



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: December 31ST 2012

HSS 12 052

CHILD SUPPORT NEW HIRE INFORMATION PROCESSING

FOR

DIVISION OF CHILD SUPPORT ENFORCEMENT

Date Due: January 11, 2013
11:00AM

ADDENDUM # 2

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART
OF THE ABOVE MENTIONED BID. Questions &
Answers

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Discussion/Questions

Various questions regarding *RFP HSS-12-052 – Child Support New Hire Information Processing [State Directory of New Hires (SDNH)]* were posed and discussed. The questions consisted of:

1. Who will be responsible for managing employer compliance?

Employer compliance will be managed by the selected vendor

2. What is the anticipated implementation date for the SDNH?

The SDNH should be implemented by July 2013. If the July 2013 deadline cannot be met, the selected vendor will need to develop a strategy to have the SDNH implemented by October 1, 2013 – the date when DCSE’s new computer system is scheduled to go-live.

3. Will there be employer/customer portal links to the SDNH through DECSS (Delaware Child Support System – Oct. 2013) and how will the “sign-on” be managed?

There will be employer and customer portal links through DECSS to access the SDNH and project staff is working on developing a single sign-on that will be authenticated through DECSS.

4. What type of media will be accepted for new hire updates and how do employers currently submit information to the SDNH?

Currently, DCSE receives new hire information from the following sources:

- Fax
- Email
- Diskette
- CD

The new SDNH will need to accept a variety of media types for new hire information. The options include but are not limited to:

1. Facsimile (toll free)
2. Telephone (toll free)
3. W-4 forms and/or an equivalent form of choice that captures all mandatory and optional data elements
4. Standard mail or delivery service
5. Electronic mail
6. Website (DECSS Employer Portal)
7. Existing and prospective new hire data file

5. Is there a possibility the SDNH will interface with two computer systems?

There is potential for the SDNH to interface with the current computer system (DACSES) and the new computer system (DECSS). The proposed implementation timeline will determine if the SDNH interfaces with one or both systems.

6. What information is required to be included in the employer outreach material?

The employer outreach material is a reminder of compliance with DE New Hire State Law – 13 Del. C. § 2208 - State Directory of New Hires.

7. How is the pricing determined for the SDNH?

The cost is based on the transaction pricing model for “price per record for transactions”.

8. Can confidential budget information be marked as “proprietary/confidential” in the proposal?

Yes

9. Should the proposal include calculated budgets for more than one year?

Vendors should calculate a three (3) year budget with the proposal.

10. Can the existing DCSE post office box be utilized for new hire information submissions?

Yes

11. Does the project manager have to be fully dedicated to the DE New Hire development only?

No, the PM does not have to be fully dedicated to DE with the understanding that a significant amount of time should be focused on DE to meet the DECSS implementation schedule.

12. How can objections to contract boilerplate language be documented in the proposal?

Any objections to any legal aspect of the contract boilerplate must be documented on the cover letter.

13. Should proposal separate the technology and budget information?

The sealed proposal should be a two-envelope submission –separate technology and budget calculations.

Questions Cont'd below

Questions		Vendor/Pre-Bid
1	What is the budget for the CHILD SUPPORT NEW HIRE INFORMATION PROCESSING Services? DHSS will discuss the budget with the successful bidder.	Technosoft, Ques. 1 Stellarware, Ques. 10
2	Who is the incumbent vendor for this application? There is no incumbent. This is a new service.	Technosoft, Ques. 2
3	Is the incumbent vendor allowed to bid for this RFP? N/A	Technosoft, Ques. 3
4	What are the pain points in the current process that is driving the rewrite of the application? The current process is run entirely by the state and is very labor intensive.	Technosoft, Ques. 4
5	Can you provide us details on the size/steps involved of the current process? See RFP pgs	Technosoft, Ques. 5
6	How many FTEs are currently providing support and maintenance of the existing process? 3.5 FTE divided among 6 employees	Technosoft, Ques. 6 Stellarware, Ques. 5
7	Can we propose new business/solution architecture or should we stick to the existing processes? We expect the successful vendor to propose a new solution.	Technosoft, Ques. 7
8	Does state has any preference on the technologies to be used for the proposed solution? No	Technosoft, Ques. 8
9	Does DELAWARE HEALTH AND SOCIAL SERVICES (DHSS) allow off shoring of development work of this project to India? No	Technosoft, Ques. 9
10	Does DHSS allow off shoring of support and maintenance work of this project to India? No	Technosoft, Ques. 10
11	How many team members can DHSS accommodate in their facilities? 3 full time – there is flexibility to “hotel” others if needed	Technosoft, Ques. 11
12	What is the DHSS work location for this project? 84-A Churchman’s Rd. New Castle, De. 19720	Technosoft, Ques. 12
13	Can we propose to locate part of the project team in our facilities in US? Yes	Technosoft, Ques. 13
14	Can we propose to provide “support and maintenance” services from our facilities in US instead of DHSS facilities? Yes	Technosoft, Ques. 14
15	The Help Desk requirements of item 1E are fairly specific regarding the duration of hold and busy signals - are those statewide or agency requirements, or based on other benchmarks, such as operational experience with a current support vendor? There is no current vendor.	Winning Strategies

	The State is willing to consider alternatives to the help desk requirements as long as they generally meet the State's needs.	
16	Section II.1.E Help Desk, page 9 What is the average call volume per month for the New Hire Registry Help Desk? There is no help desk for the new hire registry currently. Any calls are comingled with our Child Support Customer Service calls.	Informatix, Ques. 1
17	Section II.2.B Data Collection Requirements, page 11 Can the state provide the annual volume for each of the categories below? 1. Facsimile (toll free) 2. Magnetic media (tape, diskette) in a prescribed format approx 500 3. Telephone (toll free) n/a 4. W-4 forms and/or an equivalent form of choice that captures all mandatory and optional data elements n/a 5. Standard mail or delivery service 6. Electronic mail for 2012 to date 1175 7. Website (DECSS Employer Portal) n/a 8. Existing and prospective new hire data files There have been approximately 279,000 records processed to date in 2012 from all sources.	Informatix, Ques. 2 Stellarware, Ques. 3 Maximus, Ques. 7
18	Section II.2.D Update Requirements, page 12: "The contractor will return documents requiring a response from DHSS/DCSE to DHSS/DCSE with the envelope or copy of the envelope in which it appeared." Would the daily availability of images of all documents (including envelopes) received requiring a response from DHSS/DCSE meet this requirement? The State will consider an image solution for this requirement.	Informatix, Ques. 3
19	Section VII.A, Item 3: Responses to Scope of Services, Section II. A – I, page 30: Section II has numbered sub-sections 1 – 7, each with a different number of subdivisions designated by capital letters. Could the State clarify what portion of the bidder's response will be reviewed for this part of the evaluation? See the response to question 33 below	Informatix, Ques. 4
20	"The contractor will be required to provide either a post office box and/or a local Delaware business address..." Will the contractor be permitted to use the post office box already in use for the New Hire Unit (P.O. Box 12701, Wilmington, DE 19850)? Yes- there will need to be costs adjustments if the State continues to pay for the PO box.	Maximus, Ques. 1
21	Will employer notices be generated out of the bidder's system or DECSS? Bidders system	Maximus, Ques. 2
22	Magnetic tape is listed as an option for data collection requirements while the current DE new hire site indicates that magnetic tape is no longer accepted as of 6/1/2008. Are any employers using tape as their method of reporting and is the contractor required to accept new hire reports on tape. No employers are currently using magnetic tape.	Maximus, Ques. 3 Pre-Bid Meeting Question
23	Approximately how many reports received via email are in free form format, meaning the new hire report is in the body of the email, not in an attached file? 579 to date for 2012	Maximus, Ques. 4
24	Does the state maintain an existing email database of employers that can be used for outreach purposes? No. However, we can provide a list of	Maximus, Ques. 5

	employers.	
25	In addition to a new hire website hosted by the contractor and linked to the DECSS Employer Portal, will the portal have additional/separate functionality for employers to upload new hire files or enter new hire information? No	Maximus, Ques. 6
26	Please confirm the volume of records is approximately 20,000 records per quarter. The volume of records has been determined to be greater than 20,000 per quarter. The total for 2012 to date is 280,000.	Maximus, Ques. 8
27	RFP Requirement II.3.A states that the contractor must send newly entered records to DHSS/DCSE every two business days for DACSES and daily for DECSS. However, RFP Requirement II.3.B states that the contractors shall send all existing and new records. Please confirm that the contractor should only send newly entered records to the State in each transmission. Please review the RFP. Both sections require all newly entered and existing records to be transmitted.	Maximus, Ques. 9
28	RFP Requirement II.3.A states that the State will match the new hire file the contractor transmits with DOL. However, RFP Requirement II.3.B requires that the contractor transmit a file to DOL. Please confirm that DHSS/DCSE will forward/match new hire information to DOL and that the contractor will not send a separate file to DOL. The contractor will need to send a separate file to the State Department of Labor.	Maximus, Ques. 10
29	It is our understanding that only state agencies, not contractors, can transmit new hire files to OCSE. Please confirm that the contractor will not send new hire data directly to OCSE, but instead will send a file, in the correct OCSE format, to the State for submission to OCSE. The State will need to research and verify this requirement. Since we currently do not use a vendor we communicate directly with OCSE and have never had to consider the alternative. The response to this question may be posted later than the other responses. If the response is not posted before the bid deadline the bidders should indicated this as an unresolved issue in their bids. This element should not have a significant impact in any proposed solution.	Maximus, Ques. 11
30	Does the state intend to provide Employer Participation Project (EPP) data or Quarterly Wage data to be used for compliance and outreach? We can provide copies of the quarterly wage data to the successful bidder.	Maximus, Ques. 12
31	Is the optional contract extension for one 2-year period or for two 1-year periods? 2 one –year periods.	Maximus, Ques. 13 Pre-Bid Meeting Question
32	Does the Budget need to be submitted separately from the rest of the proposal? There is a two (2) volume submission requirement the budget needs to be included in the business proposal.	Maximus, Ques. 14 Pre-Bid Meeting Question
33	Item 3: We do not find a section numbered “Section II.A-I” in the RFP. Will the State please clarify which sections of the RFP bidders will be evaluated on for Item 3? This section refers to the entirety of Section II Scope of services. Bidders will be evaluated on the clarity and completeness of their response to all of the subsections in Section II Scope of Services.	Maximus, Ques. 15
34	Bidders must respond to requirements in certain sections, yet evaluation points are awarded for those requirements in other sections. The required format of the proposal does not match the evaluation format. For example, the response for quality assurance is required in Proposed Methodology, yet points are awarded under the Qualifications section. How are bidders to ensure they have an opportunity to receive points for their responses? A	Maximus, Ques. 16

	revised evaluation section is posted with this response document.	
35	Can the State estimate the percentage of current employer records that contain email addresses? None	Maximus, Ques. 17
36	Please describe the current outreach efforts to employers. No formal outreach is conducted. We respond to requests from employers via our Customer Service and Policy units.	Maximus, Ques. 18
37	Considering that answers to questions will not be posted until December 28, will the State please extend the deadline for proposal submission for two weeks, to give bidders time to incorporate those answers in their proposals? No	Maximus, Ques. 19
38	Can the State provide the RFP in a word format? No	Stellarware, Ques. 1
39	How many new hire reports has the State received for the past 12 months? See question 33 above	Stellarware, Ques. 2
40	What is the percentage (%) breakdown of new hire reports via the following methods per month for the past 12 months? a. Form b. List c. W-4 d. Other See question 17 above	Stellarware, Ques. 4
41	How many employers are in the current DE New Hire database? How many employers have submitted a new hire report in the last six (6) months? See question 17 above	Stellarware, Ques. 6
42	Can the State provide the number of reports they received by year for 2010, 2011 and 2012? No. See Question 17 above	Stellarware, Ques. 7
43	Is there a transition plan with the current operation? Can the State provide a copy? No	Stellarware, Ques. 8
44	How many phone calls does the new hire operation anticipate daily/monthly over the coming year? N/A	Stellarware, Ques. 9
45	Can you provide a copy of the current compliance and outreach material? no	Stellarware, Ques. 11
46	Can the vendor establish a P.O. box outside the state of Delaware? yes	Stellarware, Ques. 12
47	What is the current number of employers registered in Delaware to do business? Vendors interested in this information can contact the Delaware Department of State.	Stellarware, Ques. 13
48	What employer data elements (including contact information) are being collected in the new hire database? The elements are listed in the RFP.	Stellarware, Ques. 14
49	Does the State require an email address for employers who report electronically? No	Stellarware, Ques. 15
50	How often does the State send a total employer listing? The State updates the NDNH as required by Federal regulation.	Stellarware, Ques. 16
51	What is the compliance rate of employers with the current program? N/A	Stellarware, Ques. 17
52	How many multi-state employers (MSE) have designated Delaware for	Stellarware, Ques. 18

	reporting? Can the State provide a copy of the most recent MSE report? No	
53	What percent (%) of new hire reports result in a match and wage assignment? Not relevant to this RFP.	Stellarware, Ques. 19
54	If there is an initial mailing required to be sent to all employers, is the State willing to absorb the costs? Should be included in the bid.	Stellarware, Ques. 20
55	On Page 3, Attention Bidders, the RFP specifies that the contractor’s proposal must include a cover letter. However on page 21, Section IV, the section on format and content of response does not list cover letter. Can the State clarify if the cover letter is to be included and where it should be located? The cover letter requirements are on page 24 of the RFP section VI –A.	Stellarware, Ques. 21
56	On Page 5, Further Information, there is a phone number of 302-395-6592 listed for Nichole Moxley and on Page 29, Section I, the same number is listed for Nichole Moxley’s Fax. Can the State clarify what the correct contact information is for Mrs. Moxley? The contact number provides for phone and fax use. Since a phone number is provided, is the contractor permitted to contact Mrs. Moxley with Questions by phone? Any questions posed and answered by phone will not be considered an official clarification or addendum to the bid nor should bidders rely on receiving a return call from a message or fax. <u>Bidders may not call or fax Ms. Moxley after the bids are submitted.</u>	Stellarware, Ques. 22
57	Page 10, Date field description, federal mandatory data elements field length/type: <ul style="list-style-type: none"> a. Does the State only require the contractor to follow section 10-5 through 10-10? The State expects that the successful bidder will have read, understood and proposed to comply with all of the pertinent Federal requirements. b. In this attachment, page 54 says, “If an address is less than 40 characters per line, do not concatenate into one line.” Can the state define what concatenate means? Concatenate is a common IT term and its use here is consistent with the standard industry definition. 	Stellarware, Ques. 23
58	Page 10, word attachment titled "DECSS Mandatory Data Elements field length/type – File Name: 20110602_BATCH_LOC_INCOMING_W4NEWHIRE_30" cannot be opened. Additionally, the actual file name, which appears under the word document icon, is different than above, it is “20110602_BATCH_LOC_INCOMING_W4NEWHIRE_”. Can the State provide a copy of the DECSS Mandatory Data Elements field length/type document? A link for this document is included in the RFP.	Stellarware, Ques. 24

59	On Page 11, Section B, Data Collection Requirements, the RFP states, “contractor must be capable of receiving new hire reports from employers from and existing and prospective new hire date files from a variety of options.” Can the State please rephrase this requirement? “...from existing and prospective new hire date files from a variety of options.”	Stellarware, Ques. 25
60	On Page 11, Section B, Data Collection Requirements, the RFP states the contractor must be capable of receiving new hire reports by Electronic Mail (or e-mail). What safeguards are currently in place to transmit new hire reports via e-mail? Employers may send new hire information via encrypted mail. The State uses IronPort encryption software. The Bidder however should propose a method for safeguarding records which they will receive.	Stellarware, Ques. 26
61	Page 15, “the contractor shall update all computer program and software documentation. All software created for the sole purpose of performing the functions described in the contract is considered property of DHSS/DCSE. The provider shall similarly transfer to DHSS/DCSE or the successor provider all DHSS/DCSE owned system software, data files, application programs, and documentation.” If the contractor has an existing new hire application that is proprietary and will utilize this application for processing, is it the State’s understanding that only the data and reports are considered property of the State? Yes	Stellarware, Ques. 27
62	Page 17, Number 7 contains a list of Deliverables letters A - Q. Are vendors required to provide responses to each of these deliverables? The successful bidder will describe how they will achieve the required deliverables.	Stellarware, Ques. 28
63	Page 17, Number 7, Deliverable B specifies that vendors must complete a project plan using Microsoft Project. Can vendors use different software that is accessible by PDF? No	Stellarware, Ques. 29
64	Page 18, Letter P, “The contractor will provide for and maintain DHSS/DCSE approved standards to address system vulnerability to theft and mischief and efforts at tampering.” Can the State provide the DHSS/DCSE approved standards? The security standards are developed by the Department of Technology and Information and are consistent with industry best practices for government information. Detailed requirements will be made available to the successful bidder.	Stellarware, Ques. 30
65	Page 24, Section VI, Letter A, the RFP states the cover letter must contain “a statement confirming the proposal remains effective through the date shown in (D) below”. However, there is no date provided in section D. Can the State please provide the date the proposal is set to expire? The date is 60 days from the due date of the bid.	Stellarware, Ques. 31
66	On Page 24, Section VI, General Instructions for Submission of Proposals, Subsection A Number of Copies Requested, provides the	Stellarware, Ques. 32

	address where responses are to be submitted. Can the State provide a contact name and phone number as well? This information is required for courier services Kieran Mohammed, 302.255.9290	
67	On Page 28, Q. Proposed Timetable displays the Project Begin date of 2.25.13, but on Page 8 in Section II Scope of Services, the RFP states "The Delaware New Hire Directory plans to be implemented by: July 1, 2013." Which date should the vendor use in order to create project plans? The implementation date refers to the date which the State plans to initiate the vendors processing of the new hire information. The project needs to begin substantially before that time.	Stellarware, Ques. 33
68	Page 30, A. Proposal Evaluation Criteria Category 3 states that Responses to Scope of Services, Section II. A-I carries a weight of 20. Section II, however appears to be categorized by the numbers 1 through 7 with subsections of letters. Can the State specify which sections (using page numbers) that the vendor is required to respond to? The successful bidder will have responded to all of the requirements in the RFP. A revised evaluation section is posted with this response document.	Stellarware, Ques. 34
69	Page 62, Appendix C, the link for Biggs Data Center Authorization Form and instructions and the Employee Non-Disclosure Agreement is broken. Can the State provide an updated link?	Stellarware, Ques. 35
70	Page 63, Appendix H, Delaware Department of Technology and Information (DTI) – Cloud and Offsite Hosting Policy PDF, Is the contractor required to acknowledge Terms and Conditions for Cloud Providers in response to this RFP? Yes	Stellarware, Ques. 36