September 16, 2014

TO: ALL OFFERORS

FROM: MARIA FRY
               STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: GSS14706-EMPL_VERIF,
               Employment Verification Services

ADDENDUM #2

This Addendum is issued to answer vendor questions and provide greater contract detail regarding the referenced Request for Proposal.

1.   **What volume of verifications do you currently handle (monthly, annually)?**

      Currently verifications are a decentralized process, bidders are advised (RFP section II.A.) the State currently employees 40,000+ individuals.

2.   **What is the percentage breakdown between Government (Child Support/Legal Offices/IRS/SSA) and Private (Mortgagae/Loans) verification requests?**

      Since verifications are currently a decentralized process, this breakdown is not available at this time.

3.   **Will a file feed be available? If so, what information will be provided on the feed? Also, what is the frequency of that feed?**

      The State of Delaware currently does not have a standard file layout to provide vendors with the information needed for a verification process. We will work with the chosen vendor to develop a standard feed in a delimited file in a .dat format. The vendor will be required to access the file from the State of Delaware's secure server using the State's Secure File Transfer Protocol.

4.   **What payroll and HRIS system and provider are you using today?**

      The State of Delaware manages HR and Payroll in-house using PeopleSoft version 9.1

5. **Can the RFP be submitted Electronically or does information have to be mailed in. I know that there are some part of the RFP that are to be mail to specific department.**

   Per the RFP, Section IV, B, 2, "Each proposal must be submitted with two (2) paper copies and one (1) electronic dopy on CD or DVD media dis, or USB memory drive." Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

   > **MARIA FRY**
   > **GOVERNMENT SUPPORT SERVICES**
   > **100 ENTERPRISE PLACE, STE 4**
   > **DOVER, DE 19904**

6. **Retrieving information regarding Subcontracting 2nd Tier Reporting.**

   This is not in the form of a question, therefore it cannot be addressed.

7. **What are the requirement for access PHRST. Bid document disclosed capacity to store the employees documents.**

   The State of Delaware would expect that the chosen vendor be able to image and access employee verification documents.

8. **Can the vendor use an independent cloud and hosting provider or is term and condition subject to and with only DTI**

   See DTI Terms and Conditions for External Hosting and Cloud Providers and follow the requirements defined in this section in the State of Delaware's RFP.

9. **Is the Vendor responsible for the research of prevailing wages for the employee within each state entity?**

   If this question has to do with verifying wages for all employees in the State of Delaware, they are all paid through the PHRST system. The vendor will be responsible for providing accurate wages based on the information provided by the State of Delaware.

10. **Apprehending Delaware Usage Report for the Vendor.**

    This is not in the form of a question, therefore it cannot be addressed.

11. **The office of Service Diversity (OSD) disclosed that the State of Delaware does not require background check however one of the stipulation of bid request the vendor provide background check.**

    The Department of Technology and Information requires the Service Provider to conduct criminal background checks on their staff, including subcontractors under the DTI Terms and Conditions for External Hosting and Cloud Providers. The Office of Supplier Diversity Certification Application provided in the RFP is optional. It is not a requirement of the RFP.

12. **Bid question the percentage of Delaware worker residence within the state of Delaware. Is the Bid subject to vendor only within the State of Delaware.**

    No. The information collected on Attachment 9, Employing Delawareans Report is for the bidder to disclose information regarding the employment of Delawareans regarding a public works or professional services contract. Prior to receiving an award, the successful vendor

must furnish proof of a State of Delaware Business Licensure or initiate the process of application where required.

13. **Does the PHRST office have any historical call volume statistics/metrics that they can provide (time of day, other elements)?**

    Section Number – II Scope of Services
    Paragraph Number – A Background
    Page Number - 1
    Text of passage being questioned - The steadily increasing number of requests has resulted in a drain on valuable resources.

    Because the process is decentralized, the state has no statistics on historical call volume or metrics.

14. **The RFP lists that there are a total of 40K+ employees and the service is for former and current. Does 40K include former and current employees?**

    Section Number – B Scope of Work - Overview
    Paragraph Number - 1
    Page Number - 2
    Text of passage being questioned - State of Delaware is seeking a solution having no cost to the State for employment and income verification services for former and current employees.

    40,000 includes current employees only. There are currently 136,271 former and current employee records in PHRST.

15. **How do you currently verify permission for a requestor/vendor (i.e. mortgage lender, Division of Child Support, IRS, SSA, etc.) to have an employee's information (i.e. employment and income info)?**

    Section Number – B Scope of Work - Overview
    Paragraph Number - 1
    Page Number - 2
    Text of passage being questioned - Vendor shall manage the password protocol for all users.

    During the decentralized process the agencies verify the validity of the request.

16. **Does the PHRST office have any metrics or call volume statistics that resulted in no matches on an employee?**

    Section Number – C Scope of Work - Requirements
    Paragraph Number - 6
    Page Number - 2
    Text of passage being questioned - The vendor shall certify there shall be no transaction fee for searches that result in no match.

    Because the process is decentralized, the state has no statistics on employee matches.

17. **Do you expect LIVE customer service during regular business hours or full 24/7?**

   Section Number – C Scope of Work - Requirements
   Paragraph Number - 5
   Page Number - 2
   Text of passage being questioned - The vendor shall provide immediate response to queries via the internet or telephone and no more than a four (4) hour response if fax is used.

   Customer service standards are expected to be defined by the vendor in their responses and their service level agreement.

18. **For former state employees, how far back do we provide for historical wages?**

   Section Number – C Scope of Work - Requirements
   Paragraph Number - 10
   Page Number - 2
   Text of passage being questioned - The solution shall provide current and/or historical wage and employment information for a minimum of a 36 month period.

   The State of Delaware's current PHRST application retains current fiscal year (Fiscal year is July 1 through June 30) plus 2 prior fiscal years.

19. **What statistics will be requested by "type" (i.e. payroll, employment)?**

   Section Number – H Statistical Reporting Responsibilities
   Paragraph Number - 1
   Page Number - 4
   Text of passage being questioned - Vendor shall provide monthly statistics on number of inquiries by type.

   State of Delaware will expect the vendor to provide the number of inquiries by the type of inquiry such as mortgage verification, loan verification, garnishments, etc.

20. **Which one of these database infrastructure are you using (Oracle, MS SQL, SAP ASE, SAP HANA, MySQL, etc.).**
   If not listed please indicate here what you are using_____.

   The State of Delaware uses an Oracle database.

21. **What is current size of Data Base?_____**

   The State of Delaware's size and capacity is not relevant to the scope of this RFP.

22. **Expected Data Base size over next three years?_____.**

   The State of Delaware's size and capacity is not relevant to the scope of this RFP.

23. **What is the maximum number of concurrent application/user connections to current database?**

   In addition to the PHRST end users, all State of Delaware active employees have access to employee self-service to view their paycheck, report their time and enroll in their benefit elections.

24. **Please enter your I/O throughput requirement**

200 IOPs (200 - 8000)

   DTI does not have any defined I/O throughput requirements.

25. **What was the total number of inquiries by type for the years 2012, 2013?**

   Because the process is decentralized, the state has no statistics on historical call volume or metrics.

26. **What are the total number of requestor/verifiers to date?**

   Because the process is decentralized, the state has no statistics how the process is performed in the individual agencies.

27. **What performance challanges are affecting your production application?**

   The State of Delaware would prefer to centralize this process through vendor selection.

28. **Which application will be using the Oracle database? Check all that apply**

[ ] SAP
[X]PeopleSoft
[ ]JDEdwards
[ ]E-Business Suite
[ ]Other

All other terms and conditions remain the same.