



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: September 12, 2018

HSS 18 020

PASRR Web Based System & Services

for

Division of Medicaid and Medical Assistance

Date Due: October 12, 2018
By 11:00 AM Local Time

ADDENDUM # 3
Q&A Responses

PLEASE NOTE:

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

Kimberly Jones
Procurement Administrator

Mary Murabito

#	Section	Paragraph	Page	Passage Text	Question	State Response
1	7 - Funding	7.4	46		Has a budget been allocated for this project already? May we know an estimated budget or contract value if possible?	An LAPD (Implementation Advanced Planning Document) for this project is being reviewed to provide.
2	1 - Project Overview	1.1 Background	1		Is there an incumbent vendor providing PASSR services? If so, may I know the vendor name, contract expiry date and contract number?	The current process is executed by a state agency, not a vendor.
3	RFP - all				RFP page numbering is not in order (two page 8s and 11s, no pages 13-19, page number 34-38 repeat). Would the State verify that no text or pages are missing from the RFP? Since the RFP document will become part of the final contract, would the State consider posting an updated document with correct page numbering?	A corrected RFP document will be posted as an amendment.
4	RFP III; Attachment B, 6.2	11	238	RFP: "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 RFP and Attachment B documents provide different required outlines. Please provide a single outline that is compliant with both RFP and Attachment B requirements.	Please respond to the requirements for the Transmittal Letter as stated in the RFP and Attachment B.

			the sole discretion of the State.” Attachment B: “The Technical Proposal shall consist of and be labeled with the following sections”		
5	RFP 11.A.1; Attachment B, Exhibit B.e	1 1	2 5 1 RFP: “The following information shall be provided in each proposal 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 License or initiate the process of application where required.” Attachment B: “They will secure a Delaware Business License.”	Please confirm that we are not required to submit the Delaware Business License with our proposal and are compliant by just certifying in the Exhibit B form that we will secure it after contract award.	If the company does not have a Delaware license and/or certification necessary to perform services, then indicate the process of obtaining a license will be completed by contract signing.
6	RFP 11.A.3; Attachment B, 6.2.2	1 1	3 3 9 RFP: “Complete all appropriate attachments and forms as identified within the RFP” Attachment B: “Required Forms (Section B): This section of the proposal must include the following completed forms:”	Should we include all the required RFP Attachment forms (Attachments 2, 3, 4, 5, and 6 as applicable) in our Technical Proposal Section B? Should any of the RFP forms be included in our Business Proposals?	RFP attachments are included in the Business Proposal.
7	RFP 11.A.4	1	3 “The following information shall be provided in each proposal 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 the bid	Please confirm that we are not required to submit proof of insurance with our proposal, but must furnish it to the Agency prior to the start of the contract period.	Indicate within the proposal that the company has the proper insurance requirements. If awarded, then furnish proof of insurance prior to contract start date.

				solicitation, Section D, Item 7, subsection g (insurance)."		
8	RFP 11.A.5; Attachment B, 6.2	13	39	RFP: "Vendor should provide proposal such that the following items are specifically broken out in the proposal. <ul style="list-style-type: none"> • Cost for training for state staff • Cost for training for facility staff • Cost for services provided by screeners and evaluators • Cost of any software licensing" Attachment B: "No reference to, or inclusion of, cost information shall appear in the Technical Proposal or Transmittal Letter."	Please confirm that all costs should be included in the Business (Cost) Proposal and not the Technical Proposal, and that we should just follow the instructions for the Business Proposal as listed in Attachment B, Section 6.2 and Exhibit E.	No costs should be included in the Technical proposal per Attachment B, 6.2.1 Transmittal Letter (Section A) and 6.3.1 Project Cost Information (Section A).
9	RFP 11.B.2; Attachment B, 6.3.3	14	34-44	RFP: "Capacity to meet requirements (size, financial condition, etc.)" Attachment B: "Vendor Stability and Resources (Section C)"	Please confirm that the RFP requirement in 11.B.2 for "capacity to meet requirements (size, financial condition, etc.)" is met in responding to Appendix B, Section 6.3.3—Vendor Stability and Resources.	Please respond to both RFP and Attachment B criteria specified.
10	RFP 11.B.3	14	34	"Location (geographical)"	Please confirm that the State is asking us to provide the office address of the bidding entity. Where in the proposal should we address the RFP requirement for 'Location'?	RFP III Required Information B General Evaluation list office location and proposed staffing location.

1	RFP IV.B.1.4	9	<p>“Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware’s Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening.”</p>	<p>Please confirm that we can submit follow-up questions up to October 2nd.</p>	<p>If there is a problem with the RFP, that was not previously identified, bidders can advise the State of those issues up to ten days before the proposal opening. The State will have the final say in deciding if there are discrepancies, omissions or any other issues that should have been addressed. This does not mean that bidders can continue to ask questions about the solicitation beyond the provided deadline.</p>
1	RFP IV.C.2	3	<p>“Safety performance record, for staff and patrons, creating, building and running similar projects. The degree to which the vendor demonstrates the ability to recruit, hire, schedule, and train qualified Level II contractors as defined in this RFP.”</p>	<p>What type of safety is the State evaluating here? How should we prove our ‘record’? As there is no ‘safety’ reference in the RFP or the SOW, where in our proposal should we discuss our ‘safety performance record’?</p>	<p>The safety aspect of this performance measure is the interaction of the vendor staff with clients being evaluated. As part of your proposal to build a Level II staffing model with qualified professionals, address your company’s performance between staff and clients addressing known incidents that presented an unsafe interaction.</p>
1	RFP V -all	3	<p>1 5- 2 9</p>	<p>Some Section V-Contract Terms and Conditions appear to require direct responses in proposals (e.g., Section V.8.t-Vendor Activity), but it’s not clear which ones (e.g., Section V.8.ff-Affirmation and V.8.k-Vendor Emergency Response Point of Contact). Please confirm the vendor needs to agree to overall T&C requirements but not respond any individual ones.</p>	<p>The RFP clearly indicates where a direct response is warranted. .</p>

1	RFP V.8.K	1	2	<p>"Vendor Emergency Response Point of Contact: The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week Failure to provide this information could render the proposal as non-responsive."</p>	<p>The first sentence under this Contract requirement refers to the "awarded vendor" providing the emergency response information, but the last sentence says, "failure to provide this information could render the proposal as non-responsive." Please confirm that we do not have to provide this after contract award.</p>	<p>V Terms and Conditions, 8 General Contract Terms, k. Vendor Emergency Response Point of Contact, vendor emergency contact information is required when the contract is awarded, not during the proposal period.</p>
1	RFP V.8.t; Attachment B, 4.4.9	1	2	<p>RFP "Vendor Activity: 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." Attachment B: "Offshore Prohibitions: Offshore is defined as not being within the United States or its territories. DHSS will not permit any project work to be performed offshore either by the prime contractor, subsidiary, subcontractor or by any other third party. ... Contractor shall respond with their understanding of and their intent to comply with the requirements in this paragraph."</p>	<p>Should we address this item in our proposal Transmittal Letter, or in our proposal Section E where we respond to each SOW section 4 items?</p>	<p>Per the RFP, respond in the transmittal letter and per Attachment B respond in Exhibit F.</p>
5			5			

1	RFP Attachment A.1	1	4	RFP: "Transmittal Letter as specified on page 1 of the Request for Proposal including an Applicant's experience, if any, providing similar services."	The instructions for the Transmittal Letter in the RFP and the Attachment B have different requirements. What should be included in a compliant Transmittal Letter and in what order?	Transmittal letter should contain the RFP requirements followed by the Attachment B items.
6	RFP Attachment B.2.1	1	3	Attachment B: "The Transmittal Letter must be signed by an individual authorized to commit the company to the scope of work proposed. It must include the following in the order given:"		
1	Attachment B.1	1	5	"Each disk will contain the following files at a minimum: <ul style="list-style-type: none"> • Disk Directory.doc (Microsoft Word 2000 or higher) • RFP Technical Proposal.doc • RFP Business Proposal.doc • RFP Technical Proposal.pdf • RFP Business Proposal.pdf 	Please confirm that the Cost Schedule can be submitted as an MS Excel (xls) file as in the provided 'dhss_cost_schedule_template.xls' file.	Per 6.3.1 Project Cost Information (Section A) line "See the Deliverable Cost Schedule Template in Information Technology Publications link in Exhibit C for a sample file in xls format.", MS Excel is acceptable.
1	Attachment B.3.3	1	6	"Please refer to Exhibit D for more information on the DHSS IT environment."	Please confirm that this exhibit reference should be a weblink in Exhibit C.	The correct exhibit is Exhibit C for B.3.3.
1	Attachment B.4.3.6.1	1	1	"4.4.3.6.1 Network Diagram 4.4.3.6.2 List of Software 4.4.3.6.1 3rd Party Authentication 4.4.3.6.2 Password Hashing"	There are two 4.4.3.6.1 and 4.4.3.6.2. Would the State confirm that there are no section requirements missing and fix the numbering?	A correction will be issued for the incorrect numbering.

2 0 1	Attac t B, 4.4.4. 1	2	1 7	"Contractor is instructed to review the following two agreements and sign and scan and include with your response Cloud Services Agreement (CSA) Data Usage Agreement (DUA)"	Where in the Proposal does the State want us to include these signed documents – at the end of our Technical Section E-Project Requirements, Technical Section B-Required Forms, Business Section B-Software and Hardware Information?	Include the agreements at the end of the Attachment B Technical proposal response.
2 1	Attac t B, 6.2.1	8	3 9	"The original of the Transmittal Letter shall be submitted in a separate, sealed envelope inside the package containing proposal disks. PDF versions of the Transmittal Letter must be included in the Technical proposal."	This requirement says that only one (1) original transmittal letter is required in a separate envelope, and that Section A: Transmittal Letter should not be included in our two (2) Original binders required in SOW Section 6.1 and Section 6.2. Please confirm this is correct.	One original transmittal letter is included in a separate envelope and a PDF version is included in the Technical proposal per section 6.2, of which the number of originals and copies are specified in section 6.1 Submission Information.
2 2	Attac t B, 6.2.2. J; 8; Exhibi t J	1	3 9 a n d 6 8	Bidder Contact Information Exhi t B, 6.2.2. J; 8; Exhibi t J The following information must be filled out and brought to the mandatory pre-bid meeting. Proposals submitted without prior submission of this form will not be opened." bit J: "This form must be completed and signed by prospective bidders prior to proposal submission. Please bring the completed form to the mandatory pre-bid meeting." Section 8: "Exhibit J is to be submitted at the mandatory pre-bid meeting. Do not include as part of your proposal submission."	This requirement says we must submit SOW Exhibit J during the mandatory pre-bid meeting, but RFP Section I says, "A mandatory pre-bid meeting has not been established for this Request for Proposal." How and when should we submit this form to be compliant? Is/Was there a mandatory pre-bid meeting and when?	Attachment B Sections 6.2.2, 8 & Exhibit J References to submission of a completed Bidder Contact Information form at the mandatory pre-bid meeting are incorrect. There is no mandatory pre-bid meeting. Please attach a completed Bidder Contact Information form (Exhibit J) as Section J of your Technical Proposal."

2	Attac hmen t B, 6.2.8	3	4	"Please refer to RFP Exhibit 0 for subcontractor standards."	As there are no Exhibit zero (0) in the RFP or SOW per say, what is the reference for subcontractor standards for this procurement?	Correction to line "Please refer to RFP Exhibit 0 for subcontractor standards.", should be "Please refer to RFP Exhibit A for subcontractor standards."
2 4	Attac hmen t B, 6.3.3	2	4 3- 4 5	"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"	Should we include this information in the two (2) Original copies and/or in the six (6) Electronic copies? Should we include this at the end of our Technical Proposal or a specific section?	Information should be included in hard copy as well as electronic copies and can be at the end of the Technical Proposal.
2 5	Attac hmen t B, 7	1	4 5	"This section contains terms and conditions specific to this RFP. The general terms and conditions are contained in Exhibit 0."	As there is no Exhibit zero (0) in the RFP or SOW, should the reference be SOW Exhibit A or RFP Section V (or both)?	The exhibit in this line under 7 Terms and Conditions "This section contains terms and conditions specific to this RFP. The general terms and conditions are contained in Exhibit 0.", the correction will be "Exhibit A" in place of "Exhibit 0".
2 6	Attac hmen t B, Exhibi t A.2	9	4 8	"Using Exhibit B, bidding contractors must certify that: • They will secure the appropriate type and amounts of insurance coverage required by the State. Proof of such coverage will be a requirement of the contract."	While Exhibit A.2 says that Exhibit B includes certifications to insurance, there is no language in Exhibit B regarding insurance. Is the State going to modify Exhibit A.2 or Exhibit B language?	Insurance requirements are listed in the RFP under V. Contract Terms and Conditions, 8 General Contract Terms Paragraph g.

2 7	Attac t B Exhibi t C	4	5	"DHSS Information Technology Environment Standards link: http://www.dhss.delaware.gov/dhss/dms/irm/files/dhss.it.environment.pdf "	This link does not produce a valid page; is this supposed to be the link: http://www.dhss.delaware.gov/dms/irm/files/dhss_it_environment.pdf to an April 2012 document? If there is a more recent document, please provide a link.	Correction in the link: http://www.dhss.delaware.gov/dhss/dms/irm/files/dhss_it_environment.pdf
2 8	Attac t B, Exhibi t F	8-14	6 2	Exhibit O listed in the RFP Section Column of the table	As there is no Exhibit zero (0), what should the references be for the 5 requirements where Exhibit O is listed?	Page 63, Exhibit F Line: Contractor Agrees to Comply with the provisions specified in the General Terms and Conditions. Exhibit O should be Exhibit A. Page 63, Exhibit F Line: Completed Project Cost Forms, Exhibit O should be Exhibit E. Page 63, Exhibit F Line: Total project cost does not exceed cost cap, Exhibit O, this line is no longer required. Attachment B will be reposted with a corrected PDF version.
2 9	Attac t B, Exhibi t H; RFP Attac t 5	last	6	"All clients will be used as references and all projects must be completed or work in progress."	Attachment B, Exhibit H says the form will be used for References, but RFP Section IV.B.23-Business References says to provide 3 references using RFP Attachment 5. Since References are worth 5 points in the Evaluation Criteria, which form should we use for References and how many are required as a minimum?	Use both forms, three references required for Attachment 5 and use as many Exhibit H forms as necessary to show your company's depth of experience in PASRR systems.

30	RFP II	1	2	scope	Please identify the State's maximum annual budget or total contract maximum for these services.	An IAPD (Implementation Advanced Planning Document) for this project is being reviewed to provide
31	RFP II	1	2	scope	Please identify Departmental, Divisional, or legislative "set aside" maximum funds for supporting the services include in this RFP.	An IAPD (Implementation Advanced Planning Document) for this project is being reviewed to provide
32	RFP III.A, and V.3 Attac hmen t B, Exhibit E.1	5,6, 1	3, 1 5	The RFP, page 3 states: Vendor should provide proposal such that the following items are specifically broken out in the proposal. Cost for training for state staff, Cost for training for facility staff, Cost for services provided by screeners and evaluators, Cost of any software licensing. The RFP Page 15 states: As a Service Subscription. As a Service subscription license costs shall be incurred at the individual license level only as the individual license is utilized within a fully functioning solution. Subscription costs will not be applicable during periods of implementation and solution development prior to the State's full acceptance of a working solution. Additional subscription license requests above actual utilization may not exceed 5% of the total and	If the bidder has an existing COTS system whose post-implementation system fees are structured around numbers of submissions, will the State consider a cost method organized according to numbers of submissions (e.g., numbers of Level I screens and level of care screens submitted)?	The State will review all proposals submitted in the correct format.

			are subject to Delaware budget and technical review.		
3 RFP Section III.A, and Attachment B, Exhibit E	5 and 6	3 and 5	<i>The RFP, page 3 states: Vendor should provide proposal such that the following items are specifically broken out in the proposal. Cost for training for state staff, Cost for training for facility staff, Cost for services provided by screeners and evaluators, Cost of any software licensing.</i>	The RFP uses the phrase "Cost for services provided by screeners and evaluators." It is implied throughout the RFP and SOW that hospital, NF, and community entity staffs submit Level I and LOC screens. Therefore, screeners are not the bidder's staff. a. Please clarify if the bidder is responsible in any way for costs associated with screener staff who are employees of hospitals, NFs, and community entities. b. Please clarify where, within Exhibit E, costs for delivery of clinical review of Level I screens and costs for delivery of Level II evaluations are to be broken out.	A. The bidder is responsible for Level II staffing. Level I screen is provided by the application. The bidder will not be responsible for employees of hospitals, NF's and community entities. B. Clinical reviews at Level I are per the system, cost for Level II evaluations as listed per the RFP Attachment A, item 3.
3 RFP Section III.A, and Attachment B, Exhibit E	5 and 6	3 and 5	<i>The RFP, page 3 states: Vendor should provide proposal such that the following items are specifically broken out in the proposal. Cost for training for state staff, Cost for training for facility staff, Cost for services provided by screeners and evaluators, Cost of any software licensing.</i>	Please confirm how costs for Level 1.5 clinical review and costs for Level II evaluations are to be broken out within the cost reporting formats described in Exhibit E, cost forms.	Cost for Levels 1.5 and 2 are broken out per the RFP in Attachment A, item 3 of the Business Proposal.

3 5 RFP Section III.A, and Attachment B, Exhibit E	5 and 6	3 a n d 5 9	<p>The RFP, page 3 states: Vendor should provide proposal such that the following items are specifically broken out in the proposal. Cost for training for state staff, Cost for training for facility staff, Cost for services provided by screeners and evaluators, Cost of any software licensing.</p>	<p>Would the State consider a separate cost line item for delivery of PASRR Level I.5 Clinical Review and for Level II evaluations?</p>	<p>Cost line items can be broken out per level.</p>
3 6 RFP III.A, and V. 3, and Attachment B, Exhibit E.1	5 and 6 and 1	3 a n d 1 5	<p>The RFP, page 3 states: Vendor should provide proposal such that the following items are specifically broken out in the proposal. Cost for training for state staff, Cost for training for facility staff, Cost for services provided by screeners and evaluators, Cost of any software licensing.</p> <p>The RFP Page 15 states: As a Service Subscription. As a Service subscription license costs shall be incurred at the individual license level only as the individual license is utilized within a fully functioning solution. Subscription costs will not be applicable during periods of implementation and solution development prior to the State's full acceptance of a working solution. Additional subscription license requests above actual utilization may not exceed 5% of the total and are</p>	<p>The phrase "subscription license costs shall be incurred at the individual license level only" seems to imply that the State anticipates IT fees to be built per "seat license." a. Does the State provide a method for the vendor to charge per seat license? b. Does the State envision or permit bidders to charge end users (Level I and LOC submitters) a subscription or licensing fee? Please confirm this is not permitted.</p>	<p>a. The State is willing to work with a bidder to determine a fair and proper method. b. The State will not allow end users to be directly charged for use of the system.</p>

3	RFP IV.B.1 1	5	8	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.	In addition, can Vendors provide an electronic Redacted copy of our proposal on the CD/DVD?	Vendors can include a redacted version of their proposal in addition to the required proposal.
3	RFP IV.C.2	Criteria a Table	1	Potential income projection, substantiated by prior project management of similar scope and content. [Weight = 5]	<p>a. Please clarify the information the State seeks to fulfill this evaluation criteria component, in what format, and how points will be awarded.</p> <p>b. Would a Contractor's past audited financial reports satisfy this criterion?</p> <p>c. Where in the proposal outline does the State want bidders to provide this information?</p>	<p>The State is interested to know if this type of system/function is a main business driver or a one off effort. The State would like to know revenue projections for this type of project within your company. If audited financial statements indicate business growth by business function that would be considered appropriate documentation.</p> <p>This information would be contained in the Business Proposal.</p>
4	RFP VI.3	1	3	The State of Delaware requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.	If a preexisting, proprietary, vendor-owned, configurable, multitenant, SaaS product with monthly releases and a restricted use license for the contract term is proposed that satisfies RFP VI.3-Production Environment Requirements, and which would be in the State's best interest as discussed in Attachment B, 4.7-Degree of Customization, are there sections of the RFP and SOW that would not apply e.g., RFP V.4.d?	There are sections in the Attachment B that reference operating the system in the State's Biggs building data center that would not apply, so yes, there will be sections/paragraphs that do not pertain to a SaaS product.

4 1	Attac hmen t B, 1.1	4	1	<i>The State of Delaware Department of Health and Social Services, Division of Medicaid and Medical Assistance (DHSS/DMMA), seeks professional services to procure a web based/vendor hosted Preadmission Screening and Resident Review (PASRR) system that will enable the State to achieve regulatory compliance with federal Medicaid PASRR requirements codified in 42 CFR Subpart C 483.100-138, and that is compliant with State approved browsers and servers.</i>	Please provide specific information identifying all State-approved browsers and servers, and/or requirements for State approval for browsers and servers.	https://dti.delaware.gov/pdfs/pp/Web siteCLF.pdf https://gic.delaware.gov/wp-content/uploads/sites/2/2016/04/CLF 30Browsers.pdf
4 2	Attac hmen t B, 4	Comp onent s of PASRR , #10	8	<i>Describe how the system will include web based submission of Delaware's Nursing Facility Level of Care criteria items</i>	Please confirm whether or not the State intends the bidder to support provider submission of completed NF Level of Care forms, in circumstances no Level II is required (LOC-only submissions). That is, does the State intend the system to support Level of Care submissions that are independent of LOCs done as a required part of PASRR Level II evaluations?	The State does not intend for the system to support Level Of Care submissions that are independent of LOC's done as a required part of PASRR II evaluations.
4 3	Attac hmen t B, 4	Comp onent s of PASRR , #10	8	<i>Describe how the system will include web based submission of Delaware's Nursing Facility Level of Care criteria items</i>	In addition, please confirm whether or not the State intends for the bidder to incorporate Delaware's current Nursing Facility Level of Care Criteria into the web-based Level II evaluation.	The State intends for the system to incorporate Delaware's current Nursing Facility Level Of Care Criteria into the web-based Level II evaluation.

4	Attachment B, 4	Components of PASRR, #10	8	Describe how the system will include web based submission of Delaware's Nursing Facility Level of Care criteria items	If the State intends the system to support provider submission of LOC forms independent of LOCs required as part of PASRR Level II evaluations, please specify the annual volume of LOC-only submissions that bidders should include in pricing.	The State does not intend the system to support provider submission of LOC forms independent of LOCs required as part of PASRR Level II evaluations.
4	Attachment B, 4	Components of PASRR, #10	8	Describe how the system will include web based submission of Delaware's Nursing Facility Level of Care criteria items	Please confirm if the State intends the system to queue LOC-only submissions for clinical review to render a NF LOC approval or denial.	The State does not intend the system to queue LOC-only submissions for clinical review to render a NF LOC approval or denial.
4	Attachment B, 4	Components of PASRR, #10	8	Describe how the system will include web based submission of Delaware's Nursing Facility Level of Care criteria items	If NF LOC-only submissions are to be reviewed, please confirm whether NF LOC submissions are to be queued by the system to State or vendor reviewers.	There will be no NF LOC-only submissions.
4	Attachment B, 4	Components of PASRR, #18	8	Level II evaluation tool meets or exceeds CMS/ Payment Model Technical Advisory Committee requirements, incorporates State Nursing Facility medical necessity criteria (See Exhibit P), and includes the State of Delaware Categorical Group Determinations.	a. Please confirm that the reference to the CMS advisory committee (PTAC) is intending to refer to CMS' PASRR Technical Assistance Center (PTAC) rather than CMS' Payment-model Technical Assistance Center (also PTAC). If the State is referring to the Payment Model Technical Advisory Committee, please specify where intended requirements can be located.	The reference to PTAC is to the PASRR Technical Assistance Center.

4	Attachment B, 4	Component #19	<p>Recruit, vet, and provide ongoing quality oversight of Level II evaluators. Minimum evaluator requirements include a Nurse with 6 months psychiatric experience or a LCSW with 1 year medical experience and 1 year psychiatric experience. However, there may be different requirements for Level II evaluators for each division.</p>	<p>Please confirm the Contractor will also be required to conduct PASRR Level II evaluations for individuals who have intellectual and/or developmental disabilities (IDD).</p>	Yes
4	Attachment B, 4	Component #19	<p>Recruit, vet, and provide ongoing quality oversight of Level II evaluators. Minimum evaluator requirements include a Nurse with 6 months psychiatric experience or a LCSW with 1 year medical experience and 1 year psychiatric experience. However, there may be different requirements for Level II evaluators for each division.</p>	<p>If IDD evaluations are included within this scope of work: CMS, through PTAC, has confirmed that evaluations of individuals with IDD do not require administration of intellectual testing as part of the PASRR Level II evaluation (https://www.pasrrassist.org/reso-urces/level-ii/do-pasrr-regulations-require-test-intellectual-functioning-be-completed-part): "The bottom line is IQ testing is not a requirement of PASRR. If testing has not been conducted, then a good psychosocial history is valid and useful for determining this element of the broader disability criteria.</p> <p>"Despite that clarification, some states require IQ testing as part of PASRR and, if such a requirement exists in this Scope, then it is</p>	An IQ test is not necessary for all Level II evaluations.

				important that vendors budget for those costs. Does the State require administration of IQ testing for Level II evaluations of individuals with IDD?		
50	Attachment B, 4	Component of PASRR #19	8	<p><i>Recruit, vet, and provide ongoing quality oversight of Level II evaluators. Minimum evaluator requirements include a Nurse with 6 months psychiatric experience or a LCSW with 1 year medical experience and 1 year psychiatric experience. However, there may be different requirements for Level II evaluators for each division.</i></p>	<p>Please clarify when IQ testing is required for Level II IDD evaluations. For example, is IQ testing required for every Level II evaluation, required only when an IQ test has not been conducted within a specified number of years, or only when social history or other evidence does not support the presence of ID?</p>	<p>IQ testing is not required for all PASRR evaluations. A comprehensive psychosocial history is valid for determining this element of the broader disability criteria. If an IQ assessment is available, it does not need to have been completed within a specified number of years. There may be circumstances when a current IQ assessment combined with the psychosocial information may be necessary for the evaluation. If an IQ test is completed, it must be interpreted by a licensed psychologist.</p>
51	Attachment B, 4	Component of PASRR #19	8	<p><i>Recruit, vet, and provide ongoing quality oversight of Level II evaluators. Minimum evaluator requirements include a Nurse with 6 months psychiatric experience or a LCSW with 1 year medical experience and 1 year psychiatric experience. However, there may be different requirements for Level II evaluators for each division.</i></p>	<p>Please provide the number of IQ tests that were administered as the required part of Level II evaluations during the last 3 project years?</p>	<p>2016 – 5 assessments 2017 – 19 assessments 2018 – 8 (Jan – August)</p>

5 2	Attac hmen t B, 4	Comp onent of PASRR #19	8	<p>However, there may be different requirements for Level II evaluators for each division. The provider will work with each division to ensure that each division's credential requirements are met.</p>	<p>States must meet Federal criteria for Level II evaluator and determine credentials. Some states require credentials above federal requirements. Due to both availability and differential costs across credential types, the specific requirements within a state can have significant implications for total cost of Level II evaluations. If Delaware requires any credential above and beyond federal requirements, please provide those additional credential requirements for:</p> <p>a. PASRR Level II evaluations for individuals with indication of Serious Mental Illness</p> <p>b. PASRR Level II evaluations for individuals with indication of Intellectual Disability/Related Condition</p>	<p>The RFP has preferred credential expectations for Level II evaluators that are above federal requirements for both serious mental illness and intellectual disability/related condition. However, an RFP responder may submit alternative credentials in their response. If credentials are less than the Delaware preferred credential recommendation provider may choose to verify success of their model with meeting federal requirements, meeting provider expectations and cost efficiency.</p>
5 3	Attac hmen t B, 4	Comp onent of PASRR #20	8	<p>Will provide IPC evaluations and preliminary summary Murabito of findings to be approved and/or amended by Division of Developmental Disabilities Services/ Division of Substance and Mental Health (DDS/DSAMH) authority and available in the system within 5 days from the time of Level II referral.</p>	<p>Please confirm that the 5 days is referring to business days, rather than calendar days.</p>	<p>Calendar Days</p>

5	Attac t B, 4	Comp nent of PASRR #21	9	<i>Independent Psychiatric Consultant (IPC) evaluators must be available to participate in State Fair Hearings.</i>	How many fair hearings requiring evaluator participation have occurred per year over the past 2 years?	No fair hearings requiring evaluator participation have occurred over the past 2 years.
5	Attac t B, 4	Comp nent of PASRR #21	9	<i>Independent Psychiatric Consultant (IPC) evaluators must be available to participate in State Fair Hearings.</i>	When an individual appeals a decision, is it typically due to level of care denial (medical necessity denial of NF placement) or due to decisions that determine the individual needs inpatient treatment?	It is typically due to level of care denial.
5	Attac t B, 4	Comp nent of PASRR #21	9	<i>Independent Psychiatric Consultant (IPC) evaluators must be available to participate in State Fair Hearings.</i>	Please confirm that participation may occur telephonically.	Participation may occur telephonically with notification in advance of the Hearing.
5	Attac t B, 4	Comp nent of PASRR #21	9	<i>Independent Psychiatric Consultant (IPC) evaluators must be available to participate in State Fair Hearings.</i>	Please confirm that the State will permit bidders to use the qualified clinician (qualified according to each division's credentialing requirements) who made the final Level II determination to participate in Fair Hearings.	Yes
5	Attac t B, 4	Comp nent of PASRR #21	9	<i>Independent Psychiatric Consultant (IPC) evaluators must be available to participate in State Fair Hearings.</i>	Please also confirm that the State will permit the bidder to utilize another clinician who is similarly credentialed, or has higher credentials, to participate in Fair Hearings, as necessary.	The preference is the evaluator who made the determination represent recommendation in the Fair Hearing. However, the State recognizes that some responders will be multi-state vendors and may not be able to meet this requirement. The response should clearly state how provider meets representation at Fair Hearing in other

					States if applicable or detail alternative representation plan.	
5	Attac hmen t B, 4	Comp onent of PASRR #23	9	<i>Describe process in which Level I and Level IIs will be held accountable for work performed based on the contract and steps to be taken upon missed Service Level Agreements (SLA)s.</i>	Please confirm the State intends, with this requirement, that the bidder describe how the bidder will hold itself and staff responsible for this work (Level I Clinical Reviewers and Level II Evaluators) responsible for meeting SLAs and for addressing missed SLA's.	Yes
6	Attac hmen t B, 4	Comp onent of PASRR #23	9	<i>The selected vendor will be required through the contract to oversee/monitor evaluators who may have contracts with the State through a vendor such as DXC Technology.</i>	Please explain the DXC Technology reference as it is unclear what their potential role in this contract would be.	DXC is the State's fiscal agent and claims processing vendor. The vendor would need to comply with the rules and regulations set forth by DXC for submitting and processing claims.
6	Attac hmen t B, 4	Comp onent of PASRR #23	9	<i>The selected vendor will be required through the contract to oversee/monitor evaluators who may have contracts with the State through a vendor such as DXC Technology.</i>	Please identify any expectation that the State has for the bidder to utilize technology provided by any State-specified third party vendor (such as DXT Technology).	In this phase there are fields that will be manually updated in the State Medicaid system. In a second phase, not included in the scope of this SOW, an automated interface to the State Medicaid system will be built.
6	Attac hmen t B, 4	Comp onent of PASRR #23	9	<i>The selected vendor will be required through the contract to oversee/monitor evaluators who may have contracts with the State through a vendor such as DXC Technology.</i>	Please provide clarification about State concerns regarding bidder use of evaluators with separate contracts with the State, such as DXT.	DXC is the State's fiscal agent and claims processing vendor. The vendor would need to comply with the rules and regulations set forth by DXC for submitting and processing claims.

6	Attacking and Customer Service #7	9	Ability for State staff to access on demand Learning Management System reports of Level I Screener training.	A best practice Level I tool should be easily completed by even layperson submitters, making this requirement unnecessarily costly for the state. Additionally, states may have thousands of potential Level I screener submitters – the cost of including these in a Learning Management System may be prohibitive. Would the State consider removing this requirement?	The State recognizes that some responders may have alternative methods of capturing user training. The State will accept the bidder's submission of alternative methods that it may have to inform the State of Level I submitters' completion of web-based module training.
3	Attacking and Customer Service #7				
4	Attacking and Customer Service #3,	9	The Contractor will provide ongoing training to State staff and end users via a web based training module located on the Vendor's website/portal so that non-state employees can access it	Since the State requires that ongoing training be provided via a web-based module, would the State consider requiring the Training Specialist to only be on-site as needed (e.g., for the project implementation phase)?	Yes
6	Attacking and Customer Service #6	1	"- Enter into a HIPAA business associate agreement with DMMA	Attachment B requires the Contractor to sign a business associate agreement (BAA). Will the State provide a copy of the BAA for review?	https://dhss.delaware.gov/dhss/dms/cmp/files/hipaabaa_stateasba_081314.pdf
5	Attacking and Customer Service #6	1	HIPAA requirements also apply to entities with which State data is shared. If this data is covered by HIPAA, then a Business Associates Agreement (BAA) must be signed by both parties to ensure that this data is adequately secured according to State and DHSS policies and standards (See Section 4.4 for more information on this requirement). This agreement/contract must be in force prior to testing or production		

		<p>y with HIPAA Regulations and Standards</p> <p>Contract Comp osition</p>		<p>implementation of this data exchange.</p> <p>In the event of any conflict among the Contract Documents, the order of precedence shall be as set forth below:</p> <ol style="list-style-type: none"> 1. Standard GSS Contract (pages 1 – n of this contract) 2. Agency/Division Contract Requirements 3. Signed Business Associate Agreement 		
6	Attac hmen t B, 4	HIPAA & Confi dential Personal Infor mation, last item	1	<p>Proposed compensation rates will be based on an estimated 12,000 Level I Screens per year, adjusted annually. Estimated Clinical Reviews at 3,600 per year. IPC evaluations estimated at 1,200 per year.</p>	<p>Of the 1,200 IPCs per year, please provide the estimated annual volume of Mental Health, IDD, and Dual MH and IDD evaluations.</p>	<p>Estimated volume is 95% MH, 2% Dual, and 3% IDD.</p>
6	Attac hmen t B, 4	HIPAA & Confi dential Personal Infor mation	1	<p>Proposed compensation rates will be based on an estimated 12,000 Level I Screens per year, adjusted annually. Estimated Clinical Reviews at 3,600 per year. IPC evaluations estimated at 1,200 per year.</p>	<p>Please confirm that the estimated annual volume of 12,000 Level I screens include the volume of Level I screens that are anticipated to result in the 3,600 annual Clinical Reviews.</p>	<p>Yes</p>

	n, last item				
68	Attac hmen t B, 4.1.1 On- Site Staffi ng Requi reme nt	2	1 1 <i>Contractor will be responsible for all other office necessities including workstation and required software.</i>	Please describe the equipment required to establish a workstation at the State office site.	State offices have a guest network connection available.
69	Attac hmen t B, 4.1.1 On- Site Staffi ng Requi reme nt	2	1 1 <i>Contractor will be responsible for all other office necessities including workstation and required software.</i>	Please describe any required equipment needed for workstations and software to be utilized within the specific state setting.	WiFi connectivity to the State guest network.
70	Attac hmen t B, 4.1.1	1	1 1 <i>The following key contractor staff are required to be on-site at the Biggs Data Center in New Castle, Delaware, as indicated...</i>	a. Please confirm that Project Key Staff will only need to be on-site in Delaware for the percentage of time for each role outlined in Section 4.1.1. b. Please confirm that key staff are not required to be on-site for	a. Percent of time is a general indication of the time on-site anticipated for a project of this size, actual could vary and vendor is expected to be on-site as needed to ensure positive results. B. The state does not expect the key

				the entire duration of the contract.	staff to be on-site for the entire project duration.
7 1	Attac hmen t B, 4.1.1 On- Site Staffi ng Requi reme nt	2	1	The State will provide office space including furniture, phones and network connectivity for all on-site project staff.	Please provide the address, floor plan, and square footage available for Contractor staff at the State's project site.
7 2	Attac hmen t B, 4.1.4	1	2	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.	Because of the added expense and complexities of coordinating the triaging of first-level calls and second-level calls between a state entity and the vendor, would the State consider the Contractor handling first- and second-level calls with reporting loop back to the Department with Help Desk activity/performance?
7 3	Attac hmen t B, 4.2	2	1 3	The contractor is expected to employ a rapid application design methodology to speed customization/development. An iterative model of testing is required which will require early prototypes and subsequent demonstrations of working modules to ensure that the	Please confirm these requirements are only applicable to Vendors building systems and are not required for Vendors offering COTS PASRR systems that are already developed but can be configured for Delaware.
					These requirements are not for COTS systems.

			<p>product meets user specifications in terms of user interface and functionality. It will be the contractor's responsibility to provide complete and accurate documentation for all entities in the system. The contractor is expected to release prototypes/drafts of project deliverables and components for early state consideration and comment in order to expedite the final review process.</p>			
7	Attachment B, 4.4.8, 4.4.9, and RFP 1 and V.8.t)	1	2	<p>DHSS will permit project work to be done offsite, within the United States and its territories and Canada. Offshore is defined as not being within the United States or its territories.</p>	<p>Attachment B, 4.4.8 allows work in Canada, which is contradictory to Appendix B, 4.4.9, RFP 1- Overview, and RFP V.8.t. Please confirm that there are no restrictions on project work completed in Canada.</p>	<p>Canada will be removed from Attachment B, no work is allowed out of the United States.</p>
4	Attachment B, 4.4.8, 4.4.9, and RFP 1 and V.8.t)	1	0			
7	RFP V.8.K	1	2	<p>Vendor Emergency Response Point of Contact: The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week Failure to provide this information could render the proposal as non-responsive.</p>	<p>The first sentence under this Contract requirement refers to the "awarded vendor" providing the emergency response information, but the last sentence says, "failure to provide this information could render the proposal as non-responsive." Please confirm that bidders do not have to provide emergency contact information until after contract award.</p>	<p>Emergency response information is only provided when the contract is awarded.</p>
5	RFP V.8.K	1	2			

7 6 3	Attac hmen t B, 4.12.1	1	3 4	<p><i>For internet-facing web applications, there must be a Spanish language option at the logon screen for users to choose in order to display a Spanish language version of the application. Vendor will be responsible for any translation services necessary and must include an estimated cost for this in their proposal. Web applications must also demonstrate substantial W3C compliance for accessibility and standardization purposes. Finally, the application must demonstrate the capability to be read by screen reading software such as JAWS® or ZoomText®.</i></p>	<p>Since the application will not be a public application, i.e., will not be accessible to individuals, does Attachment B, 4.12.13-Miscellaneous Requirements apply?</p>	<p>This application will not be public facing and will only be accessible to specific organizations and providers. Therefore, a Spanish language version of the application is not applicable. Please note that the following portion of this requirement must be met: <i>Web applications must also demonstrate substantial W3C compliance for accessibility and standardization purposes. Finally, the application must demonstrate the capability to be read by screen reading software such as JAWS® or Zoom Text®.</i></p>
7	Attac hmen t B, 6.2.1	8	3 9	<p><i>The original of the Transmittal Letter shall be submitted in a separate, sealed envelope inside the package containing proposal disks. PDF versions of the Transmittal Letter must be included in the Technical proposal.</i></p>	<p>a. Since bidders are required to provide two (2) original proposal hardcopies, and one (1) Transmittal Letter is to be placed in a separate, sealed envelope, where do bidders place the second original Transmittal Letter? b. Since there no confidential or pricing information is requested in the Appendix B instructions for the Transmittal Letter, why does the Transmittal Letter requiring sealing?</p>	<p>One original of the transmittal letter is placed in a separate envelope, PDF versions of the transmittal letter are included with the Technical Proposals.</p>

7 8	Attac hmen t B, 6.2.4	2	4 1	<ul style="list-style-type: none"> • Tasks, subtasks, dependencies, key dates including proposed dates for deliverable submission, State deliverable approval, Federal deliverable approval (if required) and proposed payment milestones 	<p>a. When is the expected start date of implementation? b. Please confirm that Contractors can assume a 120-day implementation period prior to "go-live."</p> <p>The expected go-live date is June 30, 2019 or sooner, the implementation period would be defined by the vendor and approved by the State. No minimum or maximum implementation period is assumed, it should be defined by the tasks required to ensure success at go-live.</p>
7 9	Attac hmen t B, 6.2.5	1	4 1	<p>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. Please address State staffing considerations in subsections where staffing is mentioned. Please complete Crosswalk of RFP Section 4 form (Exhibit G) and include in this section.</p>	<p>Please clarify the instructions regarding referencing the "Bullet n" and "Paragraph Title" with a specific proposal subsection-naming example.</p> <p>Since the use of a Bullet "•" does not provide identification of a line (where as a, b, c or 1, 2 3 would), refer to the Bullet as a line number. For example in Attachment B, Section 4.4 under 4.4.8 Offsite Project Work there are 13 bullet points. To identify the line beginning "Provide an organization chart..." as Bullet 2 of 4.4.8.</p>
8 0	Attac hmen t B, 7.2	1	4 5	<p>Services will be bound by a firm fixed price contract. The firm fixed price will be the Total Project Cost shown in Schedule E1 (Exhibit E). Based upon the contractor's satisfactory completion and formal State approval of the identified scheduled payment milestones, the vendor may invoice the State. In the event that the State and contractor agree to a project scope modification that involves a change (increase or</p>	<p>a. If a preexisting application that would not be customized (no software development services would be delivered) is proposed, and the Attachment B says compensation rates will be based on assessment services, not software development services, are Attachment B, 7.2-Payment for Services Rendered and Schedule E1 (Exhibit E) applicable? b. Is an alternative available to</p> <p>In order for Exhibit E to not be applicable, then the response would have no technical proposal. Non-technical proposals would be defined in the Business Proposal.</p>

			decrease) to the firm fixed price, a contract amendment will be executed to account for the modification to the firm fixed cost along with any other changes required to the project artifacts.	propose compensation rates for assessment services (e.g., fee per assessment) instead of software development services?	
8 1	Exhibit E Attac hmen t B, 4	All HIPAA & Confi dential Personal Infor mation, last item	5 9- 6 2 1 1 all Contractors are to propose their compensation rates using as an example the Payment Milestone and Deliverables template in Exhibit Q of this RFP. Proposed compensation rates will be based on an estimated 12,000 Level I Screens per year, adjusted annually. Estimated Clinical Reviews at 3,600 per year. IPC evaluations estimated at 1,200 per year.	The current cost proposal structure appears tailored for system development and is not structured to allow for the costs of implementing a COTS product along with completion of services. Would the State consider replacing Exhibits E1 - E5 with a singular cost form in which vendors provide unit rates for each type of assessment (i.e., Level 1, Level 1.5, and Level 2) that would be inclusive of any expected costs for the vendor including staff salaries and technology?	Exhibit E should be included and each phase defined in terms of deliverable costs. Deliverables with no cost are indicated as zero cost. Non-technical related costs should be described in the Business Proposal.
8 2	Exhibit E	All	5 9- 6 2 all	Could the State indicate if bidders should use the MS Word document version or the MS Excel document version of Exhibit E1 "Project Costs by Deliverable & Milestones?"	Use MS Excel.
8 3	Exhibit E	All	5 9- 6 2 all	Could the State align cell references in the designated Exhibit E1 "Project Costs by Deliverable & Milestones?"	The State will not adjust or change alignment for Exhibit E.

8	Exhibit E	All	5	<i>all</i>	Must bidders adhere to the weighting attributed to each deliverable on Exhibit E1 "Project Costs by Deliverable & Milestones," or may they propose their own weighting?	Weighting is not subject to change.
5	Exhibit E	All	5 9- 6 2	<i>all</i>	Please specify the dates for Years 1-5 of M&O.	Year 1 is the first full year of support after implementation and warranty period. Year 1 of M&O begins on the 366th day after the State accepted go-live date.
8	Exhibit E	All	5 9- 6 2	<i>all</i>	In Exhibit E3 "M&O Support Cost Schedule," the State mentions "Year 1 is defined as the first 12 months after the conclusion of the warranty timeframe." Please indicate where bidders are to provide M&O costs during the warranty period (assumed to be one year starting from the conclusion of system implementation [DDI] and ending after the one-year warranty period).	M&O costs for the warranty period are included in the fixed firm pricing.
8	Exhibit F	10	6 3	<i>Total Project cost does not exceed cost cap</i>	Please provide the State's cost cap associated with this SOW.	The "Total project cost does not exceed cost cap" is removed from Exhibit F. An amended Attachment B will be posted.

8 8 Exhibit P	2	8	LOC Criteria	Through PASRR, how many individuals per year over the last 2 years have been denied medical eligibility for nursing home?	There have been 0 number of individuals denied medical eligibility for NF through the PASRR process.
8 9 RFP Section III and Attachment A Attachment B Section 6			Include RFP Attachments as Section 3 Include SOW Exhibit forms as Section B	Conflict?	Section 6.2.2 of Attachment B specifies the completed forms (listed as Exhibits) that are to be included in Section B of the Technical Proposal. Section 6.3 specifies the Business Proposal requirements. Two types (Business and Technical) of proposal requirements.
9 0 RFP Section III and Attachment A Attachment B Section 6			Include only one (1) completed signed form for each Include two (2) signed original proposal	Conflict?	One signed, scanned copy of each RFP form is to be included in Section I of the Technical Proposal. Two signed is a reference to the number of media copies of the Technical and Business proposals as specified in section 6.1 of Attachment B.

9 RFP Section III and Attachment A Attachment B Section 6		<p>II.B General Evaluation [for Capabilities]</p> <ul style="list-style-type: none"> * Expertise and Reputation * Capacity to meet requirements (size, financial condition, etc.) * Location (geographical) * Demonstrated ability * Familiarity with public work and its requirements <p>6.2.7 Firm Past Performance and Qualifications (Section G) The bidder shall describe their corporate experience within the last five (5) years directly related to the proposed contract. Also include experience in:</p> <ul style="list-style-type: none"> * Other government projects of a similar scale 	Conflict?	<p>These requirements should be addressed in a consolidated response to Section 6.2.7 of Attachment B.</p>
9 RFP Section III and Attachment A Attachment B Section 6		<p>Cost should be part of the Technical proposal</p> <ul style="list-style-type: none"> - Cost for training for state staff - Cost for training for facility staff - Cost for services provided by screeners and evaluators - Cost of any software licensing <p>No cost included in Technical</p>	Conflict?	<p>RFP Section III does not indicate costs should be listed in the Technical Proposal. The cost items listed in Section III are part of the Business Proposal section. All cost information must be included in Section A of the Business Proposal as specified in Section 6.3.1 of Attachment B. Also in Section 6.3.1, "No reference to, or inclusion of, cost information shall appear in the Technical Proposal or Transmittal Letter."</p>

9 RFP Section III and Attachment A Attachment B Section 6		Transmittal Letter instructions 6.2.1 Transmittal Letter (Section A)	Conflict?	Please respond to the requirements for the Transmittal Letter as stated in the RFP and Attachment B.
9 4		RFP General Question	What are the channels of intake for the service requests in the new PASRR system (walk-in, chat, email, phone, web, SMS, mobile), and what is the number of expected inquiries through each channel?	Professional staff in hospitals, nursing homes, and ancillary facilities will access and submit PASRR referrals through the system. We anticipate +/- 12000 referrals annually.
9 5 State of Work 2.0 (DHSS Program and System Overview)	2.2	2 'DMMA, DSAMH & DDDS will utilize the system and share in the cost.'	What is the total number of users who are going to use the PASRR web based system to perform some business function on a daily basis, from each department? How many will need to access the system to only view reports and dashboards?	The total number of users will vary based on facility staffing and assigned duties for PASRR activity. State staff involved with PASRR activity will require user and viewer capability access to the system.

9	RFP Section 24 (Award of Contract)	A (RFP Award Notification)	1	'After reviews of the evaluation committee report and its recommendation, and once the contract terms and conditions have been finalized, the State of Delaware will award the contract.'	What is the expected implementation timeline for the new web based PASRR system? When is the system expected to Go-Live?	The system is expected to go-live by June 30, 2019, with implementation being an agreed upon period prior to a June 30, 2019 go-live.
9				Project implementation timeline and Go-Live	What is the initial period of contract (Implementation and years of post-production support and maintenance)?	Development/configuration/implementation during January 2019 through June 2019 with go-live on or before June 30, 2019. Warranty period for one year expected to begin no later than June 30, 2019, with Year 1 of M&O to begin July 1, 2020 or on the 366th day after accepted go-live.
9	State of Work 7.0 (Terms and Conditions)	7.4 (Funding)	4	'This contract is dependent upon the appropriation of the necessary funding. DHSS reserves the right to reject or accept any bid or portion thereof, as may be necessary to meet its funding limitations and processing constraints.'	What is the total allocated budget (software licenses, implementation, production support and maintenance, and professional services) for this Project?	An IAPD (Implementation Advanced Planning Document) for this project is being reviewed to provide
9	AttB SOW, Section 1.1, Project Overview	4	1		Who within Delaware makes the final PASRR medical determination? (I.e. will the vendor be expected to make the judgement, but the state agency own the final determination?)	The State will make the Level II Final Determination.

100 AttB SOW, Section 4.1, Staffing	1	1	<p>Is there any flexibility in the requirement to provide named resources/resumes in our RFP response for all 7 categories of individuals identified in the RFP as "key positions"?</p> <p>If so, please advise on which roles could be named at a later date, and if so, when.</p>	<p>Resumes are to be provided for all key positions. If a resource has to be withdrawn before contract signing, then resumes for immediate replacements with equal or higher qualifications would be required at the time of notification.</p>
101 AttB SOW, Section 1.1, Project Overview -And- AttB SOW, Section 4, item 19 and 23	4	1 8, 9	<p>Please confirm whether the bidder is intended to just provide oversight of the screeners/evaluators, versus actually performing the screening/evaluation function?</p> <p>Some RFP text references the bidder performing the Level 2 functions, whereas as others refer to the following:</p> <p>"Recruit, vet, and provide ongoing quality oversight of Level II evaluators."</p> <p>"The selected vendor will be required through the contract to oversee/monitor evaluators who may have contracts with the State through a vendor such as DXC Technology".</p>	<p>The bidder will hire, recruit, vet and provide monitoring of evaluators who will perform the Level 2 screening/evaluations.</p>

1 0 2			Attachment B Sections 6.2.2, 8 & Exhibit J	Correction	References to submission of a completed Bidder Contact Information form at the mandatory pre-bid meeting are incorrect. There is no mandatory pre-bid meeting. Please attach a completed Bidder Contact Information form (Exhibit J) as Section J of your Technical Proposal."
1 0 3			RFP Section IV.B.5 Proposal Expiration Date	Correction	The expiration date of 12/31/2020 is not correct. The expiration date should be 05/11/2019."