

DATE 12/15/10

TO: ALL POTENTIAL BIDDERS
FROM: H. Ryan Bolles
DSCYF – Contract Administrator
SUBJECT: ADDENDUM TO REQUEST FOR PROPOSALS (RFP) – CYF1008-FACTS II QA

ADDENDUM #3

At the bidders' conference held 11/30/10 a request was made to post the following Q&A from prior to the bidders' conference, at the bidders conference and post-bidders' conference. The Q&A appear below:

DSCYF FACTS II Project
Question & Answer

Questions received prior to the Bidders Conference	
QUESTION	RESPONSE
Will there still be a RFP for IV&V services? If so, when would that be released?	No, an IV&V RFP is not expected at this time.
Could you verify that Attachment A posted for the subject RFP is correct? On the second page of this attachment, it identifies the RFP Title as "FACTS II Quality Assurance (QA)".	Yes the attachment is correct but mislabeled. These are the forms to be used for the DD & I and QA RFPs as they are in fact the same for both.
In section 5, page 34 there is the statement "Cost effective: The FACTS II solution will be cost effective. Bidders must identify high-level Total Cost of Ownership and Return on Investment metrics as part of their cost proposal." In the instructions for the cost proposal (section 7.3) bidders are directed to use the Project Cost Sheet in Appendix A to submit their cost proposal. There are statements in section 3.2 (page 30) and 6.3 (page 41) which also indicate the State is considering total cost of ownership to make their evaluation. The Project Cost Sheet does not contain any information on how to calculate Total Cost of Ownership or Return on Investment metrics, it appears to only allow for pricing for items delivered during the contract term. Can you provide clarification on how vendors should submit Total Cost of Ownership and Return on Investments metrics as part of their proposal	We anticipate that the vendors provide us with a total cost of ownership by year, e.g. Cost of associated software licensees and projected maintenance support costs, recommended hardware and replacement schedules with associated costs. DSCYF is responsible for the cost benefit analysis. Providers may suggest how their solution could provide opportunities for benefit from their solutions which DSCYF could elect to evaluate and conclude in the cost benefit analysis.

and how these will factor into the evaluation?	
Can the bidders access the Delaware IT Standards prior to the BC?	The Delaware IT Standards are on the CD handed out earlier and available at http://dti.delaware.gov/information/standards-policies.shtml
Section 9 – Terms and Conditions states, “The successful Bidder will be required to provide a performance bond prior to beginning the work under the contract.” Please clarify what the amount of the required performance bond will be and the required performance bond period for the scope of work as requested.	The performance bond requirement has been removed.
Section 6.5 Project Initiation and Management states that the Bidders may submit a plan for the acquisition of office space if this option is chosen by the State. Section 7.3 Business Proposal – Cost and Pricing Analysis states that the State has procured and will provide the project space, please clarify.	Since the RFP was drafted and sent to ACF for review/approval; DSCYF has located suitable office space in downtown Wilmington, Delaware that will be used for this project. This requirement is removed.
Section 6.10 Reports states that the State requests the Bidder to provide per unit costs for converting simple and complex reports if that is the Bidder’s plan to meet the RFP report requirements. While Section 7.3 Business Proposal – Cost and Pricing Analysis provides instructions for costing, it did not include instructions to include this requested cost. Please clarify.	We would like Bidders to provide per unit costs for converting simple and complex reports.
As a global corporation that is owned as a private partnership we do not have audited accounts. Please confirm if comparable financial statement documentation can be submitted.	That will be acceptable.
In Section 6.10 page 47 Reports Per unit costs are being requested to convert simple and complex reports. Should this cost be included in the pricing section, or can it be included in the technical section?	We would like Bidders to provide per unit costs for converting simple and complex reports we would prefer these costs to be included in both places but be identifiable as such
Section 7.3 – Business Proposal page 66 the fifth paragraph on the page refers to a Section 9.2.2 – Payment Schedule. The RFP does not have a section 9.2.2.	Please remove the reference to section 9.2.2 Project payment schedules will be based upon project milestones (and associated deliverables). We request that Bidders provide a clearly defined payment schedule for each milestone. We apologize for any confusion

Questions from the DD & I Bidders Conference	
Question	Answer
How many people can this space at Beech Street accommodate?	Approximately 80 people + 3 conference rooms.
Total number of DSCYF FACTS users?	1200
How many interface nodes will FACTSII have with other systems?	Please refer to the interface spreadsheet on the additional information CD.
Will FACTS II interface with MCI?	Yes, there is a current interface with MCI.
How will FACTS II handle HMO payments?	Children in DSCYF services receive Medicaid and mental health services from private and Medicaid HMO providers. These services are paid directly to the HMO provider; DSCYF is not involved. DSCYF provides mental health and substance abuse services in addition to those provided by private and Medicaid HMOs. DSCYF pays for these services and files claims to Medicaid for cost reimbursement as fee for service claims.
What is the total annual cost to support current FACTS?	\$750,000 per year.
How many people support current FACTS?	Currently 12 DSCYF staff and 2-5 contract personnel.
Is the entire 3 year FACTS II project being funded?	The current FACTS II project budget is estimated at \$25.6 million. This figure includes all budget categories, including professional services, facilities rental, and hardware and software. This total project budget estimate is the amount included in DSCYF's FY12 budget request. Our appropriation will not be final until the FY12 budget is enacted in July 2011. Funds are appropriated and approved on an annual basis
What is the proposed FACTS II budget?	
Will the project receive matching FFP?	The APDU has been approved by ACF for FFP for child welfare functionality. We are seeking matching Medicaid funds.
Are you considering COTS?	The State of Delaware and DSCYF are open to a COTS solution however; we are seeking guidance from ACF as to the status of FFP given recent ACF ruling. (See ACF information memorandum number: IM 05-04 dated May 2, 2005.)
Are there state standards for programming languages and system design?	Yes, see the DTI standards on the CD provided at the Bidders Conference.
Does the state have a language preference?	Please see the DTI standards on the CD provided at the Bidders Conference.
Are you going to set up a development, test, and production environment?	Yes
Has the state visited any other states to see their SACWIS?	While some DSCYF staff have seen isolated demos of other states' systems, there have been no formal visits to other states or participation in demos.
Does a successful bidder have to interface with all	That is unknown at this time.

the data exchange bubbles?	
Does DSCYF encrypt our hard drives on our network PCs?	No.
How does DSCYF expand access to users on and off the network?	Web Interface
Do we have a single log on point for web applications?	No.
How will DSCYF structure customer relations management?	To be determined during the design phase.
Who is the decision maker for differing customer data requirements?	DSCYF has a very involved leadership team and FACTS II committee. Issues will be addressed by the FACTS II committee and if necessary they will seek additional leadership input.
Are all the interfaces that are listed current and/or does DSCYF plan to change to a different technology?	Please reference to the chart on the CD provided at the Bidders Conference. Information will be updated as additional information becomes available. We anticipate that bidders would propose the technology most appropriate, recognizing that some of this may change in design.
Can we confirm that the system will be hosted on the states network and that the state will provide Level 1 helpdesk service?	That is the intent right now.
Will there be Delaware State employees dedicated to this project?	Yes.
Does DSCYF plan to maintain the existing reporting data structure (ORACLE)?	We do not have a preference for an ORACLE reporting environment. We expect that vendors will propose the most efficient and effective reporting environment given the technology and architecture proposed, within state standards. Please note that the RFP language will be amended by addendum.
What is the size of the DSCYF reporting data base system?	The current reporting database is approximately 20GB.
Does DSCYF require Pilot Testing?	We expect the DD & I bidders to recommend whether the development should include a Pilot Test phase or not.
Once the data exchange bubbles are created, who maintains them?	This is unknown at this time and is to be determined.

Questions from QA Bidders Conference	
QUESTION	RESPONSE
Quality Management Plan - Is the QA vendor responsible for testing?	The QA vendor will participate in the process, but actual testing will be performed mainly by DSCYF. The QA Vendor will have a review evaluate role as well as participate in and provide guidance to DSCYF in test plan development
Tracking Requirements - Does the QA vendor track?	The QA vendor will work with the DD&I vendor to track the requirements.
What role will the QA vendor play in data migration and testing?	The QA vendor will participate in this activity in terms of test planning and results evaluation.
Ref. page 41 "Project Planning" Does the QA vendor prepare Gantt charts?	The QA Vendor is not responsible for the overall project plan, but may be responsible for providing supplemental Gantt charts of testing and other Quality Assurance activities.
Will the QA vendor perform testing?	The QA vendor will participate in the process, but actual testing will be performed mainly by DSCYF. The QA Vendor will have a review evaluate role as well as participate in and provide guidance to DSCYF in test plan development
Will the QA vendor work on a fixed-price basis or T&M?	T&M as noted on page 40 of the FACTS II Quality Assurance RFP.
How many milestones will there be in this project?	The final number of milestones will be negotiated between the DD & I Vendor and DSCYF at the Contract negotiation phase. Bidders should use their experience on similar projects to provide an estimate of the number of DD & I milestones.
What are the qualifications for the QA vendor?	Generally 3 years experience on large-scale, similar projects, and QA experience. Please see Quality Assurance Staff and Lead Skills Sets section of the RFP, Pg 52 – 53 and Qualifications and Credentials as Related to the Proposal on Pg 54.
Section 6.5, please clarify expectations.	Section 6.5 outlines the structure and content of the RFP. Please provide more specificity in the question so we can provide a more detailed response.
Page 41 – Ability of QA vendor to produce a status report within 4 hours	It is the expectation that the FACTS II QA vendor will organize their work so as to be able to produce a status report on high level DD & I Tasks milestones or work products within 4 hours of receiving a request for a specific status report.
Page 38, Section 5 - Deliverable in 5.3 - Can it be shaped by technology?	The short answer is "Yes." If this does not clarify the questions, please follow up with a specific question.
Addenda to proposal contract - Terms and conditions	We use red line.
How do we negotiate limits of liability?	This will be handled at Contract negotiation time.

Will the QA contractor perform IV&V?	By its nature we believe that there is overlap between Quality Assurance and Independent Validation and Verification.
This project is staff heavy in IT. Will QA participate in APDUs?	The QA vendor is not expected to participate in drafting ADPUs.
Delaware has IV-E only?	No, depending on the intent of the question. There are additional funding streams. Bidders will have to submit specific questions regarding other sources.
Could the same vendor perform QA and IV&V?	At this time there is no plan for an IV&V vendor.
Per page 54, the QA vendor is to have 3 years experience?	The prime contractor for QA must meet the experience requirement in one of the Child Social Service, Child Behavioral Health, or Juvenile Justice. These experiences may be totaled to satisfy the three year requirement. DSCYF views the FACTS II Project DD & I and QA RFPs as much about how the system functions technically and functionally within our integrated child services environment.
Page 53 requires an ability to establish a test environment. Please elaborate.	It is not expected that the QA Vendor will provide the technical support to build the test environment. The QA vendor will provide input into the requirements for the test environment.
Page 14 has a problem around the labels to be used for submitting proposals.	Please label QA Proposals as: FACTS II Quality Assurance RFP 11-8.
Page 40 - Is open source software permitted?	State of Delaware standards requires software to be supported by a contract vendor.
Change management	Please re-submit this question with more specificity.
QA had approximately 2 weeks	Please re-submit this question with more specificity.
Will QA be responsible to both technical and work process?	Yes
Is the QA vendor precluded from managing change management?	We plan to submit an RFP for a contracted change management specialist at a future date.

Questions received on 12/5/2010	
Question	Answer
<p>On page 6, it states "Quality Assurance Services project focuses on the functional capabilities of FACTS II that are required satisfy the system requirements contained the Appendix E: System Requirements of the FACTS II DD&I RFP". Does that mean you want the Bidder proposing for the QA services to only focus on System Requirements and deliverables from the FACTS II DD&I RFP (and winning contractor) or does the QA services also focus on the deliverables/processes of the FACTS II Project Manager and FACTS II Project Change Management RFPs?</p>	<p>We would anticipate that the QA Vendor would focus predominately on the DD & I requirements. However it is also anticipated that the QA vendor will have responsibilities related to the change management effort to the extent of the overlap between with the work of the DD & I vendor and change management vendor.</p>
<p>On page 40, it states "Quality Assurance contractor will provide the FACTS II Project Committee and the DSCYF FACTS II Project Director and Contracted FACTS II Project Manager with a written review and recommendations regarding the DD&I contractors Project Plan, Deliverables, and Milestones." How many milestones are expected for the project from the DD&I vendor? Additionally, Appendix A for the cost proposal requires that the QA Bidder provides an anticipated cost per milestone and then a total cost. How does the State plan for QA vendor to total cost if the # of milestones are being defined by the DD&I vendor?</p>	<p>The milestones/deliverables that are relevant are the ones listed on the FACTS II Project Quality Assurance Cost Sheet. The work product mentioned is to be delivered during the initiation phase of the project. The contract for the QA vendor will be a time and materials contract. The QA Cost Sheet is for the bidders to provide their best estimate based experience in similar efforts. It is included for the purpose of estimating the activities/deliverables identified for the QA vendor.</p>
<p>For the minimum requirements on Page 54, it states "Three years of experience in managing software Quality Assurance through the full Software Development Life Cycle (SDLC), from inception through deployment, of IT solutions of similar scope and complexity. This requirement must be met by the Bidder; subcontractor experience may supplement, but not replace, Bidder experience." What do you mean by subcontractor experience may supplement, but not replace, Bidder experience? Does that mean, we as the Prime must meet the three years? Or the combination of the prime and subcontract is 3 years?</p>	<p>The prime contractor for QA must meet the 3 years experience, not necessarily in a single engagement.</p>
<p>Similar question for page 54. It state the minimum qualification is "Three years of experience in Health and Human Services computer applications development, with an emphasis on SACWIS solutions and/or the Integrated Service delivery models, Child Mental Health Behavioral services,</p>	<p>The prime contractor for QA must meet the 3 years experience requirement in one of the following areas: Child Social Service, Child Behavioral Health, or Juvenile Justice. These experiences may be totaled to satisfy the three year requirement. DSCYF views this project, and Quality Assurance,</p>

<p>Youth rehabilitative services. This requirement must be met by the Bidder; Subcontractor experience may supplement, but not replace, Bidder experience.", what do you mean by "SACWIS solutions and/or the Integrated Service delivery models, Child Mental Health Behavioral services, Youth rehabilitative services"? Is the requirement that all Bidders must have three years of SACWIS and also IS CMHB and Youth Rehabilitative services?</p>	<p>as much about how the system functions within our integrated child social service behavioral health and juvenile justice environment, in addition to the technical sufficiency.</p>
<p>On page 56, it states "Both the Bidder and any Subcontractor must verify that the costs are current, comprehensive, accurate and include rates for all categories of personnel based on their experience with Quality Assurance projects of this magnitude and nature." Other sections of the RFP also seem to indicate we are looking at a T&M Contract based on proposed rates and hours. However, in the Appendix A for the cost proposal, it asks the Bidder to provide Anticipated Cost Per Milestone but also states "There shall be no additional costs beyond the bid price." This doesn't conform to T&M? Could you please clarify that since all deliverables including design, development, and implementation will be tied up to DD&I vendor?</p>	<p>This is a T&M procurement. We would anticipate that the unit costs quoted will be current, comprehensive, accurate, and include rates for all categories of personnel. While we recognize that it is difficult to provide projections of Anticipated Cost per Activity/Deliverable, we seek and would expect the bidder's informed "best guess".</p>
<p>Does the scope of work require only QA or a combination of QA and IV&V?</p>	<p>By its nature we believe that there is overlap between Quality Assurance and Independent Validation and Verification.</p>
<p>Could you please confirm that the QA vendor will be responsible for reviewing and providing feedback and recommendations regarding the design, development, and implementation of FACTS II by the DD & I vendor?</p>	<p>That is correct</p>

Questions received on 12/13/2010	
Question	Answer
<p>The role of the QA vendor with respect to testing the new system seems to be presented within the RFP as one of “hands on testing” at times and one of “review and evaluation of DD&I testing” at others.</p>	<p>The QA vendor will participate in the process, but actual testing will be performed mainly by DSCYF. The QA Vendor will have a review and evaluate role as well as participate in and provide guidance to DSCYF in test plan development.</p>
<p>On page 54 of the RFP, Section 6.5.7 requests bidders reference Appendix A: Bidders Instructions and Forms with respect to providing previous project work experience. On page 7 of Appendix A, the paragraph lead in to the table templates provided within the Project Experience – Completed Projects section states that only “local office” projects should be provided and “work done in other areas of the country or world, unless done by people who now work out of the local office are not to be submitted.”</p> <p>Was this the intent of the State?</p>	<p>The requirement for “local office” only is a typo on the form. Bidders are free to submit projects from any corporate location.</p>

If there are any additional questions we did not address, please submit them in writing to H. Ryan Bolles at herbert.bolles@state.de.us