VENDOR #2 Questions and Responses

Section #	Paragraph #	Page #	Text of Passage being Questioned	Vendor Question
N/A	N/A	N/A		Please identify any vendor presentations the State has seen in the last 12 months. **Answer: None.**
I. Overview	5	1	A mandatory pre-bid meeting has been scheduled for February 17, 2016. This is a mandatory meeting. If a Vendor does not attend this meeting, they shall be disqualified and shall not be considered for further evaluation.	We are considering a Prime/Subcontractor bid submission. Is it acceptable if only the Prime Vendor attends the bidder conference on behalf of the Team? **Answer: Yes.**
I. Overview	1	1	The State of Delaware, Department of State, Division of Professional Regulation (DOS- DPR), seeks professional services to replace their current Licensing Application. This request for proposals ("RFP") is issued pursuant to 29 Del. C. §§ 6981 and 6982.	Did the State evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated (vendor-hosted and on-premise)? **Answer: No. We viewed demos by Accela (5/2014, 9/2014) and IronData (12/2013, 5/2014).** Did the State use any vendor(s) to help develop the RFP? If so, will the State please share the name of the vendor(s)? **Answer: No.**
B. RFP Submissions	10	6	It is the expectation of the State of Delaware that vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. 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. The State of Delaware shall bear no responsibility or increase obligation for a vendor's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.	Does the State have a budget allocated for this project? If so, will the State provide the dollar amount? **Answer: State will not disclose the budget.**

VENDOR #2 Questions and Responses

Section #	Paragraph #	Page #	Text of Passage being Questioned	Vendor Question
7. General Contract Terms	P. Vendor Activity	21	No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor.	1. Is work conducted by Canadian resources (in Canada) acceptable for specific tasks as long as DPR data remains exclusively in the US? 2. Is work conducted by Canadian resources, performing work in the US, acceptable? **Answer: We require all State data to stay onshore. All employees and contractors must follow the same security background checks, regardless of location. We would need more information on any service performed outside the U.S.**
7. General Contract Terms	v. Work Product	23	All materials and products developed under the executed contract by the vendor are the sole and exclusive property of the State. The vendor will seek written permission to use any product created under the contract.	Cloud Services Provider is proposing a cloud-based software as a service (SaaS) solution that would be configured to meet the State's specific requirements. Cloud Services Provider is not physically delivering software. This requirement does not make sense in a cloud computing model. Therefore, can this requirement be adjusted for pure SaaS solutions? **Answer: Yes. COTS or SaaS.**
IV. Professional Services RFP Administrative Information	B. RFP Submissions 2. Proposals	4	To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals.	Is there a specific response format/template that the State would like the Vendors to follow? **Answer: Yes. Follow RFP Submissions Section IV B.**

VENDOR #2 Questions and Responses

Section #	Paragraph #	Page #	Text of Passage being Questioned	Vendor Question
Attachment 6	4.c	33	Company OSD Classifications and Certification Number	Is this mandatory for a proposed subcontractor? If so, will they need to have an OSD Classification and Certification Number prior to submission? **Answer: An OSD classification / certification number is not required. However, if a business meets the criteria for certification, the State encourages the business to pursue such certification so that the State can capture 2nd tier (subcontractor) diversity supplier engagement for tracking purposes.**
Appendix B	Scope of Work and Technical Requirements	40	Scope of Work and Technical Requirements	Will the State please provide this Appendix in an Excel file? **Answer: No. Please feel free to convert.**
Appendix B	Item #24	43	New system must be cloud-based to be accessible from anywhere and by various authorized end- users and agency-users (e.g., in conference rooms, at hearings, in DPR, in the field (see mobile requirements), etc.).	Will the State need off-line inspection capability for remote areas, as part of this project or at a later date? If so, what GIS tool is the State currently using (include version)? **Answer: Possibly. DPR is not currently using any GIS tool.**
Appendix B	Item #28	44	Unless they can be implemented in PH1, the end-user services that the system must support in later phases must include, but are not limited to, the following: • license applications • license verification requests (to be sent to other jurisdictions) • Real Estate (RE) transfers • continuing education (CE) tracking • CE approval submissions • self-service reports Each service is covered in separate requirements later in this document. *Note:* When a service is not implemented until a later phase, the system's earlier phases must nonetheless have a solution for handling the workload in the most efficient manner possible. Please address how the new	In regard to the Real Estate (RE) Transfers – transaction, does that refer to the process where an agent transfers to another broker? Is this a 2-step process. If not, please provide a use case. **Answer: See #221, including link to form that transfer service replaces.**

VENDOR #2 Questions and Responses

Section #	Paragraph #	Page #	Text of Passage being Questioned	Vendor Question
			system would handle each listed workload before the end-user service is implemented.	
Appendix B	Item #31	45	New system must support an end-user demographic service which will permit end-users to update their contact information. This service will replace and enhance the current system's online demographic service. The system will permit changes to • any address defined for their profession/license type(s) *unless* blocked as explained below • public disclosure indicator on an address. • Email addresses and phone numbers The system must • enable DPR to block end-users in certain license types from changing certain addresses (e.g., some facility license types are not permitted to change location addresses, ACGME Training licensees are allowed to change residence addresses but not mailing addresses). • post the address or other contact info change in the appropriate address history • retain the prior information (e.g., old address, old email) for retrieval when needed • maintain workload statistics	Is the new system maintaining workload statistics for internal/staff users or end-users? If the latter, what type of workload information will need to be captured in the new system? **Answer: Please clarify question regarding agency-users. DPR needs to harvest data on demographic changes that *end-users submit online* (e.g., such as counts of address changes by profession/license type). However, DPR also needs data for address changes that agency-users process in the back office system (e.g., profession/license type, user ident).**
Appendix B	Item #33	45	New system must support an end-user duplicate license service with which end-users can order and pay for duplicate licenses. This service will replace and enhance the current system's online duplicate license service. • The payment must post to the accounting section. Similarly, the appropriate fee must be posted to the license and the payment automatically allocated to it. • The duplicate request must post to the license history. • The duplicate license must be sent to the appropriate batch for printing. • The order must post an alert on the dashboard of the agency-user/assignee for printing and mailing. • Workload statistics must be retrievable.	Is the new system maintaining workload statistics for internal/staff users or end-users? If the latter, what type of workload information will need to be captured in the new system? **Answer: Please clarify question regarding agency-users. DPR needs to harvest data on duplicate licenses that *end-users purchase online* (e.g., such as counts of duplicate licenses requested by profession/license type). However, DPR also needs data for duplicate licenses that agency-users process in the back office system (e.g., profession/license type, user ident).**

VENDOR #2 Questions and Responses

Section #	Paragraph #	Page #	Text of Passage being Questioned	Vendor Question
Appendix B	Item #105	60 and 61	Duplication of Item #	There are two Items numbered 105 in Appendix B. Should Vendors assume that the 2nd item is a typo and should be 106? **Answer: Yes.**
Appendix B	Items #112	61	In configuration of license types, new system must support transfer of facility licenses under specific circumstances (e.g., remodeling of a Pharmacy). A transfer is a subsequent application for a license of the same type as one that is still Active which, when the transferred license is issued, leaves the status Active and license number the same. Note: Transfer may apply to a license type in addition to reapplication or reinstatement.	Aside from the example given, could the State please elaborate on other circumstances that warrant a transfer of facility licenses? **Answer: See *Transfer_Facility_License.docx*.**
Appendix B	Item #121	64	New system must support e-Signature on certain license applications.	What is the State's expectation of an "e-Signature?" How many license applications require an e-Signature? Will the State please identify these applications? **Answer: In most instances, the "signature" of an applicant will be an affirmative response to an affidavit-like statement. However, we are not sure how we will handle various situations where, on current paper forms, a third party has to "sign off" on parts of an application.**
Appendix B	Item #198	80	New system must provide a mobile feature to support inspections. Mobile feature must include, but not be limited to • link to licensing database • inspection checklists, based on type of facility or event, that agency-user inspector can complete while onsite • deficiency notifications that agency-user inspector can issue on site • ability to link to internet and social media (e.g., research on advertising) • linkage to camera and recorder and ability to link to and store audio/video files	Is the field inspector issuing printed deficiency notification letters when on site or can this achieved by issuing electronic copies via email? If printed, what types of printers do field users have access to? **Answer: We currently have no mobile process. Nothing is issued onsite; inspectors return to the office to complete paperwork. However, please provide options for mobile process.**

VENDOR #2 Questions and Responses

Section #	**Paragraph #**	**Page #**	**Text of Passage being Questioned**	**Vendor Question**
Appendix B	Item #200	80	New system must support granting rights to Department of Justice prosecuting Deputies Attorney General (DAGs) as agency-users in order to enable • tracking of DAG activities related to cases (i.e., the DAG is part of the workflow) • DAGs to view documents and notifications created and stored by the system (e.g., Investigative Reports, subpoenas)	How many DAG users will need access to the new system? **Answer: 10**
Appendix B	Item #201	80	New system must support and facilitate tracking of hearing-related activities within the system's enforcement section including, but not limited to, • Department of Justice issuing 'formal complaint' as a result of an investigation *Note*: A 'formal complaint' is like an indictment; it is not the same as the 'complaint' that initiates an investigation. • DPR Service Team or OPS referring Rule-to-Show-Cause (RTSC) hearings to Administrative Hearing Unit (AHU) (e.g., failed audit, non-compliance with a statutory deadline) • Service Team scheduling hearing before a board vs. AHU schedules hearing before a hearing officer • Department of Justice, Service Team, or AHU issuing notifications • AHU preparing and submitting Hearing Officer Recommendations to a board AHU and Service Team implementing board decisions	How many users from the Department of Justice, Service Team, or AHU will need access to use the new system? **Answer: See *Master_Organization_Chart.pdf* for counts of Service Team and AHU users. Department of Justice will be 10 users.**
Appendix B	Item #253	93	New system must provide an Accounting Dashboard to present basic division-level statistics relevant to accounting support. These statistics must include, but are not limited to, • Count and total amount of payments received in current month o point-of-sale credit card (in office) o credit cards submitted via end-user service o checks/money orders/cash • Total payments allocated in current month and FYTD expressed both as an amount and as a percentage of payments received	What type of card reader is the State using when accepting payments in office/over the counter? **Answer: We currently have a computer-based virtual terminal that uses software provided by Govolution to process transactions over the internet and a USB-connected swipe reader. However, our Treasury has advised that we will be updating to the Ingenico iPP320 in order to support EMV.**

VENDOR #2 Questions and Responses

Section #	Paragraph #	Page #	Text of Passage being Questioned	Vendor Question
			• Total payments not allocated (including payments partially unallocated) in current month and FYTD expressed both as an amount and as a percentage of payments received	
Appendix E	Bullet #6	139	User – Anyone using the new system	How many End-Users will be accessing the portal per month? What is the total number of Agency-Users that will be accessing the new system? **Answer: The numbers depend in part on the implementation phase as well as other factors.** • **End-Users: Each month, about 889 <u>new</u> person records are inserted in the MyLicense database that supports DPR's *current* online services. However, all of these are created in the L2K database and exported to the MyLicense database. Only about 42% of these persons will become "end-users" of DPR's *current online* services sometime within the two years after their records are created. This is because the inserted records include non-license persons and applicants who will never need to use DPR's *current* services. However, as the array of online services offered grows with each implementation phase of the new system, the percentage of new persons who will be end-users accessing the new system through the portal will grow commensurately.** • **Agency-Users: 65 DPR users and 10 DOJ users. Number of agency-users may change.** • **Transactions: To estimate end-user and agency-user transactions against the new system, we considered not only**

VENDOR #2 Questions and Responses

Section #	Paragraph #	Page #	Text of Passage being Questioned	Vendor Question
				transactions against our *current* online services, which will continue to be online services (e.g., renewal applications), but also: o **transactions that agency-users currently process in the back office L2K system but which will transition to end-users through the portal in later phases of the implementation.** o **transactions that agency-users currently process manually (no system support) but which will transition either to services that end-users will access via the portal or agency-users will process in the new backoffice system.** **For more information, see *Users_Transactions.***