

RFP 2023-0400-0118
QUESTIONS & ANSWERS

Section Questions and Answers:

Section 1.04 PRIOR EXPERIENCE

1. Regarding section 1.04: “Has served as a Contractor for the design, development, and implementation of a Child Support Enforcement (CSE) system within the past eight years. We have designed and developed many custom solutions for government agencies over many years. Our proposal will include requirements gathering, design, and implementation. Is not working specifically on a CSE implementation an immediate disqualifier? **Yes. CSSD requires a DDI vendor that has CSE system experience as currently described in Section 1.04.**
2. Does this minimum qualification require completion of a child support enforcement system replacement project that resulted in a system certified by the federal Office of Child Support Enforcement? **No**

Section 1.12 RFP SCHEDULE

3. Given the State has not yet provided answers to questions that are material to the development of our proposal and pricing, will the State please extend the proposal due date by two weeks? **No.**

Section 2.02 PROJECT TIMELINE

4. Does the State intend to issue a separate RFP for the O&M Phase? **No.** Or, does the State intend to issue an extension to the contract resulting from this RFP for the O&M Phase? **The State will make a decision as to whether or not to exercise the first option of O&M proposal after the initial warranty period has ended. The initial warranty period will end one year after the system has been fully implemented and certified by OCSE.**
5. Is the State requesting pricing for the O&M Phase as a means to simply understand what it may cost to maintain the system? **No** Or, is the requested pricing for the O&M Phase expected to be binding on the Vendor? **Yes** If the latter, will the State please provide Vendors with the contract terms and requirements under which the O&M Phase will be managed and performed? **It’s an option to extend the original DDI contract. So, the DDI contract’s terms and conditions will apply.**
6. Will the State please confirm the following assumptions regarding the timeline? **The start dates are estimated dates. The DDI Phase is projected to start on 9/1/23. The 12-month warranty and initial O&M timeframes run concurrently. These timeframes are part of the DDI Phase, but do not begin at Go-Live. These timeframes will begin after the system has been fully implemented and certified by OCSE. The DDI Phase will end after these timeframes have expired. At this point, the State will have the option to exercise the first O&M Phase option.**
 - DDI Project starts 9/1/2023 (not 8/1/2023 as stated in Section 1.12) **True**
 - DDI Phase lasts 18-24 months and results in a production system implemented across the State **False**
 - Warranty and O&M Phases begin at go live, last for 12 months, and run concurrently **False**
 - DDI Phase ends at the end of the 12-month period after go-live at which point the State can exercise the optional O&M Phase **False**

Section 2.03 CURRENT TECHNICAL ENVIRONMENT

7. Can the State identify and provide a description of the “secondary support systems”?
The secondary systems that are expected to be replaced include:
 - **A comprehensive public portal including online child support calculator, data submission from employers, online case status, payment options, and integrated form intake;**
 - **Forms creation, modification, and generation;**
 - **Integrated document imaging for incoming and outgoing documents that associates with cases and members that is compatible with the agency's document scanning solution;**
 - **Report repository and data warehouse;**
 - **Interface programs that integrate with existing APIs;**
 - **Check scanning and repository that processes checks and integrates with the case and member data that is compatible with the agency's scanning hardware.**

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8. Do “secondary support systems” contain any data not in ADABAS that need conversion? **Yes**
9. Will all functionality of “secondary supporting systems” be replaced with the new solution? If not, what will remain and what is their description? **This is dependent upon the proposed solution, but the State intends to replace as much of the existing secondary supporting systems as possible.**
10. What are the existing regions/environments, their purpose, and their size? Are the same regions/environments expected for the replacement solution? **Production, Testing, Training, Development, and a mirrored production environment for testing public facing websites.**
11. Please confirm that all data to be converted will come from the ADABAS database based on other systems interfacing directly to ADABAS. If this is not accurate, please clarify. **Yes, but it is dependent upon the solution proposed by the vendor who is awarded the DDI contract. If the data is not in ADABAS it will be in SQL or reside on a file share server.**

Section 2.05 Requirements Summary

12. Page 14 of the primary RFP document states: “The application development (used during the project to create the system) and the production environments (post project) must be in the same cloud solution and FedRAMP compliant.” Does this mean a vendor hosted solution that is not on a certified FedRAMP cloud solution would not be acceptable to Alaska? **Pub 1075 requires the new system to be FedRAMP compliant.**

Section 3.01 SCOPE OF WORK

13. Several sections of the RFP indicate the DDI services include transitioning O&M of the system to CSSD IT staff at the end of the contract. Will the State please provide the current IT staff composition - number of people and roles? **No. This should be based upon the level of effort required to maintain the new system and not based upon the existing number of CSSD IT staff.**

Section 3.06 DELIVERABLES

14. DDI-52, would the State consider allowing a mix of onsite and remote work for the Project Manager and/or Deputy Project Manager to provide bidders flexibility to identify the most qualified candidates for the position(s)? For example, every other week onsite, or full time during certain critical times (kickoff, go-live, etc.), and available onsite at the request of the State? **Yes. The State can be flexible with this requirement. The goal is to have either the DDI contractor’s Project Manager or Deputy Project Manager on site during the majority of the DDI Phase for critical project events and timeframes.**

Section 3.11 SUBCONTRACTORS

15. This section states that subcontractors are not allowed. However, on offeror's certification (on pg. 6) requires compliance with Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms. Also, as part of the evaluation criteria, there is a preference for engaging with Alaska-based veteran organizations. Please confirm if the vendor can engage with subcontractors to meet these requirements. **No. These requirements are for the prime contractor, not subcontractors.**
16. Would the State consider allowing the use of a subcontractor for specialized non-technical services such as training and organizational change management provided the prime contractor provides most services for the project? **No**

Section 4.02 INTRODUCTION

17. Should bidders provide Attachment 10 - Alaskan Bidder Preference Certification Form with the Technical or Price Proposal? **Alaska Bidders Preference Certification should be included in the technical proposal.**

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Section 4.08 COST PROPOSAL

18. Does the State expect the cost for software, hardware, and hosting services to be included in the DDI fixed price as well as the O&M fixed prices for the optional years? **Yes, but the DDI Phase and O&M Phase (three 4-year options) are separate proposals. Each proposal should include the software, hardware, and hosting services for each phase. DDI Phase includes the work associated with the DDI deliverables as well as the warranty, and initial O&M timeframes.**

Section 5.06 PROPOSED SOLUTION (10%, 100 Points),

19. Evaluation question #2. Will the State please provide bidders with the referenced current IT Security Standards? **Due to the sensitive nature of the IT Security standards this information will only be provided if specifically requested by an interested vendor. The vendor must agree in advance that the IT Security Standards must be kept confidential, must not be shared, and must be destroyed at the end of the RFP process or contract (if awarded).**
20. Evaluation question #6. Will the State please provide bidders with a copy of the department's current Disaster Recovery and Business Continuity Plan? **We are unable to provide a copy of these plans. The Disaster Recovery and Business Continuity Plans must conform to Pub 1075 requirements.**

Section 7.01, STANDARD CONTRACT PROVISIONS (page 66)

21. Please confirm the reference to the Standard Contract form should be Attachment 2 - Standard Contract Form for Goods and Non-Professional Service? **Yes, attachment 2 is the correct form.**
22. Please confirm that the "Standard Contract Form for Goods and Non-Professional Services" is the correct State Standard Contract Form that will apply to the services being provided and that the awarded vendor will be required to execute? **Yes**

Section 7.03 PROPOSAL AS PART OF THE CONTRACT

23. Please clarify, specifically, which parts of the RFP and/or successful proposal will be incorporated into the final contract package? **All parts will be incorporated into the final contract.**

General Questions and Answers

24. Can a two-week extension be granted to allow for incorporation of all feedback from the question and answer period while also allowing for additional time to complete all necessary RFP documentation? **No.**
25. Will the Alaska Department of Revenue take possession of host encryption keys to provide additional logical security controls for sensitive data? **Yes.**
26. Does the agency prefer the vendor to bring its own enterprise service bus or use an existing one that you already have? If so, please share details. **This will depend on the proposed solution. We recommend the vendor propose their own ESB solution.**
27. Does the Agency have any existing ETL tools that can be leveraged? If so, please share details. **We recommend the vendor propose their own ETL solution.**
28. Can the vendors use Corticon as a Business Rules Engine of choice? **The State is open to a rules engine for use with the new system. The State prefers the vendor to propose a specific product that would work best with their proposed solution. Please keep in mind, the product will be vetted and approved by the State.**
29. Please provide details around the volume of data to be migrated over. **Approximately 250 GB of data.**
30. Can the agency provide the following details: 1. Case Volume - per month/annum, 2. Database size, 3. Expected annual growth - case volume & DB size? **The case volume fluctuates from year to year, but we average approximately 44,000 cases per year.**

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31. Please provide information about the user base for individuals accessing the Modernized child support system. **The system is accessed by State employees, case workers, CSSD managers, clients, and several tribal support entities.**
32. Can the vendor's solution include an intelligent document management system to be utilized as a part of their solution or does the agency have an existing one that you prefer they integrate with? **The agency prefers to have an all-in-one solution with the new system.**
33. When you say low-code, are you looking for a product created using a Low-Code platform, or a custom application that is user configurable? Or a hybrid of both? **We're looking for a solution that is configurable with a minimal amount of software development.**
34. Can you confirm that no payments of any kind will be made until federal certification is complete? **Yes.** So, the vendor will bear all cost and all risks until after certification? **Yes, the DDI vendor will be expected to deliver the solution they propose.**
35. This section states that subcontractors are not allowed. However, on offeror's certification (on page 6) requires compliance with Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms. Also, as part of the evaluation criteria, there is a preference for engaging with Alaska-based veteran businesses. **This requirement is for contracting, not subcontracting. These statements are not in conflict with one another.**
36. Will the State help the vendor community understand the reason for no subcontractors? **Per our discussion with OCSE, there is too much risk associated with subcontractors. Sub-contracting will not be allowed for this procurement.**
37. Any flexibility on the location of performance? **Yes. We understand there may be periods of time when the on-site presence of the project manager or deputy project manager is not required. The periods of on-site and off-site time must be agreed to by the State.**
38. When do you plan to answer the written questions? **We want to provide this information to potential vendors as soon as possible.**
39. We have an office presence in Alaska. However, our development team and business analysts are mostly in other states. **Although the State originally required the project manager, the deputy project manager, and team leads to be onsite during the DDI phase. The State is flexible regarding this requirement.**
40. To help reduce the overall cost of the engagement can offshore resources be utilized for certain DDI efforts as long as all security requirements are met, and no data ever leaves or is exposed outside of the United States? **No.**
41. Attachment 2 STANDARD CONTRACT FORM FOR GOODS AND NON-PROFESSIONAL SERVICES
Will the State please provide the "provisions of Appendix D"? If the State uses a standard template for Appendix D, will the State please provide the template for review? **There is no standard template for Appendix D, this is developed when the contract is executed and lays out specific payment procedures.**
42. To maximize competition and avoid being unduly restrictive, will the State of Alaska consider lowering the 100% holdback percentage to a 10% - 20% range typical to this type of project with interim payments based on milestones or deliverables? **No.** If not, what alternate path(s) will the State consider addressing this concern? **None. The State does not consider this approach to be unduly restrictive.**

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43. To ensure potential offerors have the flexibility to provide the best solution for the State of Alaska, the ability to include local Alaska-based companies, and ensure maximum compliance with Sec. 1.08(b), specifically (P) Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms. 45 CFR 75.330, would the State of Alaska consider allowing the use of subcontractors subject to the Project Director's approval? **No. The State has decided not to allow subcontractors for this RFP.**

SCRIPTED SCENERIOS

44. Can the Agency state how it defines the terms "trust account" and "permanent trust account"? **The trust account is the agency's account that is used for an offset of a payment that has been received by CSSD, the funds are issued to the custodial parent or relative, and then the payment to CSSD is reversed. The permanent trust account refers to money owed to the State of Alaska for welfare or foster care timeframes that is not created due to a reversal of a payment.**