

## Responses to RFP Questions

1. Question: Section I. Overview, third paragraph, page 6, and Attachment 3 Exceptions to Request for Proposal, page 47: If exceptions to the RFP are identified, should they be included in detail in the Transmittal Letter and also in Attachment 3? Or should the identified exceptions be included in the Transmittal Letter, and then direct the reviewer to the complete list and proposed alternatives in Attachment 3?

**Response: Yes, the transmittal letter must clearly state and justify any exceptions to the requirements of the Request for Proposals, which the applicant may have taken in presenting their proposal. Attachment 3 Exceptions to the Request for Proposal must also be completed if the applicant has stated exceptions in the transmittal letter.**

2. Question: Section IV. Requirement Information, Subsection A, page 10. Minimum Requirements, Item 3. Professional Liability Insurance. Applicant maintains a Professional Liability insurance policy with \$1,000,000 of coverage for each wrongful act and a \$1,000,000 annual aggregate. Applicant maintains an additional \$5,000,000 Commercial Umbrella policy. These levels have been sufficient for comparable software implementation projects for applicant's other state government agency clients. Will this level of coverage suffice for the requirement listed in this section?

**Response: Yes**

3. Question: Section IV. Requirement Information, Subsection A. Minimum Requirements, Item 4. Audited financial statements, income statements and balance sheets for two consecutive previous years, page 10, and Section V. Professional Services RFP Administrative Information, Subsection C. Vendor Background, Item 2. Corporate Financial Status, item b., page 21. There appears to be some discrepancy in the required corporate financial information. The applicant does not prepare audited financial statements and treats its financial information as private, confidential information. Applicant is willing to submit accountant-prepared financial statements, income statements and balance sheets for FY2011 and FY2010 and other requested financial information, but will label and submit as "Proprietary Information" as provided for in Section V. Professional Services RFP Administrative Information, Subsection B. RFP Submissions, Item 11, Confidential/Proprietary Documents on pages 16 and 17. Please confirm that this is acceptable and will meet the requirements of the RFP.

**Response: Yes**

4. Question: Section V. Professional Services RFP Administrative Information, Subsection D. Contract Terms and Conditions, Item 6. General Contract Terms, e. Performance Bond Requirement, page 27. The applicant would like to propose a 5% Holdback on payment of all

vendor invoices in lieu of a Performance Bond in order to ensure to FAB the full performance of all terms and conditions contained in the contract, with the holdback released at the time the system is accepted for production use. Would this be an acceptable performance guarantee? If so, how do we include this in our Proposal? As part of the Transmittal Letter and/or Attachment 3 as an exception to the RFP's requirement?

**Response: Include the exception to the Performance Bond Requirement in the transmittal letter and complete Attachment 3 with the proposed alternative.**

5. Question: Section V. Professional Services RFP Administrative Information, Subsection D. Contract Terms and Conditions, Item 6. General Contract Terms, x. Work Product, page 32. Applicant will propose the use of our commercially available, off-the-shelf software (COTS) product as the solution for this engagement. Applicant will provide an enterprise license to the State for the use of the system, and the use of applicant's standard implementation materials, tools, and documents. The terms and conditions of the applicant's ownership rights and the State's usage rights are addressed in the applicant's standard License Agreement, which the applicant anticipates will be reviewed and negotiated by the parties as part of the contract negotiation process. As such, applicant believes this item (x., Work Product) is inappropriate for the anticipated engagement. Should we take exception to this requirement in our Transmittal Letter and/or Attachment 3 or assume that items like this will be addressed during contract negotiations?

**Response: Include the exception in to the Work Product in the transmittal letter and complete Attachment 3 with the proposed explanation and alternative.**

6. Question: Appendix No. 2, Detailed Requirements, Subsection A, Mandatory Requirements and Features, paragraph 2, page 37. Applicant's standard project pricing includes fees for the initial software license, implementation services, data conversion services, training services, required travel, system and data hosting, and (optional) on-going maintenance and support services. Applicant typically propose and follow a payment schedule that is based on defined and measurable milestones, which meets the requirement provided in the RFP on page 30, item m., Costs and Payment Schedules. The paragraph on page 37 seems contradictory to the requirement on page 30. Would the State please clarify this discrepancy?

**Response: Page 37, Appendix No 2 Detailed Requirement, is a listing of the minimum requirements and features that should be included in an applicant's proposal relative to the proposed costs and measurable milestones. This can be accomplished with a line-by-line requirements budget with identified measurable milestones.**

7. Question: Appendix No. 2, Detailed Requirements, Subsection A, Mandatory Requirements and Features, Item 1. Data Conversion, page 37. In order to provide a firm, fixed-price for data conversion services, applicant need more information about the records contained in the

State's FABTrac system, including the current operational environment; how and where the data is stored; counts, formats, and relationships of the data; and all on-line and batch processing that occurs. In addition, are there any other sources of data that need to be considered, evaluated, or included in the data conversion effort? Examples might include spreadsheets, contact lists, image files, etc. If the State does not have time to prepare this information and disseminate it as part of this procurement, would the state permit the data conversion work to be scoped and priced under a change order after appropriate discovery activities are performed by the vendor after the project begins?

**Response: The FABTrac system and data is maintained by DNREC's IT Department with assistance as requested from the vendor that created the software application. The application is on a SQL server, and is accessed by users via a state intranet portal. The response to Question 14 below provides additional information regarding the counts of data and records. Based on the information provided, if an applicant is unable to provide a firm fixed-price for data conversion services without a detail review of the FABTrac application and data, the selected vendor will be allowed to scope and price data conversion services under a change order after the project begins. If this is necessary, the applicant must state an exception to the Request for Proposal requirement in their transmittal letter, and complete Attachment 3 with the proposed alternative.**

8. Question: Appendix No. 2, Detailed Requirements, Subsection A, Mandatory Requirements and Features, Item 8, Upgrades to Infrastructure, and Item 9, Computer Hardware Specification and Location, page 39. The State has identified that system and data hosting should be provided by the selected vendor; the applicant's proposed solution will be a web-based system that is accessed through a standard internet browser from any computer, are these sections relevant to this procurement?

**Response: If an applicant's proposed solution in response to the RFP does not involve any computer hardware, the requirement would not be relevant.**

9. Question: Appendix No. 3, Technology Request for Proposal Guidelines, Cyber Security Liability, second paragraph, page 42, please provide us with copies of or a link to the referenced templates. Are these required as part of our proposal submission or are they required as a deliverable of the project?

**Response: The requested linked document "DTI-Cloud-External Hosting, Cloud Terms and Conditions" is available now to potential applicants on the State of Delaware, Government Support Services website at <http://bids.delaware.gov>. Applicants should review and complete the document as part of their RFP response submittal.**

10. Question: Is there a Contract Number associated with this RFP that should be used on the Attachment pages (pages 45 through 56) of the RFP?

**Response**: Yes, the Contract Number is: NAT13246SoftwareAp

11. Question: For Attachment 7, Balance Sheet, pages 52 and 53, applicant would prefer to use existing accountant-prepared financial statements. Would this be acceptable in lieu of Attachment 7?

**Response**: Yes, applicant should state the exception in the transmittal letter that existing accountant-prepared financial statements are being submitted in lieu of Attachment 7, and complete Attachment 3 with the alternative.

12. Question: For Attachment 8, Qualifications and Performance of Applicant, pages 54 and 55, if all of this information is provided in response to Subsection C, Vendor Background, is it necessary to repeat this information in Attachment 8?

**Response**: Yes, a narrative Vendor Background may not include all of the information requested in Attachment 8.

13. Question: Please identify the number of DNREC staff who will be trained on the new system. Does the agency have access to a computer lab that can be used for the system training classes? Is there any other pertinent information we need to know in relation to training that needs to be considered as we are scope the training effort and prepare our pricing?

**Response**: Approximately 20 people will need to be trained on the new system. Yes, arrangements can be made to use state computer lab facilities. The selected vendor will need to provide all necessary training material, and be available as part of a maintenance and support contract for any follow-up questions or concerns.

14. Question: Data migration: Can you give an estimate of the amount of data that needs to be transferred? Are you looking to migrate historical data or only what is open as of a certain date? What type of data will be migrated? In what formats can that data be available?

**Response**: The CWSRF FABTrac database currently has 1,500 loans; 100,000 individual transactions (payments, etc.) stored against these loans. 40,000 items have additional 'payment' data, of which there is an additional 55,000 items dealing with payment splits, and 2,000 for Payment Reversals. The schedule of payments for these loans consists of 45,000 records; disbursements total 3,000; and loan history contains 100,000 records. There are 1,500 project records; in all, there are 293,000 records that need to be migrated. The types of data are loans, loan transactions, etc.; the information can be provided in SQL backup format.

**Included in the above numbers are 60 loans with 1,200 loan transactions for the DWSRF program. Given that, for the most part, this is all historical data, it is included within the counts for FABTrac. There are 55 new records, and 3 new loans not included that will be provided in spreadsheet format.**

15. Question: Interfaces: What file formats are utilized for the interfaces to the proprietary general accounting ledger and the FSF system? Do you currently upload to these systems?

**Response: The proposed software solution will need to interface with the QuickBooks Pro 12 general accounting ledger. The FSF file formats are available in a zipped file on the State of Delaware, Government Support Services website at <http://bids.delaware.gov>. Instructions will be provided to the selected vendor for uploading the FSF file formats to the State accounting system.**

16. Question: Can a sample of the data extract from the existing system be provided to assess whether the data is complete for importing into the new system?

**Response: A sample of the data can be extracted and provide to the selected vendor for evaluation purposes.**

17. Question: Will the State have access to their old system after they move to a new system?

**Response: Yes, both systems will be run in parallel until the new system have been fully evaluated and accepted.**

18. Question: Is there a defined budget for this project?

**Response: The overall budget for the proposed project will be based on the responses to the RFP and negotiations with the selected vendor.**

19. Question: Is an option for FAB to continue using or upgrading their FABTrac system? Why is the FAB looking to move off the current system? What does it not provide that they need? Could they keep using this system in conjunction with another system?

**Response: No, it is not an option to continue using or upgrading the FABTrac system. A proposed new system will offer additional functionality and program support into the future.**

20. Question: Appendix 2 section A paragraph one states: "A condition of the agreement will be that FAB will not incur any advanced costs for the system." Is this realistic when there are data conversion, setup and training requirements with only a 1 year guaranteed contact commitment? It would be very difficult for a vendor to recoup even a portion of their costs if FAB does not option additional years.

**Response: See response to Question #6; the selected software solution will be a long-term investment for the State and the selected vendor.**

21. Question: Applicant is planning to participate in the RFP for a new Loan Portfolio Management System Software Application, and we would like to know how many concurrent users you will have?

**Response: Approximately 20 concurrent internal staff users could access the system at one time, in addition to web based access from applicants and borrowers.**