

DHFS RESPONSES TO RFP 1580 DPH-EG VENDOR QUESTIONS
Date Document Posted: January 29, 2008

Question Number	RFP Number Reference	RFP Text/ Requirement Wording	Vendor Question	DHFS Response
1	1.9	February 18, 2008, 2:00 PM CST Proposals due from Proposers	The RFP due date is Feb. 18, Presidents Day--a Federal Holiday. Will this affect the ability to receive the delivery and if so, do vendors need to do anything to accommodate the holiday?	The RFP due date is changed to Feb 19, 2:00 CST due to the Federal Holiday.
2	2.4 8.2	The Proposer's assurance the Proposal will remain in full force and effect for at least one hundred twenty (120) days from the Proposal due date. All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for 180 days starting on the proposal due date.	Section 2.4, page 13 uses 120 days while Section 8.2, page 98 uses 180 days. Please clarify.	The language for Section 2.4 is changed from "120 days" to "180 days."
3	6.3.2, sub point 1	Reference to business rules	Please provide examples of the business rules.	Two examples of business rules: (1) Example: If a birth record is registered with incorrect gender listed, and an amendment to gender is registered within 365 days of birth, amendment is not annotated on certified copy of birth certificate. (2) Example: Within local jurisdictions, copies of birth certificates can only be issued by both the county of occurrence and the county of mother's residence.
4	6.3.7	References to events and patterns in system audit logs as defined by business rules	Please provide examples.	Two examples of business rules related to audit logs: (1) Business Rule Topic: Unusual hours of access alert. Example: An alert report

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				<p>created for Vital Records Office staff printing certified copies between hours of 6 PM and 6 AM. The Alert specifies office, user, and time of printing. (2) Business Rule Topic: Questionable record access. Example: An alert report created for Vital Records Office staff accessing a record when no action request is associated with that record.</p>
5	1.10	<p>The contract(s) shall be effective on the date indicated on the purchase order and shall run for three years from that date, with an option by mutual agreement of the State and contractor(s) to renew for up to three (3) additional one-year periods plus maintenance and support for life of use.</p>	<p>What do the term of 3 years and the optional extension of 3 years relate to? It does not appear to relate to maintenance and support, since that is "for life of use."</p> <p>Is the 3 year term for the license?</p>	<p>The three-year original contract term that will be indicated on the originating purchase order is to establish the length of time to complete implementation of a fully operational system. The optional three-year extension will be exercised by mutual agreement of the parties, if necessary, to complete the project.</p> <p>The initial three-year term of the contract is to allow for system implementation. It is not tied to license term.</p>
6	6.8.8 sub point 1	<p>This references impounding a paper vital record</p>	<p>Please elaborate on how the State envisions this working in the system?</p>	<p>If a paper record needs to be impounded, the data will be entered into the system; the electronic record will be impounded; and the paper record will be scanned and linked to</p>

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				the electronic record. The paper record will be stored in a secure area.
7	6.8.11	“System [is] to have the ability to create, amend, and limit access to indexes.”	Please elaborate.	<p>VR indexes are electronic listings of all registered vital events by predefined fields (e.g., for a birth record, the predefined fields would be the last name, first and middle name, DOB, mother’s maiden’s name, county of birth, and certificate number). If any of the predefined fields for a specific vital record changes, the system should automatically update the electronic index. No history of changes will be kept in the index.</p> <p>Only those assigned with role-based authority can access these indexes.</p> <p>Many VR Offices need the ability to print paper copies of these indexes for public use but any confidential or impounded records must be removed. The only index information that can be printed must be identified as accessible to the public. Wisconsin law limits publishing indexes for the public as follows: (1) births – only those 100 years after the event; (2) deaths, marriages, and divorces – only those 24 months after the event. Per</p>

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				Wisconsin statute, the only fields that can be used in a public index are the registrant's full name, date of the event, county of occurrence, county of residence, and, at the discretion of the State Registrar, state file number.
8	6.9.4 sub point 9	This references a "marital child."	Please define "marital child."	A "marital child" is a child born to parents who were legally married to each other at any time between conception to birth. However, if the biological parents, who were not married at any time during conception to birth, get married to each other after the birth of a child, the parents can file a voluntary form "Acknowledgement of Marital Child" that allows the father/husband information to be added and gives the same rights to the child as a child born to married parents.
9	6.14.17	Relating to third party credit card processors.	Can the State please give further detail on the processors and interface so that we can better estimate costs? Does the State have in mind specific third-party vendor(s) at this point for this desired functionality? If so, can they be named?	The System should allow the State to accept and process payments through third-party credit card companies, banks, or processors with seamless integration to the standard business payment packages on Windows-based software employed by these entities. The vendor should, for example, be able to independently record each transaction and related pertinent information (e.g., date, time, amount per transaction) as

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				<p>cash, check, or credit card. This is all to be accomplished in real time. It should also allow for entering of credit card information and transmission of related data to the credit card company, bank or processor(s) to execute payment. The interface would allow for transmission of data by an independent phone line/via internet.</p> <p>The State has not decided on a specific third-party vendor and will explore all viable options. Cost, security, and ease of operation will be important factors for review.</p>
10	2.3	<p>Submitting the Proposal</p> <p>Proposers must submit:</p> <p>Fourteen (14) hard copies of all documents as instructed below (one marked Original).</p> <p>Five (5) hard copies of the Cost Proposal (one marked Original).</p> <p>Electronic versions of all documents (submit on CD, files may be zipped).</p> <p>Cost proposal must be separately</p>	<p>Section 2.3 states that the proposals be submitted to:</p> <p>Elizabeth Garland, Purchasing Director Wisconsin Department of Health and Family Services 1 W. Wilson Street, Room 750 Madison, Wisconsin 53703</p> <p>The cover sheet of the RFP states that the proposals be submitted to:</p> <p>Department of Administration State Bureau of Procurement 101 E. Wilson Street</p>	<p>This was amended on VendorNet. Send all proposals to Elizabeth Garland at 1 W. Wilson St. (See Amendment 1.)</p>

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		<p>sealed and submitted at the same time as the rest of the proposal.</p> <p>All submitted proposals and materials (both hard copy & electronic) must be clearly marked with the proposer's name.</p> <p>All required proposal materials shall be submitted by February 18, 2008, 2:00 P.M. CST, to:</p> <p>Elizabeth Garland, Purchasing Director Wisconsin Department of Health and Family Services 1 W. Wilson Street, Room 750 Madison, Wisconsin 53703</p>	<p>P.O. Box 7867 Madison, WI 53707-7867</p> <p>Which address is correct to submit the proposals to?</p>	
11	4.3.4	<p>Timeline</p> <p>The final decisions on implementation phases, plans, and schedules will be made during contract negotiations. The State estimates approximately six months duration for completion of each Phase I-III.</p>	<p>Will the State be more specific as to which objectives to be met within each six month phase? What of the following objectives are included in the six month phase?</p> <ul style="list-style-type: none"> JAD Sessions Documentation and Agreement on <ul style="list-style-type: none"> Business functionality System Configuration Testing Training Implementation 	<p>DHFS's goal was to allow for 6 months per phase which would include all the steps you listed and the bullets listed under 4.3.2. However, we do realize that Phase I is the most complex and substantive part of all 3 phases which means that Phase I may end up taking more time than, for example, Phase III. Our vision of an off-the-shelf system versus the actual selected system may affect these desired timeline goals.</p>

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			Establishing the Environments	
12	4.3.4	<p>Timeline</p> <p>The final decisions on implementation phases, plans, and schedules will be made during contract negotiations. The State estimates approximately six months duration for completion of each Phase I-III.</p>	<p>Will the state identify other objectives in addition to those recited in question 2 that they hope to achieve within the six month phase?</p>	<p>Although the State tried to be as comprehensive as possible, the JAD session may identify additional objectives. However, you should indicate any additional objectives that you feel are necessary.</p>
13			<p>General question – Since scanning of paper documents is mentioned in dozens of places throughout the RFP (e.g. sections 6.8.9, 6.12.6) would a proposal be considered non-compliant if the bid does not include a comprehensive approach to scanning and defined processes (and cost estimates) for scanning / digitizing the 20 mil. historical documents mentioned? How will DHFS consider costs and compare features if the Vital Records system supports multiple approaches scanning?</p>	<p>The current RFP is for the development of a web-application Vital Records information system which does include scanning as part of the base system. It is important that the selected system have the capability of scanning both vital event records and supporting documentation, linking the documentation to a specific record, and the ability to print copies of the scanned documentation.</p> <p>The current RFP does mention in dozens of places that the scanning of paper documents is necessary on a day-to-day basis for ongoing program needs. Examples would include:</p> <ol style="list-style-type: none"> 1. 5.4 Marriage Event. Once a

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			<p>RFP p. 123, Attachment C - What is the total volume for all paper format documents requiring scanning? Does this total include all official documents as well as supporting evidentiary documents?</p> <p>RFP p. 123, Attachment C - Would the State please provide the total volume of paper documents that vendors should be prepared to process via scanning for this contract?</p> <p>RFP p. 123, Attachment C - Would the State please provide a breakdown</p>	<p>marriage event is registered electronically into the system, the system will assign the state certificate number when the record is registered. The paper document is then scanned and attached electronically to the marriage record.</p> <p>2. 5.3 Death Record Amendments. If the amendment request is submitted by paper, the system should allow paper forms to be scanned in, marked with a unique ID, and attached electronically to the appropriate record.</p> <p>In terms of reference to Attachment C, this attachment was included to provide more detailed information in terms of the VR's current business description. This current RFP will only convert those current records already in electronic format and does not include the complete conversion of historical Wisconsin Vital Records. A separate solicitation will be published in the future for the conversion of the historical records. Volumes and details for this historical conversion will be included when that solicitation is published.</p>

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			of the volume for each Document type listed in the table entitled Summary of Annual State Vital Records and Ancillary Documents by each individual LVRO site?	
14	1.2	Features deemed as critical to meet these requirements include, but are not limited to,	Please describe the meaning of “critical” for the requirement that our proposal must include “a System that has been installed, operational, and in production by at least one U.S. state or local government entity similar in size and scope to the State of Wisconsin”.	“Critical” means that although the requirement is not “mandatory,” a high scoring vendor will meet this requirement. We are looking for a vendor who has the experience of having an established VR system in at least one other state.
15	1.2	Propose a system that has been installed, operational, and in production by at least one U.S. state or local government entity similar in size and scope to the State of Wisconsin.	If the solution in our proposal is in production at entities other than a State or Local government but not at a State or Local government, what impact will that status have on the Proposal score?	Although each vendor’s proposal will be scored on its own merits, not having an actual VR system already established and running will result in lower or no assigned points for that requirement.
16	4.3.5	Management of this software will follow proven project management methodologies and best practices. Project Planning will be completed collaboratively	What software will the department make available to the project to track requirements, issues, problems, and changes?	DHFS uses multiple tools for tracking projects, including MS Project for project tracking and MS Excel for tracking issues, problems, and changes. DHFS will work with the chosen vendor on these requirements. If the vendor does not have the tools necessary, DHFS can provide a licensed copy of MS

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				Project if the vendor does not have one, and any Excel and Word document templates required.
17		Management of this software will follow proven project management methodologies and best practices. Project Planning will be completed collaboratively	What project management information system software will the department make available to the project to track project progress?	See response above.
18	6.17	The State intends to convert all existing electronic vital records to the new system upon implementation	For Data Conversion, how many data fields in the records that DHFS will load into the Oracle data repository does DHFS anticipate will contain variable data definitions dependent on external factors (such as year of record)? What external factors has DHFS identified?	The date of the event will determine which variable to use; the date of the event is part of the record (not an external factor). The exact number of variables and values for each variable will be provided as part of the data conversion process.
19	6.17	The State intends to convert all existing electronic vital records to the new system upon implementation	When will DHFS have the Oracle data repository structured in its final form for conversion? When will DHFS have the complete set of conversion variables defined for the conversion data? When will DHFS have the Oracle data repository fully loaded with the final set of data for conversion?	The Oracle data structure was provided in an Appendix to the RFP. Conversion variables and any needed structural updates will be provided as part of the data conversion process.
20		In Section 1.5 <u>Clarifications and/or Revisions to the Specifications and Requirements</u> , in the paragraph following the address given for submitting questions, the first	Please confirm: Exceptions relating to Section 2.4, Tab 11 (noted above) are not to also be included in the response to Section 1.5 requesting vendors to raise any questions, exceptions, or additions	All responses/comments concerning the Contract Terms and Conditions must be provided in Tab 11 as part of your submitted proposal to this solicitation. These comments are not part of this initial "question period"

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		<p>sentence states:</p> <p>“Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document on or before January 22, 2008, 2:00 PM CST.”</p> <p><u>In Section 2.4 Tab II, Response to All Contract Terms and Conditions</u>– Vendors are asked to “Provide a point-by-point response to only those terms (including Section 9) to which Proposer takes exception.”</p>	<p>concerning the RFP document and due on January 22nd.</p>	<p>for overall questions on the RFP documentation.</p>