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March 2, 2016

ADDENDUM # 1

RFP: # 7550289

Title: BHDDH Incident and Complaint Reporting System

Bid Closing Date & Time: March 14, 2016 at 10:00 am (Eastern Time)

Notice to Vendors:

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

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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 #7550289 BHDDH Incident and Complaint Reporting System

1. Question 1: Given the well documented and exacting requirements listed within the solicitation may not currently exist in their entirety within an existing web-based application, to what extent will the state entertain customized modifications to such applications to create within them the level of functionality which meets all of the state's requirements?

Answer to question 1: We realize that all of the functional requirements may not exist within a commercial-off-the-shelf (COTS) incident reporting system. We expect that some system configuration and/or customization may be needed. We realize that some of the functional requirements may not be available at all. Likewise, we expect some additional functionality in the system that has not been specified.

2. Question 2: The State's offer includes on page one of the newly issued RFP a requirement that any vendor intending to submit a bid proposal in response to this solicitation have its designated representative attend the mandatory Pre-Bid/Proposal Conference, although no location or date have been specified. Is it the Department's intention to later publish information specific to the event, and would this be an in-person or telephonic attendance?

Answer to question 2: The RFP indicates "NO" in the 'Pre-Bid/ Proposal Conference:' section so there will not be a pre-bid conference.

Question 3: Did you work with a partner to develop the RFP?

Answer to question 3: No, the RFP was developed 100% in house by BHDDH and Information Technology staff.

Question 4: Have you seen any demos of tools prior to the release of the RFP? If yes, which tools?

Answer to question 4: During the normal course of business, we regularly view demos of tools and receive electronic communications from vendors containing literature.

Question 5: Do you have a budget for this project? If yes can you provide the amount?

Answer to question 5: No, the budget is not available.

Question 6: Do you have an expectation for the length of the project – a specific start date or end date?

Answer to question 6: We expect the system to be implemented within 90 days of the award.

Question 7: Is there a mandatory MBE requirement for this RFP or is it just optional?

Answer to question 7: The successful applicant will be expected to work with the MBE office to identify opportunities to meet the MBE goal.

Question 8: Is there an estimate to the size of the data that will be stored over time? One year? 3 years? 5 years?

Answer to question 8: The system should be capable of recording up to 8,000 events per year and each event may include multiple attached supporting documents. We do not have an estimate as to the size of the data that will be stored over time.

Question 9: Is there any type of data migration or data integration required? If so, what are the data sources? If needed, is there a data dictionary or data expert that will be available?

Answer to question 9: There are no data migration or data integration requirements.

Question 10: Section 3.1.1 -Would you be willing to purchase the licensing through your volume agreement between the State and Microsoft? This would create a separate contract from the other provided services.

Answer to question 10: No.

Question 11: Section 3.1.1 - Will the state allow a single contract where the vendor will support a solution that is implemented on a software platform, where the licenses for the solution are with the platform vendor, i.e. Microsoft?

Answer to question 11: The State requires a single contract with the vendor. The vendor must license any software platform on their own.

Question 12: Section 3.1 .16-Will any end users be using UNIX to access the solution?

Answer to question 12: We do not know all the end user operating systems. The system must be web-based and should work seamlessly with current versions of the following browsers: Chrome, Internet Explorer, Firefox, Safari and Opera

Question 13: Section 3.3 .16-Can external users (e.g. community service providers) access any pertinent data through an external portal or will they have to have direct access to the solution as internal users would?

Answer to question 13: Internal and external users should access the web-based application in a similar manner. The main differences between internal and external users is that their assigned roles within the system will determine the functions they are authorized to perform.

Question 14: Section 3.7.1-For support, is that normal business days or 7 days per week? If you require support outside of business hours/days, is it primarily for critical support (i.e. system down) or is it also for application enhancements and training?

Answer to question 14: 4-hour response time is required 7 days per week between 8am and 6pm EST. Support during weekends is primarily for critical support and not for application enhancements or training.

Question 15: Attachment D- We have reviewed the RFP and associated General Terms and Conditions for an Incident and Complaint Reporting System. Our proposal and approach will contain a number of items that will require meaningful review that may be contrary to the general terms stated in the State's language and we would request including but not limited to:

- Licensing of Intellectual Property rights
- Modification of aspects of insurance coverage
- Applicability of requested product warranties
- Necessity of performance related bonds where Vendor can demonstrate financial capability of performance
- Incorporation of commercially typical liability limitations and indemnification obligations

Will the State be open to discussions in these areas?

Answer to question 15: On rare occasions, the State may be open to discussions on some of these items.