



*Delaware Health  
And Social Services*

---

**DIVISION OF MANAGEMENT SERVICES**

---

PROCUREMENT

DATE: October 20, 2017

HSS - 17-029

On-Line Learning System for Certifying Nurse Aides, Training State Employees and Non-State Provider Agency Staff Who Deliver Services to Developmentally Disabled Individuals

For

Division of Developmental Disabilities Services

Date Due: November 9, 2017

By 11:00 AM Local Time

ADDENDUM #1  
Questions and Answers

**PLEASE NOTE:**

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

---

Kimberly Jones  
Procurement Administrator

---

Allan Zaback  
DDDS Program Coordinator

**STATE OF DELAWARE  
REQUEST FOR PROPOSALS (RFP)**

**HSS-17-029**

**On-Line Learning System for Certifying Nurse Aides, Training State Employees and Non-State Provider Agency Staff Who Deliver Services to Developmentally Disabled Individuals**

**Schedule**

Public Notice: 9/27/2017

Deadline for Questions: 10/11/2017

Response to Questions Posted by: 10/20/2017

Deadline for Receipt of Proposals: November 9, 2017

Estimated Notification of Award: November 30, 2017

**1. Question:** Based on the timeline of the RFP award, can we assume the implementation start date would be no later than January 1, 2018?

**Answer:** Yes, that is correct; January 1, 2018 will be the start date of the contract.

**2. Question:** When would the State sign the contract given contract award is announced by November 30, 2017?

**Answer:** It is anticipated that a contract would be signed no later than December 15, 2017.

**3. Question:** Why are you evaluating new providers for this service?

**Answer:** Department policy requires bidding of services.

**4. Question:** What is your number one priority for this project? e.g., compliance, employee engagement, etc.

**Answer:** All of these are priorities as identified in the Scope of Services.

**5. Question:** What do you find is working well with your current provider?

**Answer:** This question does not pertain to the application process.

**6. Question:** Are there any deficiencies with your current provider?

**Answer:** This question does not pertain to the application process.

**7. Question:** Since the State has declared that no payments will be issued to vendors during implementation, is the State willing to agree to commit to a clearly defined implementation period (e.g., 60 or 90 days)?

**Answer:** Yes, the state would be willing to agree to commit to a clearly defined implementation period of no less than 30 days and no more than 90 days.

**8. Question:** Our firm would like the opportunity to negotiate certain areas of the State's standard terms and conditions, including: representations and warranties, indemnification obligations, termination rights, limitations of liability and insurance requirements. During the RFP phase, will the State accept a general offer to negotiate terms along with a counter proposal of

our own terms and conditions, and subsequently enter into full negotiations regarding the above-named areas if we are selected as the chosen vendor?

**Answer:** Vendors will be allowed to negotiate certain areas of the State's standard terms and conditions with a representative of the state's legal team. However, no guarantees regarding contract modifications will be made in advance of any negotiations entered into between the State of Delaware and the selected vendor. All items the vendor takes exception to must be clearly addressed on Attachment # 3.

**9. Question:** Appendix C is not listed in the State's list of required documents. Is a response to Appendix C required to be returned with our proposal, or can it be addressed during the negotiation phase if we are selected as a finalist?

**Answer:** Appendix C is accessible via the link on page 49 labeled Appendix C, Terms and Conditions, and must be included in your proposal package.

**10. Question:** Regarding Pricing, can a vendor state pricing in each tier as a cost/user/year (blended average cost for each tier)?

**Answer:** Yes.

**11. Question:** Our firm does not intend to seek insurance benefits from the State as part of this contract. Therefore, we do not see how the ACA Safe Harbor statute applies to this contract. Can the State provide further clarification around this statute, and what is expected of vendors in our proposals around this requirement?

**Answer:** For this contract we have opted to make the fee non-applicable, so this will not apply to the awarded vendor.

**12. Question:** The only question we had was in regards to V.2 (p. 13), Cooperative Use of Award – could you elaborate on what this means?

**Answer:** Cooperative use of a contract means other State Agencies, other States as well as municipalities, fire companies, non-profits could potentially utilize the contract if the vendor and the initiating Agency agrees.