

**Minnesota Department of Human Services
MN.IT Services
SSIS Mobile Application
RFP # 902TS
Statement of Work (SOW) Addendum**

Addendum No.: One

Date of Addendum: January 18, 2013

Due Date: January 31, 2013, 5:00 p.m. CST

Scope of Addendum: The purpose of this addendum is to revise the SOW and to answer questions received from potential responders.

[Deletions are struck out and Additions are underlined.]

The SOW is revised as follows:

Revision 1: Business Need Section is amended as follows:

The Department of Human Services (DHS)/MN.IT Services @ DHS/SSIS division would like to pilot the use of mobile devices, such as iPads, ~~iPhones~~, or Android devices, that would allow workers to document their contacts and other work offline and to synch the data with the SSIS database when a wireless connection is available.

Revision 2: Project Deliverables Section is amended as follows:

SSIS will work with the vendor to develop and implement an interface to the SSIS Worker application from an existing mobile application that can be customized to ~~that~~ offers:

No	Questions / Answers
1.	Is there a pre-bid meeting / conference on this RFP, so that the bidding vendor community can better understand the RFP requirements and allow interactive resolution of vendor questions? No. But to clarify the Statement of Work, it is our expectation that the vendor would have an existing base application that could be customized for the State.
2.	What type of pricing model is required by the RFP? Is it Time & Material or Firm Fixed Price? We can work with either pricing model within the budget.
3.	Which vendor developed the SSIS application? SSIS was developed by DHS staff.
4.	As a follow up to the above question, is the incumbent/past vendor eligible to bid on this RFP? N/A
5.	Is the project funded? If not, when does State expect to obtain the funding for this project? Yes the project is funded.
6.	What is the dollar value of established / anticipated budget for the project for vendor services? The budget was established based on our expectation that a vendor would have an existing base application that could be customized and integrated into SSIS.
7.	Does the State require a Project Manager from the vendor or will the State Project direct the vendor resources? The State has a Project Manager and it may be in the best interest of the vendor to have a Project Manager for internal tasks.

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8.	During the pilot, please specify the number of counties that the awarded vendor will have to provide support for the Mobile SSIS application? Between 2 and 5 counties.
9.	RFP states "DHS would like to pilot the use of mobile devices, <i>such as</i> iPads, iPhones, or Android devices" Please provide a list of Mobile devices with the respective operating system versions (such as iOS 6.1, Android 2.5 etc) that are to be supported by the SSIS Mobile Application. We would consider either an iPad or Android device, or both.
10.	Please clarify if the SSIS Mobile application functionalities available via the tablet devices the same as those available via the smartphone devices? We have decided Smartphones are not viable.
11.	Please confirm that the State is looking to develop a Mobile Web Application with offline support capabilities and not a Native Mobile application? No, the state is looking for a Native Mobile application.
12.	RFP states "Data privacy: If the mobile device is lost or stolen, the device should be able to be tracked and the hard drive erased remotely". Please clarify if the above requirement is a responsibility of the vendor. The state will assume responsibility for tracking and erasing the devices, but the capability needs to be there.
13.	In order to provide a proper effort estimate to develop the Mobile SSIS application we would like to understand the scope and complexity of the requirements. Therefore it would be very helpful if MNDHS can provide the following documentation of the current SSIS application: <ul style="list-style-type: none"> • Use case documents • Business requirements documents that describe current business system functionality • User Guide • Online Help Without the above specified information it is very difficult for us to estimate, plan and propose a solution for this RFP. Hence we would appreciate if you can provide us all the above details. It is our expectation that the vendor would have an existing base application that could be customized for the State.
14.	Does the State have any preference with respect to the technologies to be used for the mobile application development? If yes, please identify such technologies. No.
15.	Does the MN DHS have any experience in developing Mobile Application? No. If yes, please provide detail with respect the functionality and the technology used for those projects.
16.	SOW states "The vendor's deliverables include, but are not limited to the following: A mobile application incorporating the features and functions listed above, which meets applicable <i>STATE architecture, information-security, and application development policies, standards, and guidelines.</i> " Please provide the following documentation: <ul style="list-style-type: none"> • State Technical architecture Standards • Information-security policies • Application development policies, standards, and guidelines. • Any standards pertaining to mobile development. Link to Information Technology Policies & Standards: http://mn.gov/oet/policies-and-standards/
17.	Does the State require the selected vendor to develop an Online Help file. No.

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18.	Can the vendors propose an alternate schedule of milestones and schedules as long as they meet the target pilot start of Oct 31, 2013. Yes, it can be proposed.
19.	Please clarify the SSIS modules that must be exposed through the mobile application. We understand that SSIS is a large application with multiple modules used by several agencies, hence the question. Staff Activity, Case Notes, Structured Decision Making, Service Plans.
20.	Have requirements gathering been completed for the Mobile SSIS project? If yes please provide detailed Business Requirement Specifications No.
21.	If no requirements gathering been completed, does the State expect the selected vendor to complete requirements gathering for the Mobile SSIS project. No.
22.	RFP states "Experience in developing a web-based mobile application using .NET/ASP" Please clarify if the State would like the vendor to develop a web-based mobile application using .NET/ASP with offline capabilities/support? No.
23.	As a follow up to the above question, please clarify if the vendor can use the latest .NET framework and associated technologies? Yes, for the integration server.
24.	SOW states "The web server must be Windows Internet Information Services (IIS)" Please provide the IIS server version being used by MNDHS. IIS version 7.
25.	If the mobile web application requires a separate Database, what database (Oracle, SQL Server, DB2 etc) should be used and what version? SQL Server version 2008r2.
26.	What version of IIS servers are being used within the State of MN DHS applications? IIS version 7.
27.	Can we propose Microsoft recommended open source frameworks for Mobile application Implementation? Yes.
28.	SOW states "Structured decision-making tools in accordance with Minnesota standards" Please clarify what you mean by "structured decision making tools". Structured Decision Making (SDM) is a module within SSIS that allows the social worker to assess client risk, safety, strengths, and needs.
29.	SOW states "Vendor will...Provide technical assistance to SSIS in the implementation of off-line forms and assessments" Please provide details on what you mean by "offline forms and assessments" business requirement? "Offline forms" are Service Plans. "Assessments" are Structured Decision Making Tools
30.	<p>What is the responsibility of the following State of Minnesota resources in completing the vendor deliverables listed in page 2 of the RFP:</p> <ul style="list-style-type: none"> • DBA • System Architect • SSIS Business Analysts • GUI Development Supervisor • SSIS Developers • SSIS Testers • Architecture Team Lead • EOT Enterprise Support • SSIS Technical Project Manager • Overall Project Manager <p>The State responsibilities provided in page 3 seem to overlap with the vendor team's responsibilities, hence the question. Please clarify.</p> <p>The state responsibilities are to ensure successful design, integration, and testing using all of these</p>

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	resources prior to implementation.
31.	SOW states “Technical design for integration of assessment into SSIS.” Does this refer to the activities of the DHS System Architect to perform design of the integration server application that the vendor is supposed to develop? No.
32.	As a follow up to the above question, please clarify what you mean by “integration of assessment in SSIS”? System Architect is responsible for developing the integration server. The vendor is responsible for delivering data to the SSIS integration server.
33.	RFP states “Support XML development.” How is the XML technology used in the SSIS context, please clarify. SSIS data will be delivered in XML format.
34.	Please confirm that the scope of the Integration server application is to “check-in/check-out” case information and client data from the SSIS County Agency databases (Oracle). Correct.
35.	Please confirm that the Integration server application will not interface with the Delphi based SSIS worker application. Correct.
36.	SOW states “Providing technical assistance to SSIS for the integration between the integration server and the county/state server” Please clarify what technical assistance is required from the vendors for this requirement. If SSIS staff determines an integration issue is related to the vendor application, we would want the vendor’s help in solving the issue during the pilot.
37.	SOW states “Providing technical assistance to SSIS in the implementation of off-line forms and assessments.” Please clarify what technical assistance is required from the vendors for this requirement. If SSIS staff determines a forms and assessments issue is related to the vendor application, we would want the vendor’s help in solving the issue during the pilot.
38.	SOW states “Providing technical assistance to SSIS in the configuration of users, organizations and security.” Please clarify what technical assistance is required from the vendors for this requirement. If SSIS staff determines a configuration issue is related to the vendor application, we would want the vendor’s help in solving the issue during the pilot.
39.	Please confirm that all the SSIS county/agency database follow the same data model. Correct.
40.	As a follow up to the above question, please provide the data model of the SSIS county/agency database. SSIS will provide the data needed in XML format.
41.	Please clarify as to who is responsible for the implementation of integration between the integration server and county/state server, off-line forms and assessments, configuration of users, organizations, and security. The responsibilities expected of the selected vendor (listed in page 4) conflicts with the responsibilities expected of the State (listed in page 5) hence the question. Anticipate a joint effort between state and vendor.
42.	Please provide the Web Services Description Language (WSDL) for the SSIS authentication security services. This is currently under development.
43.	How many onsite vendor resources can be accommodated by the State at MNDHS office (i.e how many cube / workspaces can be provided by MNDHS for vendor resources)? 1-2 workspaces.
44.	Can the vendor propose an offsite based development approach that utilizes development resources based in the USA? Yes.

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45.	Please confirm that the State will provide necessary office facilities, phones, cubes, pc, software, etc. to the vendor onsite resources? Correct.
46.	Please confirm that the State is responsible for the costs of acquiring any 3rd party tools / technology (for example, web server, development and test tools, source code control, database, communication infrastructure) required by various phases of the project. Yes.
47.	In the case of offsite service, will the State provide VPN access to vendor team members? No.
48.	Does the vendor staff need to travel to other pilot locations? If yes, please confirm that the State will reimburse vendor for travel expenses for such travel. If no, then please specify the specific office addresses and estimated number of trips that vendor resources would need to travel so we can budget these travel expenses in our cost proposal. No.
49.	Will the State provide onsite parking for all the vendor team members? No.
50.	Does State have specific templates for project deliverables like Technical Architecture document, Technical Interface Design document, Functional and UI design? If yes, please provide an example of each template so the vendor can assess how much effort is required to complete such templates. No.
51.	In relation to the above question, if a vendor needs to use State provided templates, please provide a copy of the templates so that we have a clear understanding of the level of details required. N/A
52.	How many SMEs will be allocated to this project during various phases of the project for further clarifications, reviews etc.? Approximately 4-5.
53.	What is the approximate % allocation of these SMEs to this project? 25%
54.	Are the requirements finalized or will be finalized before start of the project? No.
55.	How many business days of User Acceptance Testing does the State want the vendor to budget in the project plan? Since UAT is dependent on the MNDHS resources to complete, we would like to know how much time the State would like the vendor to allocate in the project plan. Unknown.
56.	Technical Training – How many State individuals should the selected vendor provide the technical training to? Three.
57.	User Training – Is this following Train-The-Trainer approach or training the direct end users? For both approaches, please provide approximate number and duration of training sessions to be provided along with training user-base. Ten SSIS staff (helpdesk, trainers, testers).
58.	Can the support be provided by an offsite team? Yes.
59.	What is the duration of such support required each day (for example, 9 hours X 5 days)? Unknown.
60.	Please confirm that vendors can propose an hourly rate based cost proposal whereby the awarded vendor will be paid on an hourly basis. Yes, within the budget.
61.	SOW states that the application should offer integration of photographs. Please clarify if this requirement means that the application should have the ability to take pictures by accessing the camera on the mobile device (OR) Access the photographs on the mobile device? Unsure.
62.	SOW states that vendor deliverables include an integration server application facilitating check out/check in functionality. Please clarify if this requirement means that the vendor should develop an application that will manage communication with the 89 county databases? No.
63.	SOW states that the proposed mobile application should offer the genogram-creation functionality Please clarify this requirement. Does this requirement mean that the social workers should have the ability to create genogram using

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	the application (OR) Should it have the ability to access the genogram of the checked out cases? The requirement is to create genograms. SSIS currently does not have that functionality.
64.	Are HTML5, CSS3 and jQuery mobile technologies approved by MN IT? Yes.
65.	Experience in Child Welfare web applications is part of the scoring. Do you have a vendor already in mind for this? No, but we are aware of a few existing mobile applications addressing the child welfare arena.
66.	What mobile applications are running in the Dept of Human Services today? None.
67.	How many developers do you think are needed for this effort? Any other skill needed? 2-3 SSIS, number unknown at vendor side.
68.	What information can you provide in terms of sizing this effort? Number of screens? Number of functions? Others? At least 40-50 screens.
69.	The project manager will be provided by the state. How will the vendor plan fit into the overall project plan? To be negotiated.
70.	Can you provide a copy of the STATE architecture and information-security? Link to Information Technology Policies & Standards: http://mn.gov/oet/policies-and-standards/
71.	Do you have your own graphic design team to assist in this project? No. And, will you be providing and responsible for the branding guidelines for this project? Yes.
72.	Do you have anything completed towards your app visual design and functionality? If no, should we include the cost of UI and UX design? It is our expectation that the vendor would have an existing base application that could be customized for the State.
73.	Is this a stand-alone mobile app or are you seeking to replicate the look and feel and functions of your existing website? Standalone mobile app.
74.	iOS and Android are mentioned for mobile app access, will you be including Window 8 in that assumption? No.
75.	Do you require the code to be native for each application or use a cross platform tool/framework? We are open to proposals.
76.	If a cross platform tool/framework (such as HTML5 Sencha Touch) is preferred for the pilot, what technology has been determined? No technology has been selected.
77.	Do you have existing web-services in place to support the app development? No.
78.	Do you already have API's to leverage for this project? No. And, do you want to integrate any third party APIs into your mobile app? No.
79.	How often will you be changing the information in your database or the information that will be accessed for this pilot? Database structure is stable, data changes second by second.
80.	What platforms (iOS, Android, Windows) are required to be designed, delivered, tested and deployed in this pilot? iOS and/or Android.
81.	Would the department consider a one week extension of the proposal due date? No.
82.	The RFP is issued in the "Web Application Specialist - .Net/ASP" category and on page 7, it indicates that the bidder should have experience developing web-based mobile application using .Net. Does the department require all components of the application be developed using .Net technology? This seems to conflict with the use of iPads, iPhones and Android devices mentioned in the Business Need. Refer to revision 1 and revision 2 on page 1. .Net was requirement for the integration components.
83.	Based on the note on page 2 about state purchasing laws, and the need to 'develop' the mobile application and integration server on page 4, the RFP implies that the state desires a custom

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	developed application. There are existing COTS products that provide the mobile application and integration server that would only require configuration to meet the specifications and development would be limited to the interface to legacy systems – would the department consider such a solution? An existing COTS product that integrates with the state system is the sought after solution.
84.	What type of contract will result from this solicitation (e.g. time & materials, firm-fixed price for deliverables)? Either, within budget.
85.	Does the department have a specific mobile device targeted on which they intend to deploy the application for the pilot? No. -- In parallel is the State looking to rely on a bring your own device model in lieu of a targeted device? No.
86.	Does the department intend for the application to work on multiple form factors, e.g. tablets, smartphones? No, tablets only.
87.	Does the department have a preferred mobile application development approach, native application by platform (iOS, Android, Windows) or author once run on multiple platforms (e.g. HTML5)? Preference is a native app, but we would consider HTML5.
88.	On Page 3, under “Project Environment”, the RFP states "The mobile application will be served from a centralized web server installed within the MN.IT technical infrastructure. It will interface with a centralized web server that will manage communications with all the county databases". Is the scope of the pilot limited to demonstrating the sync of the data to the central location or the central location and communication with the local county system selected for the pilot? The pilot is limited to synching data to a central location.
89.	Is the department 's intention to have the central web server "installed within the MN.IT technical infrastructure" to be the hub to not only store incoming information from the mobile device to the correct county database and also retrieve data from the appropriate county database for display on the calling mobile device? Yes, but it is the state's responsibility to develop that functionality.
90.	On page 1, the RFP describes improvements for quality assurance. Does the department intend for supervisors to use the mobile device to increase efficiency and conduct immediate reviews? or is this a consequence of having workers use the mobile device in the field (or both)? We don't intend for supervisors to use the mobile device. Quality assurance is consequence of using the mobile device in the field.
91.	The SOW mentions iPads, iPhones, or Android devices. Is it the intent to develop a mobile web application that would run in a browser on any of these devices or is it the intent that “native” apps be developed for each device family? Our preference is a native app for tablet devices.
92.	If the mobile application is developed as a web application that will run in a browser, is it a requirement that the server-side technology be developed in ASP.NET? Yes.
93.	Are there other devices that should be considered beyond iPads, iPhones, & Android devices, such as Windows 8 tablets? No.
94.	The SOW mentions the ability to “download case and client data from SSIS, allow offline data and text entry, and synch back up to the SSIS database”. Would the mobile application also need to create new instances of the entities being used (create new Client, Collateral, Screening, Assessment, Safety Plan, etc.) while disconnected from the SSIS database – the new instances would then be inserted into the SSIS database as new entities when the data is checked in? Yes for some, but not all of these functions.
95.	Is it a correct assumption that the client application will not typically run as a “web-based mobile application” (being directly serviced by a web server through the internet) since the data will be

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	<p>downloaded to the mobile device (checked-out), modified on the local device, and then uploaded back to the SSIS servers (checked-in)? Yes.</p> <p>Is there an expectation that the mobile application will have access to an internet server as the user is making changes and those changes will be immediately updated on any of SSIS systems (other than the check in process)? No.</p> <p>In other words, will the mobile application be running only as a disconnected application that will have the ability to occasionally and manually synch back to the SSIS servers? Yes.</p>
96.	<p>The SOW also mentions “data can be ‘checked out’ and updated off-line, then later be ‘checked in’ to SSIS for updating the system of record.” Will the check-out process be a locking mechanism on the source data so that it cannot be modified while checked out with a corresponding unlock when that data is checked back in? Yes.</p> <p>In other words, is there the potentiality of the data being modified on the source system & the mobile device at the same time so that a reconciliation process must occur in order to check the mobile data back in to the source database? No.</p>
97.	Will multiple mobile devices be able to check out the same data at the same time? No.
98.	<p>Is there a user security model that is in place in the source databases enforce that will need to be replicated in some way on the mobile devices? Yes, there is a user security model that will need to be replicated. Can you address if there will be users, roles, etc. that will be authorized to access the data on the mobile device, and other users, roles, etc. that will be restricted from accessing the same data on the same device? Yes, users will be restricted from accessing some data.</p>
99.	Will the project development be done on-site (at DHS/SSIS) or will the work be done at an off-site location provided by the contractor? Primarily off-site.
100.	Where will the interaction between county workers involved in the pilot and the contractor take place? In other words, will travel be required to the counties that will be involved in the pilot? No travel to the county is required.
101.	If additional data storage is required on the DHS/SSIS side to support the web service & integration server, will that data storage be an Oracle database since that is currently in use at SSIS? Our expectation is to be SQLServer.
102.	Since ongoing maintenance and support for the application will become a responsibility of DHS/SSIS, are there tools that DHS/SSIS would prefer for the development of the mobile applications? No. .Net and WCF are mentioned, but specific technologies for the mobile application are not in the SOW? Does DHS/SSIS have specifications or preferences in this area? No.
103.	Is it a correct assumption that the web service which will handle the synchronization of the mobile application should be written using WCF technologies? The state will write the synchronization piece.
104.	What does success look like and how will you measure it? The application works for the pilot counties and social workers are more productive in daily work activities. We will measure this with a post-implementation survey.
105.	What characteristics are you looking for in a solution partner and how will you measure their success? Technical expertise, flexibility.
106.	Is there a current incumbent vendor? No.
107.	What types of consulting firms are you looking at (software development-on/off/near shore, technology consulting firms, management consulting firms)? We are looking for a vendor with an existing application that will help us customize and integrate it with our SSIS system.

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108.	How many firms are you considering? Unknown.
109.	What are your expectations for where the work will be performed? Primarily at the vendor site, but some onsite.
110.	What people are involved in making the decision? Business and technical persons.
111.	Is there a budget in mind? What is it? The budget was established based on our expectation that a vendor would have an existing base application that could be customized and integrated into SSIS.
112.	What is the billing method (retainer, project, valued-based or hourly)? Negotiable.
113.	Is the program already funded or is the RFP your way of securing funding? The program is already funded.
114.	Is there a procurement department or vendor management organization involved? Yes.
115.	How are you defining mobile? Mobile web solution or native mobile application? We prefer a native application.
116.	What is your mobile support plan in the event that devices need to be serviced? County responsibility.
117.	What is your mobile support plan in the event that devices are lost or stolen? The state is responsible for this.
118.	What is the standard project management practice/methodology you are adhering to? Agile.
119.	How many off-line forms and assessments need to be implemented? 1 plan, 2-4 assessment tools.
120.	How many users and organizations need to be configured? 12-30 users, 2-5 organizations.
121.	Can you provide additional detail on what integration of photographs mean? Ability to take a photo in the field and attach it to a case note.
122.	Is the solution constrained to the following four service areas: 43. Foster Care 44. Out-of-Home Placement 45. Children’s Mental Health 46. Adoption Information Solution we’re looking for is for child protection and foster care.
123.	The RFP outlines several State resources as part of this engagement, is the expectation that the vendor will be solely accountable and manage the overall project or will this be jointly handled? Jointly.
124.	What device versions of iPad, iPhone and Android does the application need to support? TBD.
125.	What OS version(s) does the application need to support (e.g. iOS, Linux, etc...)? TBD.
126.	Are you intending to procure hardware for the entire organization or leverage BYOD? Counties will procure their own hardware.
127.	If it is BYOD, will you be placing a limit on the number of devices that can access your network? N/A
128.	Are you looking at any Mobile Device Management (MDM) solutions to control and manage your devices (e.g. AirWatch, Good Technology, Mobile Iron, etc...)? TBD.
129.	Do you have internal resources that will be administering and supporting MDM? Unknown.
130.	Do you need to create content to be viewed both in standard web browsers and on mobile devices? No.
131.	Does the mobile app require the use of any special device features (i.e., camera, the camera’s flash, accelerometer, etc...)? We do expect to incorporate the ability to take pictures with the device.
132.	Do I need to target all mobile devices or is it simply constrained to iPhone, iPad and Android? We

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	can constrain to iPad or Android.
133.	How important is speed and performance? Speed & performance are very important.
134.	What version(s) of Windows Internet Information Services (IIS) need to be supported? IIS Version 7.
135.	The current SSIS system is written in Delphi with an Oracle database, does the vendor need to follow this technology stack or can others be introduced? Other technology stacks can be introduced.
136.	The RFP states that the “State” will purchase the mobile devices. Does this include test devices or will testing be accomplished through emulators? Yes, it includes test devices.
137.	Is DHS looking for a native mobile app (designed/built and installed on a specific mobile platform such as iOS, Android, Microsoft) or a mobile web app (a web app that is designed to run on any mobile platform via a mobile browser)? Preference is a specific mobile platform.
138.	If DHS seeks a native app, which platform(s) do you desire – iOS, Android or Microsoft/Win8? iOS and/or Android.
139.	Does DHS have a desire mobile device format (Smart Phone, Tablet, Both)? Tablet.
140.	Please specify which mobile devices, platforms, OS versions, and browser versions you would like supported with this application. TBD.
141.	Will this application be run on state supplied devices or not? Yes, state/county supplied. If so, are there specific devices that should be targeted and if so, which ones? iOS and/ or android tablet.
142.	Is the intent of this project limited to providing Mobile access to the existing system? RFP does not include altering the existing application should users still want to connect as they do today, please confirm. The intent of this project is to provide offline capability to certain functions of the existing system. It does not include altering the existing system.
143.	How much information needs to be retained on the mobile device when “disconnected” from a wireless connection? Would you be able to provide example of what data would need to be accessible offline for viewing, editing, and synched? Client contact list, plans, assessments, photographs, genograms, case notes, time records.
144.	What security or restriction do you envision for this application to users connecting via the mobile devices? For the current application it appears you require VPN, would this still be a requirement for the mobile application? The tablet will not be using VPN
145.	If devices are not state/county owned/controlled devices, how does the state foresee remotely wiping device data? County owned and controlled.
146.	Could you please provide screenshots of the existing application functionality that you would like replicated in the mobile solution. SSIS will provide this information to the selected vendor.
147.	We would like more clarification one which aspects of 508 and WCAG accessibility are required. Mobile app accessibility is significantly more challenging given the many factors (screen sizes, input methods, OS functionality, mobile accessibility apps maturity, etc...) and would likely impact usability and cost to the project. All aspects that apply to mobile devices.
148.	Please provide a sample “Service Plan”. SSIS will provide this information to the selected vendor.
149.	What tools is currently used to create Genograms in the existing application, and can this be extended or leveraged for the mobile application? Genograms are not in the existing application.
150.	Do web services exist for the current user authentication? If so, can we leverage these for the mobile application? Yes.
151.	How many counties will be in the pilot program? 2-5. Which counties? TBD. Will we be required to travel to any of the pilot counties outside of the twin cities area? No. If so, how many trips do you envision being needed?

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152.	Please provide more clarification on what is meant by “Pre and post survey”. We will survey the pilot group prior to implementation to determine what is important to them and we will follow up with a survey post implementation to determine the success.
153.	It is our understanding that the mobile app will only communication with the DHS centralized server and any data/updates to/from the local counties will be handled by DHS, not the mobile application? Correct.
154.	Is DHS looking for an existing software solution (COTS) or are they open to a custom developed app? We are looking for existing mobile application that can be customized to integrate with SSIS.
155.	What is the budget range for this project? We do not want to waste the evaluation team’s valuable time if we cannot provide a solution that is within your budget parameters. The budget was established based on our expectation that a vendor would have an existing base application that could be customized and integrated into SSIS.
156.	Do you have any specific platform preference for the application – Mobile Web or native iOS / Android? Preference is a native application.
157.	Are there other devices besides iOS and Android currently supported or planned to be supported in the near future that need to be considered for this project? If yes, please provide details of device(s) and operating system(s). No.
158.	What is the format (i.e. schema) of the data that will need to be accessed by the mobile solution (for example, the Case Information and Client Data)? XML schema. Can sample data be shared? TBD.
159.	As stated in the RFP document under Project Deliverable, web services for authentication will be SSIS-supplied? Are we correct in understanding that authentication services are currently available? If yes, please provide specifications. Authentication is under development.
160.	Can a list of all existing web-services, if any, and the data-structure(s) that the SSIS Worker application is currently using be provided? No.
161.	Does the current infrastructure provide a development, test / QA, and production environments that are accessible? Yes, within the DHS network.
162.	Are the existing Web-Services deployed to the development, test / QA, and production environments? If yes, are they accessible by the development team? This is currently under development.
163.	What will be required of the vendor to gain access to the infrastructure and various development / testing environments (VPN access and approval, etc.)? Onsite access only, no VPN.
164.	Are there any specific security protocol requirements for data encryption? Connectivity will be via HTTPS. Are there any other regulations (e.g. HIPPA) that will need to be followed by State of Minnesota for this effort? The state is subject to HIPAA regulations.
165.	Does the mobile application need VPN capability in order to access SSIS client data? No. If yes, can details about VPN connectivity be provided?
166.	Can you please provide network and architecture diagrams for current implementation. N/A
167.	Please confirm that preferred technology stack is Microsoft .NET. Yes.
168.	What version of Delphi is currently running? Delphi 2010.
169.	What version of Oracle is currently running? Oracle 11.2.
170.	Is it the intent of the State of Minnesota to host and store this solution? Yes.
171.	Will it be the responsibility of the vendor to deploy the project to the production environment? Yes.
172.	Is the hardware currently available for an integration server and / or application server available for this project? If no, when will they be available? Yes, for development.

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173.	What other case record documentation will be required for Quality Assurance? Risk assessments, contact notes.
174.	Do you foresee notifications (Push, SMS, email, etc.) being utilized for this application? No. If yes, what type of message content do you foresee being delivered?
175.	Does the application need to track the application usage in order to analyze the usage pattern etc. (Mobile Analytics). No. Does usage in off line mode need to be tracked? No.
176.	Can more than one user “check out” the same client and case related data? No. If no, what business rules will need to be implemented if a user who has the file checked out and others need to access it? This is the state’s responsibility.
177.	Are there other methods that can be proposed for allowing off line editing, besides checking out the case that would be more cost effective, is acceptable? No, this is the state’s responsibility.
178.	What role based security is required? Comparable to the SSIS application. Role based security is within SSIS.
179.	Can photos reside on the device’s photo album or will photos need to be securely stored within the app due to security standards? Need to be securely stored within the app.
180.	Would any data / information be shared with the family from the device or does the data / information sharing occur after it is approved at the central server level? For example, is any email capability from the device needed in this application? No.
181.	Do you have an existing Mobile Device Management (MDM) solution in place? If yes, please provide details on the solution and strategy. No.
182.	Decision Tools: Can you provide additional details on how the decision tools function? How many decision tools are there and which ones will be required for the mobile application? 2-4 Are questions and/or answers in the decision tool form pre-populated with case specific information? Once the decision tool has been completed, what is the output? Does the decision tool data output populate other forms / plans? How are the decision tool rules documented? Can they be provided to the vendor for the purposes of estimating this project? Structured Decision Making (SDM) is a module within SSIS that allows the social worker to assess client risk, safety, strengths, and needs.
183.	Contact Management: Can you provide additional details and examples on how Contact Management functions? What features of contact management will be required for the mobile solution? Contact Management includes the ability to record who the contact is with and on behalf of, date/time stamp, contact notes.
184.	Time Reporting: Can you provide additional details and examples on how Time Reporting functions? What features of Time Reporting will be required for the mobile solution? Time Reporting includes the ability to record time spent to the minute, time reported to the client and workgroup and associated service codes.
185.	Service Plans: Can you provide additional details on how Service Plans functions? How many Service Plans are there and which ones will be required for the mobile application? Can examples of all Service Plans that need to be required for the mobile solution be provided

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	(completed forms if possible)? What features of Service Plans will be required for the mobile solution? SSIS will provide this information to the selected vendor.
186.	Genogram-creation Can you provide additional details and examples on how the Genogram-creation functions? What features of Genogram-creation will be required for the mobile solution? For the Genogram feature, what data elements are being utilized to form the relationships? Does the SSIS Worker application currently support Genogram creation functionality? No. If yes, is the Genogram created by the Application or the Web-Services and then displayed/rendered by the client application? We need the ability to create genograms that show the relationships among members of a case.
187.	What features will the photographs be integrated with (e.g. Cases, plans, etc.)? Associated with a client, but not imbedded with the plans.
188.	What is the mobile development knowledge base of the current IT team? Do they have mobile expertise with Android, iOS, or other mobile platforms / language? Limited.
189.	What Mac and Windows OSs are you currently running? Windows XP, Windows 7, Windows 2008r2
190.	Do you envision the IT team assuming any mobile development tasks as part of this project and their training? No.
191.	Will the training on how to use the application be done in a train-the-trainer format or will the supplier be required to train all users on the application? Train the trainer.
192.	Will the training need to be conducted in person and on-site? End user training is state responsibility.
193.	What format will the training materials need to be developed in (Word, PowerPoint, etc.)? End user training is state responsibility.
194.	If deployed to an enterprise store, do you have your own license for both iOS and Android App store? No.
195.	The RFP states that data will be synced when a wireless connection is available. Can it be assumed that the devices will only have wireless connectivity and not cellular connectivity? Yes.
196.	Will the application be installed on a state / department owned device or users' personal devices? State owned devices. If installed on users' personal devices, what is policy for personal devices?
197.	What is the total expected users/concurrent users? 12-30 for the pilot.
198.	Will the pre and post survey questions be created by Minnesota Department of Human Services? Yes.
199.	Will the vendor be required to review and analyze the survey results and then provide recommendations based on the results? No.
200.	Will the vendor be responsible for a minimum number of survey responses? No. Will the vendor need to follow up with survey participants to remind them to complete their survey? No.
201.	What is your review and approval process of project deliverables? Project stakeholders will review each deliverable for acceptance.
202.	Is there a development process we must follow? No.
203.	For deployment purposes (to test / QA or production environments) are software updates / release dependent on any build schedules or quarterly release schedules? No. If yes, what is the schedule?
204.	Are creative assets (logos, color pallet, etc.) going to be supplied by the State of Minnesota or will they need to be developed by the supplier? TBD.

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205.	What is the creative and/or review process? TBD.
206.	Please explain the SSIS testers' role and process in the vendor's development process. Testers will validate functionality and do user acceptance testing.
207.	Please explain the SSIS Developers' role in the vendor's development process. SSIS developers need the tech knowledge to support the applications.
208.	Can the development of the application occur off-site? What on site work is required? Yes, but testing needs to happen on site.
209.	Do test cases for the current system exist that can be leveraged for the mobile application? No. If yes, will they be able to be exported in an electronic format and provided to the vendor?
210.	Will the mobile solution support all features and functions of the current SSIS Worker application or a subset of those features? A subset. If a subset, can you provide a list of the features applicable for the mobile solution? Client contact list, plans, assessments, photographs, genograms, case notes, time records.
211.	Do you have a predefined workflow for the current application (a.k.a. Workflow Management)? If yes, can the workflow be provided? No.
212.	Provide access to all documents of standards, guidelines, and policies mentioned throughout the document. These include: Contact Management and time reports SSIS codes and business rules – SSIS will provide this information to the selected vendor. Decision making tools in accordance with Minnesota standards. Applicable State Architecture – SSIS will work with the selected vendor to ensure compliance. Information security policies standards and guidelines - http://mn.gov/oet/policies-and-standards/ Application development policies, standards, and guidelines – SSIS will provide this information to the selected vendor. State of MN's IT Accessibility standards - http://mn.gov/oet/policies-and-standards/accessibility/ Section 508 standards - http://mn.gov/oet/policies-and-standards/accessibility/ Web Content Accessibility Guidelines 2.0 - http://mn.gov/oet/policies-and-standards/accessibility/ DHS standards for installation of required servers including base operating systems – SSIS will work with the selected vendor to ensure compliance. Statewide Enterprise Architecture compliance policies, standards and guidelines – http://mn.gov/oet/policies-and-standards/ Project management practices, policies, standards or guidelines - http://mn.gov/oet/policies-and-standards/IT-project-management/
213.	Can you provide a detailed list of the functional and non-functional requirements for this pilot application? Detailed specifications are not available. If none are available, is it your intent to partner with a provider to assist in the development of these specifications? Tentatively, yes.
214.	Some of the information we would like to see includes: The data elements required to prepare a service plan. Detailed use cases that the Case Worker would follow for the application. Where in the application are photographs required? Is the application oriented to display only, taking and capturing pictures, or both? Photos should be attached to client. Capability to take and capture pictures is preferred. Do you expect the mobile SSIS to allow more than one case to be "checked out" by the same user at a given time (e.g. concurrent access)? Yes. One user should be able to check out multiple cases.

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	<p>Once checked out, a case should be locked to other users. In that context, could/should contact information, phone number, address, etc. be shared by multiple users concurrently? No.</p> <p>Once the case is “checked in” would/should any data about that case remain on the device? No.</p> <p>Is Contact Management a function within SSIS, or is there another application used for this that SSIS is integrated to? Within SSIS.</p> <p>Can the State provide an idea of the number of screens/forms (length/size) associated with a typical service plan as well as related client support tools currently used that are expected to be part of the mobile SSIS application - including but not limited to screenings, safety plans, SDM assessments, referrals, etc.? At least 40-50 screens.</p> <p>Can you provide current architectural support documentation via URL (web documents) that details current State of Minnesota standards on data architecture, information-security, and application development policies (standards and/or guidelines) that might assist us in conforming accordingly? http://mn.gov/oet/policies-and-standards/</p>
215.	<p>Can you please provide examples of the following current processes (flows and/or forms): Example of “service plans and other case record” documentation. Examples of relevant electronic documents and any training materials? SSIS will provide this information to the selected vendor.</p>
216.	<p>In the context if Wireframes, Mockups, and Screen Captures, can you provide: Examples of the existing process used today by the case workers Examples of relevant screen captures from SSIS today Example of the Genogram functionality used today or suggested for the application Examples of any wireframes or mockups created to date. No.</p>
217.	<p>Data Connectivity Will the social workers have wireless / data connectivity at all times? No. How much history and what content types would need to be stored on the device? Client contact list, plans, assessments, photographs, genograms, case notes, time records.</p>
218.	<p>Device and OS choices What is the State’s development approach for the solution? Native, Web/HTML5, Hybrid, or All? Native. Have you or would you consider Pre-Packaged solutions (e.g. forms integration, scheduling, dispatch with backend API) or possibly a combination of functionality which yield an efficient and manageable solution – all potentially capable of interfacing with a web served SSIS deployment? Yes. What Operating Systems does this application need to be built for? The SSIS document mentions iPads, iPhones, or Android devices – just iOS and Android? iOS and/or Android. What specific device or devices must this application support? The SSIS document mentions iPads, iPhones, or Android devices. Tablets. What is the potential total number of social workers that would utilize the mobile application? 12-30 during pilot. Will case worker “supervisors” have different devices and functionality – e.g. to locate and track field resources? No. If so, how many supervisors will need to have this capability?</p>
219.	<p>Are web services (i.e. WSDL, REST, SOAP, etc.) exposed and available for any of the back end systems that need to be accessed? Yes.</p>
220.	<p>What are the specific requirements to develop for nonvisual access standards for this project? TBD.</p>

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221.	Is the State seeking to only leverage IIS and an ASP.NET architecture (e.g. SSIS integration) as the first phase of a more comprehensive mobility solution (e.g. Scheduling and Dispatch, Location and Tracking, etc.) leveraging additional development tools such as HTML5? No.
222.	Do you have an Application Hosting preference – DHS Hosted, vendor Hosted, possibly both? DHS hosted.
223.	Do you have any interest in a Fully Managed Application Service – fully managed SaaS model for MADP, MDM and MAM? Possibly.
224.	Are there any other important apps you might want to deploy in 2013 and beyond? Any G2C or B2C Citizen apps being planned? No.
225.	Have you developed and deployed any other mobile apps to date? If so, were any of those apps built on application development platforms or were they all built as a point solution using the Apple/Android/BB/WP Native SDKs? No.
226.	Is the State seeking an application development “partner” or staff augmentation for your architects and developers? We are seeking to partner with a vendor who has an existing application that can interface to SSIS and be customized.
227.	Please elaborate or provide examples of the pre and post survey required for the pilot. ? The state will survey the pilot group prior to implementation to determine what is important to them and we will follow up with a survey post implementation to determine the success.
228.	Please define how many counties and users will participate in the pilot for the application. 2-5 counties, 12-30 users.
229.	Is there a requirement for vendor resources to be onsite for the training and roll-out of each county? (There was reference about “Train the Trainer”). No, the state intends to train the end users.
230.	We have reviewed the terms under which we are considered eligible to propose and provide Information Technology (IT) project work, or to provide agencies with additional IT personnel needed to assist in completing current IT projects using Master Contract 902TS and the associated Statement of Work (SOW) forms. In this particular SOW development work will be required. We would like to clarify in our response, and leave open for negotiation, rights to the Intellectual Property (IP) and solution ownership for this engagement. Will the State entertain such an approach? Will negotiated terms within the resulting SOW take precedence over the terms expressed in 902TS? This Statement of Work is offered under the terms of the Master Contract 902TS. Deviation from those terms, while not prohibited, could render a proposal non-responsive. Additionally, changes to Intellectual Property terms would require additional approvals from multiple state agencies and would significantly delay the project.
231.	Will the State be willing to sign Vendor/Supplier contracts and/or and stand alone agreements? No.
232.	Does the current application supports record locking and synchronization process? If yes, how does the process currently work? No.
233.	In terms of Data Privacy, in the case of mobile device being stolen, do you want just to have an option to clean the data from the application or disable the whole mobile device where the application was run and data was stored? Probably disable the whole device.
234.	Does DHS have a vendor they’ve used in the past for SSIS development, enhancements, and maintenance? Staff augmentation was used in the initial development of SSIS, but none in the last 5 years.
235.	What areas of the requests in the SOW represent new functionality vs. new platform presentation of existing functionality while providing offline support? For example, is the ability to create and

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	manage service plans, screenings, safety plans and perform risk assessments currently available in the SSIS “fat”/desktop client? All functionality exists except the ability to create genograms.
236.	Does the State anticipate a mobile only solution for the Pilot or is it the State’s desire that there is a complimenting web site associated with the solution? Mobile only solution.
237.	Please describe the State’s or agencies current use of mobile devices, mobile device management tools for provisioning, monitoring, and security. None.
238.	Please indicate the total number of users, along with counties and tribes, who could ultimately be users of the mobile platform. 12-30 users in 2-5 counties for the pilot. Total number of users could be 3000 if all 87 counties/tribes were to use the mobile devices.
239.	Please describe the current “Structured decision-making” tools that are used in accordance with Minnesota standards. Structured Decision Making (SDM) is a module within SSIS that allows the social worker to assess client risk, safety, strengths, and needs.
240.	If the output of this project is limited to the superset of the mobile application and its corresponding forms and functions, would Section 508 need to be In Scope? Section 508 does apply to tablet devices. If there is to be a complimenting web site, then we could see that 508 adherence would be required.
241.	Will there be a single county or tribe identified as the Pilot group, or do you anticipate multiple pilot groups to be identified during the selection process? 2-5 counties.
242.	Do you require support for multiple platforms or a single platform for the purposes of the Pilot? Only one is required.
243.	The SOW indicates that each Agency has their own hosted SSIS environment, including Oracle database. Is the data currently aggregated at any central location? Please describe any bi-directional data updates that currently take place across the “system”. No, the data is not currently aggregated.
244.	Please describe the current SSIS production release schedule and supporting processes? Currently SSIS deploys quarterly releases.
245.	Did DHS use an outside consulting organization to evaluate the SSIS mobile need and create this RFP? If so, please provide the name of the consulting organization or individual. No.
246.	Please describe DHS or the State’s expectations of warranty terms, including duration. The State does not have a particular target in mind and will evaluate responses based on their stated terms.
247.	It is mentioned in several locations that HW and SW cannot be part of a technical services contract, and that the Counties will be responsible for the purchase of “devices” for 6 or more Pilot Testers. Should we use 6 as the assumed number or can we provide a “cost per device” figure as part of the response? Assume a minimum of 2 counties with 6 devices each. Yes, they can provide a cost per device.
248.	Is the ability to remote wipe the device data include just the application, or also the associated encrypted data store? Both.
249.	Does remote wipe capability need to be within the app or device OS settings itself, or can this be accomplished by using a 3rd party Mobile Device Management (MDM) tool? Does not need to be within the app.
250.	Is the requested lost device tracking functionality required to be part of the mobile app, or can we utilize existing OS functions for this or 3rd party MDM tools? Does not need to be within the app.
251.	When data is “checked out” on the mobile device, does it need to be locked on the server to prevent any other devices from updating the data, or can this data be merged, and just allow time stamp and user tracking to see changes log? No, state will develop this functionality.

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252.	What data security services does SSIS utilize for user authentication and data security? HTTPS.
253.	What data encryption security level is required for data transmission? Is SSL encryption sufficient? Yes.
254.	Has a web services standard, like JSON, been established for use by the app? If so, what standards are acceptable for use with the app? No.
255.	Will any offline forms functionality require any dynamic calls to local encrypted data store for information retrieval? Yes.
256.	Will any e-Forms be needed that are from a 3rd party provider, like Adobe eForms? Or may all forms be captured in static pages like HTML? No, we will not be using eForms.
257.	Will the bug fixing responsibility of the vendor be limited to just the mobile app, or expected to also cover any bugs within the web server interface? For any vendor supplied software.
258.	For the offline storage of data, what encryption standard is required, if any, beyond that provided by the device OS platform? None.
259.	Is there a particular platform OS version level or higher that is expected for iOS and Android based devices? No.
260.	Will all the devices be purchased and owned by the state or will they allow installing the application on personal devices? State/county owned.
261.	Where will genogram creation be done - directly on the device or on the server by sending parameters from the device? Directly on the device.
262.	With regards to references, since this will be a partially custom solution, can we provide references for other similar solutions we have implemented? Yes.
263.	The Business Need sections states that DHS would like to pilot the use of mobile devices, such as iPads, iPhones, or Android devices. Must the application run on both mobile phones and tablets or can the application be restricted to only tablets (7" and 10") due to the limitations of phone screen size? We removed iPhones from the Statement of Work.
264.	Must the mobile application support both iOS and Android or can a single platform such as Apple iPads (and iPad Mini) be targeted for the initial rollout? Either iOS or Android is fine.
265.	In the data privacy requirements, it states that if the mobile device is lost or stolen, the device should be able to be tracked and the hard drive erased remotely. This functionality is normally part of Mobile Device Management (MDM) software such as Good Dynamics or MobileIron. Should the response include software vendor recommendations? The proposal can certainly include a recommendation.
266.	The Business Need and Project Deliverables sections described various functionality desired within the mobile application. Does this functionality already exist as part of a web-based application? The functionality does not exist in a web-based application. The functionality (except for Genograms) exists in the SSIS application which is not web-based.
267.	Must all functionality work in "off-line" mode with the ability to sync with the main DHS system when a WiFi connection is available? Yes.
268.	In the Required Skills section, it states "2 years of experience in developing a web-based mobile application." Does that mean that the solution must be a hybrid mobile application (ie. based on HTML5, CSS3 and JavaScript) or can the solution be a native application? We prefer a native application.
269.	If it is determined that a native mobile application best meets the needs of the project, is there a recommended substitute for the Web Content Accessibility Guidelines 2.0 standards which covers

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	web pages and web applications but not native applications? Can vendor accessibility guidelines such as Android Accessibility or Accessibility on iPhone be an acceptable substitute? Yes, if it is not in conflict with the 2.0 standards.
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