Questions and Answers

Number: DOE 2019-04

Questions and Answers:

Q: Budget	Posted On:	10/10/2018 10:30:49 AM

Has funding been secured for this requirement? If so, how much does the Department of Education anticipate spending on the project?

A: Yes, funding has been secured for this project. The Department of Education is seeking a fair proposal that meets the specifications provided and will negotiate with the selected vendor to determine a final amount should a budgetary gap exist.	Answered On:	11/13/2018 2:45:09 PM

Q: List of Vendors Who Attended Bidder's Conference	Posted On:	10/25/2018 1:03:10 PM

Will you make available the list of vendors who attended the mandatory bid conference on 10/23/18.?

Thank you

A: http://bidcondocs.delaware.gov/DOE/DOE_19004Edlicense_prebidattend.pdf	Answered On:	11/13/2018 2:45:27 PM

Q: Key Staff and Personal References	Posted On:	11/2/2018 10:14:57 AM

-Section numbers
1.2.1.5 "Vendor Required Attachments"
3.1.3 "Project Staffing and Qualifications"

-Paragraph number(s)
Bullet "Key Staff Resumes" and "3.1.3 Project Staffing and Qualifications"

- Page numbers: Pgs. 72, 81-82

- Texts of passage being questioned

(Page 72)
"Key Staff Resumes
The Vendor must include copies of resumes for all key personnel proposed for this RFP, along with three references."

(Pages 81-82)
"3.1.3. Project Staffing and Qualifications...
Vendor Response
...identify key personnel who will be assigned to this project. Resumes for all key personnel shall be included along with three personal references. At a minimum key staff will include the Vendor Project Manager and Analysis Lead. Other key staff should be suggested by the Vendor, if appropriate."

- Questions
Is the State requesting three personal references for all Key Staff proposed on the project? If so, is the vendor correct to assume that references are needed ONLY for "Key Staff" and not for all staff proposed for the project. Further, what are the allowable and non-allowable types of personal references (eg. past employers, current clients of the vendor, professional and/or personal affiliations) and can the State please specify the information to be provided for each reference (eg, type of contact information, title/relation, years known)? Is it permissible for personal references to be the same, or come from the same organization, as those provided as business references?

A: - Is the State requesting three personal references for all Key Staff proposed on the project? Yes. If so, is the vendor correct to assume that references are needed ONLY for "Key Staff" and not for all staff proposed for the project. That is correct. Further, what are the allowable and non-allowable types of personal references (eg. past employers, current clients of the vendor, professional and/or personal affiliations) and can the State please specify the information to be provided for each reference (eg, type of contact information, title/relation, years known) Those are all allowable types of personal references. The information needed is the contact information, title/relation, years known. Is it permissible for personal references to be the same, or come from the same organization, as those provided as business references? Yes.	Answered On:	11/13/2018 2:46:28 PM

(Answers provided in the question.)

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Q: Bid Bond   Posted On: 11/2/2018 10:37:27 AM

Section IV. Contract Terms and Conditions, paragraphs i. Bid Bond, page 20, "10% of the respective proposed value may be submitted..."

Can the State confirm that the Bid Bond terms may be subject to negotiation with the winning vendor?

A: The Department of Education will follow the Bid Bond requirements as outlined on page 20 of the RFP and Attachment 9.	Answered On:	11/13/2018 2:46:08 PM

Q: Performance Bond	Posted On:	11/2/2018 10:39:18 AM

Section IV. Contract Terms and Conditions, paragraphs j. Performance Bond, page 20, "are required to furnish a 100% Performance Bond..."

Can the State confirm that the Performance Bond terms may be subject to negotiation with the awarded contractor?

A: Attachment 3 should be used to take exception to the specifications, terms or conditions found in this RFP.	Answered On:	11/13/2018 2:45:52 PM

Q: Holdback	Posted On:	11/2/2018 10:43:50 AM

Section IV. Contract Terms and Conditions, paragraphs m.Cost and Payment Schedules, page 21, "may require holdback of contract monies..."

Can the State elaborate on what would initiate the holdback requirement? In addition to the Bid & Performance Bonds, please confirm that the holdback terms may be subject to negotiation with the winning vendor?

A: Holdback could occur if acceptable performance is not demonstrated. Attachment 3 should be used to take exception to the specifications, terms or conditions found in this RFP.	Answered On:	11/13/2018 2:46:50 PM

Q: Cyber Responsibilities, Liability and Insurance	Posted On:	11/2/2018 10:52:04 AM

Attachment 11, Section E, paragraph 2. "The level applicable..."

Does the State anticipate the number of PII records to exceed the level indicated? In other words, are the levels subject to change / negotiation with the awarded contractor?

A: The number of PII records is an estimate. Depending on how "records" are defined, this level could change and would be negotiated with the awarded contractor.	Answered On:	11/13/2018 2:47:06 PM

Q: Project Approach and Plan	Posted On:	11/2/2018 10:56:51 AM

Section 3. Requirements and Scope of Work, paragraph 3.1.1, Project Approach and Plan, page 80, "Expected Deliverables and Work Products"

Can the State confirm what "(D)" and "(W)" indicate? And what the difference is when the deliverables for the project are defined?

A:

	Answered On:	11/13/2018 2:49:06 PM

(D) Deliverables
(W) Work Products

In this case, the 3 deliverables namely Final Scope Document (D), Final Project Work Plan (D) and Deliverable Schedule (D) are one-time deliverables. The 2 work products namely Project Status Reports (W) and Workshop Summaries (W) are processes which will be put in place for effectively running the project.

See also:
Page 80: 3.1.1. Project Approach and Plan
Page 81: 3.1.2 Requirement Validation
Page 82: 3.1.4 Knowledge Transfer

Q: Project Dates

Posted On: 11/2/2018 11:05:10 AM

Section 1.2.1.5, page 72, High Level Project Plan and Schedule bullet, "The vendor must include a copy..."

Does the State have desired project schedule start and Go-live dates? If so, please share along with any anticipated high-volume times to consider (i.e. "renewal season", etc.) Or, does the State desire bidders to furnish a project plan based on their standard approach and known scope of the DEEDS project?

A: Start date – Upon finalization of vendor contract; this is anticipated to be March 2019 or sooner.

Answered On: 11/13/2018 2:49:24 PM

High-Volume –
• New applicants – Summer, January
• Graduate Salary Increment applications – Summer, January
• New Certificate applications – Summer, January
• Legislative Changes to system– annually; summer
• PSB Regulation Changes to system - monthly
Office of Early Learning -   High Volume times for OEL – We consistently receive and process 200+ applications a month. We may see an increase in volume in spring (April/May).
Go-live – The State anticipates a phased approach to implementation. Bidders are requested to furnish a project plan based on their standard approach and the known scope of the DEEDS project.

Q: Technical Proposal

Posted On: 11/2/2018 1:29:49 PM

1. Based on the Technical Proposal table (1.2.1) there is a reference to (Tab 5) Deliverable Requirements, where are these defined?

A: Please refer to the following section named

3. Requirements and Scope of Work

Required deliverables are identified in this section. If additional deliverables are produced as part of the Vendor's standard methodology, they should be identified and described in the appropriate section of the technical response.

Every sub section within the Requirements and Scope of Work section clearly indicates what the Expected Deliverables and Work Products are and each section has a vendor response section which clearly indicates what is expected in the vendor response for this proposal.

Also, Appendix C DEEDS 3.0 Requirements has detailed requirements based on the DEEDS 3.0 Analysis project.

Answered On: 11/13/2018 2:49:48 PM

Q: Hosting

Posted On: 11/2/2018 1:30:41 PM

Will the State of Delaware or the vendor be expected to host the application

A: DDOE does not have a preference regarding hosting.
Currently, DDOE does not have a Cloud environment or a Cloud strategy. However, DDOE is required by DTI to adhere to all standards and policies found online at:
https://dti.delaware.gov/information/standardspolicies.shtml

Answered On: 11/13/2018 2:50:08 PM

Q: Cyber Responsibilities

Posted On: 11/2/2018 1:31:29 PM

If the application is hosted by the State of Delaware does the cyber liability insurance requirement still apply to the vendor (Attachment 11 Cyber Responsibilities, Liability and Insurance – Section E)

A: It is mandatory if an awarded vendor is unable to meet the DTI Cloud and Offsite Hosting Policy requirement of encrypting PII at rest.

Answered On: 11/13/2018 2:47:20 PM

Q: Terms and Conditions

Posted On: 11/2/2018 1:32:26 PM

In the Response to Terms and Conditions section on page 71, it specifies to note any objections with the terms and conditions as contained in Amendment 11. Should we also include any objections to the standard contract template as contained in Amendment 10?

A: Attachment 3 should be used to take exception to the specifications, terms or conditions found in this RFP, including the department's contract boilerplate.

Answered On: 11/13/2018 2:47:36 PM

Q: 1. Section IV – Contract Terms and Conditions, 3 "As a Service Subscription", page 14.

Posted On: 11/2/2018 3:05:51 PM

"As a Service subscription license costs shall be incurred at the individual license level only as the individual license is utilized within a fully functioning solution. Subscription costs will not be applicable during periods of implementation and solution development prior to the State's full acceptance of a working solution. Additional subscription license requests above actual utilization may not exceed 5% of the total and are subject to Delaware budget and technical review."

Question: Would the State consider striking sentence one? It creates an assumption that the license must be individual, but that could cause the state an issue during negotiations. The state could correctly negotiate a state subscription license vs. an individual subscription license.

A: Attachment 3 should be used to take exception to the specifications, terms or conditions found in this RFP.	Answered On: 11/13/2018 2:47:55 PM

Q: 3. Section IV, Contract Terms and Conditions, 8.i pg 20 — Posted On: 11/2/2018 3:10:08 PM

"Each bidder shall furnish a Bid Bond to the State of Delaware for the benefit of Delaware Department of Education in the amount equal to 10% of the respective bid value. The bond shall be drawn upon an insurance or bonding company authorized to do business in the State of Delaware. If the enclosed standard State of Delaware bond form is not used, the substitute bond must reflect the minimum conditions specified in the standard form. A certified check made out to Enter Agency Name in an amount equal to 10% of the respective proposed value may be submitted in lieu of a proposal bond."

Question: Is the state open to fully removing and /or lowering the 10% bid bond?

A: The Department of Education will follow the Bid Bond requirements as outlined on page 20 of the RFP and Attachment 9.	Answered On: 11/13/2018 2:48:12 PM

Q: Service Level Agreement (SLA) — Posted On: 11/2/2018 3:11:10 PM

4. Question - Does the DOE have a Service Level Agreement (SLA) back to incoming teachers on how fast they are required to turn around a licensure and certification request? Are their KPIs that articulate where you are today and where you want to be that can be shared with the responding parties?

A: Licensure & Certification - The state does not have a service level agreement with educators regarding turnaround of licenses and certificates. License & Certification is currently turning around applications in 1-2 days if all required documentation has been received from the educator. Office of Early Learning - The Office of Early Learning does not have a service level agreement in place with either applicants or the Office of Child Care Licensing. We also do not have KPI's, however current processing time is 3-4 weeks and we would like to see this decrease to 1-2 weeks.	Answered On: 11/13/2018 2:50:24 PM

Q: Date of Completion — Posted On: 11/2/2018 3:14:21 PM

Question: Is there a desired end date to have the DEEDS 3.0 system complete and operational for the DOE and for its customers?

A: The State anticipates a phased approach to implementation. Bidders are requested to furnish a project plan based on their standard approach and the known scope of the DEEDS project. Completion expected 12-18 months from the project start date or sooner.	Answered On: 11/13/2018 2:50:43 PM

Q: Attachment 11 - Certification Requirements

Posted On: 11/2/2018 3:15:32 PM

Question: How many individual certification records (110,000?) are currently in DEEDS 1.0/2.0? The answer will drive an additional insurance requirement for cyber insurance which is required as part of the terms of Attachment 11 but not enumerated in the earlier RFP document that should be outlined for all parties.

A: Below are the current statistics as shared in the pre-bid meeting.

Answered On: 11/13/2018 3:03:42 PM

DEEDS Licenses in 2017 totaled 3,914 for a grand total of 80,500 records.
DEEDS Permits in 2017 totaled 768 for a grand total of 10,700 records.
DEEDS Certificates in 2017 totaled 4,495 for a grand total of 202,800 records.
DPEC Certificates in 2017 2,508 for a grand total of 27,000 records.
DEEDS/DPEC user account grand total 118,809.

Q: Existing Systems: Interfaces and Data Warehouse pg. 15

Posted On: 11/2/2018 3:19:50 PM

Question: Is the expectation that the current project will go live with using the data warehouse solution instead of re-creating the existing data transmissions from PHRST, eSchool Plus, IMS, ETS, Ed Prep, PDMS into DEEDS 3.0 or would both solutions be implemented?

A: DDOE does not have a preference regarding the data warehouse solution or re-creating the existing data transmissions. We would like the bidders to make a recommendation in their technical proposal.

Answered On: 11/13/2018 2:54:29 PM

Q: Interface Development Responsibility

Posted On: 11/2/2018 3:22:00 PM

Question: Can we assume that the development work on the current interfaces will be developed by DOE and the development work on the new system will be developed by vendor? For example, if any changes need to be made to eSchool Plus to integrate with the new system, those changes will be made by DOE?

A: DDOE is open to the idea of developing some of the interfaces with the vendor. We would like the bidder to make a recommendation in their technical proposal.

Answered On: 11/13/2018 2:55:20 PM

Q: Attachment G - Existing and Planned Interfaces.

Posted On: 11/2/2018 3:22:55 PM

Confirming that DEEDS 3.0 will not be expected to send data to any other system, except for the Data Warehouse.

Question: Is this accurate?

A: DDOE would like the flexibility of sending any data in DEEDS 3.0 to one or more applications other than the Data Warehouse. We would like the bidder to make a recommendation in their technical proposal.

Answered On: 11/13/2018 2:55:40 PM

Q: Page 5: Core Functions

Posted On: 11/2/2018 3:23:31 PM

Question: How do the documents currently get into DEEDS? Are they uploaded or scanned directly into DEEDS? How do the scanned images get into Docushare? Through DEEDS?

A: Both Licensure & Certification and Office of Early Learning currently utilize an external Xerox scanner that interfaces with Docushare.

Licensure & Certification - Before documents are scanned, the educator account is pre-selected, and once scanned, the document automatically is stored in the educator's file in DEEDS 1.0 and 2.0.

Office of Early Learning - Early Learning Professionals submit their applications to OEL/Delaware First. All of the information (profile, education, and experience) is manually entered into DPEC. All determinations are manually entered into DPEC. Once the application is finalized all documents are scanned into Docushare (see note above).

DEEDS uses Autostore to automatically pull scanned documents from the Xerox Scanner into Docushare. Autostore is also directly hooked to the DEEDS database so that it is easy to search for a DEEDS user and associate a scanned document to the user's account right from the Xerox Scanner.

The documents which are scanned in the scanner and the documents which are uploaded through our website are not only stored in Docushare. But some of the documents are also stored as blobs in the database.

Answered On: 11/13/2018 2:55:56 PM

Q: Data Migration:

Question: Who will be responsible for extracting, scrubbing, formatting, and transforming the data that will be migrated over to DEEDS 3.0?

Posted On: 11/2/2018 3:24:06 PM

A: DDOE will collaborate with the vendor to complete the data migration.

We would like the bidder to make a recommendation in their technical proposal for data migration.

Answered On: 11/13/2018 2:56:09 PM

Q: Reporting

Is there a preferred reporting engine? Will reports be pulled from DEEDS 3.0 and the Data Warehouse?

Posted On: 11/2/2018 3:24:37 PM

A: DDOE does not have a preference regarding a reporting engine. DDOE currently uses SSRS.

Yes, reports will be pulled from DEEDS 3.0 and the data warehouse. Reports could also be pulled using data from other external sources like ETS, Pearson etc. which are not currently stored in the data warehouse.

Answered On: 11/13/2018 2:56:22 PM

Q: Project Management

From a Project Management standpoint, will a Business Analyst and PM from DOE be assigned to work with the DOE business units or will the vendors work directly with the users and other DOE staff?

Posted On: 11/2/2018 3:25:50 PM

A: The DDOE team will include a Project Manager, BA and Tech Lead. The vendor is not expected to work directly with the DOE end users.

Answered On: 11/13/2018 2:56:37 PM