Confluence.   | See Response #49  |
| 73 What amount of cross team and/or cross departmental work needs to be achievable under this SDLC? A large amount of cross team dependencies may require a larger SDLC management structure (such as SAFe) for success.  | See response #70. In completing the analysis documentation as stated in Section A.2. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6), any contractor's recommendations will be appreciated. |
| 74 Are the decisions to use Jira, Confluence, and Github set or is there opportunity to evaluate alternative or additional tools based on the needs of the department? For example, Atlassian sells the GitHub competitor BitBucket. Since you are proposing the migration to other Atlassian tools, there may be value (in licensing, integration, or other) to considering BitBucket over Github. | As defined in Section 1.1 of the RFP, the State has decided on Jira, Confluence, and GitHub.  |
| 75 The RFP states that the Jira, Confluence and Github environments will be created prior to the contract award. To what extent do you anticipate each system to be set up (e.g. users, permissions, etc).  | This would be part of the configuration as stated in Sections A.3 and A.4. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).   |

**3. Delete Section A.6. of the *Pro Forma* Contract (RFP Attachment 6.6) in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

Hardware and Software for Executing Scoped Deliverables. The Contractor shall provide all necessary hardware, software, and maintenance for its workstations. ~~executing services contained within this Contract. This includes,~~ The State shall provide, but is not limited to:

- a. Licensing assignments ~~required~~ for State ~~managed software participation~~;



- b. Expenditures **required** for State participation;
- c. Interoperable, network connections and communication methods supplied by the State. Examples include but are not limited to:
  - i. MS Teams;
  - ii. VPN; and
  - iii. Network shared folders.

**4. Delete Section A.4. of the *Pro Forma Contract (RFP Attachment 6.6)* in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

Configure and Implement Tools. Upon approval of the Implementation and Migration Plan, the Contractor shall partner with the State to implement and fully integrate three SDLC tools:

- a. Atlassian Confluence;
- b. Atlassian Jira; and
- c. GitHub.

For each implementation, the Contractor shall:

- a. Provide the framework and training necessary to configure the tool;
- b. Document best practices for migrating data from the legacy tools; and
- c. Provide documentation on how to administer and maintain the tools after implementation.

The Contractor will provide a weekly status on the progress of each implementation. The implementation for each tool will be complete when all tasks in the Implementation and Migration Plan have been completed and approved by the State. **The implementation of all tools shall be completed by the timeline outlined in the Migration Plan defined in A.3. ~~The implementation of all tools shall be completed by December 31, 2024.~~**

For the implementation of GitHub, the conversion of existing Git Repositories must maintain code commit history, branches and tags. Additionally, the implementation will require the creation of GitHub Actions for the continuous integration/continuous delivery to cloud and on-premise resources.

**5. Delete Section A.5. of the *Pro Forma Contract (RFP Attachment 6.6)* in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

Optional Post-Implementation Assistance. After the Implementation and Migration Plan is complete, the State may seek additional support from the Contractor based upon its use and needs of the implemented tools. The Contractor shall provide an estimate of the request, which will be approved before it is scheduled and completed. Any post-implementation assistance shall be completed **before the end of the contract. ~~by June 30, 2025.~~**

**6. Delete Section A.9. of the *Pro Forma Contract (RFP Attachment 6.6)* in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

Off-Site Work. The Contractor shall either perform the contracted services **at the Contractor's primary place of business or** remotely through telephone, web-based teleconferencing, shared document repository, email transmissions, instant messaging, and the tools specifically listed in section A.4.

**7. RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.