



**State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100 Fax: (401) 574-8387**

Solicitation Information

November 18, 2014

ADDENDUM # 1

RFP# 7549117

RFP Title: WIC MIS Hosting and Maintenance

Bid Opening Date & Time: December 4, 2014 at 10:00 AM (Eastern Time)

Notice to Vendors:

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.
NO FURTHER QUESTIONS WILL BE ANSWERED.**

**David J. Francis
Interdepartmental Project Manager**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions for RFP # 7549117WIC MIS Hosting and Maintenance

Question 1: Section 3: Scope of Work- Help Desk Services, page18

Can the State clarify who will perform Tier 1 and Tier 2 Help Desk support services (i.e., state staff or the contractor)?

Answer to question 1: State Staff will handle the tier 1 Help Desk services and the contractor will handle the Tier 2 Help Desk services.

Question 2: Section 3: Scope of Work- Help Desk Services, page 18

If the contractor is to perform Tier 1 Help Desk support, can the State provide anticipated call volumes for Tier 1 Help Desk support?

Answer to question 2: The Tier 1 Help Desk Support volume is approximately 30 calls a month that the state will handle.

Question 3: Section 5: Technical Proposal – Staff Qualifications – References, page 20

Will the State accept email addresses in lieu of fax numbers for the requested 3 references?

Answer to question 3: Yes the State will accept emails in lieu of fax numbers.

Question 4: Section 8: Response Contents – 4, page 23 and Appendix A

Section 8, item 4 of the RFP states- “A separate signed and sealed Cost proposal reflecting the hourly rate, or other fee structure proposed to complete all of the requirements of this project.”

Can the respondent provide cost on a task-based, fixed price model in lieu of fully loaded hourly rates?

Answer to question 4: The state will accept a fixed price in lieu of hourly rates, however, the bidder will have to break down the work by hourly rates for the contract budget submission.

Question 5: Appendix A: Budget Form – 12 Month Project Budget- Appendix A

Can the respondent move line items from the Enhancements section to the Hosting Cost section of the Budget Form?

Example: Database release and updates, and Help Desk

Answer to question 5: Yes the line items can be moved, as long as they are included in the budget.

Question 6: Appendix A: Budget Form – 12 Month Project Budget- Appendix A

Can the State provide a list of anticipated enhancements and target delivery dates, to allow the respondent to base enhancement project budget cost requirements on?

Answer to question 6: The enhancements are usually determined by program changes made at the Federal level or projects to streamline services in the community. At this time, only enhancement due in 2015 is the food prescriptions with added substitutions that are due April 1, 2015.

RIWEBS enhancements	Delivery Dates
Electronic Vendor Application	TBD
New food package rules	TBD
Revisions to risks assessments as changes occur	TBD
ACH	TBD

Question 7: Appendix A: Budget Form – 12 Month Project Budget- Appendix A

Will the State or contractor be responsible for cost of all server license renewals?

Answer to question 7: No, the state will be responsible for the license renewals

Question 8: Appendix A: Budget Form – 12 Month Project Budget- Appendix A

There is no signature block; however, the RFP requests the document be signed. Will the State accept a respondent-created signature block?

Answer to question 8: Yes the State will accept the respondent- created signature block.

Question 9: Is there a Disaster Recovery site for RIWEBS and if yes, where is it located?

Answer to question 9: Yes, the Disaster Recovery site is housed by the current contractor's facilities in Lenexa, KS.

Question 10: Is the "winning bidder" required to establish, maintain and support a Disaster Recovery site for RIWEBS?

Answer to question 10: Yes, the winning bidder will be required to maintain and support a Disaster Recovery site.

Question 11: If the "winning bidder" is required to establish maintain and support a Disaster Recovery site for RIWEBS please provide a list of Disaster Recovery hardware and software that the "winning bidder" will be receiving.

Answer to question 11: The existing hardware will be moved to the winning bidder's facility. The expense for moving the equipment will be paid by the State of Rhode Island.

Question 12: Is an IBM AS/400 a component of the current RIWEBS configuration?

Answer to question 12: No, the AS/400 is no longer a component of the current RIWEBS configuration.

Question 13: If an IBM AS/400 is a component of the current RIWEBS configuration, what is its purpose/function?

Answer to question 13: No, the AS/400 is no longer a component of the current RIWEBS configuration.