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REQUEST FOR PROPOSAL # PSC765

Sealed proposals for Child Support Enforcement State Disbursement Unit Automation for the Division of Child Support Enforcement, 84a Christina Road, New Castle, DE 19720 will be received by the Delaware Health and Social Services, Herman M. Holloway Sr. Campus, Procurement Branch, Main Administration Building, South Loop, Second Floor, Room #259, 1901 North DuPont Highway, New Castle, Delaware 19720, until **11:00am** local time, on **July, 25, 2007** At which time the proposals will be opened and read. A **mandatory** pre-bid meeting will be held on **June 11, 2007** at **10:00am** Delaware Health and Social Services, Herman M. Holloway Sr. Campus, Main Administrative Building, South Loop, 1<sup>st</sup> Floor Conference Room #198, 1901 N. DuPont Highway, New Castle, DE 1972 For further information concerning this RFP, please contact **Heather Morton** at (302) 326-6024 ext 260

All RFP-PSCs can be obtained online at <http://www.dhss.delaware.gov/dhss/rfp/fundopps.htm>. A brief "Letter of Interest" must be submitted with your proposal. Specifications and administration procedures may be obtained at the above office or phone (302) 255-9290.

**NOTE TO VENDORS:** Your proposal must be signed and all information on the signature page completed.

If you do not intend to submit a bid and you wish to be kept on our mailing list you are required to return the face sheet with "NO BID" stated on the front with your company's name, address and signature.

**IMPORTANT: ALL PROPOSALS MUST HAVE OUR SEVEN-DIGIT PSC# NUMBER ON THE OUTSIDE ENVELOPE. IF THIS NUMBER IS OMITTED YOUR PROPOSAL WILL IMMEDIATELY BE REJECTED.**

**FOR FURTHER BIDDING INFORMATION PLEASE CONTACT:**

ANNETTE OPALCZYNSKI.  
DELAWARE HEALTH AND SOCIAL SERVICES  
HERMAN M. HOLLOWAY SR.CAMPUS  
PROCUREMENT BRANCH  
MAIN BLD-2<sup>ND</sup> FLOOR –ROOM #260  
1901 NORTH DUPONT HIGHWAY  
NEW CASTLE, DELAWARE 19720  
PHONE: (302) 255-9290

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This contract resulting from this RFP shall be valid for the period of time as stated in the contract. There will be a ninety (90) day period during which the agency may extend the contract period for renewal if needed.

If a bidder wishes to request a debriefing, they must submit a formal letter to the Procurement Administrator, Delaware Health and Social Services, Main Administration Building, Second Floor, (South Loop), 1901 North DuPont Highway, Herman M. Holloway Sr. Campus, New Castle, Delaware 19720, within ten (10) days after receipt of "Notice of Award". The letter must specify reasons for request.

## **IMPORTANT: DELIVERY INSTRUCTIONS**

IT IS THE RESPONSIBILITY OF THE BIDDER TO ENSURE THAT THEIR PROPOSAL HAS BEEN RECEIVED BY DELAWARE HEALTH AND SOCIAL SERVICES BY THE DEADLINE.

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# 1 Project Overview

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## 1.1 Introduction

This is a Request for Proposal (RFP) soliciting technical proposals to include separate cost proposals from qualified sources to provide a complete solution to upgrade the current operation and efficiency for the Delaware Division of Child Support Enforcement (DCSE) State Disbursement Unit (SDU) for use in processing payments for the Division of Child Support Enforcement. DCSE is seeking a single vendor to provide services for this imaging project with hardware, imaging and indexing software, workflow solution, payment entry module, support services, training and technical services.

## 1.2 Background and Purpose

The Delaware Child Support Enforcement Program collects more than \$8 million a month for the families of Delaware. The State Disbursement Unit (SDU) processes all child support payments. Each day, an estimated 2,000 payment sources worth more than \$350,000 are received and processed by the Payment Processing Unit.

Currently, the majority of the SDU's efforts rely on manual processes. The initial processing of inbound payments constitutes the greatest part of the work. Workers log checks into batches, with a second worker double keying information to insure validity. Reconciliation processes are handled within DACSES, in an inefficient manner, using dated technology and methodologies.

In order to maintain productivity efficiency and keep abreast of the increasing child support payments, it is necessary to acquire the most efficient and cost effective equipment and software. The new digital technology that is now on the market will greatly enhance the timeliness of the workflow process used in processing child support payments.

Goods and services to be provided by a vendor include new mail opening and sorting equipment, imaging and image archival equipment, web based technology for image retrieval, new software (to include payment entry and reports modules), a supporting database, interfaces for transferring files to and from DACSES, training, and implementation services to replace the existing antiquated system.

The Contractor will be responsible for managing, analyzing, planning, designing, coordinating, developing, testing, integrating, documenting, training, and implementing this comprehensive systems effort, as well as for transferring the necessary data from DACSES and its operational environment to the new Child Support Payment Processing system platform. To ensure reliability and quality, DHSS/DCSE expects the Contractor to meet a deadline of no later than one (1) year from execution of the contract, with parallel processing for before implementation.

## **2 DHSS Program and System Overview**

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### **2.1 Delaware Department of Health and Social Services (DHSS)**

The mission of DHSS is to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations. DHSS is comprised of twelve divisions as follows:

- Division of Substance Abuse and Mental Health
- Division of Child Support Enforcement
- Division of Long Term Care Resident Protection
- Division of Management Services
- Division of Developmental Disabilities Services
- Division of Public Health
- Division of Services for Aging and Adults with Physical Disabilities
- Division of Social Services
- Division of Medicaid and Medical Assistance
- Division of State Service Centers
- Division for the Visually Impaired
- Office of the Chief Medical Examiner

### **2.2 The Division of Child Support Enforcement (DCSE)**

The Division of Child Support Enforcement (DCSE) is responsible for all activities related to collecting and disbursing child support payments related to the children of the state of Delaware. To that end DCSE has created the State Disbursement Unit (SDU). The SDU processes child support payments for the State of Delaware. The child support payments and disbursements are a mixture of Electronic Fund Transfers, automatically generated checks, and manual checks.

### **2.3 Support/Technical Environment**

The three groups responsible for the development and operation of the automated systems that support DCSE are described below. DCSE will appoint a Project Director. This individual will be responsible for monitoring project progress and will have final authority to approve/disapprove project deliverables and payments. IRM will serve as the technical liaison with DTI (see below). The selected contractor will coordinate efforts for this project with DCSE and IRM co-Project Directors.

#### **2.3.1 Division Information Technology Unit**

The DCSE Systems Unit is composed of 4 network/desktop support positions, 3 business analyst positions, and a manager. The network/desktop staff provides the primary support for the Division's Local Area Network (LAN), as well as, managing and administering access to DCSE applications. The business analysts, in conjunction with the Systems manager coordinate and approve all DCSE related enhancements, reports, application schedule changes, and production support.

### **2.3.2 Information Resource Management (IRM)**

The IRM unit is responsible for providing DHSS divisions with direct programming support of automated systems, as well as consulting support and advice on automated systems software and development. IRM consists of an Applications Development, Technology Planning, Base Technology, Telecommunications and Help Desk support group. For this project, IRM will provide project staff for consulting support and advice to assure that technical questions and issues are resolved quickly.

### **2.3.3 Department of Technology and Information (DTI)**

DTI is a separate cabinet level agency responsible for running the State of Delaware's mainframe computer operations, wide area data network and setting statewide IT policy and standards. DTI as a separate state agency does not fall under the authority of DHSS. However, DTI is responsible for supplying mainframe and Wide Area Network (WAN) systems support to DHSS as well as other state agencies. Additionally, DTI provides 24x7 data center operations support. DTI provides state agencies with technical consultant services. DTI will work closely through IRM on this project to ensure that State IT standards are followed.

## **3 State Responsibilities**

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The following are State responsibilities under this RFP. Outlined in the following subsections are such areas as project staffing, project management, available resources, and system testing and implementation (if applicable). There is an emphasis on the limitation of State staff time for this project and their role in the customization/development process.

### **3.1 Staffing Roles**

DCSE will appoint a Project Director. The Project Director will serve to manage the contractor during this project. All project deliverables will be approved by signature of the project director.

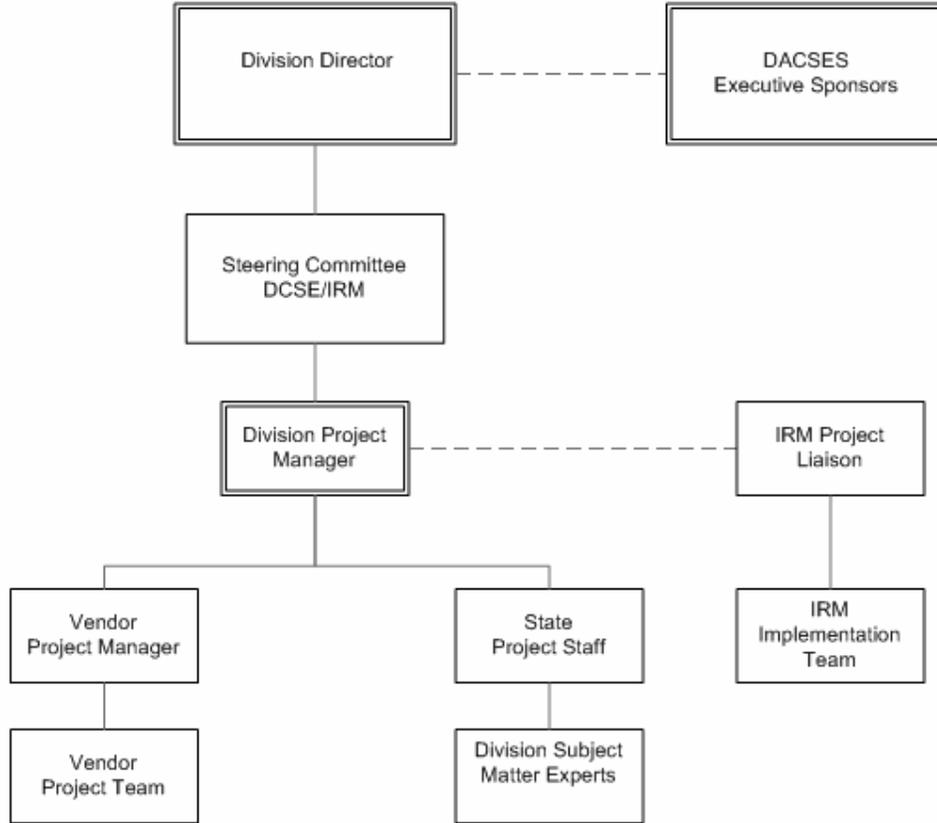
IRM will provide a technical liaison/coordinator who will review and comment on all project documents and deliverables. The DCSE Project Director will serve as primary coordinator to ensure that Joint Application Design (JAD) sessions take place with the appropriate subject matter experts (SME), that project documents and deliverables are thoroughly reviewed and that approval takes place within agreed upon timeframes. This individual is also responsible for scheduling and coordinating User Acceptance Testing (UAT), when appropriate. The DCSE Project Director will coordinate with other divisions and State agencies for their input as needed. These staff will serve primarily as subject matter experts on relevant Division applications and related systems, and will participate in meetings and deliverable review as necessary.

The IRM Project Liaison/Coordinator will serve as technical liaison to ensure that contractor and State technical staff work together effectively to identify current and future technology considerations and make key technology decisions. The IRM Project Coordinator will serve as the primary liaison with DTI staff to gather State level input as needed.

The Project Director will report to a Project Steering Committee made up of representative managers from DCSE and IRM. This Committee will meet monthly to review project status, progress and issues. The Project Steering Committee will report to the DCSE Director. The DCSE Director will report to the DACSES Executive Sponsors Group about the overall project status, progress and issues, project management, funding, staffing, sponsor issues, stakeholder participation and tasks planned for the upcoming quarter.

### 3.1.1 Project Organization Chart

The following organization chart outlines the proposed management structure for this project.



### 3.2 State Staff Participation

The DCSE Director will be assigned to work on this project. Additional State staff participation is as assigned and is in addition to their primary responsibilities. State staff normally work 7.5 hour days from 8:00 AM – 4:30 PM, although some staff flex their schedules. No State staff will be available for data cleanup or meta-data definition. State staff will be available to consult with the vendor on the data needing to be cleaned up for conversion. However divisional SME’s can serve to advise contractor on these topics. No State technical staff will be assigned to this project to assist in the coding of the payment processing system. State technical staff will attend JAD sessions as assigned. It is important to note that documentation on the existing systems may be missing, incomplete, out of date or in error. Divisional staff will be responsible for user acceptance testing. DCSE will be responsible for assigning a primary and backup DCSE liaison and knowledgeable subject matter experts for the duration of JAD sessions related to their areas of expertise. These assignments will be sent to the DCSE Project Director prior to the start of the JAD sessions. Attendance at these sessions is mandatory for assigned staff. These same subject matter experts along with other staff will be assigned to

participate during UAT for their areas of expertise. Adequate divisional staff participation is critical.

### **3.3 Resource Availability**

During State business days, the Biggs mainframe production systems are normally available from 7:00 AM to 6:00 PM. Production systems are taken down earlier on specific monthly dates to accommodate particularly heavy batch schedules. Test systems availability will be scheduled in concert with other development staff. DTI has mainframe systems support staff on site from 7:00 AM to 4:30 PM. IRM applications, telecommunications and Help Desk staff are on site from 8:00 AM to 4:30 PM on State business days. The State network is very stable and unscheduled downtime is minimal. Given that the network is an essential state resource, any reported problems have a very high priority and are dealt with immediately. Please refer to Appendix D for more information on the DHSS IT environment.

### **3.4 Deliverable Review**

It is the responsibility of the State to perform deliverable review. For each document deliverable, the State will either approve the deliverable in its entirety or disapprove the deliverable and return with comments. The State is also responsible for User Acceptance Testing on all functional aspects of the project. DTI may participate in the review process for certain deliverables. It is the responsibility of the State to review all project deliverables in the agreed upon timeframe. The State will notify the bidder of any changes to the review schedule. Milestone invoicing and payment is contingent upon formal State approval. Likewise, production implementation of each module is contingent upon formal State approval.

### **3.5 Implementation**

The Vendor, and state will have joint responsibility for implementation tasks. The Vendor must clearly indicate in it's response which tasks are the responsibility of the state.

## 4 Contractor Responsibilities/Project Requirements

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The following are contractor responsibilities and project requirements under this RFP. Given the limitations of assigning State staff to this project, the contractor is expected to provide most of the expertise and provide for the full range of services during the project. Bidders must discuss each of these subsection requirements in detail in their proposals to acknowledge their responsibilities under this RFP.

Bidders must have demonstrated experience and depth in the following areas:

- Application Development and Implementation including analyzing, planning, designing, developing, testing, documenting, security, training and implementing the solution
- Child Support Enforcement
- State Disbursement Unit Automation
- Image-based payment processing
- Document imaging, processing and indexing
- Knowledge transfer to state staff
- Warranty
- Help desk to provide post implementation support
- Upgrades

This experience is critical in ensuring project success in terms of the future direction of DCSE's information technology development, as well as maintaining an open partnership with project partners.

### 4.1 Staffing

Contractor will propose and supply resumes for the following key positions including:

- Project director
- Project manager
- Lead Business analyst
- Lead Developer
- Lead Hardware specialist
- Lead Network specialist
- Lead Systems analyst
- Electronic Security specialist
- Trainer

The resumes will be for specific named individuals and will be in the format specified in Appendix E. Other positions may be proposed at the contractor's discretion. One person may be proposed to fill more than one role. The contractor project manager will be required to be on site in New Castle, Delaware, during the entire project. Other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the appropriate project phases.

Contractor will propose and supply job descriptions for the following positions including:

- Business analyst

- Senior developer
- Developer
- Technical analyst (i.e. DBA, SE, etc.)
- Documentation specialist
- Imaging specialist
- Network specialist
- Systems specialist
- Hardware specialist

Other positions may be proposed at the contractor's discretion. One person may be proposed to fill more than one role.

#### **4.1.1 On-Site Staffing Requirement**

The following key contractor staff are required to be on-site at the Churchman's Corporate Center in New Castle, Delaware, as indicated below:

- Contractor Project Director, when needed on-site
- Contractor Project Manager
- Business analysts, when needed on-site
- Senior developers, when needed on-site
- Technical analysts (i.e. DBA, SE, etc.), when needed on-site
- Documentation specialists, when needed on-site
- Imaging specialists, when needed on-site

The State and the key contractor staff will work very closely together on this project. This requires an on-site presence. The State will provide office space including phones and network connectivity for all on-site project staff. Contractor will be responsible for all other office necessities including workstation/laptop and required software. The state will provide the on-site project manager with an Outlook email account.

#### **4.1.2 Offsite Project Work**

The State will permit project work to be done offsite, within the United States. For offsite work, the State requires strong management of the resources and assigned tasks; adequate, timely and accurate communications and completion of assigned work by specified deadlines. This is important to any offsite relationship. If the bidder organization is proposing offsite project work, the bidder must specifically address each of the bulleted items below in this section of the proposal. Otherwise, bidder will respond to this section as follows: "**No offsite project work proposed.**"

**Note:** For the purposes of this section, the bidder staff organization includes subsidiary contractors.

- Provide a detailed description of work to be completed offsite along with a breakdown of the type of work to be provided on-site. Quantify this by estimating for each of the deliverables identified in this Section, the percentage of work to be done offsite.
- Provide an organization chart with job titles of offsite staff and their relationship to the bidder.
- Provide a description of what tasks each job title is responsible for performing.
- Clearly identify if offsite work is to be performed by bidder staff or sub-contractors.

- For offsite subcontractor or bidder staff, please include the names and resumes of key staff, highlighting prior participation on similar projects. Also provide named or sample resumes for lower level staff.
- Detailed plan for managing offsite work including communication strategy to accommodate time differences if any. Include contingency plan for completing the work should offsite relationship be terminated.
- Propose a meeting schedule for project status discussions with offsite management staff.
- Identify the offsite single point of contact who will serve as the project manager of offsite resources. Describe how this project manager and the on-site project manager will interact. The State prefers that the offsite project manager be a bidder employee. Please refer to RFP Section 4.1 for normal bidder staffing requirements.
- Provide a contingency plan for substituting on-site staff if offsite relationship becomes problematic as determined by the State.
- Provide a description of prior bidder organization experience with use of offsite bidder staff or subcontractors and provide U.S. client references for that work.
- Provide a detailed description of proposed project manager's experience in directing offsite staff and/or subcontractors.
- Describe your understanding that the State will only provide management of this project and bidder resources through the on-site project manager. All management/relationships with offsite resources, whether bidder staff or subcontractors, will be handled by the respective bidding organization.
- Remote access to the state's network will be limited.

#### **4.1.3 Project Director Requirement**

The Vendor Project Director is the individual who has direct authority over the Vendor Project Manager and will be the responsible party if issues arise that are not resolvable with the Vendor Project Manager. The Director does not need to be on-site except for designated meetings or as requested. It is critical that a named Vendor Project Director with appropriate experience be proposed.

#### **4.1.4 Project Manager Requirement**

The contractor project manager is required to be on-site and manages the project from the contractor perspective and is the chief liaison for the State Project Director. The Project Manager has authority to make the day-to-day project decisions from the contractor firm perspective. This contractor project manager is expected to host meetings with DCSE Subject Matter Experts (SME) to review DCSE business organization and functions along with the organization, functions and data of information systems relevant to this project. The contractor project manager is expected to host other important meetings and to assign contractor staff to those meetings as appropriate and provide an agenda for each meeting. Bi-weekly status meetings are required, as are monthly milestone meetings. Meeting minutes will be recorded by the contractor and distributed by noon the day prior to the next meeting. Key decisions along with Closed, Active and Pending issues will be included in this document as well. In their proposals, bidders must include a confirmation that their project manager will schedule status review meetings as described above. It is critical that a named Vendor Project Manager with prior project management experience be proposed.

In their proposals, bidders must include a confirmation that their Project Manager will schedule status review meetings on-site, at least bi-weekly, and that their Project

Manager will provide written minutes of these meetings to the State Project Director by noon the business day prior to the next meeting.

#### **4.1.5 Post Implementation Project Help Desk Staff Requirement**

The vendor's Help Desk expertise in the post implementation period is critical to the success of the system. State staff in the department's Help Desk will provide first-level support. This generally includes resolution of issues such as network connectivity, application log in problems, general PC advice and general application advice. The contractor will provide second level support. This will be more system-specific and require application expertise. Specific system issues may be referred to third-level divisional support for SME expertise.

Staff proposed for this function does not need to be dedicated exclusively to this role. They may serve a primary role in addition to providing Help Desk coverage. Contractor must supply at least a primary and a backup post implementation Help Desk function during State business hours to callers with system issues.

#### **4.2 Project Management**

The contractor must be the prime contractor to develop all the deliverables required by this RFP. The contractor must recommend a core team to work with DHSS over the course of the project and must identify other resources needed. A detailed, up-to-date project plan must be created and maintained weekly to accurately reflect project timelines and tasks. This project plan must include each phase of the project, clearly identifying the resources necessary to meet project goals. For each document deliverable, the contractor will first deliver for State approval a template with an outline and sample contents. The actual deliverable will follow the approved template. It will be the contractor's responsibility to provide complete and accurate backup documentation as required for all document deliverables.

The contractor is expected to employ a rapid application design methodology to speed customization/development. An iterative model of testing is required which will require early prototypes and subsequent demonstrations of working modules to ensure that the product meets user specifications in terms of user interface and functionality. It will be the contractor's responsibility to provide complete and accurate documentation for all entities in the system. The contractor is expected to release prototypes/drafts of project deliverables and components for early state consideration and comment in order to expedite the final review process.

#### **4.3 Requirement to Comply With HIPAA Regulations and Standards**

The selected vendor must certify compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations and requirements as described in Department of Health and Human Services, Office of the Secretary, 45 CFR Parts 160, 162 and 164, as well as all HIPAA requirements related to privacy, security, transaction code sets (where applicable) and medical provider enumeration.

The selected vendor is required to customize/develop the system in accordance with HIPAA requirements, implement the system in accordance with HIPAA requirements and, where the vendor will operate and maintain the system, operate and maintain the system in compliance with HIPAA requirements.

In the proposal, contractor will explain their understanding of the HIPAA regulations and their impact on this project especially in the area of security.

#### **4.4 Requirement to Comply with State Policies and Standards**

All proposed solutions submitted in response to this RFP must be fully compatible with the Department of Health and Social Services' technical environment. This is specified in Appendix D via the following web links:

- DHSS Information Technology (IT) Standards
- State of Delaware Web Standards
- DTI Change Management Standards

Vendors must also comply with DTI policies and standards which will be distributed at the pre-bid meeting upon vendor signature of a non-disclosure agreement.

Vendor staff accessing State IT resources must comply with DHSS policies and standards, and will be required to sign the DHSS Biggs Data Center User Authorization Form and the Biggs Data Center Non-Disclosure Form.

All components of the proposed solution, including third party software and hardware, are required to adhere to the policies and standards described above, including any links or documents found at the above referenced web sites. **All exceptions must be addressed in your Technical Proposal.**

#### **4.5 State Architecture Requirements**

The State prefers to have a system with a web front-end for a common user interface that is platform independent. Web browser based applications are now considered the only acceptable platform for custom applications development at DHSS. Additionally, in the purchase of any COTS system, web browser based systems will receive preferential treatment. Preference will also be given to COTS systems which:

- Use appropriate Microsoft Windows Server edition for the operating system
- Use Microsoft Internet Information Server (IIS) as their web and application server software
- Use either Microsoft SQL Server or the mainframe DB2 database for their data store (the Microsoft database platform is the preferred platform due to its higher availability and capacity)
- Have been developed using Microsoft. NET (C#.NET is the DHSS standard)

The State requires a 3-tiered and above systems that are hosted at a server level. The current mainframe supports a number of system and available resources are limited. Synching mainframe online and batch schedules further restricts system operating hours.

Various mainframe and server software version upgrades are planned through 2008 to bring the data center up-to-date with current software releases. The State will provide up-to-date mainframe, server, network and security testing and implementation schedules to the winning bidder. Bidders are expected to take this changing technical environment into consideration for their analysis and recommendations. In terms of proposal costs, vendor will be expected to develop total project costs that include purchase of hardware and software, out year hardware and software licensing, support and maintenance costs along with staffing projection costs.

As part of their technical proposal, vendor will be required to provide a document detailing all the proposed hardware/software to be delivered, the intended architecture and a block diagram of communication flows between all components.

#### **4.6 Database Design**

Vendor will need to take into consideration the ability to interface with existing table structures in DACSES. Consideration will need to be given to archiving, backups and disaster recovery. As part of their technical proposal, vendor will be required to provide a data model in Microsoft Visio format.

#### **4.7 Performance**

Performance of the proposed solution within the DHSS and State technical environment is a critical consideration. The present data center environment in terms of infrastructure, hardware, power, etc. needs to be reviewed. Contractor is expected to review this with IRM and DTI to ensure that it is sufficient. The current design and capacity of the network especially in terms of connectivity to DCSE business sites must be reviewed along with service upgrade plans. Future capacity and response time needs must be evaluated and accepted.

#### **4.8 Degree of Customization**

In terms of costs, vendor will be expected to account for necessary customization of proposed solution in order to fit DCSE business needs.

In terms of customization of COTS software to meet State needs, this must not exceed 15 %. The State will waive ownership rights of customization features if they are made part of the standard product, which in fact is the State's preference.

#### **4.9 Backup and Recovery**

DHSS requires that system data be backed up to appropriate media that can be restored as necessary using CommVault, the state's backup solution. Contractor will coordinate with state resources to make sure the proper backup strategy is implemented.

#### **4.10 Disaster Recovery**

DHSS has contracted with Vital Records, Inc. as the offsite media storage contractor for client/server and mainframe backup media. Sungard Recovery Systems is contracted as the client/server and mainframe cold site contractor. Disaster recovery tests are conducted every six months for the Biggs mainframe. Contractor is expected to review this process with IRM and DTI to ensure that it is sufficient

#### **4.11 Specific Project Tasks**

Contractor will be expected to address the following requirements in their proposal in detail. Emphasis is on the limited availability of State staff for the project and the expectation that the contractor express in detail their understanding of their responsibilities for each of these tasks. Contractor is expected to have primary responsibility for each of these project tasks. State versus contractor responsibilities must be delineated.

## Current Volumes

The Vendor's solution must be able to accommodate the following volumes

Payment Type	State Fiscal Year	
	Dollars	Transactions
Obligor total	\$12,466,325	76,972
Employer total	\$68,153,215	420,802
Employer w/ list	\$14,993,707	92,577
Employer w/o list	\$53,159,508	328,226
EFT Errors	\$1,501,637	4,194
Other State total	\$7,853,832	48,492
Other State check	\$4,522,266	27,922
Other State ACH	\$3,331,566	20,570
OTC (Over the Counter)	\$1,943,522	12,000
Cash	\$1,603	54
Tax offset federal	\$5,189,834	32,044
Tax offset state	\$540,010	3,334
UCB	\$2,201,630	13,594
Lottery intercept	\$0	0
Recoveries (NSF)	\$0	0
Federal Retirement Offset (ADMR)	\$15,214	94
Federal Vendor Offset (ADMV)	\$13,391	83
Unidentified payments	\$504,374	3,114
Foreign ( Note - Foreign dollars and transactions included in total above)	\$4,429	27
Other States' Fees (OFEE)	\$2,607	16

Payment Type	Monday		Tuesday		Wednesday		Thursday		Friday	
	Dollars	Transaction								
Obligor total	\$38,111	232	\$44,704	286	\$41,465	283	\$59,753	438	\$37,162	220
Employer total	\$243,894	1410	\$223,529	1,453	\$234,168	1,517	\$180,407	1,315	\$229,413	1,348
Employer w/ list	\$56,096	109	\$20,118	61	\$107,717	337	\$21,649	88	\$41,294	90
Employer w/o list	\$187,798	367	\$203,411	645	\$126,451	392	\$158,758	670	\$188,119	402
Employer ACH	\$23,422	126	\$14,975	102	\$55,559	360	\$34,847	258	\$179,537	1,045
EFT Errors	\$873	6	\$528	4	\$339	4	\$1,636	11	\$1,885	14
Other State total	\$56,403	337	\$29,992	205	\$62,602	411	\$23,115	181	\$190,585	138
Other State check	\$20,172	126	\$11,369	82	\$40,088	257	\$6,901	52	\$11,048	55
Other State ACH	\$36,231	211	\$18,623	123	\$22,514	154	\$16,214	129	\$179,537	83
OTC (Over the Counter)	\$24,910	110	\$2,5943	96	\$26,159	58	\$14,156	38	\$10,907	52
Cash	\$0	0	25	1	\$0	0	\$0	0	\$0	0
Tax offset federal	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Tax offset state	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
UCB	\$0	0	\$0	0	\$0	0	\$57,770	413	\$0	0
Lottery intercept	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Recoveries (NSF)	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
FIDM	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Vendor Offset	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Unidentified payments	\$2,028	13	\$2,028	13	\$1,872	12	1,872	12	\$1,872	12
Foreign ( Note - Foreign dollars and transactions included in total	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Totals:	\$389.64	2118	\$341,724	2,060	\$422,164	2583	\$373,556	2,617	\$651,361	2763
Employer Checks		476		706		729		758		492

## **A. Mail Extraction & Scanning Equipment Requirements**

The vendor shall be responsible for supplying, programming, and implementing Mail Extraction Equipment. DCSE, at its discretion, may elect to purchase the hardware necessary to support the solution through its procurement process. DCSE prefers that the vendor use an OPEX AS3690 or equivalent mail extraction solution that includes the following:

1. A self feed system that will automatically present opened contents to operator, which will handle a variety of flat mail, pre-extracted mail, and mixed sized documents
2. A sensor that will alert and ensure that all contents are removed from the envelope.
3. Waste disposal bins to automatically receive envelopes, once all of the contents have been removed. Operator must be able to remove envelope, as needed, to image payment source for non-custodial parent identification.
4. A monitoring tool that will track and report productivity, which will be used in determining performance of operators.
5. A speed requirement of a minimum of 3,500 envelopes extracted per hour, per operator with variable speed control mechanism.
6. A speed requirement of a minimum of 90 pages scanned per minute.
7. Ability to handle multiple sizes and weighted envelopes, which includes Height: 2 inches to 8 ½ inches, Length 9 ½ inches to 14 inches, and a thickness of 1/16 inches.
8. Provide an efficient, ergonomically designed operator workspace with controls to allow easy adjustments when switching between operators, whether sitting or standing.
9. Demonstrate maximum efficiency of payments moving through the sizing, opening, sorting, and imaging module.
10. Provide multiple output trays, with flexible sorting options, including a reject output location.
11. Image a variety of payment sources (i.e. checks, money orders, foreign currency) utilizing current up to date technology and capture software.
12. Continuously feed images without performing manual adjustments, due to changes in document size.
13. Bitonal duplex output that produces images, front and rear, of all payment sources and attachments.
14. Bitonal scanning capability at multiple resolutions to meet accepted industry standards.
15. Images shall meet state audit and archival requirements.
16. Must support the following industry standard output formats:
  - a. Image - TIFF, JPEG
  - b. Data – ASCII, XML

- Note - Disk space must be a consideration when determining the output file formats.
17. High-capacity feeder with an automatic document feeder.
  18. High capacity output bin for documents passed through the scanner.
  19. Shall separate payment sources from related attachments in output bins for bank deposits.
  20. Retain payment sources and related attachments in a consistent order for research purposes.
  21. Provide immediate view of image for cropping and workflow needs.
  22. Produce scanned electronic images that will be transmitted to a workflow environment for processing.
  23. Shall have indexing capability to identify a single payment source and its multiple attachments, with identical sequential indexing number as assigned to single payment source.
  24. Allow user ability to reset or restart numbering sequence to payment source and attachments for exceptions such as misfeeds, jams, rescans, etc.
  25. Ability to add or delete images that were processed erroneously, due to various exceptions, as a supervisory function.
  26. User ability to assign a control receipt date and predefined sequence numbering format, which will be run sequentially on all payment sources and repeated for each related attachment.
  27. Utilize Magnetic Ink Character Recognition (MICR), Optimal Mark Recognition (OMR), or Object Character Recognition (OCR) technology to recognize and identify each new payment source scanned, to endorse sequence numbering on payment source, or provide other means that minimizes operator intervention.
  28. Provide a working solution to recognize payments without a MICR line, such as money orders, travelers' checks, or cash.
  29. Ability to use Courtesy and Legal Amount Recognition (CAR/LAR) technology to read dollar amounts and automatically populate high confidence dollar amounts on payment source into payment entry fields.
  30. Provide a maximum of 48 alpha numeric characters for predefined sequential numbering for each payment source and related attachment.
  31. Provide a minimum of 4 lines of 20 character spaces for restrictive deposit endorsements on each payment source.
  32. Continuous mode feeding for single payment sources without attachments.
  33. Batch mode feeding control to allow separation of predefined batches of 50 or more payment sources and payment types.
  34. Provide an easy-to-navigate user interface, preferably through a touch-sensitive screen.
  35. PC Controller for workstation must integrate with the State's technology infrastructure, including LDAP security integration.

## **B. Batched Payments Work Flow Module**

The vendor shall be responsible for supplying, programming, and implementing a Batch and Payment Workflow module that will route scanned images, in individual and multiple batches, to workers for processing. The requirements for the payment workflow module include:

1. Immediately after scanning transmit files in batches to Queue for processing. Flexible routing logic to prioritize batches for processing by type as follows:
  - a. Payments received in Counties (Payment Receipts Report)
  - b. Single Payment Sources SSN/Case/MCI
  - c. Multiple Payment Sources SSN/CASE
  - d. Other Receipts such as FIDM, lump sums, lottery, settlements, fees, etc.
  - e. No-Information Payments
2. Assign batches, through automated workflow, to authorized operators for immediate payment entry.
  - a. Allow access to authorized users to obtain batches from Batch Queue for processing in predefined order of Receipt Date and Batch Type.
  - b. At the completion of each batch, worker will be prompted by system to request next batch.
  - c. Batch single payor source documents into an administrator defined maximum number of items per batch while allowing a smaller number of items for "end of day" batches.
  - d. Import and batch rejected electronic EFT files for processing
3. Maintains the sequential numbering, endorsements, and all other predetermined batch requirements throughout the entire process.
4. Route and reconcile all payment source images, in defined batch sizes, through the processes in imaging, including receipts, payment entry, bank deposits and other designated units.
  - a. This process must include a "double-key" process for vital fields, such as payment amount.
5. Ability to create a report or checklist for tracking and monitoring of all batches prepared and submitted daily, as well as, the current status of all batches at close of business day.
6. Identify payment types of Employer, Other IV-D Agency, County, EFT, Vendor, and others as needed.
7. Ability to route designated images to other predetermined units for additional processing.
8. Provide the ability to accommodate a second pass of encoding for bank deposit during which the process will endorse payment sources and associated attachments for bank deposit.
9. Ability to enter payments received from electronic reject file and other sources where funds have been posted electronically.

10. Tracking and monitoring capability of required statistical data, related to areas of productivity and job performance.
11. Provide daily productivity and inventory balances at any given point and time for supervisors and managers.
12. Provide user friendly window accessible “error codes” and table for reference.
13. Ability to forward images to other DCSE areas to update case information, such as address changes, SSN updates, or employment status.
14. Provide ability to remove non-negotiable payment sources which must be returned to the payor for various exceptions, including lack of signature, stale or post dated payment sources, incomplete numeric or written dollar values.
15. Provide EFT import functionality that allows specified SDU users to import EFT files received from the bank into the payment processing module. The State prefers that the proposed solution handle wage-related incoming EFT addenda files prior to processing by the State’s banking institution. Currently, these files are processed by the State’s banking institution and transferred to DACSES in a proprietary format. Incoming EFT files are received primarily from employers and child support agencies in other states. These payments are remitted using the child support DED segment contained within the addenda record(s) of either a CCD+ or CTX transaction. The DED segment contains the case specific information necessary to post the payment to DACSES and must be formatted in accordance with the standard by the originator. For a CTX transaction, the originator must utilize an ASC X12 820 “Payment Order / Remittance Advice” EDI transaction set to transmit the DED segments.
  - a. EFT files must be able to be imported individually or as a selected group.
  - b. System must parse each ACH file into valid payment transactions that contain the minimum payment information.
  - c. Each individual EFT file must be treated as one payment source and processed using the same rules as any other payments received by the SDU.
  - d. System must ensure that the individual payments included in an EFT file balance to the total amount of the transaction (i.e. DED segment amount reconcile to the amount in the “6” record).

### **C. Payment Entry Module**

The vendor shall be responsible for supplying, programming, and implementing an automated Payment Entry Module for posting payments from images of payment sources and related attachments. The payment processing application shall interface with the DACSES system on a daily basis. The workflow solution will allow users to search information contained in the payment processing application database to aid in resolving unidentified payments.

The Payment Entry module will receive images in individual payment batch format for posting to the automated system. Images are to be presented to payment entry workers in a clear split screen format, displaying both the image as well as the payment entry screen. The desired functions include automated assignment of batches to individual workers as needed, and transmitting payment source image and data entry screens with no greater than one-second response time of previous entry. The Payment Entry module will maintain as minimum the NCP’s and CP’s social security number, the Master Client

Index (MCI) number, and the DCSE case number as identifiers for posting payments. Other information as agreed upon with the DCSE may be maintained. The requirements for the Payment Entry Module include:

1. Provide the ability to read scanned remittance documents in order to populate the required fields, including but not limited to, SSN, DCSE Case Number, Payment Amount, and Bar Code Data.
2. Present clear and easy to read images to each operator for processing.
  - a. Images will be presented so that the entire attachment and payment source can be easily viewed.
  - b. Provide seamless ability to navigate between payment source and multiple page attachments.
  - c. Maintain payment source and related attachment(s) in sequence order, throughout process, for tracking and retrieval purposes.
  - d. Provide ability to view payment source and all related attachments on same screen or multiple screens when more than one attachment exists.
  - e. Vendor will recommend monitors, in size and durability, to provide a split screen with a clear image of payment source and attachment(s), along with the Payment Entry Module's entry screen.
3. Utilize the most current and efficient technology in CAR/LAR, Optical and Intelligent Character Recognition (OCR, ICR), and MICR.
  - a. Once a MICR code has been identified on a particular payment source, the system will recognize and read same MICR code and self-populate the payment type information on all future payment source documents. User will be able to override payment type when necessary.
4. Utilize "templating" technology to read and define multiple payment listings and sources, along with an automated reconciliation process between Receipts, Payment Entry, and Deposit processing.
5. The following data elements are required to upload the payments to the DACSES system on a nightly basis. (*The vendor must work with the state on the file format and layout.*)
  - a. NCP SSN (non-custodial parent's social security number)
  - b. Non-Custodial Parent (NCP) name
  - c. Master Client Index (MCI) number
  - d. Payment Amount
  - e. Effective Date
  - f. Payment Type
  - g. Associated EIN number for each wage attachment
6. Automatically populate certain data entries of sequential numbers, pay type, batch date and any scanable coupon data.
7. Payment types (wage, check, interstate) are important information for processing and reporting. System must promote accurate capture of type such as allowing

- operator to override payment type for each payment or accept default payment type established with batch header data.
8. System will present bold and easy to read name verifications for matches between Payment Entry Module and name match data. The system must be capable of performing this function against the production DACSES database or a look-up database that is updated by a nightly extraction from DACSES. The final decision regarding which database to use will be made after the Infrastructure Analysis/Recommendation Report is completed in Phase 2.
  9. The response time for searches will be no greater than one second for the results to be displayed to the operator.
  10. System will boldly display “a notification when an SSN MCI or Case number does not match an NCP or CP included in the payment processing database.
  11. System will route all unidentified payments, recoupments, and fee images to the Exception Unit.
  12. Multiple Payment (MP) Processing  
The vendor will provide a module for processing MP batches and developing MP templates that will provide efficient and timely processing in the daily workflow for multiple payments. The requirements include:
    - a. Ability to image, track, post, and reconcile single payment sources received for multiple non-custodial parents (NCP).
    - b. Provide multiple payments templates to allow routing of multiple payment images to designated workers.
    - c. Once template is developed for a multiple payment source, the template format will be saved and utilized, based on MICR read match, for subsequent payments.
    - d. Develop workflow for multiple payment batches ranging in size up to 200 transactions per batch.
      1. SDU management must have the ability to set a global value for batch size.
      2. Create separate workflow for companies submitting large lists of 50 or more transactions with totals by page and payment source balancing.
  13. No-Information Payment Processing  
The vendor shall be responsible for supplying, programming, and implementing an automated workflow solution and database inquiry functionality as part of the payment processing system for use in processing payments with incomplete or missing information. The requirements are:
    - a. Images of payments with incomplete or missing information will route through the workflow module to Job Queue for processing by appropriate SDU staff.
    - b. A database inquiry function is required to locate payor information. This database must include MCI Number, Current Employer, SSN, DCSE Case Number, Obligation amount and Frequency, and Name and Address inquiry for Non Custodial Parent, Custodial Parent, and Children.

- c. Provide “wild-card” features in the database inquiry function to allow operator to search, using partial information, on multiple fields while receiving match information on all like data entered (i.e. first name, last name, NCP address)
  - d. The database inquiry function will have a response time no greater than one second for inquiry look up results to be displayed to operator without impacting any other production activities that are occurring during the search.
  - e. All look-up database information will be updated from the DACSES system on a daily basis.
  - f. Utilize MICR read technology to store prior posting information necessary to provide operator with additional data to properly identify current payment.
  - g. Once payments are identified, the case information selected by operator, from the look-up database, will automatically populate to the related payment entry fields.
  - h. Provide a means to track unidentified payments until they have been resolved or declared unidentifiable.
  - i. Allow payments to be posted to the DACSES system utilizing unidentified payor account number. The option to post payments utilizing the unidentified payor account number shall be allowed for payments entered from either the Identification database or the Payment Entry Module.
  - j. Provide an aging report listing unidentified payments
  - k. Payments entered through the No-Information process shall conform to all other Payment Entry standards outlined in Payment Entry Module.
14. Create a file in conjunction with the current DACSES maintenance vendor to post money through a nightly interface into the certified DACSES system, where the federal distribution rules are applied.
15. Create a file in conjunction with the current DACSES maintenance vendor to provide NCP and CP information through a nightly interface from the certified DACSES system.
16. Automatic notification, using the MICR line on identified cases, to alert entry work of a bad check, which will be routed to the Exceptions Unit.
17. Allow tracking and updating of problem check cases to necessary areas as designated in workflow process.
18. Provide a tracking and monitoring tool to report productivity data by worker, hours worked, and transactions processed for supervisors and managers review.
19. Provide a hot key access to Payment Identification information for use in resolving payments where incomplete information is supplied.
20. Allow a user to toggle if needed between the payment processing application and another application that runs DACSES.
21. Ability to select and transfer data found in database inquiry function into the payment entry screen.
22. MICR read or other proposed technology must be utilized to notify entry operator with “red flag reason” and brief description of exceptions.

23. Allow authorized users in the Exceptions Unit and Research/Quality Control Unit, to “red flag” potential posting errors, non-sufficient funds, previous disbursement errors, and foreign currency.

#### **D. Batch Reconciliation**

The vendor shall be responsible for supplying, programming, and implementing a Payment & Batch Reconciliation module that will ensure the accurate and complete processing of all payment source batches, through all phases of the SDU. Also the vendor shall provide automated reporting and monitoring of batches. The requirements for the batch reconciliation include:

1. Ensure that Receipts, Payment Entry, and Deposit totals agree prior to releasing payments to DACSES and/or Bank Deposits.
2. Develop automated reconciliation processes that documents and tracks each batch.

#### **E. Bank Deposit & Encoding**

The vendor shall be responsible for supplying, programming, and implementing for Bank Deposit encoding equipment, and also provide the inclusion of Bank Deposits into the workflow module to reconcile scanned batch totals to encoded payment source totals. Processes will be developed for individual and multiple payment source batches, as well as, batches received with other legitimate deposits (i.e. Cash). The system will provide a means to reconcile and confirm deposit and entry totals prior to release of transactions to the nightly upload to the bank. The system will provide automated reporting and monitoring of batches. The requirements for the payment workflow module include:

1. Ability to forward payment sources, after they have been imaged, endorsed, and batched directly to the deposit unit.
2. Deposit operator must have capability to encode payment sources for daily bank deposit, ensuring the deposits are processed and submitted to bank on a daily basis.
3. Batch control totals from the Deposit Unit must reconcile to the batch totals created from images in the Payment Entry Unit. Automatically compare the totals within the workflow. Once the amounts are reconciled, the actual payment sources will be prepared for daily courier pick-up and batches may be released for Payment Entry upload to DACSES.
4. System will generate a deposit ticket to accompany the original payment sources to include each payment source amount, sub-totaled by batches.
  - a. The deposit ticket will include the name and address of the bank, name of user preparing the deposit ticket, date of the deposit, deposit ticket number, the pre-numbered bank bag number, and the agency’s name and address.
  - b. The deposit ticket will include the grand total to be deposited in the bank.
5. A process to encode and reconcile Multiple Payment source type payments through the workflow with the Payment Entry module.
  - a. Multiple payment batches may include up to 200 payment sources per deposit ticket.
6. Provide equipment that will possess bank encoding capability for presentation to banking depository.

7. Provide an automated solution for processing exception items within the Deposits module, but deposited outside of the Deposit unit.
8. Provide a solution for processing Foreign Currency accurately, efficiently, and timely.

## **F. Image Viewing System**

### **1. Required Image Viewing System**

The vendor shall propose a solution for supplying, programming, and implementing an image retrieval system for use by designated SDU staff. The required specifications include:

- a. Immediate retrieval and printing of the images
- b. Images indexed by key data elements that can be used as search criteria. As a minimum the following data elements must be used for search criteria.
  1. MCI
  2. NCP SSN
  3. CP SSN
- c. Image storage for up to 3 years

### **2. Optional Image Viewing & Archiving System**

The vendor shall propose a solution for supplying, programming, and implementing a web-based image retrieval system for use by designated staff throughout the state. The specifications include:

- a. Web-based retrieval system
- b. Immediate retrieval and printing of the images
- c. Images indexed by key data elements that can be used as search criteria. As a minimum the following data elements must be used for search criteria.
  1. MCI
  2. NCP SSN
  3. CP SSN
- d. Secure access to the images
- e. Audit log of who viewed and printed images. The audit log must capture the user, the action, the date the action performed and time action performed.
- f. Image storage for up to 3 years
- g. Archiving mechanism that allows automated archival and easy retrieval of images stored off line and/or near line.

## **G. Exception Unit**

### **1. Unidentified Team**

The vendor shall be responsible for the supplying, programming, and implementing the following capabilities:

- a. Payment Entry staff will route unidentified payments at the completion of each batch to Exception staff. This will give the Exceptions Unit an opportunity to resolve some of the unidentified payments before the suspense file is posted in the nightly batch processing. Those items identified during the daily workflow will be returned to the Payment Entry Unit to update the posting file.

- b. Identified payments returned to Payment Entry will be updated to the original batch with appropriate data.
- c. Route unidentified referrals in a routing order that will not duplicate ongoing efforts by multiple staff members (i.e. alphabetically or by MICR number so multiple staff are not trying to resolve a referral from the same payee.)
- d. Ability to maintain images of unidentified receipts until resolved.
- e. Retain and store identifying receipt information to reduce duplication of unidentified referrals to the Exception Unit.
- f. Create and maintain a HOT list of non-sufficient entries that may be added or deleted as needed by assigned staff, to assist in research and reconciliation efforts.
- g. Maintain a database of non-sufficient fund payment sources to assist in avoidance of processing reoccurring items of non-sufficient funds.

## 2. Banking Team

The vendor shall be responsible for the supplying, programming, and implementing the following capabilities:

- a. Scan returned checks and create a permanent record for audit purposes, reduction in research efforts, and to reduce space needed to maintain permanent records.
- b. Scan due diligence responses with the possibility of creating reports by scanning check information in a form letter.
- c. Provide enhanced solution for Exceptions Unit to submit reports on stop payments and due diligence.

## H. NSF Processing

The vendor shall be responsible for the supplying, programming, and implementing the following capabilities:

1. Maintain a record of non-sufficient funds (NSF) remittances to prevent reoccurring recoup processes for the same payor.
2. Create and maintain a database for Recoup staff members, who will add or delete entries as needed.
3. Provide a mechanism for loading the existing non-sufficient fund payment information that is currently stored in an Excel spreadsheet.

## I. Reporting Requirements

The system shall have ability to create numerous reports that will be used to analyze the daily activities of the payment processing operations. The contractor will provide the capability for the purchaser to develop additional reports as needed. The specific reports will be determined during the design phase. As part of their proposal, bidders will list and describe the reports that they will recommend as part of their proposed solution

## J. Physical Security and Internal Control Requirements

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) set the state system requirements for child support enforcement. Within the

system requirements, an Audit Guide is set forth to ensure that the State Disbursement Unit (SDU) meets the physical security and internal controls required for certification by PRWORA. The SDU must use automated procedures, electronic processes, and computer-driven technology to the maximum extent feasible, efficient, and economical, for the collection and disbursement of support payments. Vendor shall ensure all procedures, equipment, and technology utilized within the SDU will comply with current PRWORA Certification, Objective F-2 and H-2g of the Guide, relating to the SDU Physical Security and Internal Controls. The following are included but not limited to the Physical Security and Internal Controls:

1. The vendor will supply recommendations on how to implement the appropriate physical security based on the referenced above including a proposed physical layout of the SDU.
2. Provide internal controls within the system that includes immediate opening of mail, endorsement of payment sources, payments date stamped with date of receipt, recording predetermined elements to an SDU maintained batch log.
3. Ensure duties are segregated in accordance with 45 CFR 302.20, Separation of cash handling and accounting functions.
4. Ensure there is a process in place to research payments that cannot be posted to a case (unidentified payments).
5. Ensure that receipts are deposited within 24 hours to the appropriate depository.

Application security and system security must comply with the Department's policy provided as a web link in Appendix D)

6. Provide an audit trail for each batch, envelope and payment transaction that includes:
  - a. Each action
  - b. The user who performed the action
  - c. The date & time the action was performed

#### **4.12 Deliverables**

The Contractor shall be responsible for the installation, configuration and implementation of a new child support payment-processing operation, to include but not limited to:

- New mail opening equipment
- Imaging and image archival equipment with an option for web based technology for image retrieval
- Software development for payment entry and reports modules
- Supporting database
- Pre-and post- implementation training
- Implementation services to replace the existing system
- Code development to facilitate the interface to and from the existing child support enforcement system.

In Phase 1, all deliverable documentation will be initially introduced in an "Outline and Sample Contents" template submitted by the contractor. State staff will approve each template. These templates may also be subject to federal review as well. Each deliverable will follow their respective approved template design.

Each document deliverable must be delivered in two (2) paper copies sent to the State Project Director along with uploading an electronic copy to a state provided location. Each deliverable shall be reviewed by DHSS and will require formal approval from DHSS prior to milestone approval and payment. Federal approval may also be required for certain documents as well. **Formal approval of a deliverable is State approval of the final version.** State staff time is limited on this project especially for deliverable review. The project plan must include sufficient time for serial deliverable review. The contractor must include at least ten (10) business days, per deliverable, in the project plan for State staff to complete a review and to document their findings. Based on the review findings, DHSS may grant approval, reject portions of or reject the complete document, request contractor revisions be made, or may state the inability to respond to the deliverable until a future specified date. Upon each rejection, the contractor will have five (5) business day periods to revise the document. Additional three (3) business day periods shall be required by the State for subsequent reviews whenever revisions are requested or a deliverable is disapproved. Bidder will include reasonable federal timeframes in the project plan for those deliverables requiring federal review, comment and approval. Formal milestone approval by the State will be required for milestone invoicing.

The source code (or executable, in the case of COTS products) for each application module deliverables will initially be delivered to the IRM Manager of Application Support responsible for DCSE (or designee) at the time of User Acceptance Testing. The vendor is responsible for installation in the DHSS test environment with IRM staff present. The vendor must remain on-site to address any errors until the application is successfully installed. The project plan must include sufficient time for user acceptance testing (UAT), which will be coordinated with training for the UAT group. The vendor is responsible for developing a test plan and providing UAT test scripts along with each application module.

Deliverables are listed as follows. Milestones are indicated with the Mn designation.

<b>Mandatory Project Deliverables &amp; Milestones (M1-5)</b>	
<b>Phase 1</b>	Deliverable 1: Detailed Project Plan
	Deliverable 2: Deliverable Document Templates
	Approval of Phase 1 <b>(M1)</b>
<b>Phase 2</b>	Deliverable 3: Business Process Analysis/Recommendation Report
	Deliverable 4: Infrastructure Analysis/ Recommendation Report
	Approval of Phase 2 <b>(M2)</b>
<b>Phase 3</b>	Deliverable 5: System Requirements
	Deliverable 6: Functional Design
	Deliverable 7: Technical Design
	Deliverable 8: Testing Plan
	Approval of Phase 3 <b>(M3)</b>
<b>Phase 4</b>	Deliverable 9: Training Plan for functional/technical staff
	Deliverable 10: Training material for functional/technical staff

	Deliverable 11: Install and Test Hardware
	Approval of Phase 4 <b>(M4)</b>
<b>Phase 5</b>	Deliverable 12: Training for functional/technical staff
	Deliverable 13: Implementation
	Deliverable 13a: Scanning Solution Hardware
	Deliverable 13b: Image Viewing Solution
	Deliverable 13c: EFT Import Functionality
	Deliverable 14: Parallel Testing
	Deliverable 15: System Manuals
	Deliverable 16: Warranty
	Approval of Phase 5 <b>(M5)</b>
<b>Post Implementation</b>	Post Implementation Support

Except for Phase 1, vendors may propose a different sequence of phases and deliverables. Schedule 1 of Appendix F (Project Cost Forms) must also reflect this same sequence.

**4.12.1 Phase 1**

This phase is the kickoff of the project where the overall project planning, project management and schedule are agreed to and the ground rules and expectations are set.

The deliverables in this phase are:

**Deliverable 1: Detailed Project Plan**

Vendor must create a project plan in Microsoft Project with the following information:

- Key dates including dates for deliverable submission, federal approval timeframes (as needed per deliverable) and milestones
- Structure, using a breakdown of activity, task and subtask within the entire project
- An organization chart with staff names & functional titles
- Description at the subtask level including duration and required staff resources (contractor vs. State) and hours
- Resource staffing matrix by subtask, summarized by total hours by person, per month.

The project plan is a living document and must be updated at least weekly throughout the project to reflect actual project status and timelines. The State must approve any change that results in the change of a milestone date.

**Deliverable 2: Deliverable Document Templates**

Vendor must work with State staff to design templates for each subsequent document deliverable, status reports, issues tracking, executive meeting summaries and other project documents. These template designs are critical to ensuring that the deliverables and other project documents are in a format agreed to by all parties. Each template must be separately approved by the State.

With formal State approval of all deliverables in this phase, the milestone payment (M1) minus 10% retainage shall be invoiced.

#### **4.12.2 Phase 2**

The deliverable(s) are as follows:

##### **Deliverable 3: Business Process Analysis/Recommendation Report**

Vendor must review the current SDU processes, including exception processing, document the processes that must be preserved and those that can be improved. During this phase the Lead Analyst will analyze the current process used by the SDU and make recommendations concerning business processes that could be changed to gain efficiencies or reduce errors, and provide benefit to the Commonwealth. The Business Process Analysis/Recommendation Report will document all process and recommendations for the SDU operation moving forward. The Business Process Analysis/Recommendation Report must include a gap analysis that can be given to the front line staff so that they can understand what the new system will do and how it will affect the current processes.

##### **Deliverable 4: Infrastructure Analysis/Recommendation Report**

Vendor will analyze the technical infrastructure currently in place in Delaware and make recommendations for any changes that need to be made for optimal operation of the new system. The Infrastructure Analysis/Recommendation Report must include a list detailing all hardware/software to be delivered.

With formal State approval of all deliverables in this phase, the milestone payment (M2) minus 10% holdback shall be invoiced.

#### **4.12.3 Phase 3**

The deliverable(s) are as follows:

##### **Deliverable 5: System Requirements**

Vendor will document requirements in a Software Requirement Specification (SRS) document describing in detail all deliverables for the project, including all artifacts associated with software, documentation, deployment, post-implementation support, training, and testing. The requirements will describe:

- Functions the system will provide
- User roles
- Constraints and regulations governing the system, how it is designed and how it functions
- Infrastructure design
- Schedule of system actions that occur such as file transfers

##### **Deliverable 6: Functional Design**

Vendor will provide a Functional Specification Document defines the appearance, behavior, and design of the application based on the features and functions defined in the Software Requirements Specification and be written from the user's point of view. The Functional Design must include a block diagram of communication flows between all components.

### **Deliverable 7: Technical Design**

Vendor will provide a Technical Design Document that provides the developers with the programming specifications needed to do the coding on the application. The Technical Design Document as a minimum must include:

- Diagram and description of the intended architecture
- Description of system security including security roles and profiles
- ERD in Microsoft Visio format of the database

### **Deliverable 8: Test Plan**

Vendor will provide a Test Plan that defines how software will be tested to verify that the requirements are implemented properly. The Test plan as a minimum must include:

- Unit test methodology
- System test plan
- User acceptance test plan
- Parallel testing plan
- End to end testing plan (Plan to test interfaces to and from other systems)
- Test scripts

With formal State approval of all deliverables in this phase, the milestone payment (M3) minus 10% holdback shall be invoiced.

#### **4.12.4 Phase 4**

The deliverable(s) are as follows:

### **Deliverable 9: Training Plan for functional and technical staff**

Training shall be provided as a mix of classroom presentation and hands-on activities for all staff, supervisors, and managers. Vendor must create a training plan with the following information:

- Description of each training class
- Delivery method for each training class
- Instructor (state or vendor) for each training class
- Which classes are “Train the Trainer” classes
- List of training required for each role in the SDU
- Key dates for each of the training classes

### **Deliverable 10: Training Material for functional and technical staff**

Vendor must develop training material and training as it relates to the “final solution” for each training class. At least 45 calendar days before training is to begin, the Vendor shall submit a draft detailed course curricula, handouts, and manuals to the Project Director for review and approval. The Project Director will facilitate the review of the draft documents and submit comments to the Vendor within five business days from receipt. At least 15 days before training is to begin, the Vendor shall submit final training material documents, in Microsoft Office format, to the Project Director.

The vendor is responsible for production of the all training material for the initial training material as well as supplying an electronic copy to the Project Director.

### **Deliverable 11: Install and Test Hardware**

Vendor must install and test all hardware necessary to support the scanning and imaging solutions.

With formal State approval of all deliverables in this phase, the milestone payment (M4) minus 10% holdback shall be invoiced.

#### **4.12.5 Phase 5**

The deliverable(s) are as follows:

### **Deliverable 12: Training for functional and technical staff**

This deliverable consists of the vendor providing all of the necessary and agreed upon training for the functional and technical staff. Training will be conducted at Churchman's Corporate Center in New Castle, DE. The state has a training facility available that includes:

- 18 workstations for users
- 1 trainer workstation for the instructor
- Whiteboards
- Projector

### **Deliverable 13: Implementation**

This deliverable consists of final State approval of all delivered modules and their implementation into production.

The Vendor shall develop the Acceptance Test Procedures with the Project Director and designated DCSE staff in conducting detailed Acceptance tests prior to beginning the Acceptance Testing.

1. All test procedures shall be traced back to the requirement. The verification matrix shall be updated to include the test that verifies the requirement. In the event of deficiencies, the Vendor shall determine suitable resolutions for approval by the DCSE Steering Committee. The Vendor shall provide the necessary changes to resolve any deficiencies.
2. The Vendor shall provide Acceptance Test Reports after each of the integration tests. The 'as run' Test Procedures shall be included in the Test Reports. At the conclusion of test and acceptance of the system, the Project Director will notify the Contractor in writing that the system has been accepted.

Once the State has accepted all of the modules the Vendor will develop and execute an installation plan in preparation for the parallel testing and production environment.

### **Deliverable 13a –Scanning Solution Hardware**

The vendor will install and implement the Scanning Solution hardware, regardless of whether the vendor or the State purchased the hardware, pursuant to section 4.12.7 of this RFP as part of this deliverable.

### **Deliverable 13b –Image Viewing Solution**

The Image Viewing Solution option (web-based or other- to be negotiated with successful bidder) will be installed and implemented by the vendor as part of this deliverable.

### **Deliverable 13c –EFT Import Functionality**

The EFT Import Functionality will be installed and implemented as part of this deliverable.

### **Deliverable 14: Parallel Testing**

Vendor will participate in parallel processing that will be divided into two phases. During Phase I, the SDU staff will participate in hands-on training using data that has been made part of the parallel processing exercise. The first few days will be light with the goal of working up to a normal full day's processing. During Phase II, the participants will be processing a full day of work for an agreed upon period.

### **Deliverable 15: System Manuals**

The Vendor will deliver the following in hardcopy and electronic form:

- a. User manuals
- b. Software Application manuals
- c. Final database design and ERDs (in Microsoft Visio format)
- d. Technical Standard Operating Procedure manual
- e. Test Script used for system and parallel testing compiled in a single manual
- f. Disaster Recovery/Business Continuity manual

### **Deliverable 16: Hundred (100) Day Warranty Period**

As the final deliverable of the project, vendor will supply 100 days of warranty support after the final production implementation of all modules. The first two weeks of warranty support will be on-site. The warranty period provides for issue resolution, bug fixes and system functionality problems with the new system. This support is included in the firm fixed price.

With formal State approval of all deliverables in this phase, the milestone payment (M5) shall be invoiced. The total M5 payment is the sum total of the holdbacks from milestone payments M1 thru M4. See subsection 7.2 for details on project payments.

#### **4.12.6 Post Implementation Support**

The post implementation support will be listed as a separate line item in the cost sheet. The post implementation support will be for 1 year with four (4) one year options. The deliverable(s) are as follows:

1. The Contractor shall provide post implementation technical assistance and must provide a solution that can be maintained by DCSE after implementation.
2. The Contractor shall provide their on-going system support and maintenance plan.
3. Provide on site response to mail opening & extraction and encoder equipment service calls within four hours maximum response time.

4. Provide phone response to software service calls deemed Priority 1 within one hour of receipt of the call
5. Provide phone response to software service calls deemed Priority 2 within four hours of receipt of the call
6. Mail opening & extraction and encoder equipment maintenance must include parts and labor as well as regularly scheduled preventative maintenance visits.
7. Must be available during operational hours of the Business Unit, including weekends as needed. Current hours of operation: 6:30am to 7:00pm weekdays and 7:00am to 5:00pm on certain Saturdays. Mail opening & extraction and encoder equipment Technicians at a minimum are needed to be on site between the hours of 8am – 5pm and within 4 hours of service call
8. Must provide solution modifications as necessary to maintain the interface between DACSES and the SDU for the life of the contract. The vendor will provide DCSE with a fixed hourly rate for these anticipated solution modifications.
9. Must provide free of charge any and all updates to the solution developed by the vendor for the first post implementation year. For post implementation years two through five, the vendor will suggest solution updates with costs estimates.

#### **4.12.7 Scanning Solution**

Vendor will provide the proposed scanning solution as described in 4.11 A as a separate line item on the cost sheet. DCSE, at its discretion, may elect to purchase the hardware necessary to support this solution through its procurement process.

#### **4.12.8 Image Viewing Solution**

Vendor will provide the proposed web based image viewing solution as described in 4.11 F.1 as a separate line item on the cost sheet. DCSE, at its discretion, may elect to purchase any hardware necessary to support this solution through its procurement process.

### **4.13 Project Expectations**

Contractor will be expected to address the following requirements in detail. Emphasis is on the limited availability of state staff for this project and the expectation that the contractor express in detail their understanding of their responsibilities in the areas of Customization/Development, Implementation, Warranty, Training, and Deliverables.

#### **4.13.1 Process Flow of Solution**

Vendor must provide a clear, concise process flow detailing the proposed solution. The process flow must include the “normal” flow of payments as well as exception processing. The Process Flow must include flow charts as well as a narrative provided in hardcopy and electronically in Microsoft Office format.

#### **4.13.2 Customization/Development**

Vendor assumes primary responsibility for this project with minimal assistance from state staff. The vendor will propose this phase of the project although it cannot exceed one (1) year vendor’s receipt of the State’s purchase order.

#### **4.13.3 Site Requirements**

For non-ASP solutions, the application and database infrastructure and platforms must be located at the Biggs Churchman's Corporate Center in New Castle, Delaware. In addition to production, a separate, isolated UAT environment shall be set up so as to minimize interference with the production environment. Additional staging areas may be proposed at the discretion of the vendor. Bidder will address how each of these areas will be set up and utilized. Separate Data Center test and production environments will be maintained for the life of the system. Proposals must provide for adequate ongoing licenses to maintain each environment.

The state may elect to locate the imaging and/or archiving components at the Biggs Data Center on the DHSS Herman Holloway Sr. Health & Social Services Campus in New Castle, DE.

Any software purchased or developed for DHSS must be an appropriate fit into the DHSS IT Environment. The current DHSS IT Environment is described in Appendix D.

#### **4.13.4 System Testing**

Contractor will schedule with the Project Director to ensure that all aspects of the testing environment are ready. Conversion run tests from existing system will be scheduled through Project Director. These tests will be scheduled to run during off peak hours so as to minimize network load. Each developed entity will be thoroughly tested by the contractor before it is scheduled for acceptance testing with the State.

Contractor will schedule with IRM any network connectivity, security integration, testing of interfaces to/from DACSE, offsite storage and implementation into the production environment.

#### **4.13.5 User Acceptance Testing (UAT)**

Each system module will undergo UAT by the State prior to production implementation. The locations for UAT State staff will be at the Churchman's Corporate Center. Upon formal State approval of the module's UAT, it will be scheduled with IRM for implementation into the production environment.

#### **4.13.6 Training**

Contractor will be responsible for training users in all aspects of the new system. Training will be outlined in a training plan discussing expectations and schedules. A training planning session must be held to review the training plan prior to the first actual training session. This will enable State and Contractor staff to better communicate during these sessions. Contractor will detail in their proposal a training plan outline and schedule for users of each component of the system.

#### **4.13.7 Support Services**

Bidders must include a description of the ongoing support they are proposing which will start after the warranty phase. Support includes help desk support, bug fixes, updates and new releases. Costs for such services will need to be shown in the Business Proposal volume, together with a statement that such services will be available for a minimum of five years after the warranty period. The first year will be mandatory; years two through five will be at the State's option. Support cost inflation is discussed on the cost forms.

Bidder must guarantee that their proposed solution will comply with all mandatory requirements throughout the entire support phase. Bidder will also specify expected deadline dates for completion of such modifications after the provision of detailed, written notice of impending changes from DHSS/DCSE.

Bidders must also address the following in their proposal:

- Identify your average of your response and resolution times. Provide examples of current measurements and metrics.
- Describe your process for providing application fixes and enhancements.
- Identify your average turnaround time for fixes and enhancements.
- Confirm whether or not the State has the opportunity to provide input into the prioritization of new features and enhancements.
- Identify your anticipated 2007–2008 schedule for new releases and updates.

It is critical that the proposed solution include ongoing support services and assurance that all regulatory requirements will be met for DHSS/DCSE. Other details and specific requirements are included in various sections throughout this RFP.

#### **4.13.8 Maintenance Services**

Bidders must also provide:

- An estimate of the number of hours required to apply the DHSS customization features to new releases.
- A schedule of fully loaded hourly rates for the types of services which will apply to this work, as well as to future customization. The schedule of rates must only include rates for:
  - Software developer including database administrators
  - Mail opening & extraction and encoder technician
  - System and server hardware specialists

This information will need to be shown in the Business Proposal. Support cost inflation is discussed on the cost forms.

Bidder must guarantee that their proposed solution will comply with all mandatory requirements throughout the entire support phase. Bidder will also specify expected deadline dates for completion of such modifications after the provision of detailed, written notice of impending changes from DHSS/DCSE.

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## 5 Proposal Evaluation/Contractor Selection

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### 5.1 Process

DHSS will conduct a three-tiered review process for the DCSE SDU project.

In the first tier, each Technical Proposal will be evaluated to determine if it meets the Mandatory Submission Requirements described in Appendix G – Mandatory (Pass/Fail) Submission Requirements Checklist. **Any proposal failing to meet those requirements is subject to immediate disqualification without further review.** All proposals meeting the mandatory submission requirements will be given to the DHSS Evaluation Team.

In the second tier, the DHSS Evaluation Team will perform a Technical Proposal Review. Technical Proposals receiving a passing score of 50 or higher will be eligible to have the Business Proposal reviewed. The individual scores of each evaluator will be averaged to determine a final technical score and a final business score. Technical and Business scores will be combined to determine each bidder's total score.

After the DHSS Evaluation Team completes its initial review, staff from the Department of Technology and Information (DTI) will review the top two (2) to five (5) applications and provide comments and recommendations to the DHSS Evaluation Team which will be used in selecting the vendors to demonstrate their proposed solution.

Vendors may be required to demonstrate their proposed solutions. The demonstrations will be used in the DHSS Evaluation Team's final deliberations.

In the third tier, DHSS Evaluation Team findings will be presented to an Executive Selection Committee. The Executive Selection Committee will review DHSS Evaluation Team findings. A potential contractor will be recommended to the Secretary, Department of Health & Social Services. Final selection is at the discretion of the Secretary or his designee.

### 5.2 Proposal Evaluation and Scoring

The Technical and Business proposals of each bidder will be evaluated and assigned points. A maximum of 100 total points is possible.

#### 5.2.1 Mandatory Requirements

The DCSE Director or designee will perform this portion of the evaluation. Each proposal will be reviewed for responsiveness to the mandatory requirements set forth in the RFP. This will be a yes/no evaluation and proposals that fail to satisfy **all** of the criteria of this category may not be considered further for the award of a Contract. Specific criteria for this category are as follows: Vendor is required to address Section 4 "Contractor Responsibilities/Project Requirements" in detail by subsection and bullet. Vendor is required to follow Section 6 "Bidder Instructions" explicitly and complete all required forms as instructed.

**Failure to adequately meet any one (1) mandatory requirement may cause the entire proposal to be deemed non-responsive and be rejected from further consideration.** However, the State reserves the right to waive minor irregularities and minor instances of non-compliance.

### 5.2.2 Technical Proposal Scoring

Only those bidders submitting Technical Proposals which meet the Mandatory Submission Requirements provision will have their Technical Proposals scored. Technical Proposals which fail to meet this provision will be rejected and will not be scored.

Technical proposal scoring will take into account how well the proposed solutions meet the guidelines set forth as Federal guidelines. See Appendix D for links to the applicable Federal website.

Only those Technical Proposals with a Total Technical Score of 50 or higher will have their associated Business Proposals scored. Technical Proposals with a Total Technical Score below 50 will be rejected. Bidders with rejected Technical Proposals will not have their Business Proposals scored.

Category	Maximum Assigned Points
Meets Mandatory RFP Requirements	Pass/Fail
Appropriateness of Proposed Solution in Terms of Business & Technical Requirements	25
Organization, Staff Qualifications and Experience With Similar Projects	25
Understanding Scope of the Project	25
Project Management Methodology	5
<b>Total Maximum Technical Score</b>	<b>80</b>

### 5.2.3 Business Proposal Scoring

Total business score will be based on the costs submitted as part of the cost worksheet and on the documented stability and resources of the vendor. Strong consideration will be given to how well the costs in the Project Cost Forms compare to the level of effort for this and other proposals along with the accuracy of the submitted figures. The State of Delaware reserves the right to reject, as technically unqualified, proposals that are unrealistically low if, in the judgment of the evaluation team, a lack of sufficient budgeted resources would jeopardize project success.

<b>Total Maximum Business Score</b>	<b>20</b>
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### 5.2.4 Total Points Awarded

(Total Technical Score + Total Business Score) = Total Evaluation Score

<b>Total Maximum Evaluation Score</b>	<b>100</b>
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### **5.2.5 Final Selection**

The vendor scores and recommendations will be presented to and reviewed by the Executive Sponsors who will make a final recommendation to the DHSS Cabinet Secretary.

## 6 Bidder Instructions

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### 6.1 Submission Information

This subsection describes procedures and conditions that will affect the preparation and submission of bidder proposals.

The proposal must be submitted in eight (8) separate volumes bound separately and submitted under separate cover.

- Volume 1 – Technical Proposal
- Volume 2 – Business Proposal

Response copies of each volume:

- Two (2) signed originals and six (6) copies.
- Two (2) CD's with electronic versions of the entire proposals in Adobe .pdf and Microsoft Word .doc (2000 or higher) formats. This will be used for researching the proposals and reprinting as necessary.

Each CD will contain the following files at a minimum:

- RFP Technical Proposal.doc
- Proposed Solution Process Flow.vsd
- RFP Business Proposal.doc
- RFP Implementation Project Plan.mpp
- CD Directory.doc

Each of the proposal files must be a single file comprising each entire proposal. Each proposal file in .pdf format must be a printable copy of each original volume submitted. The project plan contained in the technical proposal files must also be submitted separately as an .mpp file. Other files may be submitted separately. The CD Directory.doc file must contain a Word table listing each file contained on the CD along with a short description of each. Bidder must certify that these CD's have been scanned and are free from viruses and other malicious software.

The original copies of each of the Technical and Business Proposal Volumes must be clearly marked as such. In addition, see Section 8 for copies of other required forms to be included in each proposal.

The Technical Proposal Volume copies must be labeled on the outside as follows:

<p style="text-align:center">State of Delaware Department of Health and Social Services RFP</p> <p style="text-align:center">Volume 1 Child Support Enforcement State Disbursement Unit Automation - Technical Proposal</p> <p style="text-align:center">DHSS RFP #PSC <b>765</b> (Name of Bidder) <b>July 25, 2007 11:00am</b></p>
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The Business Proposal Volume copies must be labeled on the outside as follows:

<p style="text-align:center">State of Delaware Department of Health and Social Services RFP</p> <p style="text-align:center">Volume 2 Child Support Enforcement State Disbursement Unit Automation - Business Proposal</p> <p style="text-align:center">DHSS RFP #PSC <b>765</b> (Name of Bidder) <b>July 25, 2007 11:00am</b></p>
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### 6.1.1 Proposal Delivery

Proposals must be delivered to:

Sandra Skelley, Procurement Administrator  
DE Department of Health & Social Services  
Division of Management Services  
Procurement Branch, DHSS Campus  
Administration Building- 2<sup>nd</sup> Floor Main Bldg., Room 259  
1901 N. DuPont Highway  
New Castle, DE 19720

### 6.1.2 Closing Date

All responses must be received no later than **July 25, 2007 11:00am**.

### 6.1.3 Notification of Award

Proposed date the Notification of Award will be mailed to all bidders: **August 30, 2007**.

#### 6.1.4 Bidder Questions

All questions shall be submitted in hardcopy form only and shall reference the pertinent RFP section(s) and page number(s). Written questions may be submitted at the pre-bid conference. Written responses will be binding and included in the contract as an amendment. Verbal responses given at the bidders' conference will be informational only and non-binding. Bidders may not contact State staff with questions. Questions sent electronically shall not be considered. Only those questions received by:

**Heather Morton**  
**Division of Child Support Enforcement**  
**84a Christiana Road**  
**New Castle, DE 19720**  
**Heather.Mortony@state.de.us**

by June **20, 2007 4:30 pm EST** will be considered. DHSS will not respond to questions received after that time. A final list of written questions and responses will be posted as an RFP addendum on the Internet at [www.state.de.us/dhss/rfp/dhssrfp.htm](http://www.state.de.us/dhss/rfp/dhssrfp.htm).

#### 6.1.5 Anticipated Schedule

The following timetable is anticipated for key activities within the procurement process:

<b>Activity</b>	<b>Schedule</b>
State Publishes RFP	<i>June, 1, 2007</i>
Mandatory Bidder's Conference	<i>June 11, 2007</i>
Submission of Questions	<i>June 20, 2007 4:30 pm EST</i>
Response to Questions	<i>June 26, 2007</i>
Receipt of Proposals	<i>July 25, 2007 11:00 A.M. ET</i>
Selected Vendors' Demonstrations	<i>August 13-17, 2007</i>
Notification of Award	<i>September 4, 2007</i>
Contract Signature/Project Start	<i>September 10, 2007</i>
Project End	<i>October 13, 2008</i>

#### 6.1.6 Proposal Becomes State Property

All proposals become the property of the State of Delaware and will not be returned to bidders. DHSS will not divulge specific content of proposals to the extent that the bidder identifies contents as privileged or confidential. Any information not so designated will be considered public information.

#### 6.1.7 RFP and Final Contract

The contents of the RFP will be incorporated into the final contract and will become binding upon the successful bidder.

### **6.1.8 Proposal and Final Contract**

The bidder's proposal will be incorporated into the final contract and be considered binding upon the successful bidder.

### **6.1.9 Modifications to Proposals**

Modifications to proposals will not be accepted after the submission deadline. At any time, DHSS reserves the right to request clarification and/or further technical information from any contractor submitting a proposal.

### **6.1.10 Alternative Solutions**

The proposal must contain a single solution, including hardware and software. This is critical in ensuring project success and that project costs are expected, administered and contained. Bidders may propose alternative solutions but only as fully separate proposals that will be evaluated separately. Single proposals containing alternative/multiple solutions will be failed.

### **6.1.11 Cost of Proposal Preparation**

All costs of proposal preparation will be borne by the bidder.

### **6.1.12 Mandatory Pre-bid Conference**

DCSE will hold a mandatory pre-bid conference to address questions regarding solicitation procedures only. Attendance is mandatory for those firms submitting a bid. The pre-bid conference will take place on:

*June 11, 2007*

Delaware Health and Social Services, Herman M. Holloway Sr. Campus, Main Administrative Building, South Loop, 1<sup>st</sup> Floor Conference Room #198, 1901 N. DuPont Highway, New Castle, DE 19720.

## **6.2 Volume I – Technical Proposal Contents**

The Technical Proposal shall consist of and be labeled with the following sections:

**K. Transmittal Letter**

**L. Required Forms**

**M. Executive Summary**

**N. Project Management Plan**

**O. Contractor Responsibilities/Project Requirements**

**P. Staff Qualifications and Experience**

**Q. Firm Past Performance and Qualifications**

The format and contents for the material to be included under each of these headings is described below. Each subsection within the Technical Proposal must include all items listed under a heading because evaluation of the proposals shall be done on a section-by-section or functional area basis. **No reference to, or inclusion, of cost information shall appear in the Technical Proposal or Transmittal Letter.**

### 6.2.1 Transmittal Letter (Section A)

The Transmittal Letter shall be written on the bidder's official business letterhead stationery. The letter is to transmit the proposal and shall identify all materials and enclosures being forwarded collectively in response to this RFP. The Transmittal Letter must be signed by an individual authorized to commit the company to the scope of work proposed. It must include the following in the order given:

1. An itemization of all materials and enclosures being forwarded in response to the RFP
2. A statement certifying that the proposal CD's have been scanned and are free from viruses and other malicious software.
3. A reference to all RFP amendments received by the bidder (by amendment issue date), to warrant that the bidder is aware of all such amendments in the event that there are any; if none have been received by the bidder, a statement to that effect must be included
4. A statement that all proposal conditions are valid for 180 days from the deadline date for proposal submission
5. A statement that price and cost data are not contained in any part of the bid other than in the Business Proposal volume
6. A statement that certifies pricing was arrived at without any collusion or conflict of interest

The original of the Transmittal Letter shall be submitted in a separate, sealed envelope inside the package containing the Technical Proposals. All other copies of the Transmittal Letter shall be bound into the copies of the Technical Proposal.

### 6.2.2 Required Forms (Section B)

This section of the proposal will include the following completed forms:

#### **Certification and Statement of Compliance**

Appendix B. This is a mandatory form in which the bidder must certify certain required compliance provisions.

#### **Mandatory Submission Requirements Checklist**

Appendix G. This is the mandatory submission requirements checklist. Agreement to or acknowledgement of a requirement is shown by a Y (Yes) or N (No) next to the requirement and a signature at the bottom of the checklist. **Failure to adequately meet any one (1) mandatory requirement may cause the entire proposal to be deemed non-responsive and be rejected from further consideration.** However, the State reserves the right to waive minor irregularities and minor instances of non-compliance.

#### **State of Delaware Contracts Disclosure**

Appendix H. On this form, bidder shall list all contracts awarded to it or its predecessor firm(s) by the State of Delaware that have been active during the last three (3) years. Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid.

#### **Bidders Signature Form**

Appendix J. This is a standard bidder information form.

**Office of Minority and Women Business Enterprise Self-Certification Tracking Form**

Appendix K. This is an optional form

**Bidder Project Experience**

Appendix L. This provides a standard form to document vendor's work on similar projects.

**6.2.3 Executive Summary (Section C)**

Present a high-level project description to give the evaluation team and others a broad understanding of the technical proposal and the bidder's approach to this project. This must summarize project purpose, key project tasks, a timeline, deliverables and key milestones, qualifications of key personnel, along with subcontractor usage and their scope of work. A summary of the bidder's corporate resources, including previous relevant experience, staff, and financial stability must be included. The Executive Summary is limited to a maximum of ten (10) pages.

**6.2.4 Project Management Plan (Section D)**

Bidder shall describe the overall plan and required activities in order to implement the project within the budget and described schedule. This must include descriptions of management controls, processes and reporting requirements that will be put into place to ensure a smooth administration of this project.

**Project Plan (Section D.1)**

Bidder must outline a project plan with the following information:

- Key dates including dates for deliverable submission, State deliverable approval, Federal deliverable approval (if required) and milestones
- Staffing structure, with a breakdown by activity, task and subtask within the entire project
- An organization chart with staff names & functional titles
- Description at the subtask level including duration and required staff resources (contractor vs. State) and hours
- Resource staffing matrix by subtask, summarized by total hours by person, per month.

The project plan must be in Microsoft Project format. Bidder must also discuss procedures for project plan maintenance, status reporting, deliverable walkthroughs, subcontractor management, issue tracking and resolution, interfacing with State staff and contract management.

A sample Microsoft project plan will be distributed to vendors attending the mandatory bidders conference. It provides the general format that vendors must follow when constructing their project plan. Vendor plans must reflect each deliverable and milestone in the specified format. Review periods as specified in the RFP must be built into the project schedule. Serial deliverable review periods must be shown - the best way to do this is to link the "State Review of Deliverable" task with the prior deliverable's review task. The project plan is a critical deliverable and must reflect all dependencies, dates and review periods. If the plan has issues, the state will not approve the initial milestone payment. Vendor staff expertise in MS Project is critical for proper construction and maintenance of this plan.

**NOTE:** Deliverables 3 through 15 are described at a module level. The project plan must be more detailed and include items such as:

- Requirements sessions
- Requirements document \*
- Design sessions
- Design document \*
- User manual or on-line help \*
- Training plan \*
- UAT \*
- Parallel processing \*
- Production implementation \*

For the items shown with an asterisk above, the plan needs to provide time for DHSS review and approval.

### **6.2.5 Project Requirements (Section E)**

Bidder must describe their understanding and approach to meet the expectations and mandatory requirements specified in Section 4. Please address each numbered subsection in this section separately in sequence as “RFP Section 4.x.x”. Address bulleted and titled requirement paragraphs within subsections as “Bullet n” and “Paragraph Title” respectively. Please address State staffing considerations in subsections where staffing is mentioned. The Crosswalk of RFP Section 4 in Appendix I must be completed in full and included in the beginning of this section of the bidder’s proposal.

### **6.2.6 Staff Qualifications and Experience (Section F)**

Bidders shall submit a staff skills matrix in their own format to summarize relevant experience of the proposed staff, including any subcontractor staff in the areas of:

- Technical project management
- Planning
- Requirements Analysis
- Technical analysis
- Development
- Subject Matter Expertise
- Documentation
- Planning
- Training

Additionally, bidders shall provide a narrative description of experience each key staff member has in the areas relevant to this project. Bidder and subcontractor staff shall be separately identified. Contractor staff requirements will be addressed as outlined in subsection 4.1. Resumes will be formatted as outlined in Appendix E and included in this section of the proposal. Bidder must also provide an organization chart of all proposed staff.

If subcontractors are being proposed, then include the name and address of each subcontractor entity along with an organization chart indicating staffing breakdown by job title and staff numbers on this project. This organization chart must show how the individual subcontractor entity will be managed by your firm as the primary contractor.

Any sub or co-contractor entity(s) proposed will need prior approval by the State before the contract is signed. If proposing no sub contractors, please state in this proposal section **“No subcontractors are being proposed as part of this contract.”** Please refer to RFP Appendix A for subcontractor standards.

### **6.2.7 Firm Past Performance and Qualifications (Section G)**

The bidder shall describe their corporate experience within the last five (5) years directly related to the proposed contract. Also include experience in:

- Other government projects of a similar scale
- Experience with child support payment processing

Experience of proposed subcontractors shall be presented separately.

Provide a summary description of each of these projects including the contract cost and the scheduled and actual completion dates of each project. For each project, provide name, address and phone number for an administrative or managerial customer reference familiar with the bidder’s performance. Use the form provided in Appendix L.

Provide an example of an actual client implementation plan, similar in magnitude to the Child Support Enforcement State Disbursement Unit Automation project, including staff, dates, milestones, deliverables, and resources.

## **6.3 Volume II – Business Proposal Contents**

The business proposal volume will contain all project costs along with evidence of the bidder’s financial stability.

### **6.3.1 Project Cost Information (Section A)**

The bidder shall provide costs for the Technical Proposal Volume as outlined in Appendix F.

In completing the cost schedules, rounding must not be used. A total must equal the sum of its details/subtotals; a subtotal must equal the sum of its details.

**The Total Cost shown in Schedule F1 must include all costs (except out year costs) that the selected vendor will be paid by DHSS. If specialized hardware or software will be provided by the vendor, it must be included as a deliverable in this schedule.**

A sample Microsoft Excel version of Schedule F1 will be distributed to vendors attending the mandatory bidder’s conference.

**Cost information must only be included in the Business Proposal Volume. No cost information may be listed in the Technical Proposal Volume.**

**A Project Cost cap is specified in Appendix F and is a mandatory submission requirement.**

### **6.3.2 Software and Hardware Information (Section B)**

On a separate page of the Business Proposal entitled “Software Licensing Structure” list each module and each third party software application listed in either Schedule F1 or

Schedule F5. Describe what required (or optional) functions from section 4 that the particular module or application includes. Discuss the licensing structure (per seat, concurrent user, site, etc.) for each.

**All licenses must be in the name of the State and must provide for separate test and production environments.**

On a separate page of the Business Proposal entitled "Hardware Description" list each hardware item listed in either Schedule F1 or Schedule F6. Provide a description of its function and a detailed component list.

### **6.3.3 Vendor Stability and Resources (Section C)**

The bidder shall describe its corporate stability and resources that will allow it to complete a project of this scale and meet all of the requirements contained in this RFP. The bidder's demonstration of its financial solvency and sufficiency of corporate resources is dependent upon whether the bidder's organization is publicly held or not:

- If the bidder is a publicly held corporation, enclose a copy of the corporation's most recent three years of audited financial reports and financial statements, a recent Dun and Bradstreet credit report, and the name, address, and telephone number of a responsible representative of the bidder's principle financial or banking organization; include this information with copy of the Technical Proposal and reference the enclosure as the response to this subsection; or
- If the bidder is not a publicly held corporation, the bidder may either comply with the preceding paragraph or describe the bidding organization, including size, longevity, client base, areas of specialization and expertise, a recent Dun and Bradstreet credit report, and any other pertinent information in such a manner that the proposal evaluator may reasonably formulate a determination about the stability and financial strength of the bidding organization; also to be provided is a bank reference and a credit rating (with the name of the rating service); and
- Disclosure of any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the bidding organization; or warrant that no such condition is known to exist.

This level of detail must also be provided for any subcontractor(s) who are proposed to complete at least ten (10) percent of the proposed scope of work.

## 7 Terms and Conditions

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The following provisions constitute the terms and conditions of the contractual agreement between the State of Delaware, Department of Health and Social Services (DHSS) and its contractor. This section contains terms and conditions specific to this RFP. The general terms and conditions are contained in Appendix A. The standard departmental contract is contained in Appendix C.

### 7.1 Contract Composition

The terms and conditions contained in this section constitute the basis for any contract resulting from this RFP. The State will be solely responsible for rendering all decisions on matters involving interpretation of terms and conditions. All contracts shall be in conformity with, and shall be governed by, the applicable laws of the federal government and the State of Delaware.

The component parts of the contract between the State of Delaware and the contractor selected from the evaluation of responses to this RFP shall consist of:

- The Delaware contract signed by all parties, and any subsequent amendments to that document
- The RFP, inclusive of appendices and exhibits
- Any amendments to the RFP
- The contractor's proposal and any written clarifications or representations incorporated as part of the procurement process.

In the event of any conflict between the terms and provisions of this contract and other documents executed preliminary to construction of this contract, the terms and provisions of this contract shall prevail over conflicting terms and provisions in these other documents.

### 7.2 Payment for Services Rendered

Services will be bound by a **firm fixed price contract**. The firm fixed price will be the Total Cost shown in Schedule F1 (Appendix F). Payments will be made based upon the contractor's satisfactory completion and State approval of the identified scheduled milestones.

### 7.3 Contract Term

The maximum term of the project is **13 months from** contract signature. Bidder may propose a shorter term in their proposal.

### 7.4 Contractor Personnel

DHSS shall have the right to require the Contractor to remove any individual from his/her assignment to this Agreement by the Contractor or any subcontractor, if, in the opinion of DHSS, such employee is uncooperative, inept, incompetent or otherwise unacceptable. If the vendor must make a staff substitution for whatever reason, a staff person with equivalent qualifications and experience will be proposed to the State as soon as possible. The State Project Director(s) must approve this substitution before their term

on the project begins. In the event that a staff position becomes temporarily or permanently vacant for any reason, including the contractor's choice to reassign a staff member, DHSS may reduce payments to the Contractor in the amount equal to the vacated positions pay rate for the time period the position is vacant. DHSS may choose to waive its right to reduce payments if the State Project Director approves a proposed replacement staff member who can assume the vacated position immediately upon its vacancy.

## **7.5 DTI Requirements**

The Supplier(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished by the Supplier(s), its subcontractors and its and their principals, officers, employees and agents under this Agreement. In performing the specified services, the Supplier(s) shall follow practices consistent with generally accepted professional and technical standards. The Supplier(s) shall be responsible for ensuring that all services, products and deliverables furnished pursuant to this Agreement comply with the standards promulgated by the Department of Technology and Information (DTI) and as modified from time to time by DTI during the term of this Agreement. These standards will be provided upon request to vendors attending the mandatory bidders' conference. If any service, product or deliverable furnished pursuant to this Agreement does not conform to DTI standards, the Supplier(s) shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform to DTI standards. The Supplier(s) shall be and remain liable in accordance with the terms of this Agreement and applicable law for all damages to Delaware caused by the Supplier's failure to ensure compliance with DTI standards.

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

It shall be the duty of the Vendor to assure that all products of its effort do not cause, directly or indirectly, any unauthorized acquisition of data that compromises the security, confidentiality, or integrity of information maintained by the State of Delaware. Vendor's agreement shall not limit or modify liability for information security breaches, and Vendor shall indemnify and hold harmless the State, its agents and employees, from any and all liability, suits, actions or claims, together with all reasonable costs and expenses (including attorneys' fees) arising out of such breaches. In addition to all rights and remedies available to it in law or in equity, the State shall subtract from any payment made to Vendor all damages, costs and expenses caused by such information security breaches which have not been previously paid to Vendor.

## **7.6 Funding**

This contract is dependent upon the appropriation of the necessary funding.

DHSS reserves the right to reject or accept any bid or portion thereof, as may be necessary to meet its funding limitations and processing constraints.

**7.7 Confidentiality**

The contractor shall safeguard any client information and other confidential information that may be obtained during the course of the project and will not use the information for any purpose other than the Contract may require.

**7.8 Method of Payment:**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

## 8 Appendices

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Appendices referenced in this RFP are included in this section. The following are included for the bidder's use in submitting a proposal.

- A. **General Terms and Conditions**
- B. **Certification and Statement of Compliance**
- C. **Standard Departmental Contract**
- D. **Website Links**
- E. **Key Position Resume**
- F. **Project Cost Forms**
- G. **Mandatory (Pass/Fail) Submission Requirements Checklist**
- H. **State of Delaware Contracts Disclosure**
- I. **Crosswalk of RFP Section 4**
- J. **Bidders Signature Form**
- K. **Office of Minority and Women Business Enterprise Self-Certification Tracking Form**
- L. **Bidder Project Experience**

The following Appendices must be completed by all bidders and included as part of the specified proposal:

- Technical Proposal - Appendices B, C, E, G, H, I, J, K, L
- Business Proposal – Appendix F

# Appendix

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## A. General Terms and Conditions

## **Appendix A**

### **General Terms and Conditions**

**The following provisions are applicable to all DHSS RFP's**

#### **1) Proposal Becomes State Property**

All proposals become the property of the State of Delaware and will not be returned to contractors.

#### **2) RFP and Final Contract**

The contents of this RFP will be incorporated into the final contract and will become binding upon the successful bidder. If bidders are unwilling to comply with certain RFP requirements, terms and conditions, objections must be clearly stated in the proposal and will be subject to negotiation at the discretion of the Department.

#### **3) Proposal and Final Contract**

The bidder's proposal will be incorporated into the final contract and be considered binding upon the successful bidder.

#### **4) Amendments to Proposals**

Amendments to proposals will not be accepted after the submission deadline. DHSS reserves the right to request clarification and/or further technical information from any contractor submitting a proposal at any time.

#### **5) Cost of Proposal Preparation**

All costs of proposal preparation will be borne by the bidder.

#### **6) Investigation of Contractor's Qualifications**

The State of Delaware may make such investigation as it deems necessary to determine ability of potential contractors to furnish required services, and contractors shall furnish the State with data requested for this purpose. The State reserves the right to reject any offer if evidence submitted or investigation of such contractor fails to satisfy the State that the contractor is properly qualified to deliver services.

Bidder shall list all contracts awarded to it or its predecessor firm(s) by the State of Delaware during the last three years, by State Department, Division, Contact Person (with address/phone number), period of performance and amount. The Evaluation/Selection Review Committee will consider these as additional references and may contact these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and may be factored into the final scoring of the bid. Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid.

#### **7) Certifications, Representations, Acknowledgments**

Using Appendix B, bidding contractors must certify that:

- They are a regular dealer in the services being procured.
- They have the ability to fulfill all requirements specified for development with this RFP.
- They have independently determined their prices.
- They are accurately representing their type of business and affiliations.
- They have acknowledged any contingency fees paid to obtain award of this contract.
- They have included in their quotation all costs necessary for or incidental to their total performance under the contract.
- They will secure a Delaware Business License.
- They will secure the appropriate type and amounts of insurance coverage required by the State. Proof of such coverage will be a requirement of the contract.

### **8) Ownership Rights**

The State will retain ownership rights to all materials including software, designs, drawings, specifications, notes, electronically or magnetically recorded material, and other work in whatever form, developed during the performance of this contract. A fundamental obligation herein imposed on the Contractor is the assignment by the Contractor to DHSS of all ownership rights in the completed project. This obligation on the part of the Contractor to assign all ownership rights is not subject to limitation in any respect, whether by characterization of any part of the deliverables as proprietary or by failure to claim for the cost thereof. The provisions of this article shall be incorporated into any subcontract.

### **9) Federal/State Access Rights**

Appropriate Federal and/or State representatives will have access to work in progress and to pertinent cost records of the contractor and its subcontractors at such intervals as any representative shall deem necessary.

### **10) Reserved Rights of the Department of Health & Social Services**

The Department reserves the right to:

- Reject any and all proposals received in response to this RFP
- Select for contract or for negotiations a proposal other than that with the lowest cost
- Waive or modify any information, irregularities or inconsistencies in proposals received;
- Negotiate as to any aspect of the proposal with any proposer and negotiate with more than one proposer at the same time;
- If negotiations fail to result in an agreement within two weeks, terminate negotiations and select the next most responsive proposer, prepare and release a new RFP, or take such other action as the Department may deem appropriate.

### **11) Standard for Subcontractors**

The contract with the prime contractor will bind subcontractors to the prime contractor by the terms, specifications and standards of this statement of work and any subsequent proposals and contracts. All such terms, specifications, and standards shall preserve and protect the rights of the State with respect to the services to be performed by the

subcontractor, so that the subcontractor will not prejudice such rights. The use of subcontractors on this project must have the prior approval of the State.

### **12) Irrevocable License**

The State of Delaware reserves a royalty-free, exclusive, and irrevocable license to reproduce, publish, or otherwise use the copyright of any deliverables developed under the resulting contract.

### **13) Non-Discrimination**

The selected provider will be required to sign a contract containing a clause that prohibits the provider from discriminating against employees on the basis of their race, color, sex, religion, age and national origin.

### **14) Right to a Debriefing**

To request a debriefing on a bidder selection, the bidder must submit a letter requesting a debriefing to the Procurement Administrator, DHSS, within ten days of the announced selection. In the letter, the bidder must specifically state the reason(s) for the debriefing. Debriefing requests must be based on pertinent issues relating to the selection process. Debriefing requests based on specifications in the RFP will not be accepted. All debriefing requests will be evaluated in accordance with these conditions. Debriefing requests that meet these conditions will be reviewed and respectively answered by the Procurement Administrator and/or Debriefing Committee.

### **15) Hiring Provision**

Staff contracted to provide the services requested in this RFP are not precluded from seeking employment with the State of Delaware. The contractor firm selected as a result of this RFP shall not prohibit their employees or subcontractor staff from seeking employment with the State of Delaware.

### **16) Anti Lobbying**

The selected contractor must certify that no Federal funds will be used to lobby or influence a Federal officer or a Member of Congress and that the contractor will file required Federal lobbying reports.

### **17) Anti Kick-back**

The selected contractor will be expected to comply with other federal statutes including the Copeland "Anti-Kickback Act" (18 U.S.C.874), Section 306 of the Clean Air Act, Section 508 of the Clean Water Act , and the Debarment Act.

### **18) Delaware Contract Language**

Appendix C contains a copy of the standard Departmental contract, which will be used for the agreement between the State and the winning bidder. The State will not entertain any modifications to the language of this document. By submitting a proposal to this RFP, the bidder agrees to be bound by the terms and conditions in that contract document.

### **19) Project Cost**

The Department reserves the right to award this project to a bidder other than the one with the lowest cost or to decide not to fund this project at all. Cost will be balanced against the score received by each bidder in the rating process. The State of Delaware reserves the right to reject, as technically unqualified, proposals that are unrealistically low if, in judgment of the Selection Committee, a lack of sufficient budgeted resources would jeopardize the successful completion of the project.

## **20) Public Record**

The Department will not divulge specific content of proposals to the extent that the contractor identifies contents as privileged or confidential. Any information not so designated will be considered public information.

## **21) Minority/Women/Disadvantaged Business Certification**

If the proposer wishes to have M/W/D business enterprise status taken into consideration, they must submit proof of such certification with their bid response.

If the proposer wishes to have M/W/D business enterprise status taken into consideration, they must submit proof of such certification with their bid response.

Further information, guidelines and forms for such certifications can be found at:

<http://www2.state.de.us/omwdb/>

# Appendix

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## B. Certification and Statement of Compliance



DELAWARE HEALTH AND SOCIAL SERVICES  
REQUEST FOR PROPOSAL

CERTIFICATION SHEET

As the official representative for the bidder, I certify on behalf of the agency that:

- a. They are a regular dealer in the services being procured.
- b. They have the ability to fulfill all requirements specified for development within this RFP.
- c. They have independently determined their prices.
- d. They are accurately representing their type of business and affiliations.
- e. They will secure a Delaware Business License.
- f. They have acknowledged that no contingency fees have been paid to obtain award of this contract.
- g. The Prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other contractor or with any competitor;
- h. Unless otherwise required by Law, the prices which have been quoted in this offer have not been knowingly disclosed by the contractor and prior to the award in the case of a negotiated procurement, directly or indirectly to any other contractor or to any competitor; and
- i. No attempt has been made or will be made by the contractor in part to other persons or firm to submit or not to submit an offer for the purpose of restricting competition.
- j. They have not employed or retained any company or person (other than a full-time bona fide employee working solely for the contractor) to solicit or secure this contract, and they have not paid or agreed to pay any company or person (other than a full-time bona fide employee working solely for the contractor) any fee, commission percentage or brokerage fee contingent upon or resulting from the award of this contract.
- k. They (check one) operate \_\_\_an individual; \_\_\_a Partnership \_\_\_a non-profit (501 C-3) organization; \_\_\_a not-for-profit organization; or \_\_\_for Profit Corporation, incorporated under the laws of the State of \_\_\_\_\_.
- l. The referenced bidder has neither directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this bid submitted this date to Delaware Health and Social Services
- m. The referenced bidder agrees that the signed delivery of this bid represents the bidder's acceptance of the terms and conditions of this invitation to bid including all specifications and special provisions.

- n. They (check one): \_\_\_\_\_ are; \_\_\_\_\_ are not owned or controlled by a parent company. If owned or controlled by a parent company, enter name and address of parent company:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Violations and Penalties:

Each contract entered into by an agency for professional services shall contain a prohibition against contingency fees as follows:

1. The firm offering professional services swears that it has not employed or retained any company or person working primarily for the firm offering professional services, to solicit or secure this agreement by improperly influencing the agency or any of its employees in the professional service procurement process.
2. The firm offering the professional services has not paid or agreed to pay any person, company, corporation, individual or firm other than a bona fide employee working primarily for the firm offering professional services, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this agreement; and
3. For the violation of this provision, the agency shall have the right to terminate the agreement without liability and at its discretion, to deduct from the contract price, or otherwise recover the full amount of such fee, commission, percentage, gift or consideration.

The following conditions are understood and agreed to:

- a. No charges, other than those specified in the cost proposal, are to be levied upon the State as a result of a contract.
- b. The State will have exclusive ownership of all products of this contract unless mutually agreed to in writing at the time a binding contract is executed.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature & Title of Official Representative

\_\_\_\_\_  
Type Name of Official Representative

**PROCUREMENT**

**STATEMENT OF COMPLIANCE**

As the official representative for the contractor, I  
Certify that on behalf of the agency that \_\_\_\_\_  
(Company name) will comply with all Federal and State of Delaware laws, rules, and  
regulations, pertaining to equal employment opportunity and affirmative action laws. In  
addition, compliance will be assured in regard to Federal and State of Delaware laws  
and Regulations relating to confidentiality and individual and family privacy in the  
collection and reporting of data.

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

# Appendix

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## C. Standard Departmental Contract

# CONTRACT

## A) Introduction

1. This contract is entered into between the Delaware Department of Health and Social Services (the Department), Division of \_\_\_\_\_ (Division) and \_\_\_\_\_(the Contractor).
2. The Contract shall commence on \_\_\_\_\_ and terminate on \_\_\_\_\_ unless specifically extended by an amendment, signed by all parties to the Contract. Time is of the essence. (Effective contract start date is subject to the provisions of Paragraph C 1 of this Agreement.)

## B) Administrative Requirements

1. Contractor recognizes that it is operating as an independent Contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the Contractor's negligent performance under this Contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the Contractor in their negligent performance under this Contract.
2. The Contractor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this Contract. The Contractor is an independent contractor and is not an employee of the State.
3. During the term of this Contract, the Contractor shall, at its own expense, carry insurance with minimum coverage limits as follows:
 

a)	Comprehensive General Liability	\$1,000,000	
and	b)	Medical/Professional Liability	\$1,000,000/ \$3,000,000
or	c)	Misc. Errors and Omissions	\$1,000,000/\$3,000,000
or	d)	Product Liability	\$1,000,000/\$3,000,000

All contractors must carry (a) and at least one of (b), (c), or (d), depending on the type of service or product being delivered.

If the contractual service requires the transportation of Departmental clients or staff, the contractor shall, in addition to the above coverage, secure at its own expense the following coverage:

e) Automotive Liability (Bodily Injury)	\$100,000/\$300,000
f) Automotive Property Damage (to others)	\$ 25,000

4. Notwithstanding the information contained above, the Contractor shall indemnify and hold harmless the State of Delaware, the Department and the Division from contingent liability to others for damages because of bodily injury, including death, that may result from the Contractor's negligent performance under this Contract, and any other liability for damages for which the Contractor is required to indemnify the State, the Department and the Division under any provision of this Contract.
5. The policies required under Paragraph B3 must be written to include Comprehensive General Liability coverage, including Bodily Injury and Property damage insurance to protect against claims arising from the performance of the Contractor and the contractor's subcontractors under this Contract and Medical/Professional Liability coverage when applicable.
6. The Contractor shall provide a Certificate of Insurance as proof that the Contractor has the required insurance. The certificate shall identify the Department and the Division as the "Certificate Holder" and shall be valid for the contract's period of performance as detailed in Paragraph A 2.
7. The Contractor acknowledges and accepts full responsibility for securing and maintaining all licenses and permits, including the Delaware business license, as applicable and required by law, to engage in business and provide the goods and/or services to be acquired under the terms of this Contract. The Contractor acknowledges and is aware that Delaware law provides for significant penalties associated with the conduct of business without the appropriate license.
8. The Contractor agrees to comply with all State and Federal licensing standards and all other applicable standards as required to provide services under this Contract, to assure the quality of services provided under this Contract. The Contractor shall immediately notify the Department in writing of any change in the status of any accreditations, licenses or certifications in any jurisdiction in which they provide services or conduct business. If this change in status regards the fact that its accreditation, licensure, or certification is suspended, revoked, or otherwise impaired in any jurisdiction, the Contractor understands that such action may be grounds for termination of the Contract.

9. Contractor agrees to comply with all the terms, requirements and provisions of the Civil Rights Act of 1964, the Rehabilitation Act of 1973 and any other federal, state, local or any other anti discriminatory act, law, statute, regulation or policy along with all amendments and revision of these laws, in the performance of this Contract and will not discriminate against any applicant or employee or service recipient because of race, creed, religion, age, sex, color, national or ethnic origin, disability or any other unlawful discriminatory basis or criteria.
10. The Contractor agrees to provide to the Divisional Contract Manager, on an annual basis, if requested, information regarding its client population served under this Contract by race, color, national origin or disability.
11. This Contract may be terminated in whole or part:
  - a) by the Department upon five (5) calendar days written notice for cause or documented unsatisfactory performance,
  - b) by the Department upon fifteen (15) calendar days written notice of the loss of funding or reduction of funding for the stated Contractor services as described in Appendix B,
  - c) by either party without cause upon thirty (30) calendar days written notice to the other Party, unless a longer period is specified in Appendix A.

In the event of termination, all finished or unfinished documents, data, studies, surveys, drawings, models, maps, photographs, and reports or other material prepared by Contractor under this contract shall, at the option of the Department, become the property of the Department.

In the event of termination, the Contractor, upon receiving the termination notice, shall immediately cease work and refrain from purchasing contract related items unless otherwise instructed by the Department.

The Contractor shall be entitled to receive reasonable compensation as determined by the Department in its sole discretion for any satisfactory work completed on such documents and other materials that are usable to the Department. Whether such work is satisfactory and usable is determined by the Department in its sole discretion.

Should the Contractor cease conducting business, become insolvent, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets, or shall avail itself of, or become subject to any proceeding under the Federal Bankruptcy Act or any other statute of any state relating to insolvency or protection of the rights of creditors, then at the option of the Department, this Contract shall terminate and be of no further force and effect. Contractor shall notify the Department immediately of such events.

12. Any notice required or permitted under this Contract shall be effective upon receipt and may be hand delivered with receipt requested or by registered or certified mail with return receipt requested. Either Party may change its address for notices and official formal correspondence upon five (5) days written notice to the other.
13. In the event of amendments to current Federal or State laws which nullify any term(s) or provision(s) of this Contract, the remainder of the Contract will remain unaffected.
14. This Contract shall not be altered, changed, modified or amended except by written consent of all Parties to the Contract.
15. The Contractor shall not enter into any subcontract for any portion of the services covered by this Contract without obtaining prior written approval of the Department. Any such subcontract shall be subject to all the conditions and provisions of this Contract. The approval requirements of this paragraph do not extend to the purchase of articles, supplies, equipment, rentals, leases and other day-to-day operational expenses in support of staff or facilities providing the services covered by this Contract.
16. This entire Contract between the Contractor and the Department is composed of these several pages and the attached appendices:
  - Appendix A. General Terms and Conditions
  - Appendix B. Certification and Statement of Compliance
  - Appendix C. Standard Departmental Contract
  - Appendix D. Website Links
  - Appendix E. Key Position Resume
  - Appendix F. Project Cost Forms
  - Appendix G. Mandatory (Pass/Fail) Submission Requirements Checklist
  - Appendix H. State of Delaware Contracts Disclosure
  - Appendix I. Crosswalk of RFP Section 4
  - Appendix J. Bidders Signature Form
  - Appendix K. Office of Minority and Women Business Enterprise Self-Certification Tracking Form
  - Appendix L. Bidder Project Experience
17. This Contract shall be interpreted and any disputes resolved according to the Laws of the State of Delaware. Except as may be otherwise provided in this contract, all claims, counterclaims, disputes and other matters in question between the Department and Contractor arising out of or relating to this Contract or the breach thereof will be decided by arbitration if the parties hereto mutually agree, or in a court of competent jurisdiction within the State of Delaware.

18. In the event Contractor is successful in an action under the antitrust laws of the United States and/or the State of Delaware against a vendor, supplier, subcontractor, or other party who provides particular goods or services to the Contractor that impact the budget for this Contract, Contractor agrees to reimburse the State of Delaware, Department of Health and Social Services for the pro-rata portion of the damages awarded that are attributable to the goods or services used by the Contractor to fulfill the requirements of this Contract. In the event Contractor refuses or neglects after reasonable written notice by the Department to bring such antitrust action, Contractor shall be deemed to have assigned such action to the Department.
19. Contractor covenants that it presently has no interest and shall not acquire any interests, direct or indirect, that would conflict in any manner or degree with the performance of this Contract. Contractor further covenants that in the performance of this contract, it shall not employ any person having such interest.
20. Contractor covenants that it has not employed or retained any company or person who is working primarily for the Contractor, to solicit or secure this agreement, by improperly influencing the Department or any of its employees in any professional procurement process; and, the Contractor has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bona fide employee working primarily for the Contractor, any fee, commission, percentage, gift or any other consideration contingent upon or resulting from the award or making of this agreement. For the violation of this provision, the Department shall have the right to terminate the agreement without liability and, at its discretion, to deduct from the contract price, or otherwise recover, the full amount of such fee, commission, percentage, gift or consideration.
21. The Department shall have the unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this Contract. Contractor shall have no right to copyright any material produced in whole or in part under this Contract. Upon the request of the Department, the Contractor shall execute additional documents as are required to assure the transfer of such copyrights to the Department.

If the use of any services or deliverables is prohibited by court action based on a U.S. patent or copyright infringement claim, Contractor shall, at its own expense, buy for the Department the right to continue using the services or deliverables or modify or replace the product with no material loss in use, at the option of the Department.

22. Contractor agrees that no information obtained pursuant to this Contract may be released in any form except in compliance with applicable laws and policies on the confidentiality of information and except as necessary for the proper discharge of the Contractor's obligations under this Contract.

23. Waiver of any default shall not be deemed to be a waiver of any subsequent default. Waiver or breach of any provision of this Contract shall not be deemed to be a waiver of any other or subsequent breach and shall not be construed to be a modification of the terms of the Contract unless stated to be such in writing, signed by authorized representatives of all parties and attached to the original Contract.
24. If the amount of this contract listed in Paragraph C2 is over \$100,000, the Contractor, by their signature in Section E, is representing that the Firm and/or its Principals, along with its subcontractors and assignees under this agreement, are not currently subject to either suspension or debarment from Procurement and Non-Procurement activities by the Federal Government.

### C) Financial Requirements

1. The rights and obligations of each Party to this Contract are not effective and no Party is bound by the terms of this contract unless, and until, a validly executed Purchase Order is approved by the Secretary of Finance and received by Contractor, *if required by the State of Delaware Budget and Accounting Manual*, and all policies and procedures of the Department of Finance have been met. The obligations of the Department under this Contract are expressly limited to the amount of any approved Purchase Order. The State will not be liable for expenditures made or services delivered prior to Contractor's receipt of the Purchase Order.
2. Total payments under this Contract shall not exceed \$ \_\_\_\_\_ in accordance with the budget presented in Appendix C. Payment will be made upon receipt of an itemized invoice from the Contractor in accordance with the payment schedule, if any. The contractor or vendor must accept full payment by procurement (credit) card and or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions. Contractor is responsible for costs incurred in excess of the total cost of this Contract and the Department is not responsible for such costs.
3. The Contractor is solely responsible for the payment of all amounts due to all subcontractors and suppliers of goods, materials or services which may have been acquired by or provided to the Contractor in the performance of this contract. The Department is not responsible for the payment of such subcontractors or suppliers.
4. The Contractor shall not assign the Contract or any portion thereof without prior written approval of the Department and subject to such conditions and revisions as the Department may deem necessary. No such approval by the Department of any assignment shall be deemed to provide for the incurrence of any obligations of the Department in addition to the total agreed upon price of the Contract.

5. Contractor shall maintain books, records, documents and other evidence directly pertinent to performance under this Contract in accordance with generally accepted accounting principles and practices. Contractor shall also maintain the financial information and data used by Contractor in the preparation of support of its bid or proposal. Contractor shall retain this information for a period of five (5) years from the date services were rendered by the Contractor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Department shall have access to such books, records, documents, and other evidence for the purpose of inspection, auditing, and copying during normal business hours of the Contractor after giving reasonable notice. Contractor will provide facilities for such access and inspection.
6. The Contractor agrees that any submission by or on behalf of the Contractor of any claim for payment by the Department shall constitute certification by the Contractor that the services or items for which payment is claimed were actually rendered by the Contractor or its agents, and that all information submitted in support of the claims is true, accurate, and complete.
7. The cost of any Contract audit disallowances resulting from the examination of the Contractor's financial records will be borne by the Contractor. Reimbursement to the Department for disallowances shall be drawn from the Contractor's own resources and not charged to Contract costs or cost pools indirectly charging Contract costs.
8. When the Department desires any addition or deletion to the deliverables or a change in the services to be provided under this Contract, it shall so notify the Contractor. The Department will develop a Contract Amendment authorizing said change. The Amendment shall state whether the change shall cause an alteration in the price or time required by the Contractor for any aspect of its performance under the Contract. Pricing of changes shall be consistent with those prices or costs established within this Contract. Such amendment shall not be effective until executed by all Parties pursuant to Paragraph B 14.

#### D) Miscellaneous Requirements

1. *If applicable*, the Contractor agrees to adhere to the requirements of DHSS Policy Memorandum # 46, (PM # 46, effective 5/23/97), and divisional procedures regarding the reporting and investigation of suspected abuse, neglect, mistreatment, misappropriation of property and significant injury of residents/clients receiving services. The policy and procedures are included as Appendix \_\_\_\_\_ to this Contract. It is understood that adherence to this policy includes the development of appropriate procedures to implement the policy and ensuring staff receive appropriate training on the policy requirements. The Contractor's procedures must include the position(s) responsible for the PM46 process in the provider agency. Documentation of staff training on PM46 must be maintained by the Contractor.

- 2. The Contractor, including its parent company and its subsidiaries, and any subcontractor, including its parent company and subsidiaries, agree to comply with the provisions of 29 Del. Code, Chapter 58: “Laws Regulating the Conduct of Officers and Employees of the State,” and in particular with Section 5805 (d): “Post Employment Restrictions.”
- 3. *When required by Law*, Contractor shall conduct child abuse and adult abuse registry checks and obtain service letters in accordance with 19 Del. Code Section 708; and 11 Del. Code, Sections 8563 and 8564. Contractor shall not employ individuals with adverse registry findings in the performance of this contract.

E) Authorized Signatures:

For the Contractor:

For the Department:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Vincent P. Meconi  
Secretary

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

For :

\_\_\_\_\_  
Director

\_\_\_\_\_  
Date

# Appendix

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## D. Website Links

- DHSS Information Technology Environment  
<http://www.dhss.delaware.gov/dhss/dms/irm/dhsstechenv.html>
- DHSS Information Technology Standards  
<http://www.dhss.delaware.gov/dhss/dms/repstats.html>
- State of Delaware Web Standards  
<http://www.state.de.us/sos/gic/information/webstandards.shtml>
- DTI Executive Sponsor Reporting Standards and Change Management Standards  
<http://dti.delaware.gov/majorproj/majorproj.shtml>.
- DHSS Application and System Security Standards  
<http://www.dhss.delaware.gov/dhss/dms/irm/dhsstechenv.html>

# Appendix

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## E. Key Position Resume

**Key Position Resume**

Name: \_\_\_\_\_ Proposed Project Position: \_\_\_\_\_

Number of years experience in the proposed position: \_\_\_\_\_

Number of years experience in this field of work: \_\_\_\_\_

**Detail Training/Education**

(Repeat the format below for as many degrees/certificates as are relevant to this proposal. Dates between training/education may overlap.)

Degree/Certificate	Dates of Training/Education
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Detail Experience**

(Repeat the format below for as many jobs/projects as are relevant to this proposal. Dates between jobs/projects may overlap.)

Job/Project: \_\_\_\_\_ Position: \_\_\_\_\_

From Date: \_\_\_\_\_ To Date: \_\_\_\_\_

Description of the tasks this person performed in this job/project. Detail any state or government planning projects and specify the role of the person on each project

# Appendix

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## F. Project Cost Forms

**F1. Project Costs by Deliverables & Milestones**

**Child Support Enforcement State Disbursement Unit Automation Deliverable & Milestone Cost Schedule**

Phase	Mandatory Project Deliverables & Milestones	Deliverable Cost	Phase Cost	Holdback	Vendor Payment	State Share	Projected Date	Actual Date Approved
Phase 1	Deliverable 1: Detailed Project Plan							
	Deliverable 2: Deliverable Document Templates							
	State Approval of Phase 1 (M1)							
Phase 2	Deliverable 3: Business Process Analysis/Recommendation Report							
	Deliverable 4: Infrastructure Analysis/Recommendation Report							
	State Approval of Phase 2 (M2)							
Phase 3	Deliverable 5: System Requirements							
	Deliverable 6: Functional Design							
	Deliverable 7: Technical Design							
	Deliverable 8: Testing Plan							
	State Approval of Phase 3 (M3)							
Phase 4	Deliverable 9: Training Plan for functional/technical staff							
	Deliverable 10: Training Material for functional/technical staff							
	Deliverable 11: Install and Test Hardware							
	State Approval of Phase 4 (M4)							
Phase 5	Deliverable 12: Training for functional/technical staff							
	Deliverable 13: Implementation							
	Deliverable 13a: Scanning Solution Hardware							
	Deliverable 13b: Image Viewing Solution (web-based optional)							
	Deliverable 13c: EFT Import Functionality							
	Deliverable 14: Parallel Testing							
	Deliverable 15: System Manuals							
Deliverable 16: Warranty Period								

State Approval of Phase 5 and Entire Project, Including Holdback From Prior Phases (M5)								
<b>Total Cost Mandatory Deliverables &amp; Milestones</b>								
	<b>Line Item Project Deliverables &amp; Milestones</b>	<b>Deliverable Cost</b>	<b>Phase Cost</b>	<b>Holdback</b>	<b>Vendor Payment</b>	<b>State Share</b>	<b>Projected Date</b>	<b>Actual Date Approved</b>
	Hardware for Scanning Solution including delivery referenced in 4.11 A							
	Web Based Image Viewer referenced in 4.11 F.2							
	Fixed hourly rate to make solution modifications referenced in 4.12.6 #8							
<b>Total Cost Deliverables &amp; Milestones</b>								
<b>Total Cost All Deliverables</b>								

Holdback Percent	10.00%
State Share Percent	34.00%

The Total Cost shown in Schedule F1 must include all costs (except out year costs) that the selected vendor will be paid by DHSS. If specialized hardware or software will be provided by the vendor, it must be included as a deliverable in the above schedule.

The modules listed above are those described in the RFP. If a vendor’s COTS solution provides the same functionality as described in the RFP, but organizes this functionality in a different combination of modules, the vendor must show its own organization of modules in the above schedule and in Schedules F3 and F4.

**Milestone Cost Breakdown**

- M1 = Total Cost for Phase 1 deliverables – 10% holdback
- M2 = Total Cost for Phase 2 deliverables – 10% holdback
- M3 = Total Cost for Phase 3 deliverables – 10% holdback
- M4 = Total Cost for Phase 4 deliverables – 10% holdback
- M5 = Total Cost for Phase 5 deliverables + M1 + M2 + M3 + M4 holdbacks

Costs for each task/deliverable listed must be specified along with the total cost of all tasks/deliverables in each specified phase. Please check all figures for accuracy.

Contractor may invoice for **milestone payments** upon formal approval by DCSE and IRM.

Cost Cap

**The Total Cost from Schedule F1 cannot exceed \$960,000.00.**



### F3. Software Licensing Schedule

<b>Module Name</b>	<b>Number of Licenses</b>	<b>Percent Customization</b>

**F4 Out Year Software Support and Maintenance Cost Schedule**

Out year support costs are to be listed in the following schedules for each module. Support and maintenance costs are capped at a 2% inflation rate per year. Out year support and maintenance costs will be taken into effect in determining the Appropriateness of Solution Score. **Year 1 is defined as the first 12 months after the expiration of the 90 day warranty period.**

**Support Costs**

<b>Module/Deliverable Name</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Mail Opening & Extraction Solution					
Encoder					
Payment Processing System					
<b>Total</b>					

**Maintenance Costs**

Estimate of the number of hours required to apply the DHSS customization features to new releases \_\_\_\_\_

Year 1 single fully loaded hourly rate which will apply to this work, as well as to future customization \_\_\_\_\_

**F5.State Purchased Third Party Software Schedule**

List all third party software that the State is responsible for purchasing for use after implementation. This includes State developer licenses as well as user licenses. The State is not responsible for purchasing vendor developer licenses. Only new software or additional licenses for existing software being proposed for this project will be listed here. If the proposed software solution comprises multiple separately-costed modules, please list them separately in the following Schedule.

Software Description/Name	Required Version	Number of Licenses

Total Estimated State Purchased Third Party Software Cost \_\_\_\_\_

The State will purchase the above items from a third party, not the selected vendor. They must be included in Schedule F1 and will not impact the cost cap.

The State will purchase the above items from a third party, not the selected vendor. They must not be included in Schedule F1 and will not impact the cost cap.

**F6. State Purchased Hardware Schedule**

This is a hardware summary cost schedule. Only new hardware or upgrades to existing hardware being proposed for this project will be listed here.

Hardware Description/Name	Quantity
PC Specification including monitor specification	

Total Estimated State Purchased Hardware Cost \_\_\_\_\_

The State will purchase the above items from a third party, not the selected vendor. They must not be included in Schedule F1 and will not impact the cost cap.

# Appendix

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## G. Mandatory (Pass/Fail) Submission Requirements Checklist

### Mandatory (Pass/Fail) Submission Requirements Checklist

Mandatory Submission Requirement	RFP Section	Compliance Y or N
The bid is submitted no later than the closing date and time	6.1.2	
The bid is submitted in separate sealed volumes containing the Technical and Business proposals	6.1	
The correct number of copies of each proposal is submitted	6.1	
Each proposal volume is labeled correctly	6.1	
Proposal conditions are valid for 180 days from the deadline date for proposal submission	6.2.1	
The proposal contains a single solution in terms of this planning project	6.1.10	
Bidder/Proposed Subcontractor has appropriate project experience	6.2.7	
Transmittal Letter submitted on official business letterhead and signed by an authorized representative	6.2.1	
Proposal CD's have been scanned and are free from viruses and other malicious software.	6.2.1	
Bidder Agrees to Comply with the provisions specified in the General Terms and Conditions	Appendix A	
Technical proposal is submitted with a duly signed and dated copy of the Certification/Statement of Compliance	Appendix B	
Completed Project Cost Forms	Appendix F	
Total project cost does not exceed cost cap	Appendix F	
Firm fixed price contract proposed	7.2	
Technical proposal is submitted with a completed, duly signed and dated copy of the Submission Requirements Checklist	6.2.2 & Appendix G	
Completed State of Delaware Contracts Disclosure	Appendix H	
Completed Crosswalk of RFP Section 4	6.2.5 & Appendix I	
Completed Bidders Signature Form	Appendix J	
Project timeline does not exceed specified project length	7.3	
Compliance with HIPAA Regulations & Standards	4.3 & 4.4	
Proposal includes required resumes	6.2.6	
Bidder has experience in Child Support Enforcement, State Disbursement Unit Automation and Application Development and Implementation.	4	

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title / Company

\_\_\_\_\_  
Date



# Appendix

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## H. State of Delaware Contracts Disclosure

### State of Delaware Contracts Disclosure

Vendor/Predecessor Firm Name	State Department and Division	Contact Name, Address and Phone Number	Period of Performance	Contract Number	Amount
Sample Vendor Firm Name	DHSS \ DMS	Heather Morton 1901 N DuPont Highway New Castle, DE 19720 302.3269.6024ext	01/01/2002 – 12/31/2002	PSC-765	\$100,000

Bidder shall list all contracts awarded to it or its predecessor firm(s) by the State of Delaware during the last three (3) years, by State Department, Division, Contact Person (with address/phone number), period of performance, contract number and amount. The Evaluation/Selection Review Committee will consider these additional references and may contact each of these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and factored in the final scoring of the bid. Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid.

List contracts in the format specified. Include those contracts whose period of performance has been within the past three (3) years in addition to those awarded within this timeframe. Contracts with amendments only have to be listed once. If a vendor has had no contracts within this timeframe, enter **“No contracts to specify”** under Vendor/Predecessor Firm Name in the first row of the table.

# Appendix

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## I. Crosswalk of RFP Section 4

**Crosswalk of RFP Section 4**

<b>RFP Section</b>	<b>Proposal Section Number</b>	<b>Proposal Page Number</b>
4 Contractor Responsibilities/Project Requirements		
4.1 Staffing		
4.2 Project Management		
4.3 Requirement To Comply With HIPAA Regulations and Standards		
4.4 Requirement to Comply with State Policies and Standards		
4.5 Proposed System Architecture		
4.6 Database Design		
4.7 Performance		
4.8 Degree of Customization		
4.9 Backup and Recovery		
4.10 Disaster Recovery		
4.11.A Mail Extraction & Scanning Equipment Requirements		
4.11.B. Batched Payments Work Flow Module		
4.11.C Payment Entry Module		
4.11.D Batch Reconciliation		
4.11.E Bank Deposit & Encoding		
4.11.F. Image Viewing System		
4.11.G Exception Unit		
4.11.H NSF Processing		
4.11.I Reporting Requirements		

4.11.J Physical Security and Internal Controls Requirements		
4.12 Deliverables		
4.12.1 Phase 1		
4.12.2 Phase 2		
4.12.3 Phase 3		
4.12.4 Phase 4		
4.12.5 Phase 5		
4.12.6 Post Implementation Support		
4.13 Project Expectations		
4.13.1 Customization/Development		
4.13.2 Site Requirements		
4.13.3 System Testing		
4.13.4 User Acceptance Testing (UAT)		
4.13.5 Training		
4.13.6 Support Services		
4.13.7 Maintenance Services		

This is a template for the crosswalk of Section 4 in the RFP. It links the numbered RFP sections to the sections and page numbers of the bidder’s proposal. Bidders are required to fill out this crosswalk completely for each numbered section in Section 4.

# Appendix

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## J. Bidders Signature Form



**DELAWARE HEALTH AND SOCIAL SERVICES  
REQUEST FOR PROPOSAL**

**BIDDERS SIGNATURE FORM**

**NAME OF BIDDER:**  
**SIGNATURE OF AUTHORIZED PERSON:**  
**TYPE IN NAME OF AUTHORIZED PERSON:** \_\_\_\_\_  
**TITLE OF AUTHORIZED PERSON:** \_\_\_\_\_  
**STREET NAME AND NUMBER:** \_\_\_\_\_  
**CITY, STATE, & ZIP CODE:** \_\_\_\_\_  
**CONTACT PERSON:** \_\_\_\_\_  
**TELEPHONE NUMBER:** \_\_\_\_\_  
**FAX NUMBER:** \_\_\_\_\_  
**DATE:** \_\_\_\_\_  
**BIDDER'S FEDERAL EMPLOYERS IDENTIFICATION NUMBER:** \_\_\_\_\_  
**DELIVERY DAYS/COMPLETION TIME:** \_\_\_\_\_  
**F.O.B.:** \_\_\_\_\_  
**TERMS:** \_\_\_\_\_

THE FOLLOWING MUST BE COMPLETED BY THE VENDOR:

**AS CONSIDERATION FOR THE AWARD AND EXECUTION BY THE DEPARTMENT OF HEALTH AND SOCIAL SERVICES OF THIS CONTRACT, THE (COMPANY NAME)** \_\_\_\_\_  
 HEREBY GRANTS, CONVEYS, SELLS, ASSIGNS, AND TRANSFERS TO THE STATE OF DELAWARE ALL OF ITS RIGHTS, TITLE AND INTEREST IN AND TO ALL KNOWN OR UNKNOWN CAUSES OF ACTION IT PRESENTLY HAS OR MAY NOW HEREAFTER ACQUIRE UNDER THE ANTITRUST LAWS OF THE UNITED STATES AND THE STATE OF DELAWARE, RELATING THE PARTICULAR GOODS OR SERVICES PURCHASED OR ACQUIRED BY THE DELAWARE HEALTH AND SOCIAL SERVICES DEPARTMENT, PURSUANT TO THIS CONTRACT.

# Appendix

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## **K. Office of Minority and Women Business Enterprise Self-Certification Tracking Form**



## OFFICE OF MINORITY AND WOMEN BUSINESS ENTERPRISE SELF-CERTIFICATION TRACKING FORM

IF YOUR FIRM WISHES TO BE CONSIDERED FOR ONE OF THE CLASSIFICATIONS LISTED BELOW, THIS PAGE MUST BE SIGNED, NOTARIZED AND RETURNED WITH YOUR PROPOSAL.

COMPANY NAME \_\_\_\_\_  
 NAME OF AUTHORIZED REPRESENTATIVE (Please print) \_\_\_\_\_  
 SIGNATURE \_\_\_\_\_  
 COMPANY ADDRESS \_\_\_\_\_  
 TELEPHONE # \_\_\_\_\_  
 FAX # \_\_\_\_\_  
 EMAIL ADDRESS \_\_\_\_\_  
 FEDERAL EI# \_\_\_\_\_  
 STATE OF DE BUSINESS LIC# \_\_\_\_\_

Note: Signature of the authorized representative must be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Delaware Health and Social Services.

Organization Classifications (Please circle)

Women Business Enterprise (WBE)            Yes/No  
 Minority Business Enterprise (MBE)        Yes/No  
 Please check one---Corporation \_\_\_\_\_  
 Partnership \_\_\_\_\_ Individual \_\_\_\_\_

For appropriate certification (WBE), (MBE), (DBE) please apply to Office of Minority and Women Business Enterprise Phone # (302) 739-4206 L. Jay Burks, Executive Director Fax# (302) 739-1965 Certification # \_\_\_\_\_ Certifying Agency \_\_\_\_\_  
<http://www.state.de.us/omwbe>

SWORN TO AND SUBSCRIBED BEFORE ME THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 20 \_\_\_\_\_

NOTARY PUBLIC \_\_\_\_\_ MY COMMISSION EXPIRES \_\_\_\_\_

CITY OF \_\_\_\_\_ COUNTY OF \_\_\_\_\_ STATE OF \_\_\_\_\_

## 9 Definitions

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The following definitions are from the State Office of Minority and Women Business Enterprise.

**Women Owned Business Enterprise (WBE):**

At least 51% is owned by women, or in the case of a publicly owned enterprise, a business enterprise in which at least 51% of the voting stock is owned by women; or any business enterprise that is approved or certified as such for purposes of participation in contracts subject to women-owned business enterprise requirements involving federal programs and federal funds.

**Minority Business Enterprise (MBE):**

At least 51% is owned by minority group members; or in the case of a publicly owned enterprise, a business enterprise in which at least 51% of the voting stock is owned by minority group members; or any business enterprise that is approved or certified as such for purposes of participation in contracts subjects to minority business enterprises requirements involving federal programs and federal funds.

**9.1 Corporation:**

An artificial legal entity treated as an individual, having rights and liabilities distinct from those of the persons of its members, and vested with the capacity to transact business, within the limits of the powers granted by law to the entity.

**Partnership:**

An agreement under which two or more persons agree to carry on a business, sharing in the profit or losses, but each liable for losses to the extent of his or her personal assets.

**Individual:**

Self-explanatory

For certification in one of above, the bidder must contract:

L. Jay Burks

Office of Minority and Women Business Enterprise

(302) 739-4206

Fax (302) 739-1965

# Appendix

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## L. Bidder Project Experience



*Delaware Health and Social Services*  
**Bidder Project Experience**

<b>Client</b>	
<b>Contact Name</b>	
<b>Telephone No.</b>	
<b>Location Street Address/City State/ZIP</b>	
<b>Location City/State</b>	
<b>Type of Facility</b>	
<b>Comparable Project Experience</b>	
<b>Current Status (WIP/Complete)</b>	
<b>Original Budget</b>	
<b>Completed Budget</b>	
<b>Original Schedule</b>	
<b>Completed Schedule</b>	
<b>Comments:</b>	
<p>Use one page per client. All clients will be used as references and all projects must be completed or work in progress. For projects in progress, state the estimated final budget and schedule dates based on current status. The Contact must be an administrative or managerial customer reference familiar with the bidder's performance.</p>	