

State of Wisconsin
Department of Children and Families

Form DOA-3098 (R10/2005)

ADDENDUM NO.: 1

REQUEST FOR BID NO.: CFC00201

DATE DUE: August 28, 2012 at 2:00 PM

DATE: August 14, 2012

**COMMODITY
OR SERVICE:**

New Hire Program Services

REVISION:

Response to questions submitted.

Please include a signed copy of this bid addendum with your bid response.

Signature

Date

For further information concerning
this addendum contact:

Sue Handrich-Herr

608-266-1539

email: DCFProcurement@wisconsin.gov

Question 1: How many new hire reports has the State received for the past 12 months?

Answer 1: 1,118,886

Question 2: By month?

Answer 2:

Aug 2011	100154
Sept 2011	117052
Oct 2011	104854
Nov 2011	84132
Dec 2011	69233
Jan 2012	73477
Feb 2012	70709
Mar 2012	85995
Apr 2012	92166
May 2012	109516
June 2012	115885
July 2012	95713
TOTAL	1118886

Question 3: What is the current transaction cost per new hire record submitted?

Answer 3: The cost is \$.28 per transaction.

Question 4: Is the cost the same for electronic and manual records?

Answer 4: Yes

Question 5: How many FTE's are assigned to this project?

Answer 5: There are 4 FTE assigned to Wisconsin New Hire Reporting

Question 6 and Answer 6: What is the percentage (%) breakdown of new hire reports via the following methods per month for the past 12 months?

- | | |
|------------------------------|--------------|
| a. Mail | 5% |
| b. Fax | 11% |
| c. Online | 21% |
| d. FTP / Upload | 63% |
| e. Diskette | less than 1% |
| f. CD | less than 1% |
| g. Magnetic Tape (Cartridge) | 1% |
| h. Telephone | less than 1% |
| i. Other | no data |

Question 7 and Answer 7: What is the percentage (%) breakdown of new hire reports via the following methods per month for the past 12 months?

- | | |
|----------|-----|
| a. Form | 33% |
| b. List | 49% |
| c. W-4 | 18% |
| d. Other | 0% |

Question 8: Where are the Wisconsin New Hire Program Services currently being performed?

Answer 8: Austin, Texas

Question 9: The State has included some documents in the RFB that are not listed in Section 9, Bid Response Requirements. Would the State like the Contractor to complete the following forms? And if so, where should the Contractor include them?

- Wisconsin's Cooperative Purchasing Service Document
- Designation of Confidential and Proprietary Information Document
- Attachment D – Minority Business Participation Report

Answer 9: The Wisconsin's Cooperative Purchasing Service document is optional and to be submitted if you intend to honor these prices and services for other public agencies. DCF does not anticipate other public agencies will have a need for these services. The Designation of Confidential and Proprietary Information document is optional and should be included if there are parts of your response that include proprietary information that you wish to remain confidential. All bids are considered public record and subject to open records law. Attachment D – Minority Business Participation Report is a sample form that may be required annually from an awarded contractor to report any subcontracting with WI certified minority owned vendors. If you choose to provide the first two forms, they can be anywhere after the Request for Bid form.

Question 10: If a Vendor chooses to submit their proposal via e-mail, are there any specifications for submission (such as subject heading)?

Answer 10: Instructions for email submission are on page 14 of the bid document. Please identify the bid number in the subject line of the message. Most importantly, the bid must be submitted to the DCFProcurement@wisconsin.gov email address, which is a secured mailbox, by the due date and time. The bid itself should be a single PDF attachment no larger than 5MB.

Question 11: Can the State provide the expected Award date for the contract?

Answer 11: It is DCF's desire to award the bid as soon as possible after the August 28, 2012 due date to allow time for transition. Reporting services must begin January 1, 2013.

Question 12: In Attachment F, page 30, Web Specifications, the RFB states "The New Hire website must be secured per DCF and DWD standards." Can the State provide a copy of DCF and DWD security standards?

Answer 12: See attached DWD Data Encryption Standards document.

Question 13: In Attachment F, page 37, Technical Support, the RFB states "The contractor must demonstrate the ability to support their systems in such a manner to ensure compliance with all specifications of the RFB." Will the comments section of Attachment E, Bidders Response Sheet, be sufficient to fulfill this requirement?

Answer 13: Bidder's must submit all items listed in Section 9. Bid Response Requirements. No other items are required.

Question 14: In Section 1, Scope, page 11, the RFB states "Wisconsin also requires the employees to submit the employee Date of Birth, State of Hire, and Date of Hire." However, in Attachment F, Page 32, Data Elements

Reported by Employers – Required and Optional, the RFB lists Date of Birth, State of Hire, and Date of Hire as optional. Can the state clarify if these data elements are optional or required?

Answer 14: Due to multi-state employers reporting to Wisconsin, the data (technical) requirements have to be loosened to allow for other states' laws. Date of Birth is required nationally, but not all states' laws are changed yet.

Question 15: Attachment F, Page 32, Data Elements Reported by Employers – Required and Optional, the RFB lists Employee Last Name, First Name, and Middle Initial under Required Data Elements. However, Employee First Name and Middle Name or Initial are also listed under Optional Data Elements. Can the state clarify which of these data elements are optional or required?

Answer 15: Date of Birth is not always collected. Employers cannot legally demand date of birth. In the rare situation in which the employee will not provide the employer the date of birth, the requirement is waived. Not all employees have middle initials or a first name (has only one name). It is mandatory if the employer provides them.

Question 16: Attachment F, pages 33 and 34, refer to Sections 16, 17, 18 and 19, however, these Sections are not included in this RFB. Can the State provide or point the Contractor to the referenced sections?

Answer 16: Those are outdated references. Former section 16 is now Attachment G, 17 is Attachment H, 18 is Attachment I, and 19 is Attachment J. Please consider the new reference when reading those materials.

Question 17: In the first six months of CY 2012 the program received 552,772 new hire reports; in CY 2011 1,090,764 and 1,066,219 in CY 2010. These figures are significantly below the evaluation volume of 1.2 million. Given this, will the State please consider revising the quantity used as the multiplier for the total price to better reflect actual current volumes?

Answer 17: The state will not revise the quantity used annually. The quantity used on the Request for Bid sheet is for tabulating purposes only and will be applied to all bids. Actual quantities were provided for the past 12 months in question 1.

Question 18: Please clarify how bidders are to complete Item No. 1. The Quantity and Unit shows the estimated yearly volume but the initial contract period is for three years. Should bidders list a one year price under Total or a three-year price?

Answer 18: Line 1 is the price per unit for all 3 of the initial contract years at an estimated 1,200,000/year. The total quantity for that line should be 3,600,000. Attached is a revised Request for Bid form.

Question 19: This section states Wisconsin requires employers to submit date of birth, state of hire, and date of hire. However, these data elements are listed as optional on page 32. Can the State confirm if the elements are mandatory or optional.

Answer 19: If provided by the employee, all data elements are required to be reported. In cases where the Date of Birth is not provided, it is not required.

Question 20: This requirement states: "Customer contact information for the project you are claiming experience must be one of your references in 5.8." Requirement 5.8 actually relates to web services. Please confirm this should reference should be to Requirement 5.7.

Answer 20: The last sentence of 5.4 should read: Customer contact information for the project you are claiming experience must be one of your references in 5.7.

Question 21: To lower the proposed cost to the State, would the State consider modifying this requirement to allow the contractor to propose a sophisticated auto attendant that meets all RFP requirements in place of the IVR?

Answer 21: The use of an IVR is required.

Question 22: Under this requirement, employers must be able to view via the web application the records they have submitted over the last 90 days. In our experience operating new hire reporting programs, we meet this type of request by offering employers the option of contacting our staff for the information and providing the list verbally or faxing a list to them. Would DWD consider this less costly option as meeting the requirement?

Answer 22: Yes we would consider this an acceptable alternative.

Question 23: Our current approach allows employers to select their password immediately when registering via the Web site. Would DWD consider this approach as meeting the requirement?

Answer 23: Yes, this is acceptable.

Question 24: Federal legislation recently changed the requirement for a rehired employee to be reported if it has been 60 days or more since the last period of employment. Will Wisconsin consider amending the RFP to reflect the new federal requirement?

Answer 24: The reference in Attachment F, State Legislation that refers to 90 days is incorrect. The number of days has been reduced to 60 days.

Question 25: Under Attachment F – General Requirements, Web Specifications Requirement #1, “The new hire website must be secured per DWD standards.” Please provide a copy of the standards or a link to where contractors can view them.

Answer 25: See attached DWD Data Encryption Standards document.

Question 26: In Attachment F – General Requirements, Web Specifications #5, this requirement defines the procedures for dealing with errors in an employer file transfer option in the web application. In our existing new hire programs, we call employers to discuss file problems and resolve the issue in different ways depending on the problem. We find this approach saves time and resources and helps us build good rapport with employers. Is this approach acceptable to DWD?

Answer 26: Yes

Question 27: Our current system allows employers to print a confirmation page if they chose. Would DWD consider this option as meeting the requirement in Attachment F – General Requirements, Web Specifications Requirement #19?

Answer 27: Yes

Question 28: Employee first name and middle initial are listed as both mandatory and optional. Please confirm if these are required data elements.

Answer 28: It is mandatory if the employer provides them. Some individuals do not provide first or middle names.

Question 29: In reference to Attachment F – Data Transmission, is it acceptable to submit WI new hire reports (daily) by interfacing with the current state-hosted FTPS system?

Answer 29: Yes

Question 30: The requirements state the contractor will have three business days to collect, enter and transmit data to DWD. On Page 38, Performance Measurement: Contractor Performance the seventh paragraph states the contractor will have two business days to collect, enter and transmit data to DWD. Please clarify this requirement.

Answer 30: It is 3 business days.

Question 31: The contractor may be able to realize cost savings that could result in lower costs to the State if the P.O. Box can be changed. Is this an option, if the contractor is willing to notify employers of the new P.O. Box?

Answer 31: The PO Box must remain the same number.

BIDS MUST BE SEALED AND ADDRESSED TO:

Remove from bidder list for this commodity/service. (Return this page only.)

AGENCY ADDRESS:

WI Department of Children and Families
 DES Bureau of Finance, Procurement
 201 E. Washington Ave., 2nd floor
 P.O. Box 8916
 Madison, WI 53708-8916

Bid envelope must be sealed and plainly marked in lower corner with due date and Request for Bid # **CFC00201**. Late bids will be rejected. Bids MUST be date and time stamped by the soliciting procurement office on or before the date and time that the bid is due. Bids dated and time stamped in another office will be rejected. Receipt of a bid by the mail system does not constitute receipt of a bid by the procurement office. Any bid which is inadvertently opened as a result of not being properly and clearly marked is subject to rejection. Bids must be submitted separately, i.e., not included with sample packages or other bids. Bid openings are public unless otherwise specified. Records will be available for public inspection after issuance of the notice of intent to award or the award of the contract. Bidder should contact person named below for an appointment to view the bid record. Bids shall be firm for acceptance for sixty (60) days from date of bid opening, unless otherwise noted. The attached terms and conditions apply to any subsequent award.

REQUEST FOR BID

THIS IS NOT AN ORDER
 BIDDER (Name and Address)

Bids MUST be in this office no later than
2:00 PM on August 28, 2012

Name (Contact for further information)
Sue Handrich-Herr

Phone **608-266-1539** Date **8/2/2012**

Quote Price and Delivery FOB
 Destination

Fax bids are accepted Fax bids are not accepted

Item No.	Quantity and Unit	Description	Price Per Unit	Total
		New Hire Program Services		
1.	3,600,000	Individual Reports for initial contract period (1/1/2013-12/31/2015)	\$	\$
2.	1,200,000	Individual Reports for optional year 1 (1/1/2016-12/31/2016)	\$	\$
3.	1,200,000	Individual Reports for optional year 2 (1/1/2017-12/31/2017)	\$	\$
		Total Bid Amount		\$

Payment Terms

Delivery Time

We claim minority bidder preference [Wis. Stats. s. 16.75(3m)]. Under Wisconsin Statutes, a 5% preference may be granted to CERTIFIED Minority Business Enterprises. Bidder must be certified by the Wisconsin Department of Commerce. If you have questions concerning the certification process, contact the Wisconsin Department of Commerce, 5th Floor, 201 W. Washington Ave., Madison, Wisconsin 53702, (608) 267-9550. **Does Not Apply to Printing Bids.**

We are a work center certified under Wis. Stats. s. 16.752 employing persons with severe disabilities. Questions concerning the certification process should be addressed to the Work Center Program, State Bureau of Procurement, 6th Floor, 101 E. Wilson St., Madison, Wisconsin 53702, (608) 266-2605.

Wis. Stats. s. 16.754 directs the state to purchase materials which are manufactured to the greatest extent in the United States when all other factors are substantially equal. Materials covered in our bid were manufactured in whole or in substantial part within the United States, or the majority of the component parts thereof were manufactured in whole or in substantial part in the United States.

Yes No Unknown

In signing this bid we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a bid; that this bid has been independently arrived at without collusion with any other bidder, competitor or potential competitor; that this bid has not been knowingly disclosed prior to the opening of bids to any other bidder or competitor; that the above statement is accurate under penalty of perjury.

We will comply with all terms, conditions and specifications required by the state in this Request for Bid and all terms of our bid.

Name of Authorized Company Representative (Type or Print)	Title	Phone ()
		Fax ()

Signature of Above	Date	Federal Employer Identification No.	Social Security No. if Sole Proprietor (Voluntary)
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Application Configuration Data Encryption Standard

Revised and Approved: July 31, 2007

Purpose

The purpose of this document is to provide a standard for the encryption of sensitive application configuration data stored in application configuration files and the Windows registry.

Scope

This document applies to all non-mainframe applications developed by BITS as of the date of the standard. It does not apply to current applications already deployed to production. If currently deployed applications have sensitive data stored unencrypted within the registry or application configuration files it is strongly encouraged that the data be encrypted but it is not mandatory that the application be modified to encrypt the data immediately. However, existing applications should be updated to this standard when undergoing maintenance or upgrades.

Staff Responsibilities

BITS application programmers are responsible for encrypting sensitive information stored within application configuration files and/or the Windows registry using one of the approved techniques listed below. TSS staff are responsible for verifying that sensitive information is not stored in clear text in application configuration files or the Windows registry when the application is first deployed to UAT and also when deployed to production.

Application Configuration Data Encryption Usage

Application configuration data is generally kept within application configuration files (such as .config, .ini, etc.) and/or the Windows Registry. Some of this data is considered sensitive and needs to be encrypted. The data needs to be encrypted in order to lower the probability that someone would be able to read and utilize the data in a way that it was not intended to be used, including malicious activity to attempt to illegally gain access to DWD systems or applications.

Sensitive information includes passwords, PINs, access keys to other systems/applications, etc. If there is any question about whether data is sensitive or not please send an e-mail to the DWD BITS SST mail list indicating the type of data that is being stored and where it will be stored. The group will work with the business users, if applicable, and determine if the information is sensitive or not.

The following rules apply to all sensitive application configuration data:

- The data will be encrypted utilizing one of the objects listed below. The Cryptography application block is the preferred object to use for encryption. A 3rd party object option is available but its usage needs to be approved.
- If it is found that sensitive application configuration data is not encrypted for some reason when the application is being moved to production, the move to production will be halted. The sensitive data will then be encrypted prior to moving the application to production.
- The data will be encrypted in all environments the application runs in so we do not run into issues with the application functioning differently in one environment due to encryption being used or not used.

Objects that can be used to encrypt data

DWD has developed objects that can be used to easily encrypt sensitive application configuration data. At this time there are two objects that DWD has available for this purpose and they are indicated below:

Cryptography Application Block

The Cryptography Application Block is a .NET Framework 2.0 object that can be used to encrypt data stored within configuration files or the Windows registry and other locations as well. This object should be used to encrypt sensitive application configuration data for any application written on the .NET Framework 2.0 or greater.

AppCrypto Object

The AppCrypto Object is a .NET Framework V1.1 object that can be used to encrypt data stored within configuration files or the Windows registry. The object has a full set of documentation and can be used for any application that is built on the .NET Framework V1.1. This object should not be used for any application that is written utilizing V2.0 or above of the .NET Framework.

3rd Party Cryptography Object

If for some reason the application is not developed under the .NET Framework then there is the possibility of utilizing a 3rd party object to encrypt sensitive data stored inside of application configuration files. If a 3rd party cryptography object will be used its use needs to be approved by TSS and the Security Services Team (SST).

Content Contact: [DWD BITS Standards Contact](#)

Last Revised: June 23, 2009