

Posted RFP Delaware Background Check System Project Questions

| Question | Response | | | | |
|---|--|----------------------|---|-----------------------|---|
| <p>In Section 6.1.5, Page 77 - The dates indicated in the proposal are</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;"><i>Notification of Award</i></td> <td style="padding: 2px;">June 30, 3011</td> </tr> <tr> <td style="padding: 2px;"><i>Contract Signature/Project Start</i></td> <td style="padding: 2px;">August 8, 2011</td> </tr> </table> <p>Can you explain why there is a six week delay in project start? Is it assumed that negotiations will take this long or is there a vacation period that must be accounted for?</p> | <i>Notification of Award</i> | June 30, 3011 | <i>Contract Signature/Project Start</i> | August 8, 2011 | <p>The exaggerated timeline for contract negotiations does take into account the time of year for the holiday, vacations etc. If the negotiations can be completed sooner, they will.</p> |
| <i>Notification of Award</i> | June 30, 3011 | | | | |
| <i>Contract Signature/Project Start</i> | August 8, 2011 | | | | |
| <p>In Section 7.3, page 85 and Appendix F4 - The contract states <i>“At the State’s sole discretion the contract end date may be extended for up to 3 (three) years in one year increments.”</i> There is a matrix where we are to specify all out-year costs for 5 years and we are limited to a 2% uplift on each year. Does the State only wish us to complete the THREE years of this matrix since they limit the ability to extend to three years? Is the State amenable to an alternate proposal for annual adjustment cap?</p> | <p>Please project for 5 years. The request for 5 years of out-year costs is to assist the State with long term budget projections. Vendors need to propose an out-year pricing schedule that does not increase more than 2% from any one year to the next.</p> | | | | |
| <p>In Overview, page 2 - What state statutes govern the access and accessibility of the DBCS? Are there anticipated changes to these statutes forthcoming?</p> | <p>It’s anticipated that access and accessibility to the DBCS will be handled through regulation.</p> | | | | |
| <p>In Overview, page 2 - Is the DBCS responsible for providing background checks based on just US-available data, or will access to foreign domains (and if so which ones) be required?</p> | <p>Just US data.</p> | | | | |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|---|
| <p>In Overview, page 2 - Typically when a firm (“Employer”) is hired to provide staffing for a company (in this case the “State”), and the State requires background checks of the staff, including drug screening and criminal and Child and Adult Abuse background checks, the Employer is responsible for assuring the checks are performed and certifying the proposed applicants are qualified to perform the services. Details of the drug screen results or criminal checks are not made directly available to the State if an applicant fails to meet the qualifications; the Employer simply removes them from eligibility for work with the State. The proposal indicates “The goal is to develop a system that creates a one-stop, integrated data source, the Delaware Background Check System (DBCS) where employers can find information from pertinent registries and results from drug testing laboratories and criminal history checks to make appropriate employment eligibility decisions.” Can you explain what data will be available to the Employer and what data will be available to the State in the desired system (i.e. what level of security/access needs to be implemented to support the Employer in maintaining privacy for its employees (the applicants)?) or, does the form that each candidate signs agreeing to the required testing assert that all data is available to the current Employer, the State and future employers who use the system?</p> | <p>Data provided from the applicant to the employer is entered by the employer into the DBCS application, including, but not limited to, demographic data. That data will be used as input to the various interfaces mentioned in the RFP. There will be levels of security incorporated into the system so that certain data can be viewed by assigned individuals at the employer where the applicant applies and the LTCRP Division. Employers will only be able to view data for applicants applying for employment with them.</p> <p>Access rules on data will be based on a combination of applicant consent arrangements and statutory provisions.</p> <p>The applicant will be required to sign a consent form for the following checks:</p> <ul style="list-style-type: none"> • KIDS Registry • Drug Screening • Criminal Background <ul style="list-style-type: none"> ○ State ○ Federal <p>All other registry checks (Adult Abuse, Certified Nurses, Sex Offender, etc.) do not require a signed consent form.</p> <p>Each employer will need to designate their own employees who are eligible to access the application (DBCS). These employees will be responsible for keying in the data and for receiving the various outputs.</p> |
| <p>In Section 4, page 15 of the RFP, it states the vendor project manager and other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the entire project phase. (80% according to 4.1.1) – Does this mean the Project Manager and analysts need to be on site, at least 80 % of the time – and that others can work remotely?</p> | <p>The Vendor Project Manager must be on-site for 80% of the work week, as stated in the RFP. All other vendor project resources will be required to be on-site on an as-needed basis. Where more than occasional on-site work is projected by staff other than the Vendor Project Manager, please describe the number of such staff, the nature of on-site work, and the anticipated on-site time.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| <p>In Section 4.2, page 17 - Project Management, it states the contractor must be the prime contractor to develop all the deliverables required by this RFP. Please explain what you mean in this section. Does the above mean sub cannot develop deliverables?</p> <p>SAIC intends to be the Prime Contractor and provide guidance and oversight to one or more sub contractors who will provide goods and or services that will become part of the solution provided by SAIC. Would this arrangement meet the terms of your RFP as stated in section 4.2?</p> | <p>The primary vendor will be held responsible for the on-time delivery and quality of all project deliverables. The primary vendor can sub-contract this work to other vendors. The state project team will interface with the primary vendor only.</p> |
| <p>Pg. 78, section 6.2: Do you have the appendices in word format that can be sent out to the bidders?</p> | <p>The appendices will not be provided in MS Word format.</p> |
| <p>Pg. 78, section 6.2: Aside from the content and labeling requirements found on page 78, is there a specific style or format that we need to be aware of in responding to this RFP, for instance font style, font size, margin width, etc.?</p> | <p>No</p> |
| <p>Pg. 80, section 6.2.4: How will we receive the MS Project template?</p> | <p>The template will be will be e-mailed to prospective vendors. The template is based on the 5 phases from PMBOK, initiate, plan, execute, control and closure.</p> <p>The template is a key element due to the linking of various schedules within the main schedule. The selected vendor will be required to maintain the project plan throughout the project lifecycle.</p> <p>Aside from the main project schedule, there will be schedules from other agencies within state government who will be developing their interfaces at the same time that the DBCS will be developed.</p> |
| <p>Pg. 6, section 1.2.3: Is the “drop down menu” the only acceptable user interface?</p> | <p>The term “drop down menu” here is intended as a generic reference to any means whereby the user can select from a pre-defined list.</p> |
| <p>Pg. 15, section 4.1: Can you define the expected roles and responsibilities of the person in the key position of the “Business Analyst”?</p> | <p>The business analyst will be the liaison between the stakeholders of the project, Long Term Care Residents Protection, and the vendor technology team. The individual must be able to translate business terminology into functional specifications.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|---|
| Pg. 21, section 4.6: "The system requires user-friendly canned reports that can display charts and graphs. The vendor must develop the following..." Does the vendor need to be able to provide a real time demonstration of the existing system if we provide screen shots of active or currently implemented system features consistent with the requirements of the RFP? | Although the RFP mentions a demonstration may occur, one will not be required for this project. Pictures showing existing or intended designs for screens, reports, etc. can be included in RFP responses, but are not required. |
| Pg. 28, section 4.11.10: The training program must include on-the-job support, re-training and new hire training. Does the re-training entail providing additional support to current employees having difficulty adjusting to the new system? | Re-training here is intended to mean training individuals previously working in another system, on how to work on the new system. It is not intended to imply remedial training. |
| Pg. 30, section 4.12: Do you already have permissions to access other states registries? If so, with which states? | The additional state registries mentioned in the RFP are public websites and do not need special permission to access. |
| Pg. 36, section 4.12, Delaware Health Information Network: As part of the DHIN interface, will there be any need to be able to take in DICOM feeds? | No. |
| Pg. 38, section 4.12, Criminal Justice Information System: Does DELJIS use an external vendor to create or maintain its IT systems? Will DELJIS issue a separate contract for creation of the RapBack system? | DELJIS applications are internal. The project team is working with DELJIS and the other state agencies affected by this project in creating memorandums of understanding for the work related to this effort. |
| pg. 57, Deliverable 6: What is the difference between "Quick Hit", "Quick Applicant Check", and "Registry Check". Do they all mean the same thing or are their differences between the terms? | All of these terms mean the same thing. |
| Pg. 71, section 4.13.5: What are the expected levels of integration with legacy system? How many years of data are expected to be converted? Will it be primarily electronic or will there be any non-electronic data that we have to convert? | No conversion of legacy applicant data is required. There will be a direct electronic importing of data, however, of about 13 years of data from the existing Facility Management System, and Criminal Background Check (CBC) system. |
| Location & Resources How many onsite vendor resources can be accommodated by the State for this project? | The State expects to be able to provide on-site work stations for at least four persons. It may be possible to provide more, but that would need to be discussed during contract negotiations. |
| Location & Resources Please confirm that the State will provide VPN access to any of the vendor team members that work offsite? | Yes, subject to DHSS and DTI requirements. |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| <p>Incumbent Vendor Please confirm if the functional requirements included in the RFP were developed by a vendor? If yes, can you share which vendor assisted the State with developing these functional requirements.</p> | <p>A planning vendor was used to assist in the development of functional requirements. The vendor was FuturTech Consulting.</p> |
| <p>Incumbent Vendor In relation to the above question, if a vendor has been used to gather functional requirements, please confirm if that vendor is eligible to bid for this RFP?</p> | <p>The planning vendor is eligible to bid on this implementation vendor procurement.</p> |
| <p>Infrastructure Please confirm that the State will provide necessary office facilities, phones, cubes, PC, software to the vendor resources</p> | <p>The State expects to be able to provide on-site work stations for at least four persons. It may be possible to provide more, but that would need to be discussed during contract negotiations. Stations would include a seat, working surface, minimal storage, and a phone. State PCs connected to the State network with internet connectivity can be provided, but may not be suitable for use with development software. Vendor staff will need to provide their own development software and should have their own PC capable of running it. Vendor PCs are not permitted to connect to the State network.</p> |
| <p>Infrastructure Please confirm that the Hardware/Software for development will be provided by the State</p> | <p>Vendor staff will need to provide their own development software and should have their own PC capable of running it. Vendor PCs are not permitted to connect to the State network.</p> |
| <p>Training Please confirm that the State will provide training facilities/conference rooms, etc.?</p> | <p>Conference rooms are available throughout the state. However, all conference rooms are subject to availability, and must be scheduled.</p> |
| <p>Travel and Other Expenses Will State provide free onsite parking for the vendor team members?</p> | <p>Free onsite parking is available at most state government buildings.</p> |
| <p>Travel and Other Expenses Does the State need for the vendor to travel to any other State office other than those located in the New Castle, Delaware area? If yes, please provide the list of offices that the vendor personnel would need to visit and the estimated frequency.</p> | <p>The vast majority of work is expected to be done at the LTCRP Mill Road Offices in Wilmington and the DHSS/DTI Biggs Data Center in New Castle. However, infrequent meetings at other sites within Delaware may occur. These are not expected to be more than 2 or 3 times in any given month.</p> |
| <p>Budget What is the expected level of funding to be requested for this project by the State?</p> | <p>Funding for this effort has already been obtained by the state.</p> |
| <p>Budget When does State expect to obtain the funding for this project?</p> | <p>Funding for this effort has already been obtained by the state.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|--|
| <p>Funding Is the scope of services as described in this RFP 100% funded by federal funds OR are any State of Delaware Funds being used?</p> | <p>This effort is funded via federal funds, but matching State funds are being provided through staff paid with State funds who are involved with the project, State facilities being used, etc.</p> |
| <p>Requirements How many subject matter experts from the State will be assigned full time to this project during the detailed requirements gathering phase?</p> | <p>There will be many individuals who will function as SMEs throughout the project life cycle. However, no one individual is fully allocated to this effort.</p> |
| <p>Requirements How many hours per week of each subject matter experts is the State planning to allocate for the Detailed Requirements Gathering?</p> | <p>The requirements have been gathered during the initial phase of this project. Refining of the requirements will occur once a vendor has been selected. Subject matter experts will be made available as needed to respond to the refinement activity.</p> |
| <p>Section 4.12 - Page 29 – Phase 1 – Deliverable 3 - Refine and Finalize the Delaware Background Check System Requirements Please specify the number of business days of Requirements validation (Refine and Finalize) that the State expects the vendors will require based on the scope defined.</p> | <p>The current estimate for reviewing, refining, revising and approving the requirements is 22 work days.</p> |
| <p>Incumbent Vendor Please specify which vendor is currently supporting the existing application?</p> | <p>The existing application is a DHSS in-house developed and maintained application.</p> |
| <p>Incumbent Vendor If the existing application is being supported by an external vendor, is the external vendor allowed bid on this project?</p> | <p>The existing application is a DHSS in-house developed and maintained application.</p> |
| <p>Section 4.11.10 – Page 27 & Page 28 – Knowledge Transfer Please clarify State’s expectation in terms of number of State personnel to whom Knowledge Transfer must be provided.</p> | <p>There would be 5 to 10 I.T. staff and 20 to 25 division program personnel to whom knowledge transfer would be required.</p> |
| <p>Section 4.11.10 – Page 27 & Page 28 – Knowledge Transfer Please clarify State’s expectation in terms of number of personnel to whom Training must be provided.</p> | <p>This Section is related to state personnel only. The vendor would be responsible for training the division’s training coordinator.</p> |
| <p>Section 4.1.2 – Page 15 – Offsite Project Work If offsite project work is proposed, can the vendor perform some of the development work in vendor’s own development environment?</p> | <p>Yes.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| <p>Section 4.1.2 – Page 15 – Offsite Project Work In relation to the above question, will state provide a backup of the test data to be used in the vendor’s development database?</p> | <p>This is possible if the vendor’s environment meets all DTI and DHSS security requirements for non-public data.</p> |
| <p>Section 4.4.1 – Page 19 – Architecture Requirements Specifies “Adherence to State standards is required for securing and protecting data. This level of protection is required for data whether hosted onsite or offsite”</p> <p>Please clarify the scope of this RFP is a State hosted DBCS web application and NOT vendor hosted DBCS application.</p> | <p>The scope of the RFP is a State-hosted DBCS web application and not a vendor hosted DBCS application.</p> |
| <p>Section 4.12 - Page 35 – Facility Management System Specifies “Before production, a data extract of applicant information will be taken from the FMS and loaded into the DBCS”</p> <p>Please confirm the above data extract is in the scope of the DBCS project.</p> | <p>Data extracts from both the existing FMS and CBC systems are included in the scope of the project.</p> |
| <p>Section 4.12 - Page 35 – Facility Management System Specifies “Before production, a data extract of applicant information will be taken from the FMS and loaded into the DBCS”</p> <p>Please provide details on the number of years of data, number of tables, number of columns, and number of records in each table that needs to be migrated.</p> | <p>The existing database has 12 years of data. There are 11 tables containing FMS data. All records in these tables need to be migrated. The 11 tables contain from one record up to about 7,300 records, and from 3 columns up to 40 columns. Only three FMS tables have more than 1,000 rows. Only three FMS tables contain more than 16 columns:</p> <p style="padding-left: 40px;">40 columns – 3,003 rows</p> <p style="padding-left: 40px;">36 columns – 155 rows</p> <p style="padding-left: 40px;">21 columns – 697 rows</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|--|
| <p>Section 4.12 - Page 35 – Facility Management System Specifies “Before production, a data extract of applicant information will be taken from the FMS and loaded into the DBCS”</p> <p>Does the scope of work include any data cleansing activities? If yes please provide more details on the scope of the data cleansing.</p> | <p>No data cleansing will be needed. The new database will be designed to accept existing data from the old database.</p> |
| <p>Section 4.12 - Page 35 – Facility Management System Please provide the number of rows for which the State anticipates data cleansing must be performed with the Facility Management System?</p> | <p>None.</p> |
| <p>Section 4.12 - Page 35 – Facility Management System Please indicate the percentage of records for which the State anticipates data cleansing must be performed with the Facility Management System?</p> | <p>None.</p> |
| <p>Section 4.12 - Page 35 – Facility Management System Can you provide a list of types of anticipated data quality issues towards which data cleansing must be performed with the Facility Management System?</p> | <p>None.</p> |
| <p>Section 4.12 - Page 35 – Facility Management System Specifies “Before production, a data extract of applicant information will be taken from the FMS and loaded into the DBCS”</p> <p>Please provide the data model of the FMS system database that needs to be migrated.</p> | <p>A data model will not be provided until after a vendor is selected, but other answers in this document provide information on database and table sizes.</p> |
| <p>Section 4.12 - Page 39 - HSS – IRM Criminal Background Check Module Specifies “Before production, a data extract of applicant information will be taken from the CBC Module and loaded into the DBCS prior.”</p> <p>Please confirm the above data extract is in the scope of the DBCS project.</p> | <p>Data extracts from both the existing FMS and CBC systems are included in the scope of the project.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| <p>Section 4.12 - Page 39 - HSS – IRM Criminal Background Check Module Specifies “Before production, a data extract of applicant information will be taken from the CBC Module and loaded into the DBCS prior.”</p> <p>Please provide details on the number of years of data, number of tables, number of columns, and number of records in each table that needs to be migrated.</p> | <p>The existing database has 12 years of data. There are 11 tables containing CBC data. All records in these tables need to be migrated. The 11 tables contain from 19 records up to about 133,000 records, and from 4 columns up to 19 columns. Only four CBC tables have more than 100,000 rows.</p> |
| <p>Section 4.12 - Page 39 - HSS – IRM Criminal Background Check Module Specifies “Before production, a data extract of applicant information will be taken from the CBC Module and loaded into the DBCS prior.”</p> <p>Does the scope of work include any data cleansing activities? If yes please provide more details on the scope of the data cleansing.</p> | <p>No data cleansing will be needed. The new database will be designed to accept existing data from the old database.</p> |
| <p>Section 4.12 - Page 39 - HSS – IRM Criminal Background Check Module Please provide the number of rows for which the State anticipates data cleansing must be performed for the CBC module?</p> | <p>None.</p> |
| <p>Section 4.12 - Page 39 - HSS – IRM Criminal Background Check Module Please indicate the percentage of records for which the State anticipates data cleansing must be performed for the CBC module?</p> | <p>None.</p> |
| <p>Section 4.12 - Page 39 - HSS – IRM Criminal Background Check Module Can you provide a list of types of anticipated data quality issues towards which data cleansing must be performed for the CBC module?</p> | <p>None.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|--|
| <p>Section 4.12 - Page 39 - HSS – IRM Criminal Background Check Module Specifies “Before production, a data extract of applicant information will be taken from the CBC Module and loaded into the DBCS prior.”</p> <p>Please provide the data model of the CBC system database that needs to be migrated.</p> | <p>A data model will not be provided until after a vendor is selected, but other answers in this document provide information on database and table sizes.</p> |
| <p>Section 4.11.6 - Page 26 – CMS Data Extract Specifies “provide periodic data extract files of de-identified applicant data to CMS on applicants processed through the new system”</p> <p>Please specify more details on the number of extract files, extract file format, number of data elements, extract file specification, etc.,</p> | <p>The CMS-defined extract file needs to be in flat text file format with 29 fixed-length data elements per row. Each row represents data on one employment applicant. The data elements consist of dates and pre-defined codes. The codes will need to be mapped from system values (except where required code values can be utilized as defined system values). Maximum data element length is 10 characters.</p> |
| <p>Section 4.12 - Page 36 – Delaware Health Information Network Specifies “The DBCS must be capable of retrieving applicant drug test data from the DHIN through the use of the DHIN-Medicity Novo Grid architecture”</p> <p>Please specify more details on “DHIN-Medicity Novo Grid architecture”</p> | <p>The DHIN’s current delivery mechanism provides a web service architecture for results, triggered by an integrated delivery rule configuration in ProAccess 5.1. The EMR Vendors have the option to use a „generic“ web service client designed to authenticate and retrieve results from the Exchange. Delivery Rules are defined by the Practice in the ProAccess 5.1 application, with Nexus being the delivery mechanism for the EMR Gateway. Delivery is audited in the ProAccess MediLog table (audit table), and is accessible by using the Management Reports.</p> <p>The limitations of the EMR Gateway lie in the ability to apply custom HL7 transforms to the outbound data for each EHR. The DHIN model to date has been to provide the EMR Vendor a single feed, using „standardized“ messages (common yet inflexible format).</p> |
| <p>Section 4.12 - Page 36 – Delaware Health Information Network Specifies “The DBCS must be capable of retrieving applicant drug test data from the DHIN through the use of the DHIN-Medicity Novo Grid architecture”</p> <p>Please specify the type of the above interface (web service, Database, etc.,)</p> | <p>The DHIN’s current delivery mechanism provides a web service architecture for results, triggered by an integrated delivery rule configuration in ProAccess 5.1.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| <p>Section 4.12 - Page 38 - Integrated Authorization System Specifies “The Integrated Authorization System (IAS) is a hybrid of Active Directory domain based authentication and application managed authorization”</p> <p>Please confirm what functionality related to Authentication will be done outside of the DBCS system in Active directory and what functionality will have to be done within the DBCS system (Ex: User creation, change password, etc will be done in Active directory and not in DBCS system)</p> | <p>The IAS framework will use Active Directory to authenticate user entry to the application, but role based security within the application will be controlled through application coding and design. Establishment of user log-in accounts, password creation, and password changes are handled through IAS.</p> |
| <p>Section 4.12.1 - Page 41 – Deliverable 3: General Requirements Specifies “Multitier security with usernames, strong passwords and encryption, and the ability to make more than one security level available to the same user ”</p> <p>Please confirm the password rules for strong password will be set in Active Directory. If the strong password rules are set in Active directory please specify the scope of this strong password enforcement from the DBCS application.</p> | <p>The password rules for strong passwords will be set in Active Directory. Once a user has entered the application, Active Directory will no longer be utilized.</p> |
| <p>Section 4.12.1 – Phase 1 - Page 51 – Retrieve, Display, Upload and Print documents Specifies “The system must have the ability for employers to upload scanned documents into the system.”</p> <p>Please confirm that the scanned documents must be saved in database tables as Binary Large Objects (BLOBs)</p> | <p>Scanned documents must be saved in database tables as Binary Large Objects (BLOBs).</p> |
| <p>Section 4.12.1 – Phase 1 - Deliverable 3 - Page 44 - Specifies “Creating user accounts in the DHSS APPS domain needs to be done through the IAS registration process”</p> <p>Please confirm that creation of user account in IAS is not in scope of the vendor and will be done by State</p> | <p>Creation of user accounts in IAS is not in scope of the vendor and will be done by State.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|---|
| <p>Section 4.12.1 – Phase 1 - Page 54 - Statistical Data Analysis and Data Reporting Specifies “Improved reporting capabilities including canned and ad-hoc reporting with charts, graphs, dashboards and real-time calculation of elapsed processing times”</p> <p>Please specify whether state has any preferred reporting tool.</p> | <p>The preferred reporting tool for Microsoft .Net applications is Microsoft SQL Server Reporting Services.</p> |
| <p>Section 4.12.1 – Phase 1 - Page 54 - Statistical Data Analysis and Data Reporting Specifies “Improved reporting capabilities including canned and ad-hoc reporting with charts, graphs, dashboards and real-time calculation of elapsed processing times”</p> <p>Please specify whether vendor can propose SQL Server Reporting Services for ad-hoc reporting.</p> | <p>The preferred reporting tool for Microsoft .Net applications is Microsoft SQL Server Reporting Services.</p> |
| <p>Section 4.12.1 – Phase 1 - Page 54 - Statistical Data Analysis and Data Reporting Specifies “Improved reporting capabilities including canned and ad-hoc reporting with charts, graphs, dashboards and real-time calculation of elapsed processing times”</p> <p>Please confirm that charts and graphs are required thru a reporting tool (ex: SQL Server Reporting Services)</p> | <p>Charts and graphs must be available and the preferred reporting tool is Microsoft SQL Server Reporting Services.</p> |
| <p>Section 4.12.2 – Phase 2 - Deliverable 6.3 - Page 62 – LTCRP Dashboard module Specifies “ This module shall have the capability to process applicants from non-participating employers”</p> <p>Is usage fee is a requirement for non-participating employers? Please specify the process of usage fee for non-participating employers.</p> | <p>A capability for usage fees is a requirement, though it is not known if or when this feature might be utilized. Non-participating employers would not be included in the usage fee design.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|--|
| <p>Section 1.1 – Page 1 Introduction Is the background check is performed by State only or is there an interface to private businesses that perform background checks?</p> | <p>State and federal laws and regulations require certain long term care providers perform background checks as a condition of offering employment. The state’s Division of Long Term Care Residents Protection does not perform these checks, but ensures that the providers are in compliance with the related laws and regulations.</p> <p>Provider types include skilled nursing facilities, hospice agencies, assisted living facilities, group and neighborhood homes, home health and personal care agencies and treatment foster homes for children. These provider types are public and private sector entities. Public sector employers are operate under the same statutes and regulations as the private sector employers with added departmental policies to adhere to.</p> |
| <p>Section 1.2.1 – Page 3 – Issues Specifies “During the planning project, several issues with the current process were identified.”</p> <p>Please specify the vendor who performed the planning of the project. Is the vendor allowed to bid on this proposal?</p> | <p>A planning vendor was used to assist in the development of functional requirements. The vendor was FuturTech Consulting. The planning vendor is eligible to bid on this implementation vendor procurement.</p> |
| <p>Section 4.6 – Page 20 - Reporting Specifies “The State encourages the use of a separate reporting environment especially for complex systems or systems with a large concurrent use base”</p> <p>Does the state anticipate changes to the data model in order to support reporting needs?</p> | <p>Reporting, especially Ad-Hoc reporting, should not generally run against a production database. DHSS utilizes SQLServer replication to create Query databases for reporting use. The proposed reporting solution will need to be reviewed and approved by DHSS/IRM as part of the implementation process.</p> |
| <p>Section 4.6 – Page 20 - Reporting Specifies “The State encourages the use of a separate reporting environment especially for complex systems or systems with a large concurrent use base”</p> <p>Please confirm whether any new tables or dimensional modeling is required to perform any aggregates, calculations, etc in order to support reporting requirements</p> | <p>The State does not have specific design requirements on how reporting is to be accomplished.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| <p>Section 4.13.8 – Page 72 Maintenance Services Please confirm that the maintenance services will be based on full time FTE based on hourly rate for the full duration of the maintenance phase of the project.</p> | <p>Support, maintenance and enhancement functions may require out-year vendor support, so possibilities and costs for the structuring of such arrangements should be described.</p> |
| <p>Section 4.13.8 – Page 72 Maintenance Services Please confirm whether state’s expectation with regards to the maintenance services is as below:</p> <ul style="list-style-type: none"> - State request a bunch of tasks for maintenance - Vendor provides estimate on the duration, number of resource and rate - State provides approval for the vendor to proceed - Vendor performs the approved maintenance tasks. | <p>Support, maintenance and enhancement functions may require out-year vendor support, so possibilities and costs for the structuring of such arrangements should be described.</p> |
| <p>Section 1.2.1 – Page 3 – Issues Specifies “Lack of Prioritization in the process ordering” Can you please expand / explain this with an example.</p> | <p>The current manual process does not outline a prioritization of the background checks. Consequently, an employer may attempt to obtain drug screening data and/or a federal/state criminal background report as its first step, without verifying the various free registries available to the employer. The screening and reports mentioned above will cost the employer money. There are several registry checks that the employer can perform for free prior to having to pay for the drug screening or criminal background reports. This new application will ensure that the free checks are accomplished first, before costing the employers money.</p> |
| <p>Section 4.2 – Page 18 – Project Management Specifies “As the first screen finishes with coding, that screen will move into test, and the second screen into programming” Developing one screen at a time would elongate the schedule of the project, unless we have multiple simultaneous work streams to develop the screens, one screen at a time within the work stream. Can you please clarify if we can have multiple agile sprint teams to develop screens using simultaneous work streams, one screen at a time within the stream?</p> | <p>The point here is that we do not want to wait until all the screens are designed before coding starts on the screens, and then testing, etc. As a screen is designed, coding should start on that screen, and then design on the next screen starts. The process should have a continuous flow of design, construct, test, and implement throughout the project lifecycle.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|---|
| <p>Section 4.12 – Page 28 Deliverables Specifies “For solutions hosted at the Biggs Data Center, each application module deliverable, the source code (or executable, in the case of COTS products) will initially be delivered to the IRM Manager of Application Support responsible for the Division (or designee) at the time of UAT”</p> <p>Do you prefer COTS over custom developed solution? Have you performed any prior analysis of availability of COTS tool in support of your requirements? Can you please share details of products reviewed, findings etc.</p> | <p>The State is seeking a custom solution built with Microsoft C# .Net according to the DHSS web development standards.</p> |
| <p>Section 4.12 – Page 30 Nine interfaces are specified prioritized as LTCRP Database, LTCRP Registry maintained by Contractor, DSCYF, SBI, DHIN, Dept. of State, OIG, Sex Offenders (DELJIS), Wanted Persons Review (DELJIS). However from page 31 to 40, fourteen interfaces have been specified.</p> <p>Please clarify the scope of the interface requirements and why some of the interfaces have been left out in the priority.</p> | <p>The existing FMS and CBC systems, IAS, E-Payment and Rap-Back are not on the list on page 30 as they were considered basic system functions. Each does involve interfacing, however.</p> |
| <p>Section 6.2 – Page 78 Volume 1 – Technical Proposal contents – Sections A thru G Please specify where to include the Appendix P – List of functional and technical requirements in the Technical proposal. Should this be included in Section E. Contractor Responsibilities / Project Requirements?</p> | <p>Appendix P can be a part of Section E, but will not fully satisfy the requirements of Section E.</p> |
| <p>Deliverable Reviews Section 4.12 We are afraid that State stipulations for the sequential review and approval of deliverables will significantly elongate the project schedule. Can we propose to deliver Milestone 1 deliverables together as opposed to sequentially one by one?</p> | <p>The deliverables can be delivered as one package for review and approval.</p> |
| <p>Addendum 1 – Milestone In the template provided, there is a mention about State Share? What does this mean? Can you please explain what State Share means and how the 34% provided in Addendum 1 was determined?</p> | <p>State Share refers to the State Match to the Federal Grant. Vendors may ignore this item. It does not need to be filled in.</p> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|--|
| Can alternative solutions be proposed? | A proposal can provide only one solution. Each solution must be in separate proposals. However, a custom Microsoft .Net solution using the DHSS .Net web development standards is being specifically solicited by the State. |
| Are there any limitations for a primary vendor in using sub contractors to perform the work and provide the deliverables? | No, there's no limit. However, the State must approve all subcontractors to be used. |
| Contractor/subcontractor relationship (p. 17). Can subcontractors provide deliverables? | All deliverables come to the state through the prime contractor. The state won't accept deliverables directly from or make payments directly to any subcontractors. |
| Can you share the budget amount provided with the grant? | No. |
| You said the funds must be spent by 2012 with additional funding for three additional years. How will the additional years be paid for? | It will fall to the State to provide funding for out-year costs. |
| The scope of all the development work must be done in the US. Please elaborate because no proprietary data or criminal information is being passed, so why the restrictions? | As stated in the RFP, the State will not permit project work to be done offshore. |
| So does that mean no coding? | The State will not permit project work to be done off-shore. |
| Two areas: Multi-state nurse & sex offender check sites. The nurse sites are all in screen-scrape mode. There's a potential for a lot of maintenance as states change sites. That's a lot of work. | For the State of DE sites, we'll capture data and store it in the system. For out-of-state registries, we're just looking to provide URLs for the convenience of employers. So we just want a table to hold the URLs. We are not looking to capture the data from other states. We simply want to provide a vehicle for employers to access the state sites where a prospective employee previously lived or worked. |
| What information is in the Service Letter? | Long term care employers are required under State law to provide information on previous employees if requested by another long term care employer seeking to hire that person. The Service Letter is essentially a reference letter, but the content is statutorily defined as a set of specific questions. It would be a template form that resides on the system and could be completed within the system by the prior employer and viewed by the prospective employer. E-mail notifications would need to be system-generated to communicate requests for a letter and also alerts upon provision of the response. This functionality would be limited to employers who were active users of the system. |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|---|
| How would E-mails be sent? | The State has an SMTP server that can be used to generate e-mails. This is in place and already available for use from within any State application. |
| On pp. 120-121, regarding software/hardware purchase. Hardware will be provided & SQL software? | The State has existing expectations on the nature of the hardware and software that would be utilized. However, as part of proposals, vendors are asked to provide their specific recommendations on hardware and software in line with the DHSS descriptions provided in the RFP. |
| If our proposed solution does not include the state's hardware or Microsoft software, can we supply this for a solution? | DHSS is largely a "Microsoft shop" for server operating systems, with MS SQL Server our database standard. If you envision the use of Microsoft software, we would like to hear your preferences on software versions, etc. If you envision use of software other than Microsoft, please provide as many specifics as possible regarding your recommendations. |
| If proposals include Microsoft SQL Solutions, do costs still need to be outlined? | We would like to see your specific suggestions for both software and hardware specifications, as well as your cost projections for both. |
| Your intention is to run VMWare? | That is our intention. |
| Are you looking for a COTS product? | We're looking for a custom solution to the dashboard. |
| You are not looking for a vendor product solution? | Correct...we are not looking for an off-the-shelf solution |
| Data migration – what type of information is to be migrated from the criminal background check system (CBC)? | The CBC system is expected to be eventually replaced by the new system, but contains extensive historical information on past employment applicants. We want the new system to be able to retrieve this past historical information the first time that an applicant is processed in the new system. Because the changeover to the new system will occur over a span of time, our concept is to copy over existing CBC data (as is) to the new system upon initial implementation. Then, use a scheduled data copying routine (probably a nightly batch copy) to continually bring any new data from the old system over to the new. At some point in time, new data will no longer be entered into the old system and the copying routine would be discontinued. |
| What do you expect for data clean-up? | No need for data clean-up is anticipated. The new database will be constructed for compatibility with importing historical information from the old CBC database. |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| Will CBC be system of record, a one-way feed? | Correct, it will be a one-way feed. CBC will be historical information. There would not be any data feeding into CBC from the new system. |
| No data clean-up required for CBC, but what about FMS...and no staff available for data clean-up from state staff? | The statement about no staff available for data clean up is a general policy statement included in all RFPs. It won't be applicable to this project since no data clean-up is included. The situation with FMS is similar to the one described for CBC. Our concept is to copy over existing FMS data (as is) to the new system upon initial implementation. Then, use a scheduled data copying routine (probably a nightly batch copy) to continually bring any new data from FMS over to the new system. The difference with FMS is that this will be an on-going process with no anticipated end. Entry of new data will continue to occur in the existing FMS database, and never be done from within the Background Check system, so a process for continual synchronization is needed. |
| There is no data cleaning activity? | Correct. |
| Are you looking at retiring the old systems in the future? | Eventually, CBC will be retired, but not FMS. |
| For the near future will stay? | Yes, the old CBC will also stay for the near future. |
| System servers – will they be maintained by the state and the security will be handled by the state- assume the server remains in the hands of the state and program? | Yes, we are looking for this system to be resident in our state environment with State staff being generally responsible for routine support and maintenance. However, more specialized support and maintenance functions that are unique to the system, may require out-year vendor support, so possibilities and costs for the structuring of such arrangements should be described. |
| Platforms: development, production and test? | The State will definitely provide production and test platforms. We often provide a development environment as well, but vendors may wish to use an off-site development environment. Proposals should indicate whether an on-site development environment is desired. This could be a complete development environment, or a partial environment such as one for testing of data interface connections only. |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|---|
| The RFP says developers need to be onsite. | The Vendor Project Manager must be on-site for 80% of the work week, as stated in the RFP. All other vendor project resources will be required to be on-site on an as-needed basis. Where more than occasional on-site work is projected by staff other than the Vendor Project Manager, please describe the number of such staff, the nature of on-site work, and the anticipated on-site time. |
| Security. Is that left up to us or you? | Please refer to DTI & DHSS standards documentation for general descriptions of overall security requirements. For example, 3-tier architecture is a requirement (also described in the RFP). Some specifics of application-level security are described in the RFP, but some aspects of application-level security will need to be defined by the vendor. |
| The project timeline is quite long. How would unexpected changes or unforeseen developments be handled. | We have to have a change management process. A generic change management process will be put in place, i.e. write up the change with associated costs, discuss the change, submit for approval, implement the change into the project schedule. Specifics of the process will be discussed with the selected vendor. |
| Will the selected vendor have to put up web-services for new communications? Specifically for FMS? | Yes, development of all web services residing on the DHSS side of the system will need to be included in the work to be done. Web services on the FMS side also need to be included, as that is totally within DHSS. Development of web services components that will reside on the other department's sites, will be handled through Memorandums of Agreement between DHSS and the other Departments, and will not be the responsibility of the DHSS vendor. |
| How large is the database you're copying from for FMS and CBC? | The full database is less than 1200 MB, but only a portion of that constitutes the FMS and CBC data tables. |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|--|
| For applicants, will there be multiple drug tests and CBCs for different employers? | Every applicant will have an ID and every employer will have an ID. Each applicant/employer pairing on a certain date will represent an “employment application” defined within a “Dashboard Transaction Number”. At the start of the process when a particular “employment application” gets a CBC, the results will be available to other employers actively considering the same applicant. The same will be true for Child Protection Registry checks. In both of these cases, there will be an “expiration” time interval applied, after which a re-check will be needed. Drug testing needs to have a very short “expiration” time. Also, due to the laboratory referral and payment arrangements, drug testing is complex. Details will need to be worked out during the development process, and in conjunction with the Delaware Health Information Network (DHIN). |
| Would you share the list of attendees? | Yes, it will be posted as an addendum to the RFP on the website. |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|---|---|
| <p>Can you clarify the requirements on the number and content of CDs?</p> | <p>The Technical and Business Proposals may be submitted on a single CD as follows: <u>Two (2) original CDs (Each Labeled as "Original") and six (6) CD copies (Each labeled as "Copy").</u></p> <p>Each CD will contain the following files at a minimum:</p> <ul style="list-style-type: none"> • CD Directory.doc (Microsoft Word 2000 or higher) • RFP Technical Proposal.doc • RFP Business Proposal.doc • RFP Technical Proposal.pdf • RFP Business Proposal.pdf • RFP Project Plan.mpp <p>The CD copies must be labeled on the outside as follows:</p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>State of Delaware</p> <p>Department of Health and Social Services</p> <p>RFP</p> <p>Delaware Background Check System Project</p> <p>Technical and Business Proposals</p> <p>DHSS RFP #HSS-11-051</p> <p>(Name of Bidder)</p> <p>May 21, 2010 11:00 A.M. ET</p> </div> |

Posted RFP Delaware Background Check System Project Questions

| Question | Response |
|--|---|
| How will non-participating providers/employers be handled within the scope of this project? | If a provider doesn't immediately become a user of the new system, they will be "non-participating". However, they still will need to submit Background Check documentation to LTCRP. We want the capability for Division staff to handle the employer functions of the system for such employers, and enter data directly into the new system. |
| For on-going maintenance and support, is Virtual Private Network (VPN) access allowed by the vendor? | Yes, subject to DHSS and DTI requirements |
| Does a signed confidentiality form (Appendix O) need to be submitted with the Transmittal Letter? | No. The signed forms collected at the pre-bid meeting provide the assurances needed for providing sensitive I.T. information. Signed forms from the selected vendor will be collected prior to the start of work on the project. |
| Does a Bidder Contact Information form (Appendix N) need to be submitted with the Transmittal Letter? | Yes. – this form must be submitted in hardcopy with the transmittal letter as well as the other required signature forms |
| Will a Microsoft Project template for a Project Plan and the information on the E-Payment methods be provided? | Yes, both of these and a DTI document with additional IT environment information will be e-mailed to prospective vendors. |