



*Delaware Health
And Social Services*

DIVISION OF CHILD SUPPORT SERVICES

PROCUREMENT

DATE: June 27th 2016

HSS-16-001

State Distribution Unit

for

Division of Child Support Services

Date Due: July 20th 2016
By 11:00 am Local Time

Addendum # 2 Questions And Answers

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Division of Child Support Services

Question 1:

Section: RFP Section B
Paragraph: 13.c
Page: 10
Text:

c. Multiple Proposals

A primary vendor may not participate in more than one proposal in any form. Sub-contracting vendors may participate in multiple joint venture proposals.

If primary vendor can offer alternative deployment models that provide same services, but vary only on pricing based on deployment model and/or subcontractors used – can more than one price option be provided?

A) Yes. More than one price option may be considered.

Question 2:

Section Number: RFP Section D
Paragraph Number: D.3.b
Page Number: 15
Text:

3. General Information

b. The selected vendor will be required to enter into a written agreement with the State of Delaware. The State of Delaware reserves the right to incorporate standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services, and may be required to sign additional agreements.

Is it possible to receive a copy of, or link to, the standard State contractual provisions that may be incorporated into a resulting contract?

A) Yes, Vendor will be provided a link of any updates or changes to provisions.

Question 3:

Section Number: RFP Section D
Paragraph Number: D.7.c
Page Number: 18
Text:

c. ACA Safe Harbor

The State and its utilizing agencies are not the employer of temporary or contracted staff. However, the State is concerned that it could be determined to be a Common-law Employer as defined by the Affordable Care Act (“ACA”). Therefore, the State seeks to utilize the “Common-law Employer Safe Harbor Exception” under the ACA to transfer health benefit insurance requirements to the staffing company. The Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an “Additional Fee” with respect to the employees electing to obtain health coverage from the Vendor.

The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the Vendor, but does not state the required amount of the fee. The State requires that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.). The State will consider the Additional Fee and prior to award reserves the right to negotiate any fees offered by the Vendor. Further, the Additional Fee shall be separately scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have a detrimental effect when selecting vendor(s) for award.

a) *Is this requirement, cost item, and evaluation criteria, asking for the amount our existing employees are charged for medical insurance if they choose to enroll?*

A) Requirement is asking only for the amount Vendor employees are charged.

b) *Any benefits costs for employees are typically included as fully loaded rate when pricing by hour, or when used to estimate cost of specific deliverables – is the State asking that the costs associated with health-insurance benefits be separated out by deliverable?*

A) No.

c) *If yes, is this based solely on implementation period or on entire length of contract?*

Question 4:

Section Number: RFP Section D.

Paragraph Number: D.7.k

Page Number: 21

Text: **k. Warranty**

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the State's requirements.

This section differs from Deliverable 16 in Appendix B SCOPE OF WORK AND TECHNICAL REQUIREMENTS which lists a 100-day warranty. Can the State clarify which warranty period applies?

A) The warranty requirement is one (1) year.

Question 5:

Section Number: RFP Section D.

Paragraph Number: D.7.r

Page Number: 23

Text: **r. Vendor Activity**

No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter.

Failure to adhere to this requirement is cause for elimination from future consideration.

Please clarify that this requirement relates to activities only as the activity relates directly to the resulting contract for services.

A) Any work or activity relating directly to this project is expected to be completed in the United States.

Question 6:

Section Number: RFP Section D.7.

Paragraph Number: D.7.v

Page Number: 24

Text: **v. Vendor Background Check Requirements**

Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

- Delaware Sex Offender Central Registry at: <https://sexoffender.dsp.delaware.gov/>

Please advise as to whether the Vendor will incur any fees for this requirement, and if so, the estimated cost per background check?

- A) Any contract staff coming onto DCSS or State property shall have a background check performed by Delaware State Police, at cost to the Vendor. The current price for the background check process is \$80.50 per person, not including any postage costs.**

Question 7:

Section Number: RFP Section D

Paragraph Number: D.7.w

Page Number: 25

Text:

w. Drug Testing Requirements for Large Public Works

Pursuant to 29 Del.C. §6908(a)(6), effective as of January 1, 2016, OMB has established regulations that require Contractors and Subcontractors to implement a program of mandatory drug testing for Employees who work on Large Public Works Contracts funded all or in part with public funds. The regulations establish the mechanism, standards and requirements of a Mandatory Drug Testing Program that will be incorporated by reference into all Large Public Works Contracts awarded pursuant to 29 Del.C. §6962.

Final publication of the identified regulations can be found at the following:
4104 Regulations for the Drug Testing of Contractor and Subcontractor Employees Working on Large Public Works Projects

Is this contract considered a large Public Works Contract pursuant to Del. C. §6962?

- a. If yes, and this provision applies; does this provision apply to vendor staff that may work onsite in Delaware for any amount of time or is there a minimum period required?*
- b. If yes, and this provision applies, if no vendor staff work onsite in Delaware for the specified minimum period of time does this requirement apply?*

A) The SDU project is not considered a Large Public Works contract.

Question 8:

Section Number: RFP Section D

Paragraph Number: D.7.ff.11

Page Number: 28

Text:

ff. Other General Conditions

11. Additional Terms and Conditions – The State of Delaware reserves the right to add terms and conditions during the contract negotiations.

Is it possible to receive a copy of, or link to, the additional terms and conditions that may be presented during negotiations?

- A) At this time there are no further Terms and Conditions. If any amendments are made, a copy will be provided to Vendor.**

Question 9:

Section Number: Appendix A (continued)

Paragraph Number: 1 & 2

Page Number: 42

Text:

Vendors shall provide proposal packages in the following formats:

1. Four (4) paper copies of the vendor proposal paperwork. **One (1) paper copy must be an original copy, marked “ORIGINAL” on the cover, and contain original signatures.**
2. Four (4) electronic copy of the vendor proposal saved to CD or DVD media disk, or USB memory stick. Copy of electronic price file shall be a separate file from all other files on the

electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).

Section Number: Appendix B
Paragraph Number: IV.A
Page Number: 34
Text: The proposal must be submitted in eight (8) separate volumes bound separately and submitted under separate cover.

Volume 1 – Technical Proposal
Volume 2 – Business Proposal

Response copies of each volume:

Two (2) signed original and six (6) copies.

Two (2) CD's with electronic versions of the entire proposals in Adobe.pdf and Microsoft Word.doc (2010 or higher) formats. This will be used for researching the proposals and reprinting as necessary.

Please confirm which instructions should the vendor follow for proposal submission? These two Sections provide differing instructions.

A) Appendix A, page 42, Paragraph 1 and 2 will be amended to state: “Vendors shall provide proposal packages in the following formats:

1. Four (4) paper copies of the vendor proposal paperwork. **One (1) paper copy must be an original copy, marked “ORIGINAL” on the cover, and contain original signatures.**

2. Four (4) electronic copies of the vendor proposal saved to CD or DVD media disk, or USB memory stick. Copies of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).

Appendix B, page 34, (Section IV.A) will be amended to state, “The proposal must be submitted in two (2) separate volumes bound separately and submitted under separate cover.

Volume 1 – Technical Proposal
Volume 2 – Business Proposal

Response copies of each volume:

One (1) signed original and three (3) copies.

Four (4) CD's with electronic versions of the entire proposals in Adobe.pdf and Microsoft Word.doc (2010 or higher) formats or on USB memory stick. This will be used for researching the proposals and reprinting as necessary.

Question 10:

Section Number: Appendix B, Section I

Paragraph Number: I.B. Staffing
I.B.1 Location

Page Number: 1 – 2

Text: **B. Staffing**

Contractor will propose and supply resumes for the following key positions including:

- Project director
- Project manager
- Lead Business analyst
- Lead Developer
- Lead Hardware specialist
- Lead Network specialist
- Lead Systems analyst
- Electronic Security specialist

- Trainer

The resumes will be for specific named individuals and will be in the format specified in Appendix D. Other positions may be proposed at the contractor’s discretion. One person may be proposed to fill more than one role. The contractor project manager will be required to be on site in New Castle, Delaware, during the entire project. Other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware during the appropriate project phases.

...

1. Location

The following key contractor staff are required to be on-site at the Churchman’s Corporate Center in New Castle, Delaware, as indicated below:

- Contractor Project Director, when needed on-site
- Contractor Project Manager
- Business analysts, when needed on-site
- Senior developers, when needed on-site
- Technical analysts (i.e. DBA, SE, etc.), when needed on-site
- Documentation specialists, when needed on-site
- Imaging specialists, when needed on-site

The State and the key contractor staff will work very closely together on this project. This requires an on-site presence. The State will provide office space including phones and network connectivity for all on-site project staff. Contractor will be responsible for all other office necessities including workstation/laptop and required software. The State will provide the on-site project manager with an Outlook email account.

- a) *Please clarify the time period of the “entire project”?* **A) The time expected is from contract signing through implementation.**
- b) *We would expect project manager and others to be on site periodically (when needed) during the implementation phase of any significant changes to the software, but not the entire duration of the contract/project, is this acceptable?*
A) During implementation, we would expect vendor staff to be on-site as needed. This can be clarified within the deliverable schedule.

Question 11:

Section Number: Appendix B, Section I

Paragraph Number: 1.E

Page Number: 5

Text: **E. Requirement to Comply With HIPAA Regulations and Standards**

The selected Vendor must certify compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations and requirements as described in Department of Health and Human Services, Office of the Secretary, 45 CFR Parts 160, 162 and 164, as well as all HIPAA requirements related to privacy, security, transaction code sets (where applicable) and medical provider enumeration.

The selected Vendor is required to customize and develop the system in accordance with HIPAA requirements, implement the system in accordance with HIPAA requirements and, where the vendor will operate and maintain the system, operate and maintain the system in compliance with HIPAA requirements where applicable.

In the proposal, Contractor will explain their understanding of HIPAA regulations and their impact on this project especially in the area of security.

- a) *Is HIPPA related information currently received and processed during the normal course of business?*
A) Medical insurance indicators may be included in EFT/ACH transactions so solution does need to be HIPAA Compliant.

b) *Are these requirements mandatory regardless if there is not HIPPA related information part of the system as normal course of business*

A) Yes.

Question 12:

Section Number: Appendix B, Section I

Paragraph Number: I.F

Page Number: 5

Text: **F. Requirement to Comply with Internal Revenue Service Standards**

Vendor must propose a solution which monitors and controls any confidential Federal Tax Information (FTI) that may interface with the SDU, in order to be fully compliant with IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies. Any contractor who is allowed access to FTI must certify that he or she understands the DCSE Security Policy and IRS Safeguards Procedures, and complete an annual IRS Non-Disclosure and Unauthorized Access Training while under contract.

a) *Is Federal Tax Information currently received from the IRS processed through the system in the normal course of business?*

A) No.

b) *Are these requirements mandatory regardless if there is not FTI related information part of the system as normal course of business?*

A) Yes. Any DCSS system

must be federally Compliant in accordance with IRS Publication 1075.

Question 13:

Section Number: Attachment B, Section II

Paragraph Number: II. State Architecture Requirements

Page Number: 6-7

Text: **II. State Architecture Requirements**

The State prefers to exploit the technical infrastructure and resources presently in place. The current payment processing environment is a hybrid solution composed of an offsite vendor hosted Internet site for electronic payment transactions integrated with an on-premises system which encompasses the core SDU functions and interfaces. The system integrates with an OPEX AS3690t V2.60.108 image processing system, as illustrated below. The OPEX currently feeds up to 20 desktops, and displays an eGalax Touchscreen. The State will provide the infrastructure resources for the on-premises portion of the SDU solution, based upon the requirements that are provided by the vendor as part of the proposal.

a) *With our application hosted remotely, we can provide a system with a web front-end for a common user interface that is platform independent from State and user interface perspective – is this a desirable attribute?*

A) The State would be willing to consider a remotely hosted application with common user interface. The State does request that if an alternate solution is being proposed along with the requested solution from the RFP, that it be submitted with a separate plan and Service Level Agreement.

b) *Understanding the State's preference to utilize any technical infrastructure presently in place, is the State open to considering an alternative deployment methodology where the application is remotely hosted by vendor?*

A) The State would be willing to consider an alternative deployment methodology that includes the application being remotely hosted by the vendor. If a vendor chooses a fully hosted solution, the vendor's proposal should include this option separately from a hybrid solution with its own cost proposal, project plan and SLA.

Question 14:

Section Number: Appendix B, Section II

Paragraph Number: II.B
Page Number: 8
Text: **B. Interface with TouchPay Payment Systems**

The vendor shall provide a daily participant interface file to TouchPay Payment Systems. The file will include the key child support participant identifiers needed in order to make child support and/or purge payments using a TouchPay Kiosk.

In lieu of providing a daily participant file, would it be acceptable to provide a secure WEB API that allows the validation of data without actually exchanging any data with other third party vendors?

A) Yes, it is acceptable to provide a secure WEB API that allows for the validation of data without exchanging and data with other third party vendors. As an addendum to Appendix B, Section II, the State's TouchPay system does allow for this method of validation.

Question 15:

Section Number: Appendix B, Section II.

Paragraph Number: II.D

Page Number: 9

Text: **D. Solution Design Requirements**

The following are requirements of the State that need to be taken into consideration in the proposal submitted by the vendor.

...

3. Backup and Recovery

DHSS requires that onsite systems data be backed up to appropriate media that can be restored as necessary using CommVault, the State's backup solution. Contractor will coordinate with state resources to make sure the proper backup strategy is implemented for both onsite and hosted portions of the application.

4. Disaster Recovery

DHSS has contracted with Vital Records, Inc. as the offsite media storage contractor for client/server backup media. SunGard Recovery Systems is contracted as the client/server and cold site contractor for the State. The vendor must propose a disaster recover strategy for their proposed solution.

a) Given that the backup solution is prescribed as if the system is being hosted by the State, is it the expectation the vendor provides the alternate DR hosting site for the recovery from backup using CommVault, AND an alternate DR scanning location with all necessary HW/SW and configuration?

a. Or is that expected to be done using SunGard site?

A) The State is open to being presented with both options for handling the Disaster Recovery. If the vendor is proposing both options, they need to be submitted as Option A and Option B with the related costs associated for each.

b) If the State's backup solution using CommVault fails, will vendor be held harmless since it's not under vendor control?

A) The vendor is required to ensure that the data being backed up to CommVault includes all system, application and data files and that restoration of these files will result in a fully functional version of the application as of the date of the backup. The vendor will coordinate the information and activities required for State resources to create and automate a CommVault backup solution that meets these objectives.

c) Would the state be willing to consider a proposal for vendor hosting that includes all backup, recovery and remote site HW/SW including scanning HW for to support disaster recovery.

A) The State is willing to consider a proposal for vendor hosting that supports Disaster Recovery. The cost needs to be proposed separately from the SunGard disaster recovery strategy cited in the RFP.

Question 16:

Section Number: Appendix B, Section II

Paragraph Number: II.K.2

Page Number: 20

Text: **K. Image Viewing System**

The vendor shall propose a solution for supplying, programming, and implementing a web-based image retrieval system for use by designated staff throughout the state. The specifications include:

1. Web-based retrieval system
2. Image storage

How many years are images expected to be stored prior to being purged?

A) Images are to be stored in perpetuity.

Question 17:

Section Number: Appendix B, Section II

Paragraph Number: II.L.2.h

Page Number: 21

Text: **2. Banking Team**

The vendor shall be responsible for supplying, programming, and implementing the following capabilities:

...

- h. Scan returned checks and create a permanent record for audit purposes, reduction in research efforts, and to reduce space needed to maintain permanent records.
- i. Scan due diligence responses with the possibility of creating reports by scanning check information in a form letter.
- j. Provide enhanced solution for Exceptions Unit to submit reports on stop payments and due diligence.

Are the returned checks identified in paragraph 2.h returned disbursement checks from DECSS, or are they returned deposited items from the bank (e.g. for NSF)?

A) 2.h applies to returned deposited items e.g. NSF.

Question 18:

Section Number: Appendix B

Paragraph Number: IV.A.1

Page Number: 35 - 36

Text: **1. Volume 1 – Technical Proposal Contents**

The Technical Proposal shall consist of and be labeled with the following sections:

Letter

Required Forms

Project Management Plan

Contractor Responsibilities and Project Requirements

Firm's Past Performance and Qualifications

The format and contents for the material to be included under each of these headings is described below. Each subsection within the Technical Proposal must include all items listed under a heading because evaluation of the proposals shall be done on a section-by-section or functional area basis. **No reference to, or inclusion, of cost information shall appear in the Technical Proposal or Transmittal Letter.**

1.a Transmittal Letter (Section A)

...

- 1.b Required Forms (Section B)
- ...
- 1.c Executive Summary (Section C)
- ...
- 1.d Project Management Plan (Section D)
- ...
- 1.e Project Requirement (Section E)
- ...
- 1.f Staff Qualifications and Experience (Section F)
- ...
- 1.g Firm's Past Performance and Qualifications

The sections listed in Appendix B, paragraph IV.A.1 do not include all of the headings described in paragraphs IV.A.1. a-g. Please advise if Executive Summary and Staff Qualification and Experience should be labeled sections within the Technical Proposal.

A) Yes.

Question 19:

Section Number: Appendix B, Section IV - Instructions and Proposal Reply

Paragraph Number: 2.a

Page Number : 40

Text: **2.a Project Cost Information (Section A)**

The bidder shall provide costs for the Technical Proposal Volume.

In completing the cost schedules, rounding must not be used. A total must equal the sum of its details/subtotals; a subtotal must equal the sum of its details.

Is there a pricing template the State would like vendors to use for the referenced "cost schedules"?

A) No, any of Vendor's templates are acceptable.

Question 20:

Section Number: Appendix B, Section IV-Bidder Instructions and Proposal Reply

Paragraph Number: 2.c

Page Number: 40

Text: **2.c Vendor Stability and Resources (Section C)**

The bidder shall describe its corporate stability and resources that will allow it to complete a project of this scale and meet all of the requirements contained in this RFP. The bidder's demonstration of its financial solvency and sufficiency of corporate resources is dependent upon whether the bidder's organization is publicly held or not:

If the bidder is a publicly held corporation, enclose a copy of the corporation's most recent three years of audited financial reports and financial statements, a recent Dun and Bradstreet credit report, and the name, address, and telephone number of a responsible representative of the bidder's principle financial or banking organization; include this information with copy of the Technical Proposal and reference the enclosure as the response to this subsection; or

If the bidder is not a publicly held corporation, the bidder may either comply with the preceding paragraph or describe the bidding organization, including size, longevity, client base, areas of specialization and expertise, a recent Dun and Bradstreet credit report, and any other pertinent information in such a manner that the proposal evaluator may reasonably formulate a determination about the stability and financial strength of the bidding organization; also to be provided is a bank reference and a credit rating (with the name of the rating service); and

Disclosure of any and all judgments, pending or expected litigation or other real or potential financial reversals which might materially affect the viability or stability of the bidding organization; or warrant that no such condition is known to exist.

- a) *As a privately-held company, we consider our financial information as proprietary and confidential. Is it feasible to provide our financial documentation in a single, separately, sealed envelope, inserted in the front pocket of the Original Business Proposal binder, which would include the required quantity of paper and electronic copies?*
A) ***Sealed Envelope is appropriate.***
- b) *Is there a specific Dun and Bradstreet credit report the State prefers?*
A) ***The State prefers to view the Business Information or Comprehensive Insight Report.***

Question 21:

Section Number: Appendix B, Section IV

Paragraph Number: IV.C Alternative Solutions

Page Number: p. 42

Text: **C. Alternative Solutions**

The proposal must contain a single solution, including hardware and software. This is critical in ensuring project success and that project costs are expected, administered and contained. Bidders may propose alternative solutions but only as fully separate proposals that will be evaluated separately. Single proposals containing alternative/multiple solutions will be failed.

Is it acceptable to propose a single solution, with two alternatives for hosting (State vs Vendor) each with their own cost proposal?

A) ***Yes, as detailed in the response to question 13, if a single hosted solution is being submitted for consideration, it must include a separate cost proposal, project plan and service level agreement.***

Question 22:

Section: RFP Section B

Paragraph: 13.c

Page: 10

Text: **c. Multiple Proposals**

A primary vendor may not participate in more than one proposal in any form. Sub-contracting vendors may participate in multiple joint venture proposals.

If primary vendor can offer alternative deployment models that provide same services, but vary only on pricing based on deployment model and/or subcontractors used – can more than one price option be provided?

B) ***Yes. More than one price option may be considered.***

Question 23:

Section Number: RFP Section D

Paragraph Number: D.3.b

Page Number: 15

Text: **3. General Information**

- b. The selected vendor will be required to enter into a written agreement with the State of Delaware. The State of Delaware reserves the right to incorporate standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services, and may be required to sign additional agreements.

Is it possible to receive a copy of, or link to, the standard State contractual provisions that may be incorporated into a resulting contract?

B) ***Yes, Vendor will be provided a link of any updates or changes to provisions.***

Question 24:

Section Number: RFP Section D

Paragraph Number: D.7.c

Page Number: 18

Text: **c. ACA Safe Harbor**

The State and its utilizing agencies are not the employer of temporary or contracted staff. However, the State is concerned that it could be determined to be a Common-law Employer as defined by the Affordable Care Act (“ACA”). Therefore, the State seeks to utilize the “Common-law Employer Safe Harbor Exception” under the ACA to transfer health benefit insurance requirements to the staffing company. The Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an “Additional Fee” with respect to the employees electing to obtain health coverage from the Vendor.

The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the Vendor, but does not state the required amount of the fee. The State requires that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.). The State will consider the Additional Fee and prior to award reserves the right to negotiate any fees offered by the Vendor. Further, the Additional Fee shall be separately scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have a detrimental effect when selecting vendor(s) for award.

d) *Is this requirement, cost item, and evaluation criteria, asking for the amount our existing employees are charged for medical insurance if they choose to enroll?*

A) Requirement is asking only for the amount Vendor employees are charged.

e) *Any benefits costs for employees are typically included as fully loaded rate when pricing by hour, or when used to estimate cost of specific deliverables – is the State asking that the costs associated with health-insurance benefits be separated out by deliverable?*

A) No.

f) *If yes, is this based solely on implementation period or on entire length of contract?*

Question 25:

Section Number: RFP Section D.

Paragraph Number: D.7.k

Page Number: 21

Text: **k. Warranty**

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the State’s requirements.

This section differs from Deliverable 16 in Appendix B SCOPE OF WORK AND TECHNICAL REQUIREMENTS which lists a 100-day warranty. Can the State clarify which warranty period applies?

B) The warranty requirement is one (1) year.

Question 26:

Section Number: RFP Section D.

Paragraph Number: D.7.r

Page Number: 23

Text: **r. Vendor Activity**

No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter.

Failure to adhere to this requirement is cause for elimination from future consideration.

Please clarify that this requirement relates to activities only as the activity relates directly to the resulting contract for services.

B) Any work or activity relating directly to this project is expected to be completed in the United States.

Question 27:

Section Number: RFP Section D.7.

Paragraph Number: D.7.v

Page Number: 24

Text: **v. Vendor Background Check Requirements**

Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

- Delaware Sex Offender Central Registry at: <https://sexoffender.dsp.delaware.gov/>

Please advise as to whether the Vendor will incur any fees for this requirement, and if so, the estimated cost per background check?

B) Any contract staff coming onto DCSS or State property shall have a background check performed by Delaware State Police, at cost to the Vendor. The current price for the background check process is \$80.50 per person, not including any postage costs.

Question 28:

Section Number: RFP Section D

Paragraph Number: D.7.w

Page Number: 25

Text: **w. Drug Testing Requirements for Large Public Works**

Pursuant to 29 Del.C. §6908(a)(6), effective as of January 1, 2016, OMB has established regulations that require Contractors and Subcontractors to implement a program of mandatory drug testing for Employees who work on Large Public Works Contracts funded all or in part with public funds. The regulations establish the mechanism, standards and requirements of a Mandatory Drug Testing Program that will be incorporated by reference into all Large Public Works Contracts awarded pursuant to 29 Del.C. §6962.

Final publication of the identified regulations can be found at the following:
4104 Regulations for the Drug Testing of Contractor and Subcontractor Employees Working on Large Public Works Projects

Is this contract considered a large Public Works Contract pursuant to Del. C. §6962?

- If yes, and this provision applies; does this provision apply to vendor staff that may work onsite in Delaware for any amount of time or is there a minimum period required?*
- If yes, and this provision applies, if no vendor staff work onsite in Delaware for the specified minimum period of time does this requirement apply?*

A) The SDU project is not considered a Large Public Works contract.

Question 29:

Section Number: RFP Section D
Paragraph Number: D.7.ff.11
Page Number: 28
Text:

ff. Other General Conditions

11. Additional Terms and Conditions – The State of Delaware reserves the right to add terms and conditions during the contract negotiations.

Is it possible to receive a copy of, or link to, the additional terms and conditions that may be presented during negotiations?

B) At this time there are no further Terms and Conditions. If any amendments are made, a copy will be provided to Vendor.

Question 30:

Section Number: Appendix A (continued)
Paragraph Number: 1 & 2
Page Number: 42
Text:

Vendors shall provide proposal packages in the following formats:

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4. Four (4) electronic copy of the vendor proposal saved to CD or DVD media disk, or USB memory stick. Copy of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).

Section Number: Appendix B
Paragraph Number: IV.A
Page Number: 34
Text:

The proposal must be submitted in eight (8) separate volumes bound separately and submitted under separate cover.

Volume 1 – Technical Proposal
Volume 2 – Business Proposal

Response copies of each volume:

Two (2) signed original and six (6) copies.

Two (2) CD's with electronic versions of the entire proposals in Adobe.pdf and Microsoft Word.doc (2010 or higher) formats. This will be used for researching the proposals and reprinting as necessary.

Please confirm which instructions should the vendor follow for proposal submission? These two Sections provide differing instructions.

A) Appendix A, page 42, Paragraph 1 and 2 will be amended to state: “Vendors shall provide proposal packages in the following formats:

1. Four (4) paper copies of the vendor proposal paperwork. **One (1) paper copy must be an original copy, marked “ORIGINAL” on the cover, and contain original signatures.**
2. Four (4) electronic copies of the vendor proposal saved to CD or DVD media disk, or USB memory stick. Copies of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).

Appendix B, page 34, (Section IV.A) will be amended to state, “The proposal must be submitted in two (2) separate volumes bound separately and submitted under separate cover.

Volume 1 – Technical Proposal
Volume 2 – Business Proposal

Response copies of each volume:

One (1) signed original and three (3) copies.

Four (4) CD's with electronic versions of the entire proposals in Adobe.pdf and Microsoft Word.doc (2010 or higher) formats or on USB memory stick. This will be used for researching the proposals and reprinting as necessary.

Question 31:

Section Number: Appendix B, Section I

Paragraph Number: I.B. Staffing
I.B.1 Location

Page Number: 1 – 2

Text: **B. Staffing**

Contractor will propose and supply resumes for the following key positions including:

- Project director
- Project manager
- Lead Business analyst
- Lead Developer
- Lead Hardware specialist
- Lead Network specialist
- Lead Systems analyst
- Electronic Security specialist
- Trainer

The resumes will be for specific named individuals and will be in the format specified in Appendix D. Other positions may be proposed at the contractor's discretion. One person may be proposed to fill more than one role. The contractor project manager will be required to be on site in New Castle, Delaware, during the entire project. Other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware during the appropriate project phases.

...

1. Location

The following key contractor staff are required to be on-site at the Churchman's Corporate Center in New Castle, Delaware, as indicated below:

- Contractor Project Director, when needed on-site
- Contractor Project Manager
- Business analysts, when needed on-site
- Senior developers, when needed on-site
- Technical analysts (i.e. DBA, SE, etc.), when needed on-site
- Documentation specialists, when needed on-site
- Imaging specialists, when needed on-site

The State and the key contractor staff will work very closely together on this project. This requires an on-site presence. The State will provide office space including phones and network connectivity for all on-site project staff. Contractor will be responsible for all other office necessities including workstation/laptop and required software. The State will provide the on-site project manager with an Outlook email account.

c) *Please clarify the time period of the "entire project"?*
expected is from contract signing through implementation.

A) The time

d) *We would expect project manager and others to be on site periodically (when needed) during the implementation phase of any significant changes to the software, but not the entire duration of the contract/project, is this acceptable?*

A) During implementation, we would expect vendor staff to be on-site as needed. This can be clarified within the deliverable schedule.

Question 32:

Section Number: Appendix B, Section I

Paragraph Number: 1.E

Page Number: 5

Text: **E. Requirement to Comply With HIPAA Regulations and Standards**

The selected Vendor must certify compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations and requirements as described in Department of Health and Human Services, Office of the Secretary, 45 CFR Parts 160, 162 and 164, as well as all HIPAA requirements related to privacy, security, transaction code sets (where applicable) and medical provider enumeration.

The selected Vendor is required to customize and develop the system in accordance with HIPAA requirements, implement the system in accordance with HIPAA requirements and, where the vendor will operate and maintain the system, operate and maintain the system in compliance with HIPAA requirements where applicable.

In the proposal, Contractor will explain their understanding of HIPAA regulations and their impact on this project especially in the area of security.

- c) *Is HIPPA related information currently received and processed during the normal course of business?*
A) **Medical insurance indicators may be included in EFT/ACH transactions so solution does need to be HIPAA Compliant.**
- d) *Are these requirements mandatory regardless if there is not HIPPA related information part of the system as normal course of business*
A) **Yes.**

Question 33:

Section Number: Appendix B, Section I

Paragraph Number: 1.F

Page Number: 5

Text: **F. Requirement to Comply with Internal Revenue Service Standards**

Vendor must propose a solution which monitors and controls any confidential Federal Tax Information (FTI) that may interface with the SDU, in order to be fully compliant with IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies. Any contractor who is allowed access to FTI must certify that he or she understands the DCSE Security Policy and IRS Safeguards Procedures, and complete an annual IRS Non-Disclosure and Unauthorized Access Training while under contract.

- c) *Is Federal Tax Information currently received from the IRS processed through the system in the normal course of business?*
A) **No.**
- d) *Are these requirements mandatory regardless if there is not FTI related information part of the system as normal course of business?*
A) **Yes. Any DCSS system must be federally Compliant in accordance with IRS Publication 1075.**

Question 34:

Section Number: Attachment B, Section II

Paragraph Number: II. State Architecture Requirements

Page Number: 6-7

Text: **II. State Architecture Requirements**

The State prefers to exploit the technical infrastructure and resources presently in place. The current payment processing environment is a hybrid solution composed of an offsite vendor hosted Internet site for electronic payment transactions integrated with an on-premises system

which encompasses the core SDU functions and interfaces. The system integrates with an OPEX AS3690t V2.60.108 image processing system, as illustrated below. The OPEX currently feeds up to 20 desktops, and displays an eGalax Touchscreen. The State will provide the infrastructure resources for the on-premises portion of the SDU solution, based upon the requirements that are provided by the vendor as part of the proposal.

c) *With our application hosted remotely, we can provide a system with a web front-end for a common user interface that is platform independent from State and user interface perspective – is this a desirable attribute?*

A) *The State would be willing to consider a remotely hosted application with common user interface. The State does request that if an alternate solution is being proposed along with the requested solution from the RFP, that it be submitted with a separate plan and Service Level Agreement.*

d) *Understanding the State's preference to utilize any technical infrastructure presently in place, is the State open to considering an alternative deployment methodology where the application is remotely hosted by vendor?*

A) *The State would be willing to consider an alternative deployment methodology that includes the application being remotely hosted by the vendor. If a vendor chooses a fully hosted solution, the vendor's proposal should include this option separately from a hybrid solution with its own cost proposal, project plan and SLA.*

Question 35:

Section Number: Appendix B, Section II

Paragraph Number: II.B

Page Number: 8

Text: **B. Interface with TouchPay Payment Systems**

The vendor shall provide a daily participant interface file to TouchPay Payment Systems. The file will include the key child support participant identifiers needed in order to make child support and/or purge payments using a TouchPay Kiosk.

In lieu of providing a daily participant file, would it be acceptable to provide a secure WEB API that allows the validation of data without actually exchanging any data with other third party vendors?

A) *Yes, it is acceptable to provide a secure WEB API that allows for the validation of data without exchanging and data with other third party vendors. As an addendum to Appendix B, Section II, the State's TouchPay system does allow for this method of validation.*

Question 36:

Section Number: Appendix B, Section II.

Paragraph Number: II.D

Page Number: 9

Text: **D. Solution Design Requirements**

The following are requirements of the State that need to be taken into consideration in the proposal submitted by the vendor.

...

3. Backup and Recovery

DHSS requires that onsite systems data be backed up to appropriate media that can be restored as necessary using CommVault, the State's backup solution. Contractor will coordinate with state resources to make sure the proper backup strategy is implemented for both onsite and hosted portions of the application.

4. Disaster Recovery

DHSS has contracted with Vital Records, Inc. as the offsite media storage contractor for client/server backup media. SunGard Recovery Systems is contracted as the client/server and

cold site contractor for the State. The vendor must propose a disaster recover strategy for their proposed solution.

- b) *Given that the backup solution is prescribed as if the system is being hosted by the State, is it the expectation the vendor provides the alternate DR hosting site for the recovery from backup using CommVault, AND an alternate DR scanning location with all necessary HW/SW and configuration?*
a. *Or is that expected to be done using SunGard site?*

A) The State is open to being presented with both options for handling the Disaster Recovery. If the vendor is proposing both options, they need to be submitted as Option A and Option B with the related costs associated for each.

- b) *If the State's backup solution using CommVault fails, will vendor be held harmless since it's not under vendor control?*

A) The vendor is required to ensure that the data being backed up to CommVault includes all system, application and data files and that restoration of these files will result in a fully functional version of the application as of the date of the backup. The vendor will coordinate the information and activities required for State resources to create and automate a CommVault backup solution that meets these objectives.

- c) *Would the state be willing to consider a proposal for vendor hosting that includes all backup, recovery and remote site HW/SW including scanning HW for to support disaster recovery.*

A) The State is willing to consider a proposal for vendor hosting that supports Disaster Recovery. The cost needs to be proposed separately from the SunGard disaster recovery strategy cited in the RFP.

Question 37:

Section Number: Appendix B, Section II

Paragraph Number: II.K.2

Page Number: 20

Text: **K. Image Viewing System**

The vendor shall propose a solution for supplying, programming, and implementing a web-based image retrieval system for use by designated staff throughout the state. The specifications include:

1. Web-based retrieval system
2. Image storage

How many years are images expected to be stored prior to being purged?

A) Images are to be stored in perpetuity.

Question 38:

Section Number: Appendix B, Section II

Paragraph Number: II.L.2.h

Page Number: 21

Text: **2. Banking Team**

The vendor shall be responsible for supplying, programming, and implementing the following capabilities:

...

- h. Scan returned checks and create a permanent record for audit purposes, reduction in research efforts, and to reduce space needed to maintain permanent records.
- i. Scan due diligence responses with the possibility of creating reports by scanning check information in a form letter.
- j. Provide enhanced solution for Exceptions Unit to submit reports on stop payments and due diligence.

Are the returned checks identified in paragraph 2.h returned disbursement checks from DECSS, or are thy returned deposited items from the bank (e.g. for NSF)?

A) *2.h applies to returned deposited items e.g. NSF.*

Question 39:

Section Number: Appendix B

Paragraph Number: IV.A.1

Page Number: 35 - 36

Text: **1. Volume 1 – Technical Proposal Contents**

The Technical Proposal shall consist of and be labeled with the following sections:

Letter

Required Forms

Project Management Plan

Contractor Responsibilities and Project Requirements

Firm's Past Performance and Qualifications

The format and contents for the material to be included under each of these headings is described below. Each subsection within the Technical Proposal must include all items listed under a heading because evaluation of the proposals shall be done on a section-by-section or functional area basis. **No reference to, or inclusion, of cost information shall appear in the Technical Proposal or Transmittal Letter.**

1.a Transmittal Letter (Section A)

...

1.b Required Forms (Section B)

...

1.c Executive Summary (Section C)

...

1.d Project Management Plan (Section D)

...

1.e Project Requirement (Section E)

...

1.f Staff Qualifications and Experience (Section F)

...

1.g Firm's Past Performance and Qualifications

The sections listed in Appendix B, paragraph IV.A.1 do not include all of the headings described in paragraphs IV.A.1. a-g. Please advise if Executive Summary and Staff Qualification and Experience should be labeled sections within the Technical Proposal.

A) *Yes.*

Question 40:

Section Number: Appendix B, Section IV - Instructions and Proposal Reply

Paragraph Number: 2.a

Page Number : 40

Text: **2.a Project Cost Information (Section A)**

The bidder shall provide costs for the Technical Proposal Volume.

In completing the cost schedules, rounding must not be used. A total must equal the sum of its details/subtotals; a subtotal must equal the sum of its details.

Is there a pricing template the State would like vendors to use for the referenced "cost schedules"?

A) *No, any of Vendor's templates are acceptable.*

Question 41:

Section Number: Appendix B, Section IV-Bidder Instructions and Proposal Reply

Paragraph Number: 2.c
Page Number: 40
Text:

2.c Vendor Stability and Resources (Section C)

The bidder shall describe its corporate stability and resources that will allow it to complete a project of this scale and meet all of the requirements contained in this RFP. The bidder's demonstration of its financial solvency and sufficiency of corporate resources is dependent upon whether the bidder's organization is publicly held or not:

If the bidder is a publicly held corporation, enclose a copy of the corporation's most recent three years of audited financial reports and financial statements, a recent Dun and Bradstreet credit report, and the name, address, and telephone number of a responsible representative of the bidder's principle financial or banking organization; include this information with copy of the Technical Proposal and reference the enclosure as the response to this subsection; or

If the bidder is not a publicly held corporation, the bidder may either comply with the preceding paragraph or describe the bidding organization, including size, longevity, client base, areas of specialization and expertise, a recent Dun and Bradstreet credit report, and any other pertinent information in such a manner that the proposal evaluator may reasonably formulate a determination about the stability and financial strength of the bidding organization; also to be provided is a bank reference and a credit rating (with the name of the rating service); and

Disclosure of any and all judgments, pending or expected litigation or other real or potential financial reversals which might materially affect the viability or stability of the bidding organization; or warrant that no such condition is known to exist.

- b) *As a privately-held company, we consider our financial information as proprietary and confidential. Is it feasible to provide our financial documentation in a single, separately, sealed envelope, inserted in the front pocket of the Original Business Proposal binder, which would include the required quantity of paper and electronic copies?*
A) *Sealed Envelope is appropriate.*
- c) *Is there a specific Dun and Bradstreet credit report the State prefers?*
B) *The State prefers to view the Business Information or Comprehensive Insight Report.*

Question 42:

Section Number: Appendix B, Section IV

Paragraph Number: IV.C Alternative Solutions

Page Number: p. 42

Text: C. Alternative Solutions

The proposal must contain a single solution, including hardware and software. This is critical in ensuring project success and that project costs are expected, administered and contained. Bidders may propose alternative solutions but only as fully separate proposals that will be evaluated separately. Single proposals containing alternative/multiple solutions will be failed.

Is it acceptable to propose a single solution, with two alternatives for hosting (State vs Vendor) each with their own cost proposal?

A) *Yes, as detailed in the response to question 13, if a single hosted solution is being submitted for consideration, it must include a separate cost proposal, project plan and service level agreement.*