



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: April 23, 2019

HSS 20 008

**WIC-EBT (eWIC) PROCESSING SERVICES**

for

DIVISION OF PUBLIC HEALTH

Date Due: June 2, 2020  
By 11:00 AM

ADDENDUM # 1

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE  
ABOVE-MENTIONED BID

Responses to Questions received by the deadline of April 15,  
2020.

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WIC-EBT (eWIC) Processing Services  
RFP HSS 20 008  
Questions and Answers

**Question 1:**

**Re: Section number:** IV. Professional Services RFP Administrative Information; B. RFP Submissions

**Paragraph number:** 10. Realistic Proposals

**Page number:** 9

**Text of passage being questioned:** “Proposals must be realistic and must represent the best estimate of time, materials and other costs including the impact of inflation and any economic or other factors that are reasonably predictable.”

**Question:** What is Delaware Health and Social Services’ estimated budget for this project?

**Response:** The State of Delaware does not normally release budget information relative to a current RFP. However, we can advise that the approximate annual value of the current contract is \$ 425,000.

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**Question 2:**

Question Number	Source & Section	Page Number	Question
1	Exhibit D – Glossary	122	Within the RFP QA Contractor is mentioned. Please provide the planned release date for the QA Contractor RFP and the QA Contractor anticipated start date.

**Response:** The State has not made a decision as to whether or not a QA contractor will be required. However, should that be the case, the QA contract is expected to begin prior to the November 1, 2020 eWIC processing contract resulting from this RFP.

### **Question 3**

RFP Section	Paragraph #	Page	Question
IV. Professional Services RFP Administrative Information, Section C, RFP Evaluation Process	2, Proposal Selection Criteria, Inclusion of ACA Safe Harbor Additional Fees	16	The proposal scoring criteria and the General Contract Terms (page 20) discuss that bidders must provide any additional fee to be charged for coverage under the Affordable Care Act Common-law Employer Safe Harbor provision. However, Exhibit E, Price Proposal Form, does not include a line item where such costs are to be included. Please explain how the 3 points associated with Safe Harbor Additional Fees will be awarded.

**Response: The information concerning the ACA fees should be included on the Price Proposal Form, even though there is no specific line item. The 3 points associated with the Safe Harbor Additional Fees will be awarded based on the information submitted on the Price Proposal Form.**

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### **Question 4**

RFP Section	Paragraph #	Page	Question
Appendix B, Scope of Work, Section C, Task Requirements	Task 8 - Vendor Initiatives, Requirement 8.5.11	86	Requirement 8.5.11 states: "Deployment of single-function terminals authorized by the state shall be accomplished and the terminals operational within fourteen (14) days of receiving the vendor's information from WOW."  Will the State modify this requirement to allow Contractor fourteen (14) days from receipt of vendor's signed contract to have the terminal operational?

**Response: Yes, the State agrees to allow the Contractor fourteen (14) days from receipt of the vendor's signed contract to have the terminal operational.**

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### **Question 5**

RFP Section	Paragraph #	Page	Question
Appendix B, Scope of Work, Section C, Task Requirements	Task 14 - Deliverables, Requirement 14.1.14	99	The heading for 14.1.14 states it is reserved and has no requirement content. Is there a deliverable that should be listed here?

**Response: No, there isn't nor, will there be any deliverable associated with item 14.1.14.**

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### **Question 6**

RFP Section	Paragraph #	Page	Question
Appendix B, Scope of Work, Exhibit C, EBT Card Specifications	EBT Card Reverse, Mag Stripe Encoding	119	The current Track 2 layout does not include a PIN Offset. Will the State confirm if it intends to continue to use the current Track 2 layout which only includes the following fields? 1-Start Sentinel 2-PAN 3-Field Separator 4-Expiration Date 5-Service Code 6-CAV/CVV 7-Gen Number 8-End Sentinel

**Response: The State confirms that it will continue to use the Track 2 layout as described above.**

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### **Question 7**

RFP Section	Paragraph #	Page	Question
Appendix D, Technical Requirements	Requirement 4.4.1 Security Requirements / Authorizations	156	Requirement 4.4.1 states: "All Contractor staff working directly on this project will be subject to a Criminal Background Check (CBC)."  However, on page 28, it states "Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts." Per requirement 4.1.1, "On-site staffing is not required."  Are background checks required for vendor employees who will be working off-site?

**Response: Any vendor staff that will have access to client data through the EBT system will be required to have a CBC even if working Off-Site.**

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### **Question 8**

RFP Section	Paragraph #	Page	Question
Appendix D, Technical Requirements	Requirement 4.4.4.4.1 Mandatory Inclusions for Cloud/Remote Hosting	161	There is no requirement text to go with this heading. Please advise. Should this be a different level heading and/or is there missing content related to cloud or remote hosting?

**Response: There is no content missing. The heading was inadvertently left in, please consider it as not being there.**

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### **Question 9**

RFP Section	Paragraph #	Page	Question
Appendix D, Technical Requirements	Section 5.2 Proposal Contents	169	Per the outline on page 169 (5.2 Proposal Contents), there is not a location for the Minimum Requirements 1, 2, and 4 listed on page 5 in section III Required Information, A. Minimum Requirements. Where should this information be placed in the proposal for compliance?

**Response: The Minimum requirements 1, 2, and 4 can either be included in the Staff Qualification and Experience and Firm Past Performance and Qualifications sections, or it can be included as a separate section that is appropriately identified.**

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### **Question 10**

RFP Section	Paragraph #	Page	Question
Appendix D, Technical Requirements	Section 5.2 Proposal Contents	169	Per the outline on page 169 (5.2 Proposal Contents), section H is the cost information. However, on page 7 it states, "Budget must not be included in or attached to the Technical Proposal." Therefore, should sections H, I, and J comprise the Business Proposal? Should the section numbering be maintained, or start over at A being that it is a separate document?

**Response: Section H, I, and J should comprise the Business Proposal. The Section lettering should be maintained.**

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### **Question 11**

RFP Section	Paragraph #	Page	Question
Appendix D, Technical Requirements	Section 5.2 Proposal Contents	169	Per the outline on page 169 (5.2. Proposal Contents), the required forms (attachments and enclosures) should be placed in section B (detailed in 5.2.2) and section G (detailed in 5.2.7). These sections appear to have overlapping content. Please clarify which forms or attachments go in each of section B and G.

**Response: Please provide all attachments and enclosures identified in 5.2.2 in Section B. Any other attachments or enclosures would be included in Section G.**

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### **Question 12**

RFP Section	Paragraph #	Page	Question
Appendix D, Technical Requirements	Enclosure 7, Cyber Responsibilities, Liability and Insurance, Cyber Liability Insurance	191- 192	Which level from the table of Cyber Level of Insurance on page 192 is the correct level for Delaware for bidders to reference in providing Cyber Liability Insurance.

**Response: Insurance is only required if vendor does not “encrypt data at rest”. Current participant count is approximately 17,000. Minimum insurance would have to be Level 2.**

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