

PROCUREMENT

DATE: November 6, 2006

PSC#0713

**PROVIDE PROGRAMMING ENHANCEMENTS TO THE DELAWARE
AUTOMATED CHILD SUPPORT ENFORCEMENT SYSTEM (DACSES)**

FOR

DIVISION OF CHILD SUPPORT ENFORCEMENT

**Date Due: November 27, 2006
11:00 A.M (EST)**

ADDENDUM #1: Questions and Answers

1. Regarding scope of work found on page 7 under Article 20 in the “Scope of Work” paragraph, the following information is provided:
 - 300 enhancements per year.
 - 25% are minor = 40 hours (75 of the 300 changes).
 - 75% are substantial = (approximately 160 hours) (225 of the changes).

Our “quick estimate” yields approximately 39,000 hours of effort to execute and complete the workload described within this section. However, item 50.30 under Article 50 states the number of programming hours required under this contract is estimated to be between 4000 and 5000 hours on an annual basis. Please help us understand the actual “hours of effort” we should be prepared to provide under this contract.

[Response: 4,000-5,000 hours is the correct figure.](#)

2. Will all the DACSES enhancement activities/requirements come to the contractor? Or, will DACSES and IRM staff also be completing enhancements as well?

[Response: No, some development efforts will be sent to State resources.](#)

3. Does the Department expect or anticipate a Transition period during the initial stages of the contract in order to provide knowledge and process transfer to the contractors?

Response: No.

4. The last item under Article 20 under “Contractor Responsibilities” within the RFP states that the Contractor must provide all personal computers and software for its staff. Please provide the current desktop standards, so we can comply with the standards of the organization.

Response: The office environment is based on Windows XP professional and MS Office 2000/2003 professional, running on a Microsoft Windows 2000/2003 network environment, along with MS Exchange 2003. Hardware (desktops or laptops) must be able to handle these applications. MS Project will be used for all major projects.

5. Does the vendor need to provide software licenses for access to the DACSES environment, or will these be provided by the customer?

Response: Attachmate 7.1 is currently used to connect to the mainframe environment. Licenses will be NOT provided to the contractor. (A current version should work for this purpose.)

6. The RFP states on page eight that DCSE and IRM will provide dedicated workspace with a telephone at its office on 84A Christian Road, New Castle, DE. Is this space to house the entire team or just the supplier's project manager?

Response: It is designed to house the entire project team.

7. On page eight, the RFP states that the contractor shall provide all personal computers and software to contractor staff. If the team is to be housed at DCSE, will the contractor be allowed to connect its computers to the DCSE network?

Response: Yes, and State of DE Acceptable Use Policies must be signed along with all security forms to provide access to our data and code, for each person.

8. Can contractor use DCSE licenses to CICS, ADS, etc., or must contractor provide its own licenses?

Response: The contractor must provide their own licenses.

9. Will DCSE please provide a list of all required software that contractor staff must have?

Response: Currently -
a. MS OFFICE 2003;
b. Attachmate (current version);
c. MS Project 2003 for lead staff.

10. Will DCSE please provide a copy of current DTI standards that contractor is expected to comply with?

Response: DCSE can provide upon request the DTI standards via a CD ROM after receiving a signed a non-disclosure statement from the contractor.

11. Is the supplier expected to provide workspace for the project team offsite?

Response: No, offsite accommodations are at the discretion of the contractor.

12. Will DCSE entertain offshore or split-team offshore staffing proposals?

Response: No.

13. On page 14, the RFP states that all proposals may become public record and that the State shall have the right to use all ideas, or adaptations of these ideas, contained in any proposal submitted. How will the State provide protection for any proprietary ideas or intellectual property suggested by the contractor in its proposal? Can the contractor highlight any information in its proposal as confidential, and not eligible for sharing within the State or to other contractors?

Response: As part of their proposal, bidder should identify any information considered proprietary contained in it, in accordance with the Delaware Freedom of Information Act (FOIA) attached below. Even though a bidder marks certain information as proprietary in their proposal, this status is subject to a decision whether it actually is proprietary that would be made by a Deputy Attorney General at the DE Department of Justice.

<http://www.delcode.state.de.us/title29/c100/index.htm#TopOfPage>

14. What is the role of the four full-time state employees assigned to support of DACSES? We assume that these people will be the primary contact points for the delivery team? Please clarify.

Response: The 4 DCSE staff (analysts) are the primary contact points for development efforts. The 4 staff supporting DACSES QA and Implement new code, as well as, support the production environment. In general, the four IRM staff will share maintenance responsibilities with contractor staff although they will typically be assigned separate tasks. IRM staff will implement DACSES modifications performed by the contractor. The state project directors will be the primary contact for the contractor team.

15. Item 60.50 within the RFP references the guidelines for the Federal Administration for Children and Families (ACF), Office of Child Support Enforcement (OCSE). Please provide more detail or direction as to where information can be found on these guidelines.

Response: Federal website http://www.acf.dhhs.gov/acf_services.html#cse

16. Regarding “Model Contract” Appendix B Description of Services, under B – Duties of the Contractor:

- a. Item # 4, “On Call Support” - Please provide additional expectations and information on the Support Structure and Support Requirements (Call Escalation, Prioritizations, Problem Handling process and procedures)

Response: For code that is implemented as a result of a contractor maintenance request(s), the contractor will be responsible for providing business and after work hour support in the event of a problem with implementation or code execution.

When on call support is required, IRM staff will initially respond to the call and will contact the responsible contractor if needed. The contractor will work with IRM to identify the best solution and implement it with DCSE approval.

- b. Item #7 “Contractor’s Facilities” - Does the DEPARTMENT expect work to be done on the contractor’s site? Or, is all the work to be done at the DHSS site?

Response: Work is typically performed at the State site. Offsite work will be permitted under this contract, however specific project tasks maybe mandated to be performed onsite at the discretion of DHSS.

- c. Item #12 – Please provide an estimate of the number of camera-ready copies that will be needed/required on an annual basis.

Response: The 3rd sentence that refers to “camera-ready copies in RFP Model Contract Appendix B, Article B, Section 12 is not applicable to this RFP.

17. The “NOTE” at the very end of section 50.10 indicated that the “CONTRACTOR Non-Collusion Statement” can be found within Appendix C. However, Our Appendix C within the RFP is Minority Business Certification Tracking Form, and not the “CONTRACTOR Non-Collusion Statement” Please provide some clarification as to which forms need to be completed to satisfy the requirements outlined in Section 50.10

Response: A Contractor Non-Collusion Statement no longer needs to be submitted. It has been replaced by RFP Appendix B, “CONTRACTOR Tracking Sheet”. The Minority Business Certification Tracking Form (RFP Appendix C) should also be completed.

18. Is there a Contractor (incumbent) currently providing these services to the Department?

Response: Yes. Northrop Grumman is the incumbent contractor

19. Within section 60.30 (actually 60.20) “Mandatory Requirements”, Item # 11 references information described in Article 20.10. We don’t have a section 20.10. Please provide the information for section 20.10.

Response: There is not a Professional Licensing and Certification requirement for this project as indicated on Item #11 in RFP Section 60.20.

20. The number of copies and other requirements in this section conflict with the proposal submission requirements in section 40.60. Please clarify: How many signed originals of each volume are required?

Response: 2 originals (RFP Section 60.20).

21. How many printed copies of each volume are required?

Response: 2 originals + 5 copies per Section 60.20.

22. Must the Executive Summary be submitted separately and if so, how many copies are required?

Response: Section 60.20 states 2 signed originals + 5 copies, which should be submitted as part of each bidder’s Technical Proposal (Volume II).

23. How many copies of our audited financial statements are required? Are these submitted separately or as part of the corporate information in Volume II?

Response: 4 copies submitted along with Business/Cost Proposal (Volume III).

24. Is the State willing to consider delivery options for this project such as a delivery model based on a combination of services provided onsite and offsite by the vendor project team?

Response: See response to questions 16 b.

25. Are there functional enhancements planned for 2007 and 2008? If so, what are the major enhancements planned?

Response: Yes

- a. Caseload Redistribution
- b. Direct Deposit
- c. Worklist Maintenance
- d. Worker Performance reports
- e. OCSE-157 Annual Data Report enhancements

26. How many contractor staff is currently supporting DACSES and what project labor category roles are they providing?

Response: 3 contractor staff positions provide all the functional roles listed in the RFP on a full time basis, with a project director role providing oversight on a part-time basis.

27. How many state staff are providing system programming and management support for DACSES?

Response: IRM has 4 staff assigned full time to DACSES support in addition to part-time technical contract management, telecommunication and DBA support. DCSE has 4 staff engaged in the roles of project management, business analysts and telecommunication support.

28. What is the fiscal budget allocated for this contract?

Response: Annual budget for DACSES support is at the discretion of DCSE and approved by OCSE. Please prepare your proposal based on the 4000-5000 hours, as mentioned in the answer to question #1

29. Will your Division choose more than 1 vendor to provide support?

Response: DCSE will select only one bid to award the contract, which could include one or more vendors. From a business perspective, the State of DE will only remit payment to a single vendor.

30. Is this proposal for a Vendor's team to provide support from day 1 or will members be phased in as needed at your Division's request or at the vendor's discretion?

Response: From Day 1.

31. Will there be additional requests during the life of the project for more staff?

Response: Project needs or mandates could necessitate this situation. Project scope changes would be handled through contract amendment.

32. Will the work be done on site at the New Castle office?.

a. If yes, then why must we the vendor provide PCs for our staff?

Response: DACSES support can be performed onsite and/or offsite with appropriate approvals and security certifications. Vendor hardware responsibilities are an RFP requirement.

b. What about printers, fax, etc. Also why & what **Software** must the vendor provide?

Response: Printer must be provided. Fax can be negotiated, depending on the usage needed for the fax. See response to #9.

33. Can you explain what is meant by "a Blended rate"?

Response: A single fully loaded blended rate is a single hourly rate that contractor will invoice the State with for all hours of work performed under this contract. This single rate covers all proposed staff and costs under this contract. No other costs may be invoiced to the State under this contract.

34. In putting together our proposal, are you asking that we copy the format of your 'Model' proposal?

Response: Yes

35. If we, the Contractor must supply the PCs, can the staff member use his/her personal laptop or must we, the Contractor supply new PCs to our staff?

Response: Contractor must supply appropriate hardware for support under this contract. Any hardware must operate within the bounds imposed by the Department in terms of security and connectivity.

36. Who is the incumbent vendor for your Department?

Response: See response to #18.

37. May we find out the incumbent vendor's hourly rates? If so, how?

Response: No.

38. Must we give hourly rates for each level of staff member for each year of the project or do they stay the same for the life of the project? i.e., can each hourly rate change each year or stay the same as agreed upon initially when the project is awarded?

Response: Vendor will propose a single fully loaded hourly rate for each year of the project as specified in Appendix I of the RFP.

39. Will the staff personnel be interviewed by the Division's personnel prior to starting on the project after award to the vendor (s)?

Response: DHSS reserves the right to interview and approved or decline any staff proposed for this project.

40. Can you explain what is meant by line # 10.50 "Bidders should demonstrate their abilities and clearly state which tasks they propose to perform to meet the requirements of this RFP"?

Response: Bidders are expected to propose staff to fulfill support roles as outlined in the RFP and to delineate general support role tasks (i.e. project management, programming support, documentation, etc.) that each staff member is proposed to perform.

41. May any of the work be done off-site such as a Programmer working from home and dialing into your site?

Response: Offsite support is permitted under this contract, but the extent and conditions must be negotiated with the State in advance. Remote connectivity requests and requirements will be handled with State telecommunication staff.

42. Must the Vendor's Project Manager be on site every day for the length of the project?

Response: The Project Manager must be onsite at least 80% of the time and schedule their time around State project requirements. This project is expected to be their primary commitment.

43. If the Vendor's Project Manager is also a Sr. P/A, and programming on the project daily, is that acceptable?

Response: Yes. Bidder will identify the role(s) that each staff member is expected to fulfill.

44. Are you asking the Vendor to give an estimated total cost for the project, not having been working on it before and not having time to go over requests, specs, etc.?

Response: No. Bidders will propose a blended hourly billing rate for each potential year of the contract, as noted in Appendix I of RFP PSC0713. Only deliverables that have been accepted by the State can be invoiced.

45. In the Model Contract Appendix C Contract Budget: "the contractor will submit a proposal to the Division that at a minimum identifies: and a list follows including estimated costs for the work. Is this to be done by the vendor on each maintenance request for the Division?"

Response: Yes

46. Will the Vendor's staff work on site for a 40hr/week?

Response: Most State vendors work a 40hr/week schedule, but daily schedules may vary depending on the requirements of that day.

47. Will the contract awardee be eligible to participate in future RFPs as it relates to the Delaware Automated Child Support Enforcement System? Would there be a conflict of interest?

Response: At this point, DHSS envisions no conflict of interest but each new RFP would be considered on a case by case basis. For example, while the maintenance vendor may possibly bid on a future RFP dealing with new DACSES functionality, they may be precluded from a contract dealing with an audit of DACSES development activities.

48. Is there an incumbent currently performing this work? If so, who is the incumbent?

Response: Northrop Grumman.

49. Are all contractor staff required to be on-site at the customer location for all technical support? Will remote access to development platform be allowed?

Response: The nature of the work will require the majority of time to be spent onsite. Remote access may be negotiated. See responses to #16b and #41.

50. Is there a maximum threshold of hours or enhancements required to be completed each year? If the contractor exceeds threshold, will contractor be compensated?

Response: Yes, the annual threshold would be 5,000 hours a year; however, circumstances could result in a contract amendment that would increase the maximum number of billing hours authorized in a particular one year period.

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

SANDRA S. SKELLEY, CPPO, CPPB
PROCUREMENT ADMINISTRATOR

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