



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: December 03, 2010

HSS-11-101

Web Based System For Coordination of Services

for

Division of Management Services

Date Due: January 05, 2011

By: 11:00 a.m. ET

ADDENDUM # 2 – Questions and Answers

PLEASE NOTE:

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

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1. I was wondering who the incumbent is for the ASSIST program with Delaware.
Deloitte. Delaware ASSIST is maintained by in-house staff.

2. I was also wondering if Deloitte built the COMPASS system for PA?
Yes.

3. RFP Section: Appendix N - DSS ASSIST Requirements
RFP Page: 90 - Upgraded Technology
Question: Do all functionalities of the Pennsylvania COMPASS system need to be converted from vb.net to c# for this project or only the sections required by Delaware?
The implemented solution must be totally in C#.Net.

4. RFP Section: N/A
RFP Page: N/A
Question: Does DHSS have a maximum budget allocated for this project? If yes, What is the maximum budget?
No

5. RFP Section: Contractor Responsibilities/Project Requirements
RFP Page: 11 - Performance
Question: Do you have any estimate on the expected load on the system? Number of simultaneous users?
Initially 50; however this number is expected to increase significantly as additional programs are added to this application.

6. RFP Section: N/A
RFP Page: N/A
Question: Does the current system use any automated email status/error reporting?
No

7. RFP Section: Appendix N - DSS ASSIST Requirements
RFP Page: 93 - Application Status Check
Question: Will users need to be notified via email on their application status?
To be decided at the JAD sessions

8. RFP Section: Appendix N - DSS ASSIST Requirements
RFP Page: 92 - Apply For Services
Question: Do you need any of your application forms to be offered to users as a hard copy download? If Yes, Do you have a standard format?
Hard copies will be required. The standard format will be determined during the JAD sessions.

9. RFP Section: N/A

RFP Page: N/A

Question: Are there any third party applications that your current ASSIST system integrates with?

Indirectly. A file is created in ASSIST with application transactions and a receiving application polls for this file and uploads the transactions into a separate eligibility system for processing.

10. RFP Section: Contractor Responsibilities/Project Requirements

RFP Page: 19 - Detailed Specifications Design (Test Plan)

Question: Are you open to automated testing / Test scripts using testing tools such as HP Quick Test Pro, Quality center etc.?

Yes

11. RFP Section: Contractor Responsibilities/Project Requirements

RFP Page: 12 - Backup and Recovery

Question: What are your production uptime SLAs for Backup and Maintenance?

We do not have active SLAs for this. Information on these processes will be shared with the winning vendor.

12. RFP Section: Contractor Responsibilities/Project Requirements

RFP Page: 12 - Disaster Recovery

Question: Do you need real-time sync and duplication for failure cutover?

No

13. RFP Section: N/A

RFP Page: N/A

Question: Are you currently using any version control and configuration management software? If so, please describe

Not currently in the web development environment. We will be deploying Team Foundation Server in the near future though.

14. Was a market study completed to determine that the best solution for the state would entail rebuilding a solution from another state?

A comparison of other state solutions was done and PA COMPASS was chosen as the transfer candidate.

15. Did the state compare potential costs of supporting a rebuilt transfer solution to include adding support for future programs?

No.

16. Are the taxpayers in Delaware aware that the initial costs of customizing a transfer solution will not include support costs and will cause another procurement of equal costs in future years to provide simple maintenance and administration?

Support and maintenance services will be provided by State staff

17. Did the state consider a commercial-off-the-shelf (COTS) solution which is an endorsed solution by the following federal agencies: CMS, FNS, ACF and OMB?

No

18. Will the state consider an alternative solution proposal for the stated requirements for a re-built transfer to include a commercial-off-the-shelf (COTS) package with predictable support costs, to maximize the investment made by the citizens of Delaware for the ASSIST project?

No

19. The DSS ASSIST Requirements appear to be minimally different from what is available in the COMPASS system, which is available to the state for no cost. When completed, will the new system enable workers of DSS to maintain and update the programs and rules similar to those available from COTS solutions, without the additional expense from procuring duplicate and redundant services from systems integrators?

See response to question 16

20. COMPASS offered its first program in October 2001. COMPASS has been in production for nine years. One question to DE would be how can DE assure itself that the COMPASS platform is current/state-of-the-art and will support the state's evolving program needs over the system's life-cycle?

A primary requirement of the RFP is that the application be rewritten in .Net. This is a state of the art development tool.

21. Who was the contractor responsible for originally porting COMPASS to ASSIST?

Deloitte customized PA COMPASS as Delaware ASSIST.

22. Is the current implementation of ASSIST supported by a vendor? If yes, who is the vendor?

No. See response to question 16.

23. Can you provide the current data model used by ASSIST?

This information will be provided to the winning vendor.

24. Are the current IT contracts supporting ASSIST available through this bidding process or under Delaware's Freedom of Information Act?

See response to question 16.

25. Can you list the human service programs currently under Compass / Assist, and those to be incorporated – and list the IT systems and architectures supporting these programs?

See the RFP.

26. For each program with an IT system to be supported under COMPASS, identify the interfaces to the ITR systems such as Web Services, structured API, FTP, other (specify), or unknown?

See the RFP.

27. Can you provide the State of Delaware System Architecture Standard and DHSS IT Environment Standard?

This is being provided on the CD provided at the mandatory pre-bid meeting.

28. Does Delaware currently use any system to assign unique identifiers to clients?

Can you describe the functionality supported by the Oracle database?

DHSS uses an in-house system called the Master Client Index to uniquely identify clients across systems. The State does not have this information on the PA COMPASS application.

29. Can you describe the functionality supported by the Oracle database?

The State does not have this information on the PA COMPASS application.

30. How is the current interface managed between ASSIST and the back end systems? Is it a PUSH or PULL interface?

See response to question 9.

31. Why is the requirement to specifically develop the enhancements in C#?

This is a DHSS standard.

32. Can we provide an alternative solution without providing a standard solution?

The solution must be a customization of the PA COMPASS system for Delaware per the requirements of the RFP.

33. Which application will be the baseline for enhancement either ASSIST or COMPASS? Pls provide us additional details of functionality supported by ASSIST and COMPASS.

PA COMPASS is the base system. ASSIST and COMPASS are both web applications available for viewing at the addresses specified in the RFP.

34. Would ASSIST be phased out after this solution goes live or will there be a parallel run for some period? Please suggest.

Implementation of Release 1 as specified in the RFP would replace the current ASSIST system.

35. What is the current IT infrastructure (Application & Hardware) of DHSS? Please provide necessary information.

This information is on the CD provided at the mandatory pre-bid meeting.

36. What would be a preferred delivery model for DHSS - onsite model or a combination of onsite and offsite model?

Onsite.

37. 4.1.5-8 The department's Help Desk will provide first-level support. This generally includes resolution of issues such as network connectivity, application log in problems and general PC advice. The contractor will provide second level support. Does it mean that in the proposal we would also have to account for second level support to DHSS existing applications? If yes, then who is providing this support currently and do we need to also give plan for transition? Please advise

Contractor will provide second level support for the new ASSIST application, only during the warranty period.

38. 4.2-9 It will be the contractor's responsibility to provide complete and accurate backup documentation as required for all document deliverables.

Please elaborate on what is referred by 'backup documentation'.

Additional supporting documentation for a deliverable would logically be specified during JAD sessions.

39. 4.3-9 In the proposal, contractor will explain their understanding of the HIPAA regulations and their impact on this project especially in the area of security.

Please provide us any additional information available on HIPPA regulations.

HIPAA regulations are available at the CMS.gov website.

40. What is the size of ASSIST and COMPASS application(number of screens, reports, batch jobs, tables)

Current ASSIST statistics:

Application solution components:

181 asp pages

3193 asp include files

19 com+ objects

105 sql application tables

93 sql reference/code tables

3 views

428 sql server stored procedures

3 sql server functions

Administrative solution components:

51 asp pages

10 asp include files

- 11 com+ objects
- 62 sql application tables
- 499 sql server stored procedures

41. What is the size of the ASSIST data that needs migration to new database?

We don't anticipate the need for ASSIST data migration.

42. 4.4.1-17 As applicable to this project, various mainframe software version upgrades are planned to keep this data center up-to-date with current software releases.

As applicable to this project, we understand version upgrades are being planned to various mainframe softwares. Will contractor be responsible (fully/partially) for implementation of software version upgrades?

Is there a possibility of COMPASS web portal having various interfaces with the mainframe applications?

If yes, we assume there will be good testing effort needed to test the integration to mainframe applications. Can this be considered as in-scope for the contractor?

Will there be any potential impact to the existing mainframe applications as part of this project wherein new bridges may be inducted to transfer data from/to mainframe?

Mainframe software upgrades are the responsibility of the Delaware Department of Technology and Information (DTI). The selected vendor would only be responsible for the work required in the new ASSIST application. Mainframe applications would be changed by State staff/vendors responsible for supporting those applications in terms of any changes and testing required. The winning vendor would work closely with support staff in testing interfaces.

43. 4.9-12 DHSS requires that system data be backed up to appropriate media that can be restored as necessary. Contractor will be expected to review the current backup and recovery process and suggest scenarios where incremental backups, full backups or dataset reloads are appropriate.

With respect to data backup/recovery and disaster recovery, is the contractor expected to review the current process pertaining to mainframe data?

Only as it pertains to the new ASSIST application data.

44. What is the technology landscape of mainframe applications that are impacted?

This information is on the CD provided at the mandatory pre-bid meeting.

45. Are there any third party tools/packages used?

Various third party tools are user on the mainframe. Vendor may suggest third party tools for use in the new ASSIST application.

46. 4.4.1-16 Please see State of Delaware System Architecture Standard and DHSS IT Environment Standard for more information. These and associated documents will be provided to interested bidders separately.

When can we have the overall system architecture of DHSS?

This information is on the CD provided at the mandatory pre-bid meeting.

47. Can we have the architecture of the applications in scope?

This information will be provided to the winning vendor.

48. What are interfaces to mainframe applications (3270 screens, web services, MQ etc)?

The current ASSIST interface with DCIS functions through a polled transaction file.

49. Is there an exclusive test environment available for Mainframe? Will test data be provided?

Yes & Yes.

50. What are the mainframe applications in scope for testing?

The Delaware Client Information System (DCIS).

51. What is the sizing of mainframe applications? (# of programs with online/batch split, # of jobs/procs, # of screens, size of database, # of internal/external interfaces etc)

This information is not necessary for this bid.

52. What is the level of documentation available on mainframe applications in scope?

The DCIS system has extensive documentation but this information is not necessary for this bid. As available, documentation on other systems will be provided to the winning vendor.

53. With regard to the customization of COMPASS system, will there be any modifications/enhancements to the mainframe applications?

There may be changes to DCIS required to accommodate the customization. Vendor will be responsible for working with State staff responsible for any changes to the DCIS system but will not be expected to make changes the DCIS system as part of this engagement.

54. 4.4.1-17 What is the software version up gradation plan in mainframe?

This information will be provided to the winning vendor.

55. 4.9-18 What is the data backup and recovery process in mainframe?

This information will be provided to the winning vendor.

56. What is the current testing processes being followed with regard to mainframe applications?

Vendor will work with State staff in testing the DCIS application.

57. What are the different test environments?

Vendor will propose their test environments as specified in the RFP.

58. Will test data be provided by the customer?

Yes.

59. Appendix N "DSS ASSIST Requirements" on page 90 states: "Upgraded Technology. Microsoft and Delaware technology standards no longer support the VB6/COM technology platform on which the current ASSIST solution is built. The proposed COMPASS transfer utilizes Microsoft .NET 3.5 technology platform. Delaware's specific requirement in this area is to re-platform the solution from VB.Net to C#.Net." Section 4.4.1 on page 11 also states: "To the extent possible new or modified coding must be done in C#.Net." Please confirm that only new or significantly modified software components will need to be converted from VB.NET to C#.

See response to question 3.

60. RFP Section 4.14.2, Page Number 21: In section 4.14.2 the RFP states: "If the contractor will use any third party products during the course of this project, such products must be approved in writing by DHSS prior to their use." The Pennsylvania COMPASS application was developed utilizing Adobe Products. Please confirm that these products have been approved by DHSS' decision to transfer the Pennsylvania COMPASS application.

Confirmed

61. RFP Section 1.2, Page Number 1: In the "Project Overview" in Section 1.2 on page 1 the RFP states: "Bidders are to propose the customization of the existing Pennsylvania COMPASS system for Delaware. DHSS has acquired the COMPASS code." Can the state provide a list of the components received from Pennsylvania as part of the code transfer? Also, does the code transfer provide all required modules for a functional system? If not, has the state estimated the level of effort required to create a functioning solution and will proposing vendors be required to complete the development on additional components?

The State is not familiar enough with COMPASS internals to provide this information.

62. **RFP Section N/A, Page Number N/A:** Pennsylvania COMPASS utilizes the Adobe Flex SDK Framework version 3.0. Is it the states desire to upgrade this technology framework to the most current version – Flex SDK Framework 4.0 as part of the initial implementation effort?

Yes

63. **RFP Section 6, Page Number 27:** Section 6 Bidders Instructions on page 27 states that the CD will contain the file "RFP Project Plan.mpp". Can this file be submitted in either Microsoft Project 2003 or 2007 format? Does the state have a preference?

The State prefers 2007 going forward.

64. **RFP Section 6.2.2, Page Number 32:** In section 6.2.2 Required Forms (Section B) on page 32 the Bidders Signature Form is identified as Appendix I. However the form is labeled as Appendix J on page 80. When responding to the RFP should the response reference Appendix J when referring to this form?

Section 6.2.2 of the RFP should be replaced in its entirety with the following:

This section of the proposal will include the following completed forms:

Certification and Statement of Compliance

Appendix **Error! Reference source not found.**: These are mandatory forms in which the bidder must certify certain required compliance provisions.

Mandatory Submission Requirements Checklist

Appendix **Error! Reference source not found.**: This is the mandatory submission requirements checklist. Agreement to or acknowledgement of a requirement is shown by a Y (Yes) or N (No) next to the requirement and a signature at the bottom of the checklist. **Failure to adequately meet any one (1) mandatory requirement may cause the entire proposal to be deemed non-responsive and be rejected from further consideration.** However, the State reserves the right to waive minor irregularities and minor instances of non-compliance.

State of Delaware Contracts Disclosure

Appendix H: On this form, bidder shall list all contracts awarded to it or its predecessor firm(s) by the State of Delaware that have been active during the last three (3) years. Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid.

Crosswalk of RFP Section 4

Appendix I: Vendor is to fill this out in detail for the entire Section 4 of the RFP to assist the State in reviewing the proposals. Please make sure to update the section numbers listed in this form to match the RFP.

Bidders Signature Form

Appendix J: This is a standard bidder information form.

Office of Minority and Women Business Enterprise Self-Certification Tracking Form

Appendix K: This is a required self-certification form.

Bidder Project Experience

Appendix L: This provides a standard form to document bidder's work on similar projects.

65. **RFP Section 6.2.2, Page Number 32:** In section 6.2.2 Required Forms (Section B) on page 32 the Office of Minority and Women Business Enterprise Self-Certification Tracking Form is identified as Appendix J. However the form is labeled as Appendix K on page 82. When responding to the RFP should the response reference Appendix K when referring to this form?

See response to question 64.

66. **RFP Section 6.2.2, Page Number 32:** In section 6.2.2 Required Forms (Section B) on page 32 the Bidders Project Experience is identified as Appendix K. However the form is labeled as Appendix L on page 85. When responding to the RFP should the response reference Appendix L when referring to this form?

See response to question 64.

67. **RFP Section 4.4.1, Page Number 11:** In section 4.4.1 Architecture Requirements on page 11, the RFP states: "As part of this project, the current COMPASS Oracle back end will be converted to Microsoft SQL Server." In order to help potential bidders estimate the conversion effort to SQL Server, can the state provide the number of questions currently captured across the various Pennsylvania COMPASS modules? Additionally, how many business objects are in the Pennsylvania COMPASS solution?

The State hasn't compiled this information; however the PA COMPASS application can be viewed online.

68. Can the State elaborate on the requirement in terms of what deliverables are needed from this review? Does the State anticipate substantial data cleansing?

See the RFP for specific deliverable requirements. Data cleansing should not be necessary as data is not retained in the current ASSIST application.

69. Could the State elaborate on the scope of the customization required in the RFP? How many screens will be changed? Will additional database fields be created?

This will be determined in the JAD sessions, but the intent is to minimize customization by taking advantage of as much of the PA COMPASS functionality as possible.

70. While we understand that the State wishes to integrate the Pennsylvania COMPASS solution and minimize customization to control cost, coding is required to accomplish the State's goal for customization and technology conversion from VB.Net to C#.Net. Can the State clarify why they chose not to have development deliverables?

The development deliverable for the conversion to C#.Net is deliverable 7.

71. Will the State make available to the vendors those that attended the bidder's conference?

This information was made available at the bidders conference.

72. Does the State have approved funding for this project? If so, what is the budget allocation?

The State has secured funding for Release 1. Funding for Release 2 is to be secured.

73. Will the State consider letting the vendors ask additional questions after the bidders conference if new information is learned?

Not normally, but the State will inform the bidders if this situation arises.

74. It is unclear in the Construction phase how many 'iterations' of development and review of a module the State will require or allow? This will impact the creation of the project plan and ultimately cost schedule. Please clarify.

The State requires certain review periods for initial deliverable review and cure periods. The State would expect that for most deliverables, the second review should be sufficient for State approval. These review periods can be negotiated with the State depending on the scope of the deliverable. Deliverables will not be approved until all issues identified have been cured.

75. Does the State have a preferred Project Management Methodology or do they want the vendor to provide one? If the State has a methodology in place that is a standard, please make it available for review.

Bidder is free to propose their own methodology.

76. It is unclear how many customer references are required for the bid. Please clarify?

At least three (3).

77. Section 1.2, Page 1: What vendor(s) developed and/or implemented COMPASS and ASSIST? Do you currently use a vendor(s) to support COMPASS and ASSIST? If so, who are those vendor(s)? For any vendor identified above, please indicate whether you would hire this vendor for future work.

Deloitte developed PA COMPASS and customized it to create Delaware ASSIST. Delaware ASSIST is supported by in-house staff. Delaware currently has a contract with Deloitte for assisting State staff in supporting DCIS.

Section 1.2 Background and Purpose (pg 1)

78. Bidders are to propose the customization of the existing Pennsylvania COMPASS system for Delaware. DHSS has acquired the COMPASS code. Will the code be available for review prior to the bid? If not – Is the COMPASS Application 3 Tier? Are all (or what %) of SQL in the database Stored Procedures?

The code will not be made available prior to proposal submission. The COMPASS application is currently 2 tier. Vendor will be responsible for making it 3 tier to meet State standards. It is unknown what % of SQL in the database are stored procedures.

Section 4.5 Database Design (pg 11)

79. "Quality of the current data needs to be reviewed. Consideration will need to be given to extraction, transformation, and loading process for conversion as well as archiving, backups, and disaster recovery." There is no other mention of archiving in the RFP. Does archiving need to be addressed in the proposal and cost estimated?

No.

Section 4.11 Compatibility with Assistive Technology (pg 12)

80. "DHSS would like the contractor to address the issue of application compatibility with text to speech software such as JAWS Professional or Dragon NaturallySpeaking. This is important in addressing the unique needs of our visually impaired community. The application must be designed in such a way so that text to speech software can be utilized to successfully utilize most of the system functionality. Preference will be given to bidders with demonstrated capabilities in this area." What does "successfully utilize most of the system functionality" mean? Does the system require Section 508 compliance?

The State prefers that most of the application be designed in such a way that text to speech software can successfully convert the screen text into speech so that visually impaired applicants can use the new ASSIST application to apply for benefits. Delaware wishes to demonstrate substantial Section 508 compliance.

Section 4.12 Specific Project Tasks (pg 12)

81. Bidders will provide a separate cost estimate for each group requirement listed below. The mandatory functionality will include the DSS functionality, a Community Partners module as described below and that application code must be written in or converted to C#.Net. The mandatory functionality will be implemented at the same time as outlined in Release 1 of the ASSIST Enhancement Requirements document.

Section 4.12.2 Community Partners Functionality (pg 13)

Bidders are expected to propose to include a Community Partners module in ASSIST for Delaware. This module will be used to check on applications and referrals to programs that do not have an automated capability to view this information or have a system capable of receiving or processing automated applications or referrals. What specific functionality is to be included in the Community Partners module for phase 1?

The intent is for non-profs and other programs that do not have automated systems to be able to use this module to check on applications and referrals for their clients. Specific functionality will be determined in the JAD sessions for these programs.

Section 4.13 Deliverables

82. State is allowed to fail to respond to a deliverable due to "inability to respond until a future specified date." Is there any limitation on how much additional time would be needed or specified? Downstream project activities, deliverables, and the project plan could be impacted will those (downstream) timelines extend out as well?

The State acknowledges this concern and agrees that it is in each party's best interest to maintain the deliverable review schedule as dependent tasks could be

adversely affected. Some deliverable review dates may be negotiated depending on the complexity of the deliverables. Any delay in State review will be communicated to the vendor. The State places a high priority on prompt turnaround of all deliverables.

Section 4.13: (pg 16)

83. "Bidder will include reasonable federal timelines in the project plan for those deliverables requiring federal review, comment, and approval?" How are the Federal deliverables identified?

The State does not anticipate that any deliverable in this project will be subject to federal review.

Section 4.14.2 Site Requirements (pg 21)

84. At implementation, there will be a minimum of four environments in Delaware.

There will be

- A development environment,
- An integration test environment,
- A user Acceptance Test (UAT) environment and
- A production environment

The preferred Configuration is 3 separate servers

- Web
- Application
- Database

How many different pieces of equipment are envisioned for the 4 environments?

The State prefers to leverage existing infrastructure to the degree possible. Vendor will work with State technical staff to determine if additional components are necessary for the State to purchase.

Section 5.1(pg 25)

85. "Bidders may be required to demonstrate their proposed solutions. The demonstrations will be used in the Evaluation Team's final deliberations." This implies that other software could be proposed when in fact all bidders are supposed to be modifying the existing COMPASS software. What is meant by this requirement?

This is not a requirement as the verbiage specifies the use of the word "may". Software demonstrations will not be required for this procurement.

86. Title Page, Mandatory pre-bid meeting: If the agency plans to dispense additional information at the pre-bid meeting, and will require a signature on a non-disclosure document, would it be possible to publish the non-disclosure document in advance? Non-disclosure documents normally require legal review and authorized signature.

No.

87. Appendix N, page 95, Business Rules Engine: Does the agency prefer for the rules engine to function using natural language?

The State prefers a rules engine that is easy to use and administer. Bidders are expected to address ease of use in the Business Rules Engine that is being proposed.

88. Appendix N, page 95, Business Rules Engine: Does the agency prefer a policy based or a technical rules engine?

Vendor is free to propose a solution that will work well for Delaware ASSIST.

89. Appendix N, page 95, Business Rules Engine: Does the agency prefer for the rules engine to track policy changes, and trace the changes back to the source material?

This is not a requirement.

90. Appendix N, page 95, Business Rules Engine: Does the agency prefer for the rules engine to define test cases and compare results across policy versions?

This is not a requirement.

91. Appendix N, page 95, Business Rules Engine: Does the agency require that the rules engine record an audit trail of how a decision was reached?

This is not a requirement.

92. Appendix N, page 95, Business Rules Engine: Does the agency require that the rules engine support multiple languages for both rules and deployment?

This is not a requirement.

93. Appendix N, page 95, Business Rules Engine: Does the agency require that the rules engine meet accessibility standards, including section 508?

This is not a requirement.

94. Appendix N, page 95, Business Rules Engine: Does the agency prefer that the rules engine to transform policy documents directly into executable form?

This is not a requirement.

95. Appendix N, page 95, Business Rules Engine: Does the agency prefer that the rules engine use Microsoft Office integration for rules authoring and maintenance?

This is not a requirement.

96. Appendix N, page 95, Business Rules Engine: Does the agency require that the rules engine support multiple communication channels (web, call center, face-to-face) with a single version of the policy rules?

This is not a requirement.

97. Appendix N, page 95, Business Rules Engine: Does the agency prefer that the rules engine dynamically generate personalized questionnaires?

This is not a requirement.

98. Appendix N, page 95, Business Rules Engine: Does the agency prefer a rules engine that performs detailed eligibility reporting?

This is not a requirement.

99. Appendix N, page 95, Business Rules Engine: Does the agency prefer a rules engine designed so that policy experts and business analysts can work with the rules, in addition or rather than IT staff?

This is not a requirement.

100. Appendix N, page 95, Business Rules Engine: Does the agency prefer a rules engine designed to handle changes in circumstance, managing rules changes retrospectively and into the future?

This is not a requirement.

101. Appendix N, page 95, Business Rules Engine: Does the agency prefer a rules engine which includes tools to perform what-if analysis for modeling multiple policy change scenarios?

This is not a requirement.

102. 4.4-10 What is the typical cost of the criminal background check that is required for key staff?

A total of \$76 for the required State and Federal checks. This requirement extends to all vendor staff working on this project.

103. 4.4.1-10 In order to better size the project and estimate the staffing requirements, can the Agency provide statistical information about the COMPASS transfer system with regards to:

- The number of tables in the Oracle database
- The number of stored procedures and functions in the Oracle database
- The number of middle-tier VB.NET components

The number of front-end components (HTML or ASP.NET web pages, reports, etc.)

See response to question 61.

104. 4.4.1-10 Has the State verified that the transfer COMPASS system meets the State's System Architecture Standards and DHSS IT Environment Standards?

The State has verified that the current COMPASS system is not fully compliant with State standards. Vendor will be expected to work with State technical staff to ensure this level of compliance for the new Delaware ASSIST application.

105. 4.4.1-10 & App. F It is our understanding that the current system is written in VB.NET, however, enhancements to the system have been written in C#. The RFP specifies "Delaware's specific requirement in this area is to re-platform the solution from VB.Net to C#.Net." Is it the intent of the DHSS to convert all of the existing code from VB.NET to C# or only that code which is added or modified? Is it the

State's intention to migrate the entire system to C#? Does the State have a strong preference?

See response to question 59.

106. 4.4.1-10 Are the user interfaces (i.e. web pages) in the COMPASS transfer system developed using ASP.NET, basic HTML or some other combination of code?

See response to question 61.

107. Page 94 What reporting tool is used in the transfer COMPASS system to produce reports? Is it DHSS's intent to use the same reporting tool?

See response to question 61. The State may or may not choose to utilize the same tool.

108. Page 92 Does the transfer COMPASS system allow clients or potential clients to use Spanish language in completing their application and/or changes?

See response to question 61.

109. Page 92 Will the Agency provide the resources for quality assurance of the use of language(s) other than English (i.e. Spanish, Vietnamese)? Is the vendor responsible for any new language translation for web page development or will the Agency provide this service?

The State will be responsible for the translation.

110. Will the Agency release the names/companies of the participants of the Vendor's conference?

See response to question 71.

111. Is there an established budget for this project? If so, can the budget be shared?

See response to question 4.

112. Are there any vendors who are precluded from submitting a response to this RFP?
No.

113. Upon award, would the vendor be precluded from participating in any future business opportunities in Delaware?

Not for an open competitive procurement unless there were specific conditions that would exclude this.

114. Will there be another opportunity to submit a round of questions to the State after the Vendor's conference?

See response to question 73.