

DEPARTMENT OF HUMAN SERVICES  
REQUEST FOR PROPOSALS  
DISABILITY BENEFITS ADVOCACY PROGRAM  
FIA/DBA-21-001-S

**QUESTIONS AND RESPONSES #2**

Question 1: Page 3 of this solicitation it states that the MBE requirement is 29% and the VSBE is 6%. On pages 74 and 75, it states that the MBE requirement is 25% and the VSBE is 5%, can the State please clarify which is accurate.

**Response: Please see Amendment #1.**

Question 2: Within the RFP, sections Summary Statement 2.2.3, Section 2.3 Responsibilities and Tasks, 2.3.1 General Requirements, F1-5, Section 2.3.2, A and 5.3.2, Volume I Technical Proposal F5, there is conflicting language around the staffing requirements, facility, and travel. In order for bidders to fully understand the requirements, pending the clarification of our question posed on or about 4/25/2022, Offeror seeks clarification regarding:

**Response:** 1. Whether a facility is required for this contract;

**Question posed on 4/25/22 has been answered with Amendment #2.**

2. Whether bidders should provide a staffing model that includes resources at all listed LDSS offices in the RFP;

**Please respond to the RFP's staffing requirements.**

3. Whether bidders should assume periodic travel to LDSS offices and therefore account for those expenses;

**Yes, successful offerors will be required to travel to LDSS offices.**

4. Whether bidders should provide a staffing model that includes resources at all LDSS offices in total (50); and

**Please see response to Question 2 above and respond to the requirements of the RFP.**

5. Whether bidders may provide a remote work model, given that the state and LDSS offices remain in a remote work environment.

With guidance, bidders will be more likely to bid a consistent model, thereby affording the best value to the State for the configuration of the staffing and associated infrastructure.

**The bidders can provide a remote work model; however all State offices are open.**

Question 3: 2.3.3 Adult TDAP, TCA, PAA, and Child TCA Recipients (Function Area II)  
If the State is to determine that contractor is to provide in-person, 9:00-5:00 daily support, at 24 or more LDSS offices, that this requirement is to be paused and supported remotely during the covid-19 state of emergency.

**Response: The State of Emergency is no longer in effect.**

Question 4: As a SOC2 audit typically requires 6 months from go-live for data to be gathered for the audit and then 3-4 months for the audit report from that data to be completed, we have typically found it preferential to perform audits at a Corporate level and/or on our Corporate Data Centers and then maintain an annual security plan for the Project. Please confirm that approach meets the requirements outlined.

**Response: Offerors need to comply with the requirements of Section 3.9.**

Question 5: Please reaffirm that a HIPAA Business Associate Agreement is not required for this procurement.

**Response: Section 4.32 is not applicable.**

Question 6: Please reaffirm that this solicitation does not include the procurement of products known to likely include mercury as a component.

**Response: Section 4.36 is not applicable.**

Question 7: Can DHS please confirm whether the FA1 and FA2 pricing inputs should assume all costs required to operate each function area independently or if they would like the pricing models combined to represent the cost savings to DHS when one vendor operates both function areas. If the latter, how will DHS handle renegotiation of pricing if FA1 and FA2 are awarded to different vendors?

**Response: Offeror shall submit separate Financial Proposals for each Functional Area.**

Question 8: Can DHS please confirm that if the vendor is submitting a proposal for both FA1 & FA2 that references can be repeated between the two proposals.

**Response: References can be repeated for each Functional Area.**

**Sang Kang  
Procurement Officer  
May 23, 2022**