



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
PO Box 45811, Olympia WA 98504-5811

DATE: November 24, 2015

TO: RFP #1524-577 Bidders

FROM: Sarah Pendleton, Solicitation Coordinator
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 1– Bidder’s Q & A

DSHS amends the RFP # 1524-577 solicitation document to include:

- Bidder’s Questions and Answers

Bidder's Questions and Answers
RFP #1524-577

Question #1: Would it be possible to get a copy of the source code for the existing application and the schema for the database to support determination of pricing?

A: No we cannot provide a copy of the source code for the existing application due to security issues.

The authority to withhold certain information from disclosure stems from RCW 42.56.420, which exempts from public disclosure certain items around information security. It specifically calls out passwords, access codes and programs, and “other such information, the release of which may increase risk to the confidentiality, integrity, or availability of agency security, information technology infrastructure, or assets...” We consider our source code and data base schemas to fall within this definition, since they would allow someone to search for vulnerabilities. Such release would also provide information that could be exploited through, for instance, SQL injection.

Accordingly, DSHS Information Security Policy 3.2.1, defines Confidential Information to include “Source code of certain applications programs that could jeopardize the integrity of Department data or result in fraud or unauthorized disclosure of information if unauthorized modification occurred.”

Question #2: Does DSHS provide/secure the Quality Assurance vendor for the duration of the project that is mentioned in Administrative Requirements Section 1, d on page 47 of the RFP? OR, is DSHS expecting the selected Bidder to provide the Quality Assurance Vendor?

The RFP states that the Bidder is expected to provide information in support of the QA Vendor's project responsibilities. Are you looking to the Bidder to provide our recommendations on responsibilities for this QA vendor? Please clarify what you are looking for from the Bidder regarding the QA Vendor responsibilities.

A: DSHS has contracted with Public Consulting Group, Inc. (PCG) to provide external quality assurance on the BCS Project for the duration of the project. The Bidder is expected to cooperate with PCG to fulfill their responsibilities as described on page 47 of the solicitation document.

Question #3: Regarding question 8 (Letter of Submittal), about former state employees: how far back should we go? For example: state employment within the last 2 years, last 5 years, etc.

A: Please include state employment information for the last 5 years.

Question #4: I just wanted to clarify if the above RFP is for a provider of background checks and not building an integration. Are you looking for a

background screening services provider that can provide the data in an easy to use means?

A: DSHS soliciting a vendor to design, develop, and implement a new system to meet the requirements in Exhibit D and the RFP.

Question #5: What staff will DSHS have dedicated to the project. Specifically business analysts and testers? Are their costs included in the \$2M budget? Does the \$2M budget intend to cover only contractor costs? Design, Development, Implementation, Operations and Application Support?

A: The budget listed budget on page 32 of the RFP is intended to cover Design, Development, Implementation, and Maintenance and Application Support for 3 years including 1 year of warranty. DSHS intends for the vendor to lead the business requirements review and design sessions and to provide fully tested software. DSHS will supplement technical testing based on the hosting option selected. DSHS dedicated staff are not included in the budget provided with this RFP. DSHS has dedicated the following staff:

Project Manager 100%
Business Lead 100%
Implementation Lead 100%
Technical Subject Matter Expert 50%
Technical Lead 5%
Business Analyst 100%
Technical Tester 10%
Business Tester 10%

Question #6: Can you please clarify whether the not-to-exceed project budget includes system hosting costs or hosting infrastructure costs. (Item 6. Funding on page 32 of RFP)

A: The budget on page 32 of the RFP does not include system hosting or hosting infrastructure costs.

Question #7: Can you please provide a complete listing of licensed development tools and/or products for the State's existing CHS system? Also, can you identify the specific product details relating to the reusable components (e.g., System Database, Web Services, Other Data Feeds, User Interface)?

A: DSHS uses the following tools and products for CHS. Reusable components listed in the RFP include the database, web services and data feeds, and some portions of the user interface.

- **Microsoft Visual Studio 2013 (currently)**

- Visual Basic 6 IDE (Application for analyzing background results and distributing web service response, printed letters and faxes)
 - Microsoft IIS version 7 & 8 (Web Apps, and Web Services)
 - Microsoft SQL Server 2012 (system database)
 - IBM Enterprise Service Bus (Data Importing)
 - User Interfaces
 - VB6 workstation app – staff to process background check. Note uses to 2 embedded web apps (IIS web sites)
 - Email Imaging tool - WinForm app to process email Fingerprint results and convert to TIFF images, store results in a database. (to be converted to a service that runs in the background)
 - Imaging Sorting tool – WinForm app to sort incoming faxes and image documents that are to be associated with a background check
 - DOH Web App – Web Form web app – allow DOH staff to review results for their clientele.
 - Audit Web App – allow auditors to review results in their duties
 - SharePoint
 - Web Apps to allow other State units to submit background checks via a web service interface (5 different state units use this interface)
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Question #8: Can you please provide an estimate of the number of change requests submitted per year for the existing application? For example, approximately how many change requests were completed per year and what is the average number of hours required for each change request?

A: There were three (3) change requests for system enhancements in CHS in 2015 requiring 200 hours from technical staff for review, planning, UAT support, and release. Technical staff spend an average of 5 hours for smaller request for data pulls, reports, operations issues. This does not include ongoing maintenance.

Question #9: Can you please enumerate the number of end users that will need to be trained by the vendor?

A: We estimate the vendor will train 50-75 end users including BCCU staff, DSHS technical staff, and program staff. The system will ultimately have in excess of 10,000 end users across the state including entity users that need to be trained. The number of users of the system may exceed 200,000 including applicants filing out the online application.

Question #10: Will the State be open to a “train the trainer” training approach where the vendor trains a selected group of State representatives and those representatives deliver the training for the remaining State end users?

A: DSHS expects a combination of train-the-trainer and specific training for key staff, including technical staff. The project Implementation Lead will be responsible for planning and execution of end-user training in excess of the initial training provided by the vendor. We will rely on training materials provided by the vendor to support this effort. Training materials may include, training guide, tutorials, Help, and in person consultation.

Question #11: Can you enumerate the number of technical staff from the State who will need to be trained by the vendor and identify their skill sets?

A: The number of technical staff to be trained will range from 0-7 depending on the hosting options selected. If DSHS hosts BCS, vendor will train up to 7 technical staff with skill sets relevant to their role. DSHS uses Microsoft technology. If the vendor hosts, no technical staff will need to be trained by the vendor.

Question #12: Should vendors consider the modification to the Fingerprint Vendor web service as part of this project scope? Does the State anticipate that this work will be completed by the vendor or by the State’s internal staff?

A: The vendor will complete the modification to the fingerprint vendor web service.

Question #13: Can you please identify the Enterprise Service Bus (ESB) product and version?

A: The DSHS Enterprise Service Bus is built on IBM Integration Bus (previously WebSphere Message Broker) ver. 9.001 and IBM WebSphere MQSeries ver. 7.504

Question #14: Where is the Enterprise Service Bus (ESB) hosted?

A: The ESB is hosted by SSI in the WaTech State Data Center

Question #15: It is our understanding that the State uses existing Enterprise Service Bus (ESB) for Children’s Administration and Aging and Long-Term Support Administration to provide data. Does the State use the existing ESB for any other part of the Criminal History System (CHS) application in addition to this?

A: The Enterprise Service Bus (ESB) is only used for importing data from Children's Administration and Aging and Long-Term Support Administration. The ESB is not used for other parts of the current Criminal History System (CHS).

Question #16: Is the Criminal History System (CHS) database the current repository for the applicant self-disclosure, rap sheet, and other background check results data? Are these documents stored in one single format, such as PDF? If not, can you please identify the various document formats that are currently supported and will need to be supported by BCS?

A: All the information is kept in the CHS database except for the images of background check applications, court documents, FBI fingerprint results, WSP fingerprint results and any other document associated with the background check. The Tiffs are stored on a separate file server. The documents are not stored in a single format instead the self-disclosures, rap sheets and other background check results data is stored in text fields in the database. These text fields are used to generate mail merge word documents. The future system can keep the combined result in a PDF.

Question #17: Gate 3 specifies technical and user support for the first 90 days of system stabilization operation. Does the State expect this gate to be repeated or each release iteration or does this gate apply only to the final Go-Live event?

A: The vendor will support all iterations of the system in production until 90 days after final go live.

Question #18: Does DSHS currently own a system monitoring software? If so, can you please identify the product/tool that is currently being used and the version?

A: DSHS uses Microsoft System Operation Management (SCOM) for our primary monitoring. Network monitoring is done using Solar Winds Orion. Virtual Servers are monitored via vCenter and VMWare Operation Manager.

Question #19: What are the security mechanisms used for the web service interfaces, including the ESB interface?

A: Our web service request between state agencies and BCCU use authentication headers. Each state unit provides a logon and password for each web service request to BCCU. In transit data is secured with security certificates and TLS. The ESB uses TLS 1.2 for all new interfaces. There are a few SSL interfaces that are in the process of being converted to TLS.

Question #20: What is the security mechanism used for direct database links (SQL Linked server) currently used with ADS and AOC? Is there a dedicated network channel for exchanging this data?

A: Service accounts. There is not a dedicated network channel for exchanging this data.

Question #21: Can you please identify any architecture requirements and/or limitations that bidders should consider while proposing a DSHS on premise hosting solution?

A:

- **Active Director (AD) is required for internal DSHS users**
 - **SAW (Secure Access Washington) is required for external users**
 - **Fortress is required for anonymous users and WSP (Washington State Patrol) web services**
 - **SSL/TLS protocols is required for internal users and DEL (Department of Early Learning) web Services**
 - **Service interfaces with other internal administrations (CA, ADSA) and DOH (Department of Health) by ESB (Enterprise Service Bus)**
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Question #22: Can you please identify how well the current system is documented? Are all external interfaces specifications and exchange formats documented?

A: Well documented, the Supplemental Documentation that will be provided to the selected vendor as part of the Business Requirements Package covers interfaces and any additional questions can be provided by the technical SME.

Question #23: For the (7) System Documentation vendor task 6.24, is the vendor expected to document the reusable components?

A: The vendor is expected to update existing documentation to meet the final accepted system. This may require that the vendor creates some new documentation for reused components. The vendor is encouraged to be specific in their response to define the type of documentation proposed.

Question #24: Requirement 23.17 states that the applicant should be able to register in a mobile device. What level of support is anticipated for mobile devices – as a web application designed for desktop and mobile devices or a native mobile application?

A: The applicant should be able to use the native web browser on a mobile device to complete application.

Question #25: Can we propose custom-off-the-shelf (COTS) based portal technologies ex. IBM WebSphere Portal, Oracle WebCenter Portal / Microsoft SharePoint / Enterprise Open Source Portal such as Liferay or is the expectation to implement on custom .Net / J2EE technologies?

A: DSHS expects vendors to propose custom solutions, though the bidder may also propose an alternative solution with clear justification as to how the alternative will meet the needs and why it's a better alternative.

Question #26: What kind of application servers (ex. Tomcat, Websphere, Weblogic, Jboss, etc.) will be used to support the Background Check System (BCS) portal

A: DSHS is a Microsoft shop that uses Microsoft SQL servers 2012 and Microsoft IIS version 8.5 for application servers.

Question #27: What are the portal specific product vendor licenses currently owned by your organization?

A: We are unsure what is meant by "portal specific". DSHS has Enterprise License for SQL Server 2012 and IIS version 8.5 on Microsoft Server 2012. We use SharePoint 2013/2015 for file sharing.

Question #28: What are the delivery channels for the desired BCS portal? (Desktop, Tablet, Mobile)

A: The public site should be Desktop, Tablet, Mobile. The Investigator view would be desktop (to handle all the processing and management of the work load).

Question #29: Do you use any CMS (Content Management System) products (ex. Adobe CQ, Drupal, HP Teamsite, SDL Tridion, IBM CMS, Oracle sites, etc.)?

A: DSHS uses Drupal for the agency internet website but CHS does not use CMS.

Question #30: Should the BCS support multiple languages? If so, which languages?

A: BCS needs to be available only in English.

Question #31: Could you provide information on the number of monthly users of this system?

A: See Question #38.

Question #32: Does DSHS have in-house capability for rich media and content design & development?

A: No.

Question #33: Is there a need for integrating a search solution or collaborative tool for the BCS portal? If so, is there a preferred search engine/ collaborative tool to compliment the envisioned portal?

A: No.

Question #34: Based on the scope of work provided in the RFP, we understand that the state is currently looking for only technical enhancements (provide a web based solution, implement automated business rules enforcement, etc.) with respect to existing CHS system. Can we assume that functional enhancements are not part of the design, development and implementation phase?

A: The requirements include new functionality.

Question #35: The RFP states on page 16 that "Review of test results" is one of the activities under "User Acceptance Testing (UAT) Task 5". However, this activity is not listed under vendor tasks on page 24. Can the state please confirm if this activity is in vendor's scope.

A: The vendor is expected to review the results of UAT and address any defects.

Question #36: Would it be possible to share test artefacts during the assessment phase? This will help us optimize testing effort.

A: It is unclear what this question is asking. DSHS will support the vendor as needed and agreed to by both parties.

Question #37: The RFP mentions "Conduct UAT" activity under both DSHS as well as vendor tasks. Please clarify who shall perform UAT execution.

A: DSHS shall perform UAT. The vendor will support DSHS by providing an environment, test data, training, and defect resolution at a minimum.

Question #38: Could you please list out the NFRs for the proposed BCS system for parameters including page response time, peak load, average load, expected volume and number of concurrent users.

A: The load and volume are estimated based on applications and number of estimated users.

- **Page response should be 1-2 seconds,**
 - **Peak load: all investigators (10-25), entities (1000s ?) and large number of applicants accessing the system (1000 per day based upon average volume of applications received per day)**
 - **Average Load: estimate 500 based on half the peak load**
 - **Expected volume: 1000 applications per day**
 - **Concurrent users: estimate 500-1000 users**
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Question #39: 4.11. Execute Pre-Implementation Test (for iterations) and 4.12. Execute Post Implementation Test (for iterations)

Do the above mentioned refer to sanity/smoke tests to validate development build quality?

A: Pre-Implementation Test is to ensure the configuration and steps needed for release to production are solid. Post-Implementation Test is to ensure that the system is functioning properly after release to production.

Question #40: As per our understanding "Regression Acceptance Test" mentioned in page 24 refers to regression testing of UAT scenarios from the previous iteration. Please confirm.

A: That is correct. Regression Acceptance Test is to confirm that previous iterations are not negatively affected by the current iteration.

Question #41: How does DSHS currently manage test data? Is the vendor expected to perform test data generation/management for this implementation?

A: DSHS currently uses a copy of production to test CHS. The vendor will not have access to this information and will need to generate and manage test data for the BCS project.

Question #42: What is the current level of automation for various test activities? Is there an expectation from the vendor to increase automation coverage?

A: There is no automated testing currently available. The vendor will ensure the system is fully tested and ready for UAT. The level of automation for functional testing is up to the vendor. Depending on the

hosting solution selected, the project will require automation for technical testing to validate performance and load.

Question #43: Does the state currently use any tools for test management, defect management, performance etc.? If so, please provide the list of tools.

A: The state uses Team Foundation Server. See Question #7 for a list of tools.

Question #44: Does DSHS have an estimate or expectation as to the duration of the onsite initial requirements validation and CHS assessment work?

A: We expect the initial assessment and requirements validation to take about three months. The assessment of CHS must be conducted onsite. DSHS may negotiate onsite presence for requirements validation.

Question #45: How was the \$2,000,000 budget determined for this project? We believe that the cost of replacing CHS will vary on how much of the existing CHS system can be utilized.

A: The budget was based on the assumption that the components described in the RFP would be reused. If the vendor determines that the components cannot be reused and presents valid, verifiable evidence of such, a change request will be initiated to re-estimate the schedule and budget needed to complete the project.

Question #46: Will DSHS provide someone familiar with the CHS system that can guide the vendor consultants through the current setup, layout, and usage of the DSHS CHS system? Will this DSHS staff member be available to the vendor throughout the project to answer questions and/or clarify requirements? What would be the response time to the vendor?

A: The Technical Subject Matter Expert is assigned 50% time to the BCS Project. This project will be priority for the SME who also supports CHS.

Question #47: How well documented are the APIs that the selected vendor will be interfacing with? E.g. I26.3 indicates we must integrate with the Department of Early Learning licensing system –is there documentation for these systems?

A: See Question #22.

Question #48: What programming languages and technology systems (in addition to the mentioned VB6) make up the current CHS?

A: See Question #7 for a list of tools.

Question #49: Would the vendor be correct is assuming that DSHS will be the liaison with all other agencies and systems, e.g. WSP, FBI, or will the vendor be responsible to work with these agencies directly?

A: DSHS will be the primary contact for other agencies and coordinate communication with the vendor.

Question #50: BR#11012 mentions the “the fingerprint result e-mail imaging process” – Is the vendor responsible for analyzing finger prints or are we only managing the results of the analysis?

A: The system provided by the vendor will receive and track results from the Washington State Patrol. The system will not analyze fingerprints.

Question #51: Are DSHS and its related agencies responsible to make judgements regarding background check outcome? Is the vendor only responsible for managing the process through the new BCS System?

A: The vendor is responsible for designing, developing, and implementing a system that BCCU staff will use to process background checks. The BCCU staff will select the result of the background check as part of the process.

Question #52: Section A.2 (Page 5, Bullet 5) of the RFP states: “Simplify the current technical environment by replacing existing CHS utilities and supporting applications.” Are the “CHS Utilities and Supporting Applications” in addition to the web-based solution referenced in bullet 2? If so, can DSHS provide an inventory of the utilities and applications?

A: The utilities and applications referenced in bullet 5 are intended to be replaced by the web-based solution (BCS) referenced in bullet 2. All functionality in the utilities and applications is included in Exhibit D: BCS Business Requirements Package.

Question #53: Section A.3 (Pages 6-7) presents the project background leading up to the current solicitation. Did DSHS contract with a vendor/contractor to assist in any prior work related to this project, including analysis of re-use components, business needs definition, Business Requirements Package, etc.? If so, would DSHS provide the name of the vendor and a summary of the work performed? Is the vendor precluded from bidding on this work? To what extent will the selected contractor be building on the work conducted by any prior vendor?

A: DSHS previously contracted with a vendor to procure and implement their COTS solution. The COTS solution did not meet all the requirements and the project was cancelled after determining that the COTS could not be modified to meet the requirements. Exhibit D: BCS Business Requirements Package was informed by work with the previous vendor. It is unknown whether the previous vendor intends to respond to this RFP to design, develop, and implement a new system leveraging existing assets.

Question #54: In Section A.3 (Page 8, System Database) the RFP states “No Legacy Data Migration Needed.” In Section A.4 (Page 14, Data) the RFP states “conversion of applicant and self-disclosure data, as well as documents, to be available in the new system if needed. Can DSHS clarify whether there is any data conversion or migration in the scope of work for this project?”

A: The availability of legacy data to the new system is a requirement and in scope of the project. DSHS assumes the existing database can be reused thereby eliminating data conversion or migration. If the vendor determines the database cannot be reused, the vendor will provide compelling evidence demonstrating that the assumption is false and present alternatives. A change request may be necessary to accommodate schedule and budget changes, but the scope will remain unchanged.

Question #55: Section A.3 (Page 11). The DSHS CHS currently has an imaging component. Does DSHS expect to continue to use this component? If so, what is the expected level of integration with the new system?

A: Imaging requirements are described in Exhibit D: BCS Business Requirements 6.12 Documents and Imaging, page 81. The vendor will determine if the existing imaging component should be reused or provide an alternative to meet the requirements. The Imaging Tool was not listed as a reusable component in the RFP.

Question #56: Section A.4.c (2), System Warranty (Page 28). The RFP indicates that DSHS has the discretion to reset the 12 month warranty period if any defects are found during the warranty period. Would DSHS consider modifying this from “ANY” defects to “defects classified as Level 1, 2 or 3” (thus excluding defects of level 4 or 5” as defined in Section A.4.b of the RFP (Page 18)?

A: Revise “At DSHS discretion, the 12 month warranty period can be restarted after a defect is resolved to DSHS satisfaction.” to “At DSHS discretion, the 12 month warranty period can be restarted after a Level 1, 2, or 3 defect is resolved to DSHS satisfaction.”

Question #57: Section A.4.d (6), Insurance (Page 31). Is the insurance referenced for a \$2M aggregate for general liability insurance or does DSHS require a specific type of insurance to address the “privacy and network security

liability claims”? Does DSHS want bidders to specify the cost for such liability insurance in the cost proposal? Can the specific insurance be obtained or acquired by the vendor after the award is made to the successful bidder?

A: This is additional insurance the vendor will be expected to have if hosting the system. Bidders need not specify the cost of such insurance in their response, but will be required to have it before contract begins for hosting services.

Question #58: Section C.1.d (Page 47), Quality Assurance Vendor, states “The Bidder is expected to provide information in support of the QA Vendor’s project responsibilities.” Would DSHS elaborate on what kind of response or information they are expecting from bidders in response to this mandatory requirement?

A: DSHS requires confirmation from the bidder that they will cooperate with the QA Vendor to perform QA services as described.

Question #59: Section C.2.e (Page 51) states “The Bidder shall propose off-premise and/or on-premise hosting solutions for the Background Check System.” The response for either proposed option may be significantly different in both approach and cost. How will DSHS evaluate the two approaches when scoring proposals? Does DSHS have a preference for off-premise or on-premise hosting?

A: The primary objective of this solicitation is to procure a vendor to assess the CHS for reusability and then execute the design, development, and implementation of a web-based replacement system that leverages existing technical assets wherever possible (as stated in Section A.2.). If Bidders provide hosting or “As a Service” solutions, they are encouraged to provide descriptions of services and costs. DSHS will decide whether to opt for on-premise or off-premise hosting depending on the services and cost offered by the vendor presenting the best proposal for meeting the primary objective.

Question #60: Section C.2.e (Page 51). If DSHS elects an on-premises approach, is the vendor responsible for providing all the required hardware, software, licensing, etc. in our bid, or will DSHS purchase and own the infrastructure components?

A: For on-premise hosting, DSHS will purchase and own the infrastructure components. The vendor will be required to build a system that operates within the existing/desired infrastructure.

Question #61: Section A.6 (Page 32) provides an estimated project budget not to exceed \$2,000,000. Section C.2.e (Page 51) gives bidders the option of proposing off-premise hosting of the solution. Please clarify whether hosting

costs are excluded from the \$2,000,000 not to exceed budget if a vendor proposes an off-premise hosting solution.

A: The budget on page 51 includes 3 years of maintenance and support, but not hosting.

Question #62: Section C.2 (Page 48), Section 3 (Page 53), Section 4 (Page 60) states that “Attachments must be labeled and tabbed.” How should vendors indicate tabs given this is an electronic submission?

A: Replace the sentence with, “Attachments must be clearly labeled.”

Question #63: Section C.3.c (Pages 55-56) states that “bidders and their key team members must have conducted a minimum of three successful projects” and “bidder and subcontractor experience must be listed separately. Please confirm that the minimum qualifications can be met by the combined experience of the Bidder and subcontractors and their key team members.

A: Bidder responses must clearly describe how the proposed bidder/subcontracting team meets the requirement. We understand that strategic partnerships may be used to meet the requirements of the project.

Question #64: Section D.3 (Page 64), C.2 (Page 48), C.3 (Page 53), C.4 (Page 60). The evaluation criteria percentages for each category do not equal the points assigned. For example, Technical Proposal is shown as 50% and equals 70 Points, Experience and Qualifications is shown as 25% and equals 120 Points, and the Cost Proposal is shown as 25% and equals 40 Points. Would DSHS verify or clarify the evaluation scoring and points?

A: Below is the correcting weighting:

Technical Proposal – 31%	70 Points
Experience and Qualifications – 52%	120 Points
Cost Proposal – 17%	40 Points
Sub-Total (For Written Proposal)	230 Points
Oral Presentations	20 Points
TOTAL	250 Points

Question #65: Does DSHS anticipate vendors will develop the SAW/SEAP components to the new CHS as part of this project?

A: If DSHS elects to host the system, the vendor will be required to develop the SAW/SEAP components of the system. If off-premise hosting is selected, SAW/SEAP is not a requirement.

Question #66: For Load and Stress Testing purposes, can DSHS provide data on the average number and the highest number of concurrent users (internal and external) it has experienced during the past year on the current CHS?

A: CHS is only used by BCCU staff and will not provide the information you seek. See Question #38 for estimated load and concurrent users.

Question #67: Given the high probability for reuse of components from the CHS for the new BHS, would the DSHS consider the re-use of the viable components of the current infrastructure (servers, existing security, audit, back-up and disaster recovery, etc.) as a preferred, cost-efficient alternative to SaaS?

A: See Question #59.

Question #68: Exhibit B, Sample Contract, refers to performance requirements as stated in the RFP. Will performance requirements be developed as part of the scope of work during the design and analysis activities?

A: Yes.

Question #69: What are the current resources (number of FTEs) for DSHS for maintenance and operations of the server?

A: CHS is currently supported as part of the DSHS Infrastructure. The Technology Services Division currently provides .5 FTE for maintenance and support of the application. Maintenance and operations of the servers uses .05 FTE or 105 hours; that includes time to setup servers, patch management, and server monitoring.

Question #70: Section C.2.d (Page 50). The RFP states the bidder “must provide guaranteed service and support of its products and their configuration. Response and repair time must not exceed eight business hours overall.” Is the eight hour repair time across all levels and severity? Will the DSHS allow longer repair times if identified and mutually agreed upon by the vendor and DSHS?

A: Yes, DSHS will allow longer repair times if identified and mutually agreed upon by both parties.

All other terms and conditions in this Solicitation remain the same.