

	State of South Carolina Request for Proposal Amendment 1	Solicitation Number: 5400008582 Date Issued: 10/31/2014 Procurement Officer: Donna J. Potts, CPPB Phone: 803-896-6389 E-Mail Address: dpotts@mmo.sc.gov
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DESCRIPTION: **Data Governance Framework & Master Data Management (MDM) Solution**

USING GOVERNMENTAL UNIT: **SC Department of Health & Environmental Control**

The Term "Offer" Means Your "Bid" or "Proposal". Unless submitted on-line, your offer must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior. See "Submitting Your Offer" provision.

SUBMIT YOUR OFFER ON-LINE AT THE FOLLOWING URL: <http://www.procurement.sc.gov> and/or
 SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS: B&CB, Div. of Procurement Services, ITMO 1201 Main Street, Suite 600 Columbia SC 29201	PHYSICAL ADDRESS: B&CB, Div. of Procurement Services, ITMO 1201 Main Street, Suite 600 Columbia SC 29201
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SUBMIT OFFER BY (Opening Date/Time): **11/14/2014 by 14:30:00** (See "Deadline For Submission of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **Deadline already pasted** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **SEE PAGE THREE (3) of the Original Solicitation**

CONFERENCE TYPE: Not Applicable DATE & TIME: <small>(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)</small>	LOCATION: Not Applicable
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AWARD & AMENDMENTS	Award will be posted on 12/16/2014 . The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.procurement.sc.gov
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You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date. (See "Signing Your Offer" and "Electronic Signature" provisions.)

NAME OF OFFEROR <small>(full legal name of business submitting the offer)</small>		Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.
AUTHORIZED SIGNATURE <small>(Person must be authorized to submit binding offer to contract on behalf of Offeror.)</small>		TAXPAYER IDENTIFICATION NO. <small>(See "Taxpayer Identification Number" provision)</small>
TITLE <small>(business title of person signing above)</small>		STATE VENDOR NO. <small>(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)</small>
PRINTED NAME <small>(printed name of person signing above)</small>	DATE SIGNED	STATE OF INCORPORATION <small>(If you are a corporation, identify the state of incorporation.)</small>

OFFEROR'S TYPE OF ENTITY: (Check one) <small>(See "Signing Your Offer" provision.)</small>		
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership	<input type="checkbox"/> Other _____
<input type="checkbox"/> Corporate entity (not tax-exempt)	<input type="checkbox"/> Corporation (tax-exempt)	<input type="checkbox"/> Government entity (federal, state, or local)

AMENDMENTS TO SOLICITATION (JANUARY 2006) (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: www.procurement.sc.gov (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) **by signing and returning the amendment**, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

THE SOLICITATION IS AMENDED AS PROVIDED HEREIN. INFORMATION OR CHANGES RESULTING FROM QUESTIONS WILL BE SHOWN IN A QUESTION-AND-ANSWER FORMAT. ALL QUESTIONS RECEIVED HAVE BEEN REPRINTED BELOW. THE “STATE’S RESPONSE” SHOULD BE READ WITHOUT REFERENCE TO THE QUESTIONS. THE QUESTIONS ARE INCLUDED SOLELY TO PROVIDE A CROSS-REFERENCE TO THE POTENTIAL OFFEROR THAT SUBMITTED THE QUESTION. QUESTIONS DO NOT FORM A PART OF THE CONTRACT; THE “STATE’S RESPONSE” DOES. ANY RESTATEMENT OF PART OR ALL OF AN EXISTING PROVISION OF THE SOLICITATION IN AN ANSWER DOES NOT MODIFY THE ORIGINAL PROVISION EXCEPT AS FOLLOWS: UNDERLINED TEXT IS ADDED TO THE ORIGINAL PROVISION. ~~STRICKEN~~ TEXT IS DELETED.

- 1) **Amend** opening date deadline: **Change from:** ~~November 10, 2014 by 14:30:00.~~ **Change to:** November 14, 2014 by 14:30:00.
- 2) **Amend** award posting date: **Change from:** ~~December 08, 2014.~~ **Change to:** December 16, 2014.
- 3) **Amend** page eight (8), Item I. Scope of Solicitation:

Change from:

~~The Information Management Technology Office (ITMO), on behalf of the South Carolina Department of Health and Environmental Control (DHEC), is soliciting proposals from qualified offerors for the software and services to implement a Data Governance solution to support DHEC’s transactional systems.~~

Change to:

The Information Technology Management Office (ITMO) is soliciting proposals from qualified offerors for the software and services to implement a Data Governance solution to support DHEC’s transactional systems, this solicitation will result in a contract being awarded as a Statewide Term Contract that will allow other agencies the ability to utilize the services for Data Governance Framework and Master Data Management Solution.

- 4) **Add the following term and conditions to section VII. Terms and Conditions – B. Special:**
FEE FOR ADMINISTRATIVE SERVICES (AUG 2014)
STATEWIDE TERM CONTRACT - ACCEPTANCE OF OFFERS 10% BELOW PRICE (NOV 2012) – See attachment page thirty-eight (38).
STATEWIDE TERM CONTRACT (JAN 2006)

Below clauses apply:

FEE FOR ADMINISTRATIVE SERVICES (AUG 2014)

Procurement Services (PS) issues and maintains State term contracts for the benefit of all South Carolina state and local public entities. State term contracts allow all public entities to maximize their purchasing power by aggregating their requirements and to benefit from increased efficiencies in the acquisition process. In order to maintain and enhance the quality and quantity of its State term contracts, each participating public procurement unit will be assessed an administrative fee. Accordingly, a public procurement unit (as defined in S.C. Code Ann. § 11-35-4610(5)), by participating in this contract, owes (PS) an administrative services fee ("fee"). Participating public procurement units shall pay the fee to contractor as a part of the contract price. Contractor is responsible both for collecting the fee at the time of billing and for remitting the fee to PS. The fee to be collected by the contractor constitutes a debt by the contractor to PS. The price stated in any offeror's bid or proposal shall include all amounts necessary for contractor to meet this obligation. Contractor shall factor the fee into its contract pricing and shall not separately itemize or invoice for the fee.

For each reporting period, Contractor shall pay to PS a fee equal to one (1.0%) percent of the total dollar amount (excluding sales taxes and adjusted for credits or refunds) of purchases made by any public procurement unit from Contractor pursuant to this contract.

- (a) As used in this clause, the term "reporting period" means each full calendar quarter (Jan. -- Mar., Apr. -- Jun., Jul. -- Sep., and Oct. -- Dec.) and any remaining periods less than a full calendar quarter during the term of this contract. For each reporting period, contractor shall report to PS its total sales pursuant to this contract for the period and shall remit the fee to the PS Reports Manager. Payment for each reporting period is due no later than the last day of the month immediately following the end of the reporting period (Example: payment for the reporting period ending March 31 is due April 30). If the amount due for a reporting period is less than \$10.00, no payment is required. The procurement officer will provide contractor an information packet, including a detailed explanation of reporting and payment requirements, within fifteen (15) calendar days following contract award. You may contact the Reports Manager at:

Procurement Services Division
Attn: Reports Manager
1201 Main Street, Suite 600
Columbia, SC 29201
Phone: (803) 737-0600 (ask to speak to the Reports Manager)

- (b) Contractor shall submit a usage report for each reporting period, even if no payment is due for the reporting period. The usage report shall include any information requested by PS to verify the amount due. At a minimum, each usage report shall reflect the following information for the applicable reporting period: contractor's name, contract number, contract description, reporting period/quarter, total dollar value of sales (excluding sales taxes and showing any adjustments for credits or refunds), total number of units (if practicable), and the number, date, and amount of contractor's check to PS. Unless otherwise specified by the reports manager, the usage report shall be submitted electronically according to instructions in the information packet. If the reports manager requires the contractor to provide a more detailed usage report, the reports manager will work directly with the contractor to determine the appropriate content and format of the report.
- (c) During the term of this contract and for a period of three years thereafter, PS or its authorized representatives shall be afforded access at reasonable times to contractor's records (including, without limitation, bank statements, deposits, checks; invoices; correspondence; ledgers; receipts; transmittals) in order to audit all transactions involving goods sold, work performed, or fees due pursuant to this contract. If the audit indicates that contractor has materially underpaid PS, then contractor shall remit the balance found to be due (including any amounts assessed pursuant to subparagraph (d)) and reimburse PS for all costs of the audit.
- (d) Payments of the fee which are due and unpaid by the contractor (including amounts disclosed by audit) shall bear simple interest from the date due until paid unless paid within 30 calendar days of becoming due. The interest rate shall be the highest prime rate (as published in The Wall Street Journal) plus 2% per annum (unless a higher rate is provided by law, but in no event be greater than the maximum interest rate permitted by law), shall be variable, and shall be adjusted effective at the close of business on the day of any change in the prime rate. In addition to the fee and

- interest, contractor agrees to pay to PS its reasonable expenses of collection, including costs and attorneys' fees (and fees for inside counsel), whether or not PS commences legal action.
- (e) If the contractor fails to (i) timely submit accurate usage reports; (ii) remit to PS the fee when due; or (iii) promptly and fully cooperate with an audit request, the State may, without prejudice to any other remedy available to the State, take any one or more of the following actions:
- (1) order the contractor to not accept any further orders under the contract until the cause for such order has been eliminated;
 - (2) terminate this contract;
 - (3) order the contractor to not accept any further orders under any other statewide term contract;
 - (4) terminate the contractor's award of any other statewide term contract.
- (f) For purposes of this clause, PS is intended as a third-party beneficiary of this contract.

STATEWIDE TERM CONTRACT - ACCEPTANCE OF OFFERS 10% BELOW PRICE (NOV 2012)

Pursuant to Section 11-35-310(35), the state may purchase items available on this contract from a third party (an "alternate vendor") if the alternate vendor offers a price that is at least ten percent less than the price established by this contract and, after being offered an opportunity, you decline to meet the alternate vendor's price. With regard to the items acquired, the alternate vendor must agree to be bound by all the terms and conditions of this contract. All acquisition pursuant to this clause must be documented by the procurement officer using the attached form. [07-7B227-1]

STATEWIDE TERM CONTRACT (JAN 2006)

With this solicitation, the state seeks to establish a term contract (as defined in Section 11-35-310(35)) available for use by all South Carolina public procurement units (as defined in Section 11-35-4610(5)). Use by state governmental bodies (as defined in Section 11-35-310(18)), which includes most state agencies, is mandatory except under limited circumstances, as provided in Section 11-35-310(35). See clause entitled "Acceptance of Offers 10% Below Price" in Part VII.B. of this solicitation. Use by local public procurement units is optional. Section 11-35-4610 defines local public procurement units to include any political subdivision, or unit thereof, which expends public funds. Section 11-35-310(23) defines the term political subdivision as all counties, municipalities, school districts, public service or special purpose districts. The State shall be entitled to audit the books and records of you and any subcontractor to the extent that such books and records relate to the performance of the work. Such books and records shall be maintained by the contractor for a period of three years from the date of final payment under the prime contract and by the subcontractor for a period of three years from the date of final payment under the subcontract, unless a shorter period is otherwise authorized in writing by the Chief Procurement Officer. [07-7B225-1]

- 5) **Amend** page twenty-five (25), Scope of work/Specifications: System Specific Requirements, item eight (8), nine (9), and ten (10):

Change from:

SYSTEM SPECIFIC REQUIREMENTS

The MDM platform must:

1. Integrate with the agency's security and reporting tools to provide fine-grained access to data and reliable data quality metrics.
2. Handle complex data hierarchies (capable of modeling complex B2B and B2C hierarchies).
3. Automatically generate changes to service-oriented architecture (SOA) services when new attributes, entities or sources are updated in the data model.
4. Integrate with third party cleansing tools and or services.
5. Provide a history of all changes to master data and a lineage of how data was changed captured in metadata.
6. Synchronize master data across operational and analytical applications to support real-time compliance and reporting.

7. Provide rules based processing and consolidation to deliver an authoritative data source as the Golden record.
8. Synchronize master data across operational and analytical applications to support real-time compliance and reporting.
9. Create reconciled single source of truth for key data elements across federated databases in the enterprise domain.
10. Provide data visualization tools to monitor, profile, and identify data inconsistencies and compliance to data policies.

Change to:

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 5. Provide a history of all changes to master data and a lineage of how data was changed captured in metadata.
 6. Synchronize master data across operational and analytical applications to support real-time compliance and reporting.
 7. Provide rules based processing and consolidation to deliver an authoritative data source as the Golden record.
 - ~~8. Synchronize master data across operational and analytical applications to support real time compliance and reporting.~~
 8. Create reconciled single source of truth for key data elements across federated databases in the enterprise domain.
 9. Provide data visualization tools to monitor, profile, and identify data inconsistencies and compliance to data policies.
- 6) **Amend** page thirty-seven (37), Information for Offerors to Submit – Evaluation: D. Qualifications and Experience: 3. Data Management Overview:

Change from:

3. Application Management Overview
Provide an overview of offeror's application management services capabilities, including:
 - a. The number of years that offeror has provided application management services.
 - b. The number of active clients in the area of application management services.
 - c. Examples of the types of Enterprise Resource Planning (ERP), Modifiable Off The Shelf (MOTS), Customizable Off The Shelf (COTS), and/or MDM applications that offeror currently supports.
 - d. Examples of all technologies offeror currently supports.
 - e. Citations from independent market analysts (Gartner, IDC (International Data Corporation), Forrester, etc.) regarding offeror's ability to deliver application management services.
 - f. Application management services delivery methodology and any related unique tools and accelerators that are offered to customers.
 - g. Quality Assurance: Testing plans, automated testing, test vs. production environments, QA process/methodology.
 - h. Ability to offer different service models (staff augmentation, co-sourcing, full sourcing, etc.).
 - i. Ability to provide related services such as Level one (1) Help Desk support.
 - j. Multiple physical locations and/or contractors, if applicable).

4. Application Management (Government)
Provide an overview of application management services capabilities, including:
 - a. Number of current, past, or on-going governmental clients for which offeror has provided MDM solutions.
 - Examples of business rules, plan review and workflow processes incorporated.
 - Experience with application interface tailored to user type. Include information on development methodology to support multiple user types as well as security based on approved level of access.
 - Number of active users, by type.
 - Examples of mobile and mobile device technologies integrated.
 - a. Percentage of projects successfully implemented on-time, on-budget, on-scope and within expected quality for the last five (5) years.
 - Any pending litigation or projects terminated prior to implementation.

5. Quality and Productivity Overview
Provide an overview of offeror's approach to program/delivery quality and how clients benefit from productivity/efficiency gains, including:
 - a. Certifications that offeror overall or individual delivery locations possess such as ISO (International Organization for Standardization) and CMMI (Capability Maturity Module Integration).
 - b. How regularly offeror performs internal audits of projects or delivery centers (SAS70 – Statement on Auditing Standards).

Examples of how productivity/efficiency gains are identified and implemented for offeror's application management services clients.

Change to:

3. Data Application Management Overview
Provide an overview of offeror's data application management services capabilities, including:
 - a. The number of years that offeror has provided data application management services.
 - b. The number of active clients in the area of data application management services.
 - c. Examples of the types of Enterprise Resource Planning (ERP), Modifiable Off The Shelf (MOTS), Customizable Off The Shelf (COTS), and/or MDM applications that offeror currently supports.
 - d. Examples of all technologies offeror currently supports.
 - e. Citations from independent market analysts (Gartner, IDC (International Data Corporation), Forrester, etc.) regarding offeror's ability to deliver data application management services.
 - f. Application Data management services delivery methodology and any related unique tools and accelerators that are offered to customers.
 - g. Quality Assurance: Testing plans, automated testing, test vs. production environments, QA process/methodology.
 - h. Ability to offer different service models (staff augmentation, co-sourcing, full sourcing, etc.).
 - i. Ability to provide related services such as Level one (1) Help Desk support.
 - j. Multiple physical locations and/or contractors, if applicable).

4. Application Data Management (Government)
Provide an overview of data application management services capabilities, including:
 - a. Number of current, past, or on-going governmental clients for which offeror has provided MDM solutions.
 - Examples of business rules, plan review and workflow processes incorporated.
 - Experience with application interface tailored to user type. Include information on development methodology to support multiple user types as well as security based on approved level of access.
 - Number of active users, by type.
 - Examples of mobile and mobile device technologies integrated.

- b. Percentage of projects successfully implemented on-time, on-budget, on-scope and within expected quality for the last five (5) years.
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- c. Certifications that offeror overall or individual delivery locations possess such as ISO (International Organization for Standardization) and CMMI (Capability Maturity Module Integration).
 - d. How regularly offeror performs internal audits of projects or delivery centers (SAS70 – Statement on Auditing Standards).

Examples of how productivity/efficiency gains are identified and implemented for offeror's [application data](#) management services clients.

- 7) **Addition:** Pre-proposal slide presentation.



MDM-PreProposal-20
141022.pdf

The following questions were received pursuant to the date and time specified on the front of the solicitation:

Questions & Answers:

- 1) Question: Are there any page limitations to consider for this response?
 States Response: There are no page limitations; however the response should be concise while addressing the RFP
- 2) Question: **Section C, Number 6, on page 37** describes submission requirements for key personnel. What positions are considered to be key personnel?
 States Response: The State believes that the intent of this question is for item number seven (7), not six (6). Titles, roles, and responsibilities are not universal so making a specific list for key personnel is not possible. The intent is that resumes would be provided for the proposed project lead and any primary team members significantly involved in the project and/or that DHEC staff would interact with.
- 3) Question: Regarding personnel, does the State anticipate requiring key personnel to hold particular certifications?
 States Response: No, however the RFP requirements will be judging qualifications of key personnel listed and relevant certifications would be factors in the evaluation.
- 4) Question: Will the State provide a list of companies attending the pre-proposal conference on Wednesday, October 22?
 States Response: No, this information will remain confidential until the award notice is publicly issued.
- 5) Question: The **Evaluation Factors on Page 41**, state that "Offerors with a mathematical possibility of being the highest ranked Offeror, after Phase one (I) evaluations will be required to give a live or remote demonstration of their proposal to clarify or verify the contents and the representations made therein." What percentage of Offerors does that State anticipate moving on to Phase 2?

States Response: There is no predetermined percentage. Scoring is on an eighty twenty (80/20) split, with eighty (80) points being designated from the first (1st) phase (written proposals), and twenty (20) points from the second (2nd) phase, demonstrations. After scoring of phase one (1) is completed, the highest responsive and responsible offeror and any other responsive and responsible offeror(s) within twenty (20) points will be invited to give a presentation.

- 6) Question: Under **Business Location and Travel on page 24**, the Solicitation states that “This MDM solution will be configured and installed at DHEC, 2600 Bull Street, Columbia, SC 29201. “Once the initial configuration and installation are complete, will the contractor have remote access to the site to perform work?”

States Response: Yes, after completion of agency mandated confidentiality and security requirements.

- 7) Question: Regarding past performance, under **Qualifications, section (c), page 40**, the Solicitation states the Offeror is required to provide “A detailed, narrative statement listing the five (5) most recent, comparable contracts (including contact information) to include two (2) state examples which you have performed and the general history and experience of your organization. No more than two (2) pages should be used per project described. Provide references for those projects to include: Contact name, Job Title, Governmental Entity or Business, Address, Phone Number, Current e-mail Address.” In lieu of submitting two (2) state references, can the Offeror submit two (2) other government references, i.e. Federal work? Alternatively, will qualified state reference held by a subcontractor be accepted and satisfy this requirement?

States Response: The States preference would be to see state government examples, if available. However, if relevant Federal Government examples are provided, they will be accepted. Yes.

- 8) Question: What are the different Entities that are considered in the scope?

States Response: Please refer to Figure one (1), Agency Systems with Common Data Elements to Reconcile to a Single Master Record. The listed data elements are common across systems and primary examples of information that is used by the agency required to perform licensing, permitting, and certification in both the environmental and public Health areas. Phase One (1) of the proposed implementation plan includes the inventory of system definitions to identify "master" data sources for those primary data elements.

- 9) Question: We understand we need to master both Organizations and Individuals. That said, is the scope of this RFP just Health Facilities to begin with?

States Response: No, it would include facilities related to environmentally regulated, licensed and certified health facilities, and company’s related to those facility types.

- 10) Question: We have an indicative timeline of 3 months, 6 months and 3 months for Data Governance, Implementation and Training respectively. Considering that Data Governance involves aspects of Organizational Change Management and aligning people and processes as well, would you be willing to revisit the schedule once the actual challenges are assessed?

States Response: Yes, once actual challenges are assessed a recommend timeline can be revisited.

- 11) Question: Does the State have any real time/ Electronic mode of data transfer currently between Healthcare Providers and the Source Systems?

States Response: There are no real-time data feeds at this time. DHEC does receive data files that are imported into their transactional systems.

- 12) Question: Is the State fine with an Onsite-offshore model or the expectation would be to have the entire team based in US

States Response: See page fifty-six (56) of the solicitation document: VII. Terms and Conditions – B. Special, Offshore Contracting Prohibited.

- 13) Question: Does the State expect a combined proposal for the tools as well as implementation and consulting services?

States Response: Yes, the proposal should include the tools required and the consulting services to implement the services/website.

- 14) Question: Given the complexities of the scope for the RFP vendors will be able to provide a more robust solution if more time is granted. Will SC DHEC consider a 2 – 3 week extension of the response deadline?

States Response: Amend opening date deadline: **Change from: ~~November 10, 2014 by 14:30:00.~~ Change to: November 14, 2014 by 14:30:00.**

- 15) Question: Page 8, Section I: According to the scope of the solicitation, the data governance solution is intended to support DHEC’s transactional systems. Based on the recent RFPs. Solicitation #5400006877, eServe Electronic Business System and Solicitation #5400008596, Upgrade to Oracle Forms and Reports Conversion, and RFI #5400008125, Data Management Solutions, from SC DHEC, it is believed that SC DHEC intends to upgrade or replace one or more existing transactional systems. Would SC DHEC elaborate on intended or expected projects to upgrade or replace transactional systems as such activities will have a material impact on the MDM system?

States Response: Solicitation #5400006877, eServe Electronic Business System has been modified and is in the process of being re-solicited and posted. Solicitation #5400008596, Upgrade to Oracle Forms and Reports Conversion is in regards to maintenance of the existing Environmental System, EFIS, until eServe can be procured and implemented. A number of agency transactional systems are aged and in need of upgrading. DHEC is looking to utilize the MDM tools to map existing systems as well as any new systems as they are going through the implementation process.

- 16) Question: Has SC DHEC seen demonstrations of MDM toolsets, investigated other implementations, or met with vendors to discuss MDM implementations? If so, please provide the names of the products and/or vendors.

States Response: In July 2014, DHEC issued RFI #5400008125 for "Data Management Solutions. In response to this RFI, ten (10) vendors were invited to give presentations on July 31 and August 4, 2014. The vendors were Barling Bay LLC, CAI, CGI, COGNIZANT, Deloitte, MODULANT, NWN, SAS, TATI, and US Computing. Some, but not all, of the vendors did include MDM as a part of their presentations. These presentations, collectively, were part of the catalyst that led to this RFP.

- 17) Question: Page 8, Section III: To enable respondents to more accurately evaluate the scope and associated level of effort, please provide an inventory of all transactional systems in scope for integration into the MDM solution. For each transactional system, please describe the system, including user base, business functions provided, technology platforms (database platform, front end technology), data sets managed, and available APIs or Web Services.

States Response: Please see amendment page thirty (30) system overview documents.

- 18) Question: Page 22, Section III: The first sentence under Scope of Work states “...create a master record from reconciled sources for key enterprise data elements.” Has SC DHEC defined the inventory of key enterprise data elements to form the basis of the implementation scope? If so, please provide this list to enable respondents to more accurately evaluate the level of effort for the project.

States Response: Master data domains will include at a minimum the following Categories: Company, Person, and Address. Company would include the parent company and then the associated facilities associated with that company, the physical location of the facility itself (both environmental and health related). Person would include the general public, client, internal agency staff, and external professionals.

Address would include physical, mailing, and billing address. Data mapping of transactional systems should define the master data sources as well as recommendations for additional master key records. (pg. 23) Additional master data domains may be identified during Phase one (I) and implemented by the Data Stewards upon implementation and training of the MDM solution.

- 19) Question: Page 22, Section III: The second paragraph under Scope of Work states "...validate data integrity through the use of analytics and validation tools to cleanse existing datasets within the DHEC portfolio". Please provide a list of datasets for cleansing and describe the datasets (data entities managed, referential integrity enforced, number of tables, number of records, general characterization of known data quality issues).

States Response: Majority of the data quality issues are related to common data elements shared between all users of a system. For the EFIS system, company and individual issued permits require cleansing. This is complicated by the need to identify companies that should have been entered as a facility and associated with a company as well as ensuring the associated permits are still tied with that physical location. Program area specific data within the EFIS system has less data quality issues due to stringent reporting requirements to EPA. Some data element include EPA ID, FEIN, or other unique identifier however this is not consistent across the system. CARES and SCIPAS systems also have duplicate client data that also needs cleansing. ASPEN is a GOTS system and data modification to health care facilities and/or organizations cannot be made without CMS notification.

- 20) Question: Section III: As part of the MDM solution, who will provide the necessary data cleansing of master data once it has been identified? If the Vendor is required to perform data cleansing services, would SC DHEC provide additional guidelines around the scope of work so that bidders can properly estimate the solution?

States Response: See solicitation page twenty-three (23) item six (6). This includes recommend third party products (6.c) as well as available internal sources (example: ArcGIS Geocoding service, ArcGIS Parcel service) to perform data cleansing on agreed upon data sources. Some data sources may require Data Stewards to review data before the cleaning process could be applied to the data source to ensure data relationship between system data elements.

- 21) Question: Page 26, Section III: The system requirements table states "The solution shall easily and seamlessly integrate with solutions that are a part of the DHEC enterprise architecture." Please provide a list of solutions that are part of the DHEC enterprise architecture and the available APIs, Web Services, or other integration mechanism(s) for each.

States Response: NHibernate – ORM that persist data/business model. It can be set to connect to Oracle, SQL Server, SQLite, or numerous other databases.
ODP.Net – Native client for connecting .Net applications to Oracle.
ODBC – Generic client for connecting between applications and databases.
Microsoft's System.Data.* – Microsoft's libraries for connecting .Net applications to databases.
WebXtender API – API for connecting to WebXtender (currently used to just display documents in WebXtender)
ESRI ArcGIS Services – GIS REST services deployed through ESIR ArcGIS Server as well as ArcMap documents. Geocoding service and other local resources used in ArcGIS JavaScript APIs.Quick Reports
Crystal Reports
Connex - Mainframe Gateway
3rd party SFTP tools
PGP Web Services - Appointment Reminder/Recall (outbound)
PGP Web Services - HL7 for Immunization Registry (Bi-directional)
Integration Tools - Mirth Appliances (Bi-directional) for HL7 message routing
Integration Tools - PHIN-MS for message routing

- 22) Question: Page 26, Section III: The system requirements tables states, "The system will meet scalability standards for both data size as well as demand for data." Please provide the required scalability standards.

States Response: This would be in regards to potential growth as we add transactional systems to the MDM solution, modification of workflow due to IT and security policy changes, and ensure system performance as additional users are added and monitoring key master data sets. System qualities would be related to satisfying quality goals, stakeholder acceptance, throughput, and technology changes related to the system design and environment.

- 23) Question: Page 27, Section III: Has DHEC procured a Service Oriented Architecture (SOA) product suite that is currently in use or projected for use? If so, please provide that information.

States Response: DHEC currently has a few methods they use to create services but not a specific SOA for all of the systems. For their GIS Data they utilize ESRI ArcGIS Server to create services for spatial data for their online web mapping applications using the Java Script API. They also have some outbound and bi-directionally web services. This also includes Mirth appliances for HL7 message routing and PHIN-MS message routing, both currently related to Public Health systems.

- 24) Question: Page 27, Section III: Please clarify what is meant by “The system will look for number of outliers in the number of times items appear in an attribute.”

States Response: The system should identify data records that significantly differs from the master record along with the attributes associated with those data records so Data Stewards can address data quality issues that may need to be addressed.

- 25) Question: Page 27, Section III: Please clarify what is meant by “should leverage any trusted source” in the following statement, “The system must cleanse common address attributes like name, address, state, city, and postal code using included patterns and reference data. The system should leverage any trusted source to standardize and enrich data.”

- Would DHEC provide an example of “trusted sources”?
- Please confirm that is necessary to use only one of the trusted sources described above.
- Will DHEC or the vendor be responsible for procuring the services related to these trusted sources?

States Response: This could be a combination of current transactional systems as well as third party solutions and/or services that should be used to ensure data quality.

Example would be County address points, USPS, transactional systems identified as a primary trusted source, EPA ID, FEIN, LLR license number, SCEIS Employee ID.

The MDM solution should take into account key master data sets may be comprised of more than one trusted data source depending on the business process requirements and attributes collected.

Please see solicitation page twenty-five (25), " • If third party software is included in the offeror’s solution, the RFP must identify the software and its manufacturer, detail the function of the software and justify the inclusion of the third party software over an integrated solution. Any third party software or utilities integrated into the program must be included and licensed as part of the system in perpetuity. The contractor is responsible for negotiating and accepting any licensing agreement with the third party as well as responsible for software upgrade integration and maintenance costs."

- 26) Question: Page 28, Section III: Please clarify what is meant by the following statement: “The system must have the ability to interpret the meaning of text fields based upon the matching of characters strings against a knowledge base.” “In addition, the system shall have the ability to customize that knowledge.” Would SC DHEC provide examples of the functionality you are seeking with these statements?

States Response: Ability for text analysis that will match against the segments of text in a knowledge base and/or data source, natural language interpretation.

- 27) Question: Page 30, Section III: Please list the applicable Federal standards that are required. All credible bidders will need to have a clear understanding of the Federal standards that must be supported.

“The solution supports data standards such as Web Services, XML, CSV, TIPS, and any possible Federal standards that may be required.”

States Response: NIST Information Technology URL: <http://www.nist.gov/information-technology-portal.cfm>.

- 28) Question: Page 30, Section III: “The solution is synchronized with the changes that happen to any of the data records on any of the participating solutions through both batch and real-time mechanisms.” In the statement above, please define the meaning of the word synchronized. Is the overall objective of the MDM solution to create a master data repository that serves as the “single source of truth” requiring all other internal applications to be modified in order to read/update that master data directly? Or, does the MDM solution broker updates to master data from various solutions in order to keep each solution’s local copy of that data synchronized?

How many batch interfaces exist today? In what technology/language are these interfaces written?

If MDM solution is only brokering updates of master data between participating solutions, what technology is required to update each participating solution (e.g., Relational database updates, web service methods, etc.)?

States Response: The MDM solution should have the capability of monitoring transactional systems real-time. Some data may need to be imported from our SaaS solutions. Also the ability if DHEC receives data to compare the data in a batch process to the key master data set.

Yes, the object is to create a master data repository. This may require use to modify DHEC’s internal transactional systems to read the master data set directly or a mechanism for data stewards to view discrepancy to make corrections to the data record in the transactional system to ensure data quality. Some manual review and modification maybe required of records in the master data repository. Such changes should be tracked.

DHEC has around one-hundred (100) scheduled batch jobs that perform various functions from uploading data, extracting data, email reminders, data cleanup, starting and stopping services, creating reports. This number is much higher for the database which is primarily related to database triggers, backups, etc. Normally an email is sent when the job starts however DHEC does not currently have an interface that tracks scheduled jobs and if it did or did not run successfully. This is still a manual process.

This will vary depending on the transactional system itself. Initially this may require a dashboard for data stewards to view data discrepancies and then manually address those in the transactional system they are responsible for while they address the required code changes necessary to either point to the master data database or web service. DHEC will need the web service method given that some of their systems are SaaS.

- 29) Question: Page 30, Section III: “The solution connects to a variety of delimited flat files such as .csv, .txt, or .xls, as well as XML and JSON formats,”

Would SC DHEC please provide all flat file formats required to be read by the solution?

Our assumption is that the solution should provide a default mechanism for reading various flat file formats, but how to interpret the content within the flat files must be configured or coded separately. Please validate this assumption. If the assumption is invalid, please provide more details regarding how you foresee the solution actually interpreting the flat file content.

States Response: The most common file formats DHEC receives are .csv, .txt, .xls, xml, .doc, .pdf, and web services. Please list all format types your system is capable of supporting.

Yes, SCDHEC would need to interpret the content of the flat files they receive.

- 30) Question: Page 30, Section III: Please list the non-relational databases and legacy systems the solution must support.

States Response: Please see amendment page thirty (30) system overview documents.

- 31) Question: Page 23, Section III: Please clarify “current enterprise shared data portfolio” in the statement “All tools will interact and interface with the current DHEC portfolio for transactional data for the key master data selection”

States Response: The intent of the MDM solution is to include all transactional systems within the SC DHEC domain. Primary systems often feed into other systems utilizing key data elements. This also includes some public facing web applications and GIS data layers in SDE.

- 32) Question: Page 24, Section III: “Automatically generate changes to service-oriented architecture (SOA) services when new attributes, entities or sources are updated in the data model”

Does this requirement pertain to SOA service method signatures? Meaning, if an attribute or entity is used as a parameter or return value of a SOA service, then the SOA service should be updated to reflect this change? If not, please elaborate on the exact intent of this requirement.

States Response: Yes, if the parameter is updated this should be reflected in the SOA service.

- 33) Question: Page 24, Section III: Does SC DHEC have existing cleansing tools that will integrate with the solution? If so, what are the third-party cleansing tools/services the system will have to integrate with?

If no cleansing tools currently exist, will SC DHEC obtain those tools or will the vendor be required to obtain them?

States Response: Please see solicitation page twenty-five (25), " • If third party software is included in the offeror’s solution, the RFP must identify the software and its manufacturer, detail the function of the software and justify the inclusion of the third party software over an integrated solution. Any third party software or utilities integrated into the program must be included and licensed as part of the system in perpetuity. The contractor is responsible for negotiating and accepting any licensing agreement with the third party as well as responsible for software upgrade integration and maintenance costs."

- 34) Question: Page 24, Section III: RFP requests that MDM platform "1. Integrate with the agency's security and reporting tools to provide fine-grained access to data and reliable data quality metrics". Would SC DHEC clarify if all current systems will remain in production, or if there are future plans to sunset some systems? What are the agency security/reporting tools that SC DHEC will require integration with the solutions?

States Response: Link to state security policies: <https://sc-isac.sc.gov/document-terms/policy> some additional internal documents will be provided during Phase one (I). There are future plans to sunset some systems and combine functionality with newer systems if possible or with upgrades to an existing system.

- 35) Question: Page 58, Section VII: With regards to the Service Provider Security Assessment Questionnaire, the RFP state"... Offerors must provide a thorough and complete written response to the Service Provider Security Assessment Questionnaire (“Response to SPSAQ”) attached to this Solicitation.” Would DHEC direct us to where we can get a copy of the form?

States Response: Document attached see page twenty-nine (29).

- 36) Question: Page 43, Section VII Terms and Conditions – A. General – Bankruptcy: Although responsible bidders would not expect to enter into proceedings relating to bankruptcy, such proceedings should not serve to relieve the State of its payment obligations for work properly performed. Additionally, such proceedings may not preclude the contractor from completing the project. We request the State revise part (b) of this section as follows: “(b) Termination. This contract is ~~voidable and~~ subject to immediate

termination by the State for convenience, upon written notice to the Contractor, upon the contractor's insolvency, including the filing of proceedings in bankruptcy. The contractor will be paid for work properly performed through the effective date of such termination."

States Response: The clause will not be modified see solicitation page three (3) Important Notice. Payments will be made in accordance with the Payment and Interest clause as noted on page forty-five (45) of the solicitation document.

- 37) Question: Page 44, VII Terms and Conditions – A. General – Disputes: We have found that during the project term it is beneficial to both parties to have an informal dispute provision that provides a mechanism for the parties to try to mutually resolve any issues quickly and with minimum project disruptions prior to invoking formal judicial disputes processes. We request that the State include an informal dispute process similar to the following in the contract:

"At the written request of either party, the parties will attempt to resolve any dispute arising under or relating to the Agreement through the informal means described in this section. Each party will appoint a senior management representative who does not devote substantially all of his or her time to performance under the Contract Documents. The representatives will furnish to each other all non-privileged information with respect to the dispute that the parties believe to be appropriate and germane. The representatives will negotiate in an effort to resolve the dispute without the necessity of any formal proceeding. Formal proceedings for the resolution of the dispute may not be commenced until the earlier of: (i) the designated representatives conclude that resolution through continued negotiation does not appear likely; or (ii) thirty (30) calendar days have passed since the initial request to negotiate the dispute was made; provided, however, that a party may file earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or to apply for interim or equitable relief."

States Response: All disputes, claims, or controversies relating to the Agreement shall be resolved exclusively by the appropriate Chief Procurement Officer in accordance with Title 11, Chapter 35, Article 17 of the South Carolina Code of Laws, or in the absence of jurisdiction, only in the Court of Common Pleas for, or a federal court located in, Richland County, State of South Carolina.

- 38) Question: Page 44, VII Terms and Conditions – A. General – Disputes: Consistent with industry contracting practices, we request that the State please add a provision whereby the parties waive their rights to a jury trial and look instead to a judge with specific expertise in the matter at hand to resolve any issue remaining after the stated dispute processes. We propose the following: "The parties agree that in any such proceeding, each party shall waive, if applicable, any right to a jury."

States Response: All disputes, claims, or controversies relating to the Agreement shall be resolved exclusively by the appropriate Chief Procurement Officer in accordance with Title 11, Chapter 35, Article 17 of the South Carolina Code of Laws, or in the absence of jurisdiction, only in the Court of Common Pleas for, or a federal court located in, Richland County, State of South Carolina.

- 39) Question: Page 59, VII Terms and Conditions – A. General – Software Licensing Agreements for Single Solicitation: Commercially available software is provided with a standard license agreement as contemplated in part (a) of this provision that may not fully align with the requirements in the next provision, Software Licenses. Please confirm that the software license provided with the bidder's proposal for pre-existing software would prevail over any conflicting software license terms in the RFP unless otherwise negotiated by the State and the software manufacturer.

States Response: The States EULA would prevail over the Contractors. See solicitation page thirty-five (35) Software License Agreements, and page fifty-eight (58) Software Licensing Agreements for Single Solicitation, item (c). End user license agreements would cover software products identified in exhibit "b" of end user license agreement.

- 40) Question: Page 46, VII Terms and Conditions – A. General – Survival of Obligations: We recognize that certain provisions survive contract expiration or termination; however warranties are

intended to exist for the mutually agreed Warranty Period. Would the State please update the provision as follows? “[...] Intellectual Property Indemnification and any provisions regarding ~~warranty or audit.~~”

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 41) Question: Page 47, VII Terms and Conditions – B. Special – Compliance With Laws: While we have extensive experience in information technology we are not providing legal services and cannot accept responsibility for the State’s own Please modify this provision as follows to clarify that the contractor is obligated to comply with all laws applicable to the business of the contractor as a service provider in the performance of this Agreement: “During the term of the contract, contractor shall comply with all applicable provisions of laws, codes, ordinances, rules, regulations, and tariffs to the extent applicable to contractor in its performance under this Agreement.”

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 42) Question: Page 48, VII Terms and Conditions – B. Special – Contractor's Liability Insurance paragraph (d): We will provide the State with certificates of insurance evidencing the required coverage and identifying the State as an additional insured where allowed. Because our insurance is procured at a global level and contains information not pertinent to the expected contract, please modify this provision to reflect the necessity of maintaining the confidentiality of such information: (d): “In the event that the Contractor’s relevant insurance policies required hereunder are implicated, the State reserves the right to request in writing require complete-redacted, certified copies of all such required insurance policies, including endorsements required by this section, at any time. 48, The State agrees that such certified redacted copies of the aforementioned relevant policies would be subject to appropriate confidentiality obligations.”

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 43) Question: Page 48, VII Terms and Conditions – B. Special – Contractor's Liability Insurance paragraph (g): We are a financially sound company, as reflected in our annual reports that will be included in our proposal, and are able to absorb our insurance deductibles and would not expect to have to obtain the State’s consent to do so. If awarded this work we would be happy to discuss these amounts with the State and address any concerns that State may have. Is the State willing to have such a discussion and based on the outcome, remove paragraph (g)?

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 44) Question: Page 50, VII Terms and Conditions – B. Special – Default paragraph (a): Given a project of this magnitude, should a situation arise where the contractor has failed to materially perform under the Agreement, it is common practice to provide the contractor an adequate time to cure such failure. We request the State modify this paragraph as follows:
“(a)(ii) Make progress, so as to materially endanger performance of this contract [...] (2) The State's right to terminate this contract under paragraph (a) subdivisions (a)(1)(ii) and (1)(iii) of this clause, may be exercised if the Contractor does not cure such failure within 10 30 days written notice (or more as mutually agreed to-authorized in writing by the parties Procurement Officer)[...]”

States Response: The State follows general contract administration guidelines for Public Sectors when it comes to contract disputes and resolutions. The State makes every effort to resolve contract issues prior to a default action. The clause will not be modified see solicitation page three (3) Important Notice.

- 45) Question: Page 50, VII Terms and Conditions – B. Special – Default paragraph (b): In the event that the State terminates the contract in whole or in part for contractor’s default, the procurement by the State of services and deliverables in this instance should be for substantially similar services and deliverables and the cost associated with the procurement should be properly mitigated. Finally, costs associated with the cover remedy stated in this section should be subject to the limitation of liability. To properly evaluate and address the impact of any partial termination, Contractor’s remaining work would be as set forth in a mutually agreed change order. Accordingly, we request the State include the following updates to paragraph (b): “[...]supplies or services substantially similar to those terminated, and the Contractor will be

liable to the State for any excess costs for those supplies or services, provided, however, the State has made commercially reasonable efforts to mitigate such costs to replace and implement/integrate the replacement and any such amounts to be paid by Contractor will be subject to Section VII Terms and Conditions – Special - Liability for Damages. However, the Contractor shall continue the work not terminated as set forth in a mutually agreed change order.”

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 46) Question: Page 51, VII Terms and Conditions – B. Special - Default paragraph (e): In the event the contract is terminated for Contractor’s default, transfer of work product would occur upon payment in full for such items. Additionally, the Contractor should not have any ongoing obligation to hold State property as that too should be returned to the State. Please modify paragraph (e) as follows: “If this contract is terminated for Contractor’s default, upon payment in full, the State may [...] for the terminated portion of this contract. ~~Upon direction of the Procurement Officer, the Contractor shall also protect and preserve property in its possession in which the State has an interest.~~”

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 47) Question: Page 51, VII Terms and Conditions – B. Special - Default paragraph (f): Will the State please include language that is consistent with industry standards that payment obligations should continue through the effective date of termination and that payment is made for work in progress unrelated to the default or for which the State expects to receive title and delivery? (f) The State shall pay contract price for completed supplies delivered and accepted plus an amount applied against the percentage complete based on the project plan that will be reviewed by the parties bi-weekly, for each Deliverable that is in progress (not to exceed the applicable Deliverable payment amount) for work properly performed by the Contractor prior to termination of the Contract.”

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 48) Question: Page 51, VII Terms and Conditions – B. Special -Escrow For Source Code: VII Terms and Conditions – B. Special - Software Licenses: Over time, software vendors may sunset a particular software product in favor of newer technology with greater functionality. This product evolution does not inherently provide licensees with the right to obtain the source code. Therefore, consistent with other software escrow agreements that we have, we would expect the escrow release criteria would not include part (a).
Part (c) aligns with audit rights the State would have under our master third party escrow agreement; however the remedy in the event of an issue arising from the audit is to address the specific issue rather than to release the source code.
Finally, the cost of maintaining the escrow is part of the annual maintenance fee therefore upon expiration/termination of the maintenance portion of the contract, the Contractor should not have an obligation to maintain the escrow account for a particular client.
Please revise the escrow terms to remove all references to ‘non-support’, substitute the text “or for any other reason fails to continue to support the software” in the first paragraph with “or is subject to voluntary or involuntary bankruptcy”, remove parts (a) and (c), and add the following: “[...] at no expense to the state provided the state is current on maintenance for the applicable software.”

Please revise the Software Licenses provision for consistency with the proposed changes to the Escrow Provision.

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 49) Question: Page 52, VII Terms and Conditions – B. Special – Indemnification: In order to obtain reasonable insurance coverage, commercial entities often have to limit their indemnification to third party claims related to personal injury and damage to property resulting from the contractor’s negligence or willful misconduct. Direct claims by the State against the Contractor are appropriately handled as a breach of contract claim, and a joint theory of negligence should be reflected. Will the State please remove this provision in consideration of our proposed change in Section Liability for Damages?

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 50) Question: Page 52, VII Terms and Conditions – B. Special – Indemnification -- Third Party Claims: Contractors indemnify the State to the extent of any third party claims related to personal injury and damages to tangible property are due to its negligence or willful misconduct. The following changes are requested in order to align with this industry standard approach: “[...] arising ~~out of or in connection with the goods or services acquired hereunder or caused in whole or in part by any act or omission~~ from the negligence or misconduct of contractor, its subcontractors, their employees, workmen, servants, agents, or anyone directly or indirectly employed by them or anyone for whose acts any of them may be liable, ~~regardless of whether or to the extent not caused in part by an Indemnitee, and whether or not such claims are made by a third party or an Indemnitee; however, if an Indemnitee’s negligent act or omission is subsequently determined to be the sole proximate cause of a suit or claim, the Indemnitee shall not be entitled to indemnification hereunder.~~ Contractor shall be given timely written notice of any suit or claim for which Contractor is responsible hereunder. The State shall have the right to participate in any defense at its cost and expense. [...]”

We would also like the opportunity to discuss specific procedures and remedies.

States Response: The State will consider revising the above language during negotiations, but contractors are cautioned about qualifying their RFP response see solicitation page three (3) Important Notice.

- 51) Question: Page 52, VII Terms and Conditions – B. Special – Indemnification - Third Party Claims – Disclosure of Information: We acknowledge and understand the State’s concerns with respect to protection of government information. Likewise, the Contractor should not be liable for disclosure to the extent caused by or resulting from action or inaction by the State. Please modify the text as follows: “Without limitation, Contractor shall defend and hold harmless the State [...](as defined in the clause titled Information Security) to the extent caused ~~in whole or in part~~ by any act or omission of contractor, [...]”.

States Response: The State will consider revising the above language during negotiations, but contractors are cautioned about qualifying their RFP response see solicitation page three (3) Important Notice.

- 52) Question: Page 55, VII Terms and Conditions – B. Special - Intellectual Property Infringement: We propose changes to this section that protect the State from infringement claims that are within our reasonable ability to investigate and remedy. Only claims of infringement of United States patents are included because patent rights are country specific, and it would be overly burdensome for us to investigate patent owners’ rights worldwide. Finally, the language reflects industry standard refund provision and exceptions to the indemnification obligation such that we should not be required to indemnify the State for infringement claims caused by State.

The State’s participation in the defense and settlement of a Claim for which Contractor has an indemnity obligation is also clarified in the following:

“(a) [...] settlement payments, reasonable attorneys’ fees (including inside counsel), costs, expenses, losses or liabilities attributable thereto) by any third party asserting or involving an IP right related to an acquired item that exist on the Effective Date and that arise or are enforceable under the laws of the United States of America. State shall allow Contractor to defend ~~such claim so long as the defense is diligently and capably prosecuted. State shall allow Contractor to~~ and settle such claim [...] The State may observe the proceeding and confer with the Contractor at its own expense. [...] If neither (1) nor (2), above, is commercially reasonable and practical, State Contractor may require that ~~Contractor State~~ remove the acquired item from State, refund to State any charges paid by State therefor less reasonable depreciation, and take all steps necessary to have State released from any further liability. (c) Contractors obligations under this paragraph [...]or (ii) modifications made to the item in question by anyone other than the Contractor and its subcontractors working at Contractor’s direction, (iii) the combination or use of the item with other items Contractor did not supply, (iv) the State’s failure to use any new or corrected versions of the time made available by Contractor. Contractor does not warrant that the operation of software, hardware, equipment or Deliverables provided by CGI will be uninterrupted or error-free. [...]”

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 53) Question: Page 56, VII Terms and Conditions – B. Special – Liability for Damages: Prudently managed companies must effectively assess and control economic risks in their contracts. Limitation of liability provisions are key to establishing the appropriate balancing of financial risk between vendors and government customers. In accordance with standard commercial practices, in addition to the disclaimer on indirect damages, we require a reasonable cap on direct damages. Corporate policy sets a time-boxed look-back for such damages for all project aspects; however we would like to offer one times the contract value for implementation services with a 12 month look-back for any ongoing maintenance services. Would the State be willing to negotiate such limits?

We offer the following for your consideration: “CONTRACTOR will not be liable for any damages resulting from loss of data or use, lost profits, or any incidental or consequential damages ~~unless said damages are the result of the CONTRACTOR’S negligence or willful misconduct.~~ If State should become entitled to claim damages from Contractor for any reason, Contractor will be liable only for the amount of the State’s actual direct damages in the aggregate for up to (i) one times the contract price during implementation, and (ii) the maintenance fees paid in the previous twelve months for maintenance related services for the items or Services that are the subject of the claim. In addition, in no event will Contractor’s aggregate liability for all claims arising under or relating to the Contract exceed the total amount paid to Contractor by State under the Contract. These limits also apply to Contractor’s subcontractors. They are the maximum liability for which Contractor and its subcontractors.

~~The State will not~~ *Neither party will be liable for any damages to the CONTRACTOR other party resulting from loss of data or use, lost profits, or any indirect, special, exemplary, punitive, or incidental or consequential damages ~~unless said damages are the result of the State’s gross negligence or willful misconduct.~~*

CONTRACTOR will be liable for damages resulting from personal injury or property damage caused by CONTRACTOR’S gross negligence or intentional harm in accordance with the “Indemnification – Third Claims” section of this Contract.” Party

[States Response: The clause will not be modified see solicitation page three \(3\) Important Notice.](#)

- 54) Question: Page 57, VII Terms and Conditions B. Special - Offshore Contracting Prohibited: We understand that all South Carolina specific work must be performed onshore, as required by the RFP. However, as a pre-existing COTS product with numerous installations, the baseline product itself is regularly updated, maintained and improved for all clients separate and apart from any South Carolina specific requirements in the normal course of maintaining the product. Therefore we respectfully request that any product maintenance services procured under this contract be exempt from this provision.

[States Response: The clause will not be modified see solicitation page three \(3\) Important Notice. Additionally: Pre-existing COTS would not be subject to this onshore requirement.](#)

- 55) Question: Page 56, VII Terms and Conditions – B. Special –Material and Workmanship: In order for bidders to fully understand their obligations and risk of performance under the Contract, all warranties should be clearly defined. A warranty of merchantability is typically associated with goods rather than software and associated services. Please revise this provision as follows: “[...] all equipment, material, and articles incorporated in the work covered by this contract are to be new ~~and of the most suitable grade for the purpose intended.”~~

[States Response: The clause will not be modified see solicitation page three \(3\) Important Notice.](#)

- 56) Question: Page 56, VII Terms and Conditions – B. Special – Ownership of Data and Materials: We acknowledge that the state will own all work developed specifically for the state, however, in the case of changes to the contractor’s or third party’s pre-existing intellectual property that are not customizations expressly for the State’s use, the State would have a license to such changes; however the owner of the modified pre-existing intellectual property would retain ownership of such items. By enabling the Contractor to retain joint ownership new functionality can be maintained as part of the baseline code base, thereby keeping future costs down for the State. Will the State please add the following language? “Contractor will own all intellectual property rights, title and interest in and to all work products developed by it under the contract documents that are modifications to Contractor’s pre-existing intellectual property. Subject to payment in full by the State of all amounts owed to Contractor under the

Contract, Contractor grants to State a nonexclusive, royalty-free right and license to use, execute, reproduce, modify and create derivative works from such work products for State's own internal use."

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 57) Question: Page 57, VII Terms and Conditions – B. Special – Price Adjustments: If the parties are not able to reach agreement on Price Adjustments pursuant to subparagraphs (1)(a) – (1)(d), the matter should be addressed through the Dispute Process. Accordingly, will the State please modify or remove subparagraph (1)(e) to reflect that Price Adjustments are by mutual Agreement?

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 58) Question: Page 57, VII Terms and Conditions – B. Special – Pricing Data – Audit – Inspection: Given the competitive nature of this procurement, and consistent with 48 CFR Section 15.403-1(b), and 11-35-1380 we do not believe the requirement for cost or pricing data in subparagraph (a) is appropriate. The State will be in a position to determine whether the prices proposed by all of the Bidders are competitive, and is free to seek alternative price protections on an on-going basis. Accordingly we request that the State please remove subparagraphs (a) and (d) and clarify the term "records" as meaning any books or records that relate to all amounts invoiced under this Contract.

States Response: The clause will not be modified see solicitation page three (3) Important Notice. The term "records" means any books or records that relate to cost or pricing data submitted pursuant to this clause, invoices would falls into this category.

- 59) Question: Page 60, VII Terms and Conditions – B. Special Conditions – Termination for Convenience: Projects of this nature typically include a minimum of thirty (30) days' notice in the event of the State's Termination for Convenience in order to properly wind-down project operations. Consistent with industry standards, this provision should be clarified to reflect that payment obligations continue through the effective date of termination and include payment for work in progress or for which the State expects to receive title and delivery. Our proposed changes for the State's consideration are as follows:
(1)" [...] The Procurement Officer shall give at least thirty (30) days written notice [...]"
(4) "Compensation. (a) The contractor shall submit a termination claim specifying the amounts due because of the termination for convenience reflecting the amount owed to Contractor for work properly performed through the effective date of termination together with cost or pricing data required by Section 11-35-1830 bearing on such claim. [...]"

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 60) Question: Page 61, VII Terms and Conditions – B. Special – Term of Contract -- Termination By Contractor: Consistent with industry standards and in consideration of the tight timeframes for this project we request the State include a provision such as the one offered here giving the Contractor the right to terminate for an uncured material breach of the contract by the State: "If Contractor believes that the State has materially failed to perform a fundamental obligation under the Contract (a "Breach"), then Contractor may provide written notice directed to the Procurement Officer describing the alleged Breach in reasonable detail and containing a reference to this section. If the State does not, within thirty (30) calendar days after receiving notice of the Breach, either (i) cure the Breach or (ii) if the Breach is not one that can reasonably be cured within thirty (30) calendar days, develop a plan to cure the Breach and diligently proceed according to the plan until the Breach has been cured, then Contractor may terminate the Statement of Work, or as the case may be, the Contract for cause by providing separate written notice of termination to the State."

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 61) Question: Page 61, VII Terms and Conditions – B. Special Conditions – Warranties – Solicitation Specific new Warranty Disclaimer, VII Terms and Conditions – B. Special –Material and Workmanship: In order for the contractor to fully understand its obligations and risk of performance under the Contract all warranties should be clearly defined. Bidders' ability to accurately staff and competitively price projects

such as this are based on the principle that the contractor should not be responsible for deficiencies or other events that are outside of its control. Any additional warranties not expressly stated in the RFP will need to be negotiated for inclusion in the contract so that Contractor's obligations are fully understood. Will the State consider updating the terms to reflect these industry standard concepts with language similar to the following? "The warranties expressly set forth in this Contract are in lieu of all other warranties, express or implied, including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose, integration, performance and accuracy and any implied warranties arising from statute, course of dealing, course of performance or usage of trade."

To avoid ambiguity with the above insertion, will the State also consider revising the Material and Workmanship provision as follows "[...] are to be new, and of the most suitable grade for the purpose intended."

States Response: The State will consider revising the above language during negotiations, but contractors are cautioned about qualifying their RFP response see solicitation page three (3) Important Notice.

- 62) Question: Page 62, VII. Terms and Conditions – C. DHEC Special Clauses - Business Associate Agreement

Page 69, Business Associate Attachment

We would like to follow up on something that was mentioned during the Pre-Bid conference. Based on the scope of work described in the RFP, we request additional information from the State so that we can more fully understand the level of access and expected services with respect to personal health information (PHI). Please provide as much information as possible so that we can factor this into our proposal.

States Response: Primarily any Public Health systems like CARES, ASPEN, SCIPAS, GENISIS, STEVE, EVVE, Cancer Registry, MAVEN would contain PII. Administrative systems like PAIS, SCEIS, and PCAS would have PI. We have been removing any PI from systems that do not require that information. Please also see system listing for more information.

- 63) Question: Page 71, Business Associate Agreement III. Use or Disclosure of PHI by Business Associate (h): Please confirm that the Contactor may redact financials in any agreement(s) that are requested by the State pursuant to this paragraph III.h.

States Response: Page seventy-one (71), III.h., makes no reference to financials, so it is unclear what is being asked here. There is information on submitting redacted offers located in section IV of the RFP, page thirty-nine (39).

- 64) Question: Page 75, Business Associate Agreement V Duties of Covered Entity: In order to Please add the following "Covered Entity shall only disclose and/or provide access to the minimum amount of PHI necessary for Business Associate to perform its obligations under the Contract."

States Response: The clause will not be modified see solicitation page three (3) Important Notice.

- 65) Question: The RFP document talks about mastering the entities like Company, Facility, Healthcare Facility, Staff, Individual, Mailing Address, Billing Address and Physical Address. Are all these covered within the first 6 months of building scope or there would be a phased approach?

States Response: The timelines are guidelines however DHEC's expectation is to implement a successful MDM and Data Governance solution in a timely manner.

- 66) Question: What is the expected number of sources for each master data entities and approximate data volume?

States Response: This is to be determined through the supporting consulting services in setting up data governance policies and implementation of those policies. Solution should use best practices, Please see amendment page thirty (30) system overview documents.

- 67) Question: Is there any Infrastructure and Hardware assessment conducted already? Or should we consider this in scope of our response?
- States Response: Scope of the infrastructure and hardware would be related to the MDM solution and the recommended architecture to support the solution.
- 68). Question: Do you expect Product Installation/Patching etc. to be taken care by the vendor or you have any internal team?
- States Response: Initial product installation and configuration will be taken care of by the vendor along with DHEC IT staff. Future patches will be handled by DHEC staff.
- 69) Question: How many outbound systems will consume the master data entities, other than the transactional Systems mentioned in the RFP? What should be the type of outbound interfaces (batch/real time/near real time or all)?
- States Response: The preferred outbound interface would be real time however all options should be available due to the various systems in DHEC's domain. It is unknown how many outbound systems will consume the master data entities mentioned outside the RFP. DHEC expects this to increase as they upgrade systems and potentially exchange data with other organizations as a result of implementing this solution.
- 70) Question: What are the top3 data quality issues your company is facing?
- States Response: Misclassification of data (example a company that should be a facility). Duplicate records within a system and then duplicative data across transactional systems. These issues make it impossible or time consuming to extract data for a particular record(s) and all of the related information.
- 71) Question: There is a mention of "Configuration of MDM Analytics" tool? Do you expect an analytical tool to be a part of the MDM solution or you mean MDM will feed into analytic system?
- States Response: DHEC expects the MDM solution to have analytical tools to be a part of the solution.
- 72) Question: Do you have a security policy document illustrating the security compliance requirements? Can that be shared with us?
- States Response: Link to state security policies: <https://sc-isac.sc.gov/document-terms/policy>. Some additional internal documents will be provided during Phase one (I).
- 73) Question: Do you expect any OOB reports for the Master Entities?
- States Response: DHEC does expect reports related to the Master Entities and capability to create additional reports as needed.
- 74) Question: Do you have any existing Data Quality tool?
- States Response: See answer to question #106.
- 75) Question: Do you have any existing ETL tool?
- States Response: ETL tools available would be related to DHEC's relational database management tools in Oracle, IBM DB2, and Microsoft SQL.
- 76) Question: Is there an existing Enterprise Service Bus environment or other Clearing House solution in place or planned that would integrate with the MDM System? Or is this part of the expectations in a proposal?
- States Response: No, this is part of the expectation in the proposal.

- 77) Question: Will the ITMO's initial requirements gathering report or summary be available to responding vendors as we prepare our response?
- States Response: This does not exist.
- 78) Question: Has a data quality analysis been performed per application?
- States Response: Yes, some data quality analysis has been performed however these initiatives have been postponed to implement this solution to assist with the cleansing effort and any recommend third party solutions that could expedite that process.
- 79) Question: Are there any existing or future Web services that you would need the system to integrate?
- States Response: Yes, DHEC expects to include existing and future web service.
- 80) Question: How extensive are current applications and infrastructure integrated with Cloud services? Will details be available?
- States Response: The majority of major systems are hosted on site which includes the following system in Figure 1: EFIS, CARES, ASPEN, DAR, SCIPAS, GENISIS, GIS. Hosted SaaS solutions include STETON, EMSpic CIS & SMARTT systems. What data is extracted and provided to the Cloud solution varies as well as if we have data pulls provided back to us from those systems. Normally these are scheduled xml data pulls through secure ftp. Additional details will be provided during Phase I.
- 81) Question: How many different data domains (data models) will be implemented (e.g., Customers, Accounts, Products, etc.)?
- States Response: See answer to question eighteen (18) above.
- 82) Question: How many source systems will be involved?
- States Response: Please see amendment page thirty (30) system overview documents. The exact number will be determined during Phase one (I).
- 83) Question: What is the total volume of sources records?
- States Response: Please see amendment page thirty (30) system overview documents.
- 84) Question: What is the number of batch target systems?
- States Response: See answer to question eighteen (18) above. This will be determined during Phase one (I).
- 85) Question: How many hierarchies (sets of relationships like DNB, corporate reporting structure, etc.) will be implemented?
- States Response: This will be determined during Phase one (I) in setting up best practices to handle companies in our transactional systems. Attributes could include EPA ID, FEIN, SC Business License ID, etc.
- 86) Question: How many real-time interfaces/GUIs will be needed?
- States Response: This will be determined during Phase one (I). GUI would be required for data stewards, program area managers, and dashboards for upper management tier.
- 87) Question: How many composite business services will be created?

States Response: See answer to question eighteen (18) above.

- 88) Question: How many total people will be using the MDM system? How many of these users will need to be “power users” versus casual, read-only viewers?

States Response: This will be determined during Phase one (I) with the development of the necessary roles/responsibilities to support Data Governance. DHEC expects to assign a primary contact for each system, primary user of that system to monitor data quality/reporting, and staff who can also address data issues. Program area managers and upper management would need read-only views.

- 89) Question: What is the format of the data in the source systems? For example, Oracle, SQL Server, DB2, Adabas, XML files, etc.

States Response: Source Systems include Oracle 11G, SQL Server, DB2, ESRI ArcGIS Services and SDE in Microsoft SQL, XML.

- 90) Question: For all of the source systems in scope, could you specify the total amount of data stored in all the system? Which of these systems would need interfaced to an MDM solution in batch? Which ones in real-time?

States Response: Please see amendment page thirty (30) system overview documents.

- 91) Question: Are the source transactions systems shown in Diagram 1 (EFIS, CARES, ASPEN, etc.) the only source systems in scope for the project?

States Response: It is possible some additional smaller systems would need to be included. This should be evaluated during Phase one (I), however the systems listed are the major systems utilized by DHEC.

- 92) Question: Could you specify more details about the hierarchies for each Master Data domain? For example, how many hierarchies might exist in each domain? How complex would you estimate the hierarchies to be?

States Response: This will have to be assessed during Phase one (I). Most transactional systems do not have complex hierarchies however DHEC expects as systems are upgraded these will change.

- 93) Question: For each Master Data domain in scope, how many records exist to be mastered? For example, how many total company records are in scope? (Same question for person and address too)

States Response: Please see amendment page thirty (30) system overview documents.

- 94) Question: For the MDM project, how many distinct master data domains do you imagine will be in scope? Diagram 1 in the solicitation shows Company, Person and Address – will these elements be the only main master data domains in scope?

States Response: Master data domains will include at a minimum the following Categories: Company, Person, and Address. Company would include the parent company and then the associated facilities associated with that company, the physical location of the facility itself (both environmental and health related). Person would include the general public, client, internal agency staff, and external professionals. Address would include physical, mailing, and billing address. Additional master data domains may be identified during Phase one (I) and implemented by the Data Stewards upon implementation and training of the MDM solution.

- 95) Question: Please clarify which sections are vendors expected to provide detailed answers versus checking the Yes/No checkbox. (Does SC DHEC expect detailed answers for each of the Yes/No checkbox questions too?)

States Response: No, the State does not expect detailed answers for each of the Yes/No checkbox questions under the SYSTEM REQUIREMENTS indicated as MANDATORY (pg. 25) and PREFERRED (pg. 28).

Additional detailed information can be provided for questions under SPECIFIC SYSTEM REQUIREMENTS (pg. 33).

- 96) Question: Was a consultant involved in crafting the RFP? If yes, please share the name of the Systems Integrator/Consulting Company.

States Response: No, internal agency staff were involved in crafting this RFP.

- 97) Question: Beyond the technical elements listed in this RFP, please provide some specific business requirements/use cases that map to the technical requirements. Also, provide business drivers/needs for the requirements.

States Response: As the agency has implemented systems over the years to address specific program area requirements and needs, these requirements have expanded resulting in the need to share data across the agency domain. Many systems have data quality issues resulting in duplicate and sometimes multiple entries with slightly different attributes tied to reports and/or billing used by different program areas within the agency. This inability to ensure all relative information can be analyzed for a given record makes it a challenge to ensure a holistic view of our data used in the decision making process. Our primary data elements in many of these systems include companies, facilities, individuals such as the public, staff, health providers, engineers, etc. DHEC is also in process of implanting state security standards and policies. This includes data governance practices such as identifying data business processes, data owners, identifying data associated with which regulation, what data has PHI, PI, and FTI (Federal Tax Information), data protection, backup, retention, and classification (public, internal use, confidential, restricted).

- 98) Question: What's the business and community impact to the Department from not having this MDM solution?

States Response: Loss of business productivity due to duplicate record issues affecting data entry, reporting, invoicing, compliance, and enforcement related to agency activities in issuing permits, licenses, and certificates; research of specific entities (i.e. Facility, company, individual, patient, staff) and absolute certainty all related data elements are associated with the correct entity; ensure compliance with federal and state statutes; This impacts the community by not being as efficient as possible, delay in getting required data to management to make sound decisions, potential of missing data that is relevant to the decision making process.

- 99) Question: Is documentation of the MDM solution implemented an expected deliverable for the Phase One (1) and Phase Two (2)? If so do you expect this task to impact the preliminary timelines highlighted in the RFP?

States Response: The product should come with documentation and when objectives are met as specified in scope of work.

- 100) Question: Are the timelines highlighted in RFP guidelines for offeror's to respond to? Our expectation is to propose an assessment to confirm the timelines in Phase One and Phase Two.

States Response: The timelines are guidelines however the expectation is to implement a successful MDM and Data Governance solution in a timely manner.

- 101) Question: At the Bidder's conference the State indicated Vendors may submit their terms and conditions for the State's consideration. But RFP says that Vendors who add additional terms and conditions may be deemed non-responsive. Please clarify: If a Vendor submits their terms and conditions to govern performance of services and licensing of software in lieu of the State's contract, will the Vendor's proposal be deemed "non-responsive?"

States Response: The State will consider revising EULA language during negotiations, but contractors are cautioned about qualifying their RFP response see solicitation page three (3) Important Notice. The States EULA would prevail over the Contractors. See solicitation page thirty-five (35) Software License Agreements and page fifty-eight (58) Software Licensing Agreements for Single Solicitation, item (c).

- 102) Question: Page 21 of the Solicitation lists a number of transactional systems. Please enumerate the underlying databases and preferred access methods that are currently available/exposed.
- States Response: Underlying databases include Oracle 11G on AIX, IBM DB2 on AIX, and Microsoft SQL Server.
- 103) Question: Who would be the primary set of business uses involved in the first 3 phases of the project?
- States Response: Primary set of users would be IT staff, Primary Data Stewards, and Program Area Managers. Policy, processes, and MDM tool capabilities overview to Program Area Staff.
- 104) Question: Have you designated specific individuals to serve as Data Stewards?
- States Response: Part of Phase one (I) is to assist with defining what the data steward structure should look like and then program areas will assign individual data stewards. IT staff are required to follow agency IT policies and procedures which will adopt and implement data governance procedures as part of the IT policy. DHEC is also in the process of designating FTE staff to support this effort to ensure sustainability.
- 105) Question: Is there a designated budget allocated for this project? Alternatively, is the intent to submit a budget request based on the winning proposal?
- States Response: The State chooses not to disclose budget information at this time.
- 106) Question: Under System Specific Requirements (pages 24-25):
- 106.1 Points #6 and 8 appear to be duplicates. Please confirm.
- 106.2 Point #4: Please list the third party cleansing tools and services currently deployed or planned for deployment
- 106.3 Points #6 and 8: Please list the Department specific business examples of the real-time compliance and reporting requirements that the solution would need to provide
- States Response:
- 106.1 - Item #8 is a duplicate and has been deleted from the document.
- 106.2 - DHEC currently uses QAS address software with the EFIS system however this is an optional tool available to staff to clean the address. DHEC is looking for additional cleaning tools and services that will assist with data quality cleansing efforts and ensuring the data stays cleansed. This also includes DHEC's internal GIS Geocoding service that utilizes County address points along with E911 road centerlines and additional address sources. DHEC is also in the process of creating a County Parcel service for locations that do not have an assigned mailing address (example: well site, new construction, mine, farm, etc.).
- 106.3 - Federal and state regulations the agency enforces and reporting of data to federal agencies to meet grant requirements. This would include on the Environmental side EPA, USDA and for Public Health and Vital Records, CDC reporting. <http://www.scdhec.gov/Agency/RegulationsAndUpdates/>
- 107) Question: Under System Requirements (page 26-27):
- 107.1 Do you currently have a UDDI deployed? Which vendor/version's UDDI?
- 107.2 With respect to your need for IIOP, Which ORBs do you have currently deployed?
- States Response:
- 107.1 - DHEC currently does not have a UDDI deployed. Some systems do collect the SIC code for a limited facility/company type.
- 107.2 - DHEC does have some one-directional and two-directional communication (MIRTH devices) primarily on the health side. DHEC is in the process of setting up some secure web services to be consumed by other outside systems.
- 108) Question: Is SC Department of Health & Environmental Control willing to accept responses to this RFP that address objectives 1-3 only, on the basis that execution of the associated tasks is a necessary prerequisite to specification and acquisition of an MDM solution?

States Response: No, the solution should include all phases of the RFP as outlined in the scope of work.

109) Question: Is SC Department of Health & Environmental Control willing to split this RFP in two, the first addressing objectives 1-3 for data governance, architecture, integration and sharing and the second addressing acquisition, configuration and deployment of a specific Master Data Management (MDM) software solution?

States Response: No

110) Question: From page 25, it is SAS' understanding that the client applications must run on Windows 7 or higher. Is the State open to vendors using the Linux operating system as part of the server applications in the proposed solution?

States Response: Server applications should run on Microsoft Server operating system.

111) Question: Is the State open to a cloud implementation?

States Response: The solutions will be hosted on premise.

112) Question: Is the State open to a third party performing security/penetration testing on external web pages that are included in the implemented solution?

States Response: DHEC is open to a vendor using third party security/penetration however this will still require internal and state security/penetration testing.

113) Question: Does SC DHEC have an existing Service Level Agreement (SLA) within its IT organization? If there is an existing SLA, would SC DHEC please share the terms of this SLA? If there is not an existing SLA, will SC DHEC enable necessary ports to facilitate Application Monitoring Software?

States Response: No, DHEC does not have an existing SLA. DHEC will potentially open up ports to facilitate application monitoring software. This should be indicated in the recommend solution architecture diagram.

114) Question: From page 25, please elaborate on the GIS 10.1 (or higher) workstation and server geographic information systems software support requirement.

States Response: DHEC currently utilizes ESRI ArcGIS Server and Desktop software to maintain and deploy data containing spatial components. This includes a composite coding service that utilizes County Address points and E-911 road centerlines. This geocoding service assigns an accuracy level and GIS method used so DHEC can determine the National Mapping Scale standard of the resulting spatial layer. DHEC is also in the process of creating a County parcel service to assist with locations that do not have an official address. Please see GIS summary overview related to Address Points and parcels.

115) Question: Can the State provide the number of records in each system, related to the entities for which Master Data Management governance and processes need to be applied? The entities and data sources are described in Figure 1 of the RFP.

States Response: Please see amendment page thirty (30) system overview documents for answers to below table. This will also be confirmed during Phase one (I).

Company System	Company	Facility	Person Health Facility	Individual	Staff	Address Physical Address	Mailing Address	Billing Address
DHEC					EFIS			
CARES								

ASPEN
 STETON
 DAR
 SCPAS
 GENISIS
 GIS Geocoding Service
 EPA
 CDC, CMS, MCH
 USDA
 State SCEIS
 SCBOS
 LLR

116) Question: Similar to the previous question, can the State provide the expected size of the data from each system (in megabytes or gigabytes), related to the entities for which Master Data Management governance and processes need to be applied?

States Response: Please see amendment page thirty (30) system overview documents for answers to below table. This will also be confirmed during Phase one (I).

Company System	Company	Facility	Data volumes in megabytes or gigabytes					
			Person Health Facility	Individual	Staff	Address Physical Address	Mailing Address	Billing Address
DHEC					EFIS			

CARES
 ASPEN
 STETON
 DAR
 SCPAS
 GENISIS
 GIS Geocoding Service
 Federal EPA
 CDC, CMS, MCH
 USDA
 State SCEIS
 SCBOS
 LLR

117) Question: What upstream or downstream business value does the State plan to achieve via this Master Data Management (MDM) deployment?

States Response: The state would like to define current systems and any necessary third party sources that should be utilized for a key master data set. Once the key maser data set is implemented, tools to monitor outliers that data stewards would then need to address to ensure data quality and also for transactional system to then utilize the key master data set as a validation source or primary source for those key data elements.

118) Question: Would DHEC confirm that an ideal solution must be scalable to become an enterprise (cross agency) solution? Our experience shows agency MDM/analytics investments should be expandable into a future statewide consolidated MDM/analytics strategy.

States Response: Potentially this solution could be expanded into a future multi-agency strategy however the focus of this solicitation is for DHEC transactional systems within their enterprise domain.

- 119) Question: If the answer to Question 118. is yes (meaning the agency would like to purchase an enterprise scalable solution), would DHEC add a requirement demanding that a potential vendor demonstrate experience in at least 1 state bringing multiple MDM/analytics agency projects together into a single holistic solution providing an enterprise MDM/analytic solution?

States Response: Given the focus of this solicitation, DHEC is already requiring two (2) examples out of five (5) to emphasize state examples. The state and/or federal example can include bringing in multiple agency projects.

- 120) Question: If the answer to Question 118. Is yes (meaning the agency would like to purchase an enterprise scalable solution), may a future agency leverage the DHEC procurement to purchase similar MDM/analytic products, expand DHEC licenses, or engage in a cooperative purchasing agreement for state purchasing efficiency?

States Response: Yes, after discussions within DHEC and other state officials it has been determined that this solicitation will result in a contract being awarded as a Statewide Term Contract that will allow other agencies the ability to utilize the services for Data Governance Framework and Master Data Management Solution. Each agency wishing to use this contract will be responsible for submitting a Scope of Work to the awarded contractor to be negotiated. All terms and conditions resulting from the contract awarded through this solicitation will govern any future projects for the state. Only Statements of Work can be negotiated.

Amend page eight (8), Item I. Scope of Solicitation:

Change from:

~~The Information Management Technology Office (ITMO), on behalf of the South Carolina Department of Health and Environmental Control (DHEC), is soliciting proposals from qualified offerors for the software and services to implement a Data Governance solution to support DHEC's transactional systems.~~

Change to:

The Information Technology Management Office (ITMO) is soliciting proposals from qualified offerors for the software and services to implement a Data Governance solution to support DHEC's transactional systems, this solicitation will result in a contract being awarded as a Statewide Term Contract that will allow other agencies the ability to utilize the services for Data Governance Framework and Master Data Management Solution.

- 121) Question: Please provide an initial list of entities for which SC DHEC is interested in creating master records.

States Response: See answer to question eighteen (18) above.

- 122) Question: The General Terms and Conditions indicate on page 57 that the Contractor must complete a written response to the Service Provider Security Assessment Questionnaire attached to the Solicitation. Can you clarify whether the solicitation contains a SPSAQ to be completed by the respondent?

States Response: Document attached see page twenty-nine (29).

Service Provider Security Assessment Questionnaire

Instructions: I. Attach additional pages or documents as appropriate.
II. As used in this Questionnaire, government information shall have the meaning defined in the clause titled "Information Security."

1. Describe your policies and procedures that ensure access to government information is limited to only those employees/Contractors who require access to perform your proposed services.
2. Describe your disaster recovery and business continuity plans.
3. What safeguards and practices do you have in place to vet employees and Contractors who have access to government information?
4. Describe and explain your security policies and procedures related to use of Contractors/sub-contractors.
5. List any certifications that you have that demonstrate that adequate security controls are in place to properly store, manage and process government information (for example, ISO or SSAE certifications). Will these certifications be in place for the duration of the contract? Will you provide the state with most recent and future audit reports related to these certifications?
6. Describe the policies, procedures and practices you have in place to provide for the physical security of your data centers and other sites where government information will be hosted, accessed or maintained?
7. Will government information be encrypted at rest? Will government information be encrypted when transmitted? Will government information be encrypted during data backups?
8. Describe safeguards that are in place to prevent unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of government information.
9. What controls are in place to detect security breaches? Do you log transactions and network activity? How long do you maintain these audit logs?
10. How will government information be managed after contract termination? Will government information provided to the Contractor be deleted or destroyed? When will this occur?
11. Describe your incident response policies and practices.
12. Identify any third party which will host or have access to government information.

Offeror's response to this questionnaire includes any other information submitted with its offer regarding information or data security.

SIGNATURE OF PERSON AUTHORIZED TO REPRESENT THE ACCURACY OF THIS INFORMATION ON BEHALF OF CONTRACTOR:

By: _____
(authorized signature)

(printed name of person signing above)

Its: _____
(title of person signing above)

Date: _____

System overview documents



SCDHEC-GIS-Addresses-Summary.pdf



SCDHEC-GIS-Parcels-Summary.pdf

System Databases and Platforms

Name	Database				
	DB2	Oracle 11G	SQL	MySQL	Mainframe
AIX	x				
AIX (DSIT)		x			
Microsoft 2012			x	x	
Microsoft 2008			x	x	
Microsoft 2003 **			x	x	
Microsoft 2000 **			x	x	
Linux					
Mainframe **					x

**** - In process of migrating and updating database to Microsoft 2012 to retire.**

Approximate production Size for DB2: 240 GB

Approximate production Size for Oracle: 380 GB

Approximate size for all databases in production, test, and dev: 2.8 TB

These are the major transactional systems. Additional systems may be identified during Phase one (I) that should be included in the key master data record.

System	Category	Sub-Category	Record Count	Comments
CARES	Company	Company	20	
		Medical Facility	1,326	
		Public Health Facility	101	
		Other	257,034	Remaining Non-CARES records
	Person	Clients	6,309,080	Contains PII
		Staff/Users-CARES	10,851	
		Staff/Users-Other	10,851	Remaining employee and non-employee records

	Address	Physical	4,817,295	
		Mailing	137,013	
		Billing	-	
		Other	104,928	
		Note: This is an older system written in Delphi and DB2 database.		
SCIPAS - S.C. Provider Access System. Provider access portal for immunization providers	Company	Company	-	
		Medical Facility	2,057	All SCIPAS providers are medical facilities. Duplicates have been accounted for.
		Public Health Facility	-	
		Other	-	
	Person	Clients	4,565	Contains PII
		Staff/Users-CARES	35	
		Staff/Users-Other	-	
	Address	Physical	2,404	Only physical shipping addresses are captured
		Mailing	-	
		Billing	-	
		Other		
		Note: This a new system using .Net. The current backend is DB2 however we will need to separate some backend database ties to support CDC requirements separating out certain data element related to clients.		
	CHESS	Company	Company	12
Medical Facility			848	
Public Health Facility			-	not separated by Std Industry Class
Other			7,323	
Person		Clients	853,785	Contains PII
		Staff/Users	210	waiting on Server Hosting reply

		Staff/Users-Other	-	
	Address	Physical	7,139	
		Mailing	6,971	
		Billing	-	
		Other	168	
		Note: This is a GOTS solution from CDC which will be retired when MAVEN system (MOTS) is implemented which is currently in process.		
Neomate - Laboratory Information Management System tracking Neonatal Specimens, Tests and Results	Company	Company	110	Midwives and Companies. No way to tell them apart.
		Medical Facility	646	
		Public Health Facility	156	
		Other	3,508	
	Person	Clients	556,464	Contains PII
		Staff/Users-NeoMate	49	
		Staff/Users-Other		
	Address	Physical	556,462	
		Mailing	9,286	
		Billing	34	
Other				
Note: This is in process of being migrated to a new COTS system, SQL database.				
SampleMaster - State Laboratory Information Management System. Tracks Orders, Samples, Test and Results	Company	Company	105	Businesses and Midwives no way to tell them apart
		Medical Facility	699	
		Public Health Facility	229	
		Other	2,346	
	Person	Clients	455,528	Contains PII
		Staff/Users-SampleMaster	86	

		Staff/Users-Other		
	Address	Physical	40,946	AKA2=Address1, BirthHospital=Ci ty, BirthWeightUnits=State
		Mailing	3,377	
		Billing	26	
		Other		
		Note: This is an older system but no action plan for replacement at this time.		
GENESIS	Company	Company	n/a	Note: These data may not be accurate because of some data duplication in single table or multiple tables.
		Medical Facility	4,188	
		Public Health Facility	47	
		Other	1,149	
	Person	Clients	2,085,055	Contains PII
		Staff/Users	6,312	
		Staff/Users-Other		
	Address	Physical	n/a	
		Mailing	n/a	
		Billing	1903165	
Other		412,369		
	Note: This is an older MOTS system, SQL database backend.			
EFIS - Environmental Facility Information System	Company	Company/Facilities	198,442	Note: Company and facilities are stored in the same table. This includes medical and public health facilities.
		Facility		
		Public Health Facility		
		Other		
	Person	Clients	313,717	Contains PI
		Staff/Users		
		Staff/Users-Other		
	Address	Physical		
		Mailing	128,922	
		Billing	63,156	
Other (Business)		518,530		
	Note: This is an older system developed with Oracle Forms and Reports currently 10g with Oracle 11G database backend. In process to upgrade Forms from 10g to 11g to support the system until it can be replaced.			
DAR (Daily Activity)	Company	Company	72,018	
		Facility	90,255	

Reporting)		Public Health Facility	n/a	
		Other		
	Person	Individual	43,568	Contains PI
		Staff/Users		
		Staff/Users-Other		
	Address	Physical		Same as mailing address
		Mailing	70,018	
		Billing	74,723	
		Other (Business)		
		Note: Older in-house system used to record staff time related to BEH inspection activities. In process of retiring and absorbing functionality with other systems. Oracle backend database.		
PAIS	Company	Company	n/a	
		Facility	n/a	
		Public Health Facility	n/a	
		Other		
	Person	Individual	n/a	
		Staff/Users	301,421	Contains PI
		Staff/Users-Other		
	Address	Physical	301,421	
		Mailing	0	
		Billing	0	
		Other (Business)		
		Note: Administration system with DB2 backend database.		
	PCAS	Company	Company	n/a
Facility			5,665	
Public Health Facility			467	
Other				
Person		Individual	n/a	
		Staff/Users	5,592	Contains PI
		Staff/Users-Other		
Address		Physical	0	
		Mailing	0	
		Billing	0	
		Other (Business)		
		Note: Administration system with DB2 backend database.		
SIPS		Company	Company	n/a
	Facility		n/a	
	Public Health Facility		n/a	
	Other		n/a	

	Person	Individual	190,052	
		Staff/Users	5,592	
	Address	Physical	n/a	
		Mailing	n/a	
		Billing	n/a	
Other (Business)				
Note: Administration system with DB2 backend database. In process to make some modifications to absorb functionality from smaller systems to streamline our current processes.				
BudgetMaster	Company	Company	n/a	
		Facility	n/a	
		Public Health Facility	n/a	
		Other	n/a	
	Person	Individual	0	
		Staff/Users	301,421	Contains PI
		Staff/Users-Other		
	Address	Physical	n/a	
		Mailing	n/a	
		Billing	n/a	
		Other (Business)		
	Note: Administration system with DB2 backend database. Used for budget projections related to grants.			
eLearning (hosted solution for agency staff training)	Company	Company	n/a	
		Facility	n/a	
		Public Health Facility	n/a	
		Other	n/a	
	Person	Individual	177	
		Staff/Users	3,788	Contains PI
	Address	Physical	n/a	
		Mailing	n/a	
		Billing	n/a	
		Other (Business)	n/a	
Note: This is a SaaS used for staff training. Accounts are currently set up but we do provide a data feed for organizational structure.				
Drainfield (Septic Tank, Dec. 2005 - present)	Company	Company	131	Company is defined as Subdivision Developers
		Facility		
		Public Health Facility	n/a	
		Other		
	Person	Individual	93,865	Contains PI

		Staff/Users			
		Staff/Users-Other			
	Address	Physical			
		Mailing	131		
		Billing	0		
		Other (Business)	131		
		Note: This is an older small Delphi system being upgraded in-house to .Net and backend SQL database. This will include scanning hard copy septic tank applications and importing into our EDM ApplicationXtender.			
ABRIS - Animal Bite and Rabies Investigation System (Rabies Tracking, Feb 2010 - present)	Company	Company	0		
		Facility	0		
		Public Health Facility	0		
		Other	0		
	Person	Individual	96,732	Note: includes victims and animal owners, covering 47,648 incidents. Contains PI	
		Staff/Users	0		
		Staff/Users-Other	0		
	Address	Physical	0		
		Mailing	0		
		Billing	0		
		Other (Business)	0		
		Note: This is an older small system being upgraded in-house. This will include expanding personal data elements collected. The backend database is DB2 but will migrate to SQL during the upgrade.			
STETON	This is a SaaS solution. Currently we have a data extract from EFIS and DAR systems that is provided to the vendor to import Facilities that require inspections. We then get a weekly xml file with the inspection results that are imported into a Microsoft SQL database. System used by all food service facility inspectors along with Health facilities inspector. This is used in the field to collect data and in the office to manage and report on data. In place around 8/2006				
ASPEN	This is a GOTS solution distributed by CMS. We currently have limited access to the data however we are in process to get additional access to the data elements maintained by agency staff. This system contains Health Facilities and changes to those entrees have to be mandated by CMS. Backend database Oracle.				
EMSpic (CIS, SMARTT)	This is a SaaS solution used by the EMS & Trauma program area in Public Health. We currently do not provide any data feeds however staff does maintain data content in the system. We recently received an xml file with some data elements from the system and will be working on either a weekly extract or live data feed.				

SCEIS	<p>The South Carolina Enterprise Information System (SCEIS) is consolidating more than 70 state agencies onto a single, statewide enterprise system, built on SAP software, for finance, materials management and human resources/payroll.</p> <p>http://www.sceis.sc.gov/ We currently have Administrative systems that utilize data extracts from SCEIS and we also provide some files that are then imported into the SCEIS system related to payroll.</p>
SCBOS	<p>South Carolina Business One Stop or SCBOS is the official South Carolina business web portal. It enables anyone with an existing business or anyone starting a new business to file permits, licenses, registrations, or pay taxes. This is currently used in conjunction with Administrative and Environmental Systems.</p>

PURCHASE ORDER ATTACHMENT - ACCEPTANCE OF OFFERS 10% BELOW STATEWIDE TERM CONTRACT PRICE

**Purchase Order Attachment
Acceptance of Offers 10% Below Statewide Term Contract Price**

Instructions: If an agency purchases any item available on the Term Contract identified below from a business (an Alternate Vendor) other than the Term Contract Contractor and the total price of the purchase order exceeds \$500, then the procurement officer making the purchase must attach this form to the purchase order issued to the Alternate Vendor. The agency procurement officer must complete the following four blanks: the number and description of the applicable Term Contract, the number of the agency's Purchase Order, and the name of Term Contract Contractor that you offered an opportunity to match.

Term Contract Solicitation No.	Term Contract Description
Term Contract Contractor	Purchase Order No.

Agreement

By signing this document, Alternate Vendor is entering into a contract with the agency named above regarding the items referenced on Purchase Order identified above. Regarding the items acquired with the Purchase Order, Alternate Vendor agrees to be bound by all the terms and conditions of the Term Contract Solicitation identified above. Alternate Vendor has received and read a copy of the Term Contract Solicitation identified above. The Purchase Order may be used to elect only those options expressly allowed in the Term Contract Solicitation. Possible options might include quantity, item, delivery date, and payment method. Any contract resulting from this Purchase Order is limited to the documents identified in the clause entitled Contract Documents & Order of Precedence.

NAME OF ALTERNATE VENDOR (full legal name of business entering this contract)	TAXPAYER IDENTIFICATION NO. (See "Taxpayer Identification Number" provision)
AUTHORIZED SIGNATURE (person authorized to enter binding contract on behalf of Alternate Vendor)	TITLE (business title of person signing)
PRINTED NAME (printed name of person signing above)	DATE SIGNED

Certification of Compliance

I certify as follows: (1) every item acquired with the Purchase Order is priced at least ten percent less than the Term Contract price for the same item; (2) the Term Contract Contractor identified above declined to meet the prices stated on the Purchase Order after being offered a reasonable opportunity to meet the price stated on the Purchase Order; and, (3) this purchase complies with Section 11-35-310(35), which is reprinted below.

AUTHORIZED SIGNATURE (procurement officer authorized to issue purchase order and sign certification)	TITLE (business title of person signing)
PRINTED NAME (printed name of person signing above)	DATE SIGNED

Section 11-35-310(35) of the South Carolina Code of Laws reads as follows: ""Term contract" means contracts established by the chief procurement officer for specific supplies, services, or information technology for a specified time and for which it is mandatory that all governmental bodies procure their requirements during its term. As provided in the solicitation, if a public procurement unit is offered the same supplies, services, or information technology at a price that is at least ten percent less than the term contract price, it may purchase from the vendor offering the lower price after first offering the vendor holding the term contract the option to meet the lower price. The solicitation used to establish the term contract must specify contract terms applicable to a purchase from the vendor offering the lower price. If the vendor holding the term contract meets the lower price, then the governmental body shall purchase from the contract vendor. All decisions to purchase from the vendor offering the lower price must be documented by the procurement officer in sufficient detail to satisfy the requirements of an external audit. A term contract may be a multi term contract as provided in Section 11-35-2030."

----- PURCHASE ORDER ATTACHMENT (NOV 2012) -----

[09-9020-1]