

Pre-Bid Meeting Q&A Session – Held March 2, 2016: STA-1503864, New Licensure Application

Question	Answer
Highly configurable or SaaS – do you have a preference?	We want a cloud solution, a hosted system. Keep in mind that in future years we want something that is flexible enough that it can evolve.
Does the L2K workflow contain documents that describe that workflow? The requirements that were implemented in the L2K system?	There are multiple databases making any workflow descriptions “obsolete.” Since we are seeking an integrated, configurable replacement, we don’t necessarily want a replication of the current workflow configurations. An exercise to consolidate workflow.
In the set of responses to questions, there is a document referred to as a Business Requirements Document. Technical Requirements are still the 296 questions, correct? Can we provide extra columns in a response that would describe our approach to the various Phases that are talked about?	Certainly. Phases discussed. Phase I – we have to continue to operate. Essentially a “big bang” with enhancements. We need everything that we currently do included in Phase I, plus a couple critical items, “nursing renewals” being one, so that’s included in Phase I. Phase II – online applications functionality. Phase III – everything else – the “nice to haves” that we’ve always wanted.
What do you foresee as the biggest hurdle that we would have to attack from a different angle?	In Phase I – getting all of the current functionality to continue without too much “wrenching.” Desire to be able to, as much as possible, turn off the old system and turn on the new with few problems. Initial configuration and testing/re-testing. Phase II – the dynamics of the applications we are asking for. This solution has a large number of external users accessing and using with a small number of internal staff managing. This has to be user-friendly and has to improve the experience for both staff and users. There are constant regulatory and statutory changes, requiring constant reconfiguring. There are also internally generated changes that require reconfiguration. Ease of use is what we are looking for and the support after the sale and what we can afford and internally support.
Do you have an approved budget for this?	Funding is within the Agency. We are not going to disclose what the budget is. We have the ability to appropriate additional funds, if necessary.

<p>How did you arrive at the budget? That is, have any vendors submitted pricing?</p>	<p>No.</p>
<p>What are the general support models offered?</p>	<p>Software support and hosting support</p> <ul style="list-style-type: none"> - Installation, training - Help support – e-mail, phone. Operation of the software and help support for hosting questions. <p>Entry level support; can also take on help desk function for you</p> <p>Offer consulting and support roles; first level support</p> <p>General queries – e-mail, phone, etc.</p>
<p>What is the typical project engagement for each of you?</p>	<p>First, we assign a PM to assess how the operations work, drill down to learn how the daily work is accomplished – in detail. Spend a number of days and a number of hours to discover what the needs are vs what he have available.</p> <p>Second, the PM propagates timelines, etc., including testing, etc. Testing begins at the beginning.</p> <p>PM and implementation team works within resources and plans around existing client activities, etc.</p>
<p>What methodologies do you use for your system development life cycles?</p> <p>Any other methodologies, other than SCRUM?</p>	<p>SCRUM. We assign a PM that oversees the entire engagement. Within that, we establish a project team with a SCRUM master, who guides the team through the evolving requirements. It is an iterative process over the life of the engagement.</p> <p>No.</p> <p>We add what we call a “conference room demo” as part of the process to constantly evaluate what is developed to make certain it meets what is requested and to document the progress.</p>
<p>One of our requirements is to see a demo of what you have today. Is that something that each of you would be able to do?</p> <p>Is that something that is a part of a shortlisting in your evaluation process or would you have everyone do that?</p>	<p>Yes</p> <p>We prefer to see something from each of you.</p>
<p>Could you elaborate on what you mean by a “hands-on” trial? What timeframe? How many solutions would you be doing that for?</p>	<p>???</p>

<p>We have a general sense and understand of how licensing costs are structured. Of course, final cost is dependent on the work, but we are interested in knowing how you structure your pricing.</p>	<p>???</p>
<p>Based on everything that you've seen and heard so far, is this outside of what is normal for any of you?</p>	<p>No.</p>
<p>Dealing with technology and keeping a system up to date, what approaches do you use to keep software up to date? How do you maintain it without having to go back and do testing all over again?</p>	<p>We have a QA department – regression testing is a method and a process that we use. All of our developers and QA staff that interact with one another. A heavy level of testing goes on before any build is released. We also constantly scan ideas and/or suggestions from customers and if a development benefits all others, it would be rolled out to you at no cost.</p>
<p>While the requirements may appear to be rather specific and detailed, we view them as high level and will look to you for creative designs and are open to that. We know what we want as an end results, but will leave how we get there to be discovered. Will the requirements written be enough to work with?</p>	<p>What you've written is a common style that can be worked with. I've understood them to be an overview, but yet a description of the underlying work. Nuances will be in the workflow where the true processes take place. The level of detail should help in the quality of the responses that you receive.</p>
<p>We have a document imaging system now. Optimally, we would seek to integrate with the solution. Would you offer us options? The State has standardized imaging standards at www.dti.delaware.gov. There have been multiple imaging solutions in the State and we are trying to minimize to about 4, but that short list should constrain anyone if there is a viable alternative that you would recommend, we would certainly consider it.</p>	<p>Yes.</p>
<p>Are you going to be assigning a full-time PM</p>	<p>Yes. We will be hiring a PM with about 80% of that person's time dedicated to this project. We will most likely be bringing that person on in the next month or so.</p>
<p>Could we get a re-cap of the milestones as the original timeline has changed some?</p>	<p>3/2 – mandatory pre-bid 3/15 – posting of responses of answers to questions 3/25 – deadline for receipt of proposals 5/20 – estimated award</p>
<p>When do you estimate you would want demos?</p>	<p>We will work through dates for demos for some time after March 25.</p>
<p>There was question 49 around GIS in one of the Q&A documents. The requirements talk about</p>	<p>There have been conversations about the ability to use GIS to serve various purposes. We would</p>

<p>using GIS. The answer provided wasn't quite clear. How do you propose to use GIS in the future?</p> <p>So, you're looking for us to provide you with creative feedback, correct?</p>	<p>like to see the public use us as a source of information beyond just information about a licensee. E.g., if someone is looking to determine that a certain pharmacy is licensed, they could find that information now. What they can't find are addresses, directions, maps, etc. that would help them get to that pharmacy. As part of our internal operations, we have staff with a need to know how to find people and places for various reasons associated with investigations and inspections. We want to enhance efficiencies and staff satisfaction through this.</p> <p>Yes</p> <p>With the help from DTI, we developed a simple application of GIS to put in front of the inspector that travels throughout the State inspecting barber shops, hair salons, etc. The tool simply showed the locations of all of the shops that we had licensed. The inspector immediately came up with various uses, e.g., to find "unlicensed" shops as she drives down a street or highway.</p>
<p>Are you looking for an integrated report writing tool?</p>	<p>Yes. That is a great example. We would want a large conversation around possibilities. We want canned and ad hoc reports and be able to easily build them without a high cost.</p>
<p>We have gotten used to living with what he have and it has become relatively easy to use. If we stand back and look at it through someone else's eyes, what we are using may not be efficient and we don't necessarily know where the possibilities might be. The whole process of engagement and discovery will be extremely important to us.</p>	
<p>Do you get requests for quick turn around on reports, e.g., during legislative season, from other agencies, etc.?</p>	<p>Frequently, yes. Often what is required has to be programmed, usually using SQL scripting.</p>
<p>Does each Board have their own set of reports that are due to the legislature or the Governor?</p>	<p>There is often found statutory requirements for annual reports, but have not been provided for years.</p> <p>What we would like to do is identify the key critical types of reports and proactively produce and provide them.</p> <p>We have a heavy report-producing requirement around budget-writing. They are more profession-related than they are Board-related, however.</p>