

PROCUREMENT

DATE: November 16, 2006

PSC#0713

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

FOR

DIVISION OF CHILD SUPPORT ENFORCEMENT

**Due Date: November 27, 2006
11:00 EST**

ADDENDUM #2: Additional Questions and Answers

1. What vendor currently holds the contract to provide DACSES operations, maintenance and enhancement services and for how many years have they held the contract?
[Northrop Grumman since 12/12/2000.](#)
2. How many positions does the existing contractor currently provide for operations, maintenance, and enhancements? Please, provide the positions and rate schedule for each of the positions currently provided.
[Positions have varied from 3 to 6 for maintenance and enhancements, which consist of project leader, senior programmer, and documentalist functions.](#)
3. Scope of Work (Page 7 of RFP) states that:
“The vendor shall bid a number and type of full-time dedicated staff that will be sufficient to support concurrent work on multiple enhancements to DACSES.”

Is work performed concurrently on multiple enhancements to DACSES with current “contractor” maintenance staff? How many full-time resources (number and type) support this concurrent work today? How many part-time contracting resources are provided, if any? If part-time staff is utilized, please, provide annual hours and resource type utilized.

- a. [Yes.](#)
- b. [Refer to #2.](#)
- c. [Only provided as needed.](#)
- d. [Depends on need.](#)

4. Should the personnel and positions include positions for full-service operations and maintenance or is this engagement primarily a joint partnership with the Vendor and State staff providing a joint team with the State providing some tasks such as the testing and training? What tasks might the child support training or functional staff provide in rolling out enhancements? The State IT staff?
 - a. Please refer to RFP PSC0713 Article 20 pages 5 – 8.
 - b. They will provide training and User Acceptance Testing, as well as, functional definition of enhancement needs.
 - c. Please refer to RFP Article 20 pages 6 – 8.
5. Does the State or the vendor provide the system Help Desk and should positions for the Help Desk be included in the bid?
 - a. The State provides Help Desk functionality and this should not be included in the bid.
6. What helpdesk ticketing tool is being used at DACSES?
 - a. Custom in-house application.
7. We understand that Delaware wishes to modernize or obtain a new child support system in the near future. What will be the successful contractor's role in that project? Are there any limitations for the successful vendor of this award, competing for the new system contract?
 - a. No role is currently identified.
 - b. Refer to Addendum #1 Answer #47.
8. Do you currently implement approximately the same number of enhancements per year as is required for the next three years? If not, please, provide your current average annual maintenance capacity.
 - a. Refer to Addendum #1, Question #1; the number of enhancements can vary drastically.
9. Is the anticipated volume of work for system enhancements over the next 3 years similar to the volume of work in the past 3 years, or is it likely to be greater due to DRA changes and anticipated changes in technology?
 - a. Undetermined.
10. Page 8 of the RFP states that Contractor responsibilities include:
Provide an estimate of the number of hours required to complete each assigned Maintenance Request.

Does the current team follow any industry-recognized estimation tools and techniques? If so, please provide information concerning the methodology utilized.

This information is proprietary to the incumbent vendor.

11. It is our understanding from the RFP on page 8 that the development and test software and workstations will be provided by DACSES. DCSE will provide a workspace with a telephone for Vendor staff. Is this correct and does this mean that Vendor must provide computer equipment for persons located at DCSE if required?

a. [Yes, refer to PSC0713 Article 20 Page 8.](#)

12. Page 8 of the RFP states that Contractor responsibilities include:
“Shall test all enhancements to DACSES in accordance with DMS-IRM standards.”

Please, provide more information concerning the test standards that the State requires as described in DMS-IRM standards? The URL: <http://www.dhss.delaware.gov/dhss/dms/irm/dhsstechenv.html> has very few details about the test standards and methodology preferred by the State.

[The standards require that all development work must be Unit tested, Systems tested, and User Acceptance tested before being promoted to production.](#)

13. Can the vendor propose independent contract staff in the bid or does the staff proposed have to be employees of the company? We utilize both in our CSE system work to provide the best skills to our customers in meeting their technical requirements.

a. [Yes, independent contractors can be proposed, but the primary Vendor will be responsible for all work performed under the contract. Refer to PSC0713, Article 30.20.](#)

14. Do you currently pay your maintenance vendor on a monthly basis or based on completion of every Maintenance Requests. Is this expected to continue for the new contract?

a. [Refer to PSC0713 Model Contract Appendix C, Section A.](#)

15. Page 19 of the RFP states:

The number of programming hours, required under this contract, is estimated to be between 4,000 and 5,000 hours, annually.

However Page 7 states:

These enhancements will range from very minor (40 hours of effort) to those requiring substantial analysis, design, and programming to implement (160+ hours of effort). The number of enhancements that will be required over the three (3) year potential period of the Contract is projected to be 300 per year. Approximately 25% of the enhancements will be “minor” and 75% will require moderate to extensive analysis and design.

Even if all enhancements were “minor”, our calculation based on the above statement is that you expect approximately 300 times 40 = 12,000

hours every year. If we assume that only 25% will be minor and at least 25% will be “extensive”, and the rest are “moderate” (at say, 80 hours per enhancement) then the figures are even higher (75*40 plus 75*160 plus 50*80), about 27,000.

Please clarify which statement more accurately reflects the level of effort expected on this maintenance contract.

[Refer to RFP Addendum #1, Answer #1.](#)

16. As a follow on question to the above, do these hours also include project management and administrative hours or just programming hours?
 - a. [Refer to PSC0713 Addendum #1, Answer #33.](#)

17. Page 22 of RFP states “Project Management Methodology” as part of the evaluation criteria. Is an industry-recognized project management methodology currently being followed for maintenance of DACSES? If so, please, describe.
 - a. [Project Management Methodology will be evaluated based on what is proposed.](#)

18. Do you currently follow an industry-recognized software release management process? Please, describe.
 - a. [No.](#)

19. Are maintenance requests released into production one at a time or grouped into a release and tracked using a project schedule? Can you, please, provide a copy of a recent project schedule for a maintenance release?
 - a. [One at a time.](#)
 - b. [Unavailable.](#)

20. Please, describe how an emergency production fix is implemented in the current environment. What otherwise regular processes are bypassed when an emergency production fix is required?
 - a. [Handled on a case by case basis.](#)

21. It is our understanding that DACSES is PROWORA-certified. However, have the most recent Federal Reports (OCSE-34a and OCSE-157) been reviewed, and accepted by Federal OCSE? Also, what are the findings from the most recent federal data reliability audit?
 - a. [Yes.](#)
 - b. [Not applicable to this contract.](#)

22. How long will be the transition period (to switch from the incumbent to the new vendor)?
 - a. [No transition period.](#)

23. Can statistics of outstanding tickets be provided? Will all outstanding issues be completed by the incumbent vendor before the new vendor takes over?
- a. Yes, to the successful bidder.
 - b. No.
24. Will the selected vendor be also responsible for training the users on new enhancements or does the State have its own training team which will be used for this purpose?
- a. The State has its own training team.
25. What are the prevailing SLAs for issue fixes by category?
- a. Issues are handled on a case by case basis.
26. Does the current vendor manage batch operations for the State and if so, how long is the current batch window?
- a. No.
 - b. The Batch window runs from 2 to 6 hours.
27. Does the State have its own QA team or does it expect the Vendor to provide this function as part of the estimate annual maintenance hours?
- a. Yes, the State has its own QA team.
 - b. No, this is not part of the annual estimate of hours.

NOTE: A written response is being provided to this set of questions only because an e-mail indicates that they were submitted on October 30, the deadline date. There will be no response to any additional questions received until after the bid submittal time and date.

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

SANDRA S. SKELLEY, CPPO, CPPB
PROCUREMENT ADMINISTRATOR

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