

RESPONSE TO QUESTIONS

Question 1

Section: III

Paragraph: B-7

Page: 4

Text of Passage being questioned:

“Reference from at least 3 prior clients/employers”

Question:

Could you please clarify what is meant by ‘employers’ under the requirement ‘References from at least 3 prior clients/employers,’ particularly in cases vendor is proposing a proprietary product and not individual personnel?

Department Response:

The Department is seeking references from organizations that have used the vendor’s product.

Question 2

Section: D

Paragraph: 3a

Page: 15

Text of Passage being questioned:

“The term of the contract between the successful bidder and the Department shall be for three (3) years unless terminated according to its terms, with two (2) optional extensions for a period of one (1) additional year for each extension, by written agreement.”

Question:

(1) For the three (3) year base term with two (2) optional one-year extensions, should pricing be proposed as an annual cost or as a total contract value for the full potential five (5) year term?

(2) Additionally, has the Department budgeted funds on an annual basis or for the total anticipated contract duration? Do you have projected or estimated budget amount for the project?

Department Response:

(1) Pricing should be proposed as an annual cost, with the understanding that the State may exercise up to two (2) optional one year extensions. Vendors should provide the annual pricing for the base three (3) year term, and the same annual pricing structure will apply to each optional extension year, if exercised.

The State does not require vendors to submit a total five year contract value. Instead, please provide annual pricing that can be applied consistently across the base term and any optional extension years.

(2) The Department budgets for this project on an annual basis, consistent with the structure of the three-year base term and the two optional one-year extensions. The Department does not provide a projected or estimated budget amount for this procurement. Vendors are expected to propose pricing that reflects the full scope of work, technical requirements, and level of effort necessary to meet the Department's needs.

Question 3

Section: T

Paragraph:

Page: 25

Text of Passage being questioned:

"All materials and products developed under the executed contract by Vendor are the sole and exclusive property of the State of Delaware. Vendor shall seek written permission to use any product created under the contract."

Question:

Please confirm that the Work Product clause does not apply to the Vendor's proprietary solutions or intellectual property proposed under this contract.

Department Response:

To the extent any exist, the Vendor shall retain all rights, title and interest (including, without limitation, all copyrights, patents, service marks, trademarks, trade secret and other intellectual property rights) in and to all technical or internal designs which have been previously developed by the Vendor or developed during the course of the provision of the Services, provided that such generic documents or templates do not contain any DOI confidential information or proprietary data.

Question 4

Section: Attachment 5

Paragraph:

Page: 35

Text of Passage being questioned:

“Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).”

Question:

- (1) Could you please elaborate on this requirement? If we provide a State department as a reference, are you indicating that we should not include the individual State employee’s name and contact details
- (2) If so, please clarify what information should be provided instead.

Department Response:

- (1) Correct, State employees should not be listed.
- (2) The Department expects a factual list of contracts (e.g., contract number and contact title) to be provided.

Question 5

Section: Attachment 9

Paragraph:

Page: 39

Text of Passage being questioned:

“EMPLOYING DELAWAREANS REPORT”

Question:

With respect to the ‘Employing Delawareans Report’ requirement, if we are proposing a COTS proprietary solution, are we still required to complete and submit the Employing Delawareans Report?

Department Response:

Yes. The Employing Delawareans Report requirement applies regardless of

whether the vendor is proposing a Commercial Off-The-Shelf (COTS) proprietary solution or a custom-built solution.

Question 6

Section: Appendix B

Paragraph: B

Page: 42

Text of Passage being questioned:

“The system will enable the Bureau to manage fraud cases from initial detection to case closure, while maintaining security and compliance with regulatory standards.”

Question:

It is not clear from the Scope of Work, whether the request is for:

- 1) a Reporting System (Anonymous or Confidential) for State employees, law enforcement, agencies, insurers and the public to report concerns and complaints of alleged insurance fraud.
 - 2) A Case Management system (with the secure 5GB database) for DOI investigators to investigate these complaints from report- to -investigation- to case closure. The RFP alludes to it with the sentence “*The system will enable the Bureau to manage fraud cases from initial detection to case closure, while maintaining security and compliance with regulatory standards.*” But then under Scope does not list those requirements. It refers only to a document and database management system.
- (1) What file format are the historical documents?
 - (2) Are they Closed Cases or are there open cases that must remain active during migration?
 - (3) How many are there?
 - (4) What is the annual volume of reports?
 - (5) Who is the reporting base? Delaware state employees? Carriers and brokers? Law Enforcement? Public? All of the above?
 - (6) Who is the incumbent vendor of the current system? Or is it internal?

Department Response:

The vendor referenced an incorrect *paragraph number* and *title* for the text of the passage in question. Based on the text they provided, the correct reference is Appendix B, **Paragraph Number A.**, page number 42, **Overview**.

The Department's intent is to procure a comprehensive system that includes both:

- 1) A Reporting/Intake Component – Allowing authorized Fraud Bureau users to input allegations and/or complaints of suspected insurance fraud; and
 - 2) A Case Management Component – Allowing Fraud Bureau Investigators and Supervisors to manage reports from initial intake through investigation and closure, supported by a secure, integrated database with integrated document management analysis features.
- (1) The file format of historical documents is PDF.
 - (2) There are closed and open cases that must remain active during migration.
 - (3) Approximately 14,580 cases for migration.
 - (4) The annual volume of reports in CY 2025 was 846.
 - (5) The reporting base is mostly carriers; however, the DOI Fraud Bureau does accept suspected insurance fraud complaints and/or referrals from any source, including law enforcement and the public.
 - (6) The incumbent vendor is Quinte Financial Technologies.

Question 7

Section: N/A

Paragraph: N/A

Page: N/A

Text of Passage being questioned: N/A

Question:

- 1) Can the Department please provide technical specifications of the Departments current system to help us plan the migration?

2) Can the Department please detail any software preferences for secure software reporting system for highly confidential data? (i.e. Opensource, part of an existing echo system, require integration to, etc.)

3) Are there multiple locations that will require training?

Department Response:

1) Confidential.

2) Software preferences include those that provide a high level of data and information security. Open source is generally not used or preferred.

3) Single location.