ELIS TORFP Questions

September 30, 2020

1. We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive." Based on this definition, how many Named Users does the agency anticipate having on its new system?

There will be at least 131 end users who will need access to the inspection application.

1. Our understanding of the request is that the proposed inspection solution would need to integrate with the existing electronic licensing system. Are there any other external databases or software systems that would require integration/interfacing?

The Inspection solution would need to integrate with the Child Care inspection System (CCIS) and Check CCMD. The software would be required to exchange data with our Child Care Administrative Tracking System, our main data system, through file transfers.

1. Is there an expected go-live date or duration of implementation?

The system should be in place at the NTP date.

1. After the new system is implemented, what growth and need for enhancements does the agency anticipate with respect to the number of users, programs, and/or processes?

The need for enhancements is decided based on changes to Federal and State requirements and User needs. Therefore, enhancements will occur at various times.

1. As a COTS software provider, we have a standard license agreement and additional contract terms which need to be incorporated into the procurement process.  Where in our response should these appear? If you have exceptions please list them in your technical proposals.

1. Can you elaborate on any need for mobile inspection/field investigation capabilities?  If there is any need, please respond to the following:  (a) How many mobile devices would the agency need set up to use on the new system?  (b) Would the agency need to use its own devices and mobile service, or could it pursue an all-inclusive solution integrated with its back-office system?  (c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field? (d) How should pricing for these items be proposed?

Currently our office does not do inspections using mobile devices. It is uncertain at this time if there will be a future need.

1. What is the budget for this project?  If all cost proposals come in above a certain amount, would this RFP be cancelled? What is that amount? Did the legislature allocate any funds specifically for this project?  If so, what is the amount allocated, and when does it need to be used?

The Department is looking for the best product for a reasonable price point.

1. Section 3.11.10 seems to indicate the Department would have significant input and control over a Contractors staff working hours, such as the following: “State-Mandated Closings: TO Contractor Personnel shall be required to participate in any State-mandated closings.” Can the Department confirm that this would only apply to work being performed on the Department implementation?

The work hours identified in 3.11.10 are specifications of the hours the Vendor resources are expected to be available for work on this TORFP.

1. Section 2.6 discusses SLA credits. If a vendor is unable or unwilling to commit to SLA credits for a failure to meet the SLA, would that vendor be disqualified? Please list all exceptions including exceptions to section 2.6 as directed in the Solicitation instructions.
2. Is the department seeking vendors to provide a new ELIS system to replace the legacy system? If yes, how are the key personnel - like project manager, application development expert and database management specialist - expected to support the project?

The Vendor would be required to provide an available COTS end-to-end Web-based application structured to capture, record, and archive findings. The key personnel will be expected to perform duties as defined in the CATS + Master Contract, Section 2.10, RFP Number 60B2490023-2016. All resources beyond the initial Key Personnel identified will be requested through the Work Order process.

1. Will the department update the existing pricing template to accommodate COTS pricing?

We will revise the price sheet as needed.

1. Could you please provide guidance on where exactly we need to include the COTS pricing? We can only see the staffing based T&M pricing template from the document we have received from the department.

We will revise the price sheet as needed.

1. We are working on mapping our product capability with the requirements of MSDE ELIS specifications. Could you extend the deadline so we can prepare the best proposal please? Yes
2. How many reports will the contractor need to develop/deliver under this TO?

It is uncertain how many reports will need to be developed. There are currently 32 reports that will be expected to be maintained.

1. How many end users will be using the ELIS?

There are 131 end users.

1. How many Division staff will be using the ELIS?

There are 131 end users

1. Does the ELIS need to function in a disconnected mode (without an internet/data connection)?

The Department is open to reviewing different types of solutions.

1. What type of devices and operating systems does the ELIS need to support?

The Department uses Dell computers.

1. What system is the state using to support CCATS (vendor and system name)?

The Child Care Administrative Tracking System is a separate system managed outside of this contract.

1. What vendor implemented the CCATS?

Maximus

1. What are some of the challenges of the ELIS being used today?

Currently there are no significant challenges.

1. What data transfer methods are available with CCATS? Please provide all interface options and details.

File transfers are done through a secure server.

1. If the vendor supplied ELIS is provided as a SaaS solution supported by two data centers (production and backup) with an established backup process, will vendors need to send the weekly backup electronically to a facility designated by the State?

No

1. Would the state please provide a few inspection forms currently in use by inspectors?

Inspections can be found at https://www.checkccmd.org.

1. Would the state allow for a second round of questions so vendors get better understand and hone their TORFP response? No
2. How many different inspections types will the ELIS support?

There are four provider types each with 7 inspection types.

1. How many different inspection forms will the ELIS support?

Four different forms.

1. Do all ELIS users have a state of Maryland domain credential for single sign-on?

The log in to ELIS is outside of the State of Maryland domain.

1. If all ELIS users have a state domain credential for single sign-on, what is the credential platform (Microsoft, Google, etc.)?

See question 28

1. To aid in the development of a project plan, can the state please provide the number of full-time equivalent (FTE) application administrators it plans to make available for this project? Application administrators are individuals who will be trained on how to configure and administer the system to meet agency requirements.

The Vendor would be responsible for providing resources for this TORFP.

1. Has the state seen demonstration of COTS inspection systems in preparation for this TORFP?

No

1. If the state has seen COTS inspection system demonstrations, which vendor platforms were presented?

See question 31.

1. The state is requesting a COTS inspection system and the pricing sheet is requesting hourly rates. Can the state allow for a fixed priced deliverable based cost table?

We will revise the price sheet.

1. How are ongoing hosting costs to be included using an hourly rate price sheet?

Hosting cost should be identified under the total proposed cost in the Hosting Fee section.

1. Limitation of Liability 4.6. We ask that MSDE change the limitation of liability in TORFP section 4.6 to one (1) time the total TO Agreement amount.  The existing contract, CATS+ TORFP R00B4400088, has a limit of liability at one (1) time the total TO Agreement.  Moreover, a limit of one time the total TO Agreement amount is common for CATS+ TORFPs.  For example, see MSDE CATS+ TORFPs MSDE-DEC-20-002 CCATS Server Hosting and Administration; R00B0600006 Education Data Warehouse Support and Maintenance; R00R0600952 EIS Technical Project Manager; and R00B7400027 Child Care Systems Maintenance and Enhancement.

Please see the revised Solicitation.

1. Can you provide the file format and file layout between CCATS and ELIS?

This file is ‘|’ pipe delimited variable length record file. The file consists of one header record documenting summary information and one or more detail files listing all licensed/registered providers and associated parties maintained in CCATS. File Name (yyyymmdd = Year Month & Day file created): ccats\_providers\_yyyymmdd.txt

1. What type of equipment is currently available for Inspectors performing onsite inspections?

Currently staff use the 5290 Dell Latitude tablet.

1. 2.1 Summary Statement, 2.1.2. The COTS product is fully developed, will be available for use. However, it will require basic configuration to meet MSDE needs, will MSDE consider any time period to configure the product?

The Department will consider a 90 day time frame to configure the application for MSDE use.

1. Can you please provide details on inspector devices?

See question 37.

1. Does MSDE have a preferred Cloud Provider such as AWS or Azure?

The Vendor would have to use a FISMA compliant cloud solution that they use for government projects.

1. From section 2.3.11 – Are there any guidelines on the retention period for UAT, SysTest, Training and Dev environments?

Current guidelines are for incremental daily backups to be retained for one (1) month, and full weekly backups, retained for three (3) months.

1. Adherence to the Maryland Security Manual indicates that is “PII” data is present in solution then an annual Penetration test must be conducted.  Are the costs for this test a responsibility of the contractor and need to be included in the TORFP pricing or will the State provide the annual Penetration Test? Testing and its associated costs are the responsibility of the Contractor.
2. Section 2.1.6 states that “Other components of the work to be performed under this TO are to: 6. Capture child care program information required by the Division through the file transfer of Child Care Administrative Tracking System (CCATS) data.  Enable daily transfer of designated files to CCATS”; Could you please provide details on the “program information required by the Division” referred to in this section.

General information such as Provider Name, Provider care address, email address, telephone number, approved age groups and license number.

1. Section 2.1.6 states that “Other components of the work to be performed under this TO are to: 8. Develop and implement system changes necessary to interphase between the ELIS and CCATS system. Could you please provide details on the “system changes ” referred to in this section.

This section of the TORFP would cover any and all changes necessary to maintain a successful file transfer between ELIS and CCATS.

1. Section 3.2 provides a list of the functional/business requirements of the ELIS system.  Please identify those requirements in this section that are not available in the current system.

The Vendor would be responsible for providing a solution that allows the Department to conduct inspections.

1. Section 3.5 states that MBE Liquidated damages are identified in Attachment M. There is no reference to Liquidated Damages in Attachment M.  Please advise.

Please see the revised Solicitation.

1. Section 3.11.1 states in subsection F that “Key Personnel may be identified after Task Order award.” This statement appears to be contradictory with the requirements in Section 5.4.2, subsection D Proposed Personnel Resources and TORFP Staffing.  Please advise.

Please see the revised Solicitation.

1. Section 3.11.6 in subsection A states “Actual resumes shall be provided only for Key Personnel as described in Section 3.10.4.”  Section 3.10.4 does not appear to exist.  Please advise.

This should just reference Apprendix 4.

1. Section 3.16 states:” The TO Contractor shall be subject to the requirements in this section and shall flow down the provisions of Sections 3.15.1 – 3.15.5 (or the substance thereof) in
   * 1. all subcontracts.Sections 3.15.1 -3.15.5 do  not appear to exist.  Please advise.
2. 2.3.1.B states "Ensure the TO Contractor’s servers are configured to host a high volume inspection application What is the approximate number of licensing staff?”. Can we be provided with some estimates of volumes - no. of child care centers, no. of inspections per month or year, number of DEC staff.

There are currently 7646 providers. Each provider has an inspection every year. However, depending on the inspection type the provider could potentially have more than one inspection per year. Refer to question 15 for additional information.

1. Are the unit owner/ operators expected to be the users of the system? Is there some self assessment component anticipated … where the owners/ operators fill in some of the details and then it is verified during the inspection

The Department staff are the only users of the system.

1. What about scheduling of the unit inspection visits? Is that part of the scope of this system?

The Department is responsible for scheduling inspections.

1. Who is the current incumbent contractor/vendor on this project?

The Consultants Consortium

1. What is the dollar value of the current contract?

The current contract has a value of $1,697,180.00.

1. What is the contract information (contract number, date of expiration/contract end, etc.) of the incumbent contract?

The current contract number is #060B2490023. The contract is currently operating on an extension through the end of the year.

1. Does this TORFP require the TO Contractor to provide the hardware and software to develop the web-based application?  It is not clear within the TORFP.

This TORFP requires the Vendor to have available servers for hosting purposes. The Vendor is also expected to provide the inspection software.

1. If Number 57 is a requirement,  Why does the Financial Proposal Spreadsheet  not allow for the price for any hardware and software to be included?

The financial proposal allows for hosting and license fees.

1. If Number 57 is not part of the Scope, are there a list of scope requirements in Section 2, Section 3 as well as Section 5 technical proposal content that are not relevant to this TORFP?

A) Who is the incumbent? See question 53  
B) What was the previous TORFP Num? See question 55  
C) When was they awarded last? The current contract period began in 2014.  
D) What was the award monetary amount? $1,697,180.00  
E) What are the most important values you are looking for from the next awardee in this TORFP? The Department is looking for a Vendor that is able to manage with a high volume of inspection data, provide a quality solution for a reasonable price point and can provide continued support with maintenance and enhancements.