

11/20/2025

TO: ALL OFFERORS

FROM: Kimberly Snowden
Contract Administrator

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL (RFP) - CONTRACT NO. 25456 –
SERVCOORD
CASE MANAGEMENT AND SERVICE COORDINATION PLATFORM

ADDENDUM # 0034

Additional Responses to Questions previously omitted about LAB 25456 – CASE MANAGEMENT
AND SERVICE COORDINATION PLATFORM

All other terms and conditions remain the same.

If you have any questions, please contact me at kimberly.snowden@delaware.gov.

- **General: What are your current solutions for documenting and tracking IPEs, monitoring participant progress, managing services, capturing outcomes, and streamlining documentation workflows? What is working well? What are your pain points? What is missing?**

The RFP does not describe DVR's current solutions for documenting and tracking IPEs, monitoring participant progress, managing services, capturing outcomes, or streamlining documentation workflows. Instead, the RFP only outlines the capabilities the new system must provide. It explicitly states that the platform must support documentation of IPEs and case information, enable service coordination and progress tracking, capture outcomes needed for WIOA reporting, and streamline workflows through automation and improved communication. The RFP also requires integrated scheduling, survey functionality, virtual meeting capabilities, secure messaging, dashboards, audit logs, analytics, and reporting tools, as well as the ability to integrate with existing DVR systems through secure APIs. Beyond these required system features, the RFP does not provide any information regarding what is currently working well, current pain points, or what is missing within DVR's existing processes. The document solely defines what the new system must be able to do.

- **General: Can the virtual meeting capabilities be a separate product?**

The RFP specifies that the platform must include "integrated virtual meeting functionality" or "embedded or seamlessly integrated virtual meeting functionality" as part of the single, comprehensive client communication, documentation, and scheduling platform that vendors are required to propose. The Statement of Needs explicitly lists virtual meeting capability as a required system feature within the unified platform solution, rather than an optional or standalone module.

- **General: Would you prefer the non-spreadsheet submissions in Word or PDF format?**

The RFP does not specify a preference between Word or PDF format for non-spreadsheet submissions. It only provides explicit direction for spreadsheet components (which must be submitted in Excel format) and states that all other proposal materials must follow the organizational and submission requirements outlined in the document.

- **General: Please clarify the FedRAMP requirement, is using a FedRAMP compliant cloud provider sufficient, or will the solution require FedRAMP certification? Would HITRUST certification be considered as satisfying the requirement?**

The RFP does not require the proposed solution to be FedRAMP certified; rather, it states that the system must align with an industry-recognized security framework, with FedRAMP listed only as one example among others such as NIST and CSA STAR. Because the RFP does not mandate certification, using a FedRAMP-authorized cloud provider is not explicitly identified as sufficient,

though it would support alignment. HITRUST certification is not mentioned in the RFP, so while a vendor may present it as part of their security posture, it is not explicitly recognized as meeting the requirement.

- **General: Please provide more details on the functionality needed for contract management.**

Based on the RFP, the functionality needed for contract management is described within the “Financial and Contract Tracking” requirement. The RFP specifies that the platform must include features that support fiscal accountability, contract management, service authorization, and reporting on expenditures. This means the system needs to help DVR track contract-related financial activity, ensure services are authorized appropriately within contractual parameters, and generate expenditure reports that align with state and federal requirements. No additional or more detailed contract-management functions are described in the RFP.

- **General: How many new cases do you typically open monthly?**

The RFP does not include information on the number of new cases opened monthly. Any details regarding DVR’s case volume or intake levels would be discussed directly with the awarded vendor during implementation planning and requirements refinement.

- **General: In the pre-bid conference call you mentioned having a preferred file naming structure when submitting bids. Can you please provide it?**

The RFP and does not provide a preferred file-naming structure for bid submissions. The submission section specifies only that proposals must be emailed to the designated address and include all required components, but it does not identify or mandate any naming convention for files or attachments. The only mention of naming is when submitting bids that the following information is used: Subject Line: 'RFP LAB25456 – Case Management and Service Coordination Platform

- **Attachment 12: Terms and Conditions Governing Cloud Services and Data Usage Agreement (downloaded from the DTI site): Instructions on whether Attachment 12 is needed differ between p. 9 of the RFP and Attachment 11. Please clarify whether it is needed.**

The RFP lists the Terms and Conditions Governing Cloud Services and Data Usage Agreement (Attachment 12) as a required component of the proposal submission; however, the final execution of this document will occur during contract negotiations. Vendors must include the completed form in their proposal package for evaluation purposes, with the understanding that the agreement will be formally signed and finalized as part of the contracting process. The RFP lists the Terms and Conditions Governing Cloud Services and Data Usage Agreement (Attachment 12) as a required component of the proposal submission; however, the final execution of this document will occur during

contract negotiations. Vendors must include the completed form in their proposal package for evaluation purposes, with the understanding that the agreement will be formally signed and finalized as part of the contracting process. The final form will be executed during contract negotiations with the awarded vendor.

- **Attachment 12: If it is needed, please clarify conflicting instructions, see sections in bold:**

Agreement Acknowledgment

- ***Vendors must review the Terms and Conditions Governing Cloud Services and Data Usage Policy and the associated Agreement Form.***
- ***The completed and signed Agreement Form must be submitted as part of the proposal.***
- ***Vendors must indicate in their proposal whether the solution will handle public data, non-public data, or both. The public data and non-public data columns are already checked off.***

Response to Requirements

- ***For each applicable clause in the Agreement, provide a Vendor Response indicating compliance (“Yes”), non-compliance (“No”), or compliance with exceptions (“With Exceptions”). The Terms and Conditions Governing Cloud Services and Data Usage Policy Agreement Form doesn't seem to have a place to indicate these responses, only a signature box to agree to the contents of the entire form.***
- ***If “With Exceptions,” clearly state the exception, rationale, and proposed alternative measures.***

See the previous response.

- **Attachments: Should attachments, including Attachment 4, be incorporated into the response document or should they be individual files?**

The RFP specifies that required attachments must be included in the proposal submission package, but it does not instruct vendors to embed these materials within the main response document. Each attachment is listed individually with instructions to complete and submit it as part of the package, and the checklist presents them as separate components. Based on this structure, attachments

including Attachment 4 should be submitted as individual files rather than incorporated into the narrative proposal.

- **Attachment 4, Company Profile & Capabilities Form, Q5: Do you want us to list all products and services we offer in general, or only those that relate to this RFP?**

Attachment 4 should be completed with information relevant to this procurement. For Question 5, vendors should list the products and services that relate specifically to the scope and requirements of this RFP rather than all offerings provided by the company.

- **Attachment 13: Is this the same as Appendix A - Technical Requirements spreadsheet?**

Attachment 13 is the DTI Mandated Requirements, while Appendix A is the Statement of Work and Technical Specifications (with its own separate Excel technical requirements spreadsheet). These are two distinct documents with different purposes, so Attachment 13 is not the same as Appendix A.

- **Technical Requirements spreadsheet: Can we include images as part of our responses?**

The RFP does not provide specific instructions regarding the use of images within the Technical Requirements spreadsheet. Vendors should complete the spreadsheet as provided, ensuring responses are clear and easily reviewable. If images are included, they should not interfere with the readability or structure of the required responses.

- **Technical Requirements spreadsheet, Technology Policies & Standards tab: Are vendors expected to agree to all of these as part of the RFP response or simply confirm that we are aware that these may be applicable?**

The RFP requires vendors to fully comply with the State of Delaware's Technology Policies and Standards, as reflected in Attachment 13. The Technology Policies & Standards tab in the Technical Requirements spreadsheet is therefore intended for vendors to indicate their level of compliance with each requirement not simply to acknowledge awareness. Vendors should respond using the provided options (e.g., Yes/No, configuration needed, future release) to reflect how their solution meets each standard.

- **Attachment 14: Do we need to sign the Statewide Information System (SWIS) Agreement as part of the RFP? It was not attached nor on the DTI site.**

Attachment 14 is required as part of the proposal to acknowledge the SWIS Agreement requirement; however, the SWIS Agreement itself will be executed upon award. The full agreement is not included in the RFP or on the DTI site, but vendors must include Attachment 14 in their submission to affirm their understanding and willingness to sign the SWIS Agreement during contract execution.

- **Pricing: For a SaaS bundled solution that includes hosting and support as part of the subscription price, may we provide a single price, or must we break it down by component costs? If so, may we modify the pricing line items to be more in line with our common pricing model?**

The RFP's pricing section requires vendors to submit a pricing structure that is clear, accountable, auditable, and covers the full spectrum of required services. It does not specify that costs must be broken down by individual components, nor does it prohibit a bundled price. Vendors may therefore submit a single SaaS subscription price as long as it satisfies these requirements. However, pricing must be provided using the components listed in Appendix B: Pricing Sheet(s), which must be submitted in the required Excel format. Vendors may not modify or replace the pricing form but must complete it as provided.

- **Pricing, Implementation: We provide deliverables-based pricing. Can we add lines to provide pricing per deliverable? Alternatively, we can add a tab showing the calculations based on the information provided in the RFP and show the total in the pricing tab. Please provide your preference.**

The RFP's pricing section requires vendors to use Appendix B: Pricing Sheet(s) exactly as provided and to ensure that the pricing structure is clear, accountable, auditable, and covers the full spectrum of required services. Because the RFP designates Appendix B as the required format for pricing submissions, vendors may not modify the pricing line items or alter the structure of the provided form. Deliverables-based pricing may be included only if it fits within the existing format, or if vendors add a supplemental tab showing their internal calculations, while still listing the required totals in the official pricing tab. This approach aligns with the RFP's requirement that Appendix B be completed in the prescribed Excel format .

- **Pricing, Training: Does a quantity of 10 mean 10 training sessions or 10 people in a single session? If 10 sessions, how many people per session?**

The RFP does not define or clarify what the quantity "10" represents for training, nor does it specify whether this refers to 10 training sessions or 10 participants in a single session. No additional guidance is provided on expected class size or the number of attendees per session. Because the RFP does not include this information, this level of detail would be discussed with the awarded vendor during implementation planning.

