



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 12, 2013

HSS 13-012

DELAWARE MEDICAID ENTERPRISE SYSTEM
FOR

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Date Due: August 7, 2013
11:00AM

ADDENDUM #2

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART
OF THE ABOVE MENTIONED BID. Pre-bid meeting
questions and answers.

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1	IV&V		Will our IV&V be a separate RFP and when will it be published?	Yes, it will be a separate RFP and we will publish it the near future
2	RFP General		Would like to receive information on the RFP for a MMIS, please send via e-mail.	E-mail response, the MMIS RFP is housed at : http://www.bids.delaware.gov
3	IV&V		I noticed in the text that there was mention of RFP HSS-13-013 for IV&V/QA services. When is this anticipated to be released?	See response to question number 1.
4	DW/DSS		It also says in the RFP that a Data Warehouse/Decision Support System is not part of this procurement. Does the state anticipate releasing a RFP in the future for	The state will not be releasing an RFP for a DW/DSS vendor.

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			these services? If so, is there an anticipated time frame for release?	
5	2		Section 2, RFP Schedule, lists July 1 @ 4:30 for submission of questions. Section 5.1.4 lists May 31 @ 4:30 as the time questions must be received. Which is the correct day and time?	The Questions due date is July 1st @4:30pm.
6	RFP General		Will you all ever see the need or have any interest in doing discovery/eDiscovery work for your cases?	We do not have a need for discovery/eDiscovery. For other state level opportunities, keep up with new RFP's at http://www.bids.delaware.gov/ .
7	1.5		How do we secure a copy of the DVD and which NDA we need to	Any undistributed documentation will be provided to bidders at the bidders

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			sign?	meeting.
8	IV&V		Can you tell me where I can find the IV&V RFP, or when you expect to release it?	See response to question number 1.
9	2.1		The RFP schedule indicates that vendor questions will be answered by July 15, 2013, approximately three weeks before vendors will begin final production of proposals due on August 7. The bidders would appreciate a staggered release of answers as they are developed by DMMA. To ensure the highest-quality technical and cost proposals from bidders, would DMMA	The state will issue one set of vendor answers prior to the bidders meeting. The remaining vendor answers will be issued July 15, 2013.

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			consider a staggered release of answers to bidder questions?	
10	Cover page		<p>On the Cover Page of the RFP, we see the following sentence: "A brief 'Letter of Interest' must be submitted with your proposal." How is this Letter different from the Letter of Interest that must be submitted at the June 14 Mandatory Bidder's Meeting? Where in the proposal should this Letter of Interest be placed?</p>	<p>2.2 Letter of Interest Bidders are required to submit a Letter of Interest to bid. This letter will be due by 9:00 a.m. ET on June 14, 2013 and must be hand delivered at the mandatory pre-bid meeting and the same letter of interest is to be included in the proposal.</p>

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11	Cover page		<p>On the second page of the RFP cover sheet, we see this statement: “NOTE TO BIDDERS: Your proposal must be signed and all information on the signature page completed.” This signature page does not appear to be included with the attachments to the RFP. Please clarify this requirement:</p> <ul style="list-style-type: none"> • Is the signature page a reference to the Transmittal Letter? • Or—is this a reference to Attachment R, Bidders Signature Form (which goes in Tab 4)? • If not, will the State provide the signature 	Please sign, ATTACHMENT R: BIDDER’S SIGNATURE FORM

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			page template for completion by bidders?	
12	5.1	11	<p>The proposal preparations instructions include this instruction: "Bid proposal Materials must be printed on 8.5" x 11" paper."</p> <p>The proposals will include very detailed system graphics and organization charts (the organization charts require a great deal of information). These charts and graphics will be very difficult to read on 8.5" x 11" paper.</p> <p>Will the State allow bidders to print these very complex, detailed</p>	Yes

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			illustrations as fold-out graphics, on 11" by 17" paper?	
13	5.2.4	15	The instructions for Tab 4 mention Attachment V, the Bidder Contact Information form. This completed attachment must be submitted at the June 14 Mandatory Bidder Meeting. Does the State want another copy of it also submitted with the proposal?	Yes
14	5.2.7	18	Requirement 4 at the top of page 18 requires "A Staffing Plan in which the bidder details its approach to staffing the project to meet DHSS requirements established in 5.2.14."	The State does not wish to see a generic staffing template. As indicated in B.1.12.6 a staffing management plan (SMP) must be submitted with the proposal and will be updated 20 days after the contract start date. The format and content must

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			<p>Since the response to 5.2.14 (which is the Staffing section, Tab 13) contains all the information requested in this Requirement 4, it's not clear what the State wishes to see in response to Requirement 4.</p> <p>Does the State wish to see a template of the Bidder's standard staffing plan along with a pointer to Tab 13 for the actual details?</p> <p>If not, please clarify what the State expects to see in response to Requirement 4.</p>	<p>adhere to the requirements in E.1.1.4. Section 5.2.14 seeks to obtain information not contained in the SMP. This would included expanding upon the individuals; experience, skill sets, selection, successes and direct relevance as assigned to each project phase.</p>

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15	5.2.9(1)	19	<p>The first requirement says that “Bidders shall provide a Project Plan with a work breakdown structure, project schedule, and a quality management plan.” This closely resembles the requirement for a Work Breakdown Structure and Project Schedule found in the requirements for Tab 7 Project Management Oversight and Planning, requirement 1 at the top of page 18.</p> <p>In the requirement in Tab 8, is the State asking for a “breakout” piece of the total plan that describes just the plan and activities for Design, Development, and</p>	This interpretation is correct.

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			Testing?	
16	5.2.14.6	26	Staffing section 5.2.14.6 Resumes and Tab 4 both refer to Attachment W. Please clarify: where does the State want bidders to place Attachment W: <ul style="list-style-type: none"> • In Tab 4 Required Forms (under “Named Position Resume”)? • Or in Tab 13, subsection 5.2.14.6 Resumes? 	Attachment W needs to be completed and placed in Tab 4. Tab 13 requires more specific information.

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17	Attachments		<p>The file containing the RFP and attachments was in pdf format and contained a number of forms that must be completed by the Bidders and submitted with their proposal. Will the state provide the following attachments in their “native” formats that can then be completed by the Bidders?</p> <ul style="list-style-type: none"> • RFP: Word format • Attachment B, C, D, E, : Word format • Attachment K: Excel format • Attachments L, M, O, P, Q, R, S, T, U, V, W and X: Word format 	Yes, and will be provided at the mandatory bidders meeting

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18	E.1	E-3	Deliverable Numbers 11.5 and 11.6 (within Task 11 System Operation and Maintenance Support) may have the incorrect Section Number references: <ul style="list-style-type: none"> • 11.5 System Updates refers to 1.45, but the correct reference seems to be 1.43 • 11.6 Operations & Maintenance Procedures Manual refers to 1.46, but the correct reference seems to be 1.44 Is this correct?	This is correct, 11.5 System Updates refers to 1.45, the correct reference is 1.43 and 11.6. Operations & Maintenance Procedures Manual refers to 1.46, the correct reference is 1.44

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19	L.2	L-3 and L-6	<p>In Attachment L, Paragraph L.2 (2) states: "If Bidders are unwilling to comply with certain RFP requirements, terms and conditions, objections must be clearly stated in the proposal and will be subject to negotiation at the discretion of the Department."</p> <p>In Attachment L, Paragraph L.2 (18) states: "The State will not entertain any modifications to the language of this document. By submitting a proposal to this RFP, the Bidder agrees to be bound by the terms and conditions in that contract"</p>	<p>L.2-18 refers to the standard department contract (aka boilerplate) only. The State will not entertain any modifications to this document. Other RFP modifications may be negotiated.</p>

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			<p>document.” The language in (2) and (18) conflicts on the topic of submitting objections to certain RFP requirements, terms and conditions:</p> <ul style="list-style-type: none"> • Will the State allow bidders to present alternate contract language in their proposals (while also agreeing to comply with all State requirements)? • If the State allows bidders to submit this alternate language, where should the language be placed? 	
20	L.3	L-6 to L-14	It does not appear that any part of Attachment L “Contract Terms and Conditions” should be	Per addendum #1 section titled Cloud/Hosting Requirements, "to properly complete the terms and conditions and technical

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			<p>submitted with the proposal. Should we then assume that the section called "State of Delaware Cloud and Offsite Hosting Specific Terms and Conditions" (which includes a column for Vendor's Acknowledgement) should be completed by the winning vendor following contract award (and not submitted with bidder proposals)?</p>	<p>requirements located in section L.3 complete the Vendor's Acknowledgement section as follows..." this must be included with the proposal and clearly identified.</p>

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21	Attachment U	U-1	<p>Attachment U-1 is called the “Deliverable Acceptance Request Form.” It appears in the midst of a series of forms that must be completed and submitted with the proposal. However, after searching the RFP, we can’t find any requirement to submit this form with the proposal or where to place it.</p> <p>Please clarify: Should Attachment U be submitted with the proposal, or is it provided for informational purposes only?</p> <p>If Attachment U should be submitted with the</p>	<p>This is a standard deliverable acceptance template that can be used to sign off on deliverables in attachment E. Bidders can choose to develop their own but must be approved by the state.</p>

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			proposal, please tell bidders where to place it.	
22	Attachment S	S-2	Attachment S is the Office of Minority and Women Business Enterprise Certification Tracking Form. If the Prime Contractor is not a Minority or Women Business Enterprise, does the Prime need to submit this form with its proposal? If not, should the Prime	The Minority and Women Business Enterprise tracking form is no longer used by DHSS. Completion of this form is no longer a mandatory requirement in this proposal. The Office of Minority and Women Business Enterprise has been changed to Office of Supplier Diversity. Any vendor seeking more information should visit http://gss.omb.delaware.gov/os

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			<p>provide a statement in place of Attachment S explaining that they are not a Minority or Women Business Enterprise? If the Prime Contractor is not a minority but has minorities on the bid team as subcontractors, do those subcontractors need to complete the form?</p>	<p>d/index.shtml.</p>
23	5.2.14.4	25	<p>The third position in section “5.2.14.4 Named Staff for Core Fiscal Agent Operations” is the Deputy Account Manager. However, Attachment N does not include an entry for this position with Qualifications,</p>	<p>As per the tasks of the Deputy Project Manager on page N-4 this position moves to Deputy Account Manager during the operations project phase. This is a named staff.</p>

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			Roles and Responsibilities, and Tasks. Does the State intend for the Deputy Account Manager to be a Named Staff, with resume in the proposal?	
24	1.5	3	The instructions in Section 1.5 tell Bidders that they must submit a signed Non-Disclosure Agreement in order to gain access to the procurement library and its documentation. To whom should bidders submit this Non-Disclosure Agreement?	See response to question number 7.
25	L.1.3	L-2	In Attachment L, section L.1.3 Contract Term (page L-2), the paragraph on the top of	Yes, the contract end date including the 6 extensions would be June 30, 2027. Yes, the state will execute

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			<p>page L-2 states, “The term of this contract is for twenty-nine (29) months of DDI and 5 years of Fiscal Agent (FA) operations with 6 extensions. Any contract awarded hereunder shall commence on or about January 2, 2014, or date of award if later, and shall remain in effect through June 30, 2024. . .”</p> <p>Attachment K (Cost Proposal) agrees with this statement, requesting pricing for DDI pricing (in Pricing Schedule B and Pricing Schedule D) and pricing for 5 years of Fiscal Agent base year operations (in Pricing</p>	<p>amendments for the optional year extensions. The last sentence of L.1.3 should sate, "Assuming this contract runs the eleven full years and all annual extensions are used, the contract end date would be June 30, 2027."</p>

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			<p>Schedule C and Pricing Schedule E). By adding the 6 extension years to the 3 years of DDI and the 5 base years of operations, the contract end date would be by June 30, 2027 (not 2024). Which is correct: a contract end date on June 30, 2027, or are there only 3 extension years? For the optional extension years, will the State execute each optional year through a contract amendment?</p>	
26	Attachment V	V-1	Whose name and signature shall we include on Attachment V? As our company's	Whomever can commit the company

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			lead representative on this procurement, should it be me, or should it be the president of our company, who will ultimately be submitting and be responsible for our bid?	
27	Cover page		The RFP indicates that further information re Specifications and Administrative Procedure for the Letter of Interest can be obtained from your office. Any guidance is welcomed.	Per RFP, specifications and administration procedures may be obtained at the above office or phone (302) 255-9290.
28	2.1	5	There appears to be an inconsistency in the version of the RFP I am reading regarding the deadline for submission of questions. Page 5,	See question 5

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			Section 2.1 "Submission of Questions" indicates 4:30PM on July 1, 2013, while page 12, Section 5.1.4 shows May 31, 2013. Can you please clarify?	
29	1.5	3	Per the mention of the Procurement Library on page 3, we would like to schedule an onsite visit. What is your availability this week?	No on site visit is necessary, the Procurement Library will be provided in electronic format at the bidders conferences.
30	IV&V		Can you tell me where I can find HSS-13-103, the IV&V RFP which is referenced in the DMES RFP?	See response to question #1
31	IV&V		Is the IV&V procurement part of the DMES procurement? Do we need to submit a letter	See response to question #1

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			of intent to be eligible to bid on the IV&V contractor RFP? Where will the answers be published?	
32	Attachment S	S-2	Does the State have a registration for WBE-SBE firms who are interested in partnering up with the systems integrators who will most likely be prime contractors	Yes, please visit http://gss.omb.delaware.gov/osd/index.shtml
33	Attachment S	S-2	Is such a list of potential sub-contractors provided to the systems integrators who attend the pre-bid meeting?	No, vendors wishing to attain any information regarding WM/SBE may visit the Office of Supplier Diversity page on the link provided for Supplier Diversity contact information.
34	Attachment S	S-2	Do WBE-SBE firms who would only have a sub-contracting role in any response to this	No

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			solicitation, have to attend the mandatory pre-bid meeting?	
35	Attachment S	S-2	Does the State have an expectation of a portion of the ensuing contract being set aside for minority-owned businesses? If yes, how much?	No
36	1.5		I also wanted to alert you of our intent to request the Procurement Library materials on a Digital Versatile Disk (DVD-R) referenced in the RFP section highlighted below. As our two representatives will be in New Castle on the 14th I was wondering if we could prepare to arrange	See response to question # 1

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			for delivery of said disk to them at that time.	
37	Attachment L	L-43	In Attachment L: section L.7.2.19 Item 5 states: General Maintenance tasks include the best practices adopted by the Department of Technology and Information (DTI), through the Technology and Architecture Standards Committee (TASC). The Contractor will develop solutions using architecture, software, and hardware deemed to be in a Standard or Acceptable category by DTI. When	Yes

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			<p>an architecture, software, or hardware is moved to a category of discontinue the Contractor must develop a plan to move to a solution considered Standard. DHSS expects contractors to monitor the applicable sections of DTI Enterprise Standards and Policies website and maintain these standards throughout the life of the contract. These standards are applicable to all Information Technology use throughout the State of Delaware.</p> <p>When an architecture, software, or hardware is moved to a category of</p>	

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			<p>discontinue the Contractor must develop a plan to move to a solution considered Standard. Since a move to a new and presently unknown architecture, software, or hardware may be costly will the State allow the contractor plan to include pricing for said move?</p>	
38	L.6	L-25	<p>With respect to fingerprinting as a part of background checks, will you allow the vendor to utilize and leverage your vendor and process for your employees for fingerprint checks? Further, what do you do in the case where an</p>	It is mandatory

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			employee refuses to allow for fingerprints to be taken?	
39	L.6	L-25	Regarding fingerprinting, are you looking to follow a Delaware law requirement and if so, can you provide a legal citation?	This is an agency requirement
40	Attachment C	C-20	This question is related to the following requirement: "GTT142 - Degree of customization for proposed software to meet State needs cannot exceed 15%." How will this be calculated or measured?	See narrative of section 3.13 of DMES RFP
41	Attachment B	B-24	There are several inconsistencies in RFP	Please address the schedule due dates as indicated however the

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			<p>requirements related to the project schedule for the replacement MMIS project.</p> <p>Throughout Attachment B – Statement of Work, a table is used to denote deliverables and information related to each deliverable, such as Due Date. For most of the deliverables, there is no specified due date.</p> <p>For a select few deliverables, there is a specified due date. For example, in section B.1.17.6 Deliverables, there is a table that shows Acceptance Test Results and Operational Readiness Test Results are due by Month 20 of the new contract.</p>	<p>entire project plan will be negotiated with the State prior to contract signature.</p>

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42	Attachment D	D-7	<p>“Coordinating Legacy and DMES updates Modifications, changes, and updates are made through a process of Change Control (CC) requests. As of the start date of this Contract, there will be an existing workload of CC requests that will be applied to the legacy DE MMIS by the current contractor. As new change orders for the legacy MMIS are implemented, the DMES Contractor must participate in the Change Control Board (CCB) meetings with the State and incumbent Fiscal Agent (FA) to determine if the changes in the legacy system include</p>	<p>Changes in scope to add or subtract functionality are normally done through contract amendments. Change request costs are done at that time.</p>

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			<p>new business and technical functionality that were not communicated in the requirements for the new DMES. How does a bidder propose costs for potential changes that will be identified after the new contract is executed? Will this work be billed under a contract amendment for modifications or enhancements above and beyond the fixed-price contract to install and configure the MMIS? When will this work need to be completed?</p>	

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43	C.3.3	C-7	<p>Each row on this table indicates two reference numbers. For example: "GTT003 and GTT132," with a narrative description of "A modern relational database management system must be used"</p> <p>In this example, the second reference GTT132 appears elsewhere in the RFP in Section C.3.11 Record Retention requirements. GTT003 and GTT132 appear to be unrelated to one another. This issue is repeated throughout the table in section C.3.3 and appears to be a formatting issue. Can the State clarify which</p>	<p>The proper references for C.3.3 Data Quality Control are as follows: GTT132, GTT133, GTT134, GTT135, GTT136, GTT137, GTT138, GTT139, GTT140, GTT141, GTT142, GTT143, GTT144, GTT145, GTT146</p>

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			<p>identifier is correct?</p>	
44	L.3	L-12	<p>The RFP section L.3 State of Delaware Cloud and Offsite Hosting Specific Terms and Conditions, Item 20, states that the Service Provider shall ensure that the State’s Recovery Time Objective (RTO) of 24 hours is met.</p> <p>A 24-hour RTO is entirely feasible, but it requires disaster recovery equipment that is in a</p>	<p>Based on the level of severity the vendor is free to propose what they think is the most appropriate RTO for their solution however this will be negotiated with the State.</p>

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			<p>continuous state of readiness. A 72-hour RTO would reduce costs associated with dedicated or 'warm' backup site equipment and continuous operations to sustain production volumes.</p> <p>Will the State consider a greater RTO; up to 72 hours for recovery time?</p>	
45	Attachment B	B-24	<p>There are several inconsistencies in RFP requirements related to the project schedule for the replacement MMIS project. Throughout Attachment B – Statement of Work, a table is used to denote deliverables and</p>	<p>Please address the schedule due dates as indicated however the entire project plan will be negotiated with the State prior to contract signature.</p>

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			<p>information related to each deliverable, such as Due Date. For most of the deliverables, there is no specified due date. For a select few deliverables, there is a specified due date. For example, in section B.1.17.6 Deliverables, there is a table that shows Acceptance Test Results and Operational Readiness Test Results are due by Month 20 of the new contract.</p>	