



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: February 6, 2017

HSS 17 004

**SCREENING FOR LIFE/HEALTH CARE CONNECTION SYSTEM
FOR
DIVISION OF PUBLIC HEALTH**

Date Due: March 7, 2017
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 January 24, 2017
and asked at the pre-bid meeting on January 31, 2017.

Annette Opalczynski
Purchasing Services Coordinator
(302)255-9290

William Ingram
(302) 744-4706

<p>II. Scope of Services Paragraph B Project Goals p. 3 Increase the number of applications processed per day</p> <p>a) Currently, how many applications are processed per day? b) How many providers (primary and secondary) currently participate in the program?</p>	<p>a) Approximately 60 applications are processed per day b) Over 200 providers currently participate in the program.</p>
<p>II. Scope of Services Paragraph B Project Goals p. 3 Decrease the number of days to process applications</p> <p>a) Currently, how many days does it take to process applications? b) What is the main factor causing an increase in the delays?</p>	<p>a) It can take between 2-14 days to process a complete application. b) The main factor causing the delay is manpower and a significant amount of manual labor.</p>
<p>Section 4. Contractor Responsibilities/Project Requirements Paragraph c. Technical Requirements p. 73</p> <p>The State has specific requirements around the tools the contractor must use. Would the State be open to a proposal including leading edge technology solutions and tools to support this project?</p>	<p>State of Delaware (technical) Enterprise Standards and Polices are located at : https://dti.delaware.gov/information/standards-policies.shtml</p> <p>All technologies proposed are required to adhere to State of Delaware Enterprise Standards and Polices. Proposed “leading edge technologies” can be submitted and would be vetted by the State.</p>
<p>Section 4 Paragraph 4.1 p. 74 The contractor project manager and other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the entire project phase.</p> <p>This section is inconsistent with the language in section 4.11 and 4.13. Can you please clarify the personnel who are required to be on-site and if they are required for the entire project duration or at what schedule milestones?</p>	<p>The physical location for these positions can be negotiated with the State and the Screening for Life Program for this initiative.</p>
<p>Section 4 Paragraph 4.1.5 P. 76-77 Vendor Help Desk expertise is critical to the success of the system. Staff proposed for this function do</p>	<p>Help Desk support as described is expected for solutions that have been implemented into a production environment. Vendors should identify staff and/or process that would provide needed support through all system development life cycle processes.</p>

<p>not need to be dedicated exclusively to this role. They may serve a primary role in addition to providing Help Desk coverage. Secondary Help Desk support must be identified in the resume of the staff member primarily bid for another function. Bidder must supply at least a primary and a backup Help Desk function during the UAT, production Implementation and the warranty period. These staff will provide second-level support during State business hours to callers with system issues. The department's Help Desk will provide first-level support. This generally includes resolution of issues such as network connectivity, application log in problems and general PC advice. The contractor will provide second level support. This will be more system-specific and require application expertise. Specific system issues may be referred to third-level divisional support for SME expertise.</p> <p>Please clarify for which phases Help Desk support is needed. I.e. UAT, product implementation, warranty, and M&O?</p>	
<p>Section 4 Paragraph 4.12 p. 88 Except for the initial and final project phases above, vendors may propose a different sequence of phases and deliverables. Schedule E1 of Appendix E (Project Cost Forms) must reflect this different sequence.</p> <p>Appendix E is not included in the RFP document. Can you please provide this Appendix and Schedule E1?</p>	<p>The reference in the RFP should have been Enclosure 4.</p>
<p>Section 4 Paragraph 4.12.4 p. 90 With formal State approval of all deliverables in this phase, the milestone payment (M4) may be invoiced. The total M4 payment is the sum total of the holdbacks from milestone payments M1 thru M3. See subsection Error! Reference source not found. For details on project payments.</p> <p>There is an error in the link to the source referenced. Please provide the correct section to reference or the link.</p>	<p>The correct reference is to Enclosure 4, Page 110 and 111.</p>
<p>Section 10 Paragraph 10.3</p>	<p>Security clearance is needed for staff that will have access to State data and/or the State network.</p>

<p>p. 56 Possession of a Security Clearance, as issued by the Delaware Department of Public Safety, may be required of any employee of Vendor who will be assigned to this project. Is the Security Clearance required of all assigned staff or is this only required of on-site personnel?</p>	
<p>Attachment 7 p. 38 Monthly Usage Report The sample monthly usage report is a purchase/commodity report. What reporting is required around professional services?</p>	<p>Basically, what needs to be reported, using this form, or one adapted to provide the necessary information, is the amount spent on the contract each month. It doesn't have to fit in that exact report form as long as it is reported.</p>
<p>Enclosure 4 Project Cost Forms p. 109-117 Can you please provide the Project Cost Forms in Excel format?</p>	<p>We do not provide these forms in Excel format.</p>
<p>Enclosure 4 4a. Project Costs by Deliverables and Milestones p. 110 Should the Vendor Invoice Amount row be completed for each phase? If yes, please clarify how this cost is calculated. Is the Year 1 M&O Cost equal to the Year 1 total cost in Chart 4d? If not, please clarify how this cost is calculated.</p>	<p>The template provided is an example. Vendors are to identify payment point milestones and related costs, calculated by the vendor for each phase. The vendor may invoice once a phase has been completed and approved by the State.</p>
<p>Enclosure 4 4a. Project Costs by Deliverables and Milestones p. 110 “Year 1 M&O Cost (From Cost Schedule E4)” Cost Schedule E4 is not included in the RFP document. Can you please provide this schedule?</p>	<p>This schedule is Schedule 4d, Enclosure 4, page 115.</p>
<p>Enclosure 4 4c. Software License Schedule p. 114 Should the total from the Software Licensing Schedule be included in the bidder’s response to Chart 4a?</p>	<p>All costs should be reflected in the “Costs by Deliverables and Milestones” (chart 4a) by identified phase. The vendor would identify the appropriate phase where costs would be included.</p>
<p>Enclosure 10</p>	<p>a) A criminal Background Check is needed for any</p>

<p>Criminal Background Check Instructions p. 130-132</p> <p>a) Will all assigned staff need to complete the full background check or is this only required of on-site personnel? b) Is it required that the employees go to the DE State Police office for the criminal history and FBI fingerprinting? Or can this be completed in NJ?</p>	<p>staff that will have access to State data and/or State network. b) This cannot be done in NJ. They must go to a DE State Police office.</p>
<p>Appendix D, Business Requirements 1.3 To Be SLF/HCC Health Claims Process Paper Based Filing by the Billing SFL Specialist, 4.1 and 4.2</p> <p>Is the State interested in having the contractor provide scanning with OCR part of the proposed solution?</p>	<p>Yes</p>
<p>Appendix D, Business Requirements 1.7 To Be Registry Linkage</p> <p>Is the State interested in automating this process as part of the proposed solution? If yes, by what method, i.e. API, batch? How often?</p>	<p>Yes. This should be done four times per year</p>
<p>Section number: IV.B.2 & Appendix A</p> <p>Paragraph number: 3 & 4</p> <p>Page number: 7 & 48</p> <p>Text of passage being questioned: <u>IV.B.2:</u> Each proposal must be submitted with 2 paper copies and 5 electronic copies on CD or DVD media disk, or USB memory stick.</p> <p><u>Appendix A:</u> Six (6) electronic copies of the vendor proposal saved to CD or DVD media disk, or USB memory stick. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).</p> <p>Question: Can the Agency please confirm the number of electronic copies to be submitted?</p>	<p>5 electronic copies should be submitted.</p>
<p>Section number: Appendix C, 5.1.11</p> <p>Paragraph number: 4</p> <p>Page number: 102</p>	<p>Yes. You can include them on your CD or USB memory stick. If they are to be considered confidential information and not subject to FOIA requests, they must be clearly identified as such and submitted on a separate CD or USB memory stick.</p>

<p>Text of passage being questioned: 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 Proposal and reference the enclosure as the response to this subsection; or</p> <p>Question: Given the length of our audited financial statements, can Bidders provide these documents in electronic format only?</p>	
<p>Section number: II.F</p> <p>Paragraph number: 1</p> <p>Page number: 30</p> <p>Text of passage being questioned: The following attachments and appendixes shall be considered part of the solicitation</p> <p>Question: Can the Agency provide required forms in a fillable PDF or Word format if available?</p>	<p>No, we cannot.</p>
<p>Section number: Appendix C, 5.1.11</p> <p>Paragraph number: 4</p> <p>Page number: 102</p> <p>Text of passage being questioned: 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 Proposal and reference the enclosure as the response to this subsection; or</p> <p>Question: Can the Agency please clarify how the D&B report/number will be used in the evaluation of Bidders' responses?</p>	<p>As far as the Dun & Bradstreet number, it is used as a reference when we submit funding expenditure reports to the Federal Government if federal funds are used to fund a contract. As far as the report, as the section says, it may be used to verify the bidders corporate stability.</p>

<p>Section number: Appendix C, 5.1.11</p> <p>Paragraph number: 4</p> <p>Page number: 102</p> <p>Text of passage being questioned: 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 Proposal and reference the enclosure as the response to this subsection; or</p> <p>Question: Please confirm that the D&B report/number for a parent company can be submitted for a subsidiary to ensure an accurate assessment of the financial stability of the organization.</p>	<p>If you are asking in addition to one for the subsidiary, Yes.</p> <p>If you mean in place of one for the subsidiary, Yes, if the parent company is going to be considered as fully supporting the subsidiary.</p>
<p>Section number: N/A</p> <p>Paragraph number: N/A</p> <p>Page number: N/A</p> <p>Text of passage being questioned: Budget</p> <p>Question: Has the department of Delaware Health and Social Services, Division of Public Health secured funding for this opportunity? If so, what is the budget amount?</p>	<p>Yes, the Division of Public Health has secured funding for this. We cannot provide the budget amount at this time.</p>
<p>Section number: RFP Section IV, D. 3</p> <p>Paragraph number: 1</p> <p>Page number: 17</p> <p>Text of passage being questioned: a. The term of the contract between the successful bidder and the State shall be for one (1) year with up to six (6) optional renewals for a period of one (1) year for each renewal.</p> <p>Question: Are the six one-year options exercised upon mutually agreement by both parties, or a</p>	<p>Yes</p>

<p>unilateral decision of the State</p>	
<p>Section number: RFP Section IV, D. 3</p> <p>Paragraph number: 7</p> <p>Page number: 18</p> <p>Text of passage being questioned: g. The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.</p> <p>Question: Will the State provide a minimum notice period prior to requesting any extension?</p>	<p>Yes</p>
<p>Section number: Appendix C, 4.4.1</p> <p>Paragraph number: 1</p> <p>Page number: 78</p> <p>Text of passage being questioned: All contractor staff working on this project will be subject to a Criminal Background Check (CBC). The contractor will be solely responsible for the cost the CBC. DHSS will review the CBC results. DHSS at their sole discretion may request that a contractor staff member be replaced if their CBC result is unsatisfactory. See Appendix K for instructions on this process.</p> <p>Question: We confirm the State’s requirement for background checks, but due to employee privacy and confidentiality corporate policies, we cannot provide the results directly to the State. Will the State accept Contractor’s approval or disapproval decisions or work with the Contractor to determine criteria for such a process instead of submitting direct results to the State?</p>	<p>No.</p> <p>Criminal Background check results are to be mailed directly to the IRM’s Chief Information Officer. This is considered confidential information which is not shared.</p>
<p>Section number: Appendix C, Enclosure 1</p> <p>Paragraph number: 2</p> <p>Page number: 104</p> <p>Text of passage being questioned: The State will retain ownership rights to all materials including software, designs, drawings, specifications, notes, electronically or magnetically recorded material, and</p>	<p>This item is dependent on the technical solution provided and would be further discussed in contract negotiations with the selected vendor.</p>

<p>other work in whatever form, developed during the performance of this contract. A fundamental obligation herein imposed on the Contractor is the assignment by the Contractor to DHSS of all ownership rights in the completed project. This obligation on the part of the Contractor to assign all ownership rights is not subject to limitation in any respect, whether by characterization of any part of the deliverables as proprietary or by failure to claim for the cost thereof. The provisions of this article shall be incorporated into any subcontract.</p> <p>Question: Will the State confirm that Contractor’s pre-existing proprietary software and tools will continue to be owned by Contractor or third parties software providers as applicable and will be for use by the State during the term of the contract?</p>	
<p>Section number: RFP Section IV, D. 7.j</p> <p>Paragraph number: 1</p> <p>Page number: 22</p> <p>Text of passage being questioned: The State of Delaware may include in the final contract penalty provisions for non-performance, such as liquidated damages.</p> <p>Question: Does the State have a liquidated damages schedule in mind for contract services?</p>	No.
<p>Section number: Appendix C, Section 4.12.4</p> <p>Paragraph number: 3</p> <p>Page number: 90</p> <p>Text of passage being questioned: With formal State approval of all deliverables in this phase, the milestone payment (M4) may be invoiced. The total M4 payment is the sum total of the holdbacks from milestone payments M1 thru M3. See subsection Error! Reference source not found. for details on project payments.</p> <p>Question: The link to the referenced section is broken, would the State please provide the name of the referenced section?</p>	<p>Disregard link error message and please note.</p> <p>Services will be bound by a firm fixed price contract. The firm fixed price will be the Total Project Cost shown in 4.a “Deliverable and Milestone Costs Schedule” (page 110). Based upon the contractor's satisfactory completion and formal State approval of the identified scheduled payment milestones, the vendor may invoice the State.</p>

Section number: III, Appendix A, and Appendix C
Section 5.1

Paragraph number: all

Page number: 5, 47, and 97

Text of passage being questioned: Section III: The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

A. Minimum Requirements

1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.

Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.

2. Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements below.

3. Complete all appropriate attachments and forms as identified within the RFP.

4. Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in this bid solicitation, Section IV.D, Item 7, subsection f (insurance).

5. Provide response to Employing Delawareans Report (Attachment 9)

B. General Evaluation Requirements

1. Experience and Reputation

2. Expertise (for this particular project)

3. Capacity to meet requirements (size, financial condition, etc.)

4. Location (geographical)

Section III, page 5 is not prescribing an order, but it is to be included. Same with Appendix A, page 47, it is intended to be a tool to help you include documents and forms that are required. Appendix C, page 97 Paragraph 5.1 is the only section that really addresses an order. Having bids in close to the same order makes it easier for us to read them, but as long as all the information is included and we can find it, we are not deducting point if it is not in a certain order.

5. Demonstrated ability

6. Familiarity with this type of work and its requirements

Appendix A: Each vendor solicitation response should contain at a minimum the following:

1. Transmittal Letter as specified on page 1 of the Request for Proposal including an Applicant's experience, if any, providing similar services.
2. The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.
3. Pricing as identified in the solicitation
4. One (1) complete, signed and notarized copy of the non-collusion agreement (See Attachment 2). Bid marked "ORIGINAL", MUST HAVE ORIGINAL SIGNATURES AND NOTARY MARK. All other copies may have reproduced or copied signatures – Form must be included.
5. One (1) completed RFP Exception form (See Attachment 3) – please check box if no information – Form must be included.
6. One (1) completed Confidentiality Form (See Attachment 4) – please check if no information is deemed confidential – Form must be included.
7. One (1) completed Business Reference form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included.
8. One (1) complete and signed copy of the Subcontractor Information Form
(See Attachment 6) for each subcontractor – only provide if applicable.
9. One (1) complete Employing Delawareans Report (See Attachment 9)
10. One (1) complete OSD application (See link on

Attachment 10) – only provide if applicable

11. One (1) complete, signed Bidders Signature Form. (See Attachment 11)

12. One (1) complete, signed Statements of Compliance Form (See Attachment 12)

13. One (1) complete, signed Certification Sheet (See Attachment 13)

The items listed above provide the basis for evaluating each vendor’s proposal. Failure to provide all appropriate information may deem the submitting vendor as “non- responsive” and exclude the vendor from further consideration. If an item listed above is not applicable to your company or proposal, please make note in your submission package.

Appendix C, Section 5.1: The Proposal shall consist of and be labeled with the following sections:

- (a) Transmittal Letter
- (b) Required Forms
- (c) Executive Summary
- (d) Contract Management Plan
- (e) Contractor Responsibilities/Project Requirements
- (f) Staff Qualifications and Experience
- (g) Firm 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.

Question: There are multiple places within the RFP that specify proposal contents and organization, including:

Section III on p.5;

Appendix A on p. 47; and

<p>Appendix C, Section 5.1 on p. 97.</p> <p>The order and contents do not match across these lists. Would the State please clarify the required order and contents of the proposal response?</p>	
<p>Section number: Appendix C, Section 5.1 and Sections 5.1.9, 5.1.10, and 5.1.11</p> <p>Paragraph number: all</p> <p>Page number: 97, 101, and 102</p> <p>Text of passage being questioned: <u>Appendix C, Section 5.1:</u> The Proposal shall consist of and be labeled with the following sections:</p> <ul style="list-style-type: none"> (a) Transmittal Letter (b) Required Forms (c) Executive Summary (d) Contract Management Plan (e) Contractor Responsibilities/Project Requirements (f) Staff Qualifications and Experience (g) Firm Past Performance and Qualifications <p>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.</p> <p><u>Appendix C, Section 5.1.9:</u></p> <p>5.1.9 Project Cost Information (Section H)</p> <p>The bidder shall provide costs for the project as outlined in Enclosure 4.</p> <p><u>Appendix C, Section 5.1.10:</u></p> <p>5.1.10 Software and Hardware Information (Section D)</p> <p>On a separate page of the Proposal entitled “Software Licensing Structure” list each module and each third party software application listed in either Schedule</p>	<p>Yes, a response to these sections needs to be included in the bidder’s response. They would be included in the same area of your response to the other items in Section 5.1.</p>

4a or Schedule 4f. Describe what required (or optional) functions from section 4 that the particular module or application includes. Discuss the licensing structure (per seat, concurrent user, site, etc.) for each.

On a separate page of the Proposal entitled "Hardware Description" list each hardware item listed in either Schedule 4a or Schedule 4g. Provide a description of its function and a detailed component list.

Appendix C, Section 5.1.11:

5.1.11 Vendor Stability and Resources (Section J)

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.

This level of detail must also be provided for any subcontractor(s) who are proposed to complete at least ten (10) percent of the proposed scope of work.

Question: The list in section 5.1 does not include Sections H, I, or J, which are described in sections 5.1.9, 5.1.10, and 5.1.11.

Would the State please confirm that a response to sections 5.1.9 (Section H), 5.1.10 (Section I), and 5.1.11 (Section J) should be included in the proposal response? If so, where in the response should these items be included?

Section number: Appendix C, Section 5.1 and Section 5.1.6

Paragraph number: 1, 3, 1

Page number: 97, 100

Text of passage being questioned: Appendix C, Section 5.1: The Proposal shall consist of and be labeled with the following sections:

(e) Contractor Responsibilities/Project Requirements

Appendix C, Section 5.1.6:

5.1.6 Project Requirements (Section E)

Project Rerquirements.

<p>Question: Would the State please clarify the required label for the response to Appendix C, Section 5.1.6?</p>	
<p>Section number: Appendix C, Section 2.2</p> <p>Paragraph number: Second para.</p> <p>Page number: 69</p> <p>Text of passage being questioned: Business requirements please refer to the pdf embedded below.</p> <p>Question: This embedded document was released as Appendix D – Business Requirements in Addendum 1.</p> <p>Please confirm that no response to Appendix D – Business Requirements is required with the proposal, and that the document will be completed after contract award.</p>	<p>Addendum 1 was provided for the bidder’s information and reference.</p>
<p>Section number: Appendix C</p> <p>Paragraph number:</p> <p>Page number: 65-72</p> <p>Text of passage being questioned:</p> <p>Question: Is a point-by-point response required for Appendix C, Sections 1, 2, and 3?</p>	<p>These section were provided for your information. If you feel a response to these sections will help describe what you can provide, you may include it, that is up to you.</p>
<p>Questions from the pre bid meeting</p>	
<p>In reference to the DTI standards outlined in the RFP, are you open to using other software?</p>	<p>The state has standards to support programs, new technology wouldn’t be penalized but there would be concerns with maintenance. The state has hosted other technologies.</p>
<p>Is there a clear due date for the project to commence, or a clear date of when the project should be completed?</p>	<p>We would like the project to be completed within a year from when the contract starts.</p>
<p>Are you interested in rolling out all scopes outlined in the RFP at once or doing a tiered roll out?</p>	<p>All at once, we don’t want to keep syncing with the current database.</p>
<p>In reference to the conversion in RFP, how do you handle a conversion to a new system?</p>	<p>Work together to determine a time period to be offline, however, conversion would happen in test.</p>
<p>In reference to flow, are Betsy and Morad systems or people?</p>	<p>Betsy and Morad are both people. Betsy is with the Delaware Cancer Registry and Morad is a</p>

	programmer.
With the existing system, is the vendor interested in a rebuild?	There is not a current vendor, the system is internal
In reference to payments, is the system involved with credit card payments?	The system renders payments for providers who send in claims for services provided to clients. Once a month a batch is ran which creates an invoice which is paid through our financial system. We do not need a way to accept credit card payment.
Are you ok with a cloud hosting system?	Yes, but there is criteria that needs to be met. The state would pick connectivity and there are other criteria that the state requires.