

VENDOR #3 Questions and Responses

Section	Paragraph	Page	RFP Text	Question
n/a	n/a	n/a	n/a	1) Is the project funded? Have funds been approved by the legislature? Answer: Yes.
n/a	n/a	n/a	n/a	2) What is the implementation budget for this project? Answer: TBD by bid response.
n/a	n/a	n/a	n/a	3) What were annual application software maintenance and support costs for 2014 and 2015? Answer: We need your costs for 2016.
IV.B	2	4		4) Just for clarity, our read of Section B.2 is that the pricing section is to be sealed separately from the rest of the proposal and should also consist of 1 paper copy and 4 separate USB sticks. Is this correct? Answer: No. You may submit separate copies within your sealed proposal and don't need to use separate USB sticks.
III		2	The following information shall be provided in each proposal in the order listed below.	The instructions here in the RFP are very direct about responding in the "order listed". But it is not clear: <ul style="list-style-type: none"> a) How the evaluation criteria given on page 12 will be applied to the responses requested on page 2, b) Where we should include staff resumes, c) If we can respond to B. General Evaluation Requirements in our own way to describe our capabilities and experience, and d) Where we should include the description of our proposed delivery approach, implementation phases, timeline, tasks, deliverables, responsibilities and project plan. e) If we have some freedom to organize the response in a manner that best describes our delivery processes and benefits. Any clarification would be appreciated. Answer: a) Evaluation criteria maps to

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				<p>the scoring criteria on page 12.</p> <p>b) Add section in response.</p> <p>c) Yes.</p> <p>d) Complete Section B and exception form. Any items not covered there, please add section to response.</p> <p>e) See d above.</p>
Appx A		38	<p>The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.</p>	<p>Further to the previous question, should we rather organize the proposal response “in kind” with the evaluation criteria on page 12 or will the evaluators assign scores to these categories on a more subjective basis? Any clarification would be appreciated.</p> <p>Answer: Yes. Use evaluation criteria.</p>
IV.D	7.k	19	<p>The State of Delaware may require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).</p>	<p>Based on Appendix F, can you confirm that the contract holdback will be 10%?</p> <p>Answer: Milestones will be negotiated based on scope.</p>
		37	<p>Attachment 10</p>	<p>How will the inclusion of diversity supplier content be considered in the evaluation process or is this for informational and reporting purposes only?</p> <p>Answer: This is for reporting purposes only. The State of Delaware does not have any points-based preferences. The information is collected to track engagement with diversity suppliers.</p>
		36	<p>Attachment 9</p>	<p>How will the inclusion Delawareans be considered in the evaluation process or is this for informational and reporting purposes only?</p> <p>Answer: This is for reporting purposes only. The State of Delaware does not have any points-based preferences. The information is collected to track</p>

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				<p>the impact of professional services contracts on Delaware businesses and residents.</p>
Appx B		44	Items 27 & 28	<p>These items allude to a desired implementation phasing plan. Our recommended phased approach may differ slightly from what is implied here based on best practices, product capabilities, benefits, etc. Can vendors propose an implementation plan with rationale that would be in the best interest and value to the State?</p> <p>Answer: A column containing a Phase designation for each requirement (e.g., PH1, PH2, etc.) appears in the Business Requirements Document (BRD) along with the explanation of the phases. (See <i>Business_Requirements_Document</i> in Addenda.) Our implementation concept is simply this: We do not believe that it is feasible to continue to run our current system (with all the management and resources that it requires) and, at the same time, to run the new system for some functions or licenses. Therefore, in the BRD, we stated that Phase 1 (PH1) of implementation of the new system MUST have all functionality we have in our current system plus a few critical additions (e.g., dynamic Nursing renewal applications (#150)). Phase 2 (PH2) is second-tier but still “need to have” functionality, such as online initial applications; we don’t have this functionality now so we can wait until Phase 2 for it. All the “nice-to-haves” were assigned to Phase 3 (PH3). DPR is open to discussion on implementation strategy, but we cannot lose any functionality that we have now.</p>

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Addendum 1		Appendix F	<p>Deliverables in the Microsoft Project plan must match those included in the project cost schedule above.</p> <p>The modules listed above are those described in the RFP. If a vendor’s proposed solution provides the same functionality as described in the RFP, but organizes this functionality in a different combination of modules, the vendor should show its own organization of modules in the above schedule and in Schedules F3 and F4.</p>	<p>The Table F1 cost form implies a phasing plan and set of deliverables and milestones that are not defined elsewhere in the RFP and not consistent with the phases mentioned above in Items 27 & 28 of Appendix B. Are these rows samples that we can line up to the deliverables and milestones in our recommended phased implementation approach and project plan? This appears to be the intention of instructions following the Appendix F1 Cost Table shown at left. What did you mean by “modules”? Is this referring to Phases, tasks, or deliverables? Note: These instructions were only in the Word version and not in Addendum 1.</p> <p>Answer: Table F1 is not intended to represent the modules or phases of this implementation. See answer to question on Appendix B, #27-#28, above.</p>
Addendum 1		Appendix F	Table F4	<p>Where should we put software license costs or does the State only want to have these included in an ASP cost model on table F4?</p> <p>Please define what you are including as ASP cost.</p> <p>Answer: Yes. Include software license costs and any other implementation costs.</p>
Addendum 1		Appendix F	Table F4: Support, ASP and maintenance costs are capped at a 2% inflation rate per year.	<p>If our annual escalation factor turns out to be more than 2%, would our proposal be disqualified or would it be accepted if we included this as a contract exception in Attachment 3?</p> <p>Answer: No, not disqualified</p>
Addendum 1		Appendix F	Table F1	<p>What is meant by State Share? Should we leave this column blank?</p> <p>Answer: Leave it blank; it’s for Federally funded projects.</p>

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Appx B		52	Item 71	<p>Regarding Filebound:</p> <ul style="list-style-type: none"> a) Since Filebound contains 1.5M images, is it still viable, supported and useable by the State? b) Does the State prefer to keep Filebound (less costly) or replace it? c) If the later, is there a state standard or preferred doc mgmnt system? d) Are there images in the L2K and eGov databases or elsewhere not contained in Filebound? e) If so, and if they need to be converted by the vendor, please provide details on number of documents, location, indexing, technology used (database or system), etc. f) Does Filebound support web services for importing documents and interfacing with 3rd parties? <p>Answer:</p> <ul style="list-style-type: none"> a) and b) We need a better solution than Filebound. This is why we are asking for vendor expertise in regard to storing images in conjunction with the licensing system. In addition to <i>Solution Request</i> in #71, see #227, numerous references to creation of images and attachment of those images to the license records throughout the requirements in Appendix B, and processes in Appendix C. c) Filebound is apparently the state standard – we bought it but other agencies wanted to leverage it. d) Yes. Answer is in <i>Solution Request</i> in #71. e) Unknown - depends on the solution vendor proposes. f) Unknown.
Appx B		52	Item 69	<p>How are events tracked currently by DPR?</p> <p>Answer: Manually.</p>

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Appx B		55	Item 82	<p>This item refers to 225 license types in 39 professions. The Professions Tab on http://dpr.delaware.gov/ lists 60 different program areas in Health Care, Commerce, Construction and Events. This appears to be much more than the 39 professions named in this requirement.</p> <p>Answer: The Profession tab on our website is designed from the “end-user” point of view to help the end-user find information on the site. How end-users refer to their professions does not correlate to how professions and license types are configured in our database nor to how Delaware law established boards and commissions.</p> <p>An accurate complete list of Professions/Boards and license types is critical to our ability to scope the work effort. Please provide:</p> <ul style="list-style-type: none"> a) A complete list of Professions/Boards and all license types within each that are included in scope. b) Confirm that all of the above “in scope” professions and License Types and <u>are</u> contained within the L2K database schema. c) If any data sources requiring conversion exist outside the L2K database, the name, purpose, content and scope of the data source. <p>Answer: a) See <i>Professions_License_Types_Boards.xlsx</i>. b) Yes. c) None.</p>
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Appx B		68	Item 141	<p>Please explain the difference between the 225 license types mentioned in Item 82 above and the 180 license types mentioned here.</p> <p>Answer: This item refers to <i>renewable</i> license types. Not all are renewable. <i>Professions_License_Types_Boards.xlsx</i> shows which types are renewable.</p>
Appx B		62	Item 117, and <i>Note: See Solution Request</i> in HLR04.	<p>The requirement mentions over 250 license types.</p> <p>a) Please reconcile the exact license types in scope as requested above. b) What is Solution request HLR04?</p> <p>Answer: a) See <i>Professions_License_Types_Boards.xlsx</i>. Note that the number of license types continues to change; some become obsolete while others are added. b) The <i>Solution Request</i> referenced in #62 is located in #17.</p>
Appx B		62	Item 117	<p>We are assuming from this item that currently, only renewals are supported online in L2K and initial applications processed online would be net new capability for DPR. Is this correct?</p> <p>Answer: Yes. Currently, renewal applications are the only <i>applications</i> (DPR's meaning of the word, not its IT meaning) that are supported online. However, we have other online services – license lookup, duplicate license orders, and demographic services – which are covered in other requirements.</p>
Appx B		64	Item 123 ... several types of Cosmetology/Barbering license applications by examination from the Professional Credentialing Service (PCS).	<p>Please provide a list of which license types have applications processed through the PCS interface.</p> <p>Answer: See <i>Applications_from_PCS.docx</i>.</p>
Appx B		72	Item 162 New system must include an end-user renewal application for ACGME Training licenses.	<p>What is ACGME?</p> <p>Answer: ACGME Training is a license type in the Medical profession. It refers to a physician in training, such as an intern or resident. See Physician Training Licensure (ACGME) on DPR's website.</p>

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Appx B		74	Item 170 enables licensees to log CE they have completed using an end-user CE tracking service (see requirement later in this document)	<p>a) What is the end user CE tracking Service?</p> <p>b) Which later requirement are you referring to?</p> <p>c) What are the CE approvals?</p> <p>d) Are you expecting the system to match what the licensee self-reports with what the CE provider submits?</p> <p>Answer: a) The CE (Continuing Education) tracking service is described in #170. See also #28, #80, #83, #85, #86. b) #171, #172 c) Providers or courses approved for CE credit in that profession (#28, #167, #168, #169). d) No. Requiring CE providers to report licensees taking their courses is not in these requirements.</p>
Appx B		80	Item 200 New system must support granting rights to Department of Justice prosecuting Deputies Attorney General (DAGs) as agency-users...	<p>a) How many DPR users need access to the new licensure system?</p> <p>b) Can you provide a breakdown of this number by role?</p> <p>c) How many more users will be needed for these DAGs?</p> <p>Answer: a) 65 DPR users. Number may fluctuate. b) See <i>Master_Organization_Chart.pdf</i>. c) 10.</p>
Appx B		85	Item 220	<p>a) Are online rosters provided through your current system or is this a net new capability?</p> <p>b) Is the fee the same for each license type or dependent in some way to selection criteria or size of the extract?</p> <p>c) Are rosters to be supported for all license types or only selected ones?</p> <p>Answer: a) This is new capability. Currently, DPR Operations staff creates them with Access or SQL scripts and sends them to requesters by email. b) The fee is the same for each profession. All license types in the profession are provided for the</p>

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				single fee, regardless of number of types or volume of licenses. c) Rosters are to be available for all license types.
Appx B		97	Item 285	Please provide a specific list of imports currently implemented that must be supported. Answer: See <i>Imports_Exports_Extracts.docx</i>