

August 5, 2008

RE: Addendum to Request for Proposal – Contract # DNREC-08-001-TMB  
Mobile Forms for Electronic Inspection Software (TMB Mobility Proposal)

To Whom it May Concern:

The Delaware Department of Natural Resources and Environmental Control (DNREC), Tank Management Branch (TMB) is issuing an Addendum to the June 29, 2008 Request for Proposal (RFP) for contract DNREC-08-01-TMB. This addendum contains all questions received from potential bidders and the answers supplied by DNREC. The deadline for receipt of questions was July 29, 2008, and no other questions will be answered. The original RFP and its addendum may be found at: <http://www.awm.delaware.gov/>

The deadline for response is 1:00 pm Wednesday, August 27, 2008. Please find attached the Addendum for the TMB Mobility contract as described above. We are looking forward to receiving your RFP submissions and working with you on TMB-lead projects in the near future. If you have any questions, please contact me at (302) 395-2500.

Sincerely,

Alex Rittberg  
Program Manager II  
Tank Management Branch

attachment

- 1) Question: Will DNREC require the winning vendor to develop materials required by C&A auditors?

Answer: *No. DNREC will not require the winning vendor to develop materials required by certification and accountability auditors.*
- 2) Question: Will it be sufficient if vendor certifies that the developed system is free of the SANS Top 20 vulnerabilities?

Answer: *Yes. It will be sufficient, but it is not a requirement.*
- 3) Question: Has DNREC standardized on the PDAs and the version of Windows Mobile (the most current version is 6.1)?

Answer: *No. DNREC has not standardized the PDA or the version of Windows Mobile. We wish to be flexible at this time until a vendor is selected.*
- 4) Question: Is the site diagram on the sample form expected to be something that can be generated on the PDA, or edited once on the PDA or will it simply be an element that gets sync-ed as part of the download to the PDA?

Answer: *DNREC will not require the site sketch as part of the mobile form.*
- 5) Question: Is the data expected to always be unique on a PDA-by-PDA basis? That is, will more than one inspector be dispatched to the same site and the data merged? If so, what is the order of precedence of the merged data?

Answer: *Almost all of our inspections will be done on a single day using a single device, conducted by a single inspector. When an inspector returns to a facility it will be counted as a separate inspection.*

*There will be rare occasions when an inspection will be conducted over multiple days typically by the same inspector using the same device. On these occasions the data will not need to be merged but rather would be a continuation of the same inspection.*
- 6) Question: We are preparing a response to the above-referenced bid. In reading the document, #7.5 Surety Requirement states: Performance Bond and Bid Bond are waived for this RFP. However, #10 Proposal Guaranty; Bid Bond states in a. that we must submit a 10% bid bond. Can you please clarify so we are sure we are in compliance?

*Answer: The language listed on page 11, Section 7.5 are the Terms and Conditions for the RFP and are what should be followed.*

7) Question: How many users (concurrent) would be using the system?

*Answer: 5 to 10*

8) Question: Does the State wish to convert data from an existing system? If so, how many records of the following (permits, projects, code cases, contractors) will be converted?

*Answer: No, the base data for the UST sites is already in the database. Uploading inspection data from the application will be a new data set since this is currently a pen and paper process.*

9) Question: What financial system does the State wish to interface? And does the State want a batch or real-time interface?

*Answer: There is no financial component of this application. The interface would be batch. The users will not have any connection to our network except when syncing the PDA in the office.*

10) Question: How many users will be using this system?

*Answer: 5 to 10*

11) Question: Can you give us an idea of the volume of data (database size, no. of records etc.) for this application?

*Answer: We use a large SQL Server database that most of our applications feed into. For UST specific tables the overall size would be about 15MB spread over 20 tables. The two main tables with UST data contain 12,900 and 49,000 records.*

12) Question: What external systems (Applications and Databases) will be interacting with the TMB Mobile Forms Application?

*Answer: The database is a SQL Server 2005 database, EISSQL. The mobile forms application needs to be able to upload and download data from this database. Additionally the mobile forms application would need to take the inspection data and generate a rough Word document (a "Request for Information Letter"- an example is provided in Appendix C of the RFP) based on a Department template.*

13) Question: Page 20 - Appendix A – Section 1 reads “At this time, the TMB is most interested in using PDA devices, but will consider other cost-effective electronic solutions.” What PDA devices is TMB most interested in?

Answer: *We are open to suggestions, but the PDA must run Windows Mobile 5 or higher (i.e. no Palm based PDAs).*

14) Question: What other electronic solutions is TMB referring to?

Answer: *We are open to suggestions on this since this is the first project of this type for the Department.*

15) Question: Page #21, Item #4 : Future Expansion reads “The TMB must have the ability to, with the support of its OIT staff, develop new forms and reports in house, based upon the completed forms and including the integration of new forms for uploading data to or downloading data from DEN.”

Could you please elaborate on this item. Are you simply looking for the ability to add new forms and reports with in-house staff after delivery of the application?

Answer: Yes.

16) Question: Page # 24: Section 2 – Paragraph 2 reads “Users will download base data from DEN onto a form prior to traveling to the job site.” Will the user be download base data for multiple forms and multiple sites?

Answer: *The users usually perform several inspections in one area of the state. The solution will need to allow for multiple forms to be loaded with base data and give the user the ability to save and switch between forms when they move to a new site.*

17) Question: Is this report to be generated at the worksite when the violation is observed? If so, are there printer requirements that have not been included in this RFP?

Answer: *The report will not be generated at the worksite; therefore, there are no printer requirements.*

- 18) Question: In your site inspection form, you have provided grid lines to draw the site diagram. Do you need this feature (grid lines) in the PDA form?
- Answer: *DNREC will not require the site sketch as part of the mobile form.*
- 19) Question: My company will be doing the RFP for the “Mobile Forms for Electronic Inspection Software - TMB Mobility Proposal”. I received the attached document above. Is there a separate RFP document?
- Answer: *The PDF document that you attached to your email is the same PDF that was posted on our website at <http://www.awm.delaware.gov/Info/Pages/ElectronicInspectionRFP.aspx>.*
- 20) Question: Will the DNREC consider the use of C# instead of VB.Net for custom development?
- Answer: *No.*
- 21) Question: What would be the method of connectivity of Inspectors with the central server for database updating? Will they work on LAN, VPN or connect through the internet?
- Answer: *All the connections between the PDA and the database will be done on the LAN. The form on the PDA would need to be able upload and download information from its cradle connected to a user’s computer.*
- 22) Question: Will the same inspection form need to be available on the corporate network for editing once submitted from the mobile user or will all edits/updates be performed from the mobile form application?
- Answer: *An ASP.Net version would be helpful, but not required. An OIT software developer would incorporate that form into our existing UST application.*
- 23) Question: Will the Inspector be creating the “Site Diagram” on the form itself or it will be a separate file as an attachment?
- Answer: *DNREC will not require the site sketch as part of the mobile form.*

24) Question: The RFP does not talk about any post deployment technical support required. Will there be any support requirements following project completion of the UST FIELD INSPECTION WORK FORM application? Will support be required through December 31, 2009? Will support be required beyond December 31, 2009?

Answer: *Support requirements are not yet defined. Vendor technical support is expected through the project completion date. It is anticipated that technical support will be managed by OIT staff after the project completion date.*

25) Question: Is there a preferred vendor for this solicitation?

Answer: *No.*

26) Question: Should proposal pricing include hardware costs?

Answer: *No.*

27) Question: Should training be included as part of the offeror's response to the RFP?

Answer: *Training would be helpful, but is not required to be part of the proposal.*

28) Question: Is there a preferred PDA Device for this Procurement?

Answer: *No.*

29) Question: Should the offeror propose the brand and type of the PDA device?

Answer: *The offerer may propose a PDA device. The PDA must run Windows Mobile 5 or higher (i.e. no Palm based PDAs).*

30) Question: The proposed approach in the RFP is a "non-web based" solution. Could a "web based" solution or a hybrid "non-web based" and "web based" solution be considered? Can options be proposed?

Answer: *The mobile form will not have any connection back to our network and will work as a stand alone form. Once the PDA (or similar device) is connected via its cradle, it will upload data via LAN. A web based ASP.Net form would be helpful to incorporate into our existing UST application, but would not be used out in the field, only for editing once the inspector has returned to the office.*

- 31) Question: Will a site visit schedule be provided as part of the final RFP?
- Answer: *Per the RFP , the bidders will be invited to present their proposed solution to TMB staff at the Lukens Drive office in New Castle, DE between 9/15/08 – 9/26/08. Presentations should be no more than 1 hour in length, including any demonstration or question and answer period. Scheduling will not occur until after the bids are open, and will take place 9/2/08 – 9/12/08 . Only bidders who have submitted bids in writing will be scheduled.*
- Visits to active UST facilities may be done with the winning bidder during the development of the application , and will be scheduled as necessary during the development process .*
- 32) Question: Is there a current dispatch system that the offeror should use to dispatch the inspectors?
- Answer: *No.*
- 33) Question: Will commercial inspectors be provided to the offeror or should the offeror obtain their own qualified site inspectors?
- Answer: *No. All inspectors are State of Delaware employees. No third-party inspectors are used for official State inspections.*
- 34) Question: Will Key Performance Indicators (KPI's) be provided to the offeror to measure the progress of the inspectors?
- Answer: *No. All inspectors are State of Delaware employees.*
- 35) Question: How many Underground Storage tanks are managed within the Delaware System?
- Answer: *There are currently 1504 active federally-regulated USTs and 245 active state-regulated USTs in Delaware, for a total of 1749 USTs that require regular inspections at this time.*
- 36) Question: What is the average number of site inspections expected during a day for a site inspector?
- Answer: *The number of inspections can greatly vary. It can be as many six per day.*

- 37) Question: For new sites, are photographs used as part of the documentation process?
- Answer: Yes.
- 38) Question: How are photographs used and embedded as part of the inspection process?
- Answer: *Photographs are taken using a digital camera and stored separately. They are not embedded into the form since the current state of the form is paper only.*
- 39) Question: Can photographs be stored in the database as part of the proposed solution?
- Answer: Yes.
- 40) Question: In the Scope of work for the RFP for contract # 08-001-TMB you state that “the form must be able to run on a personal digital assistant (PDA). Tablet PC, laptop PC, or similar.” The word “or” tends to make me wonder which of the options you prefer.
- Answer: *At this time, the TMB is most interested in using PDA devices, but will consider other cost-effective electronic solutions. The TMB is open to suggestions since this is the first project of this type for DNREC.*
- 41) Question: If a proposer is not currently a supplier of any goods or services to the State of Delaware, and thus is not now a “Delaware Business” is a Business License (or application for a business license) still required under Section 4.1.1?
- Answer: *Pursuant to Section 7.6, DNREC will allow the successful contractor to furnish proof of a State of Delaware Business License of recent application for such at the time that the intent to award is communicated.*
- 42) Question: Has the State considered Commercial off the Shelf (COTS) software for this application?
- Answer: Yes.

43) Question: Would the State consider COTS software for this application if that software met the stated objectives?

*Answer: Yes, provided that it supports a flexible workflow during field inspection activities.*

44) Question: Has the State been presented a demo of any existing software that has similar functionality to the requirements stated in the RFP? If so, who?

*Answer: Yes, DNREC was presented a demo in September 2006 of the UST Inspector application developed by MobileWright Solutions for the State of New Hampshire. Also, Diamond Technologies, who is currently under State contract for IT services, participated in a pilot program for the electronic inspection software project in Fall 2007.*

45) Question: In Appendix A (Scope of Work) on the page numbered 20: Are vapor recovery inspections ever performed separately from UST inspections?

*Answer: Yes, but it's rare.*

46) Question: Are vapor recovery regulations always enforced when performing a UST inspection for gasoline tanks?

*Answer: Not always. Some gasoline USTs are exempted from vapor recovery requirements.*

47) Question: In Appendix A (Scope of Work) on the page numbered 20: Will the mobile forms application be used to inspect new tank installations? If so, will the mobile forms application need to present a different set of data, ask a different set of questions, and/or enforce different regulations?

*Answer: Not at this time. The electronic inspection program may be expanded at a later date to include other activities or types of inspections.*

48) Question: In Appendix A (Scope of Work) on the page numbered 20: When presenting the set of possible regulation citations for a tank, should the mobile forms only present possible citations appropriate for the tank's construction, product in the tank, type of release detection, etc...? Examples: 1) Omit corrosion protection questions and citations for a tank constructed of FRP. 2) Omit line

leak detector questions and citations for a tank with safe suction.

*Answer: Yes. DNREC intends to address these business rules with the vendor during the development process.*

49) Question: In Appendix A (Scope of Work) on the page numbered 20: Do the mobile forms need to consider the installation dates of the tank and other equipment when presenting the set of regulation citations?

*Answer: Yes.*

50) Question: In Appendix A (Scope of Work) on the page numbered 20: Does the system need to capture GPS coordinates of the site, tanks, and/or violations in the field?

*Answer: It would be helpful, but will not be required.*

51) Question: In Appendix A (Scope of Work) on the page numbered 20: Does the system need to associate on-site photos and/or the inspector's voice recorded notes with the inspection?

*Answer: Not at this time. Photos will be taken with a digital camera and stored separately.*

52) Question: In Appendix A (Scope of Work) on the page numbered 20: This request for proposal is calling for VB.Net to be the primary programming language for all components. If a vendor has many pre-build components in the C# programming language that have been proven in other UST inspection applications would the state want the vendor to convert these components to VB.Net? The conversion process is simple, but if converted the components will require some level of validation and retesting. Would the state be interested in separating in having this cost separated with the proposal for further review?

*Answer: Conversion to VB.Net would be required. Cost separation is beneficial, but not required.*

53) Question: In Appendix B (Paper Inspection Form) on page numbered 24 and the following 4 pages: The paper form has a section to draw a site diagram. Should the mobile forms have a similar electronic functionality?

*Answer: DNREC will not require the site sketch as part of the mobile form.*

54) Question: In Appendix B (Paper Inspection Form) on page numbered 24 and the following 4 pages: Should the Mobile Forms allow the user to associate regulation citations with each dispenser? For example, if more than one of the dispenser's sump sensors was not in compliance should

Answer: Yes.

55) Question: In Appendix C (Template Request for Information Letter) on page numbered 25 and the following 2 pages: Should the "Request for Information Letter" reference the tank(s) or dispenser(s) associated with each violation?

Answer: Yes.

56) Question: In Appendix C (Template Request for Information Letter) on page numbered 25 and the following 2 pages: Would it be helpful if the Mobile Forms had the ability to print this letter to a mobile printer so that the letter could be delivered to the facility owner on-site immediately after the inspection? Is this a requirement?

Answer: *The report will not be generated at the worksite; therefore, there are no printer requirements.*

57) Question: In Appendix C (Template Request for Information Letter) on page numbered 25 and the following 2 pages: Should the Mobile Forms application allow the user to enter a handwritten signature on the device that would be included in the resulting printout or embedded in the word document?

Answer: No.

58) Question: In Appendix C (Template Request for Information Letter) on page numbered 25 and the following 2 pages: Should the facility owner or representative sign the letter? Would you like their signature to be stored electronically?

Answer: No.

59) Question: Section 3.4 Page 4 – Is "in the Proposal Reply Section on page 28" a misprint?

Answer: *Yes, it should read "page 30".*

- 60) Question: Section 6.7 Page 8 – Is the requirement that the vendor have item a plus either items b, c, or d?  
Answer: Yes.
- 61) Question: Section 6.7.a Page 8 – Can the per occurrence limit be set at \$1,000,000.00?  
Answer: No.
- 62) Question: Section 6.7.c Page 8 – Can the per occurrence limit be set at \$1,000,000.00?  
Answer: No.
- 63) Question: Section 7.6 Page 11 – If the vendor does not currently have a State of Delaware business license, will the requirement be that the vendor initiate the process of application once an intent to award is issued?  
Answer: *That is correct.*
- 64) Question: Appendix A 1. Page 20 – Can the platform be Visual Studio 2008 using C#?  
Answer: *No. The code needs to be in VB.Net using Visual Studio 2005. C# is not to be used.*
- 65) Question: Appendix A 2. Page 20 – Will the DNREC Office of Information Technology programmer be developing the interface software for DEN at the direction of the vendor?  
Answer: *The OIT software developer will work with the winning bidder to ensure that the data is properly uploaded/downloaded to the mobile form.*
- 66) Question: Appendix A 3. Page 21 – Is the PDA Inspector application required to print the violation letter?  
Answer: *An editable version of the violation letter will be printed once the inspector has returned to the office. Printing the letter at a site is not required.*

- 67) Question: Proposal Reply Section 4. Page 30 – Please clarify Sections and/or requirements that require responses.
- Answer: *The proposal reply section details all of the necessary information to be submitted by a bidder. The information submitted will be evaluated against the scoring requirements shown on page 5. Any missing information may result in a lower score.*
- 68) Question: General – How many inspectors will be equipped with PDAs?
- Answer: *5 to 10 users at this time.*
- 69) Question: Has any vendor(s) been involved in an analysis phase of the Mobile Form Project? If so, what was the name of the vendor(s)? Can that vendor propose a solution to DNREC?
- Answer: *Yes. Diamond Technologies, who is currently under State contract for IT services, participated in a pilot program for the electronic inspection software project.*
- 70) Question: In order to facilitate teaming relationships can you please provide a list of the companies that submitted questions and their address.
- Answer: *This information may be obtained by submitting a Freedom of Information Action (FOIA) request at:  
[http://www.dnrec.state.de.us/air/aqm\\_page/foia.htm](http://www.dnrec.state.de.us/air/aqm_page/foia.htm)*
- 71) Question: Section 5.1, page 4 – Is the contract review committee (CRC) comprised solely of DNREC employees or are there also contractor members? If there are contractors, were they involved in the analysis or development of this RFP? If so, please identify the firm representing these members.
- Answer: *CRC members are DNREC employees only.*
- 72) Question: Section 7.8, page 12 - Exceptions;
- a. Will timeframe exceptions be acceptable?
  - b. Will Proposed software exceptions be acceptable?
  - c. Will exceptions allow the using/buying of an off the shelf product for the paper form technology?
  - d. Will exceptions allow for any change order/management, using the fixed price model?
- Answer: *Offerers are permitted to propose any minor exceptions. DNREC will evaluate each written exception against the intent of the RFP's*

*terms and conditions, but will reject any exception that does not conform to state bid law or provides inequitable treatment of offerers.*

- 73) Question: Section 7.14, page 13 – Will a purchase order will be issued for the entire fixed price, or given for each deliverable?
- Answer: *The purchase order will be issued for the entire fixed price.*
- 74) Question: Section 7.16, page 14 – The RFP requested the responding vendor to indicate any offshore resources in its business model, if any ...
- a. Please clarify the qualifying grounds for using off-shore resources for this business model (it is a fixed price contract).
- Answer: *Upon further review, DNREC does not require an indication of the use of offshore resources.*
- 75) Question: Section 7.16, page 14 – On-site versus Off-site: What tasks or deliverables are required to be performed on-site?
- Answer: *DNREC expects to have regular status meetings on-site or via conference call. The contractor is expected to be on-site for deployment and testing.*
- 76) Question: What facility capacity is DNREC capable of supplying for on-site activities?
- Answer: *DNREC is capable of periodically supplying office space at its Lukens Drive office with advance notice, but does not have the capacity to provide daily workspace.*
- 77) Question: Section 7.36, page 19 - Who is responsible for the software version control purchase, installation etc., and where will be maintained?
- Answer: *The vendor is expected to be responsible for any software purchase and installation. DNREC IT staff will be responsible for any maintenance activities.*
- 78) Question: Proposal Selection Criteria (Section 5.2): Is there a minimum team size required to complete the project?
- Answer: *No.*

- 79) Question: Please list the mandatory tasks for the Project Manager for the project.
- Answer: *There is no reference to the Project Manager in Section 5.2.*
- 80) Question: Is there any scoring points for women owned entity, minority owned entity business content?
- Answer: *No. Each bid will be equally reviewed on its own merit in accordance with the scoring criteria listed on Page 5 of the RFP.*
- 81) Question: Presentation to DNREC staff located in New Castle requirements: Will all proposers be requested to present their proposal?
- Answer: *Yes. Presentations are not required, but any bidder who does not present forfeits the points allocated for presentation under the scoring criteria contained within the RFP.*
- 82) Question: Will every vendor be required to demonstrate the proposed solution?
- Answer: *No. Each vendor may present whatever materials or content he or she deems necessary.*
- 83) Question: How many days notice will be given to the proposers to conduct this presentation?
- Answer: *Scheduling will take place during September 2-12, 2008, and presentations will be given during September 15-26, 2008.*
- 84) Question: What is the agenda and minimum expectations of the proposal presentation?
- Answer: *There is no fixed agenda. Each vendor may present whatever materials or content he or she deems necessary. There will be a strict one hour time limit imposed on each vendor, including any demonstration or question and answer period, in order to assure equal opportunity.*
- 85) Question: What is the budget allocated for this project by DNREC?
- Answer: *Pricing is one of the scoring criteria listed on Page 5 of the RFP. Therefore, vendors should make every effort to be competitively-priced. A Best and Final offer will be a part of and final step in the evaluation process.*

- 86) Question: Mobile Form, page 20: Name all the target devices and models (PDA, laptop, TabletPC) to run the mobile form.
- Answer: *We are open to suggestions regarding devices since this is the first project of this type for the Department.*
- 87) Question: Are there any PDA, laptop, TabletPC standards within DNREC?
- Answer: *PDA's must run Windows Mobile 5 or higher (i.e., no Palm based PDA's). Laptops and tablet PCs must run Windows XP with SP2 or higher. There are no standard devices.*
- 88) Question: Is DNREC open to any recommendations (PDA, laptop, TabletPC) as part of this proposal?
- Answer: Yes.
- 89) Question: Is it a requirement that all devices running Windows XP versions, must be running at least SP2?
- Answer: Yes.
- 90) Question: Integration into DEN, page 20: Who will be responsible for analysis and document the extract dataset from enterprise database?
- Answer: *An OIT software developer will work with the winning bidder on developing stored procedures to transfer the data.*
- 91) Question: What is the architecture and details of the enterprise server?
- Answer: *The server runs SQL Server 2005. Other details will be provided to winning vendor as needed.*
- 92) Question: Please explain the DNREC network infrastructures and provide documentation.
- Answer: *Network details will be provided to the winning vendor.*
- 93) Question: What is the targeted number of users that are going to use the mobile forms?

- Answer: 5 to 10 users.*
- 94) Question: Will the project scope include the download/upload data from home networks?
- Answer: No.*
- 95) Question: Please outline/explain the responsibilities of the DNREC staff and vendor programmer in this project (i.e. extract/upload data from enterprise database).
- Answer: The OIT software developer will be available to work with the winning bidder to integrate the mobile form with the database. More specific responsibilities would be determined based on the bidder's proposal.*
- 96) Question: What are the requirements for any download/upload of data to/from the mobile device? How will those requirements be measured?
- Answer: Data transfer is to be done through stored procedures.*
- 97) Question: When will the loading and data extraction by DNREC be ready?
- Answer: The database tables will be ready by the listed contract start date of November 10, 2008. The stored procedures to transfer data will be developed concurrently with the form development.*
- 98) Question: Report generation- will DNREC furnish all violation letters involved in the project as part of the report generation?
- Answer: An example of the required violation letter was included in the RFP as Appendix C.*
- 99) Question: Is the draft violation letter to be generated on-site (at the time of inspection) or back in the main office, after synching with the DEN?
- Answer: The draft violation letter will be generated at the main office.*
- 100) Question: Future expansion- who will be the responsible DNREC IT staff qualified to add/develop new forms?

*Answer: Staffing decisions will be made at the time that new forms are added or developed, and based on employee credentials and availability.*

101) Question: Can it be assumed that a quality knowledge transfer process should be planned for?

*Answer: An OIT software developer will work with the winning bidder to transfer knowledge. Training for end users of the application would be beneficial, but not required.*

102) Question: Can AWM give the vendor an idea on the number of development staff that would be involved in this training? Their training/experience?

*Answer: For OIT knowledge transfer: 1 employee with 10 years in IT. For end user training: 10 to 20 employees with varying experience.*

103) Question: Appendix B- Paper Inspection Form, page 24- in addition to the basic paper form, are there any supplemental documents associated with the inspection that need to be saved/uploaded into DEN (besides violation letters)?

*Answer: No.*

104) Question: Sect 7.9, pg 12.- "Failure to provide the report with the minimum required information may also negate any contract extension clauses." Please clarify "minimum required information", if those minimum requirements are not contained in Section 4.1 on Page 4 of the RFP.

*Answer: The contract usage report must be provided by the winning vendor no less than once a year. The Minimum Requirements in Section 4.1 apply to all bidders.*

105) Question: Appendix A, Scope of Work, pg 20. To better understand the scope of this project, please provide ballpark estimates for the questions below.- How many users or inspectors will typically make entries using this application?

*Answer: 5 to 10 users at this time.*

106) Question: How many tanks are tracked in the system?

- Answer: There are currently 1504 active federally-regulated USTs and 245 active state-regulated USTs in Delaware, for a total of 1749 USTs that require regular inspections at this time.*
- 107) Question: Approximately how many inspections are performed per year?
- Answer: The yearly average is 162 inspections. In order to meet our new grant commitments to EPA, the TMB will have to perform 171 inspections a year of federally-regulated tanks, plus another 31 inspections per year of state-regulated tanks.*
- 108) Question: On average how many violations are processed in a typical year?
- Answer: At this time, the TMB cannot query individual violation data for each inspection. The TMB estimates an average of 6 violations per inspection, for a yearly total of 972 violations cited.*
- 109) Question: On average how many scheduled inspection events would be handled by a given user or PDA per day, week or year?
- Answer: The number of inspections can greatly vary. It can be as many six per day, and approximately 170 per year.*
- 110) Question: How many staff currently support the DEN system and applications?
- Answer: There is one OIT software developer assigned to this specific project. There are five OIT software developers who maintain the code base for the various applications that make up DEN.*
- 111) Question: How many operational staff currently support scheduling, forms data entry, violations and management report processing activities?
- Answer: The group of 5-10 inspectors (depending on staffing levels) manage their own scheduling activities. Data entry, violations, and report processing are handled by 4 individuals.*
- 112) Question: Appendix A, Sect 1, pg 20.- is the requirement to re-create the current form in electronic format or can the form be altered as long as all of the data elements are captured?
- Answer: The form may be altered as long as all of the data elements are captured.*

- 113) Question: Is there a need to capture additional data that is not captured on the current form?
- Answer: *At this time, the TMB feels that there will be no additional data to be captured. However, there may be other fields identified during the mobile forms development process that are not currently captured on the paper form.*
- 114) Question: “At this time, the TMB is most interested in using PDA devices, but will consider other cost-effective electronic solutions” – Other than cost what are the driving factors for using PDAs?
- Answer: *Ease of use, and ease of transport along with other tools and equipment are primary considerations. In proposing other devices, durability, weather-resistance, readability in bright sunlight, and ease of transport along with other tools and equipment should all be taken into account.*
- 115) Question: Appendix A, Sect 2, pg 20- is the winner to develop the application in the DEN environment or is the application to be developed as a front end application with a server acting as a gateway to DEN? Or as a front end with an API to the DEN environment?
- Answer: *The finished application should consist of the mobile form and the ability to connect to our database that houses DEN data. The finished product should also generate a rough draft of the violation letter. Components of the product can be written using ASP.Net (VB.Net code behind) and incorporated into DEN with the assistance of the assigned OIT software developer.*
- 116) Question: Is the entire in scope system hosted on the DNREC environment or the mobile devices?
- Answer: *Only the mobile form is on the mobile device. The rest of the system is within the DNREC environment (i.e. database servers, web servers).*
- 117) Question: Are there limitations as to the number of individuals that will be able to download information for a job site at one time?
- Answer: *No. However, almost all of our inspections will be done on a single day using a single device, conducted by a single inspector.*

- 118) Question: The size of the existing form may make form designs on a PDA less user friendly. Is it permissible to alter the form layout or recommend a different mobile device to host the forms application?
- Answer: Yes.
- 119) Question: Will the mobile devices be standardized for TMB staff performing compliance inspections? Does this system need to target multiple device types?
- Answer: *The intent is to initially deploy one device type to all users. The TMB may or may not expand to other types later.*
- 120) Question: Are data updates two-way? (i.e. – Can data pulled from DEN be updated in the TMB Mobile form and then updated in DEN upon being uploaded?)
- Answer: Yes.
- 121) Question: Should job site information that has been downloaded be “locked” (read-only) in DEN until that data has been uploaded?
- Answer: No.
- 122) Question: Besides TMB inspectors, what user roles are anticipated for this application?
- Answer: None.
- 123) Question: Will there be a need for off-network synchronization with DEN?
- Answer: No.
- 124) Question: Will users be allowed to sync from home or remote locations?
- Answer: No.
- 125) Question: If so, what kind of secure remote access is DEN currently using?
- Answer: *Not applicable to this project.*
- 126) Question: Will more than one inspector travel to the same job site?

- Answer: Yes, but they would use a single device to record findings.*
- 127) Question: Will they inspect the same items?
- Answer: Yes, but they would use a single device to record findings.*
- 128) Question: Is there a need for the devices to be able to share base download data for a specific site or will all inspectors be required to connect to DEN prior to going to the job site?
- Answer: No, all data will be downloaded directly to the device from DEN.*
- 129) Question: Appendix A, Sect 3, pg 20.- Is the in scope system to determine if a violation has occurred or is another system making that decision?
- Answer: Yes, the final product should implement business rules to determine violations and cite the appropriate regulation in the user-editable violation letter that is generated after the inspection is complete.*
- 130) Question: If so – please provide a ballpark number of rules and data elements that need to be evaluated to determine a violation.
- Answer: Currently there is no system to determine violations automatically. Therefore it is difficult to estimate the number of elements.*
- 131) Question: Appendix A, Sect 3, pg 21- will reports be part of the TMB Mobile application and generated locally using the PDA / tablet / laptop or will the reports be implemented in the DEN framework?
- Answer: The reports will be generated after the data is uploaded, not at the facility.*
- 132) Question: Will the required software be upgraded during the time this application is being developed? Word 2007? Office 2007? Vista? Visual Studio 2008 & .NET Framework 3.0 (or 3.5)?
- Answer: Office 2007, Word 2007, and Vista will only be upgraded on new computers. All Office documents are required to be backwards compatible with previous versions of Office (97-2003). The finished product should use Visual Studio 2005 and .Net Framework 2.0.*

- 133) Question: Appendix A, Sect 1 - 4, pg 20 & 21- is the successful bidder to provide user training for the new application?
- Answer: *Training for end users of the application would be beneficial, but not required.*
- 134) Question: Appendix A, Sect 4, pg 21- for the Future Expansion Requirement, are you looking for an interface or associated application to support the development of new forms and reports?
- Answer: *No.*
- 135) Question: Appendix A, ERD for UST Data in DEN, pg. 22- is all information cleared from the mobile device after the UST Data/Tank Data has been uploaded into DEN?
- Answer: *Yes.*
- 136) Question: What level of auditing is required for updates to the General/Site data?
- Answer: *Currently, the various database tables capture the date of the last change and by whom. This ability is required for the mobile application as well.*
- 137) Question: Will users need the ability to edit inspection data once it has been uploaded?
- Answer: *Yes. A web based ASP.Net form would be helpful to incorporate into our existing UST application, but would not be used out in the field, only for editing once the inspector has returned to the office.*
- 138) Question: How should potential duplicate inspections be handled when uploading data into DEN?
- Answer: *Almost all of our inspections will be done on a single day using a single device, conducted by a single inspector. When an inspector returns to a facility, it will be counted as a separate inspection.*
- 139) Question: Does the DEN currently perform data uploads from other systems?

*Answer: No, all data is loaded via the LAN.*

140) Question: Are the existing tables directly usable by the forms upload procedures or should we plan on developing an intermediary or staging system from which to upload?

*Answer: The existing tables are directly accessible via stored procedures.*

141) Question: If DEN does not already perform data uploads, are we able to add new tables or DBs to the environment to support the new system, such as temporary tables for Extract, Transfer, and Load (ETL) processes.

*Answer: Yes, with the prior approval of the assigned OIT software developer.*

142) Question: Appendix A, Goals of this RFP, pg 22- how many sites / inspections can be done in between data synchronization? (i.e. – Can a user download inspection data for multiple sites?)

*Answer: Yes, data can be downloaded for multiple forms. Generally inspectors will visit more than one facility while out in the field.*

143) Question: Appendix C, Template Request for Information Letter, pg 26- where is the information contained in the letter template captured? [Regulation Citation and quote]? [Field Observation]? [Proof required and timeframe...]?

*Answer: Citation titles and brief descriptions are held in a table. The full regulation citation that is quoted in the Request for Information letter comes from another Word document, and the inspector manually cuts and pastes this information into the letter. Field Observation is user edited. Proof required and timeframe are not currently captured and are user edited.*

144) Question: Page 22, Simplified Entity Relationship Diagram (ERD) for UST Data in DEN: Is there a detailed ERD already completed? If so can you share it with us?

*Answer: ERD details will be provided to the winning vendor.*

145) Question: Page 22, Simplified Entity Relationship Diagram (ERD) for UST Data in DEN: We assume that the Field Inspection items, Paper Work items, VR Inspection items, and UST Miscellaneous

Inspection Items, the high level entities identified in the diagram refer to corresponding data on Appendix B: Paper Inspection Form. Would it be possible to identify how these item groups map to the separate sections of the Paper Inspection Form?

*Answer: The tables to capture this information will be finalized by November 10, 2008. Details will be provided to the winning vendor at that time.*

146) Question: Appendix B, Page 24: Paper Inspection Form: It would be helpful if you could kindly expand the acronyms used in the Paper Inspection Form.

*Answer: These details will be provided to the winning vendor during the development process.*

147) Question: Can we get example copies of the sample paper inspection form that have already been filled out?

*Answer: These details will be provided to the winning vendor during the development process.*

148) Question: Appendix C: Template Request for Information Letter: Could we get an electronic copy of the Delaware's "Regulation Governing Underground Storage Tank Systems (UST Regulations) and Delaware's "Regulations Governing the Control of Air Pollution (the Vapor Recovery (VR) Regulations)?

*Answer: The UST Regulations are available at:  
<http://www.dnrec.state.de.us/dnrec2000/Divisions/AWM/ust/pdf/2008%20UST%20Regulations.pdf>. The Vapor Recovery Regulations are available at:  
<http://www.dnrec.state.de.us/dnrec2000/Divisions/AWM/ust/Regs/pdf/Gasoline%20Vapor%20Recovery%20Regulations.pdf>*

149) Question: Page 21, 3. Report Generation: are we correct in assuming that the letter will be printed after the handheld is docked at the office?

*Answer: Yes.*

150) Question: Do you want these letters to be automatically printed at a certain frequency?

*Answer: No, the user should initiate the printing of the letter after editing. The letters may be automatically generated upon inspection data upload.*

151) Question: Appendix B, Page 24, Paper Inspection Form: Can we assume that we can drop down values for all pertinent data fields that are on the form, eg. Capacity, Product, Make/Model Sump, Piping Manufacturer and the like?

*Answer: Yes.*

152) Question: Will there be only one 'Dispenser #' per form?

*Answer: No. Some larger facilities may have 12 or more dispensers.*

153) Question: How would you like the Site diagram portion of the form to work on the handheld? Or is this a hand drawn document, scanned and related back to the appropriate inspection when back at the office?

*Answer: DNREC will not require the site sketch as part of the mobile form.*

154) Question: Do you intend to take photos with the handheld as a part of the inspection and store it on the database? Or will this be done as a separate activity and uploaded to your network server?

*Answer: Photographs are taken via a digital camera and stored separately.*

155) Question: Page 31, 12. Cost: Are we correct in assuming that the fixed price that you expect as the part the proposal is for the software design, development and implementation alone and does not include the hardware?

*Answer: Hardware costs are not included in the fixed price.*

156) Question: Could you please share any targeted budget that you would like to keep this particular engagement under?

*Answer: Pricing is one of the scoring criteria listed on Page 5 of the RFP. Therefore, vendors should make every effort to be competitively-priced. A Best and Final offer will be a part of and a final step in the evaluation process.*

- 157) Question: General Question: What kind of reports are expected out of this system? Could you please give us some details?
- Answer: *The report would be a rough draft of the Request for Information letter based on the inspection data. An example of the Request for Information letter has been included in the RFP in Appendix C. The inspector would then review and edit the document prior to sending to the owner.*
- 158) Question: For clarification ... when you say PDA's are you talking about Smartphone PDA's such as iPhone, Palm's etc., or non-phone Palm pilots that synch with a docking station?
- Answer: *We mean PDAs running Windows Mobile 5 or higher.*
- 159) Question: If you are using phones, do you have a preferred carrier?
- Answer: *The current State wireless service contract is with Verizon, but it is not our intent to use smartphones.*
- 160) Question: Is there a specific PDA device that you have in mind?
- Answer: *We are open to suggestions, but the PDA must run Windows Mobile 5 or higher (i.e. no Palm based PDAs).*
- 161) Question: How many inspections are performed in a year using your paper forms?
- Answer: *The yearly average is 162 inspections. In order to meet our new grant commitments to EPA, the TMB will have to perform 171 inspections of federally-regulated tanks a year, plus another 31 inspections per year of state-regulated tanks.*
- 162) Question: How often are inspections performed per station (i.e. on construction, annually, etc.)?
- Answer: *It varies. We are committed to inspect each federally-regulated facility for compliance once every three years. There are also one-time installation and retrofit inspections that are done. These one-time inspections are not part of the current scope of work in the RFP.*
- 163) Question: Are the inspectors that perform the paper based inspections full time employees or are they contract employees?

- Answer: All inspectors are State of Delaware employees.*
- 164) Question: What are the ranges of fines issued for violations?
- Answer: We are authorized by statute to fine up to \$25,000 per violation per day. Fines are not issued at inspection, but rather through a complex enforcement process. Therefore, fines are not part of the scope of work for this RFP.*
- 165) Question: How much time does a typical inspection / compliance check take?
- Answer: It is variable, but can be as little as 1 hour for a small well-prepared facility or as many as 4 hours for a complex or ill-prepared facility.*
- 166) Question: How do your inspectors know what company or person to inspect, and what location inspect?
- Answer: Inspectors are charged with managing their own workloads, and are responsible for inspecting all of their assigned facilities once every three years.*
- 167) Question: Would it be helpful if you had the capability to overlay maps on the inspections to make inspections easier?
- Answer: The TMB currently uses ArcGIS for mapping facility locations. Mapping capabilities via the mobile form would be helpful, but is not required.*
- 168) Question: How many agencies access the DEN?
- Answer: The DEN database is accessed by every branch and section within DNREC, which employs 700+ people. The Tank Application is used by the TMB and is accessed by approximately 30 people.*
- 169) Question: How is the information for Tank Inspection populated? (By licensees? By inspections? Is there a master list?)
- Answer: Currently, the data about the tanks is stored by the tank ID. Inspection findings and results are entered separately and stored by inspection ID.*

- 170) Question: Is data entered at the state and local level?  
Answer: *No. All data entry is done at the state level only.*
- 171) Question: How do you know who to inspect? Is there a master list? How is it created?  
Answer: *The DEN database holds the data for the various sites (i.e. address, contact, number of tanks, etc.). Inspectors are responsible for using this data to inspect all of their assigned facilities once every three years.*
- 172) Question: Is there other information in the DEN that is cross referenced with Tank Inspection Data?  
Answer: *No. TMB-specific data is stored within DEN, but is separate from other branches' data about a site.*
- 173) Question: What types of tasks will the user need to do for the remaining 15% of modification?  
Answer: *The inspector's field observations will be entered, and the information requested may need to be amended to fit the situation.*
- 174) Question: Is there data that needs to be put into the letter that doesn't directly come from the entered data in the form?  
Answer: *Currently, the full regulation citation comes from a "cut and paste" Word document.*
- 175) Question: What is the process right now to draft a violation letter?  
Answer: *The inspector uses a Word template, the regulation citations, and their own field observations to manually draft the letter for review by a supervisor.*
- 176) Question: How long does it take right now to create a violation letter?  
Answer: *It depends on the number of citations. A short letter may take an hour or less. Longer letter may take several hours.*

- 177) Question: Is there a preferred tool that TMB OIT staff use to create and edit web based forms?
- Answer: *Visual Studio 2005 using ASP.Net with VB.Net as the code behind.*
- 178) Question: Is there a preferred tool that you use to generate new reports?
- Answer: *SQL Server Reporting Services (SSRS)*
- 179) Question: What types of data do you report on? Can you share examples of your standard reports?
- Answer: *Facility information, billing information, cleanup project information, etc.. Details regarding standard reports will be provided to the winning vendor.*
- 180) Question: What ad hoc reporting is done?
- Answer: *Ad hoc querying is performed as needed to generate statistics to support program implementation and development.*