Delaware Health
And Social Services

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: March 31, 2017

HSS –17-016

DECSS Maintenance & Operation Services

For

Division of Child Support Services

Date Due: April 28, 2017
By 11:00 AM Local Time

ADDENDUM # 1- Questions and Answers

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

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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DECSS Maintenance and Operation Services
Request for Proposal No. HSS- 17-016

Response to Bidders Questions

Item	Section Reference	RFP Language	Question	State Response
1	1.2 Background and Purpose (2nd paragraph) (page 4)	Under this intended procurement, the Contractor will plan, organize, and oversee the transition of the maintenance and operations of the DECSS system from the current Contractor, including the integration of State M&O staff into the organizational structure proposed by the Contractor	&	The Department of Health and Social Services' Information Resource Management organization includes an internal Maintenance & Operations section. This section is responsible for the maintenance and operations related activities for all 125 DHSS applications in all eleven DHSS divisions. The State M&O staff assigned to the DECSS system include the DHSS IRM Application Support Team detailed in Appendix B 3.1.1. As noted in this section, this team is supported by Other IRM Staffing/Teams as needed. The DCSS Information Systems Unit is also involved in DECSS M&O as detailed in Appendix B 3.1.2.
2	3.1 Staffing Roles (paragraph N/A) (page 9)		There is no mention of other IRM staff - Telecom, Base Technology etc.	The overall structure of the DHSS Division of Management Services' IRM organization, including Base Technology and Telecommunications, are described in Appendix B 2.3.1.
3	1) 4.1 Overall DECSS Batch Monitoring and Support DECSS - Batch Monitoring and Support (6th paragraph) (page 15)	... For incidents that need to move beyond Level 0, Operations staff will be responsible for initiating a bridge line call accessible by a published phone line. Monitored events and reported issues that are determined to be production incidents are managed through the Incident Management Process described below.	Is Operation Staff - State resource or contractor resource?	As detailed in Appendix B 4.1 DECSS Batch Monitoring and Support "The Contractor shall staff, manage and maintain an Enterprise Operations Bridge providing Operational Level 0 support." This section includes further details regarding the contractor's responsibilities for DECSS Batch Monitoring and Support.
4	4.1 Overall DECSS Batch Monitoring and Support - Batch Operations (7th paragraph) (page 15)	...The Contractor team will provide support for all DECSS alerts routed to Level 0, Level 1 or Level 2 support team. The function will include, but is not limited to, DTI Output Services service delivery.	Is this referring to central printing and electronic data exchanges with Non-DHSS entities?	Yes, "DTI Output Services...." refers to DECSS central printing function. The sentence "The Contractor team will provide support for all DECSS alerts routed to Level 0, Level 1 or Level 2 support team," refers more broadly to any potential DECSS batch alert.

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5a	4.1 Overall DECSS Batch Monitoring and Support - DECSS Batch Incident Management (16th paragraph) (page 16)	... 1 - Identification: In this phase, an incident is identified and logged in the incident management system. The Incident Manager evaluates it for a severity level based on impact to users or impact to perform critical business functions in the application so as to determine the need for the urgency of return to service and problem remediation.	Is this incident management system, currently in use?	Please refer to Appendix B 4.1 DECSS Batch Incident Management for additional details on the Contractor's incident management responsibilities and refer to the follow up response below.
5b	4.1 Overall DECSS Batch Monitoring and Support - DECSS Batch Incident Management (16th paragraph) (page 16)	... 1 - Identification: In this phase, an incident is identified and logged in the incident management system. The Incident Manager evaluates it for a severity level based on impact to users or impact to perform critical business functions in the application so as to determine the need for the urgency of return to service and problem remediation.	Is this incident management system provided by the State?	There are various systems currently in use that support incident management. These include the DHSS Help Desk system, Team Foundation Server as well as various reports that summarize daily batch operations and any incidents that might occur during the DECSS daily operation or DECSS batch.
6	4.2 Technical Operations and Infrastructure support (4th paragraph) (page 19)	... Tools Support – Contractor must provide support of all system development tools utilized by the project. Many of the tools may reside on State systems, however, operations is still the responsibility of the Contractor.	Can the list of tools that are the responsibility of the contractor be published?	The contractor will be responsible for supporting all the tools detailed in the Technology Stack Component Matrix in Appendix B 4.2. For certain tools, listed (e.g. SQL Server, TFS, Dollar Universe, etc.) the State will provide administration and infrastructure support. The tools listed in the Technology Stack Component Matrix should not be considered exhaustive. As in all technology environments, versions will require upgrades and some tools may need to be retired or replaced during the contract period.
7	4.2 Technical Operations and Infrastructure support System Security Support (8th paragraph) (page 19)	System Security Support - The Contractor will be responsible for submitting any changes or security recommendations associated with the DECSS application to the DHSS Security IT Manager. The DHSS Chief Information Security Officer (CISO) will review and approve these changes.	Will the State Service Delivery Manager act as the liaison between the Contractor and CISO?	Yes. The State Service Delivery Manager will act as the liaison between the Contractor and CISO.

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8	4.5.1 (paragraph N/A) (page 24)		4.5.1 is missing, should our response reflect this and be numbered the same way or is there also missing content?	Correct, there is no 4.5.1.
9	4.5.1.2 Criminal Background Check (1st paragraph) (page 24)	Possession of a Security Clearance, as issued by the Delaware Department of Public Safety, is required of any employee or Contractor who will be assigned to this project and deemed to be subject to requirements of the DCSS Criminal Background Check in Appendix I.	Will this include contractor staff who are currently or previously assigned to Maintenance of DECSS and had completed the criminal background check before?	If the criminal background check was done after 10/1/16 and the employee has been continuously employed in the same position, no additional check is needed. A new criminal background checks will be required for all employees who meet one of the following: 1.) background check was completed prior 10/1/16, 2.) employee had a break in service, or 3.) or employees changed positions since the last background check.
10	4.9 Engagement Expectations (2nd paragraph) (page 26)	... Contractors should note that under no circumstances is "remote control" of user desktops ever allowed and the State of Delaware firewall will block such access.	How is this different from remote access (RDP)?	RDP is only permitted on the State network or through an authorized VPN connection. Remote control refers to any attempt to access a State network desktop outside of this authorized access.
11	4.9 Engagement Expectations (2nd paragraph) (page 26)	...If the Contractor will use any third party products during the course of this project, such products must be approved in writing by the State prior to their use.	Does this requirement apply for third party products that is already in use for DECSS?	All existing third party products already in use for DECSS have been approved by the State.
12	4.9.3.1 Phase-In Transition (1st paragraph) (page 27)	The Contractor shall provide a high level Phase-In / Transition Plan at the Kick-off Meeting.	Should there be a transition from Xerox to Protech, if Protech wins, though Protech staff are already part of the existing contractor?	The contractor must supply a Phase-in-Transition as required.
13	4.9.3.1 Phase-In Transition (2nd paragraph) (page 28)	5. A plan to transfer Government-Furnished Property (GFP) (e.g., hardware, software, and records/data) from the incumbent to the successor.	Are there GFP in possession of the incumbent? Can you list them?	All computers, servers, software, printers, office furniture, etc. provided by the State are GFP.

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14	6.1 Submission Information (3rd paragraph) (page 31)	Each CD will contain the following files at a minimum: RFP Technical Proposal.doc; RFP Business Proposal.doc; RFP Implementation Project Plan.mpp; CD Directory.doc (Microsoft Word 2000 or higher);	Given the M&O scope of this project with no deliverables, what does the State expect to see in the Implementation Project Plan.mpp?	The Contractor's project plan should include all tasks related to managing and executing the maintenance and operations related services identified in the RFP included but not limited to items such as phase-in and phase-out transition tasks, Change Control Board meetings, Status meetings, status reporting of work items (e.g. change requests, bug fixes, maintenance requests) incident management and reporting tasks. While some of these tasks may be recurring (meetings) and others may be unable to anticipate (incidents), the Contractor's project plan should demonstrate clearly the vendor's full understanding of the activities and tasks they will be responsible for managing on a day to day basis.
15	6.2.2 Required Forms (Section B) - 4. Bidder Project Experience (4th paragraph) (page 33) and 6.2.7 Firm Past Performance and Qualifications (Section G) (3rd paragraph) (page 35)		Since Appendix G Bidder Project Experience is required in both 6.2.2 and 6.2.7, would be acceptable to provide the completed Appendix G as an attachment and just reference its location in each section?	Yes, that is acceptable.
16	16) Appendix G Bidder Project Experience (first section) (page 57)		What is meant by "Type of Facility"?	Please respond with either: a) Private, b) Corporate, c) Local, State or Federal Government, or d) Non-profit.
17	6.2.5 Project Requirements (Section E) (1st paragraph) (page 34)	Bidder must describe their understanding and approach to meet the expectations and mandatory requirements specified in Section 4. Address bulleted and titled requirement paragraphs within subsections as "Bullet n" and "Paragraph Title" respectively.	What is meant by "Bullet n"?	This references the natural numbering of bullets starting with 1 though the end of a series.

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18	4.3 Staffing	The proposal will include an organization chart showing Contractor staff counts and alignments. The proposal should include named Contractor resources for all leadership and key technical and functional positions and include a resume/cv for these individuals. Equivalent or better qualified staff will be expected to fill unnamed positions upon contract start. The proposal should include an attestation from named individuals acknowledging that they have been selected for the engagement.	Does the state have an attestation form they would like for the vendor to use?	The Contractor can submit any form they may already utilize for this purpose.
19	III, para #1 and Attachment B, 6.2	RFP Section III states: "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." And RFP Attachment B – Technical Requirements, Section 6 states: "The Technical Proposal shall consist of and be labeled with the following sections:"	RFP Section III and Attachment B references list different proposal response formats. Can you please confirm that the RFP Attachment B – Technical Requirements Section 6 Bidder Instructions format (order listing) supersedes the RFP Section instructions?	No. Attachment B 6.2 Technical Proposal Contents provides instruction on how to meet III A2 Minimum Requires for the response to the RFP's scope of work.
20	RFP Attachment B, 6.3.2, 1st bullet	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.	Although this requirement appears within the Business Proposal Contents, can you please confirm that this information is to be contained within the Technical Proposal? If so, as our audited financial statements are over 400 pages may bidders provide a URL link to them in the response or included in a separate Attachment section at end of the Technical Proposal?	The Business Proposal is to be submitted separately from the Technical Proposal. If providing a URL link in place of the complete audited financial statements, bidders must minimally include the signed final audit report cover letter in the Business Proposal.

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21	RFP Attachment B, 6.2.2, 1st	Attachment B, 6.2.2 states "This section of the proposal will include the following completed forms: Certification Sheet and Statement of Compliance, Key Position Resumes, Mandatory Submission Requirements Checklist, Bidder Project Experience, and Bidder Contact Information."	There are no instructions within the RFP or Attachment B as to where we are to include the following: Attachment 2 - Non-collusion Agreement, Attachment 4 - Confidentiality Form, Attachment 5 – Business Reference Form, Attachment 6 - Sub-contractor Information Form, Attachment 9 - Employing Delawareans Report, and Attachment 10 - OSD Application. Should these forms (if applicable) also be included within the Required Forms section of the proposal response?	Please include attachments 2, 4, 5, 6, 9 and 10 as applicable within the Technical Proposal. No reference to, or inclusion of, cost information should appear in the Technical Proposal or Transmittal Letter.
22	III.A, paragraph/items 1 and 4	III states "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." III.A.1 states "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. III.A.4 states "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 the bid solicitation below, Section D, Item 7, subsection g (insurance).	Please confirm that the Delaware license(s) and/or certification and proof of insurance are not required to be included "within this proposal" but rather just an acknowledgment of the requirement to provide them prior to award/start of contract respectively.	It is preferred that proof of license and/or insurance are submitted with the bid proposal. Submission must be completed prior to award.

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23	RFP IV.B.11, para #5; Attachment 4; and Attachment B, Appendix A, paragraph/item 6	IV.B.11 states "Vendor(s) may submit portions of a proposal considered to be confidential business information in a separate, sealed envelope labeled "Confidential Business Information" and include the specific RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002, and briefly stating the reasons that each document meets the said definitions. Attachment 4 and Attachment B, Appendix A, item 6 state we are to "fill in One (1) completed Confidentiality Form (See Attachment 4 of RFP) – please check if no information is deemed confidential – Form must be included."	Please clarify if vendors are supposed to submit both the letter from Legal Counsel in a separate, sealed envelope and fill in the Attachment 4 – Confidentiality Form and submit within the Technical Proposal?	If the bidder is submitting "confidential information" as described in RFP IV.B.11, a letter from Legal Counsel is to be submitted with the information in a sealed envelope separate for the Technical and Business Proposals. Additionally, Attachment 4 – Confidentially Form is to itemize all documents in the confidential envelope and is to be submitted as part of the Technical Proposal.
24	RFP Attachment B, Sections 4.3, last para; 4.3.2, para/bullet #6; 6.2.2, item #2; and 6.2.6, 1st para	Attachment B, 4.3: The resumes for key staff will be for specific named individuals and will be in the format specified in Appendix C. Attachment B, 4.3.2; Bullet 6: "For off-site sub-contractor or bidder staff, please include the names and resumes of key staff, highlighting prior participation on similar maintenance and operations contracts. Also provide named or sample resumes for lower level staff. Attachment B, 6.2.2: "Appendix C should be provided, as detailed, in Section 6.2.6 below." Attachment B, 6.2.6 (Section F): Please submit resumes of key staff in this section using the Key Position Resume (Appendix C).	Please confirm that all resumes, using Appendix C, should be placed within Technical Proposal Section F - Staff Qualifications and Experience and that it is acceptable to cross reference to Section F from all other section's requiring resumes	Correct, all resumes should be included in the Technical Proposal, Section F, 6.2.6

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25	RFP Attachment B, 6.2.2.4, last para; and 6.2.7, para # 2 and #3	6.2.2.4 states "Experience of any proposed sub-contractors should be notated on Appendix C in Section 6.2.6. Provide a summary description of each of these projects including the contract cost and the scheduled and actual completion dates of each project. For each project, provide name, address and phone number for an administrative or managerial customer reference familiar with the bidder's performance." 6.2.7 states "Experience of proposed sub-contractors shall be presented separately. Provide a summary description of each of these projects including the contract cost and the scheduled and actual completion dates of each project. For each project, provide name, address and phone number for an administrative or managerial customer reference familiar with the bidder's performance. Please use the Bidder Project Experience form (Appendix G) to provide this information in this section."	Can you please clarify if subcontractor experience should be submitted using Appendix C – Key Staff Resume, and if so, where should this information be placed within this pre-formatted form, or if the subcontractor experience should be submitted using Appendix G? Should the required Appendix form be included within Section B – Required Forms or Section G - Firm Past Performance and Qualifications?	To ensure an accurate scoring when evaluating the proposal, we are requesting Appendix C and G to be completed for the prime and proposed subcontractor. If a subcontractor is proposed to fill Key Positions, Appendix C should be submitted for those positions with "(subcontractor)" added after the proposed project position title. All Key Position Resumes are to be submitted in Section F for the prime and subcontractor. Appendix G for the prime and subcontractor should be submitted in Section B. Bidder can reference Section B and Appendix G when completing Section G.

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26	Attachment B, 4.9.1, 1 para; and 6.1, para #3	Attachment B, 4.9.1 states "Prior to implementation, the Contractor will produce an implementation plan document, sometimes called a playbook, to be reviewed by the State at a meeting prior to implementation. Attachment B, 6.1 states "Each CD will contain the following files at a minimum: RFP Implementation Project Plan.mpp	Since 4.9.1 indicates the Implementation Plan is due after award of contract and 6.1 indicates the plan is due upon proposal response submission. Please clarify when the Implementation Plan is to be submitted	Section 4.9 details Engagement Expectations relating to Customization/Development, Implementation, Warranty, Support, and Deliverables. 4.9.1 Production Implementation of New Functionality is referring to any significant new functionality requested by the State and the requirements to plan and document tasks associated with the implementation of any significant new functionalities. Fulfillment of these expectations is separate from the required overall RFP Implementation project plan. Though there is no RFP requirement for submission of a "playbook" plan for s smaller sum-project during the M&O contract period, Contractors may consider submitting a sample "playbook" plan separately or within the overall RFP Implementation project plan.
27	RFP Sec. IV.D.7.k, 1 para	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 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.	The RFP calls for a 1-year warranty on deliverables provided pursuant to the contract. Technically, this means that deliverables submitted in the last contract year must be warranted for up to one year beyond the contract term. How should the warranty cost be reflected in vendor's cost proposal?	There should be no additional costs for the warranty provided for work completed. The Contactor should describe how they would address correction of any defects on warranted items beyond the contract term as part of their Phase-Out Transition.
28	Attachment B, 4.3 Staffing - General	General – no specific language.	Please confirm the number of vendor staff supporting the current contract is 24?	There are currently 23 full-time positions and 1 part-time position vendor staff supporting the M&O section of the current contract.
29	Pre-bid Meeting		How is Delaware doing with federal performance standards in comparison to other states?	Revised Response: We struggle with paternity establishment. DCSS did not pass in 2016 but expect to pass in 2017 due to current trending. DCSS continually looks for ways in which to improve on all federal performance standards.

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30	Pre-bid Meeting		The RFP mentions the desire to have the batch subsystem operate in unattended mode, is that what happens now?	No, but it is what we are striving for. Would like to remove batch exceptions.
31	Pre-bid Meeting		How long is batch run?	This is detailed in the RFP. The typical week night batch runs 300 jobs in approximately 3.5 hours.
32	Pre-bid Meeting		The RFP specifies that batch operations is included, does the 22 people include batch operations?	Revised Response: The RFP requires the awarded M&O Contractor be responsible for the batch monitoring and support tasks and responsibilities detailed in section 4.1. The current maintenance and operations vendor team is responsible for a portion of batch monitoring and support tasks detailed in section 4.1.
33	Pre-bid Meeting		Can you provide the current team size/expected staff load throughout the engagement?	Revised Response: The current staffing is 23 full-time and 1 part-time position.
34	Pre-bid Meeting		Can any further information be given on the SLA's?	They are being drafted and will be negotiated and finalized with the awarded vendor.
35	Pre-bid Meeting		Has the system been audited by anyone other than the implementation vendor?	The system has been extensively reviewed as part of the Federal certification process by OCSE, as well as a recent IRS Safeguards review. DECSS recently executed a third-party penetration test in Fall 2016. There was also an Independent Verification and Validation (IV&V) Review, conducted by KPMG LLP in late 2015.
36	Pre-bid Meeting		Do you have a list of any particular changes or enhancements DCSS is looking for?	Revised Response: The on-going list of DECSS maintenance work items includes a wide variety of changes, fixes, maintenance requests and upgrades ranging from screen changes and notice changes to SQL and TFS upgrades. Over the past year were on average 75 to 100 open work items being actively worked at any point in time.

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37	Pre-bid Meeting		What is the current budget and expected budget for this project?	Revised Response: Because of state-wide budget restraints and an unfavorable revenue projection, DCSS is unable to provide an expected budget at this time. We anticipate that services will be funded in SFY 18 as it is critical to DECSS operation. But we are uncertain to final budget allocation.
38	Pre-bid Meeting		Who is the current Vendor?	Conduent with Protech as a subcontractor.