

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203
501-320-6511

ADDENDUM 5

DATE: May 12th, 2020

SUBJECT: 710-20-0041 CCWIS System

The following change(s) to the above referenced Invitation for Bid for DHS has been made as designated below:

Change of specification(s)

☒ Additional specification(s)
☐ Change of bid opening date and time
☐ Cancellation of bid
☐ Other

Additional Specification(s)

1. The following changes have been made to the RFP:

a. In Section 1.5 Bid Opening Location on page 3, the following addition was made:
"The receptionist is to contact the buyer for more detailed directions to the bid opening location.

When circumstances warrant, DHS may elect to conduct the bid opening entirely via video conference. If DHS makes this election, DHS shall post a link to the video conference on its website. If the bid opening will be conducted entirely via video conference, individuals will not be permitted to attend in-person."

b. In Section 1.8 Response Documents on page 4, the following addition was made:

A. Original Technical Proposal Packet

1. As an alternative to the instructions below, a Respondent may follow the alternative submission set forth in Attachment N – Limited Bid Submission Accommodation During COVID-19.

c. In Section 1.10 Clarification of Bid Solicitation on page 5, the following edit was made:

C. Contractor's written questions will be consolidated and responded to by the State. The State's consolidated written response is anticipated to be posted to the OP website by the close of business on ~~May 4~~**11**, 2020.

d. In Section 1.32 Schedule of Events on page 11, the following edits were made:

Public Notice of RFP	April 3, 2020
Deadline for Receipt of Written Questions	April 17, 2020
Response to Written Questions, On or About	May 4 11 , 2020
Date for Bid Submission	May 22 June 5 , 2020 10:30 a.m CT
Date and time for Opening Bid	May 22 June 5 , 2020 11:00 a.m CT
Invitation to Top 3 Ranked Respondents to Deliver Oral Presentation/Demonstrations, On or About	June 22, 2020
Oral Presentation/Demonstration from Top 3 Ranked Respondents, On or About	July 1, 2020
Selection of Contractor, On or About	July 31, 2020
Intent to Award Announced, On or About	July 31, 2020

Contract Start, (Subject to State Approval)	October 1, 2020
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e. In Section 2.3.7 Deliverables Schedule on page 27, the following edits were made:

OCM Executive Briefings (in collaboration with the PMO)	Within ten (10) business days of the end of a quarter or key OCM milestones	2.8.3.1 OCM Executive Briefings
Project Change Requests	When necessary scope/requirements changes are identified over the life of the Contract	2.3.5 Project Change Management
System Release Notes	When any future modifications that may be made to the system over the life of the Contract for State use	2.3.6.1 Release Notes
OCM Executive Briefings (in collaboration with the PMO)	Within ten (10) business days of the end of a quarter or key OCM milestones	2.8.3.1 OCM Executive Briefings
Overview of Available Software Upgrades	At least once per year, over the life of the Contract	2.9.3 Software Upgrades
Updated Staffing Plans	At least once per year, over the life of the Contract	2.7.1 Staffing Plan
Overview of Available Software Upgrades	At least once per year, over the life of the Contract	2.9.3 Software Upgrades
Train-the-Trainer Content	To be determined by the State at a later date	2.8.2 Training Curricula and Material Development
Disengagement Plan	To be determined by the State at a later date	2.11 Transition to a Subsequent Vendor

f. In Section 2.7.5 Contractor Local Office on page 44, the following edits were made:

Prior to the first paragraph, the following addition was made:

"In light of COVID-19 and the present uncertainties associated with the Contractor and State's ability to work on-site in a traditional manner, the State is willing to review proposals with relaxed office requirements, so long as:

- 1. The proposed office has sufficient conference room space for collaborative sessions**
- 2. The proposed office has space for a reasonable number of State employees to work with Contractor**
- 3. The proposed office has adequate connectivity, hardware and security as described below**

The State will not require Contractor to perform any onsite work which would be contrary to an order from the Governor or Federal Government."

In the third paragraph, the following edits were made:

"In support of the shoulder-to-shoulder environment and collaboration, the Contractor will primarily work on-site as possible. Notwithstanding any circumstances related to COVID-19 (which shall relax this requirement), All-all Key Personnel and no less than 50% of each Contractor team shall be on-site at any time during regular business hours."

g. In Section 2.7.5.1 Office Features, the following edits were made:

On page 44, the following edit was made:

~~"The Contractor's local office shall have:~~ In light of COVID-19, the below are desired specifications for the Contractor's office and not specifically mandatory ones."

On page 45, the following edit was made:

F. Facility Access

1. Controlled key card access for all entrance / exit doors
2. 24x7 access to the **facility** as agreed upon by the State

h. In Section 3.1 RFP Contents on page 55, the following edits were made:

Attachment	Name	Description
A	Agency Current Practices, Challenges, and System Needs by Functional Area	This Attachment is intended to give the Contractor background into the current business practices and challenges, as well as the needs and desires for the Future System.
B	Technical Proposal Packet	This is a template Respondents should use in preparing their Technical Proposals
C	Functional Requirements Matrix	This is a template Respondents should use in preparing their Technical Proposals
D	Technical Requirements Matrix	This is a template Respondents should use in preparing their Technical Proposals
E	Cost Proposal Template	This is a template Respondents should use in proposing a cost for the project
F	Bidders' Library	This is a collection of files which Respondents should reference and review to get a better understanding of what is expected by the RFP.
G	Disclosure Form	Required Disclosure Form
H	Written Questions	Respondent should use this form to submit written questions to the State pursuant to RFP Section 1.9
I	Performance Based Contracting Standards	Performance Contracting Standards
J	DHS Contract Terms and Conditions	Standard DHS Contract Terms and Conditions
K	Pro forma contract	Pro forma contract
L	BAA	Business Associate Agreement
M	Organizational or Personal Conflict of Interest Policy	Organizational or Personal Conflict of Interest Policy
N	Limited Bid Submission Accommodation During COVID-19	This Attachment provides alternative submission instructions for Respondents during COVID-19
O	Electronic Submission Signature Page	Electronic Submission Signature Page
P	Official Bid Price Sheet	This is a required sheet Respondents should use to provide pricing information

i. In Section 3.2 Technical Proposal Score on page 57, the following edit was made:

~~3. The Financial Disclosure section points will be added to the final subtotal score to arrive at the total.~~

2. The following changes have been made to Attachment B - Technical Proposal Packet:

a. In Section 2.7 Project Staffing - Business Proposal on page 12, the following edit was made:

"For the Engagement Director/Executive and the Project Manager (See RFP Section 2.7.2) please submit two written references, per individual, from clients similar to DCFS. Please submit these references **electronically**. ~~in a sealed envelope with the Contractor's proposal. Only one copy of each reference need be submitted, but it should be clearly marked so that the State may open and copy the reference for the State's consideration.~~"

b. The Agreement and Compliance page has been added to page 15 of the Technical Proposal Packet.

3. The following changes have been made to Attachment E - Cost Proposal Template:

a. On tab 2. Introduction, in the Key Assumptions section, the following edit was made:

The costs proposed in this workbook should include any cost associated with any system feature or attribute proposed in a Respondent's proposal. By way of example, if a Respondent's Functional Matrix

indicates that a "**Tier 2 Desirable**" feature can be provided through customization, then the cost of that customization will be included in the proposed costs in this template.

b. On tab 3. Cost Proposal Summary, in the instructions, the following edits were made:

Respondent will be evaluated based on their "Total **DDI & One-Time Cost**" and their "**Total M&O & On-Going Costs**" amounts.

c. On tab 3. Cost Proposal Summary, the formula in Cell C9 was adjusted to include Annual Hosting Costs (cells D:J16).

d. On tab 5. DDI, the formulas in Column T were updated to include all activities listed in cells D:S11.

e. On tab 5. DDI, in the Proposed Allocation to Deliverables & Milestones, rows for ten (10) additional proposed deliverables or milestones were added.

4. The following items have been added to Attachment F - Bidders' Library

- Exhibit 27 - .NET Data Repositories
- Exhibit 28 - Rocket Matter Statement of Work
- [DCFS Workflows]

5. The following changes have been made to Attachment I – Performance Indicators:

a. In Table 1: DDI Performance Indicators on page 2, the following edits were made:

Number	DDI Service Criteria ⁱ	Acceptable Performance	Damages for Insufficient Performance ⁱⁱ
D-1	Critical Severity – Operational Readiness Review. The Future System shall pass all requirements of the ORR to the State's satisfaction in accordance with RFP Section 2.5.6 SOW Section 6.6 by a date agreed upon by the Contractor and State.	Pass all aspect of the ORR by the agreed upon date(s). Contractor shall undertake all efforts to remedy any issues identified in the ORR and the ORR will not be considered passed until all aspects of the ORR are passed.	For every one (1) business day past the agreed upon date the Contractor fails to pass any aspect of the ORR, two (2%) shall be deducted from the available payment for this deliverable/milestone.
D-2	Critical Severity – ACF Determination of CCWIS Compliance. The Future System shall receive an ACF determination of CCWIS compliance of 95% or more by a date mutually agreed upon between the State and the Contractor	Obtain ACF determination for the Future System by the agreed upon date.	For every one (1) business day past the agreed upon date the Contractor fails to obtain ACF determination of CCWIS compliance, one (1%) shall be deducted from the available payment for this deliverable/milestone.
D-3	High Severity – Project Schedule. The Contractor shall deliver a Project Schedule compliant with RFP Section 2.5.1.3 SOW Section 6.1.3 within thirty (30) calendar days of the Contract Start Date.	Deliver a Project Schedule compliant with RFP Section 2.5.1.3 6.1.3 on or before thirty (30) calendar days after	For every one (1) business day past the agreed upon date the Contractor fails to deliver a new or updated Project

Number	DDI Service Criteria ⁱ	Acceptable Performance	Damages for Insufficient Performance ⁱⁱ
	This Schedule shall be updated on a mutually agreed upon periodicity.	the Contract's start date. Provide an updated Project Schedule on a mutually agreed upon periodicity thereafter (or a notice that no update is required).	Schedule, two (2%) shall be deducted from the available payment for this deliverable/milestone.
D-4	High Severity - Change Request Response. During the course of DDI, Contractor shall provide a Project Change Request (see RFP Section 2.3.5 SOW Section 4.5) within fifteen (15) days of the request from designated State staff. The Project Change Request shall include written estimates and design documents for the State's review and approval.	100% timeliness in responding to Change Requests.	[<i>damage to be negotiated in Contract</i>]

b. In Table 2: M&O Performance Indicators on page 6, the following edits were made:

Number	M&O Service Criteria ⁱⁱⁱ	Acceptable Performance	Damages for Insufficient Performance ^{iv}
M-17	Reports. All reports required by the Contractor shall be furnished to the State or Federal Government in accordance with the requirements of the Contract. This standard shall not include Key Federal Reports (defined in SOW Attachment A Section 31.12.1)	The Contractor furnishes all reports as required by the Contract on their due date, notwithstanding the Key Federal Reports.	[<i>damage to be negotiated in Contract</i>]
M-18	Key Federal Reports. The Federal Reports Identified in Attachment A Section 31.12.1 are essential to the State. These reports are the AFCARS, NCANDS, NYTD, Payment History Report, and Family First reporting. A failure by the Contractor or the Future System to support the timely and accurate submission of these reports may have severe consequences for the State.	The Contractor submits all Key Federal Reports on their due dates unless its failure to be submitted is due, in whole or in part, to an act or omission of the Contractor or a failure, issue, defect or characteristic of the Future System.	[<i>damage to be negotiated in Contract</i>]

6. Attachment N – Limited Bid Submission Accommodation During COVID-19 has been added to provide alternative submission instructions for Contractor(s) during COVID-19.

7. Attachment O – Electronic Submission Signature Page has been added for Contractor(s) to provide electronic signatures for submissions.

8. Attachment P – Official Bid Price Sheet has been added for Contractor(s) to provide pricing information.

Change of Bid Opening Date and Time

BID OPENING DATE AND TIME

Bid opening date and time **will be changed to:**

June 5, 2020 10:30am C.T.

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE DEPARTMENT OF HUMAN SERVICES.

If you have questions, please contact the buyer at nawania.williams@dhs.arkansas.gov or 501-320-6511

Vendor Signature

Date

Company

ⁱ Nothing in this table is intended to set forth all obligations of the Contractor under the Contract. These obligations are in addition to any others imposed by the Contract and applicable law.

ⁱⁱ The damages set forth are not exclusive and shall in no way exclude or limit any remedies available at law or in equity.

ⁱⁱⁱ Nothing in this table is intended to set forth all obligations of the Contractor under the Contract. These obligations are in addition to any others imposed by the Contract and applicable law.

^{iv} The damages set forth are not exclusive and shall in no way exclude or limit any remedies available at law or in equity.