



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: March 17, 2017

HSS –16-054

Snap Process & Technology Improvement

For

Delaware Department of Health & Social Services

Date Due: April 10, 2017
By 11:00 AM Local Time

ADDENDUM # 1- Questions and Answers

Responses to questions received by the deadline of March 6, 2017 and asked at the pre-bid meeting on March 13, 2017.

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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**ADDENDUM #1- QUESTIONS & ANSWERS FOR
HSS-16-054- SNAP Process & Technology Improvement**

- 1) Where can we find the Scope of Services requirements for this proposal?
Is this a file that will be posted on the State's website shortly?
A. The scope of service requirements are on page 17 of the technical requirements, which includes the entirety of appendix B

- 2) Does the bidder have a written inclusion policy currently in place?
Yes or No. If yes, attach a clearly identifiable copy of the inclusion plan to your proposal.”
Please clarify this request. Does this refer to a corporate HR policy related to diversity and inclusion?
A. Yes, possibly but not necessarily

- 3) Contract has one optional extension for a period of one (1) year. Appendix B, section 7.3 (contract term): The contract end date may be extended up to two (2) years in one year increments. Please clarify is the extension is one year or two years (in one year increments)?
A. The original contract is for two years. It can be extended for 1 year based on the needs of the project and funding.

- 4) ACA Safe Harbor Additional Fee* to which section does the asterisk refer?
A. If the company has a Safe Harbor requirement the details must be spelled out in the proposal. The asterisk is for the use of the evaluation group.

- 5) What is the current system built in?
A. There is no mobile technology currently in place.

- 6) How is the current data stored?
A. It is not stored electronically.

- 7) How many applications are submitted per day? Per Month or Year?
A. This information varies depending on the number of teams in each location.

- 8) What is the average wait time from entry to approval on an application currently?
A. The application is intended to reduce wait times and increase efficiency, not enter and approve applications.

- 9) How many agents total, Per location?
A. There will be one with a backup at each location.

- 10) What is the system availability? 8-5 pm est? What are the hours of operation?
A. 8 – 4:30 Monday through Friday.

- 11) Is the application required in any other language?
A. No

- 12) What are the document retention requirements?
A. The data will interface with a DSS statistical application and then wipe the data. No PII will be maintained on the tablet, or transferred to the DSS statistical application.
- 13) What are the data retention requirements? There are none for this mobile technology. We expect the vendor to determine the frequency of data transfer.
A. 1ce per day at a minimum.
- 14) Does the state require the proposed solution to generate the actual application forms? Or can the application data be saved in the application?
A. No, the application will delete all client data at the end of each session.
- 15) Is the system required to send any electronic notification to consumer?
A. No, the consumer will be given a receipt for any documents turned in and documentation of any missing information.
- 16) Is scanning required? Or can the process eliminate scanning?
A. This application is free standing and will not directly interface with AWW.
- 17) Tablets are required as part of the scope for this project. Is the vendor expected to purchase the tablets and therefore include them in their pricing, or will the State purchase the tablets?
A. The state currently expects to purchase the tablets and other items required.
- 18) How many interfaces are involved?
A. There may be an interface with the State's Address Book, the DSS statistics application, and to the printers in each location and an alert notification to the worker and the supervisor for any information emailed.
- 19) Will the State provide requirements for the "discrete set of questions" or, alternatively, the list of the questions that are required in the "discrete set"?
A. The vendor will design the questions based on DSS policies and FNS requirements.
- 20) In addition to the ability to provide a list of required documents, what are the requirements for the "the other rules" referenced in the accompanying RFP language?
A. In researching the documentation, the vendor may suggest additional logic to be built into the application.
- 21) Is Deloitte excluded from bidding because they are "already providing any services for which these services would constitute or construed as supplanting?"
A. No
- 22) Please provide a telephone number for Annette Opalczynski so that we can ship our proposals by FedEx.
A. (302) 255-9290.

23) Please define “written inclusion policy” and “inclusion plan”.

- A. The inclusion policy refers to DHSS Policy Memorandum #70 which requires the State of Delaware Divisions to implement procedures that ensure an inclusive workplace, which is accepting of diverse populations. In addition, DHSS actively practices acceptance of diverse populations within our community, through our programs and services we provide to our clients. DHSS expects that vendors adhere to this policy and develop appropriate procedures to implement the policy and ensure staff receive appropriate training on the policy requirements.

The definition of "written inclusion policy" is The vendor's policy regarding integrating diverse populations in the workplace and in service provision.

The definition of "inclusion plan": The procedures that vendor has in place to integrate diverse populations in the workplace and in service provision.

24) Can DSS consider a lower holdback percentage? We would like to suggest a 5% holdback amount.

- A. The bidder must provide a compelling rational for the lower percentage.

25) Is this project considered a “Large Public Works Contract”?

- A. No

26) Is there a DBE goal for this procurement?

- A. The state expects DBE participation where appropriate. There is no specific % expectation in this procurement.

27) Please provide a complete and accurate list of IRM/DTI-approved laptops and tablets, the approved operating systems for these products, and the software products that make up the complete standard load set. Please include the exact make/model/version numbers for each hardware and software product.

- A. DSS currently expects the bidder to load the solution on Microsoft Surface Pro Tablets. Each vendor will recommend specific solutions with similar hardware requirements for consideration.

28) Please provide a complete and accurate list of IRM/DTI-approved and supported servers, operating systems, enterprise database software, and enterprise business intelligence software. Please include the exact make/model/version numbers for each hardware and software product.

- A. Each vendor will submit a solution for consideration. The intent is for a standalone application.

29) Will the DSS’s Project Director be appointed by IRM or DSS?

- A. DSS and IRM will each have someone responsible for insuring the success for this project.

30) Can the onsite staffing requirement be relaxed or eliminated for vendors who are proposing software-as-a-service (SaaS) based solutions?

- A. DSS would evaluate this approach; however, we have an interest in insuring that the staff assigned is using the equipment and solution as required. How “Software-as-a-service” comports with the division’s requirements must be explained in detail.

31) How can we prepare a fixed-price quote if DSS will only specify at the beginning of the project whether the Triage Specialists will be hired by the vendor or will be DSS employees?

A. The Triage Specialist will be DSS staff.

32) Can the .doc requirement for proposal submission be eliminated? We develop our proposals in a system that cannot generate Microsoft Word documents.

A. No, bidders are required to submit their proposals in the format specified in the Bidder's Instructions located on Page 30 of Technical Requirements, Appendix B.

33) What are the State of Delaware databases that DSS uses to assist in SNAP eligibility determinations? Please describe how the data exchange is performed?

A. This is a free standing application with no interactions with the Eligibility determination system.

34) What are the current third-party databases that DSS uses to assist in SNAP eligibility determinations (e.g., Work Number)? Please describe how the data exchange is performed?

A. This is a free standing application.

35) Are you able to provide any further information on the scope of the project?

A. No. The entire Scope is included in the RFP.

36) Is there any estimation as to the number of people that would be using the solution?

A. There will be 17 Triage Specialists who will each have backups. In addition, there will be an additional 8 tablets loaded with the application.

37) Will DSS consider Java and Open Source-based solutions?

A. Yes, if the solution is demonstrated to work as required through the RFP.

38) For the tablet computer, does DSS have a preference on the tablet OS—Android or Apple OS?

A. This should be part of the proposal. We are open to solutions that meet the requirements as outlined in the technical section of the RFP.

39) Is there a shared relationship between front office and assist?

A. Assist Worker Web is the State's Eligibility system. The front office helps the public meet the requirements for eligibility. The Triage Specialist will be there to assist the public with providing this information.

40) Did Department contemplate thinking of high volume are you open to solutions to enable increased client self-service?

A. This mobile technology is an effort to reduce wait times and increase efficiency in each office.

41) Do beneficiaries come into office with notice/document and will the Specialist take a picture and tag properly in worker web?

A. The solution will include the ability to take pictures of documents and provide the client with a receipt for items turned in. The tablet will have the functionality to email the documents to either a resource mailbox or to an individual email address.

42) What is the scope on the pre and post survey?

A. The surveys will determine client satisfaction with the amount of time they have spent in the office and the degree to which the issues were resolved that brought them into the office

43) RFP states data is clean or complete is it going to be cleaned up?

A. Current data is complete. The data collected by the bidder will allow the division to have documenting the degree to which we are handling client issues in a more efficient manner and minimizing wait times.

44) Do you have frequency of reason or volume on transactions?

A. This information has been collected and will be made available to the winning bidder.

45) Is there other funding sources?

A. No, this is a self-contained project.

46) Is it reasonable for the snap grant to evaluate and come up with a plan? (Appendix B page 2)

A. The bidder will be required to determine current wait times and reasons and develop the application based on the information gathered.

47) Is mobile web application or native application?

A. The application will only reside on the tablets handled by DSS staff members.

48) Is vendor already providing these services?

A. No

49) In reference to training or train the trainer, is there more of a controlled sample how triage workers will be trained or is it site assessment?

A. It is expected that each of the two cohorts will have training on the use of the application from contract staff, with periodic reviews to insure that the devices are being used as designed.

50) Is Department open to commercial off shelf software?

A. Yes

51) Is the software expected to be one way delivery?

A. Yes

52) Do you search on client information by case number or verify that the client is active?

A. No, clients' who come into the office are there either to be seen by a staff member or have information pertinent to their case.

53) Is there a plan for training?

A. The successful bidder will determine the training plan for each of the two cohorts.

54) What is the start date?

A. As soon as the contract is signed.

55) Must the final version of the solution be implemented in 90 days?

A. The initial five (5) sites must be implemented within 90 days of contract signing. Required enhancements between cohort 1 and 2 will be implemented on all tablets.