RFP Conference Call Meeting Minutes

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

MEETING LOCATION: Conference Call

MEETING DATE/TIME: May 20, 2024, at 11:00 a.m. EST

Attendees:

Moffitt Cancer Center: Vonetta Fleming, Daniel Zichello, Nina Jolani, and Trillany Jacobson

Vendors: LanceSoft Inc., MAS Global Consulting, NTT Data, Qualizeal, Reveal HealthTech, SureTest

An Overview of the RFP was given by Vonetta Fleming.

Q&A: Pre-Bid Conference Call for Automated Software Testing Managed Services

Team and Scope

1. What is the total size of the development and QA team that the vendor will be supporting?
The QA team includes one QA analyst and two senior system test coordinators. The core development team for the CRM project consists of about seven to eight people, including developers, product analysts, business analysts, a product manager, an integration architect, and an API developer.

2. What is the timeline for completing the engagement?
The engagement targets completing the majority of high-priority testing scripts between July and December. Release one is scheduled for mid-July, with operational updates and testing from July to September. Regression testing for the Soarian release is planned for December.

3. How will the managed services approach coordinate with the development team?
The managed services will support in-sprint QA testing and release-level testing. Coordination with the development team will be necessary for end-to-end integration and extensive testing cycles, especially around major releases and system upgrades.

4. Will the QA tester be exposed to PHI (Protected Health Information)?
The QA tester will use curated test data in lower environments and should not be exposed to PHI. If a production issue arises, there might be some exposure, but it is not the norm.

5. What CRM system is currently in place?
There is no existing CRM system in place. This is a new implementation aimed at consolidating multiple systems and improving user experience.

Test Scripts and Automation

6. How many manual test scripts need to be automated?
Currently, there are approximately 76 to 85 manual test scripts, including 55-unit tests, 6 integration tests, and 15 scripts related to Cerner and Soarian applications. The 76-85 range is an estimate accounting for the known and any additional manual test scripts.

7. Is there a percentage breakdown of simple, medium, and complex test scripts?
There is no current breakdown of the test script complexities. This information will be provided after the meeting.

8. Are the 70+ manual test scripts the only ones to be automated?
Initially, the focus is on automating the existing manual test scripts. However, the vendor may need to prepare and automate additional manual tests for upcoming releases to ensure comprehensive test coverage.

9. What is the scope regarding test scripts?
The scope includes developing new testing scripts and converting current manual testing scripts to automation, as necessary.

10. Are the manual test cases detailed enough for automation?
If manual test scripts are not straightforward, resources will be provided to assist in recording transactions and building out unclear areas.

11. Is there a plan to use automation scripts as part of the CI/CD pipeline?
Yes, integrating automation scripts into the CI/CD pipeline is an organizational goal. This service will help evaluate the feasibility and benefits of this integration over the next 6 to 12 months.

12. What test management tool is currently used?
Moffitt is evaluating test management tools and plans to purchase one in the next one to two months. Currently, there is no test management tool in use.

Integration and Testing

13. What integrations need to be covered in the testing?
Integrations involve using MuleSoft AnyConnect platform for APIs between our Cerner, Soarian patient financial system and CRM, focusing on patient demographics, relationship codes, and guarantors. This includes end-to-end and integrated system testing, primarily for web/desktop-based applications, with no current mobile scope.

14. Does integration testing include API level testing?
Yes, API behavior and output should be covered as part of business scenario testing, with unit testing handled by developers.

PEGA Platform

15. What is the release management process for the PEGA environment?
PEGA is cloud-based and managed in AWS by PEGA. The release schedule includes bi-annual major releases, with smaller, ad-hoc releases as needed. Automated scripts will be tested in the staging environment before being promoted to production.

16. What level of tailoring or customization is involved in the PEGA platform?
We use the PEGA Customer Service Framework with minimal customization. We adhere closely to FHIR standards available from Cerner for API integration.

17. What does the team supporting PEGA look like?
The team consists of 1.5 analysts, one product manager, and two full-time developers. This may evolve based on needs.

Resource Allocation and Location
18. Can an offshore team be proposed?
Initially, we prefer onshore resources due to time zone differences, working within business hours (8 AM - 5 PM EST). Offshore resources might be introduced later for test execution.
19. What is the responsibility and scope of automation vs. manual testing?
The focus is primarily on automated testing. However, in-sprint testing may require some manual testing, particularly for new features or scenarios not yet automated.

Diversity and Organizational Plans
20. Are there any organizational acquisition plans that need consideration in the response?
There are no foreseeable acquisition plans, at this time.
21. What is Moffitt's diversity initiative?
Moffitt encourages the development and utilization of certified diverse business enterprises. Respondents should address diversity certifications and partnerships in their submissions.

Workflow and Training
22. Will the work adhere to the current sprint cycle of the development team?
Initially, script development may not sync with the sprint cycle, but eventually, we aim to align with our two-week sprint cycle.
23. Is the RFP seeking a full managed solution with training and knowledge sharing?
Training is not initially required but should be available if needed in the future. Knowledge capture is important for building out our framework and guidance documentation.

Tools and Proposals
24. Is Moffitt open to proposals for tools other than Eggplant?
Yes, we are open to hearing proposals for other tools. However, we prefer to maximize ROI from our current tool, Eggplant, due to current bandwidth limitations.

Eggplant Version
25. What version of Eggplant does Moffitt use?
This information will be provided after the meeting. UPDATED POST-MEETING: Week of 5/27/2024, Moffitt will upgrade to DAI 7.3 and Functional 23.3.

Submission Information
- Bid Submissions Due: May 28 by 2 PM Eastern Time.
- Submission Portal: Proposals must be submitted through MD Byline (the Symplr portal).
- Virtual Demos: Scheduled for the week of June 10.
- Contact: For further questions, email rfp@moffitt.org.