



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 10, 2008

PSC#822

Automated System Planning

FOR

DIVISION OF SERVICES FOR AGING ADULTS WITH PHYSICAL
DISABILITIES

Date Due: July 10, 2008
11:00 AM

ADDENDUM # 1

PLEASE NOTE:

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

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DSAAPD Automated System Planning
PSC822
Response to Vendor Questions
6/10/2008

1. Sensitivity to onsite versus offsite support - is there an optimal percentage?

We do not have an optimal percentage. The RFP requires on-site staffing for meetings required under Deliverable 3: Business Requirements Design.

2. Incumbents - who is managing the legacy systems? Do they have a knowledge advantage or pose a risk for information gathering?

TAP, the Ombudsman Production System, NAPIS, MCI and DCIS are managed by the Delaware Division of Management Services, Information Resource Group (state staff). The MMIS and Atlantes are managed by Electronic Data Systems (EDS). All parties are aware of this project and their role in ensuring its success. We do not anticipate any problems or barriers with information gathering. We will evaluate all RFPs according to the evaluation criteria in 5.2.

3. Is there any standard business taxonomy or requirements statements that the systems can be objective compared to?

No there are no standard business taxonomies or requirement statements.

4. Reference Section 1.1, page 1 – “This RRP (RFP) is the first part of a larger automated systems project planned by the Division.” Would you please provide more detail as to the Division’s overall plan/vision?

Our vision is to have a new, fully-integrated system to address the business needs of DSAAPD. However, we do recognize that it may be more economical to leverage existing systems already used by the Department of Health and Social Services. We believe that we can use the deliverables from this RFP to determine a funding target, and complete a second planning phase that would include writing Advance Planning Documents, writing and Implementation RFP and selecting an implementation vendor.

5. Reference Section 3.1, page 7 – “. . . the Division and IRM will appoint co-Project Directors. These co-Project Directors will serve to manage the contractor during this project.” The following sentences/paragraphs describe responsibility areas and the Department’s administrative structure for the project. Would you please clarify who from the Department will be the contractors contact point and decision maker, specifically for the review and approval of all deliverables, which may contain business and technical subject matter?

Lisa Bond, Planning Supervisor for the Division of Services for Aging and Adults with Physical Disabilities will be the main point of contact. Deliverable approval will be given by Lisa and Kishan Rao, Manager of Application Support for the Division of Management Services, Information Resource Management. We will call on other subject matter experts from either Division as necessary.

6. Reference Section 4.6, page 13 – “Except for Phase 1, vendors may propose a different sequence of phases and deliverables.” Does the State have any preference with regard to the sequencing?

No but it needs to make sense. For example, a cost benefit analysis can't be complete without information gathered in the other deliverables.

7. Reference Section 4.6.2, page 16, Deliverables 4, 5 and 6 –Will State of Delaware staff be responsible for contacting, introducing and following-through to other state agencies for the purpose of facilitating the work needed to complete several of the required Deliverables?

Yes.

8. Reference Section 4.6.2, page 16 – With regard to Deliverable 3, what level of detail is required to document DSAAPD and DMMA business requirements for this deliverable? Do you anticipate the vendor conducting JAD sessions with the various program offices? Does any type of program documentation or artifacts exist that provide current business requirements information?

We believe that Deliverable 3 is the most important part of this project. We do expect the vendor to conduct JAD sessions with the various program offices. We have many tools including program documentation and strategic planning documents that will help with this deliverable. We also have subject matter experts within the Division that will help.

9. Reference Section 4.6.3, pages 16 and 17 – With regard to Deliverable 6, what level of detail is required to document the Feasibility Study and Cost Benefit Analysis (CBA)? Does the Division envision a questionnaire to gather data for the CBA requirements for this deliverable? Do you anticipate the vendor conducting JAD sessions with the various program offices? Has any of the CBA work been completed? If the work involves contacting or surveying Division staff, will the State coordinate and ensure that responses are received?

We want to know the pros and cons of various solutions including the cost of building a new system, modifying existing systems, buying software off the shelf, etc. The level of detail needs to be sufficient to support implementation decisions and funding requests.

Our assumption is that the information gathered in Deliverables 3 through 5 would feed the CBA. We do expect JAD sessions to be conducted as a part of Deliverable 3.

We have some prior strategic planning documents that will help with the completion of Deliverable 3. We have not done and work specific to a CBA.

Yes, we will coordinate communication with Division staff.

10. Reference Appendix D, page 56 –In addition to the website links provided in Appendix D, has a reference library been established for this procurement?

No.

11. Will Phase II and Phase III immediately start after the completion of their preceding phases?

It is expected that Phase II and Phase III will start immediately after the completion of the prior phase.

Except for Phase 1, vendors may propose a different sequence of phases and deliverables

12. On page 23 it mentions the Project start date (December 1st, 2008) and Contract End date (November 30, 2009), are these dates for Phase 1 only?

No. The project period 12/1/2008 to 11/30/2009 encompasses the entire systems planning project including Phase I, Phase II and Phase III as described in this RFP.

13. Who is responsible for the software cost for upgradation?

We do not plan to upgrade during the planning phase. Costs around implementing a new system will fall to the State.

14. Was this initially part of another larger contract and now being divested as an individual contract?

No.

15. Regarding Data Systems to be replaced or modified: what kind of databases (SQL or Oracle) and size of databases are we dealing with? What are the minor or major redesigns?

TAP and the Ombudsman system are Microsoft SQL Server. NAPIS is Sybase. The TAP Database size is 11 GB and the OMB database is 50 MB.

Major redesigns of TAP and the Ombudsman system are likely. Actual scope of redesign will depend on project findings. NAPIS functionality will need to be incorporated into the design.

16. Lack of integration of systems: Are all these different systems implemented using same database platform?

See response to question 15.

17. Can any job be done offsite (Database optimization) and then implemented onsite?

Deliverable 3 requires that you be onsite for meetings with staff. Other work may be done off site. No Database optimization will occur during the planning project.

18. Can the system be offline while the changes are being made? Does it affect the contractor performance?

We are not making any system changes. This is a planning RFP.

19. What are the hardware and software configurations of the current system?

The development languages for the client server environment is Centura Team Developer. Please note that such this languages is considered deprecated for new development and is only maintained to continue legacy maintenance support. The client server database is Microsoft SQLServer. DHSS operates about three dozen Windows 2000/2003 servers supporting client server databases, web servers, and terminal server/Citrix farms. Authentication is provided by Microsoft Active directory.

20. Are we allowed to install any programs on the proposed system?

You would need to get approval from our Information Resource Management Group. Again, this is a planning RFP.

21. Is there any minimum or maximum number of contractor personnel that are needed on-site on this project?

No.

22. Is there any page limit for the Technical or Business proposal?

No.

23. In Section 4: Contractor Responsibilities/Project Requirements. Page 15 Section 4.6.2 Phase 2/Deliverable 3: Business Requirement Document Client Services: You state that Client Services unit operate the Community Services Program including the three Medicaid Waiver programs; the Adult Protective Services Program; and the Nursing Home Transportation Program.

Does the State have a charter for each program and detailed description of each program?

Yes. We also have policy and procedure manuals that you can reference. You can get program descriptions and other information on our web site.

www.dhss.delaware.gov/dsaapd/.

23a. How many people, titles of programs, and total number of locations will be part of the requirement assessment?

We have about 30 different programs but they are administered according to funding source. We have 5 major funding sources. The Division has 140 employees total. You would meet with a subset of these employees during JAD sessions. We would hold it to about 10 per session. We have three locations statewide. We will pick one central location to hold meetings.

24. Page 16 Deliverable 4/Data Systems Summary Report

Do you have user guides and/ or documentation for review prior to responding to the RFP for each of the following applications and data systems:

1. TAP
2. Ombudsman Production System
3. NAPIS
4. MCI
5. MMIS
6. DCIS
7. Atlantes

There are no user guides or documentation available for TAP, the Ombudsman System, MCI or NAPIS. Documentation on the other systems is available in various formats. The State will help interested vendors access these documents for review upon request.

Requests should be directed to Lisa Bond by e-mail. lisa.bond@state.de.us