

State of Delaware

Delaware Veterans Home

Long Term Care Information System

Request for Proposal

Contract No. 11-DVH-20

Addendum #1 Q&A

Responses to the following questions in connection with Request for Proposal Contract No. 11-DVH-20:

- 1) Is it possible to get a copy of the proposal in Word format instead of PDF?
Response: **Yes.**
- 2) Paragraph H, page 19: ...”and a hands-on access period to test database.” Take an exception
Response: **No Exception to the hands-on access demo is mandatory.**
- 3) Appendix A, Question #35 – what is meant by Communication Management? Can you be more specific?
Response: **Communication Management in terms of:**
 - a. **Dissemination of information - discussion board forums, list serve, newsletters, etc...**
 - b. **Project Plans**
 - c. **Status Reports**
 - d. **Helpdesk and tracking database**
- 4) Appendix A, Question #38 – Network Security? Can you be more specific?
Response: **Product must provide roles and security to protect various levels of data and access. DVH Network specifications must meet State standards.**
- 5) Appendix A, Question #249 – Billing – Specialized Bills? Can you be more specific?
Response: **DVH wants the ability to add information to the bill/statement that is unique to DVH. We are asking that bills have the ability to add specialized services that may be provided. We are asking for the ability to add comments, announcements or other information to the monthly bill. We are asking to be able to edit bill data, send paper or electronic bills, send early statements and be able to merge electronic files into the bill.**
- 6) Appendix A, Question #436 – Provide online support – toll free? Can you be more specific?
Response: **Vendor must provide a toll free number for support of the DVH that operates 24X7X365.**
- 7) How many users do you anticipate will be using the system (total and concurrent)?
Response: **Currently we currently have 278 users with a need for 300 users. Concurrent users are approximately 115.**

- 8) Question concerning Section 1, subsection A, paragraphs 2 and 3 (Contract Requirements and Multiple Source Award). Is it necessary that a single vendor fill every Contract Requirement, as stated in paragraph 2 (Contract Requirements)?

Response: Yes, we are looking for a vendor to provide a fully integrated Commercial off-the shelf solution. If vendor combines multiple products, it will be the primary vendor's responsibility to manage these components. Vendor must provide a demonstration and hands-on access to DVH staff to validate seamless integration with all components of the system.

- 9) Paragraph 3 (Multiple Source Award), states that the Agency reserves the right to award this contract to more than one vendor. Would it be possible that the best solution for Delaware is to combine two or more vendors that have superior functionality in several of the modules and fulfills all the requirements in aggregate?

Response: The DVH is looking to award this contract to one vendor to manage and ensure superior functionality and service. Support issues tend to arise with multiple vendors dealing with multiple products.

- 10) Would you consider a proposal from a vendor that combines multiple Commercial off-the shelf (COTS) software and integrates them such that from the State of Delaware's point of view, acts as single system?

Response: Yes, DVH would consider a vendor that combines multiple Commercial off-the shelf (COTS) software and integrates them. Preference would be given to products that are fully integrated into a single database engine.