MHDS 20-006

Electronic Bed Tracking System

Questions and Responses

August 21, 2020

| **Question #** | **RFP Section/Title** | **RFP Page #** | **Question/Clarification/** **Suggestion for Change** | **Response** |
| --- | --- | --- | --- | --- |
| 1 | Attachment B: Primary Bidder Detail & Certification Form | 31-32 | Would the Agency please consider clarifying if this RFP allows for a Contractor limitation on liability, to place reasonable, commercially standard parameters on Contractor's liability, as and to the extent permitted by applicable law and regulation, including Iowa Code section 8A.311 (22) and 11 Iowa Admin. Code Chapter 120?  E.g. akin to this proposed language? | See pages 31 and 32 of the RFP, Attachment B: Primary Bidder Detail & Certification Form. Bidders are welcome to propose exceptions to RFP or contract language by following the direction in the RFP text and documenting the exceptions in Attachment B. |
| 2 | 2.1.2.4 2.1.2.4 Child Welfare Out-of-Home Placement Requirements | 11-14 | Is there documentation (Flowchart or Business Workflow Process document) that illustrates the workflow for Out of Home Child Placement? | See the document titled “PROCESS Flow (DHS Life of the Case)” found with the RFP listing at [***http://bidopportunities.iowa.gov/***](http://bidopportunities.iowa.gov/)***.***  |
| 3 | 2.1.2.5Transition/Database Conversion | 14-15 | What is the size of the data and number of tables required to sync or merged into the system? | The Child Welfare Out-of-Home Placement system is the largest component of the current Electronic Bed Tracking System in terms of data size. Below are curernt data sizes and tables for the two components (CISR/RRTS) of the Child Welfare Out-of-Home Placement system. AppUsers- 423KB FosterAddHist- 4,586 KBFosterBackdgroundScreen- 44,709 KBFosterChild- 5,831KBFosterDoc- 18,343 KBFosterLicensing 0 KBFosterMatchNote- 214,163 KBFosterNote- 651,905KBFosterProvider- 5,187 KBFosterReferral- 111,490 KBFosterStaff- 3,831 KBStaffDemo- 0 KBUMPlacement- 5,218 KBUMPlacementNon- 3,898 KB |
| 4 | 2.1.2.5 Transition/Database Conversion | 14-15 | Will the data be processed, duplicated or in raw format? | The data will be copied/duplicated.  |
| 5 | Section 1 Background and Definitions | 3-7 | Please provide the details of current hardware and software. | The current application(s) resides on numerous virtual servers and are developed using InterSystems. |
| 6 | 2.1.2.2 Data and Security Requirements | 8-9 | Please clarify if the agency has any signed up/preferred cloud vendor. Please specify the cloud platforms currently or proposed to be in use. | DHS does not require the use of certain cloud service providers. However, prior to implementation of services, the proposed cloud service provider must either be FedRAMP authorized at the Moderate impact level or be certified in compliance with a minimum of one of the following security frameworks: HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater or PCI-DSS version 3.2. |
| 7 | 2.4 Contract Payment Methodology | 18 | What is the budget for this contract? | There is no pre-determined or legislated budget amount for this procurement. The Agency will not necessarily award a contract to the bidder offering the lowest cost to the Agency or to the bidder with the highest point total. Rather, a contract will be awarded to the bidder that offers the greatest benefit to the Agency. |
| 8 | 2.1.3 Procedures, Instructions, and Training | 15-16 | How many concurrent users are using the system? | The number concurrent users is unknown, but the Agency’s estimate is no more than 100 users at any one time. The Agency expects to have a total of approximately 3,000 or less users combined in both systems. |
| 9 | 3.23 Reserved. (Presentations)  | 23 | Has the Agency seen product demonstration from any other vendors? | The Agency has not elected to request product demonstrations from vendors at this time.  |
| 10 | Section 1 Background and Definitions | 3-7 | Who is currently performing this system? | The current vendor providing the Electronic Bed Tracking System is Five Points Technology Group, Inc. |
| 11 | 2.1.2.1 Business Requirements. | 7-8 | Will the Vendor have access to develop new interfaces on State ESB? Or will they depend on other vendors to develop these ESB interfaces? | The vendor will host the site and the Database. There is only one interface for background checks and the vendor will have access to the Web Service to connect. |
| 12 | Section 1 Background and Definitions | 3-7 | Does the State have any existing scheduling software? | The software being used via the current contract is CareMatch. |
| 13 | 2.1.2.1 Business Requirements. | 7-8 | What type of Enterprise Service Bus (ESB) does the agency currently have? | See response to question #11.  |
| 14 | 2.1.2.1 Business Requirements. | 7-8 | Please clarify if there is any business rule engine being currently used. | The application(s) have business rules to support business processes. |
| 15 | 2.1.2.1 Business Requirements. | 7-8 | Please share the state and federal interfaces that are currently used. | See response to question #11. |
| 16 | 2.1.3 Procedures, Instructions, and Training. | 15-16 | Please clarify if state prefers vendor to use SharePoint as document management, or if the vendor can suggest its preferred tool. | The bidder should suggest its preferred tool to best meet the needs of the Agency.  |
| 17 | 2.1.3 Procedures, Instructions, and Training | 15-16 | How many users are expected to use the system for Inpatient Psychiatric Hospital and Subacute Mental Health Services and Child Welfare Out-of-Home Placement Services? | See response to question #8. |
| 18 | 2.1.2.1 Business Requirements. | 7-8 | Are there also external users (like service providers)? If yes, then will they require a separate portal? | Yes, there are multiple external users. It is up to the Bidder to determine the most optimal solution based on the Scope of Work in this RFP. |
| 19 | 2.1.2.1 Business Requirements. | 7-8 | What are the external systems that need to be interfaced with the new system? | See response to question #11. |
| 20 | 2.1.2.5 Transition/Database Conversion | 14-15 | What is the volume of legacy data (data size and number of tables) that needs to be converted to new system? What is the database used in the legacy system? | The database is in SQL. For database data sizes and number of tables for the CISR/RRTS components of the current system see the answer to question #3.  |
| 21 | Section 1 Background and Definitions | 3-7 | Are there any aspects of the current solution that the state would like to improve upon with the new solution | Bidders should respond to the Request For Proposal (RFP) based on the Scope of Work as identified in the RFP.  |
| 22 | 2.1.2.2 Data and Security Requirements. | 8-9 | What is IA DHS cloud strategy, is there a preferred technology or is best of breed acceptable?  | DHS does not require the use of certain cloud service providers. However, prior to implementation of services, the proposed cloud service provider must either be FedRAMP authorized at the Moderate impact level or be certified in compliance with a minimum of one of the following security frameworks: HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater or PCI-DSS version 3.2. |
| 23 | 3.4 Online Resources. | 19 | May you provide a copy of the RFI? | The RFP and all resources related to this RFP are available at the following website listing for this RFP: <http://bidopportunities.iowa.gov/>. |
| 24 | 2.1.2.5 Transition/Database Conversion | 14-15 | How complex will the database migration piece be? | It is up to the Bidder to determine the most optimal solution based on the Scope of Work in this RFP. |
| 25 | 2.1.4 Access and Ongoing Maintenance and Support. | 16 | Have you determined what support requirements (SLA, 12 hours a day help desk etc.) may look like? | It is up to the Bidder to determine the most optimal solution based on the Scope of Work in this RFP. |
| 26 | 2.2.4, 2.2.5, 2.2.6 Performance Measures | 17 | The RFP states a number of days certain tasks have to be completed by. Please confirm if these are calendar days or business days.i.e. 60 business days for data to be converted and system ready for UAT *or* 60 calendar days for data to be converted and system ready for UAT | The tasks identified in the Scope of Work are to be completed in calendar days. |
| 27 | 4.2.4 Information to Include Behind Tab 4: Bidder’s Approach to Meeting Deliverables. | 26-27 | Please confirm for RFP Ref. 2.3: Agency Monitoring Activities, vendors do not need to respond to each requirement individually, but can instead provide one response addressing all ten of the requirements. | The Agency will allow one response addressing multiple Deliverables. Note however that if the bidder chooses either one response to multiple Deliverables or responses to Deliverables individually, the bidder shall address each **Deliverable** that the successful contractor will perform as listed in Section 2 (Scope of Work). Responses to Deliverables shall be in the same sequence as presented in the RFP. Bid Proposals shall identify any deviations from the specifications the bidder cannot satisfy.  |
| 28 | 4.1 Bid Proposal Formatting, Number of Hard Copies | 25 | Per 4.1 Bid Proposal Formatting, the number of hard copies required is one (1) original and five (5) copies. Please confirm vendors are expected to submit one (1) original and five (5) copies of both their technical and cost volumes. | Correct. Please submit (1) original and five (5) copies of both the technical and cost proposals.  |
| 29 | 4.1 Bid Proposal Formatting | 25 | Per 4.1 Bid Proposal Formatting, proposals must be provided in Word format on the CD or USB. Please confirm vendors do not need to include signed forms in this copy. If not, please confirm vendors are allowed to insert images of signed forms as these will be PDFs files and cannot be included in a Word document otherwise. | Correct. All forms needing signature should have one original signed form but copies do not need to be signed originals.  |
| 30 | 4.2.3 Information to Include Behind Tab 3: RFP Forms. | 26 | Per 4.2 Content and Organization of the Technical proposal, vendors are instructed to include a fully complete Attachment F behind Tab 3. Please confirm this attachment should actually be included in the separate cost proposal volume. | Correct. Attachment F refers to the Cost Proposal, which is separate from the Technical Proposal and should be submitted separately.  |
| 31 | 4.2.5.1.4 Information to Include Behind Tab 5: Bidder’s Background.  | 27 | Please confirm the original letters of reference should be included in the one (1) original copy of the bidder’s technical response, with copies included in the proposal copies. | Correct. The original letters of reference should be included in the one (1) original copy of the bidder’s technical response, with copies included in each of the (5) copies. |
| 32 | 4.1 Bid Proposal Formatting, Page Limits | 25 | Given the page restrictions of the response, please confirm for requirements containing long lists of data fields or reports, i.e. 2.1.2.4.A.5 and 2.1.2.4.B.13, vendors do not need to include the long lists in the restatement of the requirement. | Correct. Given the page limit identified in Section 4.1 Bid Proposal Formatting, lists of data fields and reports (such as in Sections 2.1.2.4.A.5 and 2.1.2.4.B.13) do not need to be repeated.  |
| 33 | - | - | How many facilities are involved in this initiative? | There are 32 hospitals in the system providing Inpatient Psychiatric Hospital and Subacute Mental Health services and there are 42 Child Welfare Out-of-Home Placement facilities. |
| 34 | - | - | How many personnel will have access to this program? | The Agency expects to have a total of approximately 3,000 users or less combined in both systems.  |
| 35 | RFP Purpose | 2 | What adjoining state will be included in the use of this program? | States contracted to serve residents of Iowa included in this RFP could be any bordering state (Illinois, Missouri, Minnesota, Nebraska, South Dakota, and Wisconsin). |
| 36 | - | - | Please provide a list of the user roles and responsibilities/level of access? | The Inpatient Psychiatric Hospital and Subacute Mental Health Services application includes roles of Administrator, Hospital Security Officer, Hospital Worker, Hospital Worker and Bed Rights, Matching, Matching Security Officer.The Child Welfare Out-of-Home Placement application includes roles of Caseworker/Supervisor, System Administrator, CQI Specialist, Customer Service Worker, Match Supervisor, Match Worker, PAS Worker, Provider Specific Placement Resource, PSMAPP Leader, RL Specialist Worker, RS Specialist, RS Supervisor, Security and User Administration, Service Area Management/ Administration.  |
| 37 | 2.1.2.1.13 Business Requirements | 8 | Please explain mobile friendly, is this a mobile device no smaller than a tablet? | Could be a tablet, or a phone, or other device. It is up to the Bidder to determine the most optimal solution based on the Scope of Work in this RFP. |
| 38 | 2.1.2.1.13 Business Requirements  | 8 | If a tablet is used, has a specific brand/model been identified? | A specific brand of tablet has not been identified. It is up to the Bidder to determine the most optimal solution based on the Scope of Work in this RFP. For phones, all are Android.  |
| 39 | 2.1.2.1 Business Requirements. | 7-8 | What are the existing data sources? | The hosted SQL Database. Also see the answer for question #3 on existing data. |
| 40 | Section 2 Scope of Work | 7-16 | What kind of reporting are you currently using? | All reporting requirements are found in Section 2 Scope of Work. |
| 41 | 4.2.5.3 Reserved. (Financial Statements) | 28 | Are financial statements required and if so, what specifically are you looking for? | Financial statements are not being requested with this RFP. |