



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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**ADDENDUM # 3**

**January 22, 2020**

**RFQ #7599890**

**TITLE: RI KiDSBridge Maintenance, Operations and Enhancement - DHS**

**BID CLOSING DATE & TIME: February 17, 2020 10:00 AM (Eastern Time)**

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

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

**Robert DeAngelis**

**Senior Buyer**

Attached are the questions with State responses regarding RFP #7599890 RI KiDSBridge Maintenance, Operations and Enhancement – DHS

## Vendor A

### 1. Enhancements

a. **The Section 4. B. Cost Proposal, on Page 33**, specifies “utilizing agreed upon fully loaded hourly rates (‘Rate Card’) to execute major enhancements efforts.” While **Section 3.4 Design, Development & Implementation (DDI includes Testing) Services for Major Enhancements, on page 22**, specifies that “the State will issue a separate all-inclusive loaded firm fixed price Work Order to carry out the work” [for each enhancement]. Normally, Firm-Fixed Price (FFP) work is not bound by particular resources and rates to enable Vendor execution flexibility over the project course.

- i. Would the state expand on how it sees the work orders being contracted and invoiced, e.g., FFP deliverable based with acceptance criteria or loaded hourly rate based Time and Materials T&M?

**Answer:** FFP deliverables based. The vendor will develop time and efforts estimates along with the staffing requirements for a requested major enhancement. The vendor will then apply the agreed upon fully loaded hourly rates (in the ‘Rate Card’) to compute the FFP for the said major enhancement. The vendor will submit these time and efforts estimates, staffing and implementation plan, and the FFP for the requested major enhancement to the State for approval. If approved, the State will issue a separate FFP Work Order for the requested major enhancement. It is expected that with their proposals in this response to this RFP, the vendors will submit a Rate Card with fully loaded hourly rates for all anticipated staffing positions, based upon the scope of the work described in this RFP, for each Calendar Year falling within the life of the contract.

- ii. If FFP, then an enhancement-specific requirements document with sufficient detail to support FFP estimating will need to be produced. What level of participation is the State planning to dedicate to these requirements development and documentation efforts?

**Answer:** The State will assign sufficient resources to support the vendor in developing requirements in sufficient details for FFP estimates for each initiative, task, and project.

- iii. Can the State give an estimated size of the expected enhancement efforts?

**Answer:** Enhancements are driven by changing business needs and priorities, and federal and state regulations. It is therefore difficult to predict the size of future enhancements. The number of enhancement undertaken will also depend upon availability of funds. The State is looking for a vendor with the capacity to scale up or down its team size depending upon the project needs and priorities.

2. **Section 3.4 Design, Development & Implementation (DDI includes Testing) Services for Major Enhancements, on page 22,** also states *“The successful vendor will be responsible for adding a significant amount of new functionality and features to the (Office of Child Support Services) OCSS systems.”* and specifies Initiation and Estimation activities as the initial phases of a major enhancement. It is assumed the Maintenance and Operations (M&O) team will participate in the Initiation and Estimation tasks and M&O budget will be used for this purpose.

- i. Is that a correct assumption? If not, please clarify how the vendor is expected to budget for this phase.

**Answer:** Yes.

- ii. If it is a correct assumption,  
a. How often or how many Major Enhancements does the State plan to task the contractor with each year? And,

**Answer:** Please refer to the reply provided in response to Vendor A question 1 iii above.

- b. Would the State give an estimated size of the expected enhancement efforts, either per year or overall?

**Answer:** Please refer to the reply provided in response to Vendor A question 1 iii above.

3. **Section 1. Introduction on Page 7 15. Payment and Performance Bond -** *The successful vendor must furnish a 100% payment and performance bond ... of the tentative award of the contract.*

1. Please confirm that the bond value will be limited to the value of the M&O portion of the contract?

**Answer:** The value of the bond is 100% of the total contract price.

4. **Section 3.8. Work Location on Page 25 3.8 Work Location** states, *“The Vendor will need to bear the cost of State’s charges for workstation usage, State network access, security services, and O365 licensing, at the prevailing rates. Currently, the combined charge is about \$2300/year and will need to be discussed and finalized based on proposed team size.”*

1. Is this a per-individual charge?

**Answer:** Yes this is the estimated charge per individual as of the writing of this RFP. These charges may vary during the course of the contract.

5. **Section 7.4 Proposal Contents Page 37 7.4. Technical Proposal** states that plans and resumes are not included in the technical proposal page limit.

1. Will the state allow the draft *Project Work Plan* to be provided in an appendix?

**Answer:** Yes.

And,

Does it qualify as a “Plan” to not be included in the page count?

**Answer:** Yes.

2. Will the State allow resumes to be provided in an appendix?

**Answer:** As stated on page 28 of the RFP the Project Manager candidate’s resume must not exceed 5 pages and Key Personnel staff positions must not exceed 3 pages.

3. Will the State allow the SLAs to be provided in an appendix? And,

**Answer:** Yes.

Does it qualify to not be included in the page count?

**Answer:** Yes, these will not be included in the page count.

6. **Section 1. Introduction: Instructions and Notifications to Offers, Item #6 and Section 3.10 Special Enhancement Activities, as Needed Pg. 5 and Pg. 26 respectively Section 1. Introduction:** Instructions and Notifications to Offerors, item #6 states “It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. In addition, Section 3.10 Special Enhancement Activities, as needed states that “All bidders must bid on Task 10...”

1. Would the State please confirm if this is a single-award contract?”

**Answer:** Yes.

7. **General:** Will the State agree to include a cap on liability and consequential damages for the resultant contract as consistent with other fixed price contracts awarded to other Contractors?

**Answer:** No, the State will not agree to include a cap on liability, consequential, or any other type of damages.

#### **Vendor B**

1. Could the State please confirm that L1 support will be provided by the State and the support requirement in the RFP refers to L2/L3 support by the selected provider?  
Response Owner – State – Michelle-Bob-Sharon

**Answer:** All Application support is required to be provided by the vendor.

2. Is remote support within the United States for certain aspects of support acceptable to the state to improve cost and/or delivery efficiency?

**Answer:** As stated on page 27 (‘2 Staffing Requirements’) of the RFP, all project work must be carried out on site. No offsite or offshore work will be permitted. Only offsite work permitted is for after hours on-call support.

3. Is remote support from outside of the United States for certain aspects of support acceptable to the state to improve cost and/or delivery efficiency?

**Answer:** Please refer to the reply provided in response to Vendor B question 2 above.

4. In the team that is currently supporting M&O/minor/major enhancements, how many are full-time vs part-time FTEs. If part time, what % of their time is used towards the scope of work stated in the RFP?

**Answer:** The State will not be providing this information at this time. The State expects the vendors to make their own assessment based upon their domain knowledge, technical expertise, and experience to develop their proposal for the scope of work described in the RFP.

5. Of the total FTEs supporting the M&O today, how many are State employees vs vendors?

**Answer:** Please refer to the reply provided in response to Vendor B question 4 above.

6. Could the State please share the current service provider(s) supporting the FTE capacity?

**Answer:** Northrup Grumman.

7. What vendor(s) are supporting the current KidsBridge infrastructure?

**Answer:** State of Rhodes Island Division of Information Technology.

8. How flexible is the percentage allocation of priorities and workload for M&O, minor enhancements and major enhancements (for future work)? Could providers suggest alternative workload allocations?

**Answer:** As stated in the RFP, the team working on the major enhancements is separate from the team working on the M&O and minor enhancements. The M&O and the minor enhancements are discussed and prioritized during the weekly/ monthly/ quarterly/ annual meetings between OCSS and the vendor. The major enhancements will have their own staffing and execution plans.

9. Appendix C-10 of the RFP includes Operations Metrics. Please provide effort expended on different categories of requests. E.g. For the 409 data issues that were identified in 2018, how many hours were expended to resolve them and what was the average range of effort to complete this work?

**Answer:** Please refer to Appendix C-13 Resource Utilization Metrics on page 692 of the RFP.

10. Please provide a current summary list of support tickets including the following data points: Ticket#, Ticket description, Severity, Date Created, Date Resolved, Effort to resolve (Hours), Nature of issue (maintenance, enhancement) – to help understand the current pipeline of M&O and enhancement backlog.

**Answer:** Please refer to Appendix C-10 Operations Metrics on page 554 of the RFP.

11. What's the current annual and/or monthly spend on M&O/Minor Enhancement/Major Enhancement? Does the State expect to continue at this rate for the scope of the proposal?

**Answer:** Please refer to the reply provided in response to Vendor B question 4 above.

12. Since many child support systems were developed decades ago and new federal certification guidance was provided in the last few years to assist states as they enhance, modify or replace their child support systems; would the state broaden the experience qualification to organizations that have **any** DDI (Design Develop Implement) or M&O experience in the child support market?

**Answer:** No.

13. Since the RFP was released just before the holidays, would the state please provide a 2-week extension for responding to the RFP?

**Answer:** The State will continue to monitor all phase of the posting timeline, and will extend the date of the bid opening if it determines doing so is needed of beneficial to either the vendor community and/or the State.

## Vendor C

1. Would the State provide a 4-week extension for vendor responses?

**Answer:** Please refer to the reply provided in response to Vendor B question 13 above.

2. If the vendor is bidding as a team effort with a selected subcontractor, will business references that come from both the prime and the sub be acceptable by the State?

**Answer:** Yes.

3. Will ISBE credit be available for use of a MBE/WBE vendor that has not yet been certified by Rhode Island, but has been certified as such in other states?

**Answer:** Please refer to the RFP, Section 1.12, which includes the following verbiage:

ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor's Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at [www.gcd.ri.gov](http://www.gcd.ri.gov).

For further information, visit the Office of Diversity, Equity & Opportunity's website, at <http://odeo.ri.gov/> and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150- 2017-2 Page 7 of 40 Revised 01/18/19 RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email [Dorinda.Keene@doa.ri.gov](mailto:Dorinda.Keene@doa.ri.gov).

4. Will the State permit a waiver or negotiation in respect to the performance and payment bond requirement?

**Answer:** There will be no waiver or negotiations with respect to the performance and payment bond.

5. SLA expectations are a critical input to both solution and price. Can the State provide the current SLA details and if there is any change expected? If not, should the vendor assume SLA levels for the pricing submission, pending any future discussion if down-selected?

**Answer:** The Vendor proposal should provide the SLA levels that are assumed for their pricing submission. The State may accept the vendor proposed service levels or may discuss or change these service levels during the contract negotiations phase.

6. RFP Section 3.7 Invoicing – Can the state please clarify invoicing terms; are they net 30 days once invoice has been approved by the state?

**Answer:** Yes. Please see section 9 of the RFP which directs vendors to the State's General Condition of Purchase URL, Section 13.13.

7. Can the state please confirm that all tools, software, environments – including cloud infrastructure for the M&O and DDI efforts will be provided by the State?

**Answer:** Yes.

8. The embedded Word documents in the RFP are not able to be opened. Can the State please provide these documents as well?

**Answer:** Please ignore the reference to the embedded Word file "CO-36-4289 EPS\_Software Detail" on page 9 of Appendix C-3 of the RFP.



9. If a vendor takes exception to some of the State’s terms and conditions how should these be communicated? Will vendor exceptions to the State’s terms and conditions be negotiated with the winning vendor?

**Answer:** Within any section of a vendor’s RFP submission, it may indicate what exact “terms and conditions” it takes “exception” to. Naturally, it would have to explain the basis for its exception. However, as Section 220-RICR-30-00-13.3(C)(3) of the Rhode Island General Conditions provides, “any offers which are made subject to different terms and conditions...other than those specified by the State[,]” allows the State, at its sole discretion, to: a.) Reject the proposal in its entirety as being non-responsive because of the challenged “terms or conditions;” b.) simply set aside the vendor’s challenge and perhaps diminish its score by the evaluation committee; or c.) accept the proposed changes in whole or in part if the State believes it to be in the State’s best interest to do so.

10. Does the State have a “drop-dead” date by which the Transition-In period needs to be completed?

**Answer:** This date has not been determined at this time. The vendor Work Plan must include Transition Plan as defined on page 32 for RFP 4.2 Knowledge Acquisition and Phase-In Transition Plan and 4.3 Knowledge Transfer and Phase-Out Transition Plan.

11. In respect to 24x7 and on-call/off-business hours support, can the State confirm that this is for M&O support and not infrastructure-related support?

**Answer:** Yes.

12. It appears that RI is requiring staff to be on location or near location for M&O. Can staff operate off-site for other development and enhancement activities as long as the project manager is on site?

**Answer:** Please refer to the reply provided in response to Vendor B question 2 above.

13. Please confirm that KiDSBridge is the integrated system for all counties in the state.

**Answer:** Yes.

14. Can you describe how the external resources/applications access the mainframe?

**Answer:** The State of Rhode Island uses VPN access.

**15.** Is COBOL used as a programming language? If yes, which version? It's not listed in the technology stack but mentioned elsewhere in the document.

**Answer:** The system does not use COBOL as a development/programming language.

**16.** What is the frequency of Mainframe maintenance?

**Answer:** IPL once a week.

**17.** Will Dashboard development be included in the DDI scope of the RFP?

**Answer:** Yes.

**18.** How many hours of DDI enhancements does the State estimate?

**Answer:** Please refer to the reply provided in response to Vendor A question 1 iii above.

**19.** Is the Oracle database refreshed from the database on the mainframe?

**Answer:** The Dashboard data is refreshed from the mainframe daily. The IVR is refreshed from the mainframe daily. The Case Manager website is refreshed from the mainframe daily. The Account information is on the Oracle database only. The Document Repository is all on the Oracle database only.

**20.** Is real-time data available to the IVR application?

**Answer:** Yes.

**21.** Is the DR site replicated on a real-time basis or restored on on-demand basis? Apart from planning and testing, is DR is also part of support?

**Answer:** The State of Rhode Island is responsible for DR and DR site replicated via restore.

**22.** Will a mainframe system programmer be required for upgrades - including z/OS?

**Answer:** DR support is managed by the State of Rhode Island Division of Information Technology.

**23.** Can you confirm that the scope of this RFP is for both Application and System (hardware) support, including the DBA activities?

**Answer:** Mainframe support is managed by the State of Rhode Island Division of Information Technology.

Hardware support is out of scope of this RFP. The vendor is responsible for the DBA activities and Application support.

**24.** Is there a format available for Knowledge transition? Can a vendor use their own format in case of non-availability?

**Answer:** Vendors are required to provide their own Knowledge Acquisition and Phase-In Transition Plan as part of their proposal. So yes, the vendors should use their own format.

**25.** SDU - How are the payments managed?

**Answer:** Systems and Methods Inc. is our vendor that manages our SDU, SMI is our payment processing center, located in Connecticut, where all Child Support payments are processed except lump sum cash payments made at RI Family Court.

The payments are processed by SMI (Systems and Methods Inc.) the same day the payments are received. SMI receives payments electronically, paper check and credit card payments.

NCP's and Employers can register on SMI Website to send in electronic payments. The payment is posted to the case the following morning when the file is received from SMI and uploaded to KidsBridge. KidsBridge disburses the payment to the Custodial Parent. The Custodial Parent receives that payment within two business days. Either deposited in their Key Bank Kids Card account or into their Direct Deposit account.

SMI provides Child Support access to a 'Smart Image Viewer' website that provides images of paper checks and documentation for all payments processed. SMI provides a 'Management Website' to access all reports generated, including electronic payment files and balancing and reconciliation reports.

**26.** Is there an interface with the payment systems?

**Answer:** A payment file is sent from SMI and uploaded daily to our KidsBridge System.

**27.** Please specify all known interfaces with all the agencies and future requirements if known (including unemployment benefit offset and DMV). –

**Answer:** Please reference APPENDIX C-7 - RI KiDSBridge RFP Interfaces Diagram.pptx and APPENDIX C-8 Data Interfaces attached to the RFP.

**28.** Is there an integration between OnBase and the mainframe? If so, does this include data capture and indexing?

**Answer:** Yes, to both questions.

**29.** Is there a documented, prioritized roadmap and estimated timeline for completing major DDI enhancements?

**Answer:** While the State has broadly identified the areas for the major enhancements, there is no definitive fixed prioritized roadmap or estimated timelines for completing the major enhancements. Implementation of the major enhancements is a part of the ongoing monthly/quarterly/annual planning exercise and contingent upon availability of funds and business priorities.

**30.** Can you please share the existing Production control team size and performance matrix?

**Answer:** Please refer to the reply provided in response to Vendor B question 4 above.

**31.** How many in-flight projects for KiDSBridge are currently in progress?

**Answer:** The State does not wish to share this information at this point of time. This information is not required to develop a proposal in response to this RFP. The State will share this information with the selected vendor.

**32.** "Account Reconciliation and Creation of a Financial Module": is this going to be covered under a separate work order?

**Answer:** Yes.

#### **Vendor D**

1. Please let us know how the existing team will provide support, knowledge transfer, documentation to the vendor(s) during the onboarding / transition phase.

**Answer:** As stated in Section 3.2 1 of this RFP, the vendors, as a part of their proposal, should provide a Knowledge Acquisition and Phase-In Transition Plan that would ensure an orderly transition with minimal disruptions to the systems operations.

2. Please share how the current in-house team members will work with the vendor, which areas, how many team members will work from Rhode Island with the vendor during the term of the engagement.

**Answer:** The Office of Child Support Services (OCSS) have a team of staff that specializes in the different areas of the Application who will be available as needed for that specific area. All areas are represented by OCSS and the assigned OCSS staff will be available to the vendor.

3. Does Rhode Island want to follow an agile methodology for new enhancements / functional development?

**Answer:** Yes.

4. Does Rhode Island want the vendor to manage the mainframe as part of the infrastructure?

**Answer:** No.

5. Are there any applications being replaced, new solutions beings introduced for future that is not listed in the RFP document?

**Answer:** No.

6. Is there a plan for modernization, upgrade of applications listed in the RFP? If yes, please specify.

**Answer:** No.

7. Please share if there is any application being upgraded, retired etc.

**Answer:** OCSS has no plans to replace or retire any current application.

8. Will the web development enhancement vendor continue working on the enhancements?

**Answer:** No, the selected vendor will have the responsibility to support these enhancements.

9. Do you have any priority documented for appropriate changes listed in the RFP?

**Answer:** Priorities are determined in the bi-weekly/monthly/quarterly/annual meetings between OCSS and vendor.

10. Are we open in reviewing the contemporary architecture listed in the RFP for major enhancements?

**Answer:** The vendor must be responsive to the RFP. The State would be open to consider this recommendation and will make a decision about this at a later date based upon relevance and resources.

11. Is Rhode Island open to implementing a new best of breed case management solution?

**Answer:** Please refer to the reply provided in response to Vendor D question 10 above.

## Vendor E

1. Solicitation Information, Submission Deadline: With the multiple holidays that occurred with a two-week period since the RFP posting date, will the State consider granting a 2 week extension to February 10 for the Submission Deadline?

**Answer:** Please refer to the reply provided in response to Vendor B question 13 above.

2. Appendix D-RI KiDSBridge RFP Cost Proposal Template: An example of the cost proposal is provided within the PDF of the RFP solicitation and references cell numbers (e.g. "Costs in cells F4, F6, F8, F10, F12, F14, F16, and F18 should equal costs in cells D13, G13, D27, G27, G30, D44, G44, AND J44 of the 'Detailed M&O Cost Information' Tab, respectively"). Should vendors create an Excel spreadsheet to submit the cost proposal? Or should the cost proposal be submitted as a Word document?

**Answer:** The State requests that vendors provide their replies in Excel spreadsheet format.

3. Section 7: Proposal Contents: Are there any required forms that need to be completed and submitted with the proposal if the vendor plans to use a subcontractor other than ISBE?

**Answer:** There are no additional forms required with the initial proposal submission other than the ISBE for the vendor and subcontractor.