



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: April 3, 2019

HSS -19-024

Web- Based Staff Curricula for CNA
And DSP Training

for

The Division for Developmental Disabilities Services
And Division of Health Care Quality

Date Due: April 24, 2019
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.

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Questions and Answers to RFP No HSS# 19-024

1. Questions Related to RFP Professional Services Document

Section #	Paragraph #	Page #	Text of passage being question	Questions	State Response
I	I	1	REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES WEB-BASED STAFF CURRICULA FOR CNA AND DSP TRAINING ISSUED BY DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES, DIVISION OF HEALTH CARE QUALITY AND DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH CONTRACT NUMBER HSS# 19-024	Does the state currently contract for this requirement and what is the value of the contract? If so, who is the current vendor?	Elsevier Inc. Contract value for last fiscal year is \$\$228,166.00.
IV	13	9	Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name.	What classifies a vendor as a major subcontractor?	A major contractor would be classified as a vendor that is doing the majority of the work under a contract.
IV	13	8	Use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. Any sub-contractors must be approved by State of Delaware.	Page 9 states subcontractors must be named, Page 8 states only major subcontractor. What are the requirements?	A sub-contractor Information Form (Attachment 6)must be completed for each subcontractor vendor proposes to utilize. Vendor must identify ALL subcontractors by name as there are subject to approval by the State of Delaware.

2. Questions Related to Technical Requirements Appendix B

Section #	Paragraph #	Page #	Text of passage being question	Questions	State Response
4	Intro	7-8	DHCQ is interested in the ability of the contractor to provide quality CNA curriculum that will allow the State to maintain highly certified nursing assistants. DDDS is interested in the ability of the vendor to provide quality best-practice informed curricula in the areas of self-directed supports, planning and services, trauma-informed services and individual/family education.	Reference to the DHCQ's interest in the contractors ability to provide quality CNA content is referred to on Page 8. Pages 7-8 outline content types. Please elaborate on content requirements?	Currently 46 courses anywhere between 15 minute to 2 hour trainings
4	Vendor web based platform (general)	10	The system is capable of receiving/hosting/running uploads of State specific lessons (SCORM files, recorded webinar materials, etc.) that will be developed/updated by the State	What is the State's platform for webinars?	No current platform
4	1	13	Thr contractor project manager and other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the entire project phase	Is the project phase considered implementation phase only? Or is this the entire duration of the contract?	The project phase is the implementation phase only and does not include the operational years.
4	1	13	All	Is the State willing to accept alternate staffing configurations? For example, configurations where the contractor staff are on-site during the implementation phase, but remotely available for the remainder of the contract?	The State is willing to review any alternative staffing plans.

4	4.1 & 4.1.1	14	<p>4.1 The contractor project manager and other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the entire project phase.</p> <p>And</p> <p>4.1.1 The following key contractor staff are required to be on-site at the Biggs Data Center in New Castle, Delaware, as indicated below:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor Project Director, as required <input checked="" type="checkbox"/> Contractor Project Manager (will be on-site at least 25% of the time) <input checked="" type="checkbox"/> Business Analysts (during requirement gathering and validation) 	<p>These two statements appear to be contradictory. Please clarify the on-site requirements for the PM and Business Analysts?</p>	<p>The State expectation is the PM be onsite at least 25% of the project timeline with increased onsite participation during criteria periods in the project plan. The Business Analysts are expected onsite full time during requirements gathering project tasks to improve communications, then as needed to meet project deadlines. The project team is not required to onsite full time as mentioned in 4.1, but should follow the requirements in subparagraph 4.1.1.</p>
4	4.4.3.1	16	<p>Please review the MCI and IAS documents referenced on this page. MCI is the Master Client Index which is required for all systems identifying DHSS clients. IAS is the Integrated Authorization System which is a DHSS mechanism for tracking authorized systems users. Contractors will comply specifically with these requirements.</p>	<p>Can the IAS be used in a more interactive manner? Can we use the IAS for user verification or last login for example?</p>	<ol style="list-style-type: none"> 1. If it is hosted off site (not in Biggs). It would not use IAS to authenticate users, tracking will be the responsibility of the hosted organization to provide. 2. If it is hosted at Biggs. Citrix can have a shortcut icon to it. You could create an IAS object, apps domain security group, and Citrix team can create a shortcut to the application. 3. If it is hosted at Biggs as a web application. IAS could be used to provision user access etc
4	Option I Narrative	9	<p>Ongoing maintenance to curriculum, content and program materials will be the responsibility of the contractor.</p>	<p>Could the State please provide the volume of content currently being used?</p>	<p>estimate of 400 lessons</p>
4	Generally (option II page 9)	9	<p>the Approved State browsers</p>	<p>What are approved State browsers and version numbers? Please also indicate current versions of Windows and any plans to update.</p>	<p>The primary State browser is the current version of IE, however, the State does expect the current versions of Chrome, FireFox and Safari to be supported.</p>
4	Option II bullets	10	<p>The system is capable of receiving/hosting/running uploads of State specific lessons (SCORM files, recorded webinar materials, etc.) that will be developed/updated by the State</p>	<p>Is there an existing process? If so could you define the process? Is there existing content? If so what format is the existing content presented?</p>	<p>There is not process. Presentation is created and converted to CORM, upload and put into the module(s) that can be assigned. Previous Vendor did not have any part of the process except the fact we were uploading the conteent to their system</p>
4	Option II bullets	10	<p>(and therefore would not be included in compliance reports).</p>	<p>Is there a finite list of compliance reports required?</p>	<p>No</p>
4.3	HIPAA Compliance	15	<p>The State Deputy Attorney General has made a decision that this project does not fall under 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 State standards for securing State electronic information in the new system.</p>	<p>We understand the requirement for team members who produce content to be HIPAA compliant, does this requirement extend to technical resources, help desk etc.?</p>	<p>There is no HIPAA requirement to technical resources, help desk, etc.</p>

4	4.4.6 and 4.4.7	22	<p>4.4.6 UAT and Training Environments The UAT and Training environments must be secured at a level equivalent to the security in place for the production environment. It must be sized and architected such that an entire copy of the production files can be copied over into UAT. The architecture must be equivalently configured so that performance and load testing will essentially produce the same results and expectations as testing in the production environment. There is no expectation to mask field values in the UAT and Training environments. Lower environments that are secured in the same manner may be exempt from masking requirements as well however this may be subject to DHSS or Federal regulations that override this potential exemption.</p> <p>4.4.7 Masking of Production Data in Lower Environments While securing of production data is of critical importance, migration of that data to lower environments presents its own set of challenges as lower environments typically are not as secure as the production environment. Masking of production data in lower environments usually involves deletion or obfuscation of actual PII-related field values such that they have no meaning as plain text and there is no identifiable method of translation back to the original values. If there are plans to copy production data to a less secure environment, Contractor will describe in detail their proposed masking strategy. If there is no expectation that production data will be copied into less secure environments, Contractor will describe their proposed test data generation plans and State clearly in this section that masking of production data is not required under this proposal.</p>	If lower environments have the same security levels is it still essential to mask as required in 4.4.7?	Any environment fully secured the same as production does not need data masking.
4.11.1	Source Code	26	For solutions hosted at the Biggs Data Center, specifically for each application module deliverable, the source code (or executable in the case of COTS products) will be delivered to DHSS. The Contractor is responsible for installation in the specified test environment with the assistance of DHSS technical staff. The Contractor is responsible for ensuring that each module deliverable can be tested by DHSS staff	The State has envisaged the possibility of escrow for source code - would that be sufficient to fulfill this requirement?	Custom code developed for this project will become the property of the State, however, if the solution is a license for use application, the source code transfer requirement does not apply.
4.11.1	Deliverable Review process	26	These review timeframes may be modified as necessary for a specific deliverable (i.e. complex deliverables may require greater review time) but must not adversely affect the critical path in the baseline project plan.	Please explain the process if the critical path in the baseline project is at risk for reasons which are beyond Contractor control -i.e. within DHSS?	Any changes to the critical path must be negotiated and agreed to by the State and vendor.
4.11.1	Source Code	26	For solutions hosted at the Biggs Data Center, specifically for each application module deliverable, the source code (or executable in the case of COTS products) will be delivered to DHSS.	How does the State envisage version control for any source code so delivered?	Vendor will propose a source control methodology for locally hosted systems. This requirement does not apply for remotely hosted systems.
4.11.2.6.	Warranty on-site	30	The first two months of warranty support will be on-site	Does the State mean providing staff at a DHSS location for the first two months?	It is expected the PM or designee with proper authority to address warranty issues in a timely manner will be on-site for custom developed code. Established COTS software does not require full time on-site, the PM is expected to be available on-site 25%.

4.12.2.6.	Warranty close out	30	The Contractor will deliver an Implementation/Warranty Closeout Report two weeks prior to the conclusion of the warranty timeframe that discusses overall system health, user satisfaction, on-going issues and challenges and recommendations for future changes/enhancements.	Could you please elaborate on the payment schedule for phases 5 and 6 as it is unclear how long it will take for invoice amounts to be received?	Both document and application module deliverables will be reviewed by DHSS and will require formal approval from the Project Director, Technical Manager and Functional Manager prior to milestone approval and invoicing. Typically the State processes invoices within 30 days of receiving the invoice and DHSS approvals.
4.12.1	Understanding of requirements	31-32	Contractor will be expected to address the following requirements in detail. Emphasis is on the limited availability of DHSS staff for this project and the expectation that the contractor express in detail their understanding of their responsibilities in the areas of Customization/Development, Implementation, Warranty, Training, and Deliverables.	Can the State provide an estimate of how many concurrent users are expected?	Over 12,000 total users. No more than a fourth of them would be concurrent.
4.12.8.1	System User	34	As applicable, contractor will also include organizational change management-specific instruction to include old vs. new ways of conducting business with the new system.	In the case where Cornerstone is not used, what provisions have the State made for providing details on 'old' ways of conducting business?	No provisions have been made by the State on old ways of conduction business
4.12.10	Documentation	35	The Contractor is responsible for providing documentation of the new system. At a minimum, this includes user manuals and/or on-line help. For non-COTS systems and for the customized components of COTS systems, the Contractor is also responsible for providing sufficient technical system documentation to permit DHSS to maintain the application.	Could the State please confirm whether this requirement applies to the system or to the content contained in it?	If the system is to be hosted at the Biggs data center, then technical documentation is required to support the operation of the system by State personnel. If the system is hosted outside of Biggs at a vendor site, then no technical documentation is required. End user documentation is required, the preferred delivery method would be on-line help. The end user documentation would help the user navigate and run training sessions to minimize contact with a help desk. A one page quick start sheet to aid in new users becoming self sufficient is acceptable for paper documentation.
6	Submission Information	39	Two (2) original media copies (Each Labeled as "Original") and six (6) media copies (Each labeled as "Copy"). In addition, any required confidential financial or audit information relating to the company and not specifically to the proposal may be copied separately to one set of up to three (3) disks (Each labeled "Corporate Confidential Information"). Please note, the RFP Professional Services Document requires paper copies not required here.	Please confirm the exact submission requirements, including paper copies.	Three (3) paper copies, Eight (8) media copies
6.2.4	Baseline Project Plan	42	Contractor shall describe the overall plan and required activities in order to implement the project within the budget and described schedule. This should include descriptions of management controls, processes and reporting requirements that will be put into place to ensure a smooth administration of this project.	Please provide your expected target date when the project moves into production phase?	Expectation is 30 days. Contract with current vendor will have to be extended since it expires 6/30/19.
3. Questions Related to Technical Requirements Appendix C					
Section #	Paragraph #	Page #	Text of passage being question	Questions	State Response

Appendix B, Exhibit E – Project Cost Forms AND Appendix C (Price/Budget)		Exhibit E – Project Cost Forms is left blank. Are we correct in assuming vendors should fill out Appendix C and attach it under the Exhibit E section? If not, how should vendors provide pricing/budget?	Please fill out and provide both Exhibit E and Appendix C in your proposal.
Appendix B, Exhibit E – Project Cost Forms AND Appendix C (Price/Budget)		Is the State willing to accept alternate pricing schedules, in addition to the one requested in the RFP (Appendix C)?	Yes, in addition