



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2021-DCYF-05-GRANI

No.	Question	Answer
1	Section 1: Overview and Schedule of Events, Subsection 1.1 Executive Summary: What are the challenges that the Department hopes to resolve with this engagement?	See Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary
2	Section 1, Overview and Schedule of Events, Subsection 1.1 Executive Summary How were standard objects utilized in Phase 1?	Standard objects that met the Department and Salesforce standards were utilized in Phase 1.
3	Section 1: Overview and Schedule of Events, Subsection 1.1 Executive Summary: What is the business reason for posting this RFP now?	See Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary
4	Section 1: Overview and Schedule of Events, Subsection 1.1. Executive Summary: What are the pain points with the current processes and services?	See Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary
5	Section 1: Overview and Schedule of Events, Subsection 1.1 Executive Summary: Can the Department provide the current or planned DevOps tools to be used, or is the Vendor expected to propose their own recommendations?	See Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary The State is implementing Capado as the DevOps tool.
6	Section 1, Overview and Schedule of Events, Subsection 1.1 Executive Summary What is the technology stack of the current program?	The technology stack of the current program includes PowerBuilder Client Server Application, Oracle Database, PL SQL, some C# .Net and BASH scripts. Please refer to Section B1.4.5 System Architecture
7	Section 1, Overview and Schedule of Events, Subsection 1.1 Executive Summary Does the State have any existing ETL or scheduling software?	The State is currently utilizing Informatica for ETL Mulesoft for an ESB and Zena for scheduling.
8	Section 1, Overview and Schedule of Events, Subsection 1.1 Executive Summary	Approximately 10%



	RFP mentions Phase rework for SDM, what percentage of Phase 1 does that work represent	
9	<p>Section 1: Overview and Schedule of Events, Subsection 1.2., Schedule of Events</p> <p>What is the proposal submission deadline?</p>	Proposal submission deadline is September 23, 2021 at 11:59 p.m. EST. See Addendum #2.
10	<p>Section 2, Proposal Submission, Deadline and Location Instructions, Subsection 2.1:</p> <p>Can vendors submit the proposals via email?</p>	See Section 2, Proposal Submission, Deadline and Location Instructions, Subsection 2.1
11	<p>Section 2: Proposal Submission, Deadline, and Location Instructions, Subsection 2.1. Proposal Submission</p> <p>Will Agency consider a due date extension for Submission?</p>	No.
12	<p>Section 3, Content and Required Items, Subsection 3.1. Proposal Organization</p> <p>Should Section III Narrative Responses to Requirements and Deliverables be referring to “Appendix I-3 Required Responses for Salesforce Maintenance and Operations (M&O) Consideration” and not Appendix C?</p>	<p>Proposers must provide two separate proposal responses if they choose to bid on both Appendix B: Business/Technical Requirements and Deliverables for Mandatory CCWIS Application and Appendix I: OPTIONAL Proposal for Salesforce Maintenance and Support Services. Both proposals require independent responses.</p> <p>Section 3: refers to Appendix C Topics to Mandatory responses.</p> <p>Section 5: Evaluation of OPTIONAL Proposal for Salesforce Maintenance and Support Services refers to Appendix I.3 Required responses for Salesforce Maintenance and Support (M&O) Consideration.</p>



13	<p>Section 3, Content and Required Items, Subsection 3.1. Proposal Organization</p> <p>Is the Vendor expected to provide response to sections “I-1. Technical Planning, Infrastructure Procurement, Installation, and Configuration” and “I-2. Maintenance and Operations”?</p>	<p>No. Sections “I-1. Technical Planning, Infrastructure Procurement, Installation, and Configuration” and “I-2. Maintenance and Operations” are requirements.</p> <p>Proposers should respond to the questions in I-3 Required Responses for Salesforce Maintenance and Operations (M&O) Consideration.</p>
14	<p>Section 3, Content and Required Items, Subsection 3.1. Proposal Organization, Section V, Qualifications of Key Vendor Staff</p> <p>Does this refer to the four roles (Operations Manager, Salesforce Administrator, Salesforce Technical Architect, Salesforce Data Architect) mentioned in Table I-3 in Appendix I-3. Required Responses for Salesforce Maintenance and Operations (M&O) Consideration” and not the roles mentioned in D-3 Staff Qualifications?</p>	<p>Proposers must provide two separate proposal with required responses if they choose to bid on Appendix I: OPTIONAL maintenance and Operations of the DHS Salesforce Environment.</p> <p>3.1 Proposal Organization Section V: Qualifications of Key Staff refers to the mandatory CCWIS proposal.</p> <p>Section 5: Evaluation of OPTIONAL Proposal for Salesforce Maintenance and Support Services is referring to Appendix I</p>
15	<p>Section 3, Content and Required Items, Subsection 3.1. Proposal Organization, Section VI, Price Proposal</p> <p>Is the Vendor expected to provide Section VI: Price Proposal separately or utilize tables within “Appendix I-4 Pricing” section?</p>	<p>The vendor must provide pricing in accordance with the pricing tables in Appendix I, Section 4.1 and 4.2.</p>
16	<p>Section 3, Content and Required Items, Subsection 3.1. Proposal Organization</p> <p>Is there a page limit for responses to Appendix I: OPTIONAL Proposal for Salesforce Maintenance and Support Services?</p>	<p>No.</p>
17	<p>Section 5, Evaluation of Optional Proposal for Salesforce Maintenance and Support Services, Subsection 5.2.5. Scoring the CCWIS Application Maintenance and Support Price</p> <p>Is pricing for the CCWIS application found in Appendix E – Pricing?</p>	<p>Yes.</p>
18	<p>Section 7, Contract Award and Term, Subsection 7.3, Anticipated Contract Term:</p>	<p>See Section 7, Contract Award and Term, Subsection 7.3, Anticipated Contract Term</p>

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	What is the budget range that has been established for the duration of this engagement?	
19	Section 7, Contract Award and Term, Subsection 7.3, Award: Will the selected Vendor be considered a subrecipient or contractor by the Department?	The selected vendor will be considered a contractor.
20	Section 7, Contract Terms and Award, Subsection 7.3, Anticipated Contract Term Can you please clarify on the contract duration?	See Section 7, Contract Terms and Award, Subsection 7.3, Anticipated Contract Term.
21	Section 7, Contract Award and Term, Subsection 7.3, Award: What is the budget range that has been established for the duration of this engagement?	It is the intention of the Department to explore any proposed budget ranges submitted by the proposer during the submission stage, please develop and submit a budget in accordance with the scope of services.
22	Appendix B, Business/Technical Requirements for CCWIS Application, Section B.1, Subsection B-1.4.5., System Architecture Should vendors assume the same number of users for Granite Families Salesforce software license Cost?	Yes
23	Appendix B, Business/Technical Requirements for CCWIS Application, Section B.1, Requirements for Data Location and Ownership, Subsection B-2.2 Ownership Is the Department willing to consider any proposed changes to Appendix B, Business/Technical Requirements for CCWIS Application, Section B.1, Requirements for Data Location and Ownership, Subsection B-2.2 Ownership.	The Department may negotiate changes to Appendix B, Business/Technical Requirements for CCWIS Application, Section B.1, Requirements for Data Location and Ownership, Subsection B-2.2 Ownership, with the selected Vendor. However, modifications are not guaranteed.
24	Appendix B, Business/Technical Requirements for CCWIS Application, Section B.3, Business Requirements for Granite Families (CCWIS) a) Does ongoing maintenance and support of the Document Imaging includes maintenance of the legacy Java Angular JS Document Imaging System as well as the Kofax APIs, MuleSoft Integration and DevOps? b) If yes, should the maintenance & operations price for the Legacy	a) Yes. b) Yes.

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	Document Imaging system should be included in the Table E-4 in section E-4 CCWIS Software Operations, Maintenance and Support Pricing?							
25	<p>Appendix B, Business/Technical Requirements for CCWIS Application, Section B.3, Business Requirements for Granite Families (CCWIS)</p> <p>What is the number of licensed users in each group who will need access to the CCWIS?</p>	<p>The approximate breakdown of licensed users in each group is as follows:</p> <table border="1"> <tr> <td>Child Protection</td> <td>571</td> </tr> <tr> <td>Bureau of Family Assistance</td> <td>50</td> </tr> <tr> <td>Juvenile Justice</td> <td>121</td> </tr> </table>	Child Protection	571	Bureau of Family Assistance	50	Juvenile Justice	121
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Bureau of Family Assistance	50							
Juvenile Justice	121							
26	<p>Appendix B, Business/Technical Requirements for CCWIS Application, Section B.3, Business Requirements for Granite Families (CCWIS)</p> <p>Will there be any licensed users external to the Department, such as foster parents, families, and/or licensed child placement agencies, that need access to the CCWIS?</p>	No.						
27	<p>Appendix B, Business/Technical Requirements for CCWIS Application, Section B.4, Functional Requirements, Subsection 4.1.3., Approach, Methodology, and Roadmap</p> <p>a) Does the Department expect the selected Vendor to migrate the existing CCWIS Intake module code and integration end points, including Bridges, MCI, and Smarty Streets, into the Salesforce Organization structure set up for Granite Families?</p> <p>b) If yes, should the cost for migrating this code be included in table I-4 in section I-4.1 Pricing for Salesforce Operations, Maintenance and Support?</p>	<p>a) Yes, if the Department selects a vendor to proceed with the new Salesforce Organization structure described in Appendix I: OPTIONAL maintenance and Operations of the DHS Salesforce Environment, the selected Vendor would be expected to migrate the existing CCWIS Intake module code and integration end points, including Bridges, MCI, and Smarty Streets, into the Salesforce Organization structure.</p> <p>b) Yes.</p>						
28	<p>Appendix B, Business/Technical Requirements for CCWIS Application, Section B.4, Functional Requirements, Subsection 4.2.1., CCWIS Assessment and Case Modules Functional Requirements</p> <p>a) Will the selected Vendor be expected to establish bidirectional</p>	<p>a) Yes.</p> <p>b) Yes. Note the only two Granite interfaces other than MuleSoft for this phase will be the Master Client Index (MCI), which already exists with the current CCWIS intake module and the document Imaging (DI) interface.</p>						



interface and data synchronization between the Bridges legacy system and the new CCWIS via MuleSoft?

b) Will the selected Vendor be expected to push data directly into Bridges tables for downstream functions, including AFCARS, existing interfaces, and reports, to function with no or minimal changes in Bridges?

c) Can the Department clarify whether Bridges or Granite Families application will be used for printing forms such as court forms, ICPC 100A, and notification letters? If the forms are going to be printed from Granite Families, please provide the list of forms and/or notification letters.

c) Bridges Policy Forms listed below. Note: this list may not be inclusive of all forms\letters that are printed out of Bridges

Number	Title of Form
5A	Service Authorization
100A	ICPC Request
100B	Report on Child's Placement Status
1174	Law Enforcement Notification
2103	Service Authorization Request
2108	Board and Care Invoice
2110	Service Authorization
2159	Contact Log
2204	Intake/Assessment Info.
2205	Add'l Intake Info.
2209	Family Assessment of Safety
224OM	Case Plan – Maintain in Home
2240P	Case Plan - Permanency
2240R	Case Plan - Reunification
2240L	Case Plan - Legally Free
2240(I)	Case Plan Instructions
2246	Educational Narrative
2280	ICPC Home Study
2284	IC progress Report

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		2501	Child Care SVC invoice
29	<p>Appendix B, Business/Technical Requirements for CCWIS Application, Section B.4, Functional Requirements, Subsection B-4.6 Solution Architecture</p> <p>Will the selected Vendor be required to update the Bridges tables with AFCARS Intake, Assessment, and Case data elements using MuleSoft to generate AFCARS extract files from Bridges for the AFCARS Federal reporting?</p>	Yes.	
30	<p>Appendix B, Business/Technical Requirements for CCWIS Application, Section B.4, Functional Requirements, Subsection B-4.6 Solution Architecture</p> <p>Can the state clarify that the scope for NCANDS and NYTD includes data collection , File Creation to submit to ACF, and report for review prior to submission based on the federal specifications?</p>	<p>It is the Departments expectation that the Vendor is to update the Bridges tables with NCANDS/NYTD Intake, Assessment & Case data elements using MuleSoft, so that AFCARS extract files will be generated from Bridges for the Federal reporting.</p> <p>The creation and submission of all federal reports are manages by the state and will remain with the internal group through the development of the CCWIS.</p>	
31	<p>Appendix C – Topics for Mandatory Service Providers, Topic 8 Security Risk Assessment, Question 1,</p> <p>Does the Department have a preferred cloud provider?</p>	No.	
32	<p>Appendix D, Section D.2, Vendor Qualifications, Subsection 1</p> <p>Does implementation of SACWIS/TACWIS (full or partial) in the last five years meet the qualification criteria?</p>	Yes. See Appendix D, Section D.2, Vendor Qualifications, Subsection 1.	
33	<p>Appendix D, Section D.2, Vendor Qualifications</p> <p>Will the Department evaluate qualifications from both prime and subcontractors to determine vendor preference?</p>	No, the preference will be based on the prime contractor's qualifications.	
34	<p>Appendix D, Section D-2, Vendor Qualifications</p> <p>Will the proposed subcontractor's qualifications be evaluated equally as the prime contractor's past performance/experience?</p>	No, only the prime contractor's qualifications will be evaluated.	
35	<p>Appendix D, Standards for Describing Vendor Qualifications, Subsection D-2, Vendor Qualifications</p> <p>Which policies will the selected Vendor be required to follow?</p>	See Attachment 2: Exhibit K: Information Security Requirements and Attachment 3: Business Associate Agreement.	

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36	<p>Appendix J, Attachment 2, DHHS Exhibit K Information and Security Requirements</p> <p>Is the Department willing to consider any proposed changes to Appendix J, Attachment 2, DHHS Exhibit K Information and Security Requirements?</p>	The Department may negotiate changes to Appendix J, Attachment 2, DHHS Exhibit K Information and Security Requirements, with the selected Vendor. However, modifications are not guaranteed.
37	<p>Attachment 1, Other DHHS Standard Exhibits, P-37, Section 8, Event of Default/Remedies</p> <p>Is the Department willing to consider any proposed changes to Attachment 1, Other DHHS Standard Exhibits, P-37, Section 8, Event of Default/Remedies?</p>	The Department may negotiate changes to Attachment 1, Other DHHS Standard Exhibits, P-37, Section 8, Event of Default/Remedies. However, modifications are not guaranteed.
38	<p>Attachment 1, Other DHHS Standard Exhibits, P-37, Indemnification Section 13</p> <p>Is the Department willing to consider any proposed changes to Attachment 1, Other DHHS Standard Exhibits, P-37, Section 13, Indemnification ?</p>	The Department may negotiate changes to Attachment 1, Other DHHS Standard Exhibits, P-37, Section 13, Indemnification. However, modifications are not guaranteed.
39	<p>Attachment 3, DHHS Exhibit I Business Associate Agreement</p> <p>Is the Department willing to consider any proposed changes to Attachment 3, DHHS Exhibit I Business Associate Agreement?</p>	The Department may negotiate changes to Attachment 3, DHHS Exhibit I Business Associate Agreement, with the selected Vendor. However, modifications are not guaranteed.
40	<p>General</p> <p>Will the selected Vendor be required to meet in-person with the Department?</p>	Vendors may be required to meet in-person with the Department.
41	<p>General</p> <p>Has the Department participated in any solution demonstrations regarding the services in this RFP prior to its release?</p>	No.
42	<p>General</p> <p>How many data warehouses does the Department currently manage related to the Bridges system?</p>	The Department currently manages one (1) enterprise data warehouse (EDW) is populated by a nightly operational feed from the legacy system Bridges. However, the direct interface to the EDW is not a requirement for this RFP.
43	<p>General</p> <p>Will the Vendor be responsible for reconciliation of object models, if required, as part of this project?</p>	Yes.
44	<p>General</p>	

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	Please clarify if the agency has a single sign-on for the users to log in currently within the Bridges System	No
45	General Can vendors suggest any reporting tool, such as Qlikview, Spago BI, Talend, that may fit into the overall proposed solution?	Yes.
46	General Is the Department currently using a business rules engine?	No.
47	General Will the Department notify any vendors of non-selection?	No.