



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: April 6, 2009

PSC#0862

PHARMACY SERVICES

FOR

DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

Date Due: May 08, 2009, 11:00 AM

ADDENDUM # 2

PLEASE NOTE:

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

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1. **Scope** of services #34: Please confirm that the state will have IT staff available at all times to address any QS1 server issues or access needs.

DHSS will provide assistance in rebooting the server, monitoring backups and ensuring the automated updates take place. The vendor will need to have a maintenance contract in place with QS1 for any QS1 software specific issues.

2. Describe the HL7 Interface requirements? What version of HL7- 2.3.1 or 2.4? Contractor responsibility should the Net Smart/AVATAR systems differ from QS1?

Bidders to the DHSS Pharmacy RFP must assume responsibility for programming, testing, and implementation of their side of the HL7 interface with DSAMH's Electronic Health Record system (Avatar). Any questions about the specifics of the interface must be obtained by contacting the software vendor (QS/1) and the EHR vendor (NetSMART Technologies) directly using the contact information provided in the RFP.

3. Goal date for interface to be completed?

DHSS anticipates that the HL7 interface between the DPC Pharmacy Software system and the NetSMART Avatar (CCIS) system will need to be completed in the fourth quarter of Calendar Year 2010.

4. Does the current QS1 Software system fully meet the needs of the DPC and DHSS DSAMH division?

***DPC has been satisfied but is anticipating support from the successful pharmacy vendor in utilizing the full capacity of this software and obtaining requested monthly and other periodic reports from the vendor.***

5. Clarify responsibility for the data line connections, are they provided by DHSS?

Since the database will be housed at the data center the PC's will access it over the state network, DHSS will be responsible for the connectivity.

6. Clarify responsibility for IT management/network connectivity between QS1 and DHSS? Are there required licenses for DHSS DSAMH employees to access QS1 reports/billing information.

See the response to item 5. DHSS will provide assistance in rebooting the server, monitoring backups and ensuring the automated updates take place. The vendor will need to have a maintenance contract in place with QS1 for any QS1 software specific issues. DPC/DSAMH staff will require access reports/billing information. The specific number of licenses will be outlined during contract negotiations.

CLARIFICATIONS:

*For the purposes of responding to this RFP, the bidders are instructed to identify and have a separate cost proposal for all costs associated with procuring the required software, licensing, software and hardware maintenance, hardware (server, pc's, etc) HL7 interface requirements. All hardware purchases must have a minimum 3 year warranty. Please refer to RFP Scope of Services #34 for information on State IT Standards.*

*As stated in the RFP, DSAMH may choose to purchase the required hardware directly or have the successful bidder assume responsibility and be reimbursed for the purchase. Regardless of which party purchases the hardware, it must become the property of the state (DHSS) upon delivery. Final arrangements for the hardware will be addressed in contract negotiations. Vendor access to servers will be provided utilizing the State's SSL VPN infrastructure.*