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April 29, 2011

Mr. H. Ryan Bolles
Contract Administrator
DSCYF-DMSS
Room 177
1825 Faulkland Road
Wilmington, DE 19805

Subject: Best and Final Offer – Family and Children Tracking System II (FACTS II), RFP #07

Dear Mr. Bolles:

Deloitte is privileged to be invited into the next phase of the FACTS II vendor selection process. We recognize that this invitation is the result of extensive evaluation on behalf of the Department of Services for Children, Youth, and Their Families (DSCYF), and we are pleased to have the opportunity to respond to additional questions, provide you with access to our transfer solution, FACTS.Net, and to provide you with our best and final offer.

In our proposal, we described the key features of our proposed solution and approach specifically designed to meet the goals and objectives of DSCYF. We thank you for the opportunity to facilitate our oral presentation on April 4th and April 5th, 2011. During the two day presentation, we appreciated the opportunity for you to meet our team, demonstrate our transfer solution FACES.Net, articulate the breadth of our technical expertise, business knowledge, and most importantly provide DSCYF with a clear vision of how we will deliver FACTS II. More importantly, the oral presentation provided us the opportunity to have interactive discussion with DSCYF staff, receive and respond to questions, and learn more about DSCYF divisions and general business processes.

Per your request, we are submitting the following documentation on the attached CD-ROM for further DSCYF review and evaluation:

- BAFO Cover Letter
- Response to the BAFO Questions
- Revised Cost Section with New BAFO Pricing
- Transfer Solution FACES.Net Demonstration Script with Log-On Credentials, Key ID's for data access, and general log on instructions
- Transfer Solution FACES.Net User Training Manuals

Additionally, per your request, we are providing you with access to our transfer solution FACES.Net via a demonstration laptop that has the integrated solution fully loaded. The laptop that I am providing is the same laptop that we used to facilitate our solution demonstration during our orals presentation. This laptop contains both the data used to demonstrate the DSCYF business case scenarios for orals and data to support the FACES.Net Training Manuals that we have included for guidance. We are available upon your request to answer any questions or to provide further guidance as needed during your evaluation. We are providing this laptop to DSCYF for a thirty day period and will coordinate with you regarding its return.

Lastly, we have provided a revised Cost and Pricing Analysis response to reflect the price reduction as our best and final total fixed fee project costs for FACTS II. While there was no change in scope or delivery expectation, we are excited to partner with you for this mission critical initiative. We are open to future discussions regarding costs as needed.

We look forward to further discussing our proposal and BAFO with DSCYF as you complete your evaluation and prepare to make your vendor selection recommendation. If you should have any questions or further instructions, feel free to contact me on my mobile at (202) 340-3784 or via email at nfuller@deloitte.com.

Sincerely,
Deloitte Consulting LLP

By: 

Nicole G. Fuller, Principal