

State of Arkansas Department of Human Services
710-20-0041 CCWIS
Attachment H
Written Questions

Instructions

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answers
1	RFP	N/A	Please identify specific individuals and/or vendors that are precluded or prohibited from participating in this procurement as either a Contractor or Subcontractor.	At this time, the Vendors identified as prohibited from participating in this procurement as either a Contractor, Subcontractor, or as an advisor to the same, are NTT Data Corporation
2	RFP Page 2-3, Section 1.3, C	The term of this contract shall be for up to one (1) year. The anticipated starting date for the contract is October 1, 2020. Upon mutual agreement by the Contractor and agency, the contract may be renewed by OP on a year-to-year basis, for up to six (6) additional one-year terms or a portion thereof	Since contracting beyond the initial one (1) year term is not guaranteed, does the State require the full implementation of the CCWIS within the initial one(1) year term?	The State does not require the full performance of the contemplated Contract duties in one year. The State will negotiate the implementation period with the anticipated winner.
3	RFP Page 11, Section 1.31 RFP Page 43, Section 2.7.3	1.31 - Contractor shall under no circumstances allow Arkansas data to be relocated, transmitted, hosted or stored outside the continental United States in connection with any services provided under this contract entered into under this RFP, either directly by the Contractor or by its subcontractors. 2.7.3 - The State is amenable to development work being performed by the Contractor in an off-shore setting. However, all State data must remain in the United States. User Acceptance Testing must also be performed in the United States.	Test data may or may not include data derived from obfuscated production data. Please clarify if "Arkansas data" or "State data" includes test data used during software development.	Yes it will include test data and some environments will require obfuscated data and others will not.
4	RFP Page 20, Section 2.2.2.1	Arkansas Integrated Eligibility System (ARIES)	Please identify the technology stack such as language, database, middleware, ESB, cloud hosting, CRM environment being used by ARIES.	Java J2EE application running on the IBM websphere platform using an DB2 database. System is hosted on the AWS public cloud.
5	RFP Page 20, Section 2.2.2.2	Master Client Index	Please identify the technology stack such as language, database, middleware, ESB, cloud hosting, CRM environment being used by the MCI.	Informatic MDM solution, also running on AWS public cloud.
6	RFP Page 20, Section 2.2.2.3	Master Provider Index	Please identify the technology stack such as language, database, middleware, ESB, cloud hosting, CRM environment being used by the MPI.	Informatic MDM solution, also running on AWS public cloud. (does not currently exist)
7	RFP Page 20, Section 2.2.2.4	TR1 DHS Travel System	Please identify the technology stack such as language, database, middleware, ESB, cloud hosting, CRM environment being used by TR1.	SharePoint, but it is scheduled for replacement.
8	RFP Page 20, Section 2.2.2.5	KidCare	Please identify the technology stack such as language, database, middleware, ESB, cloud hosting, CRM environment being used by KidCare.	.NET/Visual Basic
9	RFP Page 20, Section 2.2.2.6	Rocket Matter	Please identify the technology stack such as language, database, middleware, ESB, cloud hosting, CRM environment being used by Rocket Matter.	SaaS Application. See RocketMatter.com for further details.
10	RFP Page 21, Section 2.2.2.7	Juvenile Justice Information System (JJIS)	Please identify the technology stack such as language, database, middleware, ESB, cloud hosting, CRM environment being used by the JJIS.	Currently a Microsoft-based application utilizing SilverLight, but is currently being replaced.
11	RFP Page 21, Section 2.2.5.4	The system proposed by the Contractor (or a component thereof) must be in use in a health and human services or an analogous commercial setting. To be clear, this is not a requirement that the entire proposed system be in use in a health and human services or analogous commercial setting, nor is it an expectation that the proposed system (or its components) already be certified as a CCWIS	Please clarify if this requirement PRECLUDES proposing a custom developed solution for some or all of the State's requirements.	This requirement does not preclude any custom development. Instead, the State requires that the entire (100%) of the system not be custom development.
12	RFP Page 21, Section 2.2.5.4	The system proposed by the Contractor (or a component thereof) must be in use in a health and human services or an analogous commercial setting. To be clear, this is not a requirement that the entire proposed system be in use in a health and human services or analogous commercial setting, nor is it an expectation that the proposed system (or its components) already be certified as a CCWIS	Please confirm that the State is open to a proposal that may include the transfer system components from another State, commercial-off-the-shelf components, and custom developed components.	Yes, confirmed.
13	RFP Page 22, Section 2.2.5.6	The Contractor (or Subcontractor) shall have experience implementing or maintaining a system which is accessible and usable (in whole or in part) on mobile devices.	Please clarify the meaning of "mobile device". It is unclear if the State is looking for experience implementing or supporting systems that utilize "mobile" technology such as laptops, tablets, or smartphone browsers or if the State is intending looking for experience with native Android or iOS mobile applications.	The State is open to both approaches to mobility posited in the question. Specifically, the State is open to either a responsive design, native application experience, or other potential approaches.
14	RFP Page 22, Section 2.3.3	Additionally, the PMO has developed enterprise wide project management processes, standards, and templates. The DHS Project Management team will ensure the project's processes and reporting align and integrate with the DHS processes and are executed in alignment with the PMO's expectations. The Contractor shall coordinate with the PMO to ensure all standards are followed and/or exceptions are approved.	Please provide a copy of the project management processes, standards, and templates that the Contractor will be required to follow.	According to 2.5.1, the contractor will provide a detailed overview of the proposed system to selected project and DCFs staff. The contractor's PMO team will collaborate with DHS' PMO team to align the final project processes, standards, and templates during the initial project planning period.

15	RFP Pages 25-27, Section 2.3.7	Throughout this RFP there are multiple references to deliverables the Contractor will furnish to the State and the timing of those deliverables.	If the Contractor proposes a modular, incremental, agile approach (instead of "big bang"), does the State require that all design, development, and implementation deliverables be submitted and formally approved by the State for each product increment or module that is proposed?	The State desires to meet the deliverables on the deliverable schedule provided. That said, the State will collaborate with the contractor during initial phases of the project to finalize the contract deliverables. The State recognizes that the complete list of deliverables and their contents may depend on the methodology proposed.
16	RFP Page 37, Section 2.6.1	State Hosting	Please provide a detailed list of software provided in the State and DHS data centers. Please include all middleware, monitoring, scheduling, database management, security/access/authentication, DevOps, CRM, and ERP software that is licensed, installed, or used. This information will help us determine any additional software that might be required for the proposed solution.	Please refer to AR DIS's website at: https://www.dis.arkansas.gov/
17	RFP Page 44, Section 2.7.5	The Contractor will propose a facility with sufficient office and meeting space for the Contractor's personnel and the capability to support up to fifty (50) DCFS/ASP and PMO employees for short periods (e.g. phases of the project that require significant DCFS input).	To what extent must the Contractor maintain the full required space for the duration of the contract, including after the Future System is fully implemented?	In light of the difficulties caused by COVID-19, the State is relaxing some of its physical office requirements. Please see the amended RFP posted with Addendum #4.
18	Attachment A	Attachment A identifies the following .NET applications as part of its narrative: AFCARS report (1.6.11), Placement Provider Search (1.7.3.1), Inquiry Admin Tool/"The Tank" (1.7.4.1), Foster and Adoption Family Portal (1.7.4.2), Provider Invoice Entry/PIE (1.7.6.1), CHRIS Financial Management/CFM (1.7.6.1), DHS 9190 (1.7.6.1), DNET (1.10.3), NYTD data exchange (1.11.2), Appeals and Hearing Search (1.11.2), DCFS Inquiry (1.11.2). The Bidders' Library, Exhibit 2 lists 15 .NET applications.	Please clarify how the four (4) .NET applications listed in the Bidders' Library that are not currently represented in Attachment A are used.	It is not accurate to say there are 4 .NET applications listed in Bidders' Library that are not currently represented in Attachment A. Please see the Bidders' Library for the full list of .NET applications.
19	Attachment A, Page 48, footnote	9 For information on all .NET applications please see Section 2.1.4.2.	Please confirm the referenced section is Section 2.1.4.2 found on page 18 of the RFP. If not, please provide the intended information.	Yes, please see RFP Section 2.1.4.2 for information on all .NET applications. Attachment A describes the current role of each .NET application. Exhibit 2 in the Bidders' Library contains a list of the .NET applications that interface with CHRIS.
20	Bidders' Library, Exhibit 2	Column "Size of the .NET (GB)"	Several of the listed .NET applications indicate the same size database as other applications listed. In order to help us understand the potential magnitude and complexity of data conversions and migrations, please clarify which applications share a repository and which are standalone.	Please see Exhibit 27 which has been added to the Bidders' Library as part of Addendum #4.
21	Page 1	Bid Submission: May 22, 2020 10:30 a.m CT	Would the State please consider extending the bid submission deadline to allow for more comprehensive responses to all requirements?	The due date for the proposal has been extended to June 5 at 10:30 Central. Please see Addendum #4.
22	Attachment A, Section 1.11.1	Anticipated Data Exchanges and Data Exchange Partners at Implementation	For each of the current and future systems listed in the table in this section, would the State please identify how each system is hosted? Is it State Hosted with DIS, or is it Contractor-Hosted in their private hosting facility, or is it being hosted in a commercial Cloud? If it is in the Cloud, please identify the Cloud service provider.	Most State applications are hosted on premises at either DHS or DIS. For externally hosted applications it is unknown.
23	Attachment A, Section 1.11.2	Current Applications External to CHRIS	For each of the current systems listed in the table in this section, would the State please identify how each system is hosted? Is it State Hosted with DIS, or is it Contractor-Hosted in their private hosting facility, or is it being hosted in a commercial Cloud? If it is in the Cloud, please identify the Cloud service provider.	Please see the Answer to Question #22.
24	Attachment D, General System Behavior, 28	Any contractor, application, or solution shall have the capability to send notifications. Examples include sending emails, text messages (SMS), etc.	Is DCFS an Office 365 Customer? If not, what does the agency currently use for email communications?	Yes, the State is an Office 365 customer.
25	RFP 2.3.3.1	Contractor is responsible for the project's Organizational Change Management (OCM) efforts	There is a need for change management when going from manual decision-making processes rather than having a guided tool that helps the worker to decide reliably. What responsibility is expected for the vendor to be a part of change management versus internal managers at DCFS?	According to RFP section 2.8.3, the Contractor will collaborate with the OCM led by the State and its PMO on roles and responsibilities specific to change management. The contractor should provide some staff to be part of the change management process. The State has a PMO vendor who will be integral to change management while DCFS will oversee the PMO and provide subject matter expertise.
26	RFP 2.3.4	Deliverables based approach.	Is the project scope listed in the RFP finalized? As this is fixed price contract, if scope changes will change management allow for flexibility if scope is increased to the point it adds cost to deliver the solution?	The State anticipates negotiating the resulting contract to finalize the scope with the anticipated winner. Accordingly, the scope in this RFP cannot be characterized as "final." After contract execution, a combination of Project Management and potential Contract amendment would accommodate changes in scope, as applicable.
27	RFP 1.1 and RFP 2.13	1.1. An enterprise solution that is designed at its core to allow Commercial-Off-The-Shelf (COTS) products be installed, integrated, and upgraded through scheduled releases 2.13 As stated in 45 CFR 95.617 (c) Proprietary operating/vendor software packages which are provided at established catalog or market prices and sold or leased to the general public shall not be subject to the above ownership provisions. FFP is not available for proprietary applications software developed specifically for public assistance programs covered under this subpart.	To receive FFP for COTS products, there is a COTS waiver from ACF for State agencies that has been used in several other states to support CCWIS. The ACF COTS waiver process is described in ACF document, ACF-OA-PI-13-01. If it is in the best interest of the state, will Arkansas apply for the COTS waiver from ACF to support their CCWIS implementation?	Yes, the State is willing and able to apply for the COTS waiver if it is in the best interest of the State.

28	Attachment_B - Solution Functionality - System Proposal Instructions	In preparing the narrative, Respondents are encouraged to review the related sections in Attachment A – Agency Current Practices, Challenges, and System Needs by Functional Area and Attachment C – Functional Requirements Matrix and take the DCFs business processes and corresponding functions into consideration. Mobility is addressed in a separate section; therefore, each summary narrative of the other sections must identify specific functions and features not available in the mobile solution.	These instructions appear to indicate that each major section (1.3, 1.4, 1.5, etc) in Attachment A needs to be addressed in the response to the Attachment B Technical Proposal Package first by a summary narrative and then by answering the specific questions provided for each major section. Please confirm if this is accurate. If so, does Arkansas expect Vendors to address the Attachment A Practices, Challenges, and System Needs for each major section by responding "1 for 1" to each heading 3 and heading 4 subsection, or should Vendors respond more generally in their summary narrative?	Proposals will be scored based on a Respondent's completion of relevant tabs of Attachment C and Attachment D, and based upon the Respondent's answers to the questions and prompts posed in Attachment B, Technical Proposal Packet. Unless otherwise specified, format of the Respondent's response is within the Respondent's discretion. Please refer to Technical Proposal Packet- Information for Evaluation for response instructions.
29	General	General	What is the total budget earmarked for this procurement?	The State declines to answer this question.
30	RFP - Page 1, Submission Deadline for Response	Due on May 22, 2020 10:30 a.m CT	Due to the impact of COVID-19, we would like to request the State to extend the submission deadline by 4 weeks to allow bidders sufficient time to prepare a good bid response.	Please see the Answer to Question #21
31	RFP - Page 2, Section 1.1 Purpose	Critical technological objectives of this RFP include the procurement of: • A true Service Oriented Architecture (SOA) platform which will bring interoperability of service-based modules, preferably as licensed products, to support DHS' modernization and continual enterprise evolution without restricting its ever-changing business needs • A highly configurable and flexible platform that will be an enabler of the expansion of technological capabilities to other state and federal agencies • An enterprise solution that is designed at its core to allow Commercial-Off-The-Shelf (COTS) products be installed, integrated, and upgraded through scheduled releases • Software modules that are implemented and modified by user configurations, not through constant custom coding that will result in yet another one-off child welfare system	Does the State have a preference for any one of the following solution types: 1. Solution based on a Commercial-Off-The-Shelf (COTS) product 2. A transfer solution 3. Solution built from a scratch to fit with AR DCFs needs	The State is open to any option that can quickly and economically meet the State's requirements.
32	RFP - Page 3, Section 1.3 Type of Contract, Item C	Term of contract shall be for up to one year"	Is it the State's intent that the system be implemented in a year? If the implementation takes longer than a year, what will be the basis of the State's decision to extend the contract or not to extend?	Please see the Answer to Question #2.
33	RFP - Page 4, Section 1.8 Response Documents, A and C	A hard copy of the original Technical Proposal Packet (Attachment B) must be received on or before the bid submittal date and time. 1. Additional Copies of the Technical Proposal Packet a. Twelve (12) complete hard copies (marked "COPY") of the Technical Proposal Packet. b. Twelve (12) electronic copies of the Technical Proposal Packet, preferably on flash drives. CDs will also be acceptable.	In light of the limited services availability due to COVID-19 pandemic, will the State be open to accept only electronic submissions of the proposals via e-mail or portal upload and not require hard copy submissions?	In light of the difficulties caused by COVID-19, the State is relaxing some of its requirements for the physical printing and submission of proposals. Please see the updated submission instructions referenced in section 1.8 of the RFP.
34	RFP - Page 6, Section 1.14 Pricing	The Official Bid Price Sheet is provided as a separate PDF file posted with this Bid Solicitation.	Can you please point us to the Official Bid Price Sheet?	The Official Bid Price Sheet was posted as part of Addendum #4. Please see the updated solicitation documents.
35	RFP - Page 13, Section 2.1 Introduction, Background and Overview	Any vendor involved in the development of this RFP shall not be permitted to submit a proposal as the Contractor, a subcontractor, or as any other part or advisor to a company submitting a proposal.	Can the State please provide a list of vendors who were involved in the development of this RFP?	Please see the Answer to Question #1.
36	RFP - Page 14, 2.1.2 Service Units, Second Bullet	The State is in the process of developing an Enterprise Criminal Background Check system. The future system will be required to utilize this system for criminal background checks.	Will the interface with the Enterprise Criminal Background Check system be part of Vendor scope or handled as a change order later?	The State is in the process of rolling out the Enterprise Criminal Background Check system now. The State will share this information when it becomes available. If the information becomes available after award, the State will share it during negotiations with the apparent winner.
37	RFP - Page 14, 2.1.2 Service Units, Second Bullet	The State is in the process of developing an Enterprise Criminal Background Check system. The future system will be required to utilize this system for criminal background checks.	When will the Enterprise Criminal Background Check system go live?	Please see the Answer to Question #36. The State expects the system to go live on December 20th.
38	RFP - Page 18, 2.1.4.1 CHRIS Overview	CHRIS has over 1350 users	What is the number of internal and external users that will access the Future System? Please provide a breakdown of the user base to help in pricing of licenses (e.g., Hotline workers, Case Workers, Police, etc.)?	Please see the Answer to Question #271.

39	Page 18, Section 2.1.4.2 .NET Applications	In the event that the Future System does not offer a solution which provides an identical or substantively similar functionality as a .NET, the State is amenable to working with the Contractor to preserve one or more .NET applications and interface them with the Future System. This is not, however, the State's preference. In the event that the Contractor elects to preserve a .NET application, the Contractor shall be responsible for maintaining that .NET.	How stable is the financial .NET application and does it provide all the financial transactions features and functionality that the State requires for CCWIS? Please provide details of the functionality that the .NET financial system provides.	There is no standalone or single .NET that provides all the financial functionality. Presently, the range of financial requirements in CHRIS are accomplished across a range of different systems, including third party systems (e.g. Great Plains). This is discussed in Attachment A.
40	RFP - Page 21, Section 2.2.5 Minimum Qualifications	In order to be considered as a viable vendor to the State for this project, the Contractor or its Subcontractors or employees (unless otherwise indicated below) must meet all of the below Minimum Qualifications.	Please confirm that experience as a Subcontractor on a relevant previous engagements will be acceptable to meet one or more Minimum Qualifications.	Confirmed. Pursuant to RFP Section 2.2.5, Minimum Qualifications requiring experience may be satisfied by the Contractor, Subcontractor, or the employees of either.
41	RFP - Page 22, Section 2.3.2 Oversight Support	The complexity and challenges of developing and implementing the Future System justifies the services of a third-party Independent Verification and Validation (IV&V) oversight vendor. The State anticipates engaging an IV&V Vendor at the start of this project, the Contractor shall cooperate with an IV&V Vendor when one is engaged.	Does the State intend to issue a separate competitive procurement for selection of a third-party Independent Verification and Validation (IV&V) oversight vendor?	The State has not made a final decision. There will be an IV&V contractor in place, but it will not be procured as a part of this solicitation.
42	RFP - Page 23, Sec 2.3.3.1 Organizational Change Management and Stakeholder Communication Plan	Organizational Change Management	Given the significant capacity challenges in the Child Welfare Program, many States are evaluating business processes before automation. Do you intend that scope to be included in this procurement, and if not, do you intend to issue a separate procurement? If you don't intend to procure these services, would the State be interested in optional services included in a bid to drive capacity gains in alignment with the technology services?	The State has begun this work with its PMO Vendor. The State will not be crafting a separate solicitation. The Business Process documents created to date are provided for Respondent review as part of Addendum #4.
43	RFP - Page 32, 2.5.4 Data Quality, Data Conversion, and Data Migration	Data conversion will need to occur from multiple legacy systems, including CHRIS, multiple .net applications, and Child Welfare documents in Edoctus, the current DCFS document management system.	Please provide more details about Edoctus such as deployment, infrastructure and if this software support industry standards to help in conversion of this information.	Edoctus is deployed on premises. It supports industry standards for data conversion and has APIs.
44	RFP - Page 32, Section 2.5.4.1 Data Conversion and Data Quality Plan	The Contractor will perform a trial conversion(s) prior to performing UAT, will collaborate with the State to resolve any data issues identified, and will provide tools for the State to validate the data.	We assume that the State will be responsible for cleaning up bad data which resides in source systems and the vendor's responsibility is to help the State to identify those issues. Please confirm.	The State is relying on a vendor to propose a data conversion approach that minimizes State-worker labor. The State recognizes that, ultimately, some data clean-up will require State input, but expects the least amount of State work that is practicable.
45	RFP - Page 32, 2.5.4 Data Quality, Data Conversion, and Data Migration	Additionally, all images currently stored in the legacy systems need to be migrated to the Future System.	What types (format) of image files have been captured in these systems? Does DHS have an estimate of the total size these files represent? Has the State verified the necessity that all image files must be converted?	There are 88,619 image records in Blob format. The State is amenable to a solution which converts less than the total history of photographs (e.g. only the latest photograph). See also the Answer to Question #96.
46	RFP - Page 33, Section 2.5.5 Testing	Final testing will include: • User Acceptance Testing (UAT) — Developed, performed and lead by the State end-users (the State and its PMO will develop test scripts leveraging the test scripts provided by the Contractor) with support from the Contractor.	Will UAT be performed by State personnel or will the State contract with a third party vendor to provide User Acceptance Testing (UAT) Services?	UAT will be performed by State users, not a third party.
47	RFP - Page 45 - 2.7.5 Contractor Local Office	The Contractor will propose a facility with sufficient office and meeting space for the Contractor's personnel and the capability to support up to fifty (50) DCFS/ASP and PMO employees for short periods (e.g. phases of the project that require significant DCFS input). and All Key Personnel and no less than 50% of each Contractor team shall be on-site at any time during regular business hours.	Depending on the timing of events related to the current national and world health crisis, does DHS have contingency plans for dealing with COVID-19 as it might impact the CCWIS project? While the RFP states, "The State is amenable to development work being performed by the Contractor in an off-shore setting" and this can mitigate some concerns, how will the agency address potential social distancing needs for the activities described in the RFP and cited here? These activities assume and to some extent require co-location of sizeable numbers of individuals on the project.	Please see the Answer to Question #17.
48	RFP - Page 45, 2.8 Training	The Contractor will create training materials and lead all training activities prior to go-live. DHS has approximately a dozen training labs outside of Little Rock at various county offices which can be leveraged for training.	Please provide the number of DHS staff by job role/category who will need training before go-live. Will the staff requiring training be able to travel to a couple of centralized training labs or is it required to provide training at various county offices?	Please see the Answer to Question #271, all users will require training. Minimal travel is acceptable. The State's training vendor has five locations for training throughout the State which may be used.
49	RFP - Page 53, 2.14 Adherence to Federal Requirements	This RFP was developed with the intention of obtaining a Future System which is completely compliant with the requirements of the CCWIS Final Rule and all other applicable Federal laws and regulations...The State intends for the Future System to be a fully compliant CCWIS.	Since USDHHS/ACF/DSS has yet to publish a definitive CCWIS compliance assessment review guide (similar to the SACWIS SARGE), has DHS established its own CCWIS compliance assessment methodology, checklist, criteria, etc.?	No. The Contractor will need to provide CCWIS compliance plan within 30 days after the Contract start date.
50	RFP - Page 57, Section 3.2 Technical Proposal Score, C.3	3. The Financial Disclosure section points will be added to the final subtotal score to arrive at the total.	Please clarify what the State means by the Financial Disclosure section. Please provide the scoring/formula to compute the Financial Disclosure points.	The reference to Financial Disclosures and points assigned thereto on page 57 of the RFP is an error and has been struck. This does not remove the Financial Stability section 2.2.5.1 which, like all Minimum Qualifications, is scored on a Pass/Fail basis.

51	RFP - Page 61, Section 4.5 Performance Bonding	The amount of the performance bonds shall be one hundred percent (100%) of the original contract price, unless the State determines that a lesser amount would be adequate for the protection of the State.	A Performance Bond of 100% of the contract amount will be a severe financial issue for a number of small to medium size bidders who may otherwise be very capable of providing the solution required by the State. This will severely limit the competition to large corporations. We would like to request the State to accept a performance bond of 10% of the contract amount instead.	This question is under further review and an answer is forthcoming.
52	Attachment_A - Page 3 - 1.1.2 Mobility	Certain Future System functions available on mobile devices (e.g. display, edit, query) should work regardless of device connectivity. When connectivity is restored, the Future System shall allow synchronization of work done on a user's mobile device with the system	Can State elaborate on what functions the Future system must make available for offline purposes?	The State is interested in whatever features a vendor may offer offline. Aside from what is required by the RFP (related to offline capture of, among other things, assessments in areas with no connectivity) the State is interested in learning about offerings.
53	Attachment_A - Page 3 - 1.1.3 Travel	The Future System may comprehensively address these complex travel issues, including leveraging mobile technology and any other industry innovations as appropriate.	Please elaborate on this requirement. The Future System can have this functionality, but it may require additional software and licenses. Can these be presented as optional components?	Everything proposed by a Respondent should be priced into the proposed price. To the extent that a non-mandatory feature is cost prohibitive, a Respondent may decline to propose it and not include it in its price.
54	Attachment_A - Page 9- 1.2.2.1 Hotline	The hotline operates 24 hours a day, seven days a week, 365 days a year. ASP hotline personnel use a phone system owned and operated by the ASP.	Will the Future System integrate and provide CTI integration or APS will use the system via available channels?	The State expects the system will be used via available channels. Please refer to Attachment A for a discussion of how hotline staff use the system.
55	Attachment A - Pages 28-31 - Differential Response	General question about Differential Response.	To what extent, if any, are data/workflows/business processes unique to Differential Response currently reflected in CHRIS (or ancillary systems)?	There are only a few unique attributes to this business process flow. A Differential Response workflow is among the workflows posted with Addendum #4 (please see the Answer to Question #42).
56	Attachment A - Page 48 - 1.7.3.1 Placement Provider Search and Communication	The Future System shall either interfaces with the Foster and Adoption Family Portal .NET applications or implement its own State-approved solution.	Does "...its own State-approved solution..." refer to a solution proposed by the successful Future System offeror, or a solution developed/procured/acquired separately from this procurement? Also, if this means a solution proposed by the successful Future System offeror, what will constitute State approval? The fact that the offeror included a Foster and Adoption Family Portal in its proposal and solution and the offeror was selected for award?	The State's desire is for the Contractor to build a new system to serve this purpose, allowing the State to discontinue using the .NET. However, the selection of a particular vendor will be based on their overall solution and the State reserves the right, during negotiations, to negotiate the removal of any removable system component if possible and practicable.
57	Attachment_A - Page 60- 1.8.3 Payment Determination and Tracking	Currently, trust account information gathered from another application (Great Plains, which is a Microsoft Dynamics third-party application) is received in a daily report that is electronically uploaded into CHRIS for this purpose.	Is Great Plains deployed onsite or in Microsoft Cloud?	Onsite.
58	Attachment_A-Page 70 - 1.11.1 Anticipated Data Exchanges and Data Exchange Partners at Implementation	Future System will effectively exchange data with these systems and applications, utilizing a real-time interface via the State's enterprise service bus for all partners wherever possible.	Will the Vendor have access to develop new interfaces on State ESB or have to depend on other vendors/DIS to develop these ESB interfaces?	Contractor will have access to develop new interfaces on the State's ESB. There are onboarding and governance procedures associated with this.
59	Attachment E - Cost Proposal Summary Tab & Hosting Tab - Annual Hosting Cost	Respondent will be evaluated based on their "Total One Time and Ongoing Costs" amount. It is the Respondent's responsibility to ensure that costs on this sheet reflects the full Proposal cost for the services outlined in the RFP.	On the 3. Cost Proposal Summary tab the Annual Hosting Cost (cell B16) does not seem to be included in the "Total One Time and Ongoing Costs" (cell C17). Whereas on the 8. Hosting Tab the instructions seem to indicate that Hosting Costs will be evaluated ("The Respondent should price its recommended hosting approach in Table 1. The pricing from this recommended approach will be evaluated.") Please confirm the Annual Hosting Cost will not be considered in cost evaluation for the RFP and should not be included in the "Total One Time and Ongoing Costs" (cell C17) .	Hosting will be considered in the cost evaluation for the RFP. Attachment E has been updated as part of Addendum #4 to reflect this. Please see the updated solicitation documents.
60	Attachment E - DDI Tab - Proposed Allocation for Key Deliverables & Milestones	Deliverable/Milestone. Insert proposed deliverable or milestone.	In the 1. Introduction tab it is stated that vendor should not "add, edit or adjust cells unless specifically requested to do so". Is the vendor allowed to insert additional rows in the table to propose additional deliverables/milestones that cannot be listed in the given space?	Ten additional rows have been added for vendors to propose additional deliverables/milestones. Please see the updated solicitation documents posted with Addendum #4.
61	Attachment E - System M&O Tab - Upgrade, Enhancements and Modifications	Upgrade, Enhancements and Modifications Hours Proposed for Year 2 & 3	It appears from the table that vendor can only propose Upgrade, Enhancements and Modifications hours from year 4 and not for Year 2 (cell D13) & 3 (cell F13). How will Upgrade, Enhancements and Modifications be handled in years 2 & 3? Does the State not expect any Upgrade, Enhancements and Modifications in year 2 & 3?	Per the instructions, the state plans to have "pool" hours available in the contract for upgrades, enhancements, and modifications. The State has estimated 15,000 hours per year in Contract Years 4 - 7 for consistent comparison, but the use of these hours is not reserved for these contract years. In the event the system is implemented and in the M&O period in a contract year before Year 4 (e.g. the system is fully implemented in two years and M&O is occurring during contract year 3) this pool is available then.
62	Attachment I, Page 2, Clause D-2	For every one (1) business day past the agreed upon date the Contractor fails to obtain ACF determination of CCWIS compliance, one (1%) shall be deducted from the available payment for this deliverable/milestone.	Our understanding is that securing ACF CCWIS certification / compliance will be the State's responsibility and the contractor will only be responsible for any solution related issues and not for any procedural delays on the part of the State or ACF. Please confirm.	Please see the Amended Attachment I. This metric has been revised to a standard of shared accountability with the Contractor for the State receiving less than the full amount of Federal participation in the event that Contractor's development led to diminished CCWIS compliance.
63	RFP, Page 3, section 1.6, C	Contractor may request exceptions to NON-mandatory items. Any such request must be declared on, or as an attachment to, the appropriate section's Agreement and Compliance Page. Contractor must clearly explain the requested exception and should reference the specific solicitation item number to which the exception applies. (See Agreement and Compliance Page.)	Could the State please be more specific about where to find the 'Agreement and Compliance Page'? We do not see anything titled as such in Attachment B TECHNICAL PROPOSAL PACKET 710-20-0041.	The Agreement and Compliance page has been added to Attachment B as part of Addendum #4. Please see the updated solicitation documents.

64	RFP, Page 6, section 1.14 PRICING	The Official Bid Price Sheet is provided as a separate PDF file posted with this Bid Solicitation.	Please provide the Official Bid Price Sheet .pdf as indicated for the Pricing response.	Please see the Answer to Question #34.
65	RFP, page 10, section	Voluntary Product Accessibility Template (VPAT), if applicable.	Is this a mandatory requirement for this solution/submission?	Section 1.26 of the RFP details when a VPAT is required.
66	RFP, Page 3, section 1.5	Contractors wishing to attend the bid opening must report to the main entrance of the Arkansas Department of Human Services, Donaghey Plaza South, 700 Main Street, Little Rock, Arkansas 72201 and check in with the receptionist.	Given Governor Hutchinson's declarations related to COVID-19, does the State still expect to host a bid opening?	As the situation remains fluid, the State cannot yet determine how it will open bids and whether in-person or virtual attendance is permitted. In the past few weeks the State has hosted live-streamed and other forms of virtual bid openings. Depending on the situation at the time of proposal submission, the State may elect to pursue this course. Any decision made in this regard will be posted with the solicitation materials.
67	RFP, Page 1	Delivery of Response Documents	Given Governor Hutchinson's declarations related to COVID-19, will the State consider an electronic submission of response documents?	Please see the Answer to Question #33.
68	RFP, Page 56, section 3.2	The top three ranked Respondents on the Round 1 Consensus Score Sheet will be invited to deliver an Oral Presentation/Demonstration to the Evaluation Committee. The schedule, subject and duration of these Presentation/Demonstrations will be determined by the State.	Could the State elaborate what the demonstration requirements are, such as any specific scenarios or functionality that the State expects to see? Additionally, how many hours will be allotted for the presentation/demo? This information would be useful in advance given the short window between downselect and presentation dates.	The State intends to require any advanced Vendors to prepare a presentation in accordance with its instructions, which instructions will be shared at the time of invitation. Instructions shall be shared sufficiently in advance to allow the Vendors to prepare a thoughtful presentation and demonstration. The instructions will include the length of the presentation.
69	RFP, Page 1	Bid Submission: May 22, 2020 10:30 a.m CT	We would like to request a two-week extension to the 5/22 RFP due date. This will allow us to evaluate your Q&A responses in order to properly formulate our scope and pricing for this solicitation. Our team wants to ensure that we are thorough in providing you with everything you need for your evaluation.	Please see the Answer to Question #21
70	Attachment A, Page 9, Section 1.2.2.1, Paragraph 4)	"The Future System will be used by hotline staff as described below. The State is interested in how Future System efficiencies may contribute to a reduction in call time, and thus, a reduction in hold time."	Does this imply a Computer Telephony Integration (CTI)?	The State does not expect a CTI solution. The State's primary interest is a system which promotes efficient and accurate use by hotline staff.
71	Attachment C, Tab 1.1 General, REQ G-73 and G-75	"The Future System shall monitor the quality of data and includes tools that test for and monitor data quality; The Future System provides a method for staff to easily access worker productivity tools as a menu options or with a similar solution."	In terms of data quality and productivity tools - are there specific ISV's that the State definitely wants to retain, or will it depend upon the platform selected for the Future System?	The answer to this question depends on the system ultimately selected. The State may have desired standards (e.g. address validation) but is open to options proposed by Respondents.
72	Attachment C, Tab 1.1.2 Mobility, REQ M-14	"All Future System data created, accessed or stored on a mobile device (including but not limited to files shall be safeguarded, on the device, in accordance with all applicable State and federal standards."	Many solutions have responsive designs that render all screens regardless of device (computer, phone, tablet). This simplifies development since you don't have to build mobile-specific forms. That said, does The State anticipate mobile customizations in order to meet all applicable State and federal standards re: mobile devices?	Please see the Answer to Question #13.
73	Attachment C, Tab 1.3 Client Information, REQ CI-14	"The Future System allows reversing the merged Clients into separate Clients."	Can this Requirement be met by a manual reverse merge?	Presently, the process to undo a merge is manual but also quite infrequent. The State is open to all ways to reverse a merge, including an automated way, but will accept a manual process.
74	Attachment C, Tab 1.4 Investigations and DR, REQ IDR-20	"The Future System shall maintain an accurate and current Child Maltreatment Central Registry as determined by law."	Is the "Child Maltreatment Central Registry" an external system that must integrate with the Future System, or should we architect for the registry to become a part of the Future System?	Whatever solution is taken will need to coordinate with the Master Client Index. No, the Child Maltreatment Central Registry is not an external system, it is presently manually referenced in parts of CHRIS. It is the State's intention that the Future System serve as the Child Maltreatment Central Registry.
75	Attachment C, Tab 1.5 Assessments, REQ A-5	"The Contractor collaborates with all third party assessment tool vendors and/or the State to integrate current and future assessment tools into the Future System."	How many integration points/systems are implied by this requirement?	Presently, three: CANS, FAST and SDM.
76	Attachment C, Tab 1.7 Provider Management, REQ PM-5	"The Future System allows the workers to select a Provider from the directory and view the detailed record of that Provider."	What technology or platform is the Master Client Index (and the future Master Partner Index) built upon including version number?	Informatica MDM solution version number 10.3.
77	Attachment C, Tab 1.7 Provider Management, REQ PM-29	"The Future System must either interface with the Foster and Adoption Family Portal .NET applications or implement its own State-approved solution."	Does The State have a strong preference in terms of replacing or integrating with the Foster and Adoption Family Portal .NET? How many business processes or functions are currently built into the Foster and Adoption Family Portal .NET app?	The State's preference is to replace all .NETs and to have one system.
78	Attachment C, Tab 1.7 Provider Management, REQ PM-60	"The Future System includes the CVT coding validation table and provides a method for it to be automatically updated."	Can The State provide additional details re: the CVT coding validation?	CVT stands for code validation tables. This is information about the appropriate cost allocation code. This information is presently maintained in DHS 9190.
79	Attachment C, Tab 1.8 Title IV-E Eligibility, REQ IVE-4	"The Future System's Title IV-E eligibility determination platform shall utilize business rules established by the State (in accordance with Federal requirements) to support eligibility determinations."	What is The State currently using for a business rules engine? Is it a stand-alone product, or are the business rules built into CHRIS via custom code?	The State's business rules are currently coded into CHRIS. The State's rules engine otherwise is Oracle Policy Automation, which is what the State wishes the CCWIS to use if practicable.
80	Attachment C, Tab 1.10 Courts, REQ CT-6	"The Future System shall support the automatic generation of Court Reports (as defined by ACA 9-27-361) through the development of forms for each type of Court Report."	How many Court Reports/Forms?	Currently there are two, but as part of this project the State would like a few more.
81	Attachment C, Tab 1.10 Courts, REQ CT-9	"The Future System supports the preparation of Affidavits, including the development of forms tracking the types of Affidavits, notifications or alerts about the need to prepare Affidavits, the ability to print the Affidavits when completed, and the storage of an image of the final affidavit from the court's docket."	How many Affidavits/Forms?	There is currently one affidavit form.

82	Attachment C, Tab 1.11 Interfaces, REQ I-3	<p>"The Future System shall support efficient, economical, and effective bi-directional data exchanges to exchange relevant data with the systems not covered in other requirements but listed as "Mandatory" in Attachment A - Sections 1.11.1 and 1.11.2, except in instances where the Future System replaces the functionality of a listed system, making an interface obsolete."</p> <p>Attachment A states the following:</p> <ul style="list-style-type: none"> • The SSRS Reports and Admin Tool has 350+ SSRS Reports (the Reports list in the Bidders Library has 225 Reports). • "Specifically, the Contractor shall prepare up to 50 low complexity reports, 50 medium complexity reports, and 25 high complexity additional reports." 	<p>How many Reports should we estimate in total? Should we assume:</p> <ul style="list-style-type: none"> • 225 SSRS Reports • + 50 ad hoc low complexity reports • + 50 ad hoc medium complexity reports • + 25 ad hoc high complexity reports? 	<p>No. In addition to the reports specifically named in Attachment A Section 1.12, the State expects the Contractor to build 50 low, 50 medium and 25 high complexity reports. The State included all reports for reference. The State expects that the number of reports requiring development will be lower than the present number of reports given the potential for a report or query builder (See Attachment A section 1.12.5).</p>
83	RFP, Page 36 section 2.5.7	<p>The Contractor must warranty the Future System for 12 months after all of the Future System functionality has been rolled out to all users, from the date of each release. During M&O period any defects identified will be addressed by the Contractor at no additional cost to the State. The Contractor may leverage the M&O processes to manage the issues/defects and fixes and will report progress as part of the M&O reports.</p>	<p>We typically see States expecting 60- or 90-day warranty periods for system implementations in the health and human services space. Can the State provide more context around the rationale for a 12-month warranty period?</p>	<p>The State has determined that a 12 month warranty period is in its' best interest relative to this solicitation.</p>
84	RFP, Page 44, section 2.7.5.	<p>In support of the shoulder-to-shoulder environment and collaboration, the Contractor will primarily work on-site. All Key Personnel and no less than 50% of each Contractor team shall be on-site at any time during regular business hours. The Contractors' staff must be available to participate in services-related meetings as scheduled by DCFS. On-site work must be performed during normal State business hours, Monday through Friday 8:00 AM until 5:00 PM.</p>	<p>Would the State consider reducing and/or removing on-site requirements?</p>	<p>Please see the Answer to Question #17.</p>
85	RFP, Page 44, section 2.7.5.	<p>The Contractor will propose a facility with sufficient office and meeting space for the Contractor's personnel and the capability to support up to fifty (50) DCFS/ASP and PMO employees for short periods (e.g. phases of the project that require significant DCFS input).</p> <p>C. 1. PMO office space for 8 closed offices for State and PMO Managers and 20 cubicles for state and PMO staff (dedicated and shared offices)</p> <p>D. 1. Ten dedicated and shared workspaces for part time staff</p> <p>2. Two dedicated and 8 shared workspaces</p>	<p>Could the State elaborate how many total State employees the facility needs to accommodate? Are the 28 offices/cubicles in C.1. and 20 workspaces referenced in D.1. and D.2. included in the 50 employee headcount referenced?</p>	<p>Please see the Answer to Question #17.</p>
86	RFP, page 32, 2.5.4 DATA QUALITY, DATA CONVERSION, AND DATA MIGRATION		<p>In terms of data migration, approximately how many tables (and how many rows per table), should we plan to migrate into the Future System?</p>	<p>Please see the Answer to Question #96.</p>
87	Attachment D, Tab Application Hosting, REQ 1-4	<p>Any contractor, application, or solution shall develop, document, and manage the processes and procedures for Interfaces and Batch Operations Architecture.</p> <p>Any contractor, application, or solution shall define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs.</p> <p>Any contractor, application, or solution utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management).</p> <p>Any contractor, application, or solution will maintain a master job schedule and execute all batch jobs for the DHS Enterprise Program (e.g., any jobs provided by any vendor working on/with the DHS Enterprise Platform).</p>	<p>Does the State have any existing ETL or scheduling software?</p>	<p>The State is using OpCon for ARIES, has CA Auto Syss, and other scheduling utilities (Windwos Scheduler, Cron, etc.)</p>
88	Attachment D, Tab Application Hosting, REQ 8-10	<p>Any contractor, application, or solution shall maintain a detailed Disaster Recovery plan to meet Disaster Recovery requirements. Plan will include plans for data, back-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement timeframes after a disaster that has affected the users of the DHS Enterprise Platform.</p> <p>Any contractor, application, or solution shall provide support to the DHS support teams with implementing, configuring and testing disaster recovery.</p> <p>Any contractor, application, or solution shall develop action plans to address any issues arising from Disaster Recovery testing.</p>	<p>Would the State consider a Disaster Recovery (DR) and Backup solution provider by a SaaS provider acceptable or do you expect to have a dedicated solution for DR and Backup?</p>	<p>The State is open to different approaches for DR and Backup solutions, including but not limited to SaaS providers.</p>
89	Attachment D, Tab General System Behavior, REQ 37	<p>Any contractor, application, or solution will avoid point-to-point integrations. Application integration, both internal and external, will go through the DHS Enterprise Service Bus/Data Integration Hub.</p>	<p>Please elaborate on the current platform for ESB including version number.</p>	<p>The ESB is IBM AppConnect with WSR as the registry. The State maintains the current version (or n-1) and plans to remain current.</p>

90	Attachment D, Tab General System Behavior, REQ 48	Any contractor, application, or solution shall provide the ability to perform archival/full/incremental backups and the ability to perform open/closed database backups.	Please elaborate if this service can be provided through a SaaS provider.	The State is open to this service being provided by a SaaS provider.
91	Attachment D, Tab General System Behavior, REQ 69	Any contractor, application, or solution shall perform address validation for demographic information (e.g., USPS, Smarty Streets, AR GIS, etc.). Suggest the validated new address and prompt user to select either user entered address or validated address and then save accordingly.	What is the State's current Address validation and/or Geo Service provider?	The State is using Smarty Streets in ARIES, but there may be others.
92	General	Demo from other Vendors	Has the Agency seen product demonstrations from any other vendors?	Over the past several years various employees of DCFS saw system demonstrations at the State and at various trade shows, conventions, etc. Please note: there has been no demonstration or communication with vendors regarding the contents of this solicitation since DCFS began preparing this RFP in early 2019.
93	General	Budget	What is the ceiling budget for this contract?	Please see the Answer to Question #29
94	General	Enterprise Service Bus	What type of Enterprise Service Bus (ESB) does the agency currently have?	Please see the Answer to Question #89
95	Page 37, section 2.6.1.1	Cloud	Please clarify if the agency has any signed up/preferred cloud vendor?	The State has no preference, so long as RFP requirements are met.
96	Page 32, section 2.5.4	Legacy systems	How many years of legacy data should be migrated to the new system from the existing system? Please also elaborate on the size of data to be migrated (Tables, Rows, Disk Size)	As of March 1, 2020, the approximate total amount of data in CHRIS is 178 GB, of which 8.43 GB is unstructured (Blobs: images and attachments). It has a growth rate of approximately 1GB a month. There are 990 tables (including safe measures) and 686 million rows across those tables. The largest table is 40 million. There are 2 instances of datawarehouses (RPT2-PRD and Ireland) that are currently running in the production environment. The State expects all information in CHRIS to be converted.
97	Page 32, section 2.5.4	Data warehouse	How many data warehouses/marts are currently running?	Please see the Answer to Question #96.
98	General	Rules Engine	Please clarify if the agency has any preferred rule engine that the vendor has to use.	Please see the Answer to Question #79.
99	Page 18, Section 2.1.4.2	Framework	Please clarify whether the new system should be based on the .net framework or any other framework with the low-code approach.	The State does not have a standardized platform or language. The State will evaluate all qualified proposals on their merits.
100	General	Sign-on	Please clarify if the agency has a single sign-on for the users to log in. Also, please clarify if the agency has any active directory like Microsoft.	Please see RFP Attachment D. Internal users will use Active Directory. External users will use IBM Cloud Identity.
101	General		Please clarify if the agency is expecting the vendor to provide Voluntary Product Accessibility Template® (VPAT) for the proposed system.	Please see the Answer to Question #65
102	Page 21, Section 2.2.2.7 Juvenile Justice Information System (JJIS)	Integration	Please clarify if the vendor needs to integrate the new CCWIS with the new JJIS as well when it is implemented.	The future system will need to integrate with the new JJIS.
103	Page 20, Section 2.2.2.4 TR1 DHS Travel System	Integration	Please clarify if the new CCWIS has to integrate with the travel system to fetch the travel-related data that needs to be processed. If so, please share the details that the vendor has to accommodate in the current system.	The future system will need to integrate with the new travel system. As more information about this system becomes available it will be shared. If it becomes available after award the State will share it during negotiations, as applicable.
104	Technical Proposal	Information for Evaluation	Can we add Cover Page, Cover Sheet, Cover Letter, and Executive Summary at the beginning of the Technical Proposal?	DO NOT include any other documents or ancillary information, such as a cover letter or promotional/marketing information. There is a 150-page limit to a Respondent's System Proposal and a 100-page limit to their Business Proposal. This page limit includes any screen shots or diagrams. How the page limits are allocated is at the Respondent's discretion. Respondent's should not provide any information that is not pertinent to an itemized request. Please refer to Attachment B - Technical Proposal Packet- Information for Evaluation for response instructions.
105	Page 6, Section 1.14 Pricing	Official Bid Price Sheet	There is a statement that the Official Bid Price Sheet was provided separately with the Bid Solicitation, but we could not find it on the website. Please share this sheet.	Please see the Answer to Question #34.
106	Page 4, Section 1.8	Response Document	Should the respondent complete Attachments K and L and submit along with the Technical Proposal Packet?	While a completed Attachment L and K are not required, submission of a proposal implies agreement to the terms therein. See RFP Section 4.3. Please also see the Answer to Question #173 below.
107	Page 5, Section 1.12 Agreement and Compliance Pages	Agreement and Compliance Pages	There is a reference in the solicitation document to sign all Agreement and Compliance Pages. Please explicitly specify which Agreements/pages are to be signed and included as part of the technical response packet.	Please see the Answer to Question #63.
108	Attachment J, Page 7	Liability Clause	How will the Federal/State authorities determine noncompliance? Will it be based on objective criteria that they would share with us or would it be subjective; if it is subjective, it would subject us to high legal risk.	The clause in question indicates only a Federal determination of non-compliance, not a State determination as incorrectly posited by the question. Noncompliance with Federal regulations and standards is determined by Federal regulators.
109	Attachment I, Page 7	Performance Bond Clause	We would like to know if there is any scope for negotiation in this provision. The provision in its current form subjects us to unlimited liability and puts an almost unrealistic target of compliance of 100% with service criteria. Can we restrict the liability to two times the value of the contract, or make the SLA a more realistic 98%?	No. Please see Attachment I, 'Performance Bonding'
110	Page 4, Section 1.8	Response Document	Will the Government consider the submission of bid response via an email given the widespread impact of the COVID-19 virus on normal work environments?	Please see Answer to Question #33
111	Page 35, Section 2.5.6	Implementation and Go-Live	Does the State have any preferred time frame for the go-live of the new CCWIS solution?	No.

112	Page 37, Section 2.6	System Hosting	Our proposed solution is AWS hosting compliant. Will the State pay for AWS hosting in this scenario? Or is the Contractor required to price the AWS infrastructure cost in addition to the monitoring and management services?	In your bid, please factor in the cost that would be charged to the State for the hosting approach you propose in your proposal.
113	Attachment B Technical Proposal Packet, Page 17	Contact Information	For the candidates, the resume agency has asked for Contact Information for each project or engagement. Does the agency expect a reference for each project? If yes, would the agency allow us to provide one reference for each candidate instead of each project? What field does the agency expect in contact information?	The State requires contact information for each project to be considered as fulfilling the requirements of this RFP. The contact information must be for the contract manager or project manager of the project, and include minimally, the name of the contact and phone number, and preferably, an email address. If the named contact is deemed non-responsive within five (5) business days, bidder submission may be disqualified. Please note, this is not the same as the written references required for the Engagement Director/Executive and Project Manager in item four of this prompt.
114	Page 39, Section 2.7.2	Table 1, Table 2	If the contractor is proposing the same person for two roles, such as DDI Key Personnel and M&O Key Personnel, do we need to provide his/her profile for each position?	Yes, please list the resource in both places to avoid confusion. If any information (such as a CV) is being attached related to the candidate, it may be attached once but referenced twice.
115	RFP Page 47, Section 2.8.2	TRAINING CURRICULA AND MATERIAL DEVELOPMENT "The Contractor will also be responsible for developing Train-the-Trainer content that can be delivered to the State's contracted training entity for use in the future. In addition, the Contractor will deliver this content to the State's contracted training entity in a face-to-face setting."	It was referenced in Section 2.8.2 Training Curricula and Material Development that "the Contractor will also be responsible for developing Train-the-Trainer content that can be delivered to the State's contracted training entity for use in the future." When is it anticipated that the State's contracted training entity will be on board in the project timeline? Will the State's contracted training entity or State training resources be delivering the Instructor-Led classroom end-user training?	The State's training vendor, MidSOUTH, is already under contract. See RFP Section 2.8 regarding the State's training expectations.
116	RFP Page 18, Section 2.1.4.2, 2nd Paragraph	In the event that the Future System does not offer a solution which provides an identical or substantively similar functionality as a .NET, the State is amenable to working with the Contractor to preserve one or more .NET applications and interface them with the Future System. This is not, however, the State's preference. In the event that the Contractor elects to preserve a .NET application, the Contractor shall be responsible for maintaining that .NET.	While we understand that the State is amenable to working with the Contractor to preserve one or more .NET applications and interface them with the Future System, would it be fair to assume that to make sure that the State is able to evaluate the "total cost of ownership" across all bidders, the Contractor is still expected to include the costs of moving all the .NET application functionality into the new system?	A Respondent is required to include, as part of its bid price, the cost of everything it proposes to do. The State's preference is to retire all .NET systems if practicable. If a Respondent proposes to replace all .NETs, the cost for this must be included in its bid.
117	Attachment I, Table 1: DDI Performance Indicators	Critical Severity – Operational Readiness Review. The Future System shall pass all requirements of the ORR to the State's satisfaction in accordance with SOW Section 6.6 by a date agreed upon by the Contractor and State. High Severity – Project Schedule. The Contractor shall deliver a Project Schedule compliant with SOW Section 6.1.3 within thirty (30) calendar days of the Contract Start Date. This Schedule shall be updated on a mutually agreed upon periodicity. High Severity - Change Request Response. During the course of DDI, Contractor shall provide a Project Change Request (see SOW Section 4.5) within fifteen (15) days of the request from designated State staff. The Project Change Request shall include written estimates and design documents for the State's review and approval. Reports. All reports required by the Contractor shall be furnished to the State or Federal Government in accordance with the requirements of the Contract. This standard shall not include Key Federal Reports	Can the State please provide the SOW referenced in Attachment I or remove the reference if it is included by error?	Attachment I has been amended. For definitions and requirements, please see RFP Section 2.5.6 for Operational Readiness Review (ORR), 2.3.5 for Project Change Request, 2.5.1.3 for Project Schedule, and 2.5.1.4 for Project Status Reports.

118	RFP Page 3, Section 1.6 Acceptance of Requirements and Page 5, Section 1.11 Proposal Signature Page	<p>1.6 ACCEPTANCE OF REQUIREMENTS.</p> <p>A. The words "must" and "shall" signify a Requirement of this solicitation and that the Contractor's agreement to and compliance with that item is mandatory.</p> <p>B. A Contractor's proposal will be disqualified if a Contractor takes exceptions to any Requirements named in this RFP.</p> <p>C. Contractor may request exceptions to NON-mandatory items. Any such request must be declared on, or as an attachment to, the appropriate section's Agreement and Compliance Page. Contractor must clearly explain the requested exception and should reference the specific solicitation item number to which the exception applies. (See Agreement and Compliance Page.)</p> <p>1.11 PROPOSAL SIGNATURE PAGE.</p> <p>A. An official authorized to bind the Contractor(s) to a resultant contract must sign the Proposal Signature Page included in the Technical Proposal Packet.</p> <p>B. Contractor's signature on this page shall signify contractor's agreement that either of the following shall cause the contractor's proposal to be disqualified:</p>	<p>AS WE WORK THROUGH THE RFP AND OUR APPROACH, WE BELIEVE THERE WILL BE SOME RFP PROVISIONS AND TERMS THAT WILL REQUIRE SOME FLEXIBILITY, INCLUDING CLARIFICATION AND/OR OTHER ADJUSTMENT.</p> <p>In that context, we are concerned that the language of Section 1.6 and 1.11 and the wide spread use of the terms "must" and "shall" will restrict DHS' ability permit the needed clarifications and other adjustments.</p> <p>Other DHS RFP's that we are aware of have used an approach that did permit Vendors to identify needed clarifications, terms or other adjustments.</p> <p>We include below the sample DHS RFP term that permitted the flexibility we are seeking. We also provide the same sample term updated for use in the RFP, including identification of areas where we request DHS allow for clarification/adjustment.</p> <p>To align with the above approach, it would also be necessary to strike subsection B of 1.11 and update. The updated section below would replace RFP Section 1.6.</p> <p>Excerpted/Unmodified DHS Section from the other DHS RFP: *** RFP2.4.1 Interpretive Convention</p> <p>Any statement in this document that contains the word "must" or "shall" or "will" means that compliance with the intent of the statement is mandatory, and failure by the Vendor(s) to satisfy that intent may cause the Proposal to be rejected. Unless specifically disallowed on any specification herein, the Vendor may provide clarification to any point</p>	No, the State will not substitute this language for existing language in the RFP
119	RFP Page 4, Section 1.8 B. Official Bid Price Sheet	Contractor's original Official Bid Price Sheet must be submitted in hard copy format.	Can the State provide a template of the Official Bid Price Sheet referenced in Section B. Official Bid Price Sheet?	Please see the Answer to Question #34.
120	page 44, section 2.7.5	The Contractor will propose a facility with sufficient office and meeting space for the Contractor's personnel and the capability to support up to fifty (50) DCFS/ASP and PMO employees for short periods (e.g. phases of the project that require significant DCFS input).	In regard to the cost workbook (attachment E), we do not see a line item for the requirement to obtain shared office space. Where would you prefer we indicate this cost in our pricing?	Please use tab 7. Other Costs to enter this information.
121	General	N/A	Would the State consider an extension of the May 22nd due date?	Please see the Answer to Question #21
122	General	Rules Engine	Please clarify if the agency has any preferred rule engine that vendor has to use?	Please see the Answer to Question #98
123	General	Sign-on	Please clarify if the agency has single sign-on for the users to log in. Also, please clarify if the agency has any active directory like Microsoft.	Please see the Answer to Question #100
124	General	N/A	Please clarify if agency is expecting the vendor to provide Voluntary Product Accessibility Template* (VPAT) for the proposed system.	Please see the Answer to Question #65
125	General	Demo from other Vendors	Has the Agency seen product demonstration from any other vendors?	Please see the Answer to Question #92
126	General	Budget	What is the ceiling budget of this contract?	Please see the Answer to Question #29
127	General	Enterprise Service Bus	What type of Enterprise Service Bus (ESB) do the agency has currently?	Please see the Answer to Question #89
128	RFP Page 4, Section 1.8, C	Twelve (12) complete hard copies (marked "COPY") of the Technical Proposal Packet.	In light of all the recent COVID-19 circumstances and to avoid packages from all over the nation being sent to the agency, would it be possible to upload responses or send via email?	Please see the Answer to Question #33
129	RFP Page 37, section 2.6.1.1	Cloud	Please clarify if the agency has any signed up/preferred cloud vendor?	Please see the Answer to Question #95
130	RFP Page 32, section 2.5.4	Legacy systems	How many years of legacy data should be migrated to the new from existing system?	All data should be converted from CHRIS.
131	RFP Page 32, section 2.5.4	Data warehouse	How many data warehouse/mart that are currently running?	Please see the Answer to Question #86.
132	RFP Page 18, Section 2.1.4.2	Framework	Please clarify should the new system should be based on .net framework or any other framework with low-code approach.	Please see the Answer to Question #109
133	RFP Page 21, Section 2.2.2.7 Juvenile Justice Information System (JJIS)	Integration	Please clarify if the vendor needs to integrate the new CCWIS with new JJIS as well when it is implemented?	Please see the Answer to Question #102
134	RFP Page 20, Section 2.2.2.4 TR1 DHS Travel System	Integration	Please clarify if the new CCWIS has to integrate with the travel system to fetch the travel related data that needs to be processed. If so, please share the details that vendor has to accommodate in the current system	Please see the Answer to Question #103
135	Main RFP document, Section 2.2.2.1, Page 20	ARIES project is implementing an IE-BM solution for DHS.	Will the ARIES project / solution be responsible for managing entitlement and the new CCWIS solution validate or request an entitlement judgement from ARIES?	ARIES will be the system of record where Medicaid eligibility is determined and it will have an interface with CCWIS. The CCWIS will determine IV-E eligibility which will be fed to ARIES.
136	Main RFP document, Section 2.2.2.2, Page 20	MCI	What data is stored on each person / provider in MCI? Simply basic demographic? Other?	The MCI will contain demographic information and related functions as well as program participation data.
137	Main RFP document, Section 2.2.2.6, Page 20	MCI	Will Rocket Matter and all the other solutions being implemented in conjunction with DCFS needs use the MCI # / unique record as a key in their solution?	DHS is working to integrate other systems with the MCI, but at this time only system integrated is our ARIES system.
138	Main RFP document, Section 2.3.7, Page 26	Design Document	As Design document is due 30 days from contract, does the State have ALL requirements and business processes needed in the new solution documented in a current Functional Design / Requirements Document?	No, the state expects the vendor to facilitate requirement validation sessions and JAD. Please refer to the RFP.

139	Main RFP document, Section 2.3.7, Page 26	Requirements Traceability Matrix	Are documenting Business Requirements in Business Requirements Document for AR CCWIS in scope? Or does the scope only include creating a Requirement Traceability Matrix from existing Business Requirements Document?	The State is currently preparing high level business process documentation. The work to date has been posted as part of Addendum #4. The State expects the Contractor to help continue this process and to create the Requirements Traceability Matrix.
140	Main RFP document, Section 2.3.7, Page 25	Integrated Project Management Plan and required subplans:	12 subplans are listed to be delivered after 30 days from Contract Start Date. Some of these plans will require multiple iterations and vendor to work closely with DCFS stakeholders to produce the final version. Also, these documents will continue to be updated during the course of the project. Is DCFS expecting an initial draft version after 30 days and willing to have a final version after 60 or 90 days from Contract Start Date?	The deliverable in question (and its subplans) have drafts due within 30 days of contract start date, but the State does not expect these to be final plans. To wit, these particular deliverables will be continuously updated throughout the life of the project. The State will work with the Contractor on a Deliverables Expectation Document to finalize the scope and format of all deliverables.
141	Main RFP document, Section 2.3.7 Page 26/ 2.5.6.1, Page 35	Deployment Plan	What is the State's goal date for initial county roll out and final Roll out to all counties?	The initial roll out strategy has not been determined by the State. It may be dependent on proposals.
142	Main RFP document, Section 2.3.7 Page 26/ 2.5.6.1, Page 35	Deployment Plan	Will the State support a multi county at a time roll out plan?	Please see the Answer to Question #141.
143	Main RFP document, Section 2.7.3 Page 33	Work being performed in off-shore setting	What are the off shore security constraints for the project?	Please see the RFP, including but not limited to Attachment D. Some work may be done offshore, data must remain on shore. Security requirements are the same for on-premises work.
144	Main RFP document, Section 1.3 Page 3	Term of the contract shall be upto 1 year.	Since the initial contract term is for 1 year, does DCFS expects the new solution to be fully designed, developed and implemented within 1 year?	Please see the Answer to Question #2
145	Attachment A, Section 1.1.3	Travel	Is Field Service management (scheduling of most effective travel and distance) in scope or a nice to have?	It is a "nice to have." To the extent a proposal references the ability for the future system to include this or any feature, the price of this feature must be included in the bid price.
146	Attachment A, Section 1.1.16	Records Retention and Security	Are security levels such as FedRAMP required?	Please see RFP Attachment D.
147	Attachment A, Section 1.1.16	Records Retention and Security	Is there a restore time (in hours, days) for making all records stored indefinitely to be accessible for reporting or other needs?	There is not a required time but the State desires as small a window as practicable in between data input and data availability for reporting.
148	Attachment A, Section 1.1.16	Records Retention and Security	Is there a restore time (in hours, days) for making all records stored indefinitely to be accessible for reporting or other needs?	Please see the Answer to Question #147.
149	Attachment A, Section 1.1.9	Document and File Upload	Does State have an existing Document Management System (DMS) that it wants the vendor to use for CCWIS project? Or should the vendor plan for a new DMS as part of the overall solution?	While the State has a small number of DMSs it does not wish for Respondents to propose them specifically. The State is open to Respondents' DMS proposals.
150	Attachment A, Section 1.8.3	Payment Determination and Tracking	What financial capabilities are required in the new system?	There are numerous financial capabilities required. Please refer to Attachments A and C.
151	Attachment A, Section 1.9.3	Unit Group Management	Is State looking for a full Workforce Management capability to manage staff schedule and tasks or is this just a calendaring/report function in CCWIS?	Attachments A and C provide the State's expectations and intentions regarding workforce management. It bears noting that many of the features of workforce management (e.g. vacation time accrual, payroll) are handled through other State systems and not CHRIS or the future CCWIS.
152	Attachment A, Section 1.2.2.2	Web-based Referral solution	Is a web-based Referral solution must be included in scope and cost of the RFP response or is it a nice-to-have feature?	It is a "nice to have." To the extent a proposal references the ability for the future system to include this or any feature, the price of this feature must be included in the bid price.
153	Attachment A, Section 1.3.3.1	Adding a Client in MCI	Please provide the technology being used to implement MCI in ARIES. Is MCI being designed such that client information in MCI can be updated by new CCWIS system?	MCI is built on Informatica MDM and yes DHS requires the new CCIS system to utilize the MCI.
154	Attachment A, Section 1.11.1	1.11.1 Anticipated Data Exchanges and Data Exchange Partners at Implementation	Does State/DCFS have existing contracts or agreements with these agencies/systems for data exchange? Or does State/DCFS expects the vendor to negotiate and finalize data exchange agreements with these agencies/systems?	The State maintains contracts with many of the external agencies/system owners (e.g. DNET, Safe Measures, Courts), but not all. The State's PMO vendor will help facilitate obtaining any additional contracts, but the State expects the Contractor's assistance and support in this effort.
155	Attachment A, Section 1.11.2	1.11.2 Current Applications External to CHRIS	Does State/DCFS have existing contracts or agreements with these agencies/systems for data exchange? Or does State/DCFS expects the vendor to negotiate and finalize data exchange agreements with these agencies/systems?	Please see the Answer to Question #154.
156	Main RFP document, Section 2.1.2 Page 16	Child Protective Services	How many reports of abuse does DCFS receive through the phone center annually?	In 2019 there were 34,226. Please see the Annual Report Card SFY 2019 here: https://humanservices.arkansas.gov/images/uploads/dcs/publications/ARC_SF_Y_2019_-_Final.pdf Please see the Quarterly Report Card for the first quarter of SFY 2020 here: https://humanservices.arkansas.gov/images/uploads/dcs/1st_Qtr_QPR_SF_Y_2020_-_FINAL.pdf

157	Main RFP document, Section 2.1.2 Page 16	Child Protective Services	Of those calls, how many or what percentage is typically escalated to warrant further investigation?	Please see the Answer to Question #156.
158	Main RFP document, Section 2.1.2 Page 16	Child Protective Services	And what percentage of investigation lead to the child being removed from their home or designated to remain in the home with the agency monitoring the case?	Please see the Answer to Question #156.
159	Main RFP document, Section 2.7.5 Page 44	Contractor Local Office	Is it possible, with today's remote work technology and future uncertainty stemming from the COVID-19, would you be open to the contractor establishing a smaller office with an adequate sized highly qualified full-time team onsite and an additional team members providing excellent support remotely? Is a smaller facility acceptable, and when large face-to-face meetings are needed and web-based trainings or collaboration will not suffice, the contractor can rent additional space for large meetings?	Please see the Answer to Question #17.
160	Attachment A, Section 1.11.2	SSRS Reports and Admin Tool	Will State be able to provide sample templates for 350+ SSRS reports?	The State will share any report template needed for development.
161	Attachment A, Section 1.11.1	Anticipated Data Exchanges and Data Exchange Partners at Implementation	Please define Mandatory, Tier 1 and Tier 2 interfaces. Are all 3 types to be integrated and fully supported by Future System before Go-Live of the new system? Or is State open to a phased-implementation approach after new Future System is live?	Please see Attachment C. It is the State's preference to have all interfaces working when the future system is deployed.
162	Attachment A, Section 1.11.1	Anticipated Data Exchanges and Data Exchange Partners at Implementation	Does the different levels - Mandatory, Tier 1 and Tier 2 - have an impact on Technical Proposal Scoring? If so, please explain.	Yes. A failure to meet any mandatory requirement results in the disqualification of a proposal. As stated in the Attachment B instructions, the quality and nature by which a respondent proposes to meet a Mandatory, Tier 1 or Tier 2 requirement will be factored into Technical Proposal scoring.
163	Attachment C	Assessments M-1	What off-line functionality (in the Mobile app) besides assessment completion is required?	Please see the Answer to Question # 52.
164	Main RFP document, Section 2.10 Page 5		Vendors may have additional questions after receiving responses on May 1. Given the size and complexity of this project, will you consider another round of Q&A with vendors to ensure responses adequately reflect your needs, goals, and requirements?	The State will not conduct a second round of Q&A.
165	Main RFP document, Page 1	Submission Deadlines	Given the level of effort required to respond to this RFP, and that the deadline for responses is at the beginning of a holiday weekend, will you consider extending the deadline to June 5?	Please see the Answer to Question #21
166		Covid Situation	Overnight and even 2 day mail service with USPS, UPS and FedEx is not reliable at this time due to the impacts of COVID-19. If a vendor's response doesn't arrive by the due date because of mail service failure outside of their control and can provide proof, will you consider accepting their proposal?	The State cannot accept proposals received after the due date and time.
167	Page 6, 1.14 PRICING; Page 58, 3.3 F COST SCORE	The Official Bid Price Sheet is provided as a separate PDF file posted with this Bid Solicitation. The "Total DDI & One-Time" cost and "M&O and Ongoing" cost on the Official Bid Price Sheet in the Technical Proposal Packet must match the corresponding figures in Attachment E.	The Official Bid Price Sheet is not located in the Technical Proposal Packet and we could not find a separate PDF file posted within the Bid Solicitation. Where can we find the Official Bid Price Sheet?	Please see the Answer to Question #34.
168	Page 5, 1.12 AGREEMENT AND COMPLIANCE	A. Contractor must sign all Agreement and Compliance Pages relevant to each section of the Bid Solicitation Document. The Agreement and Compliance Pages are included in the Technical Proposal Packet.	The Technical Proposal Packet contains the Proposal Signature Page and Proposed Subcontractors Form – which have specific a specific order within the submission. There are no other forms included within the Technical Proposal Packet. Can the State clarify which forms are designated as Agreement and Compliance Pages?	Please see the Answer to Question #63.
169	Page 4, 1.8 RESPONSE DOCUMENTS A1, B1-B2, C1	1.8 Original Technical Proposal Packet A1. A hard copy of the original Technical Proposal Packet (Attachment B) must be received on or before the bid submittal date and time. B. Official Bid Price Sheet. (See Pricing.) 1. Contractor's original Official Bid Price Sheet must be submitted in hard copy format. 2. Contractor should also submit one (1) electronic copy of the Official Bid Price Sheet and the completed Attachment E Cost Proposal, preferably on a flash drive. A CD will also be acceptable 1.8 C. Additional Copies and Redacted Copy of the Technical Proposal Packet be submitted: 1. Additional Copies of the Technical Proposal Packet a. Twelve (12) complete hard copies (marked "COPY") of the Technical Proposal Packet. b. Twelve (12) electronic copies of the Technical Proposal Packet, preferably on flash drives. CDs will also be acceptable. c. All additional hard copies and electronic copies must be identical to the original hard copy. In case of a discrepancy, the original hard copy shall govern. d. If OP requests additional copies of the proposal, the copies must be delivered within twenty-four (24) hours of request.	Due to the current COVID-19 pandemic, and some states having shelter in place orders, will the State accept electronic response submissions in lieu of sending the requested hard copies?	Please see the Answer to Question #33

170	Page 3, 1.3 TYPE OF CONTRACT, B Page 46, 2.8.1 TRAINING PLAN	From 1.3 (Page 3): "The term of this contract shall be for up to one (1) year... Upon mutual agreement by the Contractor and agency, the contract may be renewed by OP on a year-to-year basis, for up to six (6) additional one-year terms or a portion thereof." From 2.8.1 (Page 46): "The first draft of the Training Plan will be due to the State, for its review and approval, one year prior to the commencement of any training activities contemplated by the plan."	The contract terms define a period "up to one (1) year," while some sections of the RFP indicate deliverables (e.g., Training Plan draft) that are due one year prior to commencement of training activities. We would anticipate the implementation phase of a full-scale CCWIS solution (i.e., project kickoff through "go live") to span more than one year. Can the State please clarify their expectation of implementation phase duration for the CCWIS solution?	Please see the Answer to Question #2.
171	Page 1, SUBMISSION DEADLINE FOR RESPONSE	Bid Submission: May 22, 2020 10:30 a.m CT	In light of the ongoing COVID-19 crisis, and in order to allow the bidders sufficient time to collect and present all the information requested in the RFP, we would like to request an extension of the due date by a minimum of one week.	Please see the Answer to Question #21
172	Page 61, 4.5 Item A.1 Performance Bond	The amount of the performance bonds shall be one hundred percent (100%) of the original contract price, unless the State determines that a lesser amount would be adequate for the protection of the State.	A Performance Bond at 100% of contract value will unnecessarily inflate all vendor bid pricing to cover the cost of such a large performance bond. Will the state specify a minimum dollar amount for the Performance Bond that the state is willing to accept so that all vendors can be consistent in their response and so pricing relative to the same size Performance Bond can be evaluated on a consistent basis by the state evaluation team?	No. The performance bond amount amount will be linked to a percentage of contract value.
173	Page 61, 4.4 Item B Liability	The Contractor's liability for damages to the State shall be limited to the value of the Contract or \$5,000,000, whichever is higher.	Will the state be willing to negotiate on the dollar amount of liability during contract negotiations or will the state insist on the liability being equal to the final dollar amount of contract award?	The State intends to negotiate a Contract with the winning vendor. This negotiation may include adjustment to clauses which are not otherwise required by statute (whose inclusion is a matter of law), but the State is disinclined to negotiate on the subject of liability. A Vendor <u>may not</u> condition the submission of a proposal upon the State's acceptance of any modification or deletion of any clauses or the addition of any new clause. To the extent a Respondent would like to flag any requested changes to these clauses, it may submit a separate document listing these changes and the reasons for them in accordance with Attachment J.
174	Attachment C, 1.1 General, G17	Infinity Storage	Does the state currently know how much data (record) and file storage is currently needed to house their existing data in CHRIS?	Please see the Answer to Question #96.
175	Attachment C, 1.1 General, G27	All Client information maintained in the Future System shall be stored securely in accordance with all relevant federal and State standards and requirements.	Can the state define or provide a reference to the federal and state standards and requirements for stored data?	Please see Attachment D.
176	Attachment C, 1.1 General, G51	The Future System shall allow users to access the Future System from remote desktop and laptop locations.	Can we assume that if a cloud platform solution is chosen, users would be allowed to use any device available as long as the user follows the appropriate authentication methods to access the platform.	No. DHS will only permit users to use certain devices (e.g. users may be restricted from using their personal phones or computers). The State expects the Future System to have some way of approving the types of devices that can be used. Please also see Attachment D where the State describes the types of devices that the Future System should be able to operate on.
177	Attachment C, 1.1 General, G52	The Future System shall maintain historical records in accordance with DCF's policy.	Active customer data stays on disk until the customer deletes or changes it. Customer-deleted data is temporarily available (15 days) to customers online from the Recycle Bin. The retention policy for backup media is 90 days (30 days for sandboxes). Deleted / modified data cannot be recovered after 90 days (30 days for sandboxes). Salesforce also provides Event Monitoring: Event Monitoring enables customers to further investigate how their users are using the application. This includes insight into what Salesforce applications are being adopted by users' who is logging in and from where, what pages users are viewing, what reports users are running and exporting and other aspects of application usage. Field Audit Trail: Field Audit Trail lets you define a policy to retain archived field history data up to ten years, independent of field history tracking. This feature helps you comply with industry regulations related to audit capability and data retention. Do these features comply with the DCF's policy?	The State cannot confirm a vendor's ability to meet RFP requirements in the context of Q&A.
178	Attachment C, 1.1 General, G69	The Future System shall be ADA Compliant.	Salesforce follows the internationally recognized best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA to the extent possible. Does this meet the needs for the state ADA compliance? For an overview of our accessibility support and to view independent accessibility reviews of Salesforce please see http://www.salesforce.com/company/legal/508_accessibility.jsp Additional accessibility details can be found at: https://help.salesforce.com/apex/HTViewHelpDoc?id=accessibility_overview.htm&language=en	The State will not validate a Respondent's ability to meet RFP requirements in the context of Q&A. The State will not click links submitted in Q&A or in proposals.

179	Attachment D, Application Hosting, 16	Any contractor, application, or solution shall encrypt all data at rest including backups using DHS and regulatory bodies (CMS, FNS, etc.) standards regardless of storage media.	<p>Customer Data stored within the Salesforce Services is not encrypted by default, and whole database encryption is not supported. However, the Salesforce platform provides capabilities to customers which enables them to encrypt their sensitive data at rest. Salesforce provides two option to encrypt customer data:</p> <p>Classic Encryption: This is a native Salesforce application feature which can be used to encrypt data via only custom field types. More information here: http://sfdc.co/FieldEncryption</p> <p>Platform Encryption: Platform Encryption allows customers to encrypt data stored through Salesforce such as: files and attachments, certain standard and custom fields, and use an advanced key management system. Customers can encrypt sensitive, confidential, and private data at rest on the Salesforce Platform to help meet privacy policies, regulatory requirements, and contractual obligations for handling private data. It uses native strong, standards-based encryption. Controls help to protect data, which include the use of derived data encryption keys and customer-controlled key rotation, generation, and destruction process.</p> <p>Is this an acceptable to encrypt data at rest?</p>	The State will not confirm whether a Respondent meets RFP Requirements in the context of Q&A. The State will not click links in Q&A or in proposal submissions.
180	Attachment D, General System Behavior, 51	f. IRS pub 1075, which points back to NIST 800-53 rev 3	Salesforce implements FedRAMP moderate control requirements from NIST SP 800-53 Rev. 4. Is this sufficient for this requirement?	Please see RFP Attachment D. The State will not confirm whether a Respondent meets RFP Requirements in the context of Q&A.
181	Attachment D, General System Behavior, 53	Any contractor, application, or solution shall adhere to the accessibility standard as outlined in the Section 508 compliance guidelines: (https://www.section508.gov/).	<p>Salesforce is committed to providing on-demand enterprise applications accessible to all individuals. This includes users working with assistive technology, such as speech recognition software and screen readers. To help meet our goal of accessible design, Salesforce follows the internationally recognized best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.</p> <p>Salesforce introduced the Lightning User Experience, which brings a re-imagined user interface that is modern, efficient, and highly accessible. The Lightning Experience is engineered with Accessible Rich Internet Application (ARIA) features built in that help assistive technology users have the best possible experience with Salesforce. We provide software releases three times a year, ensuring that our customers can easily take advantage of the accessibility features introduced in each release.</p> <p>The Salesforce Lightning Experience Voluntary Product Accessibility Template (http://salesforce.com/company/legal/508_accessibility.jsp) serves as a guide in evaluating conformance to Section 508 of the Rehabilitation Act and WCAG within Salesforce Lightning Experience UI. The accessibility features available within Salesforce applications are dependent on the application UI configuration and Lightning component usage. For this reason, adherence to accessibility requirements should be evaluated throughout the design and final testing of the Salesforce application and not merely on a specific VPAT.</p> <p>The VPATs are encompassing of the features and functions of Salesforce products and provide an explanation of supporting features. If required, Salesforce will make itself available to review the VPAT and features with your organization's Accessibility team to determine the requirements and our ability to ensure accessibility.</p> <p> Copies of VPATs are available on the Salesforce website at:</p>	Please see the Answer to Question #65 regarding VPATs. The State will not validate a potential Respondent's ability to meet RFP requirements in the context of Q&A.

182	RFP Section 2.9.3 Software Upgrades	The State must approve all software upgrades, and in the event that the State does not approve the software upgrade, the Contractor must fully support the system and its functionality as is.	<p>Real-time upgrades All Salesforce core platform users are always on the latest version of our platform because everyone gets instant upgrades. Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team.</p> <p>Our upgrades don't break your customizations Salesforce has solved a very challenging problem: providing seamless upgrades, where all customizations keep working, changes to the user experience are based on when users opt-in to new capabilities, and even custom code keeps working, whether it's written by the customer or by third parties.</p> <p>It's an IT professional's dream You no longer have to balance the desire to upgrade and take advantage of new features with the time and costs required to deploy software, redo previous customization and integration work, and train users on the new version.</p> <p>Our upgrades don't break your integrations Because of the requirement for seamless upgrades, our multitenant service must maintain backwards compatibility with the API used for integration. You only have to integrate with the service once, and that integration will keep running, even as we upgrade the platform.</p> <p>Rapid innovation Because we can deliver new capabilities without impacting your deployment, the days of 18-month (or 5-year) release cycles are over. Instead, we can deliver new capabilities three times each year, and you choose when to adopt these new capabilities simply by opting-in.</p>	There is no question. The state will not validate whether a vendor is meeting an RFP requirement in the context of Q&A.
183			<p>We typically don't offer SLAs with regards to issue resolution times, choosing instead to focus on response times as we work as quickly as possible to resolve the issue. Depending on your Customer Success Plan and the severity of the issue, customers can expect a response time between 1 hour and 2 business days. Turnaround time for issue resolution will vary based on issue complexity, response times from customer, severity, etc.</p> <p>For full details on incident severity and response times for customer issues, please refer to:</p> <p>Standard Success Plan: https://c1.sfdcstatic.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/standard-success-plan-salesforce.pdf</p> <p>Premier Success Plans: https://c1.sfdcstatic.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-premierplans-with-accelerators.pdf</p>	This question does not request an answer. The State will not review material submitted outside of what is sent with a proposal. It will not pursue information submitted as hyperlinks in a proposal.
184	General	Bid Submission Date	Would the State consider an extension in the submission due date so that offerors can provide a satisfactory response?	Please see the Answer to Question #21
185	Attachment B, Information for Evaluation, Page 1	There is a 150-page limit to a Respondent's System Proposal and a 100-page limit to their Business Proposal.	Please specify the inclusions and exclusions in the page limits of System Proposal and Business Proposal. Are the cover letter, cover page, table of content, separators, etc. included in the page count?	Yes. The Technical Proposal should not include any ancillary documents, such as a cover letter (see RFP Section 1.8). Requested artifacts may be attached as exhibits and not counted towards the page limits. Please also see the Answer to Question #33.
186	Attachment B, Information for Evaluation, Page 1	There is a 150-page limit to a Respondent's System Proposal and a 100-page limit to their Business Proposal.	As there is a page limit for response to Attachment B, can we submit an Appendix/ Annexure document to provide a detailed understanding?	There is a 150-page limit to a Respondent's System Proposal and a 100-page limit to their Business Proposal, each of which is prepared in accordance with the questions, prompts and instructions in Attachment B. To the extent that a draft document, resume or other artifact is requested it may be attached in an appendix. Information beyond what is requested is not permitted (see RFP Section 1.8).
187	Attachment B, Information for Evaluation, Page 1	There is a 150-page limit to a Respondent's System Proposal and a 100-page limit to their Business Proposal.	Does the State want System Proposal and Business Proposal in a single document? Or as two separate documents?	Proposals should be submitted in one document with two sections: a System Proposal and a Business Proposal (see Attachment B Instructions).
188	Attachment B, Information for Evaluation, Page 1	Provide a response to each section, addressing the item/questions listed.	Attachment B has several questions that account for 12-13 pages. Considering the page limits, does the State expect vendors to include the whole language of the questions in the response? Or can simply refer the question numbers from the response?	Please see the Answer to Question #296.
189	RFP Section 3.1 RFP Contents, Page 55	Attachment K - Pro forma contract Pro forma contract	Do we need to provide a response for Attachment K with our proposal?	Please see the Answer to Question #106.
190	RFP Section 3.1 RFP Contents, Page 55	Attachment L - Business Associate Agreement	Do we need to provide a response for Attachment L with our proposal?	Please see the Answer to Question #106.
191	RFP Section 2.9.2 TECHNICAL SUPPORT, Page 48	The State shall provide "Level 1" technical support.	What is the current ticketing system used by the State?	The State uses JIRA and Cherwell.
192	RFP Section 2.7.2 KEY PERSONNEL, Page 39	At a minimum, the Contractor will provide Staff with the following qualifications to fill the following roles for the DDI and M&O phases:	Can we have the same key resource for DDI as well as M&O (e.g. Proposed resource for Security expert can be same for DDI and M&O)?	Yes.
193	Attachment B, RFP Section 2.7 Project Staffing - Business Proposal, Page 11	For the Engagement Director/Executive and the Project Manager (See RFP Section 2.7.2) please submit two written references, per individual, from clients similar to DCfs.	Is there any specific format for references that the State is expecting? Please share the same.	There is no required form or format. See Answer to Question #113 for reference content. The requirement for separate, sealed envelopes has been revised in light of the Answer to Question #33.

194	Attachment B, RFP Section 2.7 Project Staffing Business Proposal, Page 11	For each proposed candidate, the Respondent must provide the following profile information: Full Name of project or engagement, Contact Information, Date(s) of Experience, Description of Duties	What is the State expecting as a response to "Contact Information"?	Contact information includes name, title, phone, and email address. See Answer to Question #113.
195	Attachment L, M-19, Performance based contracting, Additional Vendor Proposed Performance Indicators	To help the State in managing a more robust performance based contract, vendors are highly encouraged to propose additional Performance Indicators for each of the areas as below.	Does the addition of vendor proposed performance indicators impact the evaluation of a vendor's proposal?	Please see RFP Section 3.2 for a discussion of which proposal elements are scored.
196	Attachment E Cost Proposal - TAB 6- System M&O	Upgrades enhancements and modifications Year 2 and Year 3	Is it expected that the vendor enters hours in columns D13 and F13? These are currently BLUE	Please see the Answer to Question #61.
197	Attachment E Cost Proposal - TAB 5 - DDI	Column T-Total Hours per position to complete all activities	The total of hours seem to be adding ONLY columns D, H, J, R (e.g. T14=SUM(D14,H14,J14,R14))	The Cost Proposal Template Attachment E has been amended with Addendum 1.
198	Attachment A 1.1.15 Paperless Files, Page 7	Paperless Files	In section 1.1.15 the RFP mentions the future system shall hold all required documentation electronically. As part of a process mapping/business process redesign effort, has there been or are there plans for state program divisions to review all current policy and procedural documentation requirements across the various programs to determine forms, templates, and documents that no longer be necessary, or may become obsolete in a modern practice/future system?	The State would like to look at its business processes to identify where there is a potential to reduce paper, but the State cannot do that completely until it knows the capabilities of the Future System. The State has done some work to date identifying where paperwork could be reduced.
199	Attachment A, 1.1.15 Paperless Files, Page 7	Paperless Files	Also related to section 1.1.5 has the state considered how or if electronic signatures will be captured and does agency policy and or state law support/allow e-signature?	Electronic signatures are permitted by the State except in instances where a notary is required.
200	Attachment A, 1.1.16 Records Retention and Security, Page 7	Records Retention and Security	In section 1.1.6 DCFs policy requires the agency system to store records indefinitely. Considering the agency's plan to move to a paperless system, has the state surveyed associated state laws which may require changes to ensure agency record retention aligns with retention laws?	DCF's knows what the law requires and complies with it.
201	Page 1- Delivery of Response document	Delivery via commercial carriers and USPS	Due to the current COVID-19 situation and the uncertain nature of services (including commercial carriers-UPS, FEDEX), will the state consider the option of submission of the RFP response via EMAIL?	Please see the Answer to Question #33
202	General	Electronic Copy Submission - File naming Convention	Are there any file naming convention to be followed for technical proposal packet, pricing and attachments to be submitted as part of this proposal response?	There is no required file naming conventions, though files must be clearly labeled so that it is readily apparent which component of the proposal is which.
203	RFP Document: Page 6, Section 1.14 - A	Pricing: A. Contractor(s) shall include all pricing on the Official Price Bid Sheet and Attachment E only	We did not find the "Official Price Bid Sheet" in any of the attachments as part of RFP. Could the state provide the expected "Official Price Bid Sheet" template for submission?	Please see the Answer to Question #34.
204	RFP Document: Page 4, Section 1.8 - A, 2b	b. Original signed Agreement and Compliance Pages. (See Agreement and Compliance Pages.)	We did not find "Agreement and Compliance Pages" in Attachment-B. Could the state provide the expected template for "Agreement and Compliance Pages" for submission?	Please see the Answer to Question #63.
205	RFP Document: Page 5, Section 1.12 AGREEMENT AND COMPLIANCE PAGES, A	a. Contractor must sign all Agreement and Compliance Pages relevant to each section of the Bid Solicitation Document. The Agreement and Compliance Pages are included in the Technical Proposal Packet.	The Agreement and Compliance Page is not available in the Technical Proposal Packet - Schedule B. Could the state clarify expected section numbers to be signed from the "Bid Solicitation Document"?	Please see the Answer to Question #63.
206	RFP Document: Page 4, Section 1.8 - A. Original Technical Proposal Packet, 2b	e. Other documents and/or information as may be expressly required in this Bid Solicitation	Could the state provide a list of other document/information to be submitted as part of Technical Proposal Packet?	The "other documents/information" are items expressly requested in the RFP. To the extent that this RFP request draft plans, resumes, or other artifacts, these may be attached as exhibits (see Attachment B Instructions).
207	Attachment C - CCWIS Functional Requirements Matrix	Attachment Hard Copy and Electronic Copy	Could the state clarify the sequence of submission in the technical proposal packet?	Please see the Answer to Question #33 regarding revised submission requirements.
208	Attachment D - Technical Requirements Matrix	Attachment Hard Copy and Electronic Copy	Could the state clarify the sequence of submission in the technical proposal packet?	Please see the Answer to Question #33 regarding revised submission requirements.
209	Attachment J - Terms and Conditions	Attachment Hard Copy and Electronic Copy	Could the state clarify the sequence of submission in the technical proposal packet?	Please see the Answer to Question #33 regarding revised submission requirements.
210	Attachment K - Pro_Forma_Contract	Attachment Hard Copy and Electronic Copy	Could the state clarify if this document is required for submission? If it is required to be submission, please provide the sequence of submission in the technical proposal packet.	Please see the Answers to Questions ##106 and 33.
211	Attachment L - Business Associate Agreement	Attachment Hard Copy and Electronic Copy	Could the state clarify if this document is required for submission? If it is required to be submission, please provide the sequence of submission in the technical proposal packet.	Please see the Answers to Questions ##106 and 33.
212	Attachment L - Organizational Conflict of Interest	Attachment Hard Copy and Electronic Copy	Could the state clarify if this document is required for submission? If it is required to be submission, please provide the sequence of submission in the technical proposal packet.	Please see RFP Section 4.3.
213	ADDENDUM_1.pdf	Attachment Hard Copy and Electronic Copy	Could the state clarify if this document is required for submission? If it is required to be submission, please provide the sequence of submission in the technical proposal packet.	Please include and sign all Addenda in accordance with the submission instructions set forth in the Answer to Question #33.
214	Pricing, Tab "2. Information", Key Information	The costs proposed in this workbook should include any cost associated with any system feature or attribute proposed in a Respondent's proposal. By way of example, if a Respondent's Functional Matrix indicates that a "Desirable" feature can be provided through customization, then the cost of that customization will be included in the proposed costs in this template.	Could the state clarify "Desirable" feature is mapped to requirements identified as "Tier-1" in the Attachment C - Functional Requirement document?	The word "Desirable" has been replaced with "Tier 2". Please see the updated Cost Proposal Attachment E.
215	Attachment_B_Technical_Proposal_Packet, Page 11, Section 2a	a. Describe three large human services DDI projects completed or substantially completed of similar size, scope and complexity to the Project identified in this RFP within the last 5 years.	Could state clarify if the project experience of DDI projects working with commercial customer or federal agency are acceptable? Is it mandatory to have these experience in the Human Services department only?	Respondent should indicate whether they have the requested experience, however, Respondent may submit for consideration any experience it deems applicable. Scores will depend, in part, on how analogous or applicable other experiences are for this project. See Attachment B, page 8

216	Attachment_B__Technical_Proposal_Packet, Page 9, Section 2.3 Project Governance and Project Management - Business Proposal, #6	6. Describe how you will develop and manage an integrated master project schedule.	State is requesting to submit "project schedule" as part of the technical package submission in Section 2.3, #5. Could state provide requirement details for "integrated master project schedule"?	The RFP does not use the term "Integrated Master Project Schedule." For Information on the Integrated Project Management Plan please see Section 2.3.4 of the RFP. For Information about the Project Schedule Please see Section 2.5.1.3 of the RFP.
217	Attachment_B__Technical_Proposal_Packet, Page 9, RFP Section 2.4 Overall SDLC Approach Business Proposal, #4	4. Describe how you intend to maintain physical and logical security of the solution and its implementation relative to the services it provides. Provide a draft Solution Security Plan.	We did not find details for Solution Security Plan in the "Solution Bid Document". Could state provide requirement details for Solution Security Plan?	The Contractor will establish appropriate protocols to ensure the physical property/facility security and data security and confidentiality safeguards are maintained. Please see RFP Section 2.10 for the details the Security Plan should provide.
218	Attachment_B__Technical_Proposal_Packet, Page 10, RFP Section 2.5.5 Solution Design, Development, and Implementation: Testing - Business Proposal, #1	Describe what you believe to be an effective testing approach to ensure that the solution is functioning and processing data correctly. This plan should include the testing approach from unit testing through UAT.	Is State expecting us to provide draft Test Plan? Please provide requirement details for such plan in the "Solicitation Bid Document" if we are expected to submit a draft Test Plan.	No, the State does not expect Respondents to submit a test plan. Please respond to the prompt quoted.
219	Attachment_B__Technical_Proposal_Packet, Page 4, Section - Information for Evaluation	To the extent that this RFP requests Draft Plans, Resumes or other artifacts, these may be attached as exhibits and not counted towards the page limits. However, please provide a clear reference to where these attached exhibits may be located.	Could State clarify the sequence of the draft plans, resumes or any other artifact to be included as part of "Technical Proposal" packet?	To the extent that this RFP (and in particular Attachment B) requests Draft Plans, Resumes or other artifacts, these may be attached as exhibits and are not required to be in a specific sequence. Please, however, provide a clear reference, in the applicable technical proposal section, to where these attached exhibits may be located in an appendix. See Attachment B, page 1
220	Attachment_B__Technical_Proposal_Packet, Page 7, Attachment A Section 1.11 Interfaces - System Proposal, #1	Describe your approach to working with interface partners to ensure agreements are reached and interfaces are in place on a timely basis prior to go-live of the solution. Discuss your proposed Interfaces Plan, what it will consider and how it will factor the needs and resources of the State.	Is State expecting us to provide draft System Interface Plan? Please provide requirement details for such plan in the "Solicitation Bid Document" if we are expected to submit a draft System Interface Plan.	No, the State does not expect Respondents to submit a draft interface plan. Please respond to the prompt quoted.
221	Pricing	-	Should we include cost for developing the interfaces listed for Tier 1 or Tier 2 requirements in Attachment C or should Tier-2 requirements cost be excluded from overall PRICING?	All costs associated with a vendor's solution (including but not limited to any proposed development of features and functionalities designated by the State as Tier 1 or Tier 2) must be reflected in the vendor's bid.
222	Attachment_C	Tier-2 Requirement - Infrequently used/non-essential features in the current system or non-essential upgrades that would add convenience, efficiency, or expanded utilization within business workflow	Is State expecting to implement requirements identified as "Tier-2" in various tabs of Attachment C in the Year-1 of the contract?	The assignment of a Tier or "Mandatory" designation to a requirement is an indication of criticality, not sequence.
223	Attachment C, Tab 1.3 Client Information	CI-19. The Future System shall allow for automatic referrals to the Office of Child Support Enforcement for client DNA testing.	Are we going to send demographic data captured as part of the referral to the office of child support enforcement or any specific sets of data for them to facilitate DNA testing?	Yes, the State currently sends demographic information. The precise information sent will be finalized with the Contractor during system design.
224	Attachment C, Tab 1.1 General	G-17. The Future System shall allow State users to upload scanned or electronic documents, files, videos, and photographs with no maximum of the number of items and size of items that can be uploaded.	What is the current expected media upload capacity for CHRIS and can we define a ballpark number of electronic file types that are expected to be uploaded against a case record?	For information about CHRIS see the Answer to Question #45. However, this historical information should not be taken as an indicator of future use. The State expects the future system to accommodate all common file types, including all modern document/media formats (video, auto, photograph), the number of which in any case depends on the nature of the case.
225	Attachment C, Tab 1.1 General	G-32. The Future System furnishes a printed report on demand for quality reviews of security access.	Does the state have any current established processes for the audit of accesses or of Data Quality?	The State does have established processes, but they are manual processes.
226	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	Please provide expected system load in Production. How many internal and external users will use the CCWIS when the system goes live? How many simultaneous user sessions does DCFS expect on average as well as maximum load? What is the expected growth rate for these users?	The future system will need the ability to accommodate all users (approximately 1400) simultaneously. The State does not have an expected growth rate and, as many of the DCFS roles are legislatively mandated, cannot predict it.
227	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	Which ESB does the State use for interfaces with systems?	Please see Answer to Question #89
228	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	For SaaS solutions, does the State have a preference of Public or Gov Cloud?	The State does not have a preference. It desires the most efficient platform that meets security requirements.
229	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	Does the State currently have an Azure Cloud tenant which it would like the solution hosted in? If so, is it in the public or Gov cloud?	Not at this time.
230	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	Does the State have an ExpressRoute connection to the Azure cloud?	Not at this time.
231	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	Is there a requirement to integrate the CCWIS with the State's SSO or Identity Provider? If so, please elaborate on what the products being used are and where they are hosted.	See IT requirements (att D). Yes - this is a requirement. Internal users should connect via SAML or modern authentication protocols to Active Directory or Azure AD and external users should connect via SAML or modern authentication protocols to the IBM Cloud Identity product.
232	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	Are there any Enterprise Applications that need to be mandatorily integrated with CCWIS? If so, what are they, where are they hosted, and what protocols do they support (e.g. REST, SOAP, etc.)?	Please see section 1.11 of Attachment A.
233	RFP Section 2.5.4 DATA QUALITY, DATA CONVERSION, AND DATA MIGRATION, Page 32	2.5.4 DATA QUALITY, DATA CONVERSION, AND DATA MIGRATION	Can you please provide the current size and growth rate of the data that is to be migrated, separately for structured and unstructured data?	Please see the Answer to Question #96.
234	RFP Section 2.5.4 DATA QUALITY, DATA CONVERSION, AND DATA MIGRATION, Page 32	2.5.4 DATA QUALITY, DATA CONVERSION, AND DATA MIGRATION	Does the State envision the need for data migration only from CHRIS, or from other systems as well? If so, which ones?	If Respondent (in accordance with the State's stated preference) intends to replace a .NET, and that .NET holds data, then that data must be migrated. Examples of .NET maintained data include, but are not limited to, bank account information in the Foster Parent Portal and contract information in PIE. Other .NETS which maintain data include, but are not limited to, CFM and 9190.

235	RFP Section 2.5.6 IMPLEMENTATION AND GO-LIVE, Page 35	2.5.6 IMPLEMENTATION AND GO-LIVE		The current technical support line receives between 400 and 500 calls per month. Calls for technical support are prioritized. Some of these calls relate to system requests which the State imagines will not require intervention of a technical team for the future system.
236	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	What are the current support call volumes by type and priority?	This depends on the number of environments needed to support the SDLC and M&O processes. The State and Contractor can discuss this topic during negotiations.
237	RFP Section 2.6 System Hosting, Page 37	2.6 SYSTEM HOSTING	How many hosting environments needs to be provisioned? What is current Database size and growth rate(approximate)?	Please see the Answer to Question #86.
238	RFP Section 1.20 Award Process	Minority and Women Owned Business Policy	Are there any requirements or incentives/scoring impact for the use of Minority and Women Owned businesses?	No. Please see RFP Section 1.21 for matters related to Minority and Woman-Owned Business policy.
239	RFP Section 2.7 Project Staffing	Consideration will be given to Proposals that can effectively use identified staff and do not require an unrealistic expectation of DCFS staff.	There are multiple deliverables that are due to the state within 30 days of contract execution. Is the state able to provide access to appropriate staff to provide information to the vendor to ensure deliverables align with the intent of the state?	This project is a priority to the State and the State will make all reasonable efforts to provide its expertise and resources to make it a success.
240	RFP Section 2.6 System Hosting, Page 37	System Hosting	Does the state maintain any cloud contracts that the state would wish to utilize as part of the hosting strategy?	The State has some other hosting agreements and can discuss utilizing these during negotiations. However, please do not assume leveraging these existing agreements in your proposal.
241	RFP Section 2.6 System Hosting	Ensure infrastructure security aligns with DHS' security policies	is a FedRamp certified hosting environment required?	Please see Attachment D.
242	RFP Section 2.7.5 Contractor Local Office	The Contractor will propose a facility with sufficient office and meeting space for the Contractor's personnel and and the capability to support up to fifty (50) DCFS/ASP and PMO employees for short periods (e.g. phases of the project that require significant DCFS input).	Is the identification and description of a specific facility required as part of the RFP response, or is this part of the contract process?	Please see the Answer to Question #17.
243	RFP 2.6 Project Staffing	The Contractor will provide a team to complete all tasks and deliverables. The Contractor will lead these activities and deliver the related services, and should not expect direct State support resources to be available beyond what is described within this RFP. The Contractor will employ staff in sufficient number and with sufficient expertise and experience to meet the needs of the State.	The state has described the responsibilities of the state for M and O. Can the state define the responsibilities and roles they will play during the project?	The State will work collaboratively with the vendor during all phases of the project, lending its subject matter expertise to the design, development and roll-out of the system. The State has engaged a PMO Vendor to manage the project.
244	Overall Solicitation	Overall solicitation	The solicitation is large and detailed. Will the state consider extending the Q & A time period to allow for additional questions?	The State did not extend the question submission deadline.
245	Attachment C - Functional Requirements Matrix	Also for each functional requirement, please provide either: the level of effort required to ensure the functional requirement's availability or if not available is selected, an explanation of why this functional requirements is either not needed or alternatively addressed, as applicable.	Can the state please clarify: 1) If a functional requirement is available "out of the box," this would indicate that no additional costs would be applicable, correct? 2) If a function is configurable, does this state want the vendor to include costs of configuring that capability for Arkansas? In terms of a simple example, a workflow capability may be available "out of the box," but it will take effort to configure that workflow in line with Arkansas requirements. Please clarify.	All costs associated with a vendor's solution (including but not limited to the development of any Tier 1 or Tier 2 features and functionalities) must be reflected in the vendor's bid. So, the cost of all functions that the vendor marks as "Out of the Box", "Configurable", or "Customizable" must be reflected in the vendor's bid. A vendor can choose to omit non-mandatory requirements from their proposal if the vendor deems them to be cost prohibitive.
246	Attachment E - Cost Proposal - Tab 2 - Introduction	The costs proposed in this workbook should include any cost associated with any system feature or attribute proposed in a Respondent's proposal. By way of example, if a Respondent's Functional Matrix indicates that a "Desirable" feature can be provided through customization, then the cost of that customization will be included in the proposed costs in this template.	Is the state expecting the vendor to provide the cost of customization for Tier 2 Requirements (from Attachment C - Functional Requirements Matrix) into the Cost Proposal?	Please see the Answer to Question #245.
247	Page 21, 2.2.3 Leveraging State Technology	In addition to developing and implementing the systems surveyed in Section 2.2.2, the State is continuously improving its Enterprise Architecture strategy. These efforts may drive the State towards the adoption of standard software or tools which the State would want deployed throughout its systems. The Contractor shall work with the State to evaluate and, if appropriate, utilize State-standard tools and systems as part of the Future System.	Can the state provide a list of the current enterprise third party software that DCFS currently holds licenses for and the vendors can utilize?	Primary application DCFS software is legacy software and the desire is to rationalize this software out of the environment. Please propose whatever software is needed for your solution.
248	Page 14, Section 2.1.2 Service Units	DCFS provides a myriad of services to fulfill its goals and mission, through specialized units and services throughout the organization including the following	Can the state provide the number of users outside of DCS Service Units that will be using the system?	Please see the Answer to Question #271.
249	Page 4, Section 1.8 Response Documents	Section A. A hard copy of the original Technical Proposal Packet (Attachment B) must be received on or before the bid submittal date and time. Section B. Contractor's original Official Bid Price Sheet must be submitted in hard copy format. Section C. Additional Copies of the Technical Proposal Packet: a. Twelve (12) complete hard copies (marked "COPY") of the Technical Proposal Packet. b. Twelve (12) electronic copies of the Technical Proposal Packet, preferably on flash drives. CDs will also be acceptable.	Due to the current situation, many organizations have had to turn to a remote / virtual work environment. Given the unknown state of where things will stand at time of submission, we respectfully request the State to consider transitioning the submission process to that of electronic only, via email or procurement portal.	Please see the Answer to Question #33
250	Page 32, 2.5.4 Data Quality, Data Conversion, Data Migration	The State expects that all data in CHRIS (and its associated data in the other systems) be converted and migrated to the Future System.	Can the state provide the number of tables and size of the tables that are to be migrated over to the new CCWIS?	Please see the Answer to Question #96.
251	Page 14, Section 2.1.2 Service Units	DCFS provides a myriad of services to fulfill its goals and mission, through specialized units and services throughout the organization including the following	Can the state provide a breakup of the 1,300 users into their respective Service Units?	Please see the Answer to Question #271.

252	Page 24, Section 2.3.6 Project Library	The Contractor will establish an electronic project library (hosted on the State's document repository) that will be used by the entire project team for the entire duration of the Contract, including the Maintenance and Operations ("M&O") phase of the project	Can the state provide what technology is used for the State's document repository?	Sharepoint
253	Attachment A, Page 70, Section 1.11.1 Anticipated Data Exchanges and Data Exchange Partners at Implementation	It is expected that the Future System will effectively exchange data with these systems and applications, utilizing a real-time interface via the State's enterprise service bus for all partners wherever possible. Many of these data exchanges should be accomplished through the use of the State's ESB and, if practicable, be real-time.	Can the state provide what third party product the State utilizes as its ESB?	Please see the Answer to Question #89
254	Attachment A, Pages 21-22, Section 1.4.2.2 FFPSA	Requires that the State's determination of a Client's candidacy for foster care and types of services to be provided are tracked.	Can the state specify the items the CCWIS needs to track in reference to candidacy and services?	The answer to this question can be found in DCFS's FFPSA Title IV-E Prevention Program Five-Year Plan 2020-2024, available here: https://humanservices.arkansas.gov/images/uploads/dcfs/Arkansas_Five_Year_Title_IV-E_Prevention_Plan_APPROVED.pdf
255	Attachment A, Page 38, Section 1.6.3 Preparation of Case Plans/Ongoing Services	The Future System shall meet the requirements of the Family First Prevention Services Act (FFPSA), and shall have functionality to show that the requirements have been met.	Can the state provide, specifically, their requirements for their CWIS solution as it pertains to FFPSA?	The State's requirements are driven by the Family First Prevention Services Act. The State expects a qualified vendor to understand how this legislation impacts the requirements of a CCWIS and to build a system that tracks these requirements.
256	Attachment A, Page 56, Section 1.7.8 Volunteers	The Future System shall allow all Volunteer information to be entered, tracked, and closed, including but not limited to background checks, training hours, references, emergency contacts, demographics, confidentiality statements, auto insurance, and whether they are available, temporarily available or unavailable.	Can the state provide a list of the current capabilities / functions needed to manage volunteer information?	Attachment A Section 1.7.8 and the quoted text provides the list of information the State needs tracked about volunteers. The State uses this information to determine which volunteers are available to help.
257	Attachment A, Page 9, Section 1.2.1 Reporting Parties	² See also DCFS's Annual Report Card for State Fiscal Year 2018 available here: https://humanservices.arkansas.gov/images/uploads/dcfs/ARC_SF_Y_2018_FINAL.PDF	Can the state provide access to the DCFS's Annual Report Card Fiscal Year 2018?	Please see the Answer to Question #156 for a link to the 2019 version.
258	Attachment A, Page 67, Section 1.10.2 The Office of Chief Counsel	¹⁹ Please find a copy of the State's contract to obtain Rocket Matter in the Bidders' Library.	Can the state provide access to the Rocket Matter contract?	The Rocket Matter contract Statement of Work was added to Attachment F as part of Addendum #4. Please see the updated solicitation documents.
259	Page 3, Section 1.3 Type of Contract	C. The term of this contract shall be for up to one (1) year. The anticipated starting date for the contract is October 1, 2020. Upon mutual agreement by the Contractor and agency, the contract may be renewed by OP on a year-to-year basis, for up to six (6) additional one-year terms or a portion thereof.	Please advise how bidders should respond if their DDI solution exceeds 12 months?	Please see the Answer to Question #2.
260	Attachment A, Page 1, Paragraph 1	functional areas of DCFS at a high-level	Does the state have process documentation for their existing processes? If no, what is the documentation that the state can provide for outlining their processes?	The State has many of its processes documented and continues to develop these materials while this solicitation proceeds. Please see the process maps posted and referenced in the Answer to Question #42.
261	Attachment A, Section 1.11.1	It is expected that the Future System will effectively exchange data with these systems and applications, utilizing a real-time interface via the State's enterprise service bus for all partners wherever possible.	What is the technology that the state uses for enterprise service bus?	Please see the Answer to Question #89
262	Attachment C, 1.1 General, G-63	capture and utilize e-signature functionality.	Does the state currently collect electronic signatures? If yes, what is the application that is used? Is it desired to continue to be utilized in the future solution?	The State does not currently collect electronic signatures and does not have a preferred application for use in the Future System.
263	Attachment C, 1.7 Provider Management, PM-1	Each Provider has a distinct record in a Provider Resource Directory that includes but is not limited to (for example) background checks, where they are recruited from (e.g. The Call, Christians 4-Kids), home study information, payment information, direct deposit information, all provider demographics, training hours.	Does the state require payment processes-related fields to be encrypted or blocked from certain types of users?	Yes. See Attachment A Section 1.9.2 and Attachment D for information regarding role-based access and data protection.
264	Attachment C, Instructions, Row 32	including an estimate of the man hours needed	Does the state accept estimates in the format of ranges when a scale is provided? For example, items can be marked as Low, Medium or High and a scale can be provided that contains: Low Effort: X hours to Y hours Medium Effort: X hours to Y hours High Effort: X hours to Y hours	Yes, this is permissible. Vendors must provide the scale that they used.

265	Attachment J	<p>Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal.</p>	<p>Section 1.6 states the words "must" and "shall" signify a Requirement, any exception to which a contractor will be disqualified. Under Section 4.3, Conditions of Contract, Paragraphs A & B contain "shall" denoting a Requirement, however, Paragraph C (partially) states that as a condition of contract "the Contractor agrees to the . . . DHS Standard Terms and Conditions as presented in Attachment J". Our firm interpreted this as the State's intent to be flexible in negotiating the terms and conditions of Attachment J. At the top of Attachment J, it states "Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal." If a Contractor submits exceptions to Attachment J pursuant to Section 1.6.C of the RFP and includes a statement in its proposal that it will accept alternate terms and conditions upon approval of DHS, then will this cause the proposed contractor to be disqualified?</p>	Please see the Answer to Question #173.
266	Attachment J	<p>Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal.</p>	<p>Section 1.6 states the words "must" and "shall" signify a Requirement, any exception to which a contractor will be disqualified. Under Section 4.3, Conditions of Contract, Paragraphs A & B contain "shall" denoting a Requirement, however, Paragraph C (partially) states that as a condition of contract "the Contractor agrees to the . . . DHS Standard Terms and Conditions as presented in Attachment J". Our firm interpreted this as the State's intent to be flexible in negotiating the terms and conditions of Attachment J. At the top of Attachment J, it states "Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal." Will DHS only approve alternate terms and conditions during the negotiation phase?</p>	Please see the Answer to Question #173.
267	Attachment J	<p>Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal.</p>	<p>Section 1.6 states the words "must" and "shall" signify a Requirement, any exception to which a contractor will be disqualified. Under Section 4.3, Conditions of Contract, Paragraphs A & B contain "shall" denoting a Requirement, however, Paragraph C (partially) states that as a condition of contract "the Contractor agrees to the . . . DHS Standard Terms and Conditions as presented in Attachment J". Our firm interpreted this as the State's intent to be flexible in negotiating the terms and conditions of Attachment J. At the top of Attachment J, it states "Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal." If a Contractor submits exceptions to Attachment J pursuant to Section 1.6.C of the RFP and includes a statement in its proposal that it will accept alternate terms and conditions upon approval of DHS, then will this cause the proposed contractor to be disqualified? Must alternate terms and conditions be approved by DHS prior to proposal submission?</p>	Please see the Answer to Question #173.

268	Attachment J	Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal.	Section 1.6 states the words "must" and "shall" signify a Requirement, any exception to which a contractor will be disqualified. Under Section 4.3, Conditions of Contract, Paragraphs A & B contain "shall" denoting a Requirement, however, Paragraph C (partially) states that as a condition of contract "the Contractor agrees to the . . . DHS Standard Terms and Conditions as presented in Attachment J". Our firm interpreted this as the State's intent to be flexible in negotiating the terms and conditions of Attachment J. At the top of Attachment J, it states "Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal." If a Contractor submits exceptions to Attachment J pursuant to Section 1.6.C of the RFP and includes a statement in its proposal that it will accept alternate terms and conditions upon approval of DHS, then will this cause the proposed contractor to be disqualified? If alternate terms and conditions must be approved by DHS prior to proposal submission, what is that process?	Please see the Answer to Question #173.
269	General		Will the State host a pre-proposal conference for this RFP? If yes, will it be conducted online or on-site?	No pre-proposal conference is planned.
270	General		Are there any restrictions on using project resources based in Global Delivery Centers outside of the United States?	Please see RFP Section 2.7.3.
271	General		Can you please provide an estimated number of users and their roles who will utilize the system in the first year of production?	The State estimates 1400 users of the Future System, of which 1200 are in DCFS and 200 are outside of DCFS (CACD, UAMS, OCC, MidSOUTH, Etc.). Of the 1200 DCFS users, approximately 200 are in the Central Office while the other 1000 are out in the field. All are expected to use the system in its first year of production, barring any mutually agreed upon roll-out strategy to the contrary.
272	General	User Authentication	Would you provide information on the Statewide Active Directory implementation - specifically if there is synchronization with Azure Active Directory	DHS is syncing with Azure Active Directory.
273	Page 1, Attachment I	The State shall have the right to modify, add, or delete Performance Standards throughout the term of the Contract, should the State determine it is in its best interest to do so. Any changes or additions to performance standards will be made in good faith following acceptable industry standards, and may include the input of the Contractor so as to establish standards that are reasonably achievable.	This language implies that the State may unilaterally modify or add Performance Standards unilaterally. If the State wishes to modify, add or delete Performance Standards after the State and Contractor have a fully executed contract, then we will require a fully executed and mutually agreed amendment to the Contract. Would DHS modify this language to reflect that changes to Performance Standards after contract execution shall be subject to written mutual agreement of the parties?	The State does not intend to unilaterally amend performance standards after they are finalized during contract negotiations.
274	Page 12, SECTION 2 – Minimum Requirements	General	Please confirm that bidders do not need to be on the DHS Qualified Vendor List for Human Services Related Consulting SFY 2020	Confirmed.
275	Page 2, Attachment I	D-2 Critical Severity – ACF Determination of CCWIS Compliance. The Future System shall receive an ACF determination of CCWIS compliance of 95% or more by a date mutually agreed upon between the State and the Contractor. Obtain ACF determination for the Future System by the agreed upon date. For every one (1) business day past the agreed upon date the Contractor fails to obtain ACF determination of CCWIS compliance, one (1%) shall be deducted from the available payment for this deliverable/milestone.	Given ACF has not published CCWIS Compliance Review standards or procedures, what will be the State's approach with the selected vendor to address the unknown compliance review criteria if they are published during the course of the development of the new Arkansas Child Welfare System? Will the selected vendor be held harmless for any potential components of the CCWIS compliance review that relate to or are caused by the system accurately embodying state policy or procedure, but which policy or procedure is at issue between the State and ACF as regards the degree of CCWIS compliance?	For information about compliance please see section 2.5.1.5 CCWIS Compliance of the RFP, which include the requirement for the Contractor to submit a 'CCWIS Compliance Plan within (30) calendar days after the Contract Start Date. Additionally, section 2.5.1.5 indicates that the 'Contractor should be able to adapt to changes to CCWIS regulations throughout the duration of the project.'
276	Page 2, section 1.1 (Purpose)	In addition to complying with the CCWIS Final Rule, the successful Respondent will propose a systems and services solution that: Has a verifiable track record of successful implementations within a defined timeframe	Would the State clarify this statement as there are no Child Welfare system solutions which have been implemented multiple times as State CCWIS solutions?	The State does not expect, nor does the RFP require, that a Respondent have completed a successful CCWIS implementation. Instead, the State desires a vendor who has successfully implemented something analogous (including, but not limited to, a component of its proposed system).
277	Page 21, section 2.2.4 (Family First Prevention Services Act (FFPSA))	2.2.4 Family First Prevention Services Act (FFPSA) The Family First Prevention Services Act, which was signed into law on February 9, 2018, places a new emphasis on placing children who are eligible for foster care in family foster homes. The State will fully implement FFPSA by October 1, 2019.	What modifications have been or are being made to the existing Arkansas Child Welfare systems to fully implement FFPSA by 10/1/2019?	Please see the FFPSA plan linked in the Answer to Question #254.
278	Page 27, section 2.3.7	OCM Executive Briefings (in collaboration with the PMO)	This deliverable is listed twice. It that the intent or is it a duplication?	This deliverable was listed twice in error. The RFP has been amended.
279	Page 27, section 2.3.7	Overview of Available Software Upgrades	This deliverable is listed twice. It that the intent or is it a duplication?	This deliverable was listed twice in error. The RFP has been amended.
280	Page 3, section 1.3 (Type of Contract)	C. The term of this contract shall be for up to one (1) year. The anticipated starting date for the contract is October 1, 2020.	Does the State anticipate the full CCWIS solution requested through this RFP will be fully configured, tested and implemented within one year?	No. Please see the Answer to Question #2.
281	Page 3, Section 1.6, Paragraphs A & B	A. The words "must" and "shall" signify a Requirement of this solicitation and that the Contractor's agreement to and compliance with that item is mandatory. B. A Contractor's proposal will be disqualified if a Contractor takes exceptions to any Requirements named in this RFP.	In past RFPs issued by the State of Arkansas, more flexibility was granted for exceptions. For example, in earlier RFPs, the State stated, "Failure to follow any instruction within this RFP may, at the State's sole discretion, result in the disqualification of the Vendor's Proposal." Would DHS consider modifying it's language for this RFP?	Please see the Answer to Question #118.
282	Page 33	The Contractor's methodology must meet Federal funding partner requirements	Which specific requirements? Would you please specifically call these out?	The State expects the Contractor to meet all requirements from the Final Rule, including Sections 1355.50 through 1355.59. Please also see the Answer to Question #275.

283	Page 4, 1.8 Response Documents, A.2.a	Original signed Proposal Signature	Will the State please consider allowing electronic or scanned signatures due to continued efforts to work from home?	Please see the Answer to Question #33.
284	Page 4, 1.8 Response Documents, A.2.b	Original signed Agreement and Compliance	Will the State please consider allowing electronic or scanned signatures due to continued efforts to work from home?	Please see the Answer to Question #33.
285	Page 4, 1.8 Response Documents, A.2.c	Original signed Proposed Subcontractors Form	Will the State please consider allowing electronic or scanned signatures due to continued efforts to work from home?	Please see the Answer to Question #33.
286	Page 4, 1.8 Response Documents, C.1.d	the copies must be delivered within twenty-four (24) hours of request.	Will the State please consider extending the timeline to forty-eight (48) hours to allow time for printing and overnight shipping?	Please see the Answer to Question #33.
287	Page 44, section 2.7.5	50% of each Contractor team shall be on-site	Given the recent Self Home Quarantine, will the State consider removing or replacing this requirement a minimum percentage for on-site work	Please see the Answer to Question #17.
288	Page 61, Section 4.4.B	The Contractor's liability for damages to the State shall be limited to the value of the Contract or \$5,000,000, whichever is higher. The foregoing limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of the Contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the Contract. The Contractor and the State shall not be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of the Contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the Contract.	This provision establishes unlimited liability for direct, indirect, consequential, incidental or special damages for "claims covered by other specific provisions of the Contract calling for damages". The Performance Standards in Section 2.15 (Page 53) of the RFP expressly call for damages. Similarly, all Performance Indicators in Attachment I call for damages. Respectfully, requiring unlimited liability for such damages for these damages would force our firm to not submit a proposal. Will DHS consider removing the exceptions for "claims covered by other specific provisions of the Contract calling for damages" from the liability cap and the disclaimer of consequential, incidental, indirect, and special damages?	Please see the Answer to Question #173.
289	Section 2.5.4	Volume Requirements	Please provide information regarding the data volume and complexity to consume such as number of rows, size of databases, etc.	Please see the Answer to Question #96.
290	Page 5, section 1.13, C	The utilization of any proposed subcontractor is subject to approval by the State agency.	May vendors be a subcontractor on multiple bids?	Yes.
291	Attachment A: Page 33, section 1.5.3.1	"The Future System must incorporate the SDM model."	The RFP mentions that the Future Solution will need to incorporate the SDM® assessments, which are proprietary. Is it the responsibility of the primary bidder to engage the vendor of SDM assessments in developing these assessments in the Future Solution?	The State will obtain any required contracts with SDM (and has obtained some of these contracts already). It will be the Contractor's responsibility to collaborate with SDM and the State.
292	Page 3 (Attachment B), Section 1.3, #1	Explain how your proposed solution handles unknown clients	What is meant by unknown clients? Please elaborate.	Please see Attachment A section 1.3.3.2.
293	Page 21 (Bid Solicitation Document), Section 2.2.5.1	"The Contractor shall be financially stable. As proof of meeting this requirement, the Respondent shall provide documentation, including a Dunn and Bradstreet report, Auditor's Report, and/or financial statements."	Does this mean that company financial statements (balance sheets, etc.) will suffice, rather than also requiring an auditor's report?	A Respondent should submit materials it believes demonstrates financial stability.
294	Page 1 (Attachment J- Contract Terms), Top of Page 1	A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal.	Where and in what format should this acceptance of terms be submitted? In the case that a vendor wants to offer any alternative terms and conditions (as mentioned), how should this be submitted?	Please see the Answers to Questions #106 and #173.
295	Page 6 (Bid Solicitation Document), Section 1.14.C	"The Official Bid Price Sheet and Attachment E, including the hard copy and electronic copy, must be separately sealed from the Technical Proposal Packet and should be clearly marked as "Pricing". DO NOT submit any ancillary information not related to actual pricing in the sealed pricing package."	Can this be within the same large envelope that everything is submitted in? I.e. can a vendor mail one large envelope with separately sealed sub-envelopes (for the technical proposals and price proposals) inside of it?	Please see the Answer to Question #33.
296	Page 4 (Bid Solicitation Document), Section 1.8.A.1	A hard copy of the original Technical Proposal Packet (Attachment B) must be received on or before the bid submittal date and time.	Should the vendor submit the actual hard copy of the 14-page Attachment B itself? It appears that pages 2 and 3 (the Proposal Signature Page and Proposed Subcontractors Form) must be filled out, but the remaining pages are an overview of what is needed within the technical proposal (rather than something to be filled out directly). Should we print and submit only pages 2 and 3, or print and submit all 14 pages?	If a separate document is created, the questions and prompts as stated in Attachment B must be re-stated in the Respondent's response and instructional pages do not need to be submitted. A Respondent may expand the space under each item/question to provide a complete response. Signature pages must be retained in their entirety. Anything requiring a signature must be signed. Regarding the requirement to furnish a "hard copy" please see the Answer to Question #33.
297	Page 39 (Bid Solicitation Document), Section 2.7.2 Key Personnel	As these staff members are deemed critical to the success of this initiative, they must be full-time and dedicated solely to the DCFs account (unless otherwise noted).	How would this otherwise be noted? In the case of a COTS solution in which a team is providing such SaaS services to multiple agencies, what is expected?	Please see the table in RFP section 2.7.2. The "Expected Qualifications" column designates which Key Personnel do not need to be full-time and solely dedicated to the DCFs account.
298	Page 39 (Bid Solicitation Document), Section 2.7.2 Key Personnel	Table 1 Header: "Expected Qualifications"	Table 1 has a column for "Expected Qualifications". Are these all mandatory or expected qualifications?	Expected qualifications. They are not marked as mandatory.