



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: September 24, 2015

HSS 15 052

DOG LICENSING SERVICES
FOR
DIVISION OF PUBLIC HEALTH

Date Due: October 8, 2015
11:00AM

ADDENDUM # 2

Please Note:

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

Responses to questions received by the deadline of September 10,
2015.

Kieran Mohammed
PROCUREMENT ADMINISTRATOR
(302) 255-9291

William Ingram
(302) 744-4706

Dog Licensing Services
Questions & Answers
RFP #HSS 15 052
September 10, 2015

Questions:

1. Section II, Section C Scope of Services: Will the selected vendor be required to provide all three types of licenses, or will the State allow a vendor to provide single year and multiple year dog licenses only?

Answer: The selected vendor will not be required to provide all three types of licenses. By answer to this question, Section II.C, Scope of Services, Services Section, bullet number 1 is being revised to read "Accepting online and offline applications for single year and multiple year dog licenses, kennel licenses, and pet retail licenses. Single and multiple year dog licenses are required services. Kennel licenses and pet retail licenses are preferred but not required services in this RFP."

2. Section IV, Professional Services RFP Administrative Information - F, attachment 7: Will vendor be able to work with the State to provide a more comprehensive and detailed report than the Sample report provided?

Answer: The sample provided would satisfy minimum reporting requirements, but the state would welcome the opportunity to work with the vendor in providing more detailed reporting.

3. Addendum 1, Technical Environment Requirements, all sections beginning with 4.4 — posted to RFP Dog Licensing Services (Professional Services) HSS-15052 on Sept. 1: Question: Vendor is a full-service Business Process Outsource, and is not a software provider. Vendor is not developing a software application for State's use, nor will vendor be licensing a software application to State for its use. Vendor will not require access to any State IT assets or resources at any time. Vendor will utilize its own proprietary and confidential assets to run Dog Licensing Services for the State. As such, may vendor be exempt from all requirements listed in Addendum 1, beginning with section 4.4 since they don't apply in our case?

Answer: Please submit all technologies and/or processes employed that show how submitted data is protected in your environment. This information must be specific and included in the proposal.