

## **PSC 0765 Bidder Questions and Answers**

1. Can the bidder make use of offshore (India) development resources in the design, development and testing of the application(s)?  
DCSE's preference is that there be no offshore work; however, if the vendor wishes to utilize offshore resources, please refer to section 4.1.2 of RFP PSC 0765.
2. Can the bidder make use of offshore (India) resources for post-implementation support (helpdesk)?  
No.
3. What is DACSES – what does it stand for? What are the components in DACSES? What is the technology used in DACSES? Are the required interfaces to extract data currently available?
  - a. Delaware Automated Child Support Enforcement System
  - b. IBM MVS mainframe running JES2 and CICS/TS
  - c. ADSplus, COBOL, DB2
  - d. no
4. Are there any plans to integrate this application with other departments, and is there a need for Service Orientation to accomplish this?  
Not at this time
5. Is the new system going to be 100% automated or will humans initiate the mail opening and sorting equipment?  
The mail opening and scanning equipment specified in the RFP anticipate human operators.
6. Who are the different users/user groups of the proposed system? (Payment Entry Team, Exception Team & Banking Team)  
The groups listed in parentheses are DCSE SDU staff.
7. Will the application (Web) be accessed from outside the firewall?  
Not at this time
8. What are the external dependencies to the new proposed system?  
DACSES and the DCSE banking institution
9. (4.11 Section B. Point 4 / Batched Payments Work Flow Module) Does the system need to save the routing logic configured to prioritize batches?  
Yes
10. (4.11 Section B. Point 6 / Batched Payments Work Flow Module) Is development of maintenance screens in scope for this proposal for the following? (Operators/Workers, Employer, County, Payment sources.)  
Yes.

11. (4.11 Section B. Point 7 / Batched Payments Work Flow Module) What are the other “predetermined units” in the following sentence – “Ability to route designated images to other predetermined units for additional processing.”

The predetermined units will be defined by the workflow agreed to by the successful vendor and the State.

12. (4.11 Section B. Point 12 / Batched Payments Work Flow Module) Please provide more explanation around error codes and table mentioned here: “Provide user friendly window accessible “error codes” and table for reference”

DCSE desires to have a user-friendly interface. Errors should be easily identifiable through intuitive coding and using a table to provide the description of all errors used.

13. (4.11 Section C. Point 14 / Payment Entry Module) Please provide more details for “creating 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.” Is there a description/specification of the federal distribution rules that can be supplied?

The federal distribution rule can be found at the link below. The SDU must create a file at a minimum daily which will transmit payment information from the SDU solution to DACSES. DACSES will then apply the distribution rules to apportion the payments.

<http://www.acf.hhs.gov/programs/cse/pol/cfr/cfr2004.html>

14. (4.11 Section C. Point 15 / Payment Entry Module) What are the details of NCP and CP information in the file to be created?

Refer to 4.11 Section C 2<sup>nd</sup> paragraph

15. (4.11 Section C. Point 14, 15 / Payment Entry Module) Can specific formats for these files be made available?

Current processes use fixed-width files from external sources for batch processing.

16. (4.11 Section C. Point 16 / Payment Entry Module) What is the medium of automatic notification to alert entry work of a bad check or other exceptions (e-mail, on-screen notice, etc.)?

On-screen notice is preferable

17. (4.11 Section E. Point 6 / Bank Deposit & Encoding) Please provide details on the following. “Provide equipment that will possess bank encoding capability for presentation to banking depository.”

DCSE expects the successful bidder to propose a solution which contemplates and accomplishes the required banking industry encoding. .

18. (4.11 Section F. Point 2.g / Image Viewing System) Where will the archived images be stored? What is meant by “offline and/or near line”?
- To be proposed as part of the vendor solution
  - Dependent on the solution provided – staff will need access to current and archived images for the use of case processing
19. With regards to your On-Site Staffing Requirement section 4.1.1 and section 4.1.2: - Why is there only one email account to be issued when multiple vendor staff will be involved?
- DCSE only requires that the PM be located on-site during the course of the contract.
- How limited exactly is the remote network access (e.g. would 5 VPN accounts be too much)?  
VPN access is currently through SSL (as opposed to the client version). The State’s practice is to limit access to assure system security and control demand on the infrastructure. The vendor will need to provide justification for necessity for the number of requested accounts after the contract is awarded.
  - If the price of the VPN connections were incorporated into the bid would that be acceptable?  
If the request is not excessive and the justification is sound, the cost is not an issue for the proposal.
  - How much is the current cost to set up and maintain a single VPN account?  
Approximately \$11/month/account
  - How many cubicles/offices are available for on-site vendor staff?  
The state has reserved 3. Additional accommodations may be arranged for limited periods of time.
20. Page 5 states that “No State staff will be available for data cleanup”. Is there a known need for data cleanup?  
Refers to post implementation phases of vendor’s solution. The State will not be available for cleanup of data in the new solution.
21. On Pg 9, Section 4.1.2, the RFP says, “...Also provide named or sample resumes for lower level staff.”
- Should we use the format in Appendix E for the sample resumes or can we provide our own format?  
Divergent formats may be used, but DCSE reserves the right to request additional information in these cases.
  - Are the resumes to be provided in the Project Requirements section (Section E)?  
No
  - Or only in Staff Qualifications and Experience (Section F)?  
Yes

22. Section 4.5, State Architecture Requirements, indicates that applications using Microsoft products will receive preferential treatment. Is it correct to assume that solutions containing other more robust products such as an Oracle database maintained by the contractor are not prohibited, just not preferred?

Yes

23. In section 4.6 Database Design, it states “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.” If the application is a stand alone COTS proprietary application, with the only interaction with DACSES being file exchanges via standard interfaces, is the COTS application data model required to be provided in the proposal, as long as its available upon contract award?

This section is revised to say that the successful bidder will be required to provide a data model in Microsoft Visio during the design phase of the implementation.

24. Under section 4.11 you list a lot of specific requirements, for example: #4 – Utilize “” technology to read and define multiple payment listings and sources, along with an automated reconciliation process between Receipts, Payment Entry, and Deposit processing, and #11 – 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, etc. These are methods of obtaining desired results or objectives, but may not be the most efficient. For example the templating requirement is one method of capturing data from remittance; however our software does not require the building or maintaining of templates, yet it accomplishes the same result in a more efficient manner.

a. How stringent are all of the specified requirements?

The successful bidder will need to propose a proven solution that addresses the requirements.

b. Is it acceptable to meet the objective of the requirement by using alternative methods?

The successful bidder will need to propose a proven solution that addresses the requirements

25. In section 4.12 Deliverables, you state that “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”. How will this be dealt with in the scoring phase when comparing? If one vendor bids a 5 month implementation with minimal customization to their existing software, and another bids a 12 month new system build – how will they be objectively compared?

12 months is the maximum project length for the system build. Vendors must be cognizant of the limited State resources for all phases of the contract. The length of the implementation will be considered relative to the risk .

26. Appendix F, Project Cost Forms, appears to state that the only third party hardware/software that the State may purchase from the vendor is the scanning solution hardware, i.e. Opex. However, Section F6 requires the vendor to list the quantity and estimated cost of the new hardware or upgrades to existing hardware being proposed for the project. The FRP does not specify the existing hardware, storage media and software (i.e., available licensed copies of Microsoft server and PC licenses) available for the project. Are we to assume that for purposes of Appendix F, that there is no existing hardware/software available or will the information be provided?

The State has not identified any hardware in its current inventory (with the exception of desk-top pc's assigned to SDU staff) for use in this project. Existing State resources may be available for storage, but that information will only be made available after vendors submit a signed non-disclosure agreement.

27. The RFP reads like a custom development project but also mentions licensing and DCSE maintenance in section 4.12.6.

*Section 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.*

Also, the length of time for implementation (1yr) and suggested use of JAD and RAD sessions implies this is a custom development project.

Please clarify if you are looking for something to be developed for and maintained by DCSE, or are you looking to procure specified hardware and a software license with ongoing support and maintenance?

The State must own the software. The State would prefer a post – warranty arrangement with the vendor for maintenance and upgrades of the solution. The successful vendor will propose both a solution and a post implementation maintenance strategy that is effective and cost efficient.

28. If you are looking to procure specified hardware and a software license with ongoing support and maintenance, then how does the preferences in section 4.5 for Microsoft and Microsoft SQL fit in, if you are not actually maintaining the COTS software?

In the event that the selected vendor does not have any permanent presence in Delaware, and the State must conduct maintenance, The Microsoft products are preferred.

29. Please confirm that the bid costs should be limited to implementation timeline and warranty period, and that ongoing maintenance and licensing costs are not to be included in the cost proposal.

[Ongoing maintenance and licensing costs may be provided as a line item separate from the implementation proposal costs.](#)

30. In Section 6.1.10 Alternative Solutions it states: “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.”

a. Please confirm that any proposed alternatives to a solution can not be mentioned within a proposal, instead an ENTIRE SEPARATE PROPOSAL is required?

[Refer to section 6.1.10](#)

b. This seems rather onerous and not in the best interest of the State. Would the state reconsider this and allow for multiple alternatives to be bid within a single proposal, as long as alternative is clearly delineated and has a completely separate cost proposal?

[The State requires a complete technical proposal accompanied by a complete cost proposal for any solution proposed.](#)

31. On page 41, the FRP says, *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,*

*Also on page 42, Section 6.2.1, the RFP shows a heading of “Transmittal Letter (Section A).” This format is continued for each of the sections. Should we include both numbers, e.g., should the heading for the Transmittal Letter section be “K. Transmittal Letter (Section A)” etc.?*

[Substitute A-G for K-Q](#)

32. On pg 41, the RFP says, No reference to or inclusion, of cost information shall appear in the Technical Proposal or Transmittal Letter.” On pg 44 (Section 6.2.5), the FRP says, “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”. “However, section 4.13.8 Maintenance Services asks for fully loaded rates and refers to the cost forms. In our response to Section 4.13.8, should we address only to bullet 1 and provide a reference to the cost forms for bullet 2?

The Technical Proposal and Transmittal Letter must NOT include any cost information. The Business Proposal is the medium for communicating cost information.

33. On Pg 42, Section 6.2.2 Required Forms (Section B), the RFP asks bidders to include the Bidder Project Experience Form (Found in Appendix L). On Pg 45, Section 6.2.7 Firm Past Performance and Qualifications (Section G), the FRP says, “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. Do we need to supply the Bidder Project Experience Forms in both Required Forms (Section B) and Firm Past Performance and Qualifications (Section G)?

Develop the form for Section B – refer to it in Section G and add any additional or clarifying information .

34. On Pg 44, Section 6.2.5, the RFP says, “Address bulleted and titled requirement paragraphs within subsections as “Bullet n” and “Paragraph Title” respectively. Some of the bullets do not seem to merit an individual response. E.g., in RFP Section 4.12.5 Phase 5, the bullets include:
- a. 18 workstations for users
  - b. 1 trainer workstation for the instructor
  - c. Whiteboards
  - d. Projector

Are bidders required to number each of these bullets and address them separately? Or, are we to address bullets only in certain sections? If so, would you let us know which bullets need to be numbered and addressed individually?

All requirements must be addressed as mentioned in 6.2.5. The vendor must acknowledge that they have understood and incorporated the information provided in their response.

35. In terms of proposal evaluation, what type of point preference will those solutions which use all Microsoft products receive?

All solutions will be scored on the same scale.

36. Please confirm that your current Bank is PNC Bank.

Yes, but the state contract will expire at the end of December

37. What are you currently being charged by PNC for encoding your deposited checks (e.g. \$0.01/Financial Instrument)?

7 cents/instrument total processing fee including encoding

38. Please confirm that under existing processes, your deposit is made the day after the payments are processed in DACSES.

Yes

39. Please provide the number of PO boxes you currently have and their source.

**POST OFFICE BOXES SUMMARY**

*	PO BOX	Location	Renewal Date	Current Use	Proposed
2	536	Georgetown	TBD	General	Continue for Sussex County & review for possible conversion to site mail delivery
	707	Manor Branch	03/31/07	Special Payments / Bad Cks / FIDM / Recpmt	Discontinue
	904	Manor Branch	02/28/07	General / Caller Svc	Discontinue
	913	Manor Branch	03/31/07	New Hire	Discontinue [Caller Srv]
	10007	Wilmington 19850	N/A	DRA Project	Maintain for all future special projects / mark envelopes to designate project
	11564	Wilmington 19850	N/A	New	Administrative Hearing
1	<b>11223</b>	Wilmington 19850	N/A	New	Office of Director & Fiscal
	12287	Wilmington 19850	N/A	New	IWO Payments & OSA non-EFT/EDI Payments
	12327	Wilmington 19850	N/A	Region III Interstate conf	Direct Deposit
	12687	Wilmington 19850	N/A	Central Registry	Central Registry
	12701	Wilmington 19850	N/A	New	New Hire
	12811	Wilmington 19850	N/A	New	Special Payments - Bad Cks, FIDM, Recoup, Sequestrations, etc. Also to be used for Affidavits of Forgery & Non-Receipt documents.

12831	Wilmington 19850	N/A	New	Regular Payments (those remitted by NCP direct and not via an IWO); Receipt of copies of Motions filed by NCPs via NCC Family Court to allow focused and timely attention.
15012	Wilmington 19850	N/A	New	General Correspondence / NMSN / IWO
Street Address	Dover	N/A	General	Review when Dover Office is relocated.

\*

- 1 1/18/2007 *Correction made to POB for "Office of Director & Fiscal" from 12223 to 11223 due to recording error.*
- 2 1/18/2007 *Short-term renewal of POB 536 for Georgetown is pending while future need is assessed.*

40. Please confirm that you have 7 bank Accounts; but only one is utilized for paper check deposits.

Yes

41. Do you desire the application to receive and process:

- a. Employers & Interstates inbound CCD+/CTX formatted ACH credit payments?
- b. Individual inbound PPD= formatted ACH credit payments?
- c. Web Based Debit payments providing Individuals and Employers the ability to debit their checking accounts or make credit card payments?
- d. Federal Tax Offset Payments?
- e. State Tax Offset Payments?
- f. Other electronic files?

*Only employer, non-custodial, and other state payments*

42. What is the square footage and configuration of your existing mail room?

*The entire space encompasses 2,709 sq. ft. Currently this space is subdivided into 3 areas of 316 sq. ft., 503.5 sq. ft., and 1889.5 sq. ft.*

43. What is the size of your server room and how much space is available to add additional racks and servers?

*Details provided to awarded bidder.*

44. What is the total power capacity of the room at each electrical panel or sub-panel, expressed in amps?

*Details provided to awarded bidder.*

45. Please confirm that there is no limit on the DACSES system regarding the size of a batch with regard to the number of transactions within the batch.

DHSS specified no limit, however the batch window does have limits and will need to be taken into consideration upon award.

46. Please confirm that when bidding HW for the vendor system, vendor should only specify the workstation HW requirements but to not bid them in the cost proposal as those machines are anticipated to be able to be used.

Workstations are in place, currently.

47. What Bar Code Data does the state envision being read (RFP p. 17 C-1) and in what bar code type (e.g. 1D vs 2D)?

Delete the reference to bar code scanning.

48. An EIN is listed as a required field for wage assignment payments (RFP p. 19 5-g). Employers do not typically include their EIN on their remittance.

a. Is this truly a required field or is it a desired field if provided?

Yes

b. Does DACSES have a 'clean' employer table that includes an EIN for all employers in the table?

Yes

c. Describe the current process for processing a payment received without the EIN, and the employer is not on the table?

In the current process, the employer is not recognized – we look for the NCP, the SSN, and the case number. The State would like to add the EIN as an additional identifier.

49. Section 4.2 (page 12): The RFP states that a Visio data model must be provided. Is the required model of only custom tables in the database? (With our solution, the core database has over 200 tables.)

A data model of all tables must be provided

50. Section 4.4 (page 11): How can we get a copy of the DTI policies and standards to which we must comply? On page 11, the RFP states, "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." Our representative did not receive a copy of the DTI policies and standards at the mandatory bidders' conference, nor was he offered an NDA to sign. Also, we tried to use the DTI website link included in Appendix D, but we could not find documented DTI policies and standards.

The vendor will need to complete a copy of a NDA available on web site and fax to Heather Morton (302-326-6246) by July 16. Once received, a copy of the DTI policies and standards will be provided to them.

51. Section 4.11 (page 22): What constitutes the “following requirements” that this paragraph is referencing and what or how do you want us to respond to whatever the “following requirements are”? We were unsure if this paragraph was all inclusive, or it is referring to the pages following this paragraph (everything up to 4.12).

[Everything up to 4.12](#)

52. Section 4.11/E/6 (page 22): Under #6 the RFP states, “Provide equipment that will possess bank encoding capability for presentation to banking depository.” At the mandatory bidders’ conference it was stated that the SDU does not encode deposited checks today and does not want to purchase encoding equipment and encode checks with the new proposed system.

a. Do you want to encode the checks being deposited to your bank?

[Yes](#)

b. Is your bank (PNC) prepared to process deposits for the State of Delaware via Image Cash Letters using an x.937 file format rather than paper deposits encoded or not encoded?

[That service is not currently part of our services from PNC. Per PNC, “PNC will not be able to accept image cash letters in 2007, but should be able to sometime in 2008.”](#)

53. Section 4.11/E/8 (page 23): Under #8 the RFP states, “Provide a solution for processing Foreign Currency accurately, efficiently, and timely.”

a. How do you handle the processing of Foreign Currency today?

[Deposited separately – when we receive the converted funds notice from the bank, then that amount is posted into DACSES](#)

b. Please provide more detail as to the level of automation that is expected. (For example, does the State have a banking relationship that would provide an automated daily exchange rate file?)

[Not currently](#)

c. What are your daily or monthly Foreign Currency volumes?

[Refer to Section 4.11](#)

d. What Foreign Currencies do you handle?

[Canadian dollars, English pounds, New Zealand Dollars](#)

54. Section 6.2 (pages 41-45): Please clarify what section labeling we are to use for Volume I. On page 41, the RFP indicates that we are to label Volume I sections as “K through Q.” However then in sections 6.2.1 through 6.2.7, on pages 41-45, the RFP shows these as Sections A through G.

[Use A through G.](#)

55. Section 6.2.4 (page 43): How can we get a copy of the sample MS project plan? In the last paragraph of page 43, the RFP states, “A sample Microsoft project plan will be distributed to vendors attending the mandatory bidders conference.” Our representative did not receive this sample at the pre-bid conference.

Posted to the web site on 6/27/2007. Must have MS Project to open the document

56. Section 6.3.1 (page 45): How can we get a copy of the sample MS Excel version of Schedule F1? In the 4<sup>th</sup> paragraph of this section, the RFP states, “A sample Microsoft Excel version of Schedule F1 will be distributed to vendors attending the mandatory bidder’s conference.” Our representative did not receive this sample at the pre-bid conference.

Posted to the web-site on 6/27/2007

57. Numerous places in the RFP (i.e. Section 4.11/C/9 page 20 and C/13/d on page 21) specify response time requirements. How does the State plan to evaluate this requirement? Network loads, database server loads, file server loads, etc can greatly effect the response time of an application.

DHSS will work with the awarded vendor to evaluate and provide response time parameters.

#### **(Bidder’s Conference Clarification regarding 4.12.6 Post Implementation Support & 4.13.8 Maintenance Services)**

These two sections discuss the requirements for maintenance, yet at the Bidder’s conference there was discussion regarding license fees and updates of the software pursuant to a software license. We would like to point out that 45 CFR 95.617 (a) and (b) requires that the State and the US Department of Health and Human Services shall have a royalty-free, non-exclusive and irrevocable license to reproduce, publish or otherwise use and to authorize others to use for State and Federal government purposes, the copyright in any software, modifications, and associated document developed designed, or installed in accordance with 45 CFR 95.617 (b).

Furthermore, 45 CFR 95.617 (a) provides that the agency shall have ownership rights in software or modification thereof and associated documentation designed, developed or installed using federal funding.

58. Considering the information provided above, will the State offer clarification to the requirements of the RFP regarding State ownership of the SDU application? Please clarify if the State is interested in owning the application software or licensing the application software after statewide implementation. What services are to be provided under the terms of the license agreement vs. a maintenance agreement?

The State must own the software. The State would prefer a post – warranty arrangement with the vendor for maintenance and upgrades of the solution. The successful vendor will propose both a solution and a post implementation maintenance strategy that is effective and cost efficient

#### **(4.5 State Architecture Requirements)**

59. Please clarify the changing technical environment as indicated in Section 4.5. What changes are anticipated during the SDU implementation period that may impact the installation of the SDU hardware and software?

DHSS recently upgraded to DB2 v8 on the mainframe and is in the process of upgrading to Microsoft SQLServer 2005. Additionally, Microsoft servers are being upgraded to Win2003 Ent r2 edition.

Also, listed upgrades which are only in the early planning stages...

z/OS 1.5 to 1.8 Upgrade

CICS TS V2 to V3 Upgrade

DB2 V8 to V9 Upgrade

Model z/890 to z/9 Hardware Upgrade

Shark Storage Expansion

#### **(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*

60. Will we be able to review the disaster Recovery plan mentioned above before the response due date?

[Details provided to successful bidder.](#)

#### **(4.12.4 Phase 4 - Deliverable 9: Training Plan for functional and technical staff)**

61. Will the State consider an eLearning plan as an alternative to classroom only training?

[Yes](#)

#### **(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.*

62. Please provide clarification on the response structure for Section 4 Project Requirements. Should each paragraph and bullet be numbered in our response?

[Refer to the answer to question #34](#)

### **(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;*

63. Please provide clarification on the placement of the financial information. Should these items be included as an attachment which will then be included in each copy of the Technical Proposal?

Refer to the answer to question #32

### **(4.8 Degree of Customization)**

64. Please elaborate on how the State will help manage and facilitate the goal of limiting the COTS 15%?

The state will have a project management team to work with the vendor and manage the scope of the project.

65. How will this be measured, tracked and reported?

By adherence to the defined scope of the RFP and the adherence to budgetary requirements

### **(4.13.7 Support Services)**

66. Please clarify if this section includes application changes and enhancements?

Yes

67. Can this period overlap with the Warranty period if the State elects to enhance or maintain the solution?

No

### **(Miscellaneous Questions)**

68. Will the State consider a proposal to combine several contract deliverable milestones (e.g., Functional Design and technical Design)?

Only with the winning bidder during contract negotiation

69. Please define the State's role in UAT and the number of resources that will be assigned assuming the task is 8 to 10 weeks?

The State has limited resources and would require more clarification to answer this question.

70. What vendor assisted the State develop the RFP? Is this vendor precluded from bidding on this RFP?

- a. Policy Studies, Inc.
- b. Yes

71. Please describe the rationale for selecting Templating functionality as a core component of the application solution?

Current experience and knowledge, and the need to maintain a standard method of processing

72. Is the State aware that the templating functionality may add to the cost of the software application? Would the State consider separating the cost of templating from the base cost of the other SDU hardware and software?

See the response to #24 above

73. Please indicate if the State is required to do a BAFO? Under what conditions would the State consider a BAFO?

There is no BAFO requirement in Delaware's procurements regulations.

74. Please describe the current SDU process for handling cash payments, foreign currency, and other non-standard means of payment.

Cash is deposited and a remittance voucher is prepared and posted as a separate batch. See # 53 above for foreign currency.

75. Page 78 states the warranty length is 90 days. However, page 31 identifies 100 days, which is correct?

The warranty period is 100 days.