



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: April 10, 2017

HSS-17-016

DECSS Maintenance and Operations Services
for

Division of Child Support Services

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

ADDENDUM # 2
Q&A

PLEASE NOTE:

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

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QUESTIONS AND ANSWERS FOR HSS-17-016

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

Item	Section Reference	RFP Language	Comment/Clarification/Question	State Response
1.	RFP Sec. IV.C.2, para #2, 2 nd bullet	Select more than one vendor pursuant to 29 Del. C. §6986.	Does the State intend to award one or multiple contracts on this project? Both scenarios are contemplated in RFP Sec. IV.C.2.	Only one contract will be awarded, the selected vendor may utilize sub-contractor(s) as approved and agreed upon.
2.	IV.D.7.t.2	“All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.”	The RFP suggests that vendor is responsible for providing all equipment. Would the State please clarify what, if any, equipment is required under this RFP? How should this equipment be priced?	The State does not anticipate a need for additional equipment beyond what will be provided by the State under 4.3.1 On-Site Staffing Requirement. If the contractor deems that additionally equipment is necessary, the equipment must be approved by the State prior to use. Additional equipment needs should be clearly defined in the bid with a description, count, role of staff utilizing the equipment, if the equipment will connect to the State network and/or store PPI, and the one-time cost.
3.	RFP Attachment B, Section 4.4.1 Requirement to Comply With HIPAA Regulations and Standards	“The State Deputy Attorney General has made a decision that the Division is not a covered entity as defined by HIPAA and as such, work on this project will be exempt from HIPAA requirements. However, pursuant to the published HIPAA guidelines for securing electronic information, DHSS has developed similar rigorous standards and expects the Contractor to follow DHSS and State standards for securing electronic information in the new system.”	Please provide the referenced DHSS and State standards for securing electronic information in the new system.	https://dti.delaware.gov/pdfs/pp/DelawareInformationSecurityPolicy.pdf and DHSS standards for securing electronic information can be found in the IRM Procedural Document and IRM Organizational Policy documents linked below. http://wss.dhss.state.de.us/dms/irm/applications/decss2/Shared%20Documents/irmproceduraldocument.pdf and http://wss.dhss.state.de.us/dms/irm/applications/decss2/Shared%20Documents/organizationpolv14.pdf
4.	RFP Attachment 5, Business References and RFP Attachment	RFP, Attachment 5 states, “STATE OF DELAWARE PERSONNEL MAY NOT BE USED AS REFERENCES.”	While the RFP is clear that Delaware state employees may not be used as a business reference as part of RFP Attachment 5, is it permissible to use a Delaware state employee as	Yes, if the work experience is not associated with the Division of Child Support Services.

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	B, Appendix G, Bidder Project Experience		a contact for Appendix G, Bidder Project Experience?	
5.	RFP Attachment B, 6.2.2.4, para #1 and 6.2.7, para #4	6.2.2.4 states "Appendix G: The bidder shall describe their corporate experience within the last five (5) years directly related to the proposed contract." 6.2.7 states "Please use the Bidder Project Experience form (Appendix G) to provide this information in this section."	Can you please clarify where the Appendix G – Bidder Project Experience should be placed within proposal response? Should the Appendix G be placed within Proposal Section B (Required Forms) and in Proposal Section G (Firm Past Performance and Qualifications)?	Appendix G for prime and subcontractors can be submitted in either section or as an appendix. The Bidder shall reference placement of Appendix G in Section B and Section G if not contained within the given section.
6.	Attachment B Section 4.1, para #1	Batch monitoring and support for the DECSS system is a separately priced option further defined and detailed in section 4.1.	The provided price form in Attachment B, Appendix E has no provision for a separately priced Batch option. How does the State want bidders to propose this separately priced option?	Bidder can utilize Appendix E, notating the Batch monitoring as a separate cost category.
7.	Attachment B Section 7.2	The firm fixed price will be the Total Cost shown in Schedule E1 (Appendix E).	Schedule E1 is a rate card for project changes. Can the State please clarify how this is to be used for the firm fixed price? Is the firm fixed price for a specific level of effort (hours) or for a specific scope of work?	This contract will be a firm fixed price. As such, the fully loaded hourly rate can be a blended rate across job titles. The State prefers firm fixed prices to be based on level of effort for all services except for 4.1 Overall Batch Monitoring and Support. Batch Monitoring and Support costing can be done based on level of effort or scope of work.
8.	Attachment B Appendix E, E.2, para #1	Operational costs may be categorized separately (i.e. Hosting, Tier 2 Support, Maintenance (up to n hours), etc.) or bidder may choose to bid a single all-inclusive total operational cost per year. Bidder will detail in this section what their responsibilities will be for operational support.	How does the State plan to evaluate different proposals if each bidder can choose how many hours to price (up to n hours) and define their own responsibilities for operational support? Does the State wish the firm fixed price to be for a specific level of effort from each bidder or a specific scope of work for each bidder?	Bids will be evaluated based on the scoring criteria. Part of the evaluation will be to determine reasonableness of the proposed solution. Bidders are able to use either pricing method for Batch Monitoring and Support.
9.	Attachment B 7.8 Method of Payment	The Contractor must accept full payment by procurement (credit) card and or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.	For vendors not set-up to accept payment via procurement cards, will the State consider removing this requirement?	Under State law, the acceptance of payment via a procurement card cannot be removed. However, a preferred payment method can be negotiated as part of the contract.
10.	Attachment B, Section4;	Contractor shall provide technical operations and	Which tools are currently being used for Infrastructure	All current tools are listed in the Technology Stack Component

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	Bullet 7 – Technical Infrastructure Support	<p>infrastructure tasks that include but are not limited to:</p> <p>System performance monitoring;</p> <p>Environment/tools support;</p> <p>System administration activities; and</p> <p>Infrastructure configuration and support</p>	Configuration Management and System Performance Monitoring?	Matrix in Attachment B. Tools like Solar Winds are used for performance monitoring and Team Foundation Server plays a primary role in configuration management.
11.	Attachment B, 4.5.3.4, Appendix L, E.	<p>An awarded vendor unable to meet the DTI Cloud and Off-site Hosting Policy requirement of encrypting PII at rest shall, prior to execution of a contract, present a valid certificate of cyber liability insurance at the levels indicated below. Further, the awarded vendor shall ensure the insurance remains valid for the entire term of the contract, inclusive of any term extension(s).</p> <p>Levels of cyber liability insurance required are based on the number of PII records anticipated to be housed within the solution at any given point in the term of the contract. Should the actual number of PII records exceed the anticipated number, it is the vendor's responsibility to ensure that sufficient coverage is obtained (see table below). In the event that vendor fails to obtain sufficient coverage, vendor shall be liable to cover damages up to the required coverage amount.</p>	<p>Does this apply to your existing systems which don't appear to be in the Cloud or Off-site?</p> <p>Will the vendor need to purchase Cyber Liability Insurance if they do not take any data off-site? If cyber liability insurance is required, can you specify the number of PII records that require encryption based on the table on page 73 of Attachment B?</p>	The DECSS application is hosted on-premises at this time. Some or all of the current DECSS infrastructure could be hosted off-site during the term of the awarded contract. The vendor needs to meet the DTI Cloud and Off-site Hosting Policy requirements or present a valid certificate of cyber liability insurance at the levels indicated.