



*Delaware Health  
And Social Services*

---

**DIVISION OF MANAGEMENT SERVICES**

---

PROCUREMENT

DATE: January 16, 2015

HSS 14-060

Data System for Aging and Disability Services

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: February 11, 2015

By 11:00 am Local Time

ADDENDUM # 2 – Questions & Answers

**PLEASE NOTE:**

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

---

Kieran Mohammed  
Procurement Administrator

---

Franklin Jones  
Division Contact

Question	Answer
Is \$250,000 the total limit for the entire project? Software, hosting, and hardware?	Yes. Future year license fee's and/or additional phases to be paid for by state budget requests.
We are contemplating on bidding on this RFP. I am curious if it has anything to do with the RFP HHS14021-ELECCSREC1 that the state of Delaware currently has out?	It does not
I am curious if you have seen any demos from any other vendor?	Yes
I had question in reference to the Criminal Background requirement. I was hoping you could clarify if it is required for every staff member or just for the staff that would be working on the project.	Any staff that will be working on the project or will have access to the data. In a hosted solution this will include staff at the data center that have access to the data.
Are any of the help desk support calls (e.g., related to assessment, case planning and/or case notes) clinical in nature?	No
The RFP requests a vendor to provide "modular software." Modular could be interpreted in different ways. It could mean different functions or different processes. It could be software that requires enhancements to provide new services. Please provide a definition of modular software.	Modular in this RFP refers to off the shelf 'modules' designed for specific tasks. One module could be case management and another could be reports.
Please detail and define what "information & assistance" and "case management" functions are needed for the modular system. These terms may be interpreted in different ways.	Vendor is expected to have these 'modules' currently in service.
Can a demonstration of the TAP system be made available early in the proposal development phase, following publication of answers to bidders' questions? Can the documentation and systems manual for the TAP system be made available? If the documentation is not available, please provide a comprehensive list of the current functions within the TAP system.	Demonstration will be provided to the successful bidder. System documentation is not available. System functions needed for this project are listed in the RFP.
Does the new modular system need to support PASRR functionality?	Not at this time.
Is there a site map for the ADRC? Can a copy of the site map be provided?	The ADRC website can be found here: <a href="http://www.delawareadrc.com/">http://www.delawareadrc.com/</a>
Since "No State staff will be available for data cleanup or meta-data definition," will the State provide a detailed data dictionary and data schema for the existing databases and files?	Yes to the successful vendor.
How many modules does the State expect to have in the new modular system? The first one is mentioned on page 8, Service module. Please specify the name of each module.	Modules being proposed by bidder should cover system requirements outlined by the state.
Is there a systems interface document on how to interface with the MCI system using Web services?	The MCI system is being rewritten and is expected to be implemented in the fall of 2015. The successful bidder will be provided with the necessary documentation.
What are the case management functions of the division?	See section 4.
What are the reporting functions of the Division?	See section 4.
What are the state and department standards?	Please see section 4.4 which has a link to all the state and department standards.
Please clarify the last bullet since a word or two may be missing: it reads "Application must the provision of an integrated Aging and Disability Resource Center (ADRC) service database on a public-facing website."	The entire bullet should have read 'Application must ensure the provision of an integrated Aging and Disability Resource Center (ADRC) service database on a public-facing website'
What specific data (on services and clients) is expected for contracted service providers to upload to the system?	Provider data uploads are not part of this phase of the project.
Is the data structured or unstructured?	If this was about TAP data then it is structured in a SQL Server database.
How many different notices are generated today? What is the total volume of notices sent out monthly?	Approximately 10 notices are manually generated. Total volume is not known.
One service module requirement indicates "Must have the capacity to expand to external users (service providers)." Is the State expecting this to be a separate phase of the project? What is expected in phase one?	Service provider module is expected to be a secondary phase. See RFP, Core requirements.
How many case management reports are needed? Please detail the different case management reports.	Vendor is expected to have a reporting module developed with existing reports.
How much existing data resides in the current TAP system? Are the data schema and data dictionary available for the existing ADRC resource database? How many records are on the database? What kind (vendor) of database is it stored on? What is the actual size of the current database in GigaBytes or TeraBytes?	The successful vendor will be given the data schema and dictionary information for TAP. The Data is in a SQL Server 2008. The SQL server data base size is approximately 12000 MB and has over 150 tables.

<p>The seven key positions identified in Section 4.1 include five positions that require more than one resume (Business Analysts, Senior Developers, Technical Analysts, Documentation Specialists, and Subject Matter Experts). These instructions therefore require a minimum of 12 resumes. Committing this number of resumes for skilled staff positions in advance of the actual project start date will impose a hardship on many bidders. Will the State consider requiring resumes for committed persons for the Project Director and Project Manager leadership positions, but allow representative resumes for the other positions? (It's understood that the representative resumes will accurately represent the quality and experience of the persons eventually assigned to the project.)</p>	<p>Yes if the person assigned has qualification that meet or exceed what was on the representative resume.</p>
<p>Please detail the specific positions required to be on-site in the New Castle, Delaware, office. Please clarify the requirement when it indicates "other key staff like ..."</p>	<p>Except for the Project Manager, any other position may be located off-site except as required by the project. Off shore staffing is not permitted.</p>
<p>Which specific positions can be located off-site? Are off-site vendor staff required to be located in a Delaware office with proximity to the State office? If yes, how far from the State office location?</p>	<p>The extent of onsite staffing will be determined at contract negotiation as long as they are in the United States.</p>
<p>Are the on-site staffing requirements applicable to the development phase of the project only? Once project goes live into production, can the vendor's support staff be located offsite at a vendor location in Delaware? Or will they be permanently located at the State office?</p>	<p>Support staff after implementation will be off-site as long as their location complies with the DTI offshore requirements.</p>
<p>Will the State provide database details including data model, data schema, data dictionaries for the three data sources identified in this section?</p>	<p>Yes to the successful vendor.</p>
<p>What is the expected term for the contract, including operational years? There are discrepancies as below: Section 7.3, Contract Term, states, "The projected term of the project is 6 months from contract signature. Bidder is expected to propose an aggressive yet realistic timetable that may be shorter or longer than the projected project term. At the State's sole discretion the contract end date may be extended for up to one (1) additional year." Section 4.13.9 Support Services, states, "The first year will be mandatory; years two through five will be at the State's option." Appendix F, Project Cost Forms, page 86, indicates five years of support costs.</p>	<p>6 months is the anticipated project completion timeframe. At the completion of the 6 months we are expecting a 1 year license for the application. As described in the first question the total budget is for project implementation and 1 year license. Future year license fee's or expenditures will be part of the state budget request.</p>
<p>The instructions for preparing the CDs tell us that "each CD" will contain the Technical Proposal and the Business Proposal. Section 6.3.1 "Project Cost Information" states that "Cost information must only be included in the Business Proposal. No cost information should be listed in the Technical Proposal." This mandated separation of Technical and Cost information is standard in government procurements. We also typically see very strict instructions to submit SEPARATE CDs for Technical and Business (i.e. Cost) proposals. That is: one CD for the Technical Proposal and an entirely separate CD for Cost. The instructions in 6.3.1, however, tell bidders to include all information on each CD. Please confirm that the State wants both proposals (Technical and Business) on the same CD.</p>	<p>Can be on same CD, separate files</p>
<p>According to the Anticipated Schedule, the State will respond to Bidder Questions on January 14, with proposals due on February 11. The January 14 date is late in the process for bidders who need the answers to questions in order to scope and cost a complex system development project like the one described in the RFP. Can vendors have a 45-day extension on the due date (extended to March 26, 2015) in order for all bidders to complete a fully developed response to this RFP that accurately incorporates the State's answers to bidder</p>	<p>No</p>
<p>Proposal instructions require bidders to include the completed Appendix E in two separate locations in the proposal: "Section B Required Forms" requires the Appendix E Key Position Resume "Section F Staff Qualifications and Experience" also requires Appendix E Key Position Resume Please confirm that the State is requiring the completed Appendix E in both locations. If not, please specify the location where bidders should place the completed Appendix.</p>	<p>As long as the Key Position Resumes Appendix is labeled the state does not have a preference. One inclusion of the Key Staff Resumes should be sufficient.</p>
<p>Proposal instructions require bidders to include the completed Appendix I in two separate locations in the proposal: "Section B Required Forms" (bottom of page 36) requires the Crosswalk "Section E Project Requirements" also requires the completed Crosswalk (page 39) Please confirm that the State is requiring the completed Appendix I in both locations. If not, please specify the location where bidders should place the completed Appendix.</p>	<p>With the crosswalk as long as it is labeled the state does not have a preference for location – one Appendix and location should be fine</p>

Are all “case management functions” detailed in the “Core Requirements” list?	Section 4 states 'Must include all of the industry-standard data elements for I&A and case management services, including those related to:' o intake o assessment o case planning o case notes o referrals o other related processes
Electronic Signatures – please detail the requirements of acceptable electronic signature in DE in order to determine if this can be met by existing functionality.	Requirements are to be developed with successful bidder.
Must convert existing data that resides in the TAP system and have the capacity in the future to incorporate data maintained by contracted service providers - What data needs to be migrated from the state-developed Tracking Assessment and Planning (TAP) system? Please provide information on number of tables, data elements, and format(s). May the vendor assume that the state will populate the vendor's standard data templates and workbooks in order to contain the cost associated with data migrations?	The SQL server data base size is approximately 12000 MB and has over 150 tables. Additional details will be given to the selected vendor
a. May vendors assume the following:	
· vendors will migrate basic demographic data, call data, enrollment data, service data only	No
· no plans or assessment data will be converted due to the typical data scrubbing and cost associated with that type of migration	Active care plans will be converted. Assessment dates may be converted. Assessment data will not be converted.
Please confirm that the vendor will not be expected to maintain content for the ADRC resource directory, and updates to resource data will be performed by State and/or provider staff.	From section Core Requirements 'Vendor will be responsible for ongoing maintenance of the ADRC website and database.'
With regard to requirements in Section 4.11, may the vendor propose a standard COTS implementation methodology that includes both on-site staffing as well as off-site work?	Yes as long as it is in the US. Please see section 4.4 which has a link to a all the state and department standards.
In the train-the-trainer training approach, how many trainers does the State anticipate need to be trained (section 4.13.8)?	Up to 20
Please confirm that the only external system with which the new system must interface is the MCI system referenced in “Core Requirements” (page 7 of the RFP).	Yes
Please provide details for interface/integration with any external systems (one-way/bi-directional; batch/on-demand; method of transport; etc.).	Only interface needed will be with the MCI system using web services.
Section 3.2 says “No State staff will be available for data cleanup or meta-data definition. State staff will be available to consult with the vendor on the data needing to be cleaned up for conversion.”	
a. Q – Will someone be able to assist in the mapping of the data fields and field clarification?	Yes
b. Q – Is the state willing to accept that bad data in is a possibility if there is no data clean-up, or has that already been completed?	The State and vendor will work to develop ETL mechanisms. The vendor will be expected to develop ETL modules for 1 to 1 code transformations but it will be the State's responsibility to clean up data values that cannot be converted in an automated fashion. The State and the vendor will have to decide the disposition of data that cannot be manually cleaned within the given timeframe.
Section 3.5 says “The state will be primarily responsible for post implementation administration if the system resides at the Biggs Data Center. If an Application Service Provider solution is selected, the vendor has primary administration responsibilities.”	
a. Q - Please clarify what the State means when it says “administration responsibilities”? Is the state referring to maintenance of database infrastructure, and/or user accounts, system settings, first level end-user support, etc.?	If the proposed solution is a ASP solution then the vendor is responsible for all the issues listed except for user account.

Section 4 Core Requirements says "Application must meet state and department standards."	
a. Q - Can we get clarification on what those standards are? What is the context of those standards?	Yes to state standards. See section 4.4 for the standards.
Section 4 Core Requirements	
a. Q - Can you provide any further details about the type/volume/format of the data that resides in TAP that must be converted & migrated?	to be given to successful vendor
Section 4 Core Requirements > Service Module Requirements	
a. Q - What is meant by "caseload weighting tool"?	Caseloads are to be assigned based on the complexity.
Section 4 Core Requirements > Service Module Requirements	
a. Q - What is meant by "capacity to generate notices and/or other correspondence"? Can examples of use cases be given?	Letters/notices should be able to be system generated and printed. A letter of ineligibility is an example.
You have multiple locations. Do require multiple public facing sites or just one for the state?	Just one
How many operators, case manager and intake personnel are there? By position please.	Approximately 25 case manger, 8 intake workers and 40 operators.
Does a public facing site need to comply with any specific state design requirements, if so are these requirements available?	Yes to state standards. See section 4.4 for the standards.
Can we get a list of other bidders?	The list of bidders would not be available until after closing date of the RFP. At that point, this information can be requested through a Freedom of Information Act (FOIA) Request using the following link: <a href="http://dhss.delaware.gov/main/mailforms/dhss_foiaform.aspx">http://dhss.delaware.gov/main/mailforms/dhss_foiaform.aspx</a>
Are we required to have a local registration, local business or any other requirements such as minority or woman own business?	Per section 7 of Appendix A (General Terms & Conditions), a bidder must secure a Delaware Business License. A certification of Minority/Women/Disadvantaged is not required, however the state requests that bidders who are such, communicate this certification within their proposal (Section 21 of Appendix A).
What is the budget for ongoing support and maintenance for the case management and website?	The state understands there will be out year costs; license fees and/or maintenance. Those cost will be negotiated with the successful bidder.
Are there other modules, in addition to those listed in the RFP, that the state envisions in its mid- to long-range plans? If so, please describe those.	No
What are the desired components for a caseload weighting tool?	State has developed a caseload weighting tool.
If the current TAPS system does not link with Adult Protective Services and LTC Ombudsmen programs, what emerging or anticipated state program needs would drive such a linkage?	The TAP system does link with APS. Ombudsman system is separate and a possible future module for the project.
Does the state prefer a vendor-hosted or a state-hosted solution, and why?	There is no preference. However, vendor hosted solutions require encryption of State data at rest. If this is not possible, then a State-hosted solution would be preferable.
Can the state provide examples of the types of individual and aggregate ad hoc reports that might be required?	Number of person served by county. Persons served by age or disability.
How many on-site meetings does the Division anticipate holding, requiring Project Director attendance?	The state anticipates at least a bi-weekly meeting.
What role would the contractor play in future system improvements after the 90-day warranty period, including any needs identified by end-users after the system goes live?	incorporating future enhancement requests that may be required due to rules and regulation changes.
What assistance will the state provide to define existing data elements to ensure the complete and successful conversion of said data to the new system?	State will ensure that the required people will attend the JAD sessions.
What is the preferred method to be used for user authorization and authentication?	State prefers a single sign on using the state domain authentication. Please see section 4.4 for the state standards.
Does the state require database level or field level database encryption?	Database
Is there an Active Directory implementation for authentication at the State level?	Yes
Does the State have any requirements related to Single Sign On for the ARDC Application?	No. It currently does not require a login.
Please advise if the State has performed any gap analysis between the legacy TAP system and the current business requirements.	No. It is a requirement of the RFP. See section 4.12.2
Please share the 'Gap Analysis' document that the State may have created based on the gap analysis between the legacy TAP system and the current business requirements.	No. It is a requirement of the RFP. See section 4.12.2
Can the State share documentation for the legacy Tracking, Assessment and Planning (TAP) system?	There is limited documentation that will be shared with the successful bidder.

What are the technologies used for developing the Tracking, Assessment and Planning (TAP) system?	Centura 6.0 against SQL Server 2008.
What is the database size of the existing Tracking, Assessment and Planning (TAP) system?	The SQL server data base size is approximately 12000 MB and has over 150 tables.
How many tables, entities and records existing in the current TAP system database.	The SQL server data base size is approximately 12000 MB and has over 150 tables.
Can the state share the database schema of the existing Tracking, Assessment and Planning (TAP) system?	This will be shared with the successful vendor.
Are there any physical files, documents (such as .doc, .pdf, etc.) or images that need to be migrated from legacy to the new ARDC system?	A few small files less than 20.
If any physical files, documents (such as .doc, .pdf, etc.) or images need to be migrated to the new ARDC system. Please specify the size of these documents.	A few small files less than 20.
Please advise if the State has a preference for a State hosted solution or a vendor hosted solution.	There is no preference. However, vendor hosted solutions require encryption of state data at rest. If this is not possible then a state-hosted solution would be preferable.
Which different mobile computing environments are required to be supported?	Windows
What are the number of external users such as service providers?	There are no external users. In the future there may be a need to add external users.
Are there any internal or external interfaces to be developed in the new system?	The only interface required is the MCI Interface. See section 4 for core requirements.
For a COTS based solution, please advise on the nature of rights the State will/intends to retain on the software deployed for the State.	The State would retain only the rights under the license agreement to a 100% COTS product. For COTS customizable or custom-developed modules, the State would retain rights only to the portions of the solution that were developed or customized under this contract.
If the proposed solution is considered custom (with knowledgeable subject matter experts involved of course) would relative knowledge in the health space suffice for the requirements listed in "Section 4: Contractor Responsibilities/Project Requirements"?	See section 4. Contractor Responsibilities/Project Requirements 'Successful implementation of the proposed solution in two or more sites similar to the solution being proposed for DHSS.' 'Experience working with aging and disabilities service and information infrastructures.' 'Knowledge of ADRC operations and experience in generating public-facing ADRC service databases' 'Knowledge of National Aging Program Information System (NAPIS) and Semi-Annual Reporting Tool (SART) reporting requirements and experience in generating these reports'.