



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: April 27, 2017

HSS 17 008

**ELECTRONIC VITAL RECORDS SYSTEM (EVRS)
FOR
DIVISION OF PUBLIC HEALTH**

Date Due: May 24, 2017
11:00AM

ADDENDUM # 1

Please Note:

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

Responses to questions received by the deadline of April 13, 2017
and asked at the pre-bid meeting on April 25, 2017.

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1. **Vendor question:** Whether companies from Outside USA can apply for this?
(like, from India or Canada)

DPH response: No, the State of Delaware is unable to accept bids from outside the United States. The references directly below are extracted from the RFP:

- I. **Overview**, Section I., paragraph 3, page 2.
Furthermore, the transmittal letter must attest to the fact, at a minimum, that the Vendor shall not store or transfer non-public State of Delaware data outside of the United States.

- IV. **Vendor Activity**, Section IV, Item q, page 25
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.

2. **Vendor question:** Whether we need to come over there for meetings?

DPH response: Some on-site meetings will be required. The reference below is extracted from the RFP.

Section 4 4.2.1 On-Site Staffing Requirement, the State and the key contractor will work very closely together on this project. This requires an on-site presence.

3. **Vendor question:** Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

DPH response: A vendor cannot store or transfer non-public State of Delaware data outside of the United States or Canada. The reference below is extracted from the RFP.

I. Overview, page 2, paragraph 3. Furthermore, the transmittal letter must attest to the fact, at a minimum, that the Vendor shall not store or transfer non-public State of Delaware data outside of the United States.

4. **Vendor question:** Can we submit the proposals via email?

DPH response: Proposals cannot be submitted via e-mail. Proposals are to be submitted via the prescribed format and method referenced in the RFP as extracted below:

Section IV, Item B, Page 7

B. RFP Submissions

2. Proposals

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-

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responsive or non-conforming proposals. **Each proposal must be submitted with 2 paper copies and 5 electronic copies on CD or DVD media disk or USB memory stick.**

All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than **11:00 AM (Local Time) on May 24, 2017**. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**Annette Opalczynski
Purchasing Services Coordinator II
Department of Health and Social Services
Procurement Branch
Main Admin Bldg., Sullivan Street
2nd floor –room #260
1901 N. DuPont Hwy
Herman Holloway Campus
New Castle, DE 19720**

Vendors are directed to clearly **print “BID ENCLOSED” and the RFP number “HSS 17 008”** on the outside of the bid submission package.

Any proposal submitted by US Mail shall be sent either certified or registered mail. Proposal must be received at the above address no later than **11:00 AM (Local Time) on May 24, 2017**.

Any proposal received after the Deadline for Receipt of Proposals date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

5. **Vendor question:** Who was the original provider of the existing EVRS application?

DPH response: Genesis Systems, Inc.

6. **Vendor question:** Is the original provider of the current EVRS interested in or invited to bid on this RFP?

DPH response: The original/current vendor has been made aware of this RFP and is permitted to bid if they so desire.

7. **Vendor question:** Would the state consider replacing the existing EVRS or is this RFP strictly to maintain and host the current system?

DPH response: Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current

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system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal.

8. **Vendor question:** Is the state looking for a vendor to simply host and provide system admin maintenance to the existing system, or is the requirement to provide troubleshooting, bug fixes, and continued development of the existing software?

Section number: II B

Paragraph number: 1

Page number: 4

Text of passage being questioned: DPH is seeking a vital records maintenance and third party hosting package that can meet the requirements defined below in this RFP.

DPH response: Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal. If the vendor proposal is to maintain and host the existing system troubleshooting, bug fixes, and continued development of the existing software will need to be addressed in the proposal.

9. **Vendor question:** If the State is looking for troubleshooting, bug fixes and continued development of the existing software, is the state prepared to provide the winning bidder with the source code for the existing system?

Section number: II B

Paragraph number: 1

Page number: 4

Text of passage being questioned: DPH is seeking a vital records maintenance and third party hosting package that can meet the requirements defined below in this RFP.

DPH response: As outlined in the RFP, the state of Delaware is expecting maintenance and added functionality to be part of the proposed software solution. While the object code is licensed to the State, the source code, which is what is needed to perform maintenance and updates, is proprietary to our current vendor and they will NOT release the source code. The State is not able to provide the source code for the existing system.

10. **Vendor question:** Can the State please provide details and specs about the existing software solution so that bidders can adequately respond to the requirements to maintain said software?

Section number: II B

Paragraph number: 1

Page number: 4

Text of passage being questioned: DPH is seeking a vital records maintenance and third party hosting package that can meet the requirements defined below in this RFP.

DPH response: Section 4 in its entirety references Contractor Responsibilities/Project Requirements for this RFP.

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11. **Vendor question:** This section seems to conflict with Section II (B) – that says the RFP is looking for someone to host and maintain the existing solution. Please confirm if the State is looking for new software to meet the needs of the agency’s Vital Records Operations.

Section number: 4.5.3.7

Paragraph number: 1

Page number: 88

Text of passage being questioned: List of Software - The contractor must include a list of software (operating system, web servers, databases, etc.) that the State needs to utilize the solution. For example, a certain web browser (IE) or web service technology for an interface. The contractor will include a list of browsers and versions that are officially supported for web applications.

DPH response: Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal.

12. **Vendor question:** This section seems to conflict with Section II (B) – that says the RFP is looking for someone to host and maintain the existing solution. Please confirm if the State is looking for new software to meet the needs of the agency’s Vital Records Operations.

Section number: 4.5.8

Paragraph number: 1

Page number: 92

Text of passage being questioned: *Other Technical Considerations.*

The State prefers to have a system with a web front-end for a common user interface. Web browser based applications are now considered the only acceptable platform for custom applications development. For proposed COTS (Commercial off the Shelf) solutions, the State prefers those that are web browser based and that:

- Use Microsoft Windows Server as their operating system
- Use Microsoft Internet Information Server (IIS) as their web and application server software
- Use Microsoft SQL Server for the data store
- Have been developed using Microsoft C#.NET

DPH response: Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal.

13. **Vendor question:** This section seems to conflict with Section II (B) – that says the RFP is looking for someone to host and maintain the existing solution. Please confirm if the State is looking for new software to meet the needs of the agency’s Vital Records Operations.

Section number: 4.6

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Paragraph number: 1

Page number: 92

Text of passage being questioned: Database Design

Vendor will need to take into consideration the design of existing table structures and whether they may carry forward into the solution being proposed or may have to be re-engineered. Quality of the current data needs to be reviewed. Consideration will need to be given to ETL (Extraction, Transformation and Loading) processes for conversion as well as archiving, backups and disaster recovery. The vendor will be required to provide a data model in Microsoft Visio format.

DPH response: Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal.

14. **Vendor question:** This section seems to conflict with Section II (B) – that says the RFP is looking for someone to host and maintain the existing solution. Please confirm if the State is looking for new software to meet the needs of the agency's Vital Records Operations and if so, if a COTS solution is the preference.

Section number: 4.9

Paragraph number: 3

Page number: 92-93

Text of passage being questioned: In terms of degree of customization of COTS software or transfer of an existing custom solution, the State's interest is in cost containment by restricting the customization STATE OF DELAWARE Delaware Health and Social Services, Division of Public Health features applied to a proposed COTS or transfer solution. The State will waive ownership rights of customization features applied as part of this project if they are made part of the standard product, which in fact is the State's preference.

DPH response: If a vendor is providing a new product a COTs solution would be preferred with as little customization as possible. As stated in response to previous questions - Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal.

15. **Vendor question:** If the hosting solution being proposed includes back up and data recovery, will the selected vendor still need to work with Vital Records, Inc. and Sungard Recovery Systems?

Section number: 4.11

Paragraph number: 1

Page number 93

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Text of passage being questioned: Disaster Recovery

DHSS has contracted with Vital Records, Inc. as the offsite media storage contractor for backup media. The State contracts with Sungard Recovery Systems for cold site services. Disaster recovery tests are conducted every six months for the Biggs Data Center Environment. For systems located at the Biggs Data Center, the selected contractor is expected to review this process with IRM and DTI to ensure that it is sufficient

DPH response: No, the awarded vendor will not have to work with Vital Records, Inc. and Sungard Recovery Systems but the vendor will need to meet DTI standards as stated in the Cloud and Off-Site Hosting policy.

16. **Vendor Question:** This section references a NEW system, is the State looking for a new system, or just hosting/maintenance of its existing system? If the state is not implementing a new system, does this warranty support period apply?

Section number: 4.13.4 Phase 4

Paragraph number: 1-2

Page number: 97

Text of passage being questioned: The deliverable(s) are as follows: Deliverable:
Conclusion of Warranty Period

The vendor will supply one year of warranty support after the final production implementation of all modules. The first two months of warranty support will be on-site. The warranty period provides for issue resolution, bug fixes and system functionality problems with the new system. This support is included in the firm fixed price. The vendor will deliver an implementation closeout report two weeks prior to the conclusion of the warranty period that discusses overall system health, user satisfaction, on-going issues and challenges and recommendations for future changes/enhancements.

DPH response: As stated in response to previous questions, Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal. The Warranty Support clause is a requirement of Delaware Information and Resources Management (IRM), and Department of Technology Information (DTI) and must be addressed in the proposal.

17. **Vendor Question:** Is the State looking for a new software solution, into which old data would be converted? If not, and they are just looking for someone to host and maintain their current solution, what data does the state envision being converted.

Section number: 4.14.7

Paragraph number: Entire section

Page number: 101

Text of passage being questioned: Conversion

An integral part of the project will be to integrate historical data from the existing DHSS system listed below: Delaware Electronic Vital Records System (EVRS) Conversion controls, especially the monitoring and proof of initial conversion results, are very important

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to ensure that the transactional source data converted into the system is accurate prior to implementation. Initial and ongoing conversion controls and balancing procedures must be described. Bidders must describe their approach to data conversion and describe in detail how they will convert existing data. Data conversion must be addressed in the proposed project plan.

DPH response: As stated in response to previous questions, Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal. If a vendor proposes a solution that includes a new system then conversion costs will need to be addressed as outlined in the RFP. If the proposed solution is to host and maintain the existing system then data conversion may not be required.

18. **Vendor question:** This section references a new system. Please confirm if the state is looking for a new Vital Records system, or if this is just a proposal for Maintenance and hosting of the existing system.

Section number: 4.14.8.1

Paragraph number: Entire section

Page number: 101

Text of passage being questioned: System User

Contractor will be responsible for training users in all aspects of the new system. As applicable, contractor will also include organizational change management-specific instruction to include old vs. new ways of conducting business with the new system. Training will demonstrate business and system workflows. System policy compliance (including any recent policy changes) will be covered. If the new system is a replacement for a legacy system, training will also cover legacy vs. new system workflows and screens.

DPH response: As stated in response to previous questions, Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal.

19. **Vendor question:** Please clarify if the responding bidder is proposing maintenance of the state's existing system, or maintaining a new system, which they will propose. If the requirement is to maintain the existing system, please provide detailed software specifications so that bidders have the technical information needed to cost this out. Also confirm that the State is willing to provide the source code upon award in order for the winning bidder to be able to support bug fixes and scheduled releases of the existing software solution.

Section number: 4.14.9 (corrected, vendor referenced incorrectly as 4.19.9)

Paragraph number: 1

Page number: 101

Text of passage being questioned: Maintenance and Operations (M&O)

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Bidders must include a description of the ongoing M&O support they are proposing. Support includes licenses, help desk support, bug fixes and scheduled releases. Costs for such services will need to be shown in the Business Proposal. Support cost inflation is discussed on the cost forms.

DPH response: This has been previously addressed. Please refer to the DPH response in Question 9.

20. **Vendor question:** Bidders are not able to provide an anticipated schedule for new releases for the state's existing software solution. Is the state looking for a new software solution? Also, user conferences for the state's existing system cannot be confirmed without more details on the current solution used by the state. This section implies the state is looking for a new software solution. Please confirm the intent of this procurement.

Section number: 4.14.9 (corrected, originally referenced incorrectly as 4.19.9)

Paragraph number: 3

Page number: 101-102

Text of passage being questioned: Bidders must also address the following in their proposal:

- Identify the average of your response and resolution times. Provide examples of current measurements and metrics
- Describe your process for providing application fixes and enhancements.
- Identify your average turnaround time for fixes and enhancements.
- Confirm whether or not clients have the opportunity to provide input into the prioritization of new features and enhancements.
- Identify your anticipated schedule for new releases and updates from the current date thorough the next three years.
- Confirm whether you have User Conferences and/or Advisory Boards.

DPH response: As previously addressed, Delaware will consider proposals to replace the existing EVRS, as well as proposals to maintain and host the current system, that address maintenance, third party hosting and inclusion of all the same functionality as the current system. Additionally, the vendor will need to address how they will provide the requested added functionality outlined in the RFP. Exact costs for each service will need to be provided in the vendor proposal. It is understood that a vendor cannot give us an anticipated schedule for new releases if maintaining the software. If the vendor is proposing a new replacement COTS solution then an anticipated schedule for new releases needs to be provided in the bid proposal. A vendor proposing a new product also needs to address utilization of User Conferences and/or Advisory Boards in their proposal.

21. **Vendor question:** The last sentence says "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". In 4.2.1 On-site Staffing Requirement it says "The State and key contractor staff will work very closely together on this project. This may require some on-site meetings, however it will not require an on-site presence". Please clarify which is correct.

Section number: 4.2

Paragraph number: 1

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Page number: 82

Text of passage being questioned: The contractor project management 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.

4.2.1 On-site Staffing Requirement – The State and key contractor staff will work very closely together on this project. This may require some on-site meetings, however it will not require an on-site presence.

DPH response: The information provided in Section 4.2, 4.2.1 On-site Staffing Requirement is correct; the last sentence is incorrect. This project will not require contractor project manager and other key staff to be on-site in New Castle, Delaware during the entire project phase but will require some on-site meetings.

22. **Vendor question:** The first sentence states "The State will permit project work to be done offsite, within the United States and Canada. Please clarify what you mean by offsite whether it offsite is at another location different than a vendor's office or offsite meaning outside of the Delaware Health and Social Services office?

Section number: 4.2.2, Offsite Project Work

Paragraph number: 1

Page number: 83

DPH response: Work offsite means a location other than Delaware Health and Social Services offices. If offsite work is done, the vendor is required to meet the DTI standards.

23. **Vendor question:** The first sentence states "All contractor staff working on this project will be subject to a Criminal background Check (CBC)". How soon after award would all contractor staff need to have the background checks completed by?

Section number: 4.5.1, Authorizations

Paragraph number: 1

Page number: 86

DPH response: There is no hard date; however, vendor staff will be unable to work with any State of Delaware data until a successful criminal background check has been completed.

24. **Vendor question:** This section states that the Pre-Bid meeting being held on April 25, 2017 at 10:30 am (local time) is "non-mandatory". On Enclosure 9-Bidder Contact Information it states to bring the filled out Enclosure 9 form to the "mandatory" pre-bid meeting. Is the pre-bid meeting mandatory or not? If the pre-bid meeting is not mandatory, how should we submit the filled out Enclosure 9 before the proposal submission due date of May 24, 2017 at 11:00 am (local time)?

Section number: 1, Overview

Paragraph number: 5

Page number: 2

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DPH response: The information provided on page 2 is correct. The pre-bid meeting is non-mandatory and a vendor will NOT be disqualified if they don't attend this meeting. Enclosure 9 on Page 135-136 is ONLY required for a mandatory pre-bid meeting.

25. **Vendor question:** Was this a custom application?

DPH response: The current software is a COTS solution.

26. **Vendor question:** Who is the incumbent?

DPH response: Genesis Systems, Inc., also addressed in Question 5.

27. **Vendor question:** Define maintenance. Is the software proprietary? Is Genesis OK with other vendor hosting/maintaining? Would a vendor have access to development code of EVRS for maintenance?

DPH response: Maintenance is defined as activities required or undertaken to conserve as nearly as possible the original condition of the electronic vital records system software while compensating for normal wear and tear.

The current software is proprietary to the vendor, Genesis Systems, Inc.

Genesis has been contacted and stated they will not release the source code which is what is needed to modify the existing software. A new vendor will need to propose their own software solution along with addressing maintenance and third party hosting requirements.

No, a vendor will NOT have access to a development code and will have to propose their own solution.

28. **Vendor question:** What is the budget?

DPH response: \$330,000 year

29. **Vendor question:** What was original cost?

DPH response: \$850,000. The original contract spanned over a 5 year period. As additional functionality was required, amendments were added to the contract.

30. **Vendor question:** How open is the state to a new system?

DPH response: Delaware is open to reviewing all bid proposals and the approaches taken as long as the proposed solution meets all the requirements outlined in the RFP (current functionality, future enhancements, maintenance and third party hosting). Delaware does not want to lose any of its current functionality. The functionality requirements within the RFP application are very detailed; a vendor should be as explicit as possible in addressing all sections in the RFP.

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31. **Vendor question:** Are there timelines that would preclude vendors, other than the incumbent, from bidding?

DPH response: The challenge is that Delaware has a short timeline. The current EVRS Third Party Hosting and Maintenance contract expires December 31, 2017; therefore, we would like to have the system functional by 1/1/18. The winning proposal will dictate the circumstances of whether negotiations can take place to extend the current contract or not.

32. **Vendor question:** Are there other systems that you have looked at that are appealing to you?

DPH response: We are precluded from viewing other systems as this could be considered pre-selection.