

Questions & Answers  
Request for Proposal No. PSC-805  
Document Imaging System



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: MARCH 03,2008

PSC#805

DOCUMENT IMAGING SYSTEM  
FOR  
DIVISION OF SOCIAL SERVICES

Date Due: MARCH 31, 2008  
11:00 AM

ADDENDUM # 1

Please Note: THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED BID.

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Please provide network bandwidth between your 19 offices planned to this phase. Not only existing bandwidth, but the available capacity vs. current utilization percentages by circuit. This is especially important on the circuits out of the Biggs Data Center	The external locations are connected using 10 Mbps TLS circuits. The average utilization on these lines is 1.5 Mbps. The Biggs site is connected via 100Mbps Ethernet connection to the core. The average utilization on this link for last week was 25Mbps. We do not have historical data on the link at Biggs.
How many total concurrent users? How many named users?	There will be no named users and appx. 400 concurrent users.
How many scan locations? Appears to be 17 offices, plus 2 centrally for 19 total. Please confirm.	Yes, please see Appendix M for locations and also add the Change Report Center. The location of the "2 central" offices is in New Castle County. There will be an additional office in Smyrna which is due to open sometime in April. So the total count becomes 20 locations.
Please provide the number of active cases by office, number of caseworkers by office	Using the data in Appendix M, the # of cases per office are: Claymont = 2672; NESSC = 5806; Porter = 1390; 4th Street = 6234; Churchmans = 3955; DeLaWarr = 1780; Hudson = 7902; Robscott = 3320; Appoquinimink = 1830; Carroll's = 8220; Williams = 3675; Laurel = 2758; Bridgeville = 1460; Pyle = 1745; Shipley = 1495; Milford = 3330; Georgetown = 6103; Lewis(specialized customer service units) = 1797; a new office location is opening in May in Smyrna and cases will shift to that location from other offices; the Change Report Center will not have cases at that location. The number of Senior Social Workers/Case Managers at each location are Claymont = 8; NESSC = 21, Porter = 5; 4th Street = 19; Churchmans = 12; DeLaWarr = 5; Hudson = 24; Robscott = 10; Appoquinimink = 5; Carroll's = 25; Williams = 11; Laurel = 9; Bridgeville = 5; Pyle = 5; Shipley = 5; Milford = 10; Georgetown = 19; Lewis(specialized customer service units) = 8; Smyrna = 0 (we will be moving staff from other locations to this office when it opens as well as cases ; Change Report Center = 1. However, other staff totaling approximately 200 will also be using the system at these locations.
Average total page volume by case	The average page volume per case is 150 pages
How many scanners are needed? 1 per location, 1 per intake counter, 1 per caseworker?	DSS has not determined the number of scanners need per location. We expect the vendor to make a recommendation based on their experience and the number of staff and volume DSS has provided
Does the agency have any digital multi-functional devices with scanning functions? Would the agency desire scanning to the document management system from the existing MFD? If so, please provide models and locations.	At this time, DSS does not have any digital multi-functional devises. When our Change Report Center opens we will be purchasing one scanner but will be using recommendations from the selected vendor to assist us in deciding what kind of scanner to purchase.
Given the high volume of faxes, would a fax gateway to support automated input into the document management system be a desirable option?	Although we don't anticipate high volumes, we highly recommend that you consider the possibility of high volume faxing. In your proposal, you should include gateways, software and/or hardware as line items or options to provide a total solution

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<p>We need more info on existing applications (Social Services Eligibility System and Client Information System) which require integration to the document management system. 1) Application name 2) Platform 3) Database type and version 4) Operating System and version 5) Network 6) Development environment and tools</p>	<p><u>Social Service Eligibility System:</u> 1) Delaware Client Information System (DCIS II); 2) PowerBuilder on client and CICS/COBOL/DB2 on mainframe with TransAccess middleware; 3) DB2 Version 8 for Z/OS 1.8; 4) Windows 2003 based CITRIX servers on client and Z/OS 1.8; 5) TCP/IP; 6) PowerBuilder 9.0.1 with Visual SourceSafe on client and Changeman on Mainframe  <u>Client/Service GUI application:</u> 1) MCI-SI (Master Client Index-Service Integration); 2) PowerBuilder 8.0.1 with Z-Direct version 6.1.4.7606 middleware; 3) DB2 Version 8 for Z/OS; 4) Windows 2003, R-2, Citrix Terminal Server Farm; 5) TCP/IP; 6) PowerBuilder 8.0.1  <u>Mainframe Application:</u> 1) MCI (Master Client Index); 2) CICS/COBOL/DB2 with TransAccess middleware; 3) DB2 Version 8 for Z/OS; 4) Z/OS 1.8; 5) TCP/IP; 6) CICS/COBOL  <u>Web Services:</u> 1) MCI Web Services; 2) XML Simple Object Access Protocol for calling DB2 Stored Procedures (Web Services are still in development and should be available for testing within a month or so); 3) DB2 Version 8 for Z/OS; 4) Windows 2003, R-2, IIS 6.0, Web Server Farm; 5) TCP/IP; 6) .Net 2.0</p>
<p>Any other applications which will be required to integrate?</p>	<p>The Delaware Client Information System is the only application at this time which is planned on being integrated; however, this integration is not a part of this RFP. The solution does need to be flexible enough to support future Department application integrations.</p>
<p>"The contractor project manager and other key staff like the Business Analyst(s) will be required to be on site in New Castle, DE, during the entire project phase." Does this mean the project manager must be on-site full time or just for the required meetings? Please define "key staff". Who else on the vendor project team will need to be on site full time in New Castle, DE?</p>	<p>Yes, the project manager must be on site full time. The project director can be on site for meetings and as otherwise required. In addition to the project manager, key staff include, business analysts, senior developers, technical analysts, and documentation specialists. This entire team needs to be on site full time.</p>
<p>How are the current case files organized (tabulated) and indexed?</p>	<p>Currently DSS uses only paper files. These files are broken down into 6 sections. Those sections are Application, Permanent Verification, Financial, Medical, Overpayment and Correspondence.</p>
<p>What additional document types and indices does DSS desire beyond the current filing structure?</p>	<p>DSS has many different document types in our application and verification processes. These are the documents we want scanned and indexed. For this RFP, we have not identified any other types of documents we are interested in scanning. We have not decided on how to establish our indices and are looking to the vendor to guide us through this process.</p>
<p>Additional details on the conversion needs. What format, where stored, volumes, what database contains the indexes? Are these documents in paper files? If so, how are they organized? Where are they located?  Deliverable 10: Conversion Plan - Bidder must recommend a conversion plan which takes into consideration a potential recommendation of a pilot phase, the Change Report Center and the implementation plan. We define conversion as converting all current verification documents in active records to indexed images. This is an optional deliverable; we will consider proposed plan and discuss during contract negotiations.</p>	<p>All documents are kept in paper files currently. They are located in the local field offices. They are organized into 6 sections within the paper file. Our intent in having a recommendation for conversion was to help us decide on how to best convert paper files to electronic files/images.</p>

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Please confirm the following statements from the bidder's conference: "No Form Redesign is planned", "Not looking to replace paper forms with electronic forms in this phase", "Workflow is not needed in this project"; The RFP discusses workflow and workflow queues in many sections	DSS does not plan on redesigning forms. DSS is also not looking to replace paper forms with electronic forms. Workflow is not being changed in the context of client requirements. Workflow of documents will need to be determined based on the entry points of the documents. This includes who performs the actual scanning, how the case managers are notified that the document exists and includes security levels by staff type and/or location. For example, QC and ARMS will need view and print capability, but would not need security which allows approving/rejecting images. These security functions need to be defined during requirements.
Please provide example receipts by social program. What documents are required to be receipted by program?	DSS does not have any sample receipts. We currently do not use receipts. All documents should be listed on a receipt regardless of program type.
Please provide details on current client workflow which we are required to integrate? Which document types does DSS want viewable and secured from viewing by employee title or role? Page 22 mentions scanning, caseworker and supervisor/admin roles. Anymore roles we should be concerned about securing?	At this time, DSS has not identified the client workflow we are interested in integrating. We expect the vendor to assist us with this decision during requirements sessions. DSS has confidential cases. We need to be able to secure all documents attached to a confidential case and allow those to only be seen by designated staff. Those are the only documents which we want to be secured from viewing. We do, however, want other processes secure from specific roles. For example, we do only want QC or ARMS staff to have the ability to view and print, no other functionality.
How many total locations will be used for scanning? Of the total locations, how many are on the LAN and how many independent WAN locations exist?	There are a total of 20 locations which will be used for scanning. As the sites exist now, there will be one scanning site on the LAN and the rest on the WAN.
To determine the proper type of scanner for each location, can you provide a roughly estimated percentage of the scanning for each location? For example, 4 scan stations will each scan 10% of the total page volume while the remaining 20 scanners will each scan 3%. Please estimate.	The caseload information has been provided in Appendix M. We have not determined the number of scanning stations. DSS expects to work with the vendor to determine the number of scan stations. We have no way to determine these percentages
What is the largest document size that will need to be scanned? If a large document size is required for only a few scanners please specify how many and their respective percentage of total page volume.	The largest size document that will be scanned is legal size. This will be required on all scanners.
Clarify the 2 tables in Appendix M because they appear to be titled similarly but the numbers are different	Caseload is the number of cases a worker manages, however the increase in 'cases by program' would be the numbers of specific program 'cases'. For example, in one 'case', you could have a sub-set of FS, TANF and MA which are 3 program cases.
Is DHSS using Active Directory	Yes, the state uses Active Directory for authentication.
Page 25 mentions "web forms and data validation". Electronic forms (eForms) or Web forms were discussed briefly in the bidders meeting as not part of the initial project. If certain functionality would not be initially used by DHSS but is mentioned in this section as a future functionality requirement and if that functionality requires additional software license fees, should the bidders include those fees, not include those fees, or include them as optional for future purchase?	Because this is functionality anticipated by the Department, we would like vendors to include the fees as optional for the future purchase

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How many DHSS personnel will require system administration training? How many DHSS personnel will require scan and index training? How many DHSS personnel will require comprehensive search, retrieval and workflow training? How many DHSS personnel will require simple search and retrieval training? Please assume that the group of users receiving "simple search and retrieval training" is a separate group from those receiving the comprehensive training.	ARMS and QC would require simple search and retrieval training. All DSS users would require comprehensive search, retrieval and workflow training. DSS does not know how many staff would require system administration training as this has not been defined and DSS does not know how many DHSS personnel will require scan and index training as we are looking to work with the vendor to define workflow and this directly correlates.
In reference to the sentence: "Vendors should note that ASP/COM applications that use MTS/Component Services present security difficulties in the DHSS IT Environment and will not be allowed." Are applications that use ASP/COM not allowed? Or are applications that use ASP/COM with MTS/Component Services not allowed?	ASP/COM is not allowed
How many Social Workers and Technicians are going to use the Imaging System in addition to the 206 core users at 17 office locations identified in the RFP? Are there other employees that would need to use the system? If yes, how many and in what role?	There are 17 ISU staff who will support the system and the users utilizing the system. There are approximately and additional 200 staff comprised of Social Workers, Technicians, Supervisors and Change Center Staff/Customer Service Staff. There are also 40 ARMS staff and 12 QC staff. You can also estimate another 50 staff which would be comprised of policy and administration who would use the system more infrequently.
How do the remote offices connect and log in to the DHSS case management system? Is there a secure Delaware WAN available? Is there a secure network connection (not a VPN) between the Field Offices and the DHSS Central Office where the case Management system resides?	Users connect and log into DCIS using a Citrix Published Application. Most DHSS sites connect to the State network using a 10Mbps TLS link. The sites are connected using Verizon's TLS services.
How do caseworkers generate a case ID? Is there a particular logic/protocol to generate those numbers or case naming convention?	Case ID's are created by DCIS. A check digit is generated based on a sequential seed and is part of the case number
During the mandatory bidder's meeting the state mentioned that fax and email integration was not required. However, Section 4.13.1.2 includes a requirement to "attach documents coming into the queue via email and/or fax." Can the state clarify that this requirement remains valid?	During the pre-bid meeting it was stated that DSS could not determine the volume of documents coming in via fax or email since at this time, we received very few this way. However, with the implementation of the Change Report Center we anticipate receiving more documents via fax and email. This requirement is valid.
Does DHSS envision using the Change Report Center to provide centralized scanning services? We are trying to understand if there will be a location used to perform high volume scanning for documents received by mail, fax, etc.	When the Change Center goes live it will only support 3 office locations. We envision the Change Center rolling out state wide within 2-3 years and at that time we expect it to handle most interim changes and larger volume scanning.
In the instruction for completing the Schedule F1, the term "specialized hardware or software" is used. Can the State define what is meant by "specialized hardware or software?"	Specialized hardware would be scanners, storage or any hardware that would be used to resolve the document imaging solution. Specialized software, for example, could be character recognition software.

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Would you please clarify the following three fields requested on the Bidders Signature form: (1) <b>Delivery Days/Completion Time</b> : is this completion time for the project or delivery time for any proposed hardware or software? (2) <b>FOB</b> : Can the State validate that this refers to Free on Board, and that a N/A response is acceptable if hardware is not being provided? (3) <b>Terms</b> : Can the State clarify what information is needed for this purpose?	Delivery days/completion times - means how long after receipt of an order can delivery be expected. This is usually not applicable on professional service bids. Free or Freight on Board applies if the bidder/vendor is sending merchandise and is usually not applicable on professional service bids but can be if there is a commodity. Terms: the bidder was instructed at the pre-bid meeting to enter the letters NET in that area. It means pay within 30 days.
Please provide clarification as to the existing table structures referred to in section 4.6. Is there already an imaging solution with a table structure that needs to be adhered to? Is there any conversion planned for existing structure in the scope of this RFP?	There are no existing table structures in this case. There is not an existing imaging solution with a table structure that needs to be adhered to and there is no conversion plan for existing structure.
Please provide clarification to evaluating quality of current data, what data is to be reviewed, what are the expectations for a data review related to this RFP?	Current data only exists in paper format. We do not expect the vendor to review paper documents.
RFP Reference: "Consideration will need to be given to ETL processes for conversion as well as archiving, backups and disaster recovery.: Please clarify: will respondent be asked to provide loading tools, designing such tools, or design the load process or complete conversion? If so, what is the quantity and format of data to be converted?	ETL is not applicable to this contract
To clarify, please provide current design and capacity of network, and diagram of current network detailing bandwidth and types of connections to locations utilizing the imaging solution. Also, please describe any efforts underway to alter or upgrade existing bandwidth which may affect the imaging solution	The external locations are connected using 10 Mbps TLS circuits. The average utilization on these lines is 1.5 Mbps. The Biggs site is connected via 100Mbps Ethernet connection to the core. The average utilization on this link for last week was 25Mbps. We do not have historical data on the link at Biggs. There are no plans to upgrade current bandwidth at any locations.
The proposed backup solution needs to account for additional space utilizing the current DHSS SAN infrastructure. Please provide a breakdown as to how the current space is allocated in the existing SAN.	The current CX500 contains 7 fully populated shelves, 4 shelves contain SATA drives that are allocated to backup and 3 shelves contain fiber channel drives that are allocated to production or test servers. The current CX500 without an upgrade can handle one more shelf. As of this response, the last shelf was to be allocated to another project.
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. Does DHSS expect an assessment as a part of the proposed solution? Please provide a detailed list of all components in the data center environment.	No, an assessment is not expected. The components in the data center environment will be discussed with winning bidder
Do you have an estimate of the # of scanners and workstations required and how many people will receive scanner training?	DSS expects to work with the vendor to define the requirement
Have you established key performance metrics for the system from IT perspective, user perspective, and overall performance perspective?	Vendor is expected to work closely with the state to develop these metrics along with expectations of bandwidth to support these requirements. User acceptance testing will bear out relative adherence and weaknesses in support of these metrics
Do you have a diagram or description of how the current paper based workflow is performed? Is the new system expected to mirror this process, or is there some expectation of workflow remodeling?	No--during requirements we expect the vendor to present workflow remodeling based on research of other states who do scanning in social service environment

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Since the average case stays open 68 months and accumulates on average 150 pages; is it safe to assume that on average only 2-3 pages are added per month to each file, or is there a lot of rejection and deletion/discarding of documents?	Pages are not added regularly per month. It is more likely that 6-8 pages are added every 4-6 months. DSS expects little rejection/deletion of documents.
Please explain what will happen to documents that are either rejected from the workflow; what happens after they go into this adjudication mode?	DSS expects to work with the vendor to define the requirement
What happens when an authorized user deletes a document? Under what conditions does this occur?	DSS expects to work with the vendor to define the requirement
Are there any special printing needs expected from the system?	ARMS will need to print for their records and court and DSS will need to print documents for fair hearings. DSS has also had to copy some documents or case records for audits and "other legal action", such as subpoenas
Can you define the various user levels; their rights and access levels, e.g., can anybody print, who can make notes to the file metadata, who can delete and who can reject?	DSS expects to work with the vendor to define the requirement
Are there other users such as researchers or other groups other than case managers that access the system and need to use data contained within the documents?	Yes, there are social service technicians, social workers, supervisors, administration, change center and customer service staff, ARMS, QC and ISU staff who will need to access the system and documents.
How many indexes do you desire per document, and what are they?	DSS expects to work with the vendor to define the requirement
Is there a possibility that the indexing requirement could increase in the future?	Yes
Can you explain "copy images to allow QC to place copies in their system?"	QC must examine the documentation that the agency used to issue a benefit and must also independently obtain documentation to compare/substantiate/determine the appropriate benefit. All of this documentation must be in the QC file to substantiate the QC decision when it is shared with DSS, DMMA and federal counterparts as part of the re-review. QC is using Adobe Professional to create a paperless review and must be able to copy electronic documentation from their system into Adobe.
Can you explain "search for additional clients to attach during attach/indexing functions"?	Some documents may apply to more than one person in a case; it may be necessary to search for more than one client during the attach/index process so the document can be associated with each individual
I count about 160 users on the case management side, but I thought I heard 500 potential users; can you explain?	In addition to the senior social workers/case managers, there are also social workers, social service technicians, supervisors, administration, change center and customer service staff, QC, ARMS and ISU staff who will use the system; these additional staff will not have caseloads
Please explain the attach functionality; when and how is it used, e.g. see page 21	DSS defines attaching documents as linking documents to a client's case or id number (MCI); DSS expects it to be used for all documents scanned
Page 21 also mentions using SS# and other data to attach to files; is this to be hand keyed? Can a vendor propose an automated solution for this?	Using SS# and other data is to search for a client/case to which documents will be attached. It was intended for this process to be hand keyed, but a vendor can propose an alternate solution.

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Can you describe the QC process?	Each month, QC reviews a sample of Food Stamp cases and Medicaid cases that are opened, denied or terminated to decide if the correct benefit has been issued or if the correct action was taken to deny or terminate. A review of an open (active case) consists of a review of all the eligibility components required to determine a benefit such as residency, income, expenses, etc. A review of a negative case (denied or terminated) consists of a review to determine if the action the agency took was correct. This could also consist of reviewing eligibility components dependent upon the action taken. QC operates under federal deadlines for each program for completion of a case. All findings are shared with DSS, DMMA and given to federal counterparts. Food Stamp case are federally re-reviewed and Medicaid cases are subject to federal re-review.
If copies of documents are made for the QC process, are these versions tracked or destroyed later?	DSS would like an audit trail to show that QC printed or copied the documents, however, they have their own retention processes, so they would determine when those documents would be destroyed
If a hosted solution is chosen; can this hosting be performed out of state (within the US)?	The solution cannot be hosted out of state
How many engineering hours per week do you estimate will be spend (in JAD) or are there specific tasks required to map/scope system integration potentials?	DSS would like the vendor to make this determination based on their experience.
The RFP states, "The following key contractor staff are required to be on-site at the Biggs Data Center in New Castle, DE: Contract Project Director, Contractor Project Manager, and other key project staff." Also states, "The contractor project manager and other key staff like the Business Analyst will be required to be on site in New Castle, DE, during the entire project phase." What do you consider the "entire project phase." Does that mean just during implementation or during the entire project planning and implementation? Also, how important is it that all those people be onsite? We typically only send the consultant on-site during this phase.	DSS requires that the Project Manager and other key project staff work on site in DE, for the entire project planning and implementation. How a vendor chooses to staff and stagger staff during the project is at the vendor's discretion. The project director can be on site in DE for meetings and other times as necessary.
How important is it that we name the project team and provide resumes for that project team in this RFP? Perceptive Software does not usually designate the project team until we receive a purchase order. We do this because the schedule for Professional Services is pretty tight and they cannot afford to block off time for a prospect who has not yet signed a contract. We maybe able to work something out to fulfill the request, but I need to know how important this requirement is	Naming staff is important and staff qualifications are a key part of the evaluation of your proposal. The project director and project manager must be named specifically. Also, we would prefer that any other senior or lead project staff be named. If other staff cannot be named at this time, sample resumes listing the qualifications of staff you would supply will be sufficient
Offsite Project Work: For a normal Perceptive Software project most all of the project planning done between Perceptive and the customer is done offsite through conference calls. Do we need to address all the requirements in Offsite Project Work?	As indicated in another question, DSS prefers project planning to be done on site in DE. However, all proposed off site work should be indicated in this section.
The RFP mentions you prefer a system with a web front-end. Is a full-client sufficient for the 'scanning' and 'admin' users? Or do ALL of your users need to be running off a web front-end?	DHSS would consider such a solution.

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How would you like us to respond to your list of deliverables? Do we need to respond to these individually or just acknowledge that if chosen we will be expected to develop these deliverables?	DSS would prefer that you respond to the each deliverable, keeping in mind that you have the option to change the order or combine deliverable except for those in Phase 1 and Phase 5.
Does the State of Delaware contracting office have an organizational conflict of interest policy? If so can a copy be provided to bidders?	Conflict of interest governs employees who may work for the company. In addition, in the Delaware Code, Title 29, Chapter 58, sections 5804-5807, pertinent information on laws regulating the conduct of officers and employees of the state. Interested bidders may review that section if they have questions about former employees who may now be employed with their company. You can also access the Public Integrity Commission and read the Ethics Disclosures and Bulletins under Delaware.gov and state agencies.
Whose business is being referenced- the bidder's or DHSS/DSS? If the latter, is there a strategic plan available for bidders to review before the submission deadline?	There is no strategic plan.
Is there a limit on the amount of office space, furniture and phones the State will provide to support this project?	There is always a limit. However, DSS has several different locations available and it will make its best effort to accommodate the vendors requirements.
Must the Project Director and Project Manager be certified Project Management Professionals?	No
Can you clarify the statement, "The contractor must be the prime contractor to develop all the deliverables required by this RFP"	The vendor with whom DSS enters into contract is considered the prime contractor and must be the contractor to develop the deliverables. Sub-contractors are allowed, but cannot be responsible for this work
How does the state define "degree of customization"? Can you provide an example of the calculation to evaluate the "must not exceed 15%" clause? By lines of code in COTS product vs .ines of code written for the DSS application?	The State prefers to minimize customization of COTS products to limit cost in this area. If the vendor's proposed solution requires significant customization to meet the RFP requirements, the state will not view this solution favorably. However, the State will work closely with the vendor to keep customization requirements to a minimum.
What is the current capacity and available free space on the DHSS SAN? Is there any already planned expansion? If so, please describe	The current CX500 contains 7 fully populated shelves, 4 shelves contain SATA drives that are allocated to backup and 3 shelves contain fiber channel drives that are allocated to production or test servers. The current CX500 without an upgrade can handle one more shelf. As of this response, the last shelf was to be allocated to another project.
What does the State consider a reasonable timeframe to allow for Federal review of a deliverable?	Under this RFP there are no Federal reviews of deliverables.
Can you clarify "In the operational plan, the vendor must provide the skill set staff need in order to perform their duties using the new imaging functionality." Are you seeking new staffing requirements (as in staff needed) or training concerns (as in skill set that staff needs)?	We are seeking training for the skill set that staff need to perform imaging functions, indexing and retrieval/navigation.
Can you provide the number of verifications per case? It appears in Appendix M that it could be 15 or 45.	The average verifications per person is 15 and the average number of people per case is 3, therefore the average number of verifications per case is 45

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Can you describe what type of editing is anticipated? Is editing of the email attached documents included? Will these be image files or some other format, such as MS Word documents, PDF, etc?	The type of editing anticipated would be in relation to putting a note on a document and then needing to edit the note. Altering of documents cannot be allowed. However, this needs to be discussed in requirements with the vendor to fully define 'editing'. Yes, editing of attached documents would be included and they could come in any format.
Is reference to 'Deliverable 9' intended to be Deliverable 10?	yes
Can you clarify the Submission Information? Does the State anticipate receiving 14 copies (two of which are signed originals) of the Technical Proposal and 14 copies (two of which are signed originals) of the Business Proposal? Is there any limit of the size of the submission, aside from the limit that the Executive Summary shall be no more than ten pages?	Yes, you are correct regarding the 14 copies of each, the Technical and Business proposals. No, other than the limit on the Executive Summary, there is no other limit on the size of the submission
The RFP states that "this contract is dependent upon the appropriation of the necessary funding." Are funds available for this project in the DHSS/DSS budget for the current fiscal year, if, for example, the average response's cost projection is \$5 million?	We do have funds available for the project based on a preliminary estimate of the costs. Should "ALL" proposals exceed the available funding or should the available funding be reduced due to the current State fiscal situation then the project will not be undertaken. Disclosing the amount of funding available would be counter to the competitive bidding process.
If a debriefing is requested and meets the conditions of the State, what is the timeframe for a response? In addition to a debriefing, is there a period that an award might be contested? If so, what is the time limit?	A debriefing request letter should be sent by the bidder within 10 days from receipt of contract award notice from the agency. It should be sent to Sandra Skelley at her address. No discussion will occur until there is a fully negotiated and signed contract with a selected bidder. The State of Delaware does not have a protest mechanism. It is not in the law.
Is it correct that there are approximately 9.6 million pages in current active case files (including verification documents), which may need to be added to the electronic system?	yes
How many key resumes does the state require? Is one per role sufficient?	Naming staff is important and staff qualifications are a key part of the evaluation of your proposal. The project director and project manager must be named specifically and resumes supplied. Also, we would prefer that any other senior or lead project staff be named and resumes supplied. If other staff cannot be named at this time, sample resumes listing the qualifications of staff you would supply will be sufficient. One resume per position would suffice.
How many prototypes/drafts are to be delivered for each deliverable?	This is not known at this time.
Please expand on the reference to existing data quality issues. We understand this to be a new system implementation without conversion of existing data.	The only data quality issues we anticipate encountering are poor quality documents.
Can sample of each document type to be scanned be provided?	DSS cannot provide samples of each document type which will be scanned; the documents are typical for social services, such as birth certificates, driver's licenses, wage stubs, forms, etc... The imaging solution should be flexible and handle a variety of types of verifications/documents.
Vendor provide UAT scripts will not meet the state's need to verify through UAT; we recommend that the state plan to prepare its own UAT scripts as well to meet the spirit of independent verification	The State expects the vendor to prepare UAT scripts to meet our needs; the State will review these scripts and provide feedback and potential state specific needs

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The phase approach presents a waterfall approach to system development; how does the state wish to have prototyping and iterative development techniques requested earlier in the solicitation incorporated into this approach	The state expects an interactive approach to system development. There is no interface to a "waterfall" methodology in this RFP
Describe the envisioned role of the new imaging system and the existing powerbuilder case management system in managing case workload; e.g. which system drives the workflow and is the system of record for case information?	The powerbuilder system (DCIS) is the system of record for eligibility. We see the imaging system being the system of record for documentation. It is envisioned to work in tandem with DCIS in supporting case workers.
Is DCIS the powerbuilder case management application described at the bidders' conference?	yes
Case worker functionality description implies integration with DCIS (notification of case worker when new doc arrives for an assigned case)- does this speak to future functionality or is this desired in phase 1? Are all these features Phase 1 or are some future phase features?	DSS does not know when we will be able to integrate the imaging solution with DCIS. We expect the imaging solution to have its own worker notification functionality.
Is DCIS the system of record that links cases to case workers?	yes
Provide examples of the terms category and document type. Are these hierarchical terms, and if so which is at higher level?	Category type may be permanent verification and document type would be social security card or birth certificate, for example. There are multiple types of demographic, income, and resource document types. Again we expect the vendor research other states who do scanning in social service environment
Please define pilot phase in terms of scope and timeline	DSS is expecting the vendor to make a recommendation on a pilot phase based on how they address the requirements in the RFP, the timeline proposed and their experience.
Can the State provide expected timeline for each Phase listed in the table	No, the State expects the vendor to determine timelines based on their experience
DCIS interface- Does Government have a vision of what this interface would do? Does Government want the DCIS system to provide link(s) to appropriate documents for a particular case or some think more?	DSS expects that the interface involve simple and direct navigation between DCIS and the imaging repository. We have not defined the exact requirements for this link.
The total project duration prior to the warranty period start is less than six months, please validate.	This is an anticipated schedule, and we would prefer vendors to have a 6 month schedule, however, if a vendor proposes a longer or shorter term, we would discuss it in negotiations
What is the anticipated daily, monthly volume of documents that need to be scanned?	DSS is unable to determine this volume. We provided case load information in Appendix M to assist vendors with determining volume.
Please provide details of current case load management process in terms of: a) is it an automated system or manual process; b) technology platform; c) No of users; d) number of existing cases	Caseload management functionality is provided in a limited capacity in DCIS via worker alerts for specific tasks and deadlines and assigning/transferring case to caseworkers. We expect the imaging solution to provide additional case management functionality. The technology platform, number of users and number of existing cases have been provided in other questions and answers.

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<p>This section states "The solution must allow for integration with the Division of Social Services eligibility system, DCIS, as well as any future integration with other Department systems". Please provide following details of department systems which would need integration with Imaging solution: a) technology platform; b) what kind of integration interfaces expected like web services, COM, .NET, JAVA, etc. Also, if possible, give process flow charts for different scenarios showing where all paper based documents are accessed. This would give exact idea about kind of integration is expected with Imaging solution.</p>	<p>At this time, there is no knowledge of integration with other Department systems. The solution must be scalable to allow for this in the future. DSS does not have flow charts for scenarios regarding accessing paper documents. DSS currently receives forms and verification documents from the client in person, in the mail, via fax and via email. These documents are placed in a paper case file. More detailed information on DCIS technology has been provided as an answer to another question.</p>
<p>This section mentions "Mainframe supports a number of system and available resources are limited. Synching mainframe online and batch schedules further restricts system operating hours". Please elaborate on how mainframe infrastructure need to be considered and impact the expected Imaging solution</p>	<p>If the bidder's solution requires some level of interaction with the mainframe, it may be impacted by the mainframe schedule. Mainframe infrastructure other than shared bandwidth should only be a consideration if your solution utilizes mainframe resources</p>
<p>This section talks about Database Design and states "vendor will need to take into consideration the design of existing table structures and whether they may carry forward into the solution being proposed or may have to reengineered". Please elaborate what is this existing Database design system and what role does it play?</p>	<p>If your solution is going to require changes in the database structure of existing DHSS systems in order to integrate with your solution, please identify in your proposal the types of changes (i.e. new foreign keys, new tables, etc.) to be expected</p>
<p>The imaging solution will enable the electronic images to be stored into and retrieved from the repository. In addition, images can also be routed from one staff to another staff electronically. By doing so, DSS can automate the manual processing of forms/documents (to be converted into images by the new imaging system). Is automating this business process within the scope of this RFP? In other words, does DSS need an imaging system only or an imaging system along with workflow capability that can automate the business processes?</p>	<p>Again we expect the vendor to research other states who do scanning in social service environment AND provide us with an imaging system along with workflow capability that can automate the business processes</p>
<p>One of the subsection mentions "Recommend a conversion plan for imaging and indexing verification statewide". It is assumed that backfile conversion is not in scope of current RFP. Please confirm. Please elaborate on the volume and specifications of verification documents for this conversion exercise. This would help to recommend suitable conversion plan.</p>	<p>DSS plans to convert all current verifications in active cases to images. We do not wish to convert information in closed case files unless they are re-opened, at which time we would then convert to images. There is approximately an average of 45 verification documents per active case record.</p>
<p>Please provide details of current DCIS in terms of: a) technology platform; b) Interface (online/batch); c) type of interface expected i.e. JAVA, COM or web services</p>	<p>a) The DCIS II application has a two-tier architecture. The client portion of the application handles the presentation as well as some business logic. The server portion of the application handles the bulk of the business logic as well as the access to the database. The client and the server are connected using TCP/IP connectivity. The client environment is Windows 2003/XP with PowerBuilder. The host environment is Z/OS with CICS and DB2. The programming language is Enterprise COBOL for Z/OS. The middleware is TransAccess. This product has a component which runs on the mainframe server and users TCP/IP to route the requests and return the results.  b) The state requires online interface to access information on the imaging system. c) .Net Web Services</p>

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It's mentioned that every document scanned must be indexed and accessible via a storage network tool. What is the storage network tool here?	We don't currently have a storage network tool, we are asking that vendors propose one.
This section discuss "processing queue of documents", " linking client to case number or some other unique identifier", "user notification", "cancelling while attaching" etc. It is not clear if scanning and imaging solution is also expected to provide: a) some workflow functionality OR b) all these requirement would be taken care by customer existing case management system, DCIS and only integration support is required from Imaging Solution? OR c) these functionalities are expected through some configuration/workarounds in Imaging content management system. Again it would help to build better understanding of scope if exact process flowchart is provided showing the scenarios mentioned in 4.13.1.2 and highlighting portion of the flowchart which needs to be taken care by expected Imaging Solution and portion which would be taken care by other department systems. From RFP section 4.13.1.2, scope of expected imaging solution and boundary between other Department systems is not clear.	Vendor will be expected to work with DSS to develop statement of existing workflow in terms of document processing and make recommendations as appropriate. To a large extent, the imaging solution will reflect the final agreed upon workflow.
Please confirm if case id needs to be same in imaging solution as that for case load management system	Yes
This section states "attach documents coming into the queue via email and/or fax, in addition to those scanned" Does the solution also expect to provide means to automatically add email and fax documents to image repositories OR is it only paper scanning	DSS would like to add email and faxed documents to the image repository without having to print those documents and then scan them, which is in addition to documents scanned.
"select or enter the name or the person or organization that dropped off the documents... What is meant by "dropping of f the documents in scanning job function? From where the data for person/ organization will come?	Dropping off refers to clients or agencies who bring documents/verifications to local offices instead of mailing them in.
Does the proposed imaging system need to have some case management capabilities or it will be managed in case load management system? Please elaborate more on 'transfer case and client level documents to other cases and clients.'	DSS expects that the imaging system will have case management capabilities. Transferring case and client level documents to other cases and clients allows us the flexibility to move/copy documents if a client moves from one case to another or if we determine that a document was inappropriately attached to a case. For example, a child lives with their mother and then moves from their mother's case to their father's case. We need to be able to transfer/copy the child's birth certificate into the father's case.
This section discusses about record maintenance and retention rules. Is the department OK to consider automated COTS records management solution for these requirements?	DSS expects the vendor to determine if the rules DSS has for retention, which are mandated by Federal policy and guidelines, can be supported by a COTS solution. If a COTS solution can meet these rules, then we are not opposed to considering this type of solution.
Please elaborate on future requirements "conversion of web data capture to image templates" and "digital and electronic signature"	The State is looking for the vendor to provide their capabilities in the future in these areas if the State would like this functionality.

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Please elaborate on labeling and coding solution requirement	This refers to control numbers to be added to documents to facilitate their indexing into the imaging solution. This isn't a requirement per say, but the bidder is expected to address how existing documents will be uniquely identified for this purpose. Given that DCIS has a large number of existing documents, adding control numbers would represent a large maintenance effort and would not be preferable from an existing system perspective
Does Department have any specific preference for scanners?	no
"The State wishes to leverage the existing infrastructure at the Biggs Data Center to the extent possible"; Can we get the infrastructure details at Biggs Data Center which would be available for use by imaging solution? I.e. Network type/bandwidth; server/desktop's type, configuration and a number; OS used on machines; databases used; List of General Software used	The core switch at the Biggs data center for DHSS is a Cisco 6509. Cisco 2950 or 4500 series switches in the outlying buildings on the campus are connected back to the core via Gig or 100MB fiber trunks. The choice for OS and server hardware is Windows 2003 R2 running on HP servers. The majority of databases run on MS SQL server. The majority of desktops are Dell running Windows XP and Office 2003.
Do we need to send the non-disclosure prior to submittal of the proposal	no