

**RFP 2023-0400-0118**  
**QUESTIONS & ANSWERS**

**Questions and Answers:**

1. Regarding the State's answer to question #6 (previous questions and answers posted 5/18/23) which states, *"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."*

as well as RFP Section 3.08 Proposed Payment terms which states,

*"The State will make a single payment when all of the deliverables are formally accepted by the State, the WinSTAR replacement system has been certified by OCSE, and the contract is completed and approved by the AMP Project Director."*

Because OCSE system certification typically takes 6 to 12 months after go-live, based on the State's answer, the State is requiring the DDI vendor to:

- Implement the system (18-24 months) **Yes.**
- Wait for system certification (6-12 months) **No. This is an assumption there will be a 6–12-month timeframe to wait for OCSE certification. If there is a wait period for OCSE certification, it will be dependent on the quality of the solution implemented by the DDI vendor.**
- Provide O&M and warranty services (12 months) **Yes.**

In this construct, and per RFP 3.08 Proposed Payment Terms, is it the State's expectation that the DDI vendor will perform potentially four years of work with no payment until the end of the contract and within a \$21 million budget for labor, travel, software, hardware, hosting, and all other costs to provide the services? **No. CSSD has an approved budget of \$21M for the new system. It's the State's intention to pay for a fully functional system that has been certified by OCSE. The State's anticipated timeframe for the DDI Phase of the AMP is 3 years.**

2. Please confirm that the State wants the DDI vendor to provide warranty and O&M services from go-live, not just beginning at system certification. If not from go-live, what is the expectation of the services the DDI vendor is performing between go-live and certification? **Yes. The DDI vendor is expected to provide support for the new system from Go-live until one year after certification.**
3. Please confirm that the requested pricing for the O&M phase includes all costs associated with providing the required services, including labor, software, hardware, and hosting services. **Yes.**