

CAFE RFP Questions and Answers as of 09/22/10

1	Q	Legacy System Replacement- this section describes feasibility assessments. Which legacy systems are currently undergoing feasibility assessments?			
	A	None at this time			
2	Q	Is there an estimated timeline for the release of the Document Imaging & Content Management procurement?			
	A	The Document Imaging & Content Management RFP is being reviewed by our federal partners. The release of the RFP is dependent on the approval of all federal partners and Louisiana's Department of Administration. Please continue to check the LaPAC website for RFP releases.			
3	Q	Is there an estimated timeline for the award of the Customer Service Center RFP?			
	A	The Customer Service Center contract has been awarded to ACS, Inc.			
4	Q	Is there an estimated timeline for the release of the SACWIS RFP? Will there only be one RFP for design and implementation or will there be a RFP for project management, a RFP for implementation, etc?			
	A	There is not a current estimated timeline for release of a SACWIS RFP, therefore the rest of question #4 questions cannot be answered. No determinations for the procurement of SACWIS have been made.			
5	Q	Will there be any RFPs relating to Quality Assurance or IV&V for the One DSS transformation project?			
	A	The Quality Assurance RFP is currently being reviewed by our federal partners. The release of the RFP is dependent on the approval of all federal partners and Louisiana's Department of Administration. Please continue to check the LaPAC website for RFP releases.			
6	Q	Is the CAFÉ RFP a new requirement or is there a vendor/vendors currently providing this service? If so, who would that vendor/vendors be?			
	A	The CAFÉ RFP is a new requirement.			
7	Q	2PM is a major inconvenience for those of us driving in from outside BR. Any chance at a 10am? (Re: Proposer's Conference time)			
	A	The conference was scheduled to provide consideration for those vendors that must fly into Baton Rouge to attend. The times of the conference remain from 2 p.m. to 4 p.m.			
8	Q	I am writing to inquire whether there will be a teleconference attendance, i.e.. dial in, for the mandatory prebidders conference			
	A	All proposers that plan to submit a written proposal in response to the CAFÉ RFP must attend the mandatory proposer's conference in person. There will be no teleconference or web access to this conference.			
9	Q	Is it possible to get the RFP in MS Word format in the bid library? The most urgent pieces would be Attachment 6 and Attachment 9 as we need to start filling out these out.			
	A	All portions of the CAFÉ RFP are now available in MS Word in the online Bidder's Library on the DCFS website.			

CAFE RFP Questions and Answers as of 09/22/10

10	Q	I would like to request an extension to the proposal submission deadline for the CAFÉ RFP. Our team is working to produce a high quality proposal that carefully and completely addresses the requirements stated in the CAFÉ RFP. We feel that in order to provide a proposal that fully meets your needs, more time is needed and so we are requesting an extension to the October 25th deadline.			
	A	DCFS is unable to extend the submission deadline beyond October 25, 2010.			
11		The State has indicated that it has licenses for Pathlore 4.3.2. Is this Pathlore Learning Management System (LMS) actively used for training scheduling, registration, and completion monitoring? If so, will the Implementation Contractor have access to the LMS to support these tasks for the CAFE training program?	7.3.5 Operating Environment - DSS	133	Row 22
	A	The only agency within DCFS that used Pathlore was LRS - Louisiana Rehabilitation Services. This fiscal year LRS was moved out of DCFS and they will no longer be paying us for IT support or services as of 12/31/2010. Since they were the only ones using Pathlore, we will probably drop it due to budget constraints. However, vendors are free to propose any solution they feel is appropriate.			
12	Q	Does the Pathlore LMS include functionality to deploy and track completion / test results for web-based training courses? If not, how does DCFS training department currently deploy and monitor CBT completion for its staff?	7.3.5 Operating Environment - DSS	133	Row 22
	A	The only agency within DCFS that used Pathlore was LRS - Louisiana Rehabilitation Services. This fiscal year LRS was moved out of DCFS and they will no longer be paying us for IT support or services as of 12/31/2010. Since they were the only ones using Pathlore, we will probably drop it due to budget constraints. However, vendors are free to propose any solution they feel is appropriate. Currently, there is no Department-wide tracking method for CBT.			
13	Q	Does the State require all 4,000 of its state, region, district, and parish personnel to undergo instructor-led (classroom) training?	Conduct Training	291	Conduct Training
	A	Instructor-led classroom training will be required for all parish office personnel and designated district, region, and state office personnel. Contractor should be prepared for such training for approximately 4,000 personnel.			
14	Q	Can the State provide an approximate breakdown of the 2,000 external staff who will require CAFE training? Is instructor-led training required for any of these staff?	Conduct Training	291	Conduct Training
	A	External users include service providers or other governmental related staff who have been granted system access. Other state agencies, such as the Louisiana Workforce Commission, Community Partners, and contracted providers are some examples of such users. Instructor-led classroom training may be necessary for some users, however it is anticipated that computer based training and webinars may be allowable as well. This will be determined once the Implementation vendor is onboard.			
15	Q	Are the approximate 100 staff that will complete the train-the-trainer CAFE program expected to serve as assistants to the Implementation Contractor trainers in the instructor-led training sessions, or is the expectation that they may also deliver instructor-led training independently?	Conduct Training	291	Conduct Training

	A	State staff who receive train-the-trainer training will be responsible for assisting contractor training staff in the delivery of initial CAFÉ training. This staff will also assist the contractor trainers in the training of state agency staff who, along with the train-the-trainer assistants, will assume responsibility for independent delivery of follow-up and refresher training after CAFÉ implementation.			
16	Q	<p>#76 – If the staff who will be completing the train-the-trainer assistant training program only complete the training within 30 days or less of an implementation, this means that they will not likely be prepared to assist with instructor-led training for DCFS staff who will be undergoing training during the same 30-day window.</p> <p>On Page 316 Section CAFÉ.605.r.v, it indicates that the State trainer assistants can receive training between 90 and 30 days of implementation.</p> <p>Can the State elaborate on how and when these assistants are expected to participate in training for the 4,000 DCFS staff?</p>	Conduct Training	291	Conduct Training
	A	The references (#76 and page 316) appear to be from the 9/8/10 version of the RFP rather than the updated version of 9/9/10. The third bullet of the Training Plan on page 290 states, "Schedule train-the-trainer assistant training for identified staff within 30 days or less of actual implementation of any rolled out functionality of each site". However, the list of Contractor Training Deliverables on page 293 includes "CAFÉ.605.r.v Training of all State Trainer Assistants between 90 to 30 days of action implementation of any or all functionality so that state users can be trained within 30 days of implementation." Therefore, the third bullet on page 290 should state, "Schedule train-the-trainer assistant training for identified staff within 90 to 30 days of actual implementation of any rolled out functionality of each site".			
17	Q	Is there a maximum length of time in which any particular employee group can remain away from the office (for example no more than 5 consecutive days)? Is the State open to the possibility of allowing staff to attend classroom training in non-consecutive segments?	Contractor System Training Responsibilities, Training Plan	290	3rd bullet under Training Plan
	A	There is no established standard for the maximum length of time that an employee group can be away from the office. Consideration must be given to coverage for daily office functions. The State will be open to a plan in which staff attend classroom training in non-consecutive segments as long as each segment can stand alone.			
18	Q	How many employees are staffed on the State's existing Help Desk? Are these staff to receive CAFÉ training prior to pilot-testing so they are prepared to address CAFÉ related questions, or is the State's expectation that the Contractor will be responsible for all CAFÉ help desk responsibilities initially, and then transfer responsibility to the State Help Desk at some point during the post-implementation period?	Contractor Pilot Testing Responsibilities	301	"Support a CAFÉ System Help Desk" paragraph

	A	We currently have 9 staff on the DCFS Help Desk. Yes, these staff are to receive CAFÉ training prior to pilot-testing so they can address CAFÉ related questions. From the RFP in Attachment 8 - Statement of Work, page 301: "The Implementation Contractor must provide the written procedures and the staff required to respond to user questions regarding the CAFÉ System that State Help Desk staff are unable to solve. The Implementation Contractor shall establish a help desk before the beginning of the pilot-testing task and the help desk must remain in operation through the end of the mandatory post-implementation task." It is our intention that the contractor staff a Level Two Help Desk Support Team to answer questions that the State Help Desk Team cannot answer.			
19	Q	RFP Attachment 7, Requirements, Functional Requirements states that 'the following requirements encompass the functional and technical requirements for CAFÉ, the requirements for interface and conversion, the call center requirements, and the requirements for Document Imaging. All requirements listed in this documentation intended to enhance legacy applications not replace existing functionality. In some cases, the functionality may exist in a legacy system, but be missing in one or more other legacy systems, then the functionality will be developed only for those systems that lack it' Given that this RFP is focused exclusively on developing CAFÉ, could the State please provide clarification on which of the requirements in Attachment 7 (Requirements - 1 through 1084) do not apply to CAFÉ?	Attachment 7, Requirements, Functional Requirements	167	Paragraph at top of page
	A	All requirements in Attachment 7 apply to CAFÉ.			
20	Q	Could the state please confirm whether these items relating to Approach and Methodology a) through p) should be covered under Section 5.9 Methodology and Approach?	RFP Section 5.11 Project Planning and Management, Risk Assessment and Mitigation Strategies	26	2nd paragraph under Risk Assessment and Mitigation Strategies
	A	Yes			
21	Q	As the CAFÉ, Document Imaging & Content Management; and Customer Service Center are interrelated in providing a solution to meet the One DCFS goals – can the timeframes for the Document Imaging and Customer Service Center be provided including major milestones?	1.1	1	2
	A	Projected timeframes are: Customer Service center: March 2011, with additional rollouts to coincide with CAFÉ rollouts and Document Imaging rollouts to coincide with CAFÉ rollouts as well.			
22	Q	Can the state define the current functionality provided on the Curam framework including ACCESS and the Disaster Food Stamp Program?	1.2	2	4

	A	The current functionality provided on the Curam framework is as follows: <input type="checkbox"/> ACCESS <ul style="list-style-type: none"> o Child Protection Intake & Investigation <ul style="list-style-type: none"> <input type="checkbox"/> Case creation, maintenance, management, expungement <input type="checkbox"/> Search <input type="checkbox"/> Tasks (manual creation, system created, automatic & manual assignment, automatic & manual reassignment) <input type="checkbox"/> Alerts (manual creation, system created, automatic & manual assignment, reassignment) <input type="checkbox"/> Legacy system interface with TIPS and Client (real-time) o Screening for Needs Screening for Potential Eligibility o 211 Directory o Request for Services <input type="checkbox"/> DSNAP <ul style="list-style-type: none"> o Online Applications o Case Processing o Legacy system interface and integration with LAMI Worker Portal 			
23	Q	Does the state anticipate that all providers will be consolidated in ProDirect prior to project start in March of 2011?	1.3	3	2
	A	No we do not. That is planned to be completed by October 2011.			
24	Q	If not, which providers does the state anticipate to be stored in ProDirect and which providers will not be stored in ProDirect?	1.3	3	2
	A	The plan is for all providers to be stored in ProDirect which will update legacy systems that also store providers. Other vendors like stores, dentists, etc. will not be a part of ProDirect.			
25	Q	Is the case notes system listed the case notes contained in the mainframe system or the OFS FA Case Notes System?	1.3	3	4
	A	Both			
26	Q	Will the Family Assistance Case Notes System be implemented prior to March 2011?	1.3	3	4
	A	It is our intent to implement this prior to March 2011.			
27	Q	Can you define what constitutes the final question deadline period – what are these questions to be based on? Is this the period referred to as questions in response to an addendum?	2.5	11	4
	A	The final questions are based on any issues or topics proposers need additional information about to complete their proposal and to allow for questions after the proposers conference. There are no restrictions. The final deadline for questions is September 29, 2010 @ 3PM CDT.			
28	Q	The exhibit show two increments and post support – does this infer that the DCFS is anticipating two increments for implementation – or is this for example purposes only?	5.1	23	Table
	A	This matrix is intended to be an example of how key staff assignments should be specified. The number of increments are for example only.			

CAFE RFP Questions and Answers as of 09/22/10

29	Q	Are the items listed as bullets meant to be major project milestones for the project that should be placed into the project plan?	5	88	Bullets
	A	We could not locate referenced items. Please provide additional clarification.			
30	Q	Can the state clarify the number of technical employees and the % of normal work hours allowed to be worked?	5	92	1
	A	We currently have 30 technical employees available at 100% of normal work hours. We also have 4-6 available at 50% and support from Division of Administration Technical staff on an as needed basis.			
31	Q	Can the state clarify the number of functional employees and the % of normal work hours allowed to be worked?	6	93	1
	A	We currently have 56 functional employees available at 100% of normal work hours.			
32	Q	The system listing in this paragraph does not match the listing below as to systems to be replaced. Can DCFS confirm the systems to be replaced?			
	A	BLAS, CLIENT			
33	Q	Are these environments including development, test, training, sandbox, prototyping, staging, mobile, offline, backup and production environments and platforms to be maintained in DCFS' environment?	Attachment 8	239	f
	A	Yes			
34	Q	Can the state confirm the schedule for the Document Imaging and Content Management vendor and the project milestones to determine when this functionality will be available for interaction?	Attachment 8	249	l
	A	Currently pending Federal approval.			
35	Q	Should proposers assume DCFS will provide a level one help desk?	Attachment A	241	z
	A	Please refer to the response for question and answer # 18.			
36	Q	The RFP indicates a desire for incremental rollout of functionality. Does the State have a order of preference of rollout of functionality.	Sec 5.8	20	9th sentence
	A	Implementation of the first release of CAFE is anticipated to take place Sept 2011 with components to help reduce case worker workload. Subsequent phases will be jointly designed between the vendor and DCFS.			
37	Q	Will the state notify the respondent if a particular reference could not be contact so that the responder may make sure that the state receives the proper reference?	Sec 5.13	30	Last paragraph
	A	Yes.			
38	Q	Will the State grant a 4 week extension to the Proposal submission date of October 25th	Sec 2.5	11	Table
	A	Refer to question and answer #10.			
39	Q	It states that the award of the contract is contingent upon approval of the funding by the Louisiana State Legislature and by applicable Federal agencies. Is there an anticipated spending which has been planned for this project?	1.2 Purpose	3	
	A	Yes			
40	Q	Did the department have an organization contracted to write this RFP? If so whom and if a firm did help write the RFP will they be allowed to bid directly on the RFP?			
	A	No. Not applicable.			
41	Q	Is there any technology preference for the department on which CAFÉ should be built?			

CAFE RFP Questions and Answers as of 09/22/10

	A	The Proposer should propose an Enterprise Application Integration (EAI) solution that complements the existing technical architecture to ensure that a consistent approach is maintained for all of the integrated systems.			
42	Q	With respect to the resources working offsite: - What are the possible off-site locations where work can be performed? - Can it be outside State of Louisiana but within USA? - Can it be offshore?	5.10 Organization and Staffing	21	
	A	From the RFP, section 5.13, page 29: "e) All staff must be physically located in the United States." All key staff must be on-site and those to be off-site must be agreed upon by the State CAFÉ Project Director.			
43	Q	Was the RFP developed using a vendor analysis of LA current delivery and suggested alternatives? If yes, who was the vendor(s)? Will a copy of the vendor analysis be made available to proposers?			
	A	No. Not applicable.			
44	Q	Are any documents available which detail DCFS plans to reengineer business processing into a single entity?	1.2 Purpose		
	A	DCFS staff is currently conducting Business Process Analysis (BPA) and will make the final BPA documents available to the awarded contractor.			
45	Q	How many data bases will be merged to create a single Master client index? Are data formats consistent? Does DCFS have established rules for prevailing records and data fields?	1.3 Goals and Objectives		
	A	We have identified the following databases: LAMI, LASES, JAS, CAPS, TIPS, RAS and ACESS. Some DHH client information will also need to be converted. CLIENT will be replaced by CAFÉ. The data formats are not consistent, though the mapping of data to CAFÉ will require formatting to be consistent. No, we do not have rules for prevailing records. Data governance has not been established yet.			
46	Q	Is it correct to assume CAFÉ will serve as a legacy overlay with continued reliance on legacy (mainframe) applications to actually process the transaction?	1.4 CAFÉ functionality Diagram		
	A	It is the intention of the Department that CAFÉ will provide a front end to the legacy systems but will not replace the functionality that already exists in them. The legacy systems will continue to process the information provided to it through CAFÉ. That said, there is some additional functionality that currently does not exist in the legacy systems that will be implemented in CAFE.			
47	Q	Given the 36-month duration of the contract (plus the optional 10,000 hours of staff support) does the state intend to have the other three implementation projects well under way before the CAFÉ contract ends? Are these other contracts also going out to bid within the next 6 – 12 months?	1.2 Purpose		
	A	Yes. Yes.			
48	Q	Is the current RMS system maintained by a vendor and, if so, what is the name of the RMS vendor?	1.3 Goals and Objectives		
	A	The Department is acquiring a RMS system for DCFS programs. Currently, Child Welfare's system is maintained by MAXIMUS and ES is maintained through DOA.			

CAFE RFP Questions and Answers as of 09/22/10

49	Q	Can the state provide additional background on OneDCFS (background on the initiative, goals, timelines, mandate of the DCFS Modernization team, etc.)?	1.3 Goals and Objectives		
	A	Additional background information will be provided in the bidders' library.			
50	Q	Can DCFS provide additional clarification regarding the following statement from the RFP? <i>CAFÉ will not replace existing case management functions in the legacy systems. But, in order for CAFÉ to be effective and truly benefit the worker and ultimately our clients, CAFÉ will need to capture some case management information as part of its daily process and share it with the legacy applications.</i>	1.3 Goals and Objectives		
	A	The intent is for field staff to only work on CAFÉ. Refer also to the question and answer #46.			
51	Q	What is the background for the liability limits and penalties?	Attachment 2		
	A	The background for liability limits and penalties are as follows: 1.) Louisiana Statutes Annotated, Louisiana Revised Statutes, Title 39. (Public Finance), Chapter 17. (Louisiana Procurement Code) 2.) Prior experiences that have been acquired by the Department (DCFS) in connection with other procurement contracts; & 3) Information that has been compiled by the Louisiana Division of Administration, found in its "Procedures Manual for Insurance Requirements", Exhibit A. (See http://doa.louisiana.gov/orm/uw.htm).			
52	Q	Please provide the missing section 7.0.C referenced under section 7.0 on page 74.	Attachment 2	74	
	A	The missing section of the contract is being reviewed by our legal department and an update will be posted on the Bidders' library.			
53	Q	For integration with legacy mainframe systems, which are normally up 12 hours a day, five days a week, how will business errors (logic coded in legacy applications) be handled? Will CAFÉ need to return error messages (if any) immediately to the end-user if data is entered/updated during mainframe downtimes?	Attachment 4		
	A	Error messages should be returned via middleware to be displayed to the end-user when business logic errors occur on legacy systems. When legacy systems are unavailable, messages should be queued via middleware until such time as the legacy systems are available to process them. CAFÉ will need to return a message regarding the pending status of the update to the end-user.			
54	Q	Is it accurate to say that the data gathered from the current list of interfaces is still desired but that the CAFÉ vendor can aggregate or streamline interfaces to achieve the same result? Who at the state has the final say as to what interfaces <u>must</u> remain as is?	Attachment 5		
	A	This is accurate for interfaces to CAFÉ but not for current interfaces to legacy systems. The Project Director will have the final say.			
55	Q	How many concurrent users are expected to connect to CAFE?			
	A	There will be a minimum 4,000 staff, providers and residents of Louisiana seeking information or applying for services that have the potential to use CAFÉ. It is not currently possible to provide a number of concurrent users. In times of disasters, these numbers will fluctuate greatly and CAFE must be scalable to accommodate the additional workload.			

CAFE RFP Questions and Answers as of 09/22/10

56	Q	(a) Does the DCFS have geographical failover sites other than the LSU Baton Rouge campus? (b) If one site fails due to unforeseen circumstances, what is the expected tolerable downtime for the system as it switches to a backup failover site? If one site fails due to unforeseen circumstances, what is the expected tolerable downtime for the system as it switches to a backup failover site? How should the system deal with suspended transactions during this period?			
	A	(a) As concerns mainframes and mission critical servers, No. (b) Failover is not an automatic process. After being informed of an outage, the IT Director determines the timing of the activation of the backup failover site. If outage is due to a significant disastrous event that is projected to cause the primary site (Information Services Building) to be non-operational for more than 72 hours, then the disaster recovery plan is immediately activated with mission critical tier 1 designated systems and services expected to be available and accessible within 24 hours. If the outage is due to a temporary failure of some component and operations are expected to be recovered within 24 hours then the IT Director has the discretion to either await the recovery or implement the failover. It should be noted that DCFS has never experienced a live outage in which the backup failover site had to be activated. DCFS has however tested such conditions. Please also refer to: RFP Section 5.9 page 20 Attachment 7- Requirements page 231 #1024, and Attachment 8- Statement of Work, page 273 item H.			
57	Q	Can DCFS provide an estimate of the average peak transaction volume? Annual transaction volume?			
	A	Average peak CICS transaction volume = 32,777,293. Annual CICS transaction volume = 393,327,512			
58	Q	How long is data maintained before it becomes archived/compressed/purged?			
	A	Purging occurs based on business needs and policy for each program. As for archiving/compressing, there is no set standard. Some programs archive based upon date: three years, or seven years. Others archive based upon volume of data or poor response time.			
59	Q	Do the response time performance standards only apply to transactions that occur within the internal network?			
	A	No. Per the Contractor System Development Deliverables CAFÉ.315.r.v a fully functioning CAFÉ Components integrated/interfaced with necessary legacy systems and other systems external to DCFS that have been identified as critical, outside resources.			
60	Q	How often are backups taken? What is the expected maximum time between two backup events?			
	A	Offline disaster backups occur each weekend. Online backups for all systems occur Monday - Friday. Three systems (LAMI, LASES, and Meds), have daily, incremental backups.			
61	Q	What is the current bandwidth and latency for the DCFS Wide Area Backbone?			

CAFE RFP Questions and Answers as of 09/22/10

	A	DCFS Network is designed to run as hub and spoke environment. The hubs (Point Of Presence) are connected to the DCFS backbone through 20MB Multi-Protocol Label Switching provided by Office of Telecommunication. Additionally, each POP site is connected to every single spoke environment through 10MB Metro-E provided by AT&T. POP Locations: Hammond, Monroe, Shreveport, Lafayette, and Baton Rouge Backbone Location: ISB-Baton Rouge			
62	Q	Please clarify the level and number of dedicated resources that will assist with development efforts throughout the engagement.			
	A	There are currently 14 full time staff on the project with development experience. We have one more part time staff and the possibility of adding one or two more. But, it is best to assume that none will have experience in the framework proposed and will require training. The staff have varying levels of skills and experience.			
63	Q	For the DCFS Systems to be replaced by CAFÉ (p144), will functional and technical specifications for the legacy systems be supplied? - For the BLAS (Bureau of Licensing) application, what underlying technologies are used?		144	
	A	Functional and technical specifications will be provided to the selected vendor. BLAS is server based and written in C# using a SQL database.			
64	Q	Will the State please provide current program screening rules/question, and sample benefits application forms and provider forms in the proposal library for all seven programs covered by the LA CAFÉ scope	1.2 Purpose	1-2	Last paragraph on Page 1
	A	New screening rules and questions are being developed. Applications for requested programs will be posted in the bidders' library.			
65	Q	Did DCFS conduct or contract for a cost benefit analysis on the ACCESS Phase 1 project? If yes please provide findings. Has the state conducted or contracted for a cost benefit analysis for Café? If yes, please provide findings.	1.2 Purpose	2	6th
	A	Yes, there was a cost benefit analysis conducted on the ACCESS Phase 1 and will be posted to the bidders' library. There was a cost benefit analysis conducted for the DCFS Modernization project, not just for CAFÉ but it is still under Federal review.			
66	Q	Please provide a software inventory (screen name, title, purpose (inquiry only, or update) of the green screens for FITAP, KCSP, CCAP, SNAP, DSNAP, Child Welfare, SES, and all of the Other Minor systems that require green screen replacement.	1.4	7	Paragraph 6.0
	A	This information will be provided to the selected vendor.			
67	Q	Please clarify that the language "without exception" does not apply to circumstances beyond the proposer's control and that the provisions of Attachment 2 would apply should staff need to be replaced between proposal and engagement.	4.0 Response Instructions And Attachment 2	15 and 62	9th

CAFE RFP Questions and Answers as of 09/22/10

	A	From the RFP, Section 5.13: "The Proposer must stipulate that these persons will not be removed from the project nor will their level of participation be lessened without prior written justification and approval from the State CAFÉ Project Director. The Proposer must describe existing or potential contractual obligations for each proposed staff member and the Proposer's strategy for dealing with such situations. Should the Proposer not currently have available all personnel or resources required to complete the project, a statement must be included which specifies the Proposer's plan to acquire necessary staff and resources." All proposed staff that must be replaced require approval of the State CAFE Project Director.			
68	Q	In Section 5.1, Methodology and Approach follows Project Scope and comes before Technical Approach. In Section 6.5, Project Approach follows Technical Approach, rather than Project Scope. Can the government please clarify the appropriate order for these sections?	5.1	17	First paragraph under Section 5.1
	A	The appropriate order is: Project Scope, Methodology/Approach, and Technical Approach			
69	Q	Would the state consider rewording the sentence starting with "The transmittal letter must also clearly..." in section 5.3? Also does the reference to "training the entire project team" refer to the contractor's project team or both the contractor's and the state's project team?	5.3 Transmittal Letter	17	Last paragraph on page 17
	A	No the state will not reword the referenced sentence. Training the entire project team refers to the state's project team and the contractor's staff as deemed by the Department.			
70	Q	The State believes that there is no duplication of requirements with the legacy environment. If the Federal Government or other State authorities determine duplication exists will the contractor be ineligible to participate on other parts of the modernization program?	5.3 Transmittal Letter	18	3rd sentence
	A	Only as determined by the state or federal authorities shall a contractor be ineligible to participate in other parts of the modernization project.			
71	Q	Please clarify what is meant by the term "extensions"? If DCFS is asking vendors to provide a rationale as to the advantages of a non-Curam solution over extending the existing Curam platform, we request that this requirement be removed. Would the state consider adding language to the RFP that all technical platforms that meet the RFP requirements are welcome and that DCFS does not favor nor will it award any evaluation of a Curam solution over any other solution that meets their requirements.	5.9 Technical Approach	20	2nd paragraph
	A	DCFS does not favor one solution over another nor is it excluding any solution. Open bidding is encouraged by the state and the RFP language. In the event that a proposer chooses to present a solution that leverages existing technologies and frameworks, an extension refers to how the existing technologies and frameworks will be "extended" to achieve the requirements of CAFE.			
72	Q	Please confirm that the state is requiring two increments and that a one-phase approach would not be acceptable.	5.1	23	Table
	A	Refer to question and answers #28 & #36.			
73	Q	Please identify all 'office locations' and the number of people present in each office.	5.12	27	1

	A	As of right now, DCFS has 129 offices statewide. The actual total changes daily, but the department is authorized to have a maximum of 4395 classified employees.			
74	Q	Please confirm if DCFS is requesting the proposer only provide the functional labor categories and labor hours for state personnel? Or will DCFS provide an average blended hourly rate for State Staff hours?	5.15	29	3
	A	Yes, we want proposers to provide the functional labor categories and hours required for State personnel. The exception to this from the RFP, section 5.15 includes: "resources required by Proposer that are above and beyond those listed in RFP. For example, Proposer proposes extensive work effort related to security and requires state to separately procure a specific security package and provide a full-time State Security Administrator to be available exclusively for the project. As the State had not previously planned for such a cost and Proposer is requiring the state to provide such resources for project success, these unanticipated State required costs must be reflected separately in pricing, clearly delineating costs to be borne by the State." The Cost Sheet Summary was not intended to capture state labor costs, only additional costs that is not covered within the cost proposal.			
75	Q	In the Flexibility section of the Corporate Capabilities Section, are the "additional points" in addition to the 50 points for the overall Corporate Capabilities section?	6.5 Evaluation and Review	34	Corporate Capabilities
	A	No.			
76	Q	Considering that this is a fixed priced contract will the State limit the Liquidated Damages associated with personnel to key individuals only?	Attachment 2, section 2.2	42	2.2 para a)
	A	The State is open to discussion on the Liquidated Damages. Those will be worked through during the contract negotiation phase.			
77	Q	Will the State accept a Performance Bond in lieu of a Letter of Credit?	Attachment 2, Contract Attachment IX	113	All requirements
	A	Yes, a Performance Bond is acceptable in lieu of a Letter of Credit.			
78	Q	Is the amount for the Letter of Credit for the base amount, and not the base amount plus the 15% pool of hours for the change orders?	Attachment 2, Contract Attachment IX	113	All requirements
	A	The Letter of Credit or Performance Bond should be for the base amount plus the 15% pool of hours.			
79	Q	Please confirm if DCFS is requesting the proposer only provide the functional labor categories and labor hours for state personnel? Or will DCFS provide an average blended hourly rate for State Staff hours?	Attachment 3	117	Cost Sheet Summary Table
	A	Refer to question and answer #74.			
80	Q	How many or what percentage of online Natural programs have MAPs defined "inline" with the other Natural source code? For example, MAP (SG=OFF AD=I)...	Attachment 4 - Current Infrastructure	125	4th Paragraph
	A	This information will be provided to the selected vendor.			
81	Q	How many or what percentage of online Natural programs do not have MAPs defined "inline" and employ cataloged MAPs, for example, INPUT USING MAP map-name	Attachment 4 - Current Infrastructure	125	4th Paragraph
	A	This information will be provided to the selected vendor.			

CAFE RFP Questions and Answers as of 09/22/10

82	Q	How many or what percentage of online Natural programs follow a pattern where the various layers of functionality are separated into distinct Natural programs, i.e., [User Interface Module] calls... [Edit Logic Module] calls... [Business Logic Module] calls... [I/O Module]	Attachment 4 - Current Infrastructure	125	4th Paragraph
	A	This information will be provided to the selected vendor.			
83	Q	Please validate the vendor's understanding that the vendor is to propose new software products (i.e., does not yet exist in DCFS current Infrastructure) for all software components highlighted in Section 21, 'COTS Products to Be Integrated With CAFÉ', <u>except</u> for the Random Moment Sampling for Cost Allocation System.	Attachment 5 - Interconnectivity/Interfaces	157	Section 21
	A	The state has not excluded the use of any specific COTS. For purposes of this engagement, the CAFÉ Implementation Contractor will be responsible for implementing both common and program specific components that provide the functionality described in this RFP using a combination of COTS, custom build, or transfer products, SOA, linkages to the legacy environments for real-time bi-directional integration, and customized programming as necessary. CAFE will interface with the RMS system.			
84	Q	Please confirm that the only interfaces in scope for CAFÉ are those listed in Attachment 7. Please confirm that all 525 interfaces listed in Attachment 5 are not included in CAFÉ.	Attachment 5 Attachment 7	158 231- 235	Table of interfaces
	A	The only interfaces in scope for CAFÉ are those listed in Attachment 7. Not all of the 525 interfaces are included in CAFÉ. Each interface will need to be assessed to determine necessary changes due to the deployment of CAFÉ. Some interfaces will cease, some will be altered, and some will remain as is.			
85	Q	Reference Questionnaire is geared toward the prime Proposer. Does the state require that all subcontractors submit questionnaires for their past performance citations as well?		160	
	A	Yes.			
86	Q	If the Proposer is a subcontractor on a contract being used for past performance and the Reference Questionnaire, or if a subcontractor to the Proposer seeks to use a subcontracted contract for a reference, their role may not include all of the elements requested. How should the Proposer or its subcontractor address this? Also, should we reach out to the prime on the subcontract or to the ultimate customer who may not have the same knowledge of a subcontractor as the prime would?	Attachment 6	160	
	A	Reference is expected of the actual customer of the deliverable and not of the prime or subcontractor.			
87	Q	Please identify the functionality by system that is missing in some of the Legacy systems, but not all.	Attachment 7	167	Header
	A	This information will be provided to the selected vendor.			
88	Q	Please clarify whether this requirement is requesting retrieval of the application data from the Adobe based automated application forms system, or replacement of that system.	Attachment 7	167	34
	A	Neither. This requirement is about the creation of a customer web portal that allows applications to be completed online via that web portal.			
89	Q	The vendor would like to clarify that Attachment 7 includes only the requirements for the CAFÉ project.	Attachment 7 Requirements	167	Table Header

CAFE RFP Questions and Answers as of 09/22/10

	A	That is correct.			
90	Q	Is this functionality not a capability of the Document Imaging System? Will Café be able to leverage the search and display functions of that system rather than build it?	Attachment 7	168	Requirement 16
	A	Not for the search engine of CAFÉ. CAFÉ must have a robust search engine as outlined in the requirements.			
91	Q	Please provide or approximate the reports that currently exist in the legacy functionality that will be leveraged as part of the CAFÉ solution, and the new reports required to be developed in CAFÉ.	Attachment 7 Requirements	201	Requirement 537
	A	Please refer to Attachment 7, Requirements 515-547 for descriptions of new reports needed within CAFÉ. Each legacy system currently produces reports which will not be replaced with this procurement unless a valid business reason exists to do so.			
92	Q	Please validate the vendor's assumption that the financial requirements described in this section currently exist in the mainframe or ISIS/LaGov, and CAFÉ will provide only the User Interface and/or interface to the legacy environment to facilitate this functionality.	Attachment 7 Requirements, Financial	203 - 217	All requirements in Financial
	A	CAFÉ will be the front end for all financial transactions to the legacy systems as well as some additional functionality as described in Attachment 7 Functional Requirements.			
93	Q	Given that the State has utilized middleware such as Shadow Direct and MQSeries to facilitate connectivity to the mainframe environment, does the State prefer to leverage this existing infrastructure or a new middleware proposed for CAFÉ?	Attachment 7 Requirements	218	Requirement 807
	A	The state is open to any and all robust and cost effective solutions that meets the requirements in the RFP.			
94	Q	Can modular furniture be installed for the 200 State staff offices?	Attachment 8	254	F
	A	Yes			
95	Q	How many enclosed or fully walled offices are needed for State staff senior management?	Attachment 8	254	G
	A	A minimum of 5 but a total of 14 is desired.			
96	Q	Are there any spaces that will need supplemental HVAC (labs, small data/network rooms, support rooms, etc.) for the State?	Attachment 8	254	D
	A	We don't anticipate a need for that right now.			
97	Q	The typical office HVAC will run during normal business hours (M-F, 7 a.m.- 7 p.m.)- Is there a frequent need for 24 hour or weekend/Holiday use to support State functions?	Attachment 8	254	D
	A	7am-7pm will suffice most of the time. But, there will be times we will need the HVAC after 7pm and on weekends and holidays.			
98	Q	Do we need to supply security guards or after-hours guard service?	Attachment 8	254	K&I
	A	From the RFP, page 253: "At a minimum, the Implementation Contractor must provide security,...".			
99	Q	Does the audience for change management include external providers and/or customers/clients?	Attachment 8	261	Change Readiness/Communications Manager
	A	Yes, external providers and customers of DCFS are included in the audience for change readiness/management. All groups whose interaction with the Department will be affected are included in the target audience.			

CAFE RFP Questions and Answers as of 09/22/10

100	Q	Please clarify which of the deliverables listed are the basis for invoicing and payment, and which deliverables are not? As an example, is every weekly, monthly, quarterly status report payable?	Attachment 8	264	paragraph 2
	A	This will be defined during contract negotiations.			
101	Q	Please describe the anticipated content of the CAFÉ.115.r.v Presence Certification Statement of project staff assignment, location and schedule deliverable.	Attachment 8	267	Bullet 15
	A	The Presence Certification Statement - This deliverable is used to describe the staffing plan for the project phase including the roles, membership in teams, assigned office space, standard work schedule, and percentage of time engaged.			
102	Q	Should the vendor include media costs for the communication campaign or will the state utilize existing media contracts?	Attachment 8	284	Item d
	A	Media costs are included in the State's project budget.			
103	Q	Can the state identify the offices to be visited and the frequency of the visits?	Attachment 8	285	2nd Bullet
	A	The specific offices to be visited and frequency of the visits has not yet been determined. Field operations are administered through nine regional sites in the cities of Baton Rouge, New Orleans, Covington, Thibodaux, Lafayette, Lake Charles, Alexandria, Shreveport, and Monroe. Visits to the offices in each of these cities will be necessary at some point during the contract. However, specific plans and decisions will be made as a part of the development of the Change Readiness Plan.			
104	Q	Other bullets do not specifically mention 'customers'. Should we assume customers are included in the change readiness campaign, surveys etc.?	Attachment 8	285	4th bullet
	A	Yes, customers are included in the target audience for the change readiness campaign and therefore should be included in surveys measuring the success of CAFE' implementation.			
105	Q	Can the state identify the ancillary applications for which users will require training? Can the state provide documentation for any/all of these applications? Do all of these applications exist today?	Attachment 8	287	1st full paragraph
	A	Ancillary applications that will be used for report generation, search functionality, mapping, document imaging, security and mobility will be determined as a part of the CAFE' project. The contractor will be responsible for defining these applications and ensuring that users are able to perform all needed system related functions necessary to fulfill their job responsibilities.			
106	Q	Is the vendor expected to deliver technical training in core technology subjects like object-oriented design/development, java, structured query language, HTML etc.	Attachment 8	287	paragraph 1 under "Technical Training"
	A	Yes			

CAFE RFP Questions and Answers as of 09/22/10

107	Q	Can the state please identify the specific federal guidelines to be followed?	Attachment 8	288	1st full paragraph under "Contractor System Training Requirements"
	A	The contractor must adhere to the federal regulations concerning training for all programs administered by DCFS (Temporary Assistance for Needy Families, Supplemental Nutrition Assistance Program, Child Care Assistance Program, Child Support Enforcement, and Child Welfare).			
108	Q	Can the state please provide a copy of the DCFS procedures in classroom setup, cleanup, decorum, attendance expectations, testing and evaluations?	Attachment 8	289	First full paragraph
	A	There is no DCFS prescribed protocol for training classroom setup, cleanup, etc. The intent of the referenced statement in the RFP was to communicate the necessity for the contractor to collaborate with DCFS personnel concerning classroom setup, cleanup, decorum, etc. Decisions concerning trainee attendance and other expectations and specifications will be defined as training sessions are planned and scheduled.			
109	Q	Who will the 100 'train the trainer assistance staff' train? Will they handle ongoing training after implementation?	Attachment 8	291	"Conduct Training"
	A	Refer to question and answer #15.			
110	Q	Out of the 4,000 internal users, can the State approximate a breakdown among the following user groups: <ul style="list-style-type: none"> • Number of Users who utilize Financials functionality • Number of Users who utilize Business Intelligence functionality who generate reports • Number of Users who manage the recruitment and outreach activities to prospective Providers • Number of Users who operate in both green screen and CAFÉ, if any 	Attachment 8	291	"Conduct Training"
	A	This information will be provided to the selected vendor.			
111	Q	Are the training and sandbox environments two separate environments?	System Training Responsibilities		
	A	These are separate environments. The training environment will be used for the actual training. The sandbox is to be available for use after the training sessions so that staff have the opportunity to practice in the system to reinforce and maximize retention of information learned during training.			
112	Q	Who are the "State Trainer Assistants" assisting? Who are they training? The statement implies they are needed to train the end users, but earlier in this section that is defined as a contractor responsibility.	Attachment 8	292	"Provide a Separate Training Environment:"
	A	Refer to question and answer #15.			

CAFE RFP Questions and Answers as of 09/22/10

113	Q	If the proposer's primary facility does not have a conference meeting training room that does not equip 200 participants is it acceptable to rent temporary off-site space as required?	Attachment 8	293	CAFÉ.605.r.v
	A	From the RFP, page 254: "i) Access within facility to at least one conference/meeting/training room that is equipped to handle 200 participants;"			
114	Q	Certification says we have 7 days for contract negotiations. Schedule of Events has more days, which one is correct?	Attachment 1	40 and 11	5
	A	It is the goal of DCFS to complete negotiations in the least amount of time possible, but not to exceed 30 days.			
115	Q	Could the State clarify how they would like the samples of work for each project reference in Section 5.6 c) provided? Would 1 soft copy of the requested documentation for all the project references be acceptable?	5.6	19	5.6c)
	A	Documents should be submitted as electronic copies and need to be included on every technical proposal disc.			
116	Q	What is the application for? Who is applying? Could an example be provided?	Attachment 7 Requirements	171	67
	A	Applications may be for TANF, SNAP, Child Care Assistance Program, Child Welfare, Medicaid, and/or Child Support Services. DCFS customers may include anyone from the general public or eligible employees or providers. This is not intended to be an all inclusive list but illustrates the types of applications that are anticipated.			
117	Q	What are Federal Claims in the context of these requirements? Could an example be provided?	Attachment 7 Requirements	203	569,570
	A	Federal claims are Federal funding sources such as but not limited to, Title IV-E, SSBG, and TANF. An example is the offset of Title IV-E Funding for a child in foster care relative to administrative and maintenance costs			
118	Q	Which system handles the financial funding, and the creation, management, and administration of trust funds? Is this ISIS?	Attachment 7 Requirements	208	635,636
	A	There is currently no system as this is a manual process, however TIPS tracks to conserved funds used to set up the trust			
119	Q	Which system handles the financial funding, and the creation, management, and administration of fund management? Is this ISIS?	Attachment 7 Requirements	204	581
	A	ISIS is the starting point, however multiple legacy systems interface with ISIS to generate payments. Legacy systems provide the logic to determine funding sources. ISIS is not used for grant management.			
120	Q	We are interpreting that an existing HR system exists, can details be provided?	Attachment 7 Requirements	228	979

CAFE RFP Questions and Answers as of 09/22/10

	A	ISIS is used currently for the HR system. This requirement is regarding linking job titles, specifications included in a person's job description(s), and any of their subordinates so that security updates happen logically and without intervention of an additional person to reenter the information. Additional information will be provided to the selected vendor.			
121	Q	For each of the Legacy systems that CAFÉ will front-end, could the State please provide a count of the number of existing online screens that support worker tasks?	1.4	7	6
	A	This information will be provided to the selected vendor.			
122	Q	Section 10(A) of Article XII of the Louisiana Constitution provides: No Immunity in Contract and Tort. Neither the state, a state agency, nor a political subdivision shall be immune from suit and liability in contract or for injury to person or property. Given that the RFP is intended to result in a contract between the successful proposer and the State, what type, if any, immunities will apply to this transaction?	Attachment 2	85	40
	A	The Article of the Louisiana Constitution governing suits against the State does not evidence the State's consent to be sued and cannot operate as an absolute waiver of sovereign immunity, such that the legislature has no authority to assert immunity for specific types of claims. Accordingly, the State of Louisiana, DCFS, will assert its immunity for any specific types of claims that the Louisiana Legislature shall authorize by law that such immunity shall be applicable.			
123	Q	Where can a contractor obtain/confirm that the corporation has obtained the certificate of authority?	7	41	7.1
	A	The Secretary of State's website. www.sos.louisiana.gov			
124	Q	How Much does the letter of credit need to be for?	Attachment IX	118	
	A	At a minimum, enough to insure your company for the full value of the contract.			
125	Q	Does the system need to be HIPAA compliant? Will you want to use HIPAA transaction sets at any point? If so, what version?			
	A	The system will need to be HIPAA compliant when DHH programs are included in the system. The latest and most updated version of transaction sets should be used.			
126	Q	Is there a preferred timetable for implementation?			
	A	Implementation of the first release of CAFE is anticipated to take place Sept 2011 with components to help reduce case worker workload. The schedule for future releases will be determined during contract negotiations.			
127	Q	Are these legacy services architected in such a way that it is clearly separated from the legacy screen functionality? Are there existing architecture diagrams/write ups on the legacy systems that can be shared with the bidders?	1.4 - CAFÉ Functionality	4	6
	A	This information will be provided to the selected vendor.			
128	Q	The State has included Attachment 7- Requirements in the RFP. Does the State have a preference on how and/or where vendors should address each individual line item?	4.0 - Response Instructions	15	5

CAFE RFP Questions and Answers as of 09/22/10

	A	The proposer needs to answer the requirements in several ways; 5.7 Understanding - the proposer must describe their understanding of features and functions which are directly driven by requirements 5.8 Methodology and Approach - the proposer describes how they intend to fulfill the requirements 5.9 Technical Approach - the proposer must address all of the non-functional requirements.			
129	Q	The State has included Attachment 8 – Statement of Work within the RFP. To ensure that we address all of these requirements, it is our intention to speak to these requirements throughout our response within the 13 Sections the State has listed on page 17. For Example, we would address “Project Roles and Staffing” within the Statement of Work (page 255) in Proposal Section 9 – Organization and Staffing. Does the State accept this approach?	4.0 - Response Instructions	15	6
	A	Yes, please reference the section of the SOW that you are responding to.			
130	Q	Is the 15% of staff hours to be included in the fixed price or will these be billable change orders as the scope changes are identified? Also, does this 15% apply to State resources?	5.7 - Understanding of the Project Scope	19	Paragraph
	A	Yes, the 15% is to be included in the fixed price for contractor and does not apply to state resources.			
131	Q	Please provide additional clarification concerning the relationship, for evaluation purposes, between costs identified in the “Cost Sheet Summary Form”, “CAFÉ Detailed Costs by Month” form and the “CAFÉ Total Cost of Ownership” worksheets.	6.5 - Evaluation and Review Phases	36	Phase 3: Cost Analysis
	A	The CAFÉ Detailed Costs by Month form is a more detailed version of the Cost Sheet Summary Form. The totals from it should feed directly into the summary. The CAFÉ Total Cost of Ownership form contains both the costs of the contract and costs the Department will incur after the term of this contract is over. The purpose of these forms is to give the Department the best possible information in which to score the cost proposal.			
132	Q	We understand that the contract term is 3 years. We further understand that the total cost of ownership over a 10-year period is “the evaluation basis”. Will the awarded bidder be bound to the TCO pricing submitted with its proposal for services provided after the 3-year contract term?	6.5 - Evaluation and Review Phases	36	Phase 3: Cost Analysis
	A	Yes.			
133	Q	Can the State make the Cost Sheet Summary file available in Excel format?	Attachment 3 - Cost Proposal	116 - 118	
	A	Yes, it will be posted in the bidders' library.			
134	Q	Cost Sheet Summary includes State costs. What basis does the State want vendors to use to ensure comparability? Is there a standard hourly labor rate for State staff that should be used to derive labor costs?	Attachment 3 - Cost Proposal	116 - 118	
	A	Refer to question and answer #74.			

CAFE RFP Questions and Answers as of 09/22/10

135	Q	Portions of the RFP reference and relate to third-party COTS software, DCFS current software packages and the use of upgraded COTS. The RFP leaves open questions as to the use of COTS software that does not or can not duplicate DCFS software or DCFS software that is not adequate to fulfill the initiative. Can bidders use manufacturers' current version COTS software?	Attachment 4 - Current Infrastructure and table DCFS	Page 125 and table beginning page 128	paragraph one and software list in table DCFS
	A	Yes			
136	Q	Although Attachment 5 provides a list of DCFS Systems to be interfaced to CAFÉ, it is not clear which of these applications require the real-time integration mentioned in the third paragraph. Please clarify which applications will require real-time integration or provide a list of exceptions.	Attachment 5 - Interconnectivity/Interfaces	144	Paragraph 3
	A	The Department expects real time integration to all DCFS systems.			
137	Q	Please clarify that the time restriction is for a "maximum" number of hours.	Attachment 7 - Requirements	231	1023 and 1024
	A	The time restriction is for a "maximum" number of hours.			
138	Q	Would the State consider solutions that are available slightly less than 24x7x365 in order to accommodate legacy batch processes? Or is strict adherence to the 24x7x365 system availability absolutely required?	Attachment 7 - Requirements	231	1022
	A	Strict adherence is expected, except for the case of routine maintenance. It is expected that some functionality will not be available during legacy batch processes.			
139	Q	On page 279, under the Project Roles and Staffing detail for 8.10.2 Application Development Manager, the RFP calls for this role to have "5 years experience working with a social services agency's application systems." Similar requirements exist for other roles. In addition, a requirement exists for other roles, calling for experience in a "Child Welfare Project, Child Care Project, Child Support Enforcement Project, TANF Project or SNAP Project." If a proposer's recommended staff does not meet this specific requirement, does this result in an automatic disqualification from consideration, a loss of potential points during evaluation, or something else? Does similar experience count? Similarly, how broad or narrow is the definition of a "social services agency?"	Project Roles and Staffing	279	
	A	From the RFP, section 5.13, page 28: "Note that these persons should demonstrate the minimum experience requirements. Proposer will not be disqualified if persons do not possess minimum experience and qualifications; however, points will be deducted, and if chosen as Contractor, the Proposer will be required to provide persons who do possess the minimum experience requirements." The Department defines "social service agency" as those agencies that provide services similar to those provided by DCFS and DHH.			
140	Q	I have reviewed the DCFS RFP and my organization is very interested in the Document Imaging & Content Management system component, however the RFP states there will be separate procurement process for that component. Do you know when that process will begin and would it be possible to be added to the distribution list for that documentation when it is released?			
	A	See the question and answer #2.			