STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

January 8, 2015

TO: ALL OFFERORS

FROM: DENNIS SMITH
               STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL**
               CONTRACT NO. GSS15733-ONBASE
               ONBASE IMPLEMENTATION PARTNERS

                        <u>**ADDENDUM #1**</u>

This addendum provides a list of vendor questions and the state's responses for the solicitation
to Contract No. GSS15733-ONBASE.

Q1. Appendix A, Paragraph 2, Page 37. Should the responders include a price list for the
OnBase software/training/etc… or will these items be purchased directly from Hyland?

A.   Per Appendix B, Scope of Services, item 4, page 41: Vendor responding to the bid
solicitation shall provide an hourly rate for various personnel as it relates to implementation, support and
maintenance of OnBase projects.

Q2. Section C, Paragraph 2 and 3, Page 12. The RFP references "Vendor's rates for the small,
medium and large project categories represented." However, it is not clear what the State
considers to be a "small", "medium", or "large" project. Please provide clarification on the
difference between each project category. Should this pricing just be Technical Services rates
or should it include software pricing?

A.   Project size, cost and complexity are what define the size of the project. Software pricing
is NOT to be included

Q3. **Section II. Scope of Services, page 2, Bullet 6 Hyland OnBase Ratings** – What is meant
by Hyland OnBase Ratings?

A.   Hyland has a rating for their implementation partners, VARS, Value Added Resources

Q4. **General** – If it is the State's intent to award any resulting contract to more than one vendor, what is the quantity of vendors for the pool you have planned?

A.   No pre-defined quantity of vendors

Q5. **General** – What criteria might be utilized to determine when an application or agency's requirements will be sourced for hosting either "on-premise" or in the "cloud"?

A.   Cost, data security and Terms and Conditions, as it is spelled out in the State's IT Standard

Q6. **Section IV.C.2. paragraph 4 Criteria Weight [Table], pages 11 and 12** – In the first 2 cells of the Criteria Weight Table, there are several role abbreviations. In order to make sure the of the State's meaning ascribed to these roles, please verify that:

BA = Business Analyst

OCM = Organizational Change Manager (Communications/Outreach)

PM = Project Manager

SE = Systems Engineer

SA = Systems Architect

TC = Telecomm

Please provide corrections to the names above that do not align with your meaning of the abbreviated roles.

A.   Noted above

Q7. **Appendix B Scope of Services, paragraph 5 Proposed Implementation, page 41** – would you please clarify the meaning of the last sentence in this paragraph – "At this time, this secondary bid is intended for and from the pool of qualified vendors already selected."

A.   An ordering agency may solicit project specific quotes from one or more vendors awarded the contract. There is the possibility that different vendors could be used for specific aspects of the project scope of work.

Q8. Section IV.C.2, Para 4 Criteria Weight Table, Line item 5 page12 - Vendor's rates for the small, medium and large project categories represented.   Please elaborate on what characteristics might be used to differentiate between the three sizes of projects

A.   The project-specific Scope of Work will define what the actual cost proposals will be rated against. Project size, cost and complexity are what define the size of the project.

Q9.   Section IV.C.2 Para 4 Criteria Weight Table, Line items 3 & 6 page 12 - Capacity to meet support and maintenance post implementation; Capacity to meet the requirements in the scope of work for ongoing support of the implemented solution.   Please clarify the differences between the two Evaluation Criteria regarding capacity to provide ongoing support of the implementation and what information the State might use to judge a vendor's ability to demonstrate that capacity.

A.   In their proposals respondents should summarize their standard levels of service categories

Q10. Appendix B.1, para 1, page 39 - The State of Delaware, Government Support Services is seeking to establish a pool of implementation partners for projects leveraging the OnBase software, processes and workflows. How will the State be procuring the OnBase software required for each project and what role might the selected partner play in the software acquisition process?

A.   It is anticipated the software will be procured through previously established software contracts.

Q11. Appendix B.4, para 1, page 41 - Vendor responding to the bid solicitation shall provide an hourly rate for various personnel as it relates to implementation, support and maintenance of OnBase projects. It is our understanding that the State is seeking hourly rates for the 3 (optionally 5) year term of the contract. Assuming the vendors need to provide for rate increases over that 5 year term, would the state prefer a single rate (by service category) for the entire term, or a rate by contract year?

A.   The State would prefer a single rate (by service category) for the entire term.

Q12. Appendix B.4, para 1, page 41 - Vendor responding to the bid solicitation shall provide an hourly rate for various personnel as it relates to implementation, support and maintenance of OnBase projects. How would the State prefer costs for travel time and expenses be represented in the response (e.g. rates are inclusive of travel time and expenses or travel time and expenses are to be billed separately)?

A.   The State would prefer rates that are all inclusive but the vendor can propose separate invoicing for travel and lodging per Appendix G item 2.5

Q13. In regards to the Cloud or SaaS option, would the State of Delaware like to leverage the Hyland OnBase Cloud Services or do these not meet your requirements? We provide the OnBase Cloud solution to many of our clients and could provide either an OnBase Cloud or a premise-based OnBase solution for the State of Delaware. Does the State of Delaware have a preference on the deployment method being premised-based or hosted/ SaaS?

A.   The State is open to Cloud Services or premised based – it will be dependent on the pricing and agreement of the Terms and Conditions standard.

Q14. Is there another Document Management solution that the State of Delaware is currently utilizing?

A.   There a few document management solutions in existence within the State.

Q15. Does the State of Delaware already have OnBase licenses purchased and only looking for an integration partner? If so, is OnBase already installed?

A   Under this contract the State is looking only for integration partners.

All other terms and conditions remain the same.

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