



STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
CENTRAL CONTRACT & LEGAL SERVICES
P.O. Box 45811, Olympia, Washington 98504-5811

DATE: February 17, 2016

TO: RFQQ# 1623-583 Bidders

FROM: Angela Williams, RFQQ Coordinator
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 1– Bidder’s Questions and Answers and
Modifications to the RFQQ

DSHS amends the RFQQ# 1623-583 to include:

- Bidder’s Questions and Answers
- Change to RFQQ Procurement Document to **Section A.a.(1)** Compatibility the words “and Android 5.x.” are deleted from the first sentence. It is replaced with “The Mobile Case Worker App shall be compatible with IOS 9.x.”
- Deletion to RFQQ Procurement Document to **Section A.3.(10)** in its entirety.
- Deletion to RFQQ Procurement Document to **Section A.3.i** the last sentence “The solution shall provide users with online access to technical assistance.”
- Deletion to RFQQ Procurement Document to **Section C.1.(a) 13** in its entirety.
- Change to Sample Contract to the Special Terms and Conditions **Section 5 Budget Exhibit – Exhibit C** and all reference have been corrected and Exhibit D will now be **Section 6** Performance Monitoring Report – Exhibit D. A revised Sample Contract will be part of this Amendment 1
- Change to Sample Contract to the **Exhibit B Section 2** the words “and Android 5.x.” are deleted from the first sentence. It is replaced with “The Mobile Case Worker App shall be compatible with IOS 9.x.”

Bidder's Questions and Answers
RFQQ # 1623-583

Question #1: Does the budget proposed for this project consider software licensing costs or is this RFP targeted exclusively at personal services? If additional software licenses were required as part of a solution's approach, how much has the agency budgeted?

A: The budget proposed for the project does not consider or include commercial software licensing costs. The RFP is targeted at both personal services and/or purchased goods if vendors already have mobile app frameworks that can be modified for Department Social Health Services (DSHS)/Children's Administration (CA) use. The agency has adequately budgeted for Xamarin software licenses that will be used by both State and vendor staff.

Question #2: The RFP calls out the mobile development tool Xamarin as the development platform to be used, but also suggests that the successful vendor will be responsible for developing an API independent of Xamarin. If a vendor were to suggest a mobile development application platform based on Xamarin that would also help with the API integration, would the agency be willing to acquire the necessary licenses? If not, would the agency reconsider its position if the platform in question could be leveraged for several other SACWIS or CCWIS initiatives in the future, while simultaneously cutting development and adoption costs?

A: Yes, the agency would be willing to consider acquisition of other necessary commercial product licenses to assist in API integration. Any tools vendors feel would be beneficial to the project, besides Xamarin, should be described in detail of their purpose and accompanied by cost quotations for the necessary commercial licenses. Also include 5 years of maintenance and support renewal costs of the proposed commercial products.

The agency has already started development of both API's as well as a MVP mobile applications (app) on the Xamarin platform.

Question #3: Under project scope (Page 4, 1st Para in RFQQ) in one place it is written that CATS want to develop native Mobile App for child welfare case management on the iOS platform and in other place it is written that cross-platform mobile app should be developed using Xamarin development tool. Can

CATS clarify if they are looking to create a Native app for iOS and Android devices or Hybrid app using Xamarin development tool?

A: The Caseworker mobile app will be a native iOS app developed using the Xamarin platform. CA case workers are issued iPhones and a Windows 10, 2 in 1 devices.

The Foster Parent mobile app will be both a native iOS and Android app developed using the Xamarin platform. Foster Parents may have either an iPhone or an Android based smartphone.

CA is most interested in building modular software that has reusable value. Many of the features of both applications will have similar functionality and in some cases exact same page and data elements will be found in both Apps.

Question #4: Also does the application needs to support windows Mobile platform?

A: No.

Question #5: It is given that “three (3) years’ experience with developing mobile applications for a Health and Human Services governmental entity, specifically for Child Welfare entities”. Our company is developing mobile applications since last 8 years for healthcare, pharma, life sciences and other domain for Fortune 100 organizations, but have not worked specifically for a Health and Human Services governmental entity or Child Welfare entities. In that case are we good enough to participate for this engagement?

A: CA encourages all vendors to submit proposals. CA encourages all vendors to submit proposals with additional experience. However all bidders must provide Minimum Qualification of three (3) years’ Experience in the Health and Human Services sector, especially Child Welfare.

Question #6: It’s being said that “Must provide documentation that the contractor is in good standing with state and national child welfare organizations”. What type of documents are you looking for?

A: Due to the confidential nature of the client information vendors may be exposed to during the project. All vendor staff proposed must be able to pass a criminal background check. The selected bidder must be licensed to do business within the State of Washington.

Question #7: We understand that we need to develop webservices/API for Case Management System (FamLink), is there any requirement to develop the

API's for enterprise CMS or CATS will provide the required webservice for this and we just need to integrate the webservices?

A: The commercial ECM solution, ApplicationXtender from EMC includes an API. CATS staff have already performed development of a MVP that uses this SOAP service. This work will be incorporated into the final deliverable mobile Apps for this project.

Question #8: What is the current technology and development environment for Enterprise Content Management System, EMC Application Extender and Famlink?

A: Microsoft .NET Framework 4.x.

Question #9: Would the State consider a commercially available, iTunes published, proprietary Software-as-a-Services (SaaS) solution that meets the defined functionality for both the Child Welfare Caseworker Mobile App and Foster Parent Mobile App?

A: No. Security requirements dictate that this solution be deployed using our enterprise app store.

Question #10: What are the motivating objectives for this procurement (Case Worker safety, cost savings, access to actionable information/reporting, predictive analytics, other)?

A: Access to actionable information.

Question #11: Will the State consider, as an alternative to long term system support and custom development enhancement costs, a SaaS pricing model solution?

A: No. The products produced by this project will be assets of the State of Washington.

Question #12: Once successfully deployed, would the State consider the use of the successful bidders solution in other Agencies in order to meet that/those Agency's similar needs?

A: No. Children's Administration is the ONLY designated Child Welfare agency in the State of Washington.

Question #13: Whether companies from Outside USA can apply for this? (From India or Canada)?

A: All bidders are encouraged to submit their proposals for consideration.

Question #14: Whether we need to come over there for meetings?

A: Yes, working on site next to State staff is a required component of the Agile coaching and mentoring aspect of this project and would mean coming over here for more than just meetings.

Question #15: Can we perform the tasks (related to RFP) outside USA?

(From India or CANADA)?

A: No.

Question #16: Can we submit our proposals via email?

A: Yes, this is the preferred method of delivery as stated in the RFQQ.

Question #17: If we can bid for this opportunity and is this RFQQ is open for international vendors?

A: See Question #13.

Question #18: DSHS expects vendor's local presence and is mandatory?

A: See Question #14.

Question #19: DSHS accepts if vendor provide references (mobile application development) other than Health and Human Services governmental entities?

A: CA encourages all vendors to submit proposals with additional experience. However all bidders must provide Minimum Qualification of three (3) years' Experience in the Health and Human Services sector, especially Child Welfare.

Question #20: Please confirm the mobile platforms that must be supported.

A: iOS and Android.

Question #21: By what date must the apps be deployed and operational, if known?

A: June 30, 2016.

Question #22: Will the state staff have any base level Agile education and training?

A: Yes, State staff have been practicing Agile methodology for more than 12 months and are familiar with Agile terminology.

Question #23: Will the API definition and development be delayed, if necessary, to accommodate the Agile and technical skills of the State staff?

A: No, API definition and development will be concurrent with Agile mentoring and practice. CA has already started API definitions based upon user stories and use cases.

Question #24: Is FamLink SOA compliant? Please provide an architectural diagram and component descriptions.

A: No FamLink is not SOA compliant.

Question #25: If the scope must be expanded to accommodate a lack of API definition and development State staff and resources, will more funds be made available?

A: No, the API's will be adequately defined and user stories will be well established before the contract is awarded.

Question #26: On page 9 of the RFQQ document under CA Responsibilities, it appears that items 5 and 6 should be combined. Please confirm the wording and intent of the statements.

A: Item 5 indicates that CA has ultimate determination on product acceptability. Item 6 requires work meet Washington State standards at no increase to the contract amount.

Question #27: Section:A-3-a-2-b / Page-4; 'The solutions shall geocode, date, and time stamp all uploaded items work including required index information and send the objects, such as audio and video recordings as well as photos from Apps to the Enterprise Content Management System, EMC Application Extender using a Simple Object Access Protocol (SOAP) web service API.'

- a) Is there a Size limitation associated with Audio/Video recording or the Photos?
- b) Can vendor the vendor propose to use REST services instead of SOAP, for integration purposes??

A: No, there is no size limitation on the audio, video or photos. Yes, the API for the mobile apps can be RESTful, however the API provided by EMC is SOAP. CA development has already prototyped an REST API to pass content through to EMC ApplicationXtender.

Question #28: Section:A-3-a-2-h / Page-4; 'The App shall provide smart location based alerts such as providers in the area.'

Please elaborate on this requirement?

A: The app should have geolocation awareness of CA service providers in the proximal area of the workers current location.

Question #29: Section:A-3-b-3-b / Page-6; What is the expected frequency of data upload from App to Famlink CMS (Case Management System)?

A: Frequency of data synchronization should be dynamic dependent upon the use and connectivity.

Question #30: Section:A-3-b-10 / Page-7; 'Assessment Tool'

Is the intent of Assessment tool to allow user to capture data into a form which can be made available to other users and if needed, attached within an email? Please confirm?

A: No, any data captured in an assessment tool will be synchronized back to the SACWIS, FamLink.

Question #31: Section:A-3-d-1-b / Page-8; 'The App shall leverage preexisting data in the FamLink database to minimize data entry by social service specialists.'

If need be, please confirm whether State will perform the data cleansing activity?

A: Unsure about this reference, but workers are expected to enter accurate data in their case files.

Question #32: Section:A-3-e-2 / Page-8; Please list the different types of User Groups, and any associated different types of access level, expected to be using the Apps.?

A: Child Protective Services, Children and Family Welfare Services, Adoptions, Division of Licensed Resources, Family Voluntary Services, Family Reconciliation Services both line workers and their supervisors.

Question #33: What type of Database is currently used by Famlink??

A: Microsoft SQL Server 2012.

Question #34: How many business days of User Acceptance Testing does State expect to perform for this application??

A: One (1) week.

Question #35: Please confirm that State will provide the vendor with production data/masked production data for testing purposes so that vendors can verify accuracy of the newly developed Apps?

A: Yes, the State will provide access to production data, upon completion of a confidentiality agreement and background check.

Question #36: How many environments does the State have for this project (for example, Development, Testing, Production)?

A: The State has six (6) separate environments used for Dev, Test, UAT and Prod.

Question #37: Please confirm if the State will provide necessary hardware and software for this project in all environments?

A: The State will provide all server, back office and DB systems hardware and software. The vendor will be required to bring their own client computing hardware and software if it is a Macintosh platform; otherwise the State can provide PC's and software. The State will provide the vendor with the required Xamarin cross platform development IDE licenses. The State will provide the necessary test devices, iOS and Android devices.

Question #38: To provide necessary clarifications during design, development and testing how many SMEs will be allocated by the State to this project during various phases of the project for further clarifications, reviews etc.?

A: Up to twelve (12) SME's will be allocated by the State. However, the State will have a designate Product Owner who will leverage timely clarification during design development and testing phases.

Question #39: What is the approximate % allocation of these SMEs to this project?

A: It will vary. However the Product Owner will be dedication 100% to this project.

Question #40: What is the advance notice time to request access to the SMEs described in the question above?

A: SME's can be contacted same day. No advanced notice is required.

Question #41: Does the state anticipate the user base to increase over time, if so, can you please project the rate of increase.

A: For the case worker mobile app provided to our workers, minimal growth rate with a maximum of 2,000 users. The Foster Parent mobile app could see as many as 5,500 or more users. However, adoption will not be immediate.

Question #42: What is the expected Warranty period?

A: The State would request a twelve (12) month warranty on work products produced as part of this contract.

Question #43: Please provide a list of known risks with this project that the State is aware of.

A: This project has been assessed at a Level 0/1 Risk Assessment. Currently the project has no known risks. Work currently is being performed by the State in support of this anticipated project.

Question #44: Please confirm that no bonds or damages are required under this RFQQ.

A: Currently, no bonds or damages are required under this RFQQ.

Question #45: Does State have any preference for onsite / offsite / offshore development?

A: Onsite. In order to provide Agile mentoring and training as well as knowledge transfer.

Question #46: Can the support be provided by offsite team? If yes, please confirm that State will provide VPN connectivity. If not, please confirm that State will provide the travel costs, in addition to the support costs.

A: Yes. Support can be provided by an offsite team. Yes, the State can provide VPN connectivity.

Question #47: Please confirm that for tasks completed from vendor's development center, the State will provide VPN access to the required State servers.

A: Yes, the State would cover the costs associated with VPN access by contractors.

Question #48: Please confirm that the State will provide necessary office facilities, phones, cubes, pc, software, etc. to the vendor onsite resources?

A: Yes, the State will provide the necessary office space, cubicles, scrum rooms, network connectivity, PC's, software and other resources for the project. The preference would be for the contractor to bring their own Mac's if that is required.

Question #49: Will a proposal with offsite / offshore work scored less?

A: Onsite work is absolutely required to provide State staff the Agile mentoring and knowledge transfer required in this project.

Question #50: If a vendor possesses significant Mobile App development expertise across multiple platforms, including Xamarin, where the applications developed and implemented include a wide range of functions such as Business-2-Consumer, Business-2-Enterprise, and Business-2-Employee related use cases:

- Will the Vendor be disqualified merely because they have not developed a Child Welfare App?

A: CA encourages all vendors to submit proposals with additional experience. However all bidder must provide proof of three (3) years' Experience in the Health and Human Services sector, especially Child Welfare.

Question #51: What type of Agile coaching is required? Is this expected to be "on the job" training, or is a more formal type of training expected?

A: The CA development team has been practicing Agile methodology for over a year. This requirement is intended to be "on the job" type of training to fine tune, mentor and improve State staff's Agile practice.

Question #52: Will the Children's Administration develop the API's or only assist in the design?

A: CA development staff has already developed a proof of concept API. They will be engaged in the API development and provide knowledge to the contractor regarding data model application which is more than assisting in the design.

Question #53: Is Xamarin required, or can other frameworks/platforms be used?

A: Xamarin is required.

Question #54: Is the UI design expected to be part of the project? If so, are there already standards in place?

A: The UI design is expected to be part of this project and there are some standards already in place as well as in development for this project and others. The State is prepared to work with the contractor to achieve best practices for mobile application UI design and development.

Question #55: Have more detailed requirements been gathered and prioritized, or is that part of the project?

A: Detailed requirements and user stories have been gathered and are being documented and prioritized. However, the State will expect the contractor to assist in achieving the MVP based on these requirements.

Question #56: What features are required to work in off-line mode? Can you share any specific off-line use cases?

A: Workers should have access to case information, including persons, their contact information, most recent case history and any other case information that would not be updated from the field.

Question #57: Can open source libraries and services be used?

A: Yes, but the State would have the final determination on what open source library or service would be used as part of the solution.

Question #58: Who is responsible for project management, CA of the selected contractor?

A: Project management will be shared between the contractors Project Manager and CA's Project Manager.

Question #59: Agile Coaching

- How many team members will be included on the project that require coaching?
- Do any of the proposed team members have existing agile experience??

A: Ten-Twelve (10-12) staff. Yes, the entire CA development team is familiar with agile methodology, terminology and concepts. The team has been practicing Agile for over a year.

Question #60: Interfaces

- Are there any existing interfaces (APIs) that have been developed to interface with the FamLink system?

A: Yes, a proof of concept API has been developed for this project. Additionally an API has been developed for other current production and in development apps.

Question #61: Documentation

- Is the current system and interfaces documented to include database schema?

A: Yes, there are several artifacts that provide this level of documentation including the current database schema.

Question #62: Users

- What is the expected growth rate of users from the initial 1,800 or so expected at launch?
- Are all proposed users already registered in the FamLink system?
- Will new users be able to register through mobile devices?
- Is English the only language to be supported for speak to text??

A:

- **For the case worker mobile app provided to our workers, minimal growth rate with a maximum of 2,000 users. The Foster Parent mobile app could see as many as 5,500 or more users. However, adoption will not be immediate.**
 - **For the case worker mobile app yes. Foster Parents are “registered” in FamLink as providers, but will need to apply for access to use the mobile app.**
 - **No, case workers will be setup through existing security provisions. Foster parents will need to apply through a web portal in order to obtain access to the app and register for its use.**
 - **Yes.**
-

Question #63: Operating System

- Is any support required for Windows mobile operating system or just Android and iOS?

A: No support for Windows mobile. Only Android and iOS.

Question #64: “Section A, Subsection 3, Project Scope” refers to multiple operating systems. Is the initial scope of the Child Welfare Caseworker and Foster Parent Mobile Applications for iOS 9.x and Android 5.x?

A: .Yes

Question #65: “Section A, Subsection 3, Project Scope” refers to a particular cross platform mobile development tool, Xamarin. Can bidders propose alternative approaches?

A: Xamarin is required. Frequency of data synchronization should be dynamic dependent upon the use and connectivity.

Question #66: “Section A, Subsection 3, Project Scope, b, 12 Secure/Encrypted Emailing” refers to Mobile Device Management (MDM). Can you please clarify if a MDM solution has already been implemented by DSHS and CATS, and if yes, what MDM tool is in use?

A: CATS has implemented Meraki and is now in the process of transitioning to MaaS360 in support of this mobile project.

Question #67: Regarding calendar functionality, we’re just seeking further clarification. Our working assumption is that events from Outlook would sync to the already installed calendar on the device. Is this accurate? Or is this a calendar that is built within the app itself? Are notifications desired for upcoming events?

A: Yes, that is accurate. Sync Outlook to the device calendar.

Question #68: Regarding map functionality, is it correct to assume Google Maps will be installed on the device? Is the thought that users of the applications will be able to see an address and then be sent out to Google Maps? Or is it desired that the application integrates with Google Maps? Please provide clarification if you can.

A: Yes, Google Maps will be installed. The application will integrate with Google Maps.

Question #69: The RFQQ calls out “assessment tools”. Are these .PDFs? Forms? How many assessment tools are there? Please provide clarification.

A: Section A 3 b (10) of the RFQQ Procurement document will be deleted in the Modifications Section of this Amendment 1.

Question #70: Does DSHS have a mobile deployment manager (MDM) system in place?

A: Yes, we are currently using Meraki. However, we are in the process of procuring MaaS360 and migrating from Meraki to this product in preparation of this mobile app deployment.

Question #71: Does DSHS have a secure email client? When using the application, is the desired interaction to have an option to share securely? Are there any tools or third-party systems expected to be integrated for secure email?

A: Yes, this is part of the MaaS360 solution.

Question #72: Is the SSL separate and already installed on the device? We expect the application to present a login screen. Is it desired for users to only sign in once? Or to make the application more secure by requiring a login every time the application is opened?

A: SSL will be provided by MaaS360. Pass through authentication would be necessary.

Question #73: If not connected to the VPN client, how is the application expected to function? Should users be prompted that they are not connected to the VPN?

A: Yes, user should be prompted.

Question #74: Is it correct to assume the VPN client is already installed on the device?

A: Yes.

Question #75: The RFQQ calls out both SOAP and RESTful APIs. Is DSHS expecting just RESTful, SOAP, or some combination of the two?

A: The API for the mobile apps can be RESTful, however the API provided by EMC is SOAP. CA development has already prototyped an REST API to pass content through to EMC ApplicationXtender.

Question #76: For the Foster Parent application, our understanding of making an application available in the iOS store is that the application must allow anyone to request or establish an account. Is it intended that anyone can register for the Foster Parent application? If a user is not a foster parent, would they receive a blank screen or restricted access? Could this be a repository for information for users who might be interested in becoming a foster parent?

A: MaaS360 will be used for the Foster Parent app as well and will be required to have an account for iOS or Android. It will not be posted to either the iTunes or Google Play stores.

Question #77: Can a full list of systems that the applications are expected to integrate with be provided?

A: .FamLink

Question #78: How is data expected to be stored for both applications?

A: For client-side, offline data is queued. Data persists to FamLink database when connected.

Question #79: Has DSHS identified an approximate number different screen views for users on each application?

A: Yes, nearly 50 screens for each application.

Question #80: As per the RFP language "Bidders must have: Three (3) years' experience with developing mobile applications for a Health and Human Services governmental entity, specifically for Child Welfare entities with both Apple and Android platforms." for Minimum Qualification

Will the State allow the Vendor to bid if it has experience in developing mobile applications for Commercial Sector but not for Government entity, specifically for Child Welfare??

A: CA encourages all vendors to submit proposals with additional experience. However all bidder must provide proof of three (3) years' Experience in the Health and Human Services sector, especially Child Welfare.

Question #81: Does Children's Administration (CA) currently has any other mobile App(s) for CA Social Service Specialist or for CA Foster Parents?

A: No

Question #82: "Request the State to confirm/provide the type of users of the App:

- Social Service specialist
- Foster parents "?"

A: Social Service Specialists include: Child Protective Services, Children and Family Welfare Services, Adoptions, Division of Licensed Resources, Family Voluntary Services, Family Reconciliation Services both line workers and their supervisors.

Foster Parents: Licensed Foster Parent Providers and Relative Foster Parent Providers.

Question #83: What is the security strategy of the existing systems??

A: Form Authentication with AD account. We will implement SSL on F5. For Secure Access Washington (SAW-external users) have multi-factor authentication.

Question #84: Will the Foster parent App be deployed on the Apple/Play Store only and the Case Worker App be deployed on an enterprise app store only?

A: Neither will be deployed to iTunes or Google Play. MaaS360 will provide both the ability to be deployed and updated using the Enterprise app store.

Question #85: Are existing Apps (if any) published on any Public store (App store/Play store)?

A: We do not have existing mobile apps.

Question #86: "As per the RFP language ""Devices currently in use by CA mobile workers include tablets, running the Windows 10 operating system."" Do we need to build an app for windows OS as well?"?

A: No.

Question #87: Request the State to list the devices to be supported?

A: Caseworkers are issued iPhones and a Windows 10, 2 in 1 device. Foster Parents may have either an ~~an~~ iPhone or Android device.

Question #88: Do the Agency has enterprise license with mobile technologies such as Apple and Xamarin??

A: Yes, we have both.

Question #89: Does the existing FamLink Case Management System (Desktop App) already provide all the functionalities that are required in the proposed Case workers Mobile App (except maps).?

A: No, it doesn't have the calendar or maps.

Question #90: Does the existing system have any integration with 3rd Party cloud system? Does the existing system integrate with SAP, CRM, Sales force etc. ?

A: No.

Question #91: Does proposed app need to have offline support??

A: Yes, queue data.

Question #92: Please list out any Non-Functional requirements to be taken care of during app development?

A: MDM implementation.

Question #93: Should the design support both portrait and landscape view? Or should it be Portrait for phone and Landscape for Tablets??

A: It should support both views and be responsive.

Question #94: "As per the RFP language ""Coach state staff in a best practice Agile development methodology""

Does the Agency has prior experience in Agile?"?

A: Yes, State staffs have been practicing Agile methodology for more than twelve (12) months and are familiar with Agile terminology.

Question #95: "As per the RFP language ""During the development period the state expects the successful contractor to work with state staff using a best practice Agile Methodology.""
Has the Agency established a customized framework or expecting it from vendor?"?

A: Yes, a proof of concept API as well as a MVP mobile app.

Question #96: Please list out the ALM tools, if available.

A: Axosoft, TFS, MSDN, SVN, Eclipse.

Question #97: Does the Agency has multiple parallel environment for Agile?

A: The State has six (6) separate environments used for Dev, Test, UAT and Prod.

Question #98: How many staff needs to be trained in Agile Coaching? Do the Vendor have to train the stakeholder outside this program also??

A: Ten- Twelve (10-12) Staff within CATS.

Question #99: For "Coach state staff in a best practice Agile development methodology", Is the Agency following any engineering practice already. If yes, what are the practices and tools used?

A: Yes, State staffs have been practicing Agile methodology for more than twelve (12) months and are familiar with Agile terminology. Axosoft , TFS, MSDN, SVN, Eclipse.

Question #100: Is the Agency open for distributed agile execution?

A: The State has six (6) separate environments used for Dev, Test, UAT and Prod.

Question #101: What are the key expectations from Agile Implementation (Faster Time to Market etc.)?

A: Speed to market, right product, and flexibility.

Question #102: Has the target users undergone any Agile Training/Coaching before?

A: Yes, State staffs have been practicing Agile methodology for more than 12 months and are familiar with Agile terminology.

Question #103: What is the current Release Cycle for the App?

A: June 30, 2016.

Question #104: What is the number of downloads or users expected for the Foster Parent App?

A: Yes, State staffs have been practicing Agile methodology for more than 12 months and are familiar with Agile terminology.

Question #105: A date of June 30, 2016 is provided for go live. Should both apps go live at the same time or could it be staggered??

A: The preference would be staggered but both must release by June 30th, 2016.

Question #106: Can we have associates / resources working remotely in the design - build - test phases of the contract / project?

A: No. We would like them on site with State staff.

Question #107: Could you please share a "to be state architecture diagram" indicating the 2 mobile apps and the different interfaces?

A: NA.

Question #108: Page 9 states, "The solution shall provide users with online access to technical assistance." Does this mean that the vendor would provide technical assistance or it would be routed to the state's or DSHS's customer care. If the vendor has to provide technical service, what is the timeframe expected and do we have to give a different pricing for the same?

A: Section A.3. i last sentence of the RFQQ Procurement document will be deleted in the Modifications Section of this Amendment 1.

Question #109: Users external to Child Administration [CA] cannot access the case worker app. Please confirm?

A: Correct

Question #110: Minimum Qualifications

- Are years of experience designing, developing, and implementing mobile technologies for private sector entities, including health care and life sciences organizations counted towards the experience requirement?
- How does a bidder meet the minimum qualification regarding documentation of good standing??

A: CA encourages all vendors to submit proposals with additional experience. However all bidder must provide proof of 3 years' Experience in the Health and Human Services sector, especially Child Welfare.

Bidder must be registered to do business in Washington State.

Question #111: Pre-proposal Conference

- Typically, for a project this size, a pre-proposal conference would be held. Why is there no pre-proposal conference for this project?

A: We felt that a question and answer period would suffice since questions would have to be submitted and answers issued via amendment.

Question #112: Contract Period

- The "Estimated Contract Period" on page 1 is April 2016-June 2017; however, the contract term on page 16 states 3 months. Which timeframe is accurate??

A: The contract term is three months. April 2016 through June 2016. Amendments could extend the period of performance, based on additional funding, until June 2017.

Question #113: Delivery

- Page 9 refers to solution delivery by June 30, 2016 but also indicates a potential extension "in accordance with terms of the contract". Is the desire to have both apps and APIs fully developed and delivered by June 30, 2016 or to have achieved specific milestones by that date and accommodate the longer schedule with an extension?

A: Yes, both apps and the API must be fully developed by June 30, 2016.

Question #114: In the caseworker and foster parent mobile apps RFQ, on page 16 the contract term says it will be 3 months and will commence on or around April 15. Does that mean development time for both apps will need to be completed between April and June of 2016?

A: Yes.

Question #115: We request CA (Children's Administration) clarify confirm that the State will provide a Mobile Device Management (MDM) Solution. What is the States MDM?

A: The state will provide an MDM. We are in the process of acquiring MaaS360.

Question #116: The RFP states, "The Apps shall have role based access and customization to present only relevant content to specific user groups. For example, social service specialists restricted to a specific case load should only see those cases."

We request CA confirms if the information regarding roles permissions live in the existing systems e.g. FAMLINK.

A: Yes, permissions are in FamLink.

Question #117: Has CA carried out a technical assessment as to whether FAMLINK is able to be extended in a manner that allow for consumable SOAP or REST services? If not, does CA intend to include a potential middle tier provider integration in scope?

A: CA is developed in a N-tier environment that allows for SOAP and REST services.

Question #118: With respect to Xamarin, is the use of Xamarin forms the desired implementation direction?

A: Yes.

Question #119: In order to ensure that the apps utilize the highest value mobile-specific features, has the state conducted any user research or is the Contractor expected to conduct the user research as part of the Agile approach?

A: Yes, the state has completed a statewide engagement with staff and is currently piloting mobility with 450 users.

Question #120: One of the requirements is to be able to sync an Outlook calendar. As both iOS and Android handle this natively, please confirm that we will be using native functionality.

A: Yes.

Question #121: Is there a current State of WA style guide and if so, can it be shared?

A: The WA style guide is a living document in the process of being developed.

Question #122: The security requirements mention LDAP sign on via a SSL-VPN client. Usually VPN clients are separate apps provided by an organization. Please confirm that VPN integration is not in scope, and that the app will simply be inoperable unless you are logged into the agency's SSL-VPN solution.

A: VPN is not in scope.

Question #123: Is this RFQQ exclusively for the development of a new mobile application or will the State consider accepting a transfer of source code from another government Child Welfare agency assuming the necessary customizations can be made and the accumulated technical debt from the other agency may have to be absorbed by the State?

A: All proposals will be considered.

Question #124: It our understanding from reviewing the RFQQ that the State expects that the selected vendor will work in an Agile manner. Will the State accept and evaluate a vendor proposal that provides a Product Development Roadmap with the Agile Product Backlog organized to show the subset of functionality the vendor believes it can successfully complete by June 30, 2016, and the expectation that the vendor and the State will work collaboratively to prioritize remaining backlog items for future releases? Alternatively, will the State allow vendors to propose different delivery dates than June 30 for all the in scope features in the RFQQ?

A: Yes, the vendor and state will work collaboratively on remaining backlog items.

Question #125: To broaden the competitive field and to allow qualified contractors who can provide the best value to CA, we request that the State modify the minimum qualifications as follows: Two years of experience with developing mobile applications in Apple and Android platform for a Health and Human Services governmental entity, and experience with developing automated systems for child welfare entities.

A: CA encourages all vendors to submit proposals with additional experience. However all bidder must provide proof of three (3) years' Experience in the Health and Human Services sector, especially Child Welfare.

Question #126: Please confirm that CA will provide all of the following:

- Technical environments (development, system test, training, UAT, production, etc.)
- All mobile device hardware
- All APIs specified in the RFP
- All third party integration services and agreements, such as speech to text, address validation, chat service, etc.
- Toolset and environment around continuous integration, agile story and bug tracking, build distribution, and project communication, project management tools (e.g. Slack).

A: The State has six (6) separate environments used for Dev, Test, UAT and Prod.

The State will provide all server, back office and DB systems hardware and software. The vendor will be required to bring their own client computing hardware and software if it is a Macintosh platform; otherwise the State can provide PC's and software. The State will provide the vendor with the required Xamarin cross platform development IDE licenses. The State will provide the necessary test devices, iOS and Android devices.

Question #127: The RFQQ states "Provide detailed resumes for the subcontractor's management, supervisory and other key personnel that demonstrate knowledge, ability and experience relevant to that part of the work that the subcontractor is designated to perform".

Does "subcontractor" mean the "Contractor". How does the state intent to evaluate the response if the Contractor does not intend to use a "subcontractor" to perform all or a portion of the services?.

A: Provide detailed resumes of all proposed. Indicate whether employed by the vendor submitting the proposal or subcontracted by the proposing vendor.

Question #128: Section C – Proposal Contents; ss part of the Administrative Requirements there is a line item (13) with no description. We request CA to clarify if there is a missing requirement.

A: Section C 1(a) 13 of the RFQQ Procurement document will be deleted in the Modifications Section of this Amendment 1.

Question #129: The RFQQ states, “Contractor’s Budget for providing services under this Contract is attached as Exhibit C.” The Exhibit C attached to the draft contract refers to the Performance Monitoring Report. We request CA to please clarify and provide the Budget Exhibit.

A: Special Term and Conditions Section 5 Budget Exhibit - Exhibit C of the Sample Contract is correct. A modification to the Sample Contract will add new Section 6 Performance Monitoring Report – Exhibit D. In the RFQQ Procurement document, Section C (4) Proposal Contents – Cost Proposal will be provided by the bidder and a Budget Exhibit added to the final Contract or Contracts. This change will be in the Modifications Section of this Amendment 1.

Question #130: Please confirm that it is acceptable for a bidder to propose either one or both of the apps, and that in either case, the budget cannot exceed \$1,000,000, and that the list of deliverables will be modified accordingly if only one app is proposed.

A: Both apps are required for the project.

Question #131: With the exception of the collaboration functionality, does the existing FamLink system support all the functionality called out in the RFP? In other words, will the API and corresponding API layer be mapping to existing functionality or is new FamLink functionality also needed?

A: Yes FamLink will support all functionality.

Question #132: In section 2.2b, there is a requirement to support a SOAP API for the Enterprise Content Management System and in section 5c, there is a requirement to work with the state to design a REST API. Does the app need to support both a set of SOAP and REST APIs?

A: No, just REST.

Question #133: Will the contractor be using the State's Apple Development License in this release process?

A: Yes.

Question #134: Can we assume there will be "1850 " CA Social Service specialists using Mobile App?

A: For the case worker mobile app provided to our workers, minimal growth rate with a maximum of 2,000 users. The Foster Parent mobile app could see as many as 5,500 or more users. However, adoption will not be immediate.

Question #135: What is the approx number of CA Foster Parents using Mobile App?

A: For the case worker mobile app provided to our workers, minimal growth rate with a maximum of 2,000 users. The Foster Parent mobile app could see as many as 5,500 or more users. However, adoption will not be immediate.

Question #136: Can you give us a background about your backend IT Ecosystem - what systems and applications you employ currently and how do they impact the Mobile Applications development project?

A: Several legacy systems will be used to backend these apps through and API.

Question #137: Does CATS have any preferred Mobile Application Development Platforms (MADP) or are you open to employ any HIPAA compliant best-in-class and flexible platform?

A: Xamarin is required.

Question #138: The RFQ currently stipulates use of the Xamarin tool for developing cross platform, multi-OS mobile apps; can you help us understand the reason(s) CATS has selected use of the Xamarin Platform? Also, has it been used on other successful projects with your staff? We recognize the value provided by a cross platform MADP, there are several platforms besides Xamarin. Would CATS and this RFQ allow development on our Kony partner mobile development platform?

A: No, Xamarin is required.

Question #139: Does the defined project budget include Operational Support & Maintenance as well?

A: No, Operational Support and Maintenance are outside the project budget.

Question #140: Does CATS have a plan to address future changes in devices and OSs (i.e. how the app runs on iOS10)?

A: Yes, CATS will manage all maintenance for future changes that the apps may require.

Question #141: Is there any interest in expanding the application to web (i.e. mobile and desktop web) as well as Blackberry?

A: No Blackberry support.

Question #142: What device and application management tools (MDM/MAM) are currently in place at CATS to manage B2E applications and mobile devices for both issued devices and employee owned BYODs? Is this solution meeting expectations?

A: The state will provide an MDM. We are in the process of acquiring MaaS360.

Question #143: What are the primary backend systems that CATS expects to mobilize for B2E and B2C over the next two years? How are these systems exposed today, e.g. Web Services, Enterprise Service Bus (ESB), etc.?

A: Subsets of SACWIS data found in FamLink. Multiple interfaces and Batch process exchanged over the DSHS Enterprise Service Bus.

Question #144: What is/are the most prevalent programming language skills within CATS that encompass 80-90% of the App Dev resources?

A: Java and Microsoft .NET C#.

Question #145: Desktop applications typically need more data and can handle large data responses whereas mobile device applications only need a subset of the data and are often bandwidth restricted. Has CATS re-written some/all/none of the backend services tier to optimize and restrict the data appropriate to mobile form factors?

A: Yes, other CATS project work has resulted in the development of API's used to access subsets of the data.

Question #146: Is it CATS intention to have its own resources able to maintain and add new functionality to the application after the project is delivered?

A: Yes, CATS has its own resources to maintain and enhance the products produced in the execution of this project.

Question #147: Would CATS want the ability to leverage the technology used to build this application for future applications that it wants to build?

A: Yes, all work products produced in the execution of this project are assets owned by the State.

Question #148: Can we conduct an in-person meeting with the CATS team – to gather more information – prior to the RFP deadline? Is this possible? If yes, who should we coordinate with to set up?

A: No, this is why we are having a question and answer period. And we cannot meet 1:1 as it wouldn't be fair to other potential bidders.

Question #149: Do you require the whole team to be onsite for the project? Can work be done remotely?

A: Onsite work is absolutely required to provide State staff the Agile mentoring and knowledge transfer required in this project however, some support work may occur offsite.

Question #150: Section 3 (page 4): Please confirm that Apps should run on the following platforms: iOS, Android, Windows 10?

A: The Caseworker mobile app will be a native iOS app developed using the Xamarin platform. CA case workers are issued iPhones and a Windows 10, 2 in 1 devices.

The Foster Parent mobile app will be both a native iOS and Android app developed using the Xamarin platform. Foster Parents may have either an iPhone or an Android based smartphone.

CA is most interested in building modular software that has reusable value. Many of the features of both applications will have similar functionality and in some cases exact same page and data elements will be found in both Apps.

Question #151: Section 3. B. 5. E. (page 6): For the collaboration function, can you utilize standard mobile device functionalities, including phone calls, video calls, text, etc.? Does this message feature require that all the following features to be conducted from within the Message / Collaboration Tool in the App, including phone calls, video calls, voice recordings, video messages, text and images? If no, please specify which features need to be conducted from within the app itself?

A: Primarily just Text messaging from within the app itself.

Question #152: Section 3. B. 9. A (page 7): Do you want to use Google Maps for ALL platforms, or use the phone's default map provider (i.e. Apple Maps for iOS, Bing Maps for Windows 10)

A: Google Maps for all.

Question #153: Section 3. B. 10 (page 7): Can you provide an example of the assessment tools? Is it just a Word document, Excel file, etc.?

A: Section A.3 b (10) of the RFQQ Procurement document will be deleted in the Modifications Section of this Amendment 1.

Question #154: Section 3. B. 12 (page 7): What solution are you using, or do you plan on using, for Mobile Device Management (e.g. AirWatch)?

A: MaaS360.

Question #155: Section 3. E. (page 8): Do you have, or are you planning on, procuring a security authentication solution (e.g. SecureAuth Access Control)?

A: We have a security authentication solution.

Question #156: Section 3. E. (page 8): Do you plan on using the same authentication and authorization method for both the Caseworker and Foster Parent apps?

A: They will be same solution for both.

Question #157: Section 3. E. 1. (page 8): Will the API ONLY be accessible via the VPN?

A: MaaS360.

Question #158: Section 3. F. (page 8): Has any API development work been done by CATS team? If so, please provide as much detail as possible on the existing API(s) which will be developed and utilized for the mobile applications?

A: Yes, we provide RESTful APIs.

Question #159: Section 3. F. (page 8): What is your current (or required) technology stack (e.g. .NET, Java)?

A: .NET MVC 4.5 and Web API.

Question #160: Section 3. F. (page 8): If the API is accessible outside of the VPN, what API Management Tool do you plan on using (e.g. Azure API Management, Layer7, etc.)?

A: MaaS360.

Question #161: Section 3. F. (page 8): How many APIs need to be developed and how many data fields need to be exposed to the API?

A: Will be determined by architectural requirements.

Question #162: Section 3. K. (page 9): Please define what needs to be delivered by the June 30th deadline? Are initial versions of the apps and the API acceptable?

A: Mobile Apps and API.

Question #162: Section 4. B. (page 10): What documentation is required for proof that the contractor is “in good standing with state and national child welfare organizations.

A: In the RFQQ Procurement Section 4 b will be deleted in the Modifications Section of this Amendment 1.
