

**Staff Augmentation for Louisiana
Department of Social Services
Legacy System Support – TIPS**

**Vendor Questions / Responses
October 16, 2009**

1. Attachment B page 34 of the RFP indicates there will be 1040 hours under the contract for the 6 month period of performance. What are the working hours for the assignment? Will there be any Overtime required in the performance of the task?

DSS Response: DSS normal work hours are between 7:00 a.m. and 5:00 p.m. The contractor will be required to work eight (8) hours per day within the work hours indicated above, excluding state holidays and weekends. There may, on occasion, be overtime required but it is not anticipated to be excessive as we diligently plan our projects and timelines ahead of time.

2. Attachment D page 36 request info on offices in Louisiana. We are a Veteran Owned Small Business Incorporated in Louisiana with our primary office located in Mississippi. Is it a requirement for the successful offeror to have an office in Louisiana?

DSS Response: It is not a requirement for the vendor to have an office in Louisiana. The contractor supplied by the vendor will be required to work on-site and will be supplied necessary work space, equipment, parking and materials.

3. How often can we submit invoices? Neither Section 1.23, page 22 nor Attachment B, page 34, address the frequency of invoicing.

DSS Response: Invoices are to be submitted on a monthly basis.

4. I have been reading your RFP for staff for support of your TIPS system. One thing is throwing me off - At the end of the 'Background' section it mentions that "the state seeks 1 senior-level analyst programmer." which is then explained in section 1.3 "Goals and Objectives". Is this essentially an RFP out to fill a single contractor position for that 6 month period, or is there other staff augmentation services required?

DSS Response: This RFP is to fill a single contractor position for that 6 month period.

5. There is deliverable language throughout, most particularly in Part V. Attachment A, Statement of Work, which is inappropriate for a T&M project. Will DSS remove or modify this language?

DSS Response: No. The RFP is seeking staff augmentation and the Statement of Work describes in adequate detail as to what the duties of the assigned contractor will be. This offers the proposer the opportunity to describe as an organization their experience, philosophy methodology, approach and tools it has used to complete successful projects in its history as well as current or on-going tasks. This will give a good indication that the personnel they will be assigning to the task of the RFP will have adequate training and experience. It will also indicate the depth of corporate wherewithal the employee can draw from during the completion of assignments which may not be readily attainable.

6. Also, will DSS delete or mark as N/A any reference to software/hardware (these are also scattered throughout the RFP), as the intent of the RFP is to secure IT services?

DSS Response: No. The references are deemed to be applicable. If there are specific questions as to the reference in any part of the RFP, DSS will be glad to field those questions.

7. RFP Section 4.2.2: Software Products - As this section is N/A, can it be deleted in its entirety?

DSS Response: This section is deemed to be applicable. If there are specific questions as to the reference in any part of the RFP, DSS will be glad to field those questions.

8. RFP Section 4.3, Damages for Non-Performance - The 4th & 5th lines, can “seven (7)” be replaced with “fifteen (15)”?

DSS Response: No.

9. RFP Part V, Attachment A – Statement of Work - Can the deliverables language found in this section (as well as in other places in the RFP) be deleted, as this will be T&M?

DSS Response: This language is deemed to be applicable. If there are specific questions as to the reference in any part of the RFP, DSS will be glad to field those questions.

10. RFP Part V, Attachment E – Data Processing Consulting Services Contract (Sample). Will DSS remove **(a) software/hardware language,**

and **(b) deliverable language through the contract**, either deleting the relevant sections or marking with N/A?

DSS Response:

(a) No. The references are deemed to be applicable. If there are specific questions as to the reference in any part of the RFP, DSS will be glad to field those questions.

(b) No. The RFP is seeking staff augmentation and the Statement of Work describes in adequate detail as to what the duties of the assigned contractor will be. This offers the proposer the opportunity to describe as an organization their experience, philosophy methodology, approach and tools it has used to complete successful projects in its history as well as current or on-going tasks. This will give a good indication that the personnel they will be assigning to the task of the RFP will have adequate training and experience. It will also indicate the depth of corporate wherewithal the employee can draw from during the completion of assignments which may not be readily attainable.

11. RFP Section 1.22, Indemnification and Limitation of Liability. Can the second paragraph be modified to add the following sentence at the end? "Notwithstanding the foregoing, Contractor's maximum liability hereunder shall not exceed fifty thousand dollars (\$50,000)."

Also, please note that our company does not carry any form of Patent Infringement Liability coverage. This requirement would have to be deleted.

12. RFP Section 1.29 – Record Ownership – Can the second line be modified to insert "first" between "or" and "prepared"?
13. RFP Part V, Attachment E – Data Processing Consulting Services Contract (Sample). Item 9.0 Ownership of Product – Can the second line be modified to insert "and first prepared hereunder" between "contract" and "shall"?
14. RFP Part V, Attachment E – Data Processing Consulting Services Contract (Sample). Item 13.0 Record Ownership – Can the third line be modified to insert "and first prepared hereunder" between "herein" and "shall"?
15. RFP – Part V, Attachment E – Data Processing Consulting Services Contract (Sample), Insurance Requirements for Contractors – Section 2.0 Minimum Limits of Insurance. Our company's General Liability Program is

written on a “Claims made” basis that provides coverage from covered losses on a “Per claim” basis. Will this be acceptable?

16. RFP – Part V – Attachment E – Data Processing Consulting Services Contract (Sample) – Section 4.0 Other Insurance Provisions. The State of Louisiana can be included in our company’s General Liability and Automobile Liability coverage only, and only as an “Additional Insured”, not as a “Named Insured”. Will this be sufficient?
17. RFP – Part V – Attachment E –Data Processing Consulting Services Contract (Sample) - Item 2 – Workers’ Compensation and Employers Liability Coverage. Can this requirement must be removed in it entirety?
18. RFP – Part V – Attachment E – Data Processing Consulting Services Contracts (Sample) – Section 8 – Indemnification. Can the following sentence be added to the end of the section” “Notwithstanding the foregoing Contractor’s maximum liability hereunder shall not exceed fifty thousand (\$50,000).”
19. RFP – Part V – Attachment F – Certification Statement. Will DSS add to the beginning of subsections (2) and (3): “Subject to the modifications herein”?

DSS Response (Questions 11 through 19): - DSS will not entertain negotiation of Terms and Conditions via the Question / Answer process. Please note that the following Terms and Conditions, while required in a Consulting Services Contract, are negotiable:

- Insurance
- Subcontractor Insurance
- Record of Ownership
- Indemnification

DSS is open to discussion in regards to the potential for negotiation or modification of these provisions during the contract negotiation process. Please refer to Section 1.7.1, Item C – sixth paragraph.

20. In Section 1.3, you refer to Transition Activities. What types of activities and responsibilities will this entail?

DSS Response: This will be a standard type of transition from a mainframe system to a web system and will include such activities as data conversion and cleansing, writing integration programs in Natural, and writing data extracts to load information from one database to another.

21. What specific challenges is your department currently experiencing with your TIPS system?

DSS Response: TIPS is a 21 year old legacy mainframe system with green screen interface. Although TIPS is a solid system free of major problems, the technology does not lend itself to modern web presentation.

22. Will there be a need for on call after hours support or rotation?

DSS Response: No, on call support is handled by state staff.

23. What versions of ADABAS/Natural is the department currently utilizing?

DSS Response: Natural 4.1 – ADABAS 8.1.3

24. Will LA DSS allow for the submittal and evaluation of more than one candidate resume in vendor's response?

DSS Response: DSS will allow for submittal and evaluation of a maximum of three (3) candidate resumes in a vendor's response.

25. Depending on the answer to Q23, are there any planned upgrades during the project term?

DSS Response: No, there are no upgrade plans during the project term.

26. Will any of the "to be developed" applications require web-enabling using the Natural Web Interface?

DSS Response: No

27. Is DSS currently using or does DSS plan to use the webMethods suite?

DSS Response: No

28. Will the development be only for IBM MF environment or will other platforms or O/S also be involved?

DSS Response: IBM Mainframe.

29. If multiple O/S which ones? Unix, Linux and Windows?

DSS Response: N/A