

BeaconGov Questions for West Virginia Water Development Authority - Software Development & System Maintenance Services

1. Is there an incumbent for this contract? If so, please provide the incumbent name, current contract number, duration, historical level of effort, and value of the contract. Trinnex IO (formerly CDM Smith), no contract number available, duration time of 12 years, complete system overhaul from the ground up, no contract value available.
2. Will the incumbent be eligible to bid on this project? Yes
3. Can the work be performed remotely? Yes
4. If remote work is allowed, can a part of the work be done from outside the US such as in India? No, we require all those performing the work on our contract be located in the US.
5. Is there a budget range or cap that we should be aware of while preparing our proposal? No.
6. When is the WDA expecting to start the contract? Please provide the project timeline. The contract will be awarded on or about March 10th of 2025 and it is for 3 years from that date.
7. Are there specific pain points or challenges in the existing system that the Authority expects the vendor to address first? Those outlined in pages 6 and 7 of the RFP.
8. How does the existing workflow facilitate interaction between internal users and public-facing functionalities? Through user based permissions defined by roles and a separation of UIs through use of two different IP addresses, one reserved for internal users that can only be accessed through the agency's network behind their firewall and one that is available outside the network and is accessible through role based permissions managed internally by the agency.
9. Are there specific stakeholders or departments we should engage with during the system assessment and requirement gathering? Yes, with Elizabeth Atkinson, helpdesk agent and software development manager for technical questions and with agency director Marie Prezioso for contractual and monetary decisions. Other employees may be included upon management direction and discretion.
10. Is there a preferred tool or technology for developing the new reporting functionality, or should the vendor suggest suitable solutions? Suggestions are welcome as long as they are compatible with the current technology stack listed in the RFP and would be implemented only at the sole discretion of the authority.
11. What is the frequency and format for updating system documentation, and are there existing change management practices for system updates? All changes and updates are authorized

via email and wholesale changes to core workflow and data collection processes are documented on a web-based workflow schematic.

12. Are there existing service-level agreements (SLAs) governing system uptime, performance, and maintenance windows? System must be up and fully functional during our business hours (7am – 6 pm EST). Maintenance windows must be outside of these hours.
13. What are the defined response times for resolving system issues, and how will performance be evaluated? Response times will be defined on a case-by-case basis as the support issues arise.
14. Are there any preferred frameworks, languages, or tools for development and testing? Please see page 7 of the RFP.
15. What volume and type of historical data need to be migrated or integrated into the system for reporting purposes? Currently, a relatively small subsection of historical data is to integrated at this time.
16. Are there external systems or APIs that the updated system must interact with? Enable, a bond management system that receives five key data points per financial transaction from IFAS.
17. Is there an established testing framework or environment, or should vendors propose one? We have an established testing framework that is an exact mirror of our production environment.
18. Are there specific policies or regulations guiding the automation of project schedules and notifications? Yes. The awarded contract will need to dedicate time to learning and understanding these policies so they can be properly implemented.
19. For the Executive Dashboard, are there preferred visualization formats (e.g., charts, tables, graphs) or tools? Those listed in the RFP. Suggestions are welcome and will be considered on a case by case basis at the sole discretion of the Authority.
20. How will the Authority measure the success of system maintenance and new feature development? How well the development performs once it is published. We expect the quality of the work to have been well tested prior to deployment so that bugs are minimal and there is little to no system downtime.
21. Are there specific expectations for training internal staff on the enhanced system? The awarded contractor may or may not be asked to make a brief presentation to management upon publication of their latest work but no training is defined as a requirement of the this contract.



Outlook

Re: RFP For Software Development & System Maintenance

From Leanna Smith-Atkinson <eatkinson@wwda.org>

Date Fri 2/21/2025 9:31 AM

To Justin A Siken <justin.siken@highergov.com>

Yes there is an incumbent on this contract. It is CDM Smith/Trinnex.

From: Justin A Siken <justin.siken@highergov.com>

Sent: Monday, February 17, 2025 4:17 PM

To: Leanna Smith-Atkinson <eatkinson@wwda.org>

Subject: RFP For Software Development & System Maintenance

Hi Elizabeth,

Hope you are doing well. I am reaching out regarding the RFP Software Development & System Maintenance available [here](#). Are you able to let us know if there is an incumbent on this contract, and if so, who the prior awardee is? Thank you.

Best,
Justin

Justin Siken | Analysis & Support | justin.siken@highergov.com | (202) 640-1748

HIGHERG



Re: Questions for RRP No.: SDSMRFP-02 Software Development & System Maintenance Services

From Leanna Smith-Atkinson <eatkinson@wwda.org>

Date Fri 2/21/2025 9:30 AM

To Yinglin Lin <ylin@stellarservices.com>

Cc Chuck Romoser <cromoser@stellar4.com>

See our answers in red below.

From: Yinglin Lin <ylin@stellarservices.com>

Sent: Monday, February 17, 2025 1:37 PM

To: Leanna Smith-Atkinson <eatkinson@wwda.org>

Cc: Chuck Romoser <cromoser@stellar4.com>

Subject: Questions for RRP No.: SDSMRFP-02 Software Development & System Maintenance Services

Good afternoon,

Stellar Services, Inc. is interested in the above mentioned RFP and would like to submit the following questions:

1. Has the Water Department received these services in the past? *Yes.*
2. Is that vendor allowed to submit a bid for this RFP? *Yes.*
3. How much work has been or is planned each year? *The work specified in section Work to Be Performed (page of the RFP).*
Can you provide the # of requests and hours worked for the prior year? *The number of requests for new work is determined by the contract. There were 16 total contract tasks last year. Support request amounts vary within the year. 480.5 hours were worked in 2024.*
4. For cost models, do you want hourly rates of the team? *Hourly rates of the team are not necessary for a proposal.*
5. Why are you issuing this RFP?> *See section 1.0 Invitation of the RFP.*

Thanks very much for your time!

Yinglin Lin (she/her) | Proposal Manager

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