



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF MANAGEMENT SERVICES

Procurement

DATE: November 23, 2011

Client Notice Form Generator RFP No: HSS 11-083

For

The Division of Social Services

Date Due: October 26, 2011 at 11:00 AM

Addendum #2: Demonstration and Evaluation Criteria

Please note: The attached sheets hereby become a part of the above mentioned RFP.

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The Division of Social Services, through this addendum, is providing Vendors who submitted a proposal as a response to the RFP a set of criteria which we would like to see during the demonstration. We are also providing the evaluation measures which will be used to assist the Division in making a final selection. Follow up questions may be asked during the demonstration.

Demonstration Criteria:

1. Demonstrate/address the end to end process.
2. Demonstrate how the designer functions by creating a notice.
3. Demonstrate/address how any optional features would work.
4. Address how the product fits into our environment from an architectural standpoint.
5. Is there any conversion process needed for our input file? Does it need to occur on the State side or is does this occur on the vendor side? How long does this take?
6. Address any common batch errors with the product, any error logging/notification, and re-processing of the file.
7. Clarify licensing structure and hardware/software requirements. Also, cover what is included in the support costs.
8. Address any similar scale projects and if you have performed any changes or upgrades.

Vendors will be expected to provide their own equipment for the demonstration.

Vendors will not be able to connect to our network.

Evaluation Measures:

1. Ease of use- 15 pts
2. Overall product and compatibility/overall fit to our environment- 15 pts
3. Address all demonstration criteria/professional presentation/ability to answer our questions- 20 pts

Vendors will be contacted to schedule a demonstration. They will be scheduled to begin at 9:30 am. We will allow ½ hr for set up time, beginning at 9:00 am. We will break for lunch at 12:00 pm. If a vendor chooses, we can resume after lunch at 1:00 pm and end at 2:30 pm.