



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: February 2, 2015

HSS 15 003

**VACCINE ORDERING AND INVENTORY TRAINING FOR VACCINE
FOR CHILDREN PROVIDERS USING THE IMMUNIZATION
INFORMATION SYSTEM (IIS)**

FOR

DIVISION OF PUBLIC HEALTH

Date Due: MARCH 2, 2015
11:00 AM

ADDENDUM # 2

Please Note:

THE ATTACHED SHEETS HEREBY BECOME PART OF THE
ABOVE MENTIONED BID.

Responses to questions received by the due date of January 26,
2015 and those addressed at the pre-bid meeting February 2, 2015.

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**VACCINE ORDERING AND INVENTORY TRAINING FOR VACCINE
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RFP – HSS 15 003
Questions and Answers
Pre-bid Meeting February 2, 2015

Q: Will the State consider allowing vendors to phone in to the pre-bid meeting via teleconference? Or is the only way to attend in person?

A: A conference line has been set-up for the pre-bid meeting.

Q: Is it possible to find out if the State has a budget for this contract? And if so, what is the budget?

A: We do not provide budget amounts for the bid meeting. This will be accomplished during contract negotiations.

Q: Can the State provide any more information as to whether this contract may involve ongoing work or will it be primarily for the rollout?

A: Primarily for the rollout but could be ongoing based on IIS updates.

Q: Does the State expect that this work will require one full-time person? What is the expected workload that needs to be completed per week?

A: The work should not require a fulltime person. The initial phase of gaining experience with the IIS and creating a curriculum will require collaboration with the program and will involve a significant amount of time. Once the curriculum is established and the vendor is rolling out the training, the time will most likely decrease. There are approximately 200 providers that will need to be trained.

Q: It is unclear whether the listed items are “required in response to this RFP.” It seems to indicate that 1) vendor financial information and 2) Organization Charts are required for this proposal? Please clarify.

A: Vendor financial information and Organization Charts are not required for this proposal.

Q: Would it be possible to get a copy of the RFP in Word format for more efficient development of these required forms and worksheets?

A: A Word version is not allowed for distribution.

Q: How many VFC providers and VFC provider sites are there in Delaware?

A: Approximately 200 providers. This number fluctuates depending on disenrollment and new enrollment.

Q: Page 8 of the RFP states: "Vendor will contact provider sites to set up training session at the provider's office". Is the Delaware Health and Social Services envisioning one training session per site? Additionally, our interpretation of the RFP is that the training is in person only. Can online training be provided, or is the preference for the training all in person?

A: It may be necessary to conduct more than one training at a provider's office due to staff turnover. The preference is for the training to be in person.

Q: Would the Delaware Health and Social Services consider implementing a train the trainer program within affiliated offices, medical groups, high staffed offices or hospitals if the provider site is willing to take on this responsibility?

A: The Immunization Program would consider a train the trainer program, based on the staff of provider offices. It is our opinion that this training is not warranted in this case.

Q: Is there an existing user manual for DelVax? If not, is a user manual an expected deliverable of this contract?

A: No, DelVAX contains help screens for each function within the program. Yes, a manual for providers to perform essential inventory functions is required.

Q: Does the Delaware Health and Social Services have established locations where the trainings can be held? If not, is the vendor responsible for identifying training locations? Will the state provide any assistance?

A: Delaware has locations where trainings can be held, It has been our intention that the trainings be held in provider offices, as the Immunization Program has discovered that off-site training has been found as a barrier to training,

Q: Will the vendor provide laptops and other necessary supplies, or will each site have their own equipment?

A: Vendor should be prepared to use a laptop to enhance training. We expect that provider offices would want to use their own computer equipment.

Q: Page 8 of the RFP states: "... and assist in troubleshooting any issues that arise when they implement such communication". Depending on the complexity of the issue, can the vendor provide technical assist over the phone?

A: Yes

Q: Does the Delaware Health and Social Services envision establishing a help desk for providers?

A: The establishment of a DelVAX help desk for every issue is not feasible, but certain facets of the program handle different problems that the providers experience.

Q: What system or platform are the Delaware Health and Social Services using for the IIS?

A: Delaware uses the Envision Technologies product, called WebIZ.

Q: Is there an interface for provider orders and inventory in DelVAX?

A: Yes the process involves program staff downloading the file and uploading to VTrckS. Providers do not directly enter orders into the VTrckS system (CDC ordering database).

Q: Will the vendor complete helpdesk issues?

A: We expect the vendor to assist with troubleshooting issues involving inventory and ordering.

Q: Can the interested bidders obtain a provider list?

A: The list will be made available to the selected bidder.

Q: Is the 85% penetration rate to be accomplished by end of year one?

A: The goal is 85% within the 18 month period.

Q: Are providers currently utilizing DelVAX?

A: Yes, but with limited access to view and print records and some have access to direct data entry.