RFP Conference Call Meeting Minutes

PROJECT: RFP 24-28-SSP for Automated Software Testing Managed Services

VENDOR QUESTIONS / RESPONSES ISSUED: May 23, 2024

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1. Please share count of Test Cases that require to be automated?

    a. Refer to meeting minutes (#6) for further details.

2. Please share approximate count of new Test Cases that needs to be created by the Team apart from existing Tests and required automation?

    a. Same workflow but may need to add 10%-20% additional test cases with variations in scenarios/ permutations.

3. How many manual test cases (approximately) to be created by Vendor team for automation?

    a. Refer to meeting minutes (#6) for further details. Same workflow but may need to add 10%-20% additional test cases with variations in scenarios/ permutations.

4. As per pre-bud meeting, we understand there is approximately 6 months period to complete test automation. Is this duration confirmed?

    a. Yes; however, the RFP consist of having a managed service to continue maintaining the automated testing script on an ongoing basis.

5. How many client QA team to be trained on Egg Plant tool post Automation implementation?

    a. Refer to meeting minutes (#23) for further details. A decision to bring this role in-house hasn't been determined at this time.

6. Do you expect any training material or support document from vendor side on Automation testing post completion and handing over of the document.

    a. Yes, support documentation - refer to meeting minutes (#23) for further details.

7. Can vendor provide Automation Test engineers from nearshore within USA OR they should be working from client office premises only?

    a. This work can be performed remotely and nearshore is acceptable. See meeting minutes (#18) for further details.

8. Are there any compliance requirements to be adhered by Vendor team? HIPAA Electronic Protected Health Information (ePHI) and associated Moffitt organizational policies.

    a. Refer to meeting minutes (#4) for further details.

9. Does vendor need to procure Egg Plant tool Licenses OR Moffitt Cancer Center and Research Institute already has licenses.

    a. Moffitt will provide the necessary Eggplant tool licenses.

10. Owning to the long weekend we are having just before the submission due date, we kindly request you to please provide us an extension of 1 week in submission due date so that we get sufficient time analyzing the reply we get and prepare our response accordingly.

    a. We understand and appreciate your interest in the proposal. Although we don't have the flexibility to extend out one (1) week, we are able to push out proposals currently due 5/28/2024 to 5/29/2024 at 2:00 p.m. EST.

11. Please provide the percentage of Simple, Medium and complex test scripts (approx.).

    a. Integrated and End-to-end Scripts are generally created to test as much functionality as possible without being overly complicated. Some scripts are created to test specific functionality, these are less complicated as only a few items are being touched in testing. Approximations: Simple - 30%, Medium - 50%, Complex - 20%.

12. Can you please share the key testing challenges that you are facing for the in-scope applications? Please also provide its impact on your business (if any).

    a. Test coverage is limited by human capacity and knowledge which impacts the scope of our coverage and execution time.

13. Are the manual test cases elaborate enough for any automation testers to pick up and automate?

    a. Yes, generally the scripts are detailed at a click-by-click level. Resources can be made available to assist if more detailed information is needed.

14. Please provide the tech architecture for the CRM application.

    a. Refer to attached file: A. Integration Architecture Overview.pdf.

15. Please share the architecture diagram of the CRM and all the clinical & integrated applications landscape.

    a. Refer to attached file: A. Integration Architecture Overview.pdf.

16. Besides Cerner and Soarian what other applications are integrated to PEGA CRM application?

    a. Refer to meeting minutes (#13) for further details.

17. Please provide details related to automation regression testing because of updates to other integrated systems.

    a. Refer to meeting minutes (#2) for further details.

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18. Is PEGA CRM application web based only or is it accessed from mobile device as well.

    a. Refer to meeting minutes (#13) for further details.

19. Please provide details related to test coverage measurement process and results that exists today.

    a. Our processes consist of meeting with stakeholders to review and determine requirements and ensure test cases/scripts are associated to each requirement.

20. Is it expected to automate Regression testcases or Insprint functional testcases?

    a. Yes.

21. How is the complexity defined for the testcases with the number of steps.

    a. It depends on how the test cases are written. Refer to the response provided above for the approximation for complexity.

22. What is the existing source control tool used for script repository?

    a. Generally, teams maintain their own test scripts within a team specific repository. Moffit is in progress of centralizing the repository. Refer to meeting minutes (#12) for further details.

23. Do you have any virtual machines available to execute automated testcases?

    a. We follow internal procedures to request virtual machines and availability wouldn't be an issue.

24. What is the existing framework (Data driven, keyword or hybrid developed) used for Eggplant automation?

    a. We utilize the Eggplant framework that utilizes Optical Character Recognition (OCR) and image recognition. Further, the Eggplant DAI version uses a model-based approach to combine linear directed test automation with automated exploratory testing.

25. Please provide browsers / versions supported by PEGA CRM application.

    a. Current versions for Google Chrome and Microsoft Edge.

26. Please elaborate and clarify on question 5.24 in Section "5. BUSINESS AND FUNCTIONAL REQUIREMENTS."

    a. This is one of the standard RFP questions not necessarily applicable for this RFP scope since testing with Eggplant will be performed virtually. Please mark your response as 'n/a'.

27. Does this project have interdependencies with other projects running in Moffitt? Which ones, can you share more details?

    a. Demand, Access, Capacity, and Retention (DACR) project and the Combined Cerner/Soarian Upgrade which is managed as a project twice a year.

28. What modules are you using from the QA tools? Versions, Cloud/On-prem?

    a. Refer to meeting minutes (#25).

29. Can you share an architecture diagram of the current vs new environment (if applicable)?

    a. Refer to attached file: B. Future State Solution Architecture.pdf.

30. Do you expect to be able to run tests in multiple browsers/versions and in parallel?

    a. Refer to response above regarding Pega browser versions.

31. Do you have a target level of automated test coverage? Milestones?

    a. Refer to meeting minutes (#2, #6, #8, #9, #19).

32. Are there any special performance requirements (in terms of expected response times when interacting with the different pages)?

    a. System owners who typically perform testing have the inherent knowledge for response times. There may be slight differences between our lower environment vs. prod; if extreme, the system owners will flag (e.g., loading lasting longer than 15 - 30 seconds).

33. Do you have a coding standard, version control system, or CI/CD pipeline?

    a. Refer to meeting minutes (#11) on CI/CD. We follow Pega and MuleSoft code standards.

34. Will the applications to be tested have significant changes in functionality or UI during the duration of the automation project?

    a. Eventually, moderate upon release and enhance work. Near future - new features.

35. Do you have specific metrics or KPIs that we need to track or report?

    a. Ideally, at a minimum: Test coverage, test execution time, test failure rate, defect detection. One of our goals to evaluate this service would be to determine test automation ROI.

36. Given the implementation and testing timeframe, can you provide a date range on the vendor selection and contracting timeline?

    a. Refer to meeting minutes for testing timeline (#2) and the RFP for vendor selection timeframe.

37. What specific Pega applications/modules is Moffitt implementing?

    a. Refer to meeting minutes (#16).

38. Can you share the scripts and/or use cases that Moffitt would like to automate?

    a. We can share a sample upon NDA contract approval.

Proposals are due by May 29th, 2024, by 2:00pm Eastern Time ONLINE ONLY through Symplr/MD Buyline.