

Sr. No	Section	Sub Section	Description	Reference Page No	Remarks/Query	Customer Response
1	General Information	Purpose	The vendor shall provide all requisite hardware; software; facilities (as required); application and system security; licensing; information technology project management services; data systems coordination; ongoing system operations, maintenance, and support services; training services (including individual SOS staff training and the production of manuals specific to SOS administrators and filers); and direct customer support services as delineated in the detailed specifications.	5	Need details with respect to Expected volumetric figures on : a. Number of Users b. Number of Transaction for the e-Filing Solution c. Expected Y-o-Y Growth year d. Expected user concurrency  This would be helpful in sizing and catering to performance related measures	a) There are approximately 2,150 registered system users. It is suggested that the initial design should consider 2,500 users. b) We presently do not have data regarding the specific number of transactions but have reached out to our current vendor and will respond if possible. c) The expected year-to-year growth cannot be estimated since the numbers will depend on the number of races contended, the number of candidates, office vacancies, the number of lobbyists and PACs, etc. d) This too cannot be determined due, in large part, to the issues raised in answer c) immediately above.
2	Detailed Specifications	1. The vendor's proposed Campaign Finance Filing and Reporting System ("System") shall apply to the following documents submitted to and maintained by the SOS:	a. Campaign Contribution and Expenditure Report for State and District Candidates. b. State and District Candidate Campaign Contribution and Expenditure Report for Debt Retirement. c. State and District Candidate Exploratory Committee Contribution and Expenditure Report. d. State and District Candidate Final Campaign Contribution and Expenditure Report. e. Political Action Committee Activity Report. f. Political Action Committee Registration Form. g. Political Action Committee Termination Form. h. Lobbyist Activity Report. i. Lobbyist Registration Report. j. Lobbyist Termination Report. k. Statement of Financial Interest. l. County Board of Election Commissioner Financial Disclosure Statement. m. Extra Income Statement. n. Disclosure by Members of the General Assembly. o. Independent Expenditure Committee Registration Form. p. Independent Expenditure Report for Committees, Individuals, and other Entities. q. Exploratory Committee Registration Form. r. Exploratory Committee Contribution and Expenditure Report. s. Political Party Quarterly Reporting Form. t. County Political Party Committee Registration Form. u. County Political Party Committee Quarterly Reporting Form. v. County Political Party Committee Notice of Termination. w. Any other report or document required by law, including without limitation, Act 1029 of 2021.	6	Please let us know whether each service requires a "workflow" or if forms/reports are simply "saved".	We anticipate a workflow of filing documents as part of the user support material prepared for users and SOS staff. Because there are few steps required in these processes, and because the filing processes will be very similar among document types, we expect the workflows to be fairly simple and repetitive to task.
3	Detailed Specifications	9. The vendor shall be responsible for daily data and System backup activities.	9. The vendor shall be responsible for daily data and System backup activities.	7	Can you share some insights into the current size and volume of legacy data that is there today?	There is approximately 13 GB of existing data.
4	Detailed Specifications	11. The System shall provide the following minimum online filer functionalities:	f. Provide System notification that a document was successfully filed via both onscreen pop-up notifications and email.	8	We understand that provisioning of SMS, email and Payment gateways would be managed by SOS. Bidder needs to integrate with the same. Please confirm on our understanding.	The requirement is that the filer would receive on-screen and email notifications that the requisite document has been successfully filed.
5	Detailed Specifications	11. The System shall provide the following minimum online filer functionalities:	g. Allow for revisions and amendments of previously-filed reports in a manner that reflects the differences between filed reports.	8	Is it a requirement to retain each version of the report?	Yes.
6	Detailed Specifications	12. The System shall allow SOS administrators to:	e. File paper filings via document scanning and importing images of documents.	8	Can you please describe the functionality under this point in more detail? For instance, does the scanned image go through OCR and human review for data entry? Would the SoS provide the human review?	The review and scanning of any documents filed by SOS staff would be completed by SOS personnel.
7	Detailed Specifications	18. The vendor shall provide the SOS with a Maintenance and Development Support Plan, providing a minimum of five hundred (500) hours of inclusively-billed maintenance and development support annually*, which	f. Telephone and on-site (as needed) support to SOS administrators to resolve System issues or problems during non-peak and peak filing periods. "Non-peak" means: The hours of 8:00 am through 5:00 pm CST Monday through Friday. "Peak" means: The forty-eight (48) hour period before each filing deadline.  For purposes of this RFP, there will be eight (8) filing deadlines in complete odd-numbered years and sixteen (16) filing deadlines in complete even-numbered years.	10	Please let us know if Telephone Line/Tollfree Number are provided by the vendor  We understand that the level 1 Helpdesk would be provisioned and staffed by SOS, is this correct? Is the bidder's role is to provide level 2 and above technical support?	The vendor shall provide a phone number to be utilized by users for the "peak time" periods 48 hours immediately preceding filing deadlines. The SOS will provide help desk services during non-peak hours.
8	Detailed Specifications	19. Provide comprehensive user support services to assist System users with questions regarding all aspects of System usage during non-peak and peak filing periods. "Non-peak" means: The hours of 8:00 am through 5:00 pm CST Monday through Friday. "Peak" means: The forty-eight (48) hour period before each filing deadline. For purposes of this RFP, there will be eight (8) filing deadlines in complete odd-numbered years and sixteen (16) filing deadlines in complete even-numbered years. Specific deadline dates and times will be included in the initial contract and addenda between the vendor and SOS. In the event that additional filing deadlines are desirable or necessary, additional compensation shall be billed in accordance with hourly rates agreed upon by the SOS and vendor in accordance with rates and terms defined in the contract.	19. Provide comprehensive user support services to assist System users with questions regarding all aspects of System usage during non-peak and peak filing periods. "Non-peak" means: The hours of 8:00 am through 5:00 pm CST Monday through Friday. "Peak" means: The forty-eight (48) hour period before each filing deadline. For purposes of this RFP, there will be eight (8) filing deadlines in complete odd-numbered years and sixteen (16) filing deadlines in complete even-numbered years. Specific deadline dates and times will be included in the initial contract and addenda between the vendor and SOS. In the event that additional filing deadlines are desirable or necessary, additional compensation shall be billed in accordance with hourly rates agreed upon	11	See previous question.	See response to question #7 above.

9	General Information		The vendor shall provide all requisite hardware; software; facilities (as required); application and system security; licensing; information technology project management services; data systems coordination; ongoing system operations, maintenance, and support services; training services (including individual SOS staff training and the production of manuals specific to SOS administrators and filers); and direct customer support services as delineated in the detailed specifications.	5	Need details with respect to Expected volumetric figures on : a. Number of Users b. Number of Transaction for the e-Filing Solution c. Expected Y-o-Y Growth year d. Expected user concurrency  This would be helpful in sizing and meeting performance related measures	See response to question #1 above.
10	Detailed Specifications		1. The vendor's proposed Campaign Finance Filing and Reporting System ("System") shall apply to the following documents submitted to and maintained by the SOS	6	Can we get copies of all of the following forms? a. Application Forms/Format for the below mentioned services b. High level overview of each of the below mentioned services. c. Please let us know whether each service will be workflow driven or it would be a straight through process. Services : a. Campaign Contribution and Expenditure Report for State and District Candidates. b. State and District Candidate Campaign Contribution and Expenditure Report for Debt Retirement. c. State and District Candidate Exploratory Committee Contribution and Expenditure Report. d. State and District Candidate Final Campaign Contribution and Expenditure Report. e. Political Action Committee Activity Report. f. Political Action Committee Registration Form. g. Political Action Committee Termination Form. h. Lobbyist Activity Report. i. Lobbyist Registration Report. j. Lobbyist Termination Report. k. Statement of Financial Interest. l. County Board of Election Commissioner Financial Disclosure Statement. m. Extra Income Statement. n. Disclosure by Members of the General Assembly. o. Independent Expenditure Committee Registration Form. p. Independent Expenditure Report for Committees, Individuals, and other Entities.	Forms can be downloaded from the Arkansas Ethics Commission website at <a href="https://www.arkansasethics.com/">https://www.arkansasethics.com/</a>
11	Detailed Specifications		Requirement item 11. h on page 8, and elsewhere in document regarding reporting system	8	Does the agency have a preference regarding the reporting system used, i.e. Microsoft, Tableau, etc. given their current use across agencies?	The Secretary of State will consider multiple types of formats based on vendor's proposed solutions so long as they are cost-effective and generally available to most system users. We anticipate a Word or pdf format where all content can be searchable but are open to creative, cost-effective proposals.
12	Detailed Specifications		Requirement item 12. e. File paper filings via document scanning and importing images of documents	8	Does the agency require the SOS to provide scanning capabilities, or will the agency provide those capabilities? Will any 'unscanned' documents at the time of migration need to be scanned by the SOS, or will the agency provide them in a scanned state for migration?	The new system shall allow the scanning of documents by both filers and SOS. It is incumbent on both filers and SOS staff to scan their own items. Migration of legacy data by the vendor will be limited to electronic data only.
13	Data Migration				What is the volume of data , data sources, file types and mode of data archiving	About 200 GB, mostly PDF, and some Excel files.
14	General Information	Not Applicable	Not Applicable		- What is the estimated start date of the contract?  - Is vendor allowed to leverage the offshore location (outside US) for providing services?  - How many seats can State provide to vendor's staff in their premises (onsite)?	The start date will be dependent upon the receipt of funding from the legislature. We anticipate, but cannot guarantee, contract start sometime prior to the end of Fiscal Year 2022 (July 1, 2022). A foreign company may engage in contract activities so long as it is not disqualified from doing business in Arkansas or the United States for national security or other reasons. Any company contracting with the State of Arkansas must be registered to do business in Arkansas before engagement. Office space can be provided to vendor staff on site as part of any contractual relationship.
15	Cost Proposal Form	Option 1 and Option 2	Prices shall reflect a minimum of 500 hours of annual maintenance, development, and support services	15	Shall vendor include only 500 hours of efforts in every maintenance year's cost estimate? If yes, then how will additional hours will be billed if initial 500 hours exhaust since there is no placeholder for proposing any hourly rate card ?	Include only 500 hours of maintenance costs in the cost proposal. Any additional hours of service will be charged in accordance with hourly rates delineated in a contractual service agreement executed between the SOS and the vendor prior to the commencement of any work.