



*Delaware Health  
And Social Services*

---

**DIVISION OF MANAGEMENT SERVICES**

---

PROCUREMENT

DATE: March 29, 2010

HSS-RFI 10-073

RMTS and PCAP Software  
for

DIVISION OF MANAGEMENT SERVICES

Date Due: April 9, 2010  
By 4:30 PM

ADDENDUM # 2

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

---

WENDY M. BROWN  
CONTRACT ADMINISTRATOR  
(302) 255-9293

1. Do you have any system administrators at DHSS to take care of setting up the required environment? **Yes – but depending on the type of system proposed, vendor assistance may be needed.**
2. Do you have any technical staff to perform application deployment or do you wish for the vendor to come & install the application? **Yes – but depending on the type of system proposed, vendor assistance may be needed.**
3. Would you like the survey results to be stored in a central database or in files? **That has not been determined at this time – we are looking for vendors to present their ideas/proposals.**
4. Who would be the primary users of the application? **Central Grants Management Unit staff.**
5. Do users need to be authenticated to use the application? If yes, do you have a specific method of authentication currently – such as an Active Directory? **Active Directory authentication is available, but not necessarily required.**
6. Do you have a hierarchy of users with each level having different permissions for the application? **Not presently.**
7. Are the survey questions pre-defined? **Yes.**
8. Are the survey answers in the free text format or based on multiple-choice questions? **The responses come in the form of selecting the activity being worked on, the benefiting program or programs, and identifying the case number (if applicable) being worked on at that moment in time.**
9. Is it possible to get a sample of the survey / surveys? **Not at this time.**
10. Are there any categories in which the survey questions are grouped? Any additional information pertaining to the surveys will be helpful. **See response to number 8.**
11. How many types of surveys are conducted? **Although there are multiple time studies conducted for different groups of staff, working on different types of activities, using different methods of time study, this RFI only pertains to the Random Moment Time Study (RMTS) aimed at gathering work activity and benefiting Federal program data for field workers whose work activities are in the areas of eligibility applications, client case work, etc..**
12. How many agencies perform these surveys? Is there any relation between these agencies? **The RMTS is administered centrally out of the Grants Management Unit that elicits responses on a random moment basis from field staff case workers from the Divisions of Social Services and Medicaid and Medical Assistance. The common activity/work in each division for this specific set of workers is the handling of eligibility applications, client case work, etc. which is why participate in the RMTS.**
13. Would you prefer to have a data entry screen to enter the survey results or would you prefer to upload pre-defined Microsoft Excel document in to the application? **We are looking for options to be presented by vendors for consideration.**

14. Are there any formulae used to produce the cost allocation to Federal & State programs? **Yes. The RMTS process is, in and of itself, a formula/calculation to produce statistical results to be applied to the allocation of the cost of field staff case workers.** If yes, are they fed in to the existing NGCS system? **Yes, but they are not directly “fed” in an automated sense, but entered along with other time study data using other methodologies.** How does the existing system calculate the values for cost allocation? **Generally speaking, through a two step calculation which first uses salary information and then applies the various time study and other work activity results to produce the amount of cost to be charged to the various cost objectives.**
15. Are there any reports generated for Cost allocation? **Yes.** If yes, how are they accessed and by whom? **The reports are in the form of the results of the cost allocation process. They are presently accessed by the individual who has the software loaded on their desktop machine.** Are these reports circulated to certain individuals? **Yes – to individuals who then enter the allocated cost distributions in the various corresponding financial reports for each applicable Federal program.**
16. Is the cost allocation based against a pre-defined budget for a period of time? **No – it is not budget based, but on a cost basis as described in question 14.** If yes, when & where is the budget set & by whom? How is this information made available to the system performing cost allocation?