

State of New Jersey Department of Community Affairs
Division of Disaster Recovery and Mitigation (“DRM”)

DRM Pega Advisory Services Request for Proposals (“RFP”)

Bidders’ Questions and DRM Answers

Date: September 3, 2026

Revised September 9, 2026

#	Question	Answer
1	Is the scope of services solicited advisory only, or is implementation delivery expected? Please elaborate on specific implementation services required, if any.	The primary focus of the above RFP is to hire a contractor (hereafter “Awardee”) to provide advisory services to DRM leadership and DRM’s incumbent maintenance contractor. While advisory services are the majority of the role, the ability to effectively communicate solutions to identified issues and architecture approaches which align with the RFP’s intended outcome will require technical implementation expertise. Moreover, the incumbent maintenance contractor is responsible for testing and deploying any changes with the guidance and technical expertise from the Awardee. However, the Awardee may be required to assist with coding specific solutions in a development environment if it is determined to be the most effective way to implement the desired outcome. DRM estimates the Awardee will spend 80% of their time in an advisory capacity and 20% of their time implementing, though actual allocation of time may vary.
2	Are bidders permitted to utilize offshore resources in performing work under this contract? If so, please identify any applicable requirements, approvals, data residency restrictions, or security controls that would apply to offshore personnel and subcontractors.	No client data can be stored or accessed offshore at any time. Bidders may use subcontractors to fulfill the RFP Scope of Work. In that case, Bidders must fill out and submit the SubcontractorUtilizationPlan.pdf in their Bid. Subcontractors who conduct work in New Jersey must also contain an active Business Registration Certificate and Equal Employment Opportunity (“EEO”) Certificate. Subcontractors who are registered on NJSTART can upload both certificates on NJSTART for DRM to check compliance. For subcontractors not registered on NJSTART, please include both certificates in the Bid package.
3	What percentage of the OpenText-to-Pega migration has been completed, and which major modules or functions currently live in Pega v25?	About 30% (8 of 25 modules) of the OpenText migration to the Pega environment has been completed. This includes primarily Grant Management Case Types. All Financial modules still need to be migrated which includes Budgeting, Quarterly Reporting, Funds Request, Accounts Receivable, Invoicing, and additional support modules).

4	What is the current Pega Guardrail Score across the SIROMS application portfolio?	The current Pega guardrail score is 93%. The intent of the RFP is to ensure DRM and the Incumbent Maintenance Contractor are implementing new modules in a way that is scalable and applies Pega’s best practices, where feasible.
5	Will bidders have an opportunity to review the incumbent maintenance contractor's architecture, deployment, and support processes prior to contract award?	DRM will introduce the current SIROMS system to Bidders who attend the Optional Bidders Conference and will send all Bidders a copy of the Conference recording and transcript. Otherwise, the SIROMS Maintenance Contract is publicly available on the DRM webpage here or in NJ START under contract “25-TELE-104956.” Note that the SIROMS Maintenance Contract will remain active throughout the duration of this Pega Advisory Services Contract, and the Awardee will have ample opportunity to work with the Incumbent Maintenance Contractor and learn the system.
6	Are there any restrictions regarding AI models, cloud services, data residency, or external AI integrations that bidders should consider?	Yes; no client data can be stored or accessed offshore at any time.
7	Please clarify the division of responsibilities between the advisory contractor and the SIROMS Maintenance Contractor for development, testing, deployment, and production support activities?	The incumbent maintenance contractor is responsible for testing and deploying any changes with the guidance and technical expertise from the Awardee. The Awardee may be required to assist with coding specific solutions in a development environment if it is determined to be the most effective way to implement the desired outcome.
8	Beyond achievement of a 90+ Guardrail Score, what measurable outcomes will DRM use to determine contract success?	In determining whether this Contract is a success, DRM will consider the Awardee’s communication effectiveness, strategic guidance, knowledge of historical Pega environmental issues and effective outcomes, and collaboration with the incumbent maintenance contractor.

9	Should bidders assume any onsite presence requirements, and if so, how should travel costs be addressed in pricing?	Onsite presence is encouraged to build a strong and effective partnership but not mandatory. Travel costs are not paid as part of this RFP and are the responsibility of the Awardee.
10	How many project references are recommended, and should references focus specifically on Pega GenAI, government programs, or large-scale case management systems?	Bidders' Technical Proposals must not exceed 25 pages (excluding resumes and certifications). DRM recommends Bidders include three (3) project references. One (1) of the projects should be of a large-scale complex environment which manages three (3) or more active "programs" which dynamically change frequently, and which must adapt to regular policy revisions quickly. Bidders are encouraged to include a project that involved migration from a legacy system into Pega Constellation environment. Lastly, Bidders may include a project with a government sector client operating in Pega Constellation environment out of AWS Gov Cloud environment.
11	How much of the OpenText → Pega migration is complete?	About 30% (8 of 25) of the OpenText migration to the PEGA environment has been completed. This includes primarily Grant Management Case Types. All Financial modules still need to be migrated which includes Budgeting, Quarterly Reporting, Funds Request, Accounts Receivable, Invoicing, and additional support modules).
12	Has a recent Pega Health Check been performed? What is the current Pega guardrail score?	See Answer to Question #4.
13	How many case types currently exist?	As of August 2026, DRM has deployed four (4) programmatic cases, most of which have multiple sub-cases. Development continues. In total, DRM expects over ten (10) main cases in the environment in addition to financial cases.
14	How many future programs are expected to leverage the Program-in-a-Box model?	DRM operates in a disaster recovery capacity and this Pega system is intended to persist for several generations. Each disaster will require a new copy of a current case for each program. Bidders should expect ~five (5) programs to be recreated per disaster.

15	What is the current team structure and the number of teams provided by the incumbent?	DRM's Project Management Office consists of one (1) CIO with 15+ years of experience, one (1) IT Project Manager with 7+ years of experience, and two (2) Project Analysts. The incumbent maintenance contractor has 23 consultants staffed across three (3) teams: Business Analyst/Testing; Developers; and Reporting; each team has a manager with over 15 years of experience.
16	Is the selected contractor expected to implement code changes or only govern design? If implementation too, then what percentage of work should be architecture advisory versus hands-on implementation?	The incumbent maintenance contractor is responsible for testing and deploying any changes with the guidance and technical expertise from the Awardee. However, the Awardee may be required to assist with coding specific solutions in a development environment if it is determined to be the most effective way to implement the desired outcome. DRM estimates the Awardee will spend 80% of their time in an advisory capacity and 20% of their time implementing, though the actual allocation of time may vary.
17	What AI use cases are expected to be delivered versus merely designed?	DRM's current environment does not include any GenAI capabilities. However, DRM is working on obtaining New Jersey State security authorization to begin implementing GenAI capabilities. Upon external approval of AI implementation, the Awardee should expect to provide advisory services and assist with the technical implementation of AI throughout the environment within the cost limitations of the Contract but is not solely responsible for delivering the desired outcome. Long term AI solutions may include ensuring the environment is able to securely utilize AI while retaining necessary data access geographic based limitation. Within the environment, DRM hopes to include AI document reviews, analytical reporting, and a chat-bot like applicant communication portal.
18	What changes should PMO users perform through low-code/no-code capabilities?	Examples include but are not limited to: changing drop-down options; relabeling fields; adding fields; moving fields; changing urgency factors; updating stage/step move logic; editing conditional validations; and/or editing elements within assignments.
19	Is the contractor expected to build the program accelerator or design it or validate the existing accelerator?	See Answer to Question #16 above.

20	Are there any Pega GenAI capabilities already implemented or part of roadmap?	See Answer to Question #17 above.
21	What are the systems Pega should integrate with and how many of these integrations exist today?	Currently, Pega integrates with the current SIROMS Open Text environment as part of the migration transition effort. Future integrations depend on the business need.
22	Is Data Migration design part of the scope? If so, please elaborate on source systems in scope and data volumes.	Yes, data migration design is included in the RFP Scope of Work. See also Answer to Question #16.
23	Please confirm the bidder-conference date. The RFP states September 3, 2026 at 2:00 p.m., but labels that date “Wednesday.” September 3, 2026 is a Thursday,	DRM expects the Optional Bidders Conference to be held on Friday, September 4, at 11:00 a.m. DRM will send firms who RSVP a virtual meeting invitation.
24	Is there a requirement for the two or more staff proposed for the project to be on Site at the DRM offices in New Jersey ?	See Answer to Question #9.
25	Is there a requirement for the two or more staff proposed for the project to be present in the New Jersey area during the tenor of the project ?	No, the Awardee’s staff members do not have to be present in New Jersey during the tenure of the project; however, Awardee’s staff members must be located in the United States while working on the project to have access to DRM system data. See also DRM’s Answer to Question #9.

26	What onsite/hybrid/remote model is expected, and what onsite cadence is required?	See Answers to Questions #9 and 24.
27	How does the proposed number/mix of resources affect evaluation, and how is the preferred minimum of two scored?	This question is not sufficiently clear to allow the Division to answer.
28	Are proposed Year 1 hours committed, not-to-exceed, or planning estimates under the T&M model?	The Year 1 total cost in the Bidders' Price Sheet (# of hours x hourly rates) is a Not to Exceed ("NTE") and cannot exceed \$304,000/fiscal year. The hours per labor category in the Price Sheet do not have to be exact; the Awardee may bill hours that vary from the Price Sheet as long as the NTE does not change.
29	Is the \$304K ceiling inclusive of labor and ODC/travel expenses, or labor only and expenses separate per guidelines defined in post award SOW?	The \$304,000 yearly cap includes labor only. ODC and travel costs will be the responsibility of the Awardee.
30	Can DRM provide high level details of the current SIROMS architecture, migration artifacts and Guardrail Scores?	DRM is holding an Optional Bidders Conference on Friday, 09/04/2026 to introduce interested Bidders to the SIROMS and Pega environments. See also Answers to Questions #11 and 12.
31	Has any SIROMS Modules or Features already been deployed to Production on the Pega Platform V25 or other versions?	Yes. See Answer to Question #11.

32	What are the incumbent contractor's responsibilities and boundaries versus the advisory contractor?	See Answer to Question #1.
33	How will DRM prioritize the major objectives if the full scope exceeds the annual \$304K ceiling?	DRM will not award the Pega Advisory Services Contract to a Bidder who submits a Price Sheet with a yearly cost above \$304,000.
34	Are the Standard T&Cs and DPA Supplement two separate documents requiring separate submissions, or are they treated as one? The RFP currently appears to point to a single link. But the NJ Division of Purchase and Property has them listed separately.	The Checklist for Delegated Purchasing Authority (“DPA”) Contracts linked here contains the required forms Bidders competing for a DPA contract must submit, which includes the State of New Jersey Combined Standard Terms and Conditions (linked here). Please ignore the “DPA Supplement” reference in the RFP as the Terms and Conditions used to contain a supplement for DPA contracts, but it does not anymore; the Terms and Conditions now apply to all contracts, including DPA contracts.
35	If our legal department has modifications they would like to be considered, can this request be explored during contracting, or post award discussion? Is there a required means for communicating this request?	If the Bidder wishes to <i>request</i> modifications be made to the Contract, the Bidder must submit the request in their Proposal. The proposed terms will be negotiated before a final Contract is awarded. However, if the Bidder proposes <i>mandatory</i> clauses, the Bidder’s Proposal will be declared null and void.