

# RFP Questions and Responses

## Vendor#1

Section Number	Paragraph Number	Page Number	Text of Passage being Questioned
N/A	N/A	N/A	<p>To provide an accurate price estimate, please identify the number of distinct named <u>back office users</u> the State requires for the new system. <i>Back office users are staff members who will have partial or complete access to the system. They may comprise one or more departments. Their total number may affect how the system is licensed and is needed to determine the number of users that will need to be trained on using the system.</i></p> <p><b>Answer: Division of Professional Regulation (DPR) users = 65 (number may change). Department of Justice (DOJ) users = 10.</b></p>
N/A	N/A	N/A	<p>How many field/mobile users does the State expect to use the new system? Of the number of mobile users, how many are included with the number of back office users requested in the previous question above?</p> <p><b>Answer: Up to 20 investigators and inspectors. All 20 are included in the DPR users above.</b></p>
N/A	N/A	N/A	<p>What is the approved or anticipated budget for this project?</p> <p><b>Answer: Budget will be determined based on agreed upon project scope.</b></p>
N/A	N/A	N/A	<p>Please identify instances where any agency employee has viewed or discussed a potential software application similar to the one being solicited in this RFP in the last 24 months. Please name the vendor(s), dates of contact and describe the nature of the contacts including whether pricing was discussed.</p> <p><b>Answer: Demos by Accela 5/2014, 9/2014. Demos by IronData 12/2013, 5/2014. Pricing not discussed.</b></p>
N/A	N/A	N/A	<p>Please state the State's desired implementation timeframe (project start to go-live).</p> <p><b>Answer: Discovery – 5–6/2016, Project kick-off – 7/1/2016, Implementation date will be determined by project plan.</b></p>

N/A	N/A	N/A	Is it important for the selected solution’s web portal to offer multiple languages to its citizens?  <b>Answer: No.</b>
N/A	N/A	N/A	Is it important for the selected solution to be 508c compliant?  <b>Answer: No.</b>
Appendix D: SAMPLE - Profession License Types	Document	1	For pricing and scope purposes, can you provide a list of <u>all license types</u> that considered in scope for implementation of the project?  <b>Answer: See <i>Professions_License_Types_Boards.xlsx</i></b> <b>However, list will NOT remain static. On average, one to five new license types are added each year. The requirements specify the capability for DPR to configure new license types and to change the configuration of existing license types.</b>
Appendix D Sample <del>reports</del> - outputs	Document	1	For pricing and scope purposes, can you provide the number of reports that will be required to be created by the vendor for the project. Please provide a list of all report names and samples if possible.  <b>Answer: This answer depends on what is meant by “reports.” Since this question references Appendix D, it appears that it is not referring to the term “reports” as DPR uses it; none of the samples in Appendix D are considered “reports.” However, we are aware that the term “reports” can be used in many ways, and we addressed this in the requirements in Appendix B. Numerous requirements describe specific reports that DPR desires the vendor to produce, while others describe the query capability needed for ad hoc reports. Others describe the “templates” which DPR currently uses (but does not consider “reports”) and explain what kind of output is needed to replace templates. Others describe internal dashboards, which are also not “reports” but which incorporate a reporting function. We have compiled a list of the numbers of the requirements that address what DPR terms “reports” as well as some outputs that DPR does not term “reports” in <i>Reports_Queries_Templates_Dashboard_Stats.docx</i>. See also <i>Imports_Exports_Extracts</i>, some of which could also be considered “reports.”</b>
N/A	N/A	N/A	Will the State have a full time project manager assigned to the project?  <b>Answer: Yes</b>

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N/A	N/A	N/A	<p>Are there any reporting tools that will be leveraged for the project? i.e. e.g., Crystal Reports, Word, etc.</p> <p><b>Answer: We currently use SQL queries and Access queries with ODBC to the licensure database. See #34. Specific “off the shelf” reports required are covered in #229-#249. #231 is the over-arching requirement for the ability to create ad hoc reports. The intention is to provide a report-creation capability which does not depend on the agency-user’s knowledge of SQL and Access.</b></p>
N/A	N/A	N/A	<p>Can you please confirm that there will be one (1) data conversion form the existing License2000 system?</p> <p><b>Answer: There will be multiple conversions (e.g., test, production).</b></p>
N/A	N/A	N/A	<p>Is the State looking for an on premise solution or a hosted cloud based solution? If on premise, where will the solution reside?</p> <p><b>Answer: #24 specifies vendor-hosted, cloud-based solution.</b></p>
285	Appendix B	97	<p>New system should facilitate import of data from other systems (such as score reports from testing services) and exports or extracts to other systems (such as NurSys, Division of Child Support, <del>STATE OF DELAWARE</del> Department of State, Division of Professional Regulation Enforcement).</p> <p>Can you please provide a list of all interfaces required for the project and define for each if there are; direct bilateral interfaces through web services (exchanging information system to system), direct one-way interfaces through web services, data being sent to the agency and imported via an upload file, or a report file being compiled and sent (exported) to a third party?</p> <p><b>Answer: See Imports_Exports_Extracts.docx.</b></p>

N/A	N/A	N/A	<p>How many users will require training? Are you looking for training for each user, or train-the trainer?</p> <ul style="list-style-type: none"> <li>• Administrative training <b>Answer: 5 (DPR Operations staff)</b></li> <li>• End user training – <b>Answer: 75 agency-users (65 DPR users plus 10 DOJ users)</b></li> <li>• Field staff training – <b>Answer: up to 20 inspectors and investigators</b></li> <li>• Report training – <b>Answer: DPR will determine. Probably 5 Operations plus managers and supervisors.</b></li> </ul> <p><b>Answer: We need onsite training based on role plus robust online help (e.g., #44, #45). In addition, we will need virtual modules for use when new staff report for duty (#16). The development of training will be a collaborative effort between the vendor and DPR Operations. Since the new system will alter some DPR operating procedures, DPR Operations staff will have to provide complementary training on operating procedures.</b></p>
49	Appendix B	48	<p>New system must have global positioning capability (GPS) available for use with end-user services (e.g., end-user looks up a Physician’s public practice address in eVerification). It must also provide GPS support to agency-users (e.g., inspector conducting surprise salon inspections finds licensed salon locations along a selected route but, as she drives, she also spots unlicensed salons along the route).</p> <p>Is DPR looking to integrate mapping/geographic information into their processes?</p> <p><b>Answer: No, we do not intend to integrate because we currently do not use GPS.</b></p>
53	Appendix B	49	<p>New system’s end-user services (e.g., renewal applications) must connect and interact with the payment processor (EPX) for exporting and importing payment (i.e., credit card) data inbound and outbound.</p> <p>Is the State looking for options for payment providers if one can be offered as part of the solution?</p> <p><b>Answer: No. EPX is the State’s required payment processor. See Accounting process (page 102).</b></p>

Section Number	Paragraph Number	Page Number	Text of Passage being Questioned
106 (Note: duplicate 105 in list)	Appendix B	61	<p>New system must support First State Financial (FSF) for accounting purposes.</p> <p>Is the State looking for an interface to the First State Financial system (FSF) to transfer information?</p> <p><b>Answer: See #108.</b></p>
227	Appendix B	88	<p>New system must support and facilitate data pushes to other systems that DPR - uses in its day-to-day operations (i.e., Salesforce and Filebound).</p> <p>Can you please clarify what type data is being pushed to Salesforce and Filebound?</p> <p><b>Answer: 1. Salesforce – CRM-related data pushed to Salesforce from L2K: Name, Last 4 SSN, Email, Mailing (street), Mailing (city), Profession, License Type, License Number, License Status, MyLicense # (registration code for current online services). Data pushed to Salesforce is mix of public and non-public data. 2. Filebound – Filebound stores images. The Professional Licensing and Investigations “projects” in Filebound are related to the new system. Data pushed to Professional Licensing project from L2K: Last Name, First Name, Middle Name, Facility/Corporation (name), License Number, Profession, License Status, Expiration Date, License ID (L2K-generated sequence number). Data pushed to the Filebound Professional Licensing project is public. No L2K data is pushed to the Filebound Investigations project; data is manually entered.</b></p>
	Appendix C	99	<p>Has the State recently standardized/consolidated their license process and workflow? If not, is the State currently engaged in doing that or looking for services to help with that?</p> <p><b>Answer: DPR has standardized processes. (See diagrams in Appendix C (pg. 99 ff).) However, processes change due to statutory/regulatory changes and continuing process improvement. The new system will enable further change. (See #22.) DPR is not looking for services to help with that.</b></p>

	Appendix C	108	<p>Is the State looking for the function to mass renew licenses by the licensee? Ex. Corporation that holds many licenses that are site/location specific.</p> <p><b>Answer: Clarify what is meant by “mass renew.” Renewal <i>application</i> and renewal <i>payment</i> are not the same. Each license’s renewal <i>application</i> must be submitted individually regardless of parent company or common payer. However, DPR desires to facilitate <i>payment</i> for multiple renewal applications by a common payer through shopping cart. See #58, #60, #61.</b></p>
	Appendix B	52	<p>Requirement 71 – Has the State decided that Filebound will be the consolidated electronic document management system (consolidate on Filebound and remove web server and file directory)? If not, is there another EDM solution you are using. If consolidating to an EDM, is that State providing the data migration services or is that something you are looking for this solution vendor to provide?</p> <p><b>Answer: We need a better solution than Filebound. See <i>Solution Request</i> in #71. See also #227 and Appendix C. See also numerous references to creation of images and attachment of those images to the license records throughout the requirements.</b></p>
Appendix D: SAMPLE - Profession License Types	Document	1	<p>Can the State also provide a list of all non-license types?</p> <p><b>Answer: Non-license types are not listed in Appendix D because, by definition (see Appendix E), they are not configured license types. However, #42 requires the new system to accommodate non-licensees and they are mentioned in numerous requirements. See <i>Non-Licensees</i>.</b></p>
	Appendix B	46	<p>Requirement 37 - Does the State have an initiative to not only standardize the look and feel of the interface but to also standardize on any technology platforms?</p> <p><b>Answer: Yes.</b></p>