



**Solicitation Information
May 11, 2012**

Addendum #3

RFP # 7449637

TITLE: Unified Health Infrastructure Project

Submission Deadline: June 8, 2012 @ 10:00 AM (EDT)

- The **submission date** is being pushed back to June 8, 2012 at 10:00 AM (EDT).
- **Vendor Letter of Intent** is now due on or before May 25, 2012 – Vendors who have already submitted a letter do not need to resubmit.
- The **tentative procurement schedule** is adjusted as follows:
 - **Terms and Conditions/Model Contract** posted the week of **May 14, 2012**
 - **Second round of questions** will be due three (3) days after the posting of **Terms and Conditions/Model Contract (week of May 14th)**. A firm due date will be posted when the terms and conditions are posted.
 - **Response to questions** will be posted approximately three (3) days after due date for questions received on a best efforts basis.
 - **Vendor Letter of Intent** shall be submitted on or before **May 25, 2012** – If already submitted, do not need to resubmit. Letter of Intent is required to submit a proposal, but does not require the vendor to do so.
 - **Bid opening June 8, 2012**

This is a tentative schedule and the State reserves the right to modify further at its sole discretion.

- **Clarification of Section 1.8:** Although a vendor may submit a proposal just to perform Task Order 9, please note that the State is seeking to award only one contract to cover all of the task orders. The State will not award a separate contract for Task Orders 1 - 8 and a separate contract for Task Order 9, but if the total solution involves two entities, the vendor providing Task Order 9 would be expected to be a subcontractor of the vendor selected to perform Task Orders 1 - 8.

The selected bidder for Task Orders 1-8 will either perform Task Order 9 by itself or in partnership with subcontractor. The selected vendor may propose a subcontractor but also may be asked to subcontract with a different vendor for Task Order 9 than included in its proposal. The State is requesting itemized task proposals for Task Order 9 and therefore it should be able to determine the cost of combining solutions. Vendors should clearly identify any additional costs that pertain in either scenario.

- Responses to vendor questions received at the pre-bid conference and via email are attached. Additionally, please see amended RFP Attachments (M,N,X)
 - Please note question 74 which changes the scope of the RFP to include migration of data for MAGI-based Medicaid eligibles from InRhodes to the HIX/IES in Task Order 3, which is in Phase 1.
 - Please note question 94: All other human services data migration (SNAP, GPA, CCAP, TANF and SSP) should be included in the scope of Task Order 6.

DANIEL W. MAJCHER, ESQ.
ASSISTANT DIRECTOR, SPECIAL PROJECTS

Responses to RFP # 7449637 Vendor Questions

May 11, 2012

Questions Regarding Business Requirements

#	Section	Page	RFP Text	Question	Answer
1.	Appendix M	Tab PPS	ID PPS-3 Customers shall have the ability to compare key characteristics of their plan options.	Can the State please confirm that the key characteristics that would need to be compared are those listed in PPS-2.6?	Yes, the list in PPS-2.6 as well as the requirements in PPS-3.1 through PPS-3.3.
2.	Appendix M	Tab PPS	PPS-4 Customers shall have the ability to view all the selected health plan options and, if applicable, any related information on premium obligations and any out-of-pocket expenses. Include sample medicals scenarios (e.g. if you have diabetes, or need inpatient surgery) that will clearly illustrate bottom line costs to the customer.	Can the State please clarify if “include sample medicals scenarios” was meant to also be a mandatory requirement?	No, sample medical scenarios should have been an optional requirement.
3.	Appendix M	Tab QHP	ID QHP-5.2, Determine the quality rating in accordance with CMS and State plan quality rating methodology.	Can the State please clarify if the Vendor’s system is expected to house the rating methodology and apply to the plan, or is the State expecting the Vendor’s system to intake and associate the plan quality rating to the QHP plan? This would mean that rating determination would happen outside of the Vendor’s system.	A Quality Rating System needs to evaluate a Qualified Plan based on quality measures, cost, and consumer ratings. The vendor’s system will be required to assemble and store the required data, and house a flexible decision system module. Decision parameters could vary from year to year, and the weight given to each parameter could vary. However, Rhode Island recognizes that guidance is still forthcoming from CMS, and it is not clear whether the Quality Rating System will be federally determined or State determined. Vendors may propose a solution, or leave

			the quality rating determination process outside of the system, in which case the vendor's system must have the capability to store pertinent data related to a quality rating system.
4. Appendix M	Tab QHP	ID QHP-5.3 Determine the tier of a product (platinum, gold, silver, bronze), through the calculation of actuarial value.	<p>Can the State please clarify if the Vendor's system is expected to house the actuarial rating calculations and apply to the plan, or is the State expecting the Vendor's system to support the DOI's external process of determining plan tier levels? This would mean tier assignments would happen outside of the Vendor's system? If the vendor is expected to determine the tier of a product, please provide the source of the actuarial data.</p> <p>Federal guidance suggests that a Federal AV Calculator will be publicly available, based on a national standard population. Issuers will be required to submit their determination of AV when submitting their plans for review. Rhode Island will seek to verify the accuracy of an Issuer's submitted AV.</p> <p>The vendor's system must provide the tools necessary for the State to verify AV using the standard population and the Federal AV Calculator. This would include mapping data submitted by Issuers to the AV Calculator so that the verification process can be automated. For example, rates and benefits will be submitted in a standardized format, and the vendor's solution must enable use of submitted structured data to perform the AV analysis on the Federal AV Calculator without manual duplicate data entry.</p>
5. Appendix M	Tab QHP	ID QHP-7.2 Provide the ability to identify a product plan type to allow for multiple types of products plans, including at least individual and/or small group products, and products offered inside and outside the Exchange..	<p>ID QHP-7.2 seems to be incomplete. Can the State please provide the entire requirement?</p> <p>The requirement should state, "Provide the ability to identify a product type to allow for multiple types of products including at least individual and/or small group products, and products offered inside and outside the Exchange."</p> <p>The requirement in this section is for the creation of database hierarchy and categorization of plan types. Categories and hierarchy will be defined, but the vendor solution needs to offer flexibility. For example, one aspect of the hierarchy</p>

				would be Exchange/non-Exchange. Another aspect would be market segment: Individual, small group commercial, large group commercial, Medicaid. These categories would be set-up as fixed choices, but a system administrator should be able to add and/or edit categories and choices within categories.
6.			The HIX Exchange Reference Architecture does not appear to define requirements on how health plan benefits are to be presented for selection on the HIX platform. Is it a requirement for proposed solutions to incorporate the capability for separate medical and dental plan offerings?	Yes.
7.	4.2.9 Page 50, section 4.2.9: Task Order 9	The requirements state: “Premium collection and processing to support both SHOP and individual enrollment processes, including calculating (italics are the questioner’s), tracking, and reporting of advanced premium tax credits and cost sharing reductions.”	Does not tax credit get calculated during eligibility and plan selection and get passed as part of the enrollment to premium billing? Would it not raise the possibility of conflicts if both systems were calculating the tax credit?	Calculation of the amount of available tax credit would be made as part of eligibility determination, but the selection of the amount of tax credit applied to the premium and its calculated effect on premium charges and tax credit reporting is an enrollment and premium billing function. Vendors are encouraged to propose solutions that effectively address these multiple levels of tax credit computations in a way that minimizes duplication and eliminates the potential for error.

Questions Regarding Contracting

#	Section	Page	RFP Text	Question	Answer
8.	RFP Section 7.4, Contract	72	The State will require the selected vendor(s) to participate in contract negotiations regarding the terms and conditions of the contract(s). Upon resolution of the final negotiations, the State will prepare final contract(s).	By what date will the State provide vendors with a proposed contract? By what date after that will any questions regarding the proposed contract be due?	<p>The State is working diligently to post the terms and conditions as soon as possible and plans to do so the week of 5/14. When posted, the State will reopen the question and answer period for a limited time (3 days). If the terms and conditions are delayed significantly, the State may consider pushing back the submission deadline even further from June 8, 2012.</p>
9.	Section 4.4, Payment	55	Specific information about payment schedules and terms will be detailed in a forthcoming addendum to this RFP, to be issued shortly after the RFP is posted for solicitation.	By what date will the state release this information?	
10	8.2 Supplemental Terms and Conditions, p. 73	73	—	When can vendors expect the addendum defining the additional terms and conditions, as described in Section 8.2?	
11	—	—	—	The RFP makes multiple references to an Addendum that will be forthcoming from the State. Since the nature and amount of information included in this Addendum is not known, would the State grant an extension to the due date of three weeks in order to allow the vendor community time to review and analyze these additional requirements?	
12	—	—	(Asked at bidders conference)	At the time of contract signing, will the signing include Task Orders 1 to 8?	

<p>13 RFP Section 8.2.2, Insurance Requirements</p>	<p>73 Insurance wording</p>	<p>Is the State amenable to accepting the particular wording in our firm's current insurance policies, provided that the main substance desired by the State is present?</p>	<p>After selection, the State's risk manager and legal counsel will ultimately determine if the language is equivalent and acceptable to the State.</p>
--	-----------------------------	--	--

Questions Regarding the Cost Proposal

#	Section	Page	RFP Text	Question	Answer
14.	1.4; 2.2; Appendix X; Cost Response	8; 15; All tabs requesting calendar year pricing	Section 1.4 states, “The hosting vendor will be required to host, maintain and operate the UHIP technology solution in production from contract signing for a period of five years, with the potential for three additional one year contract extensions.” Section 2.2 at the very top of page 15 estimates the UHIP start date of the contract to be August 20. The Appendix X Cost Response tabs that require calendar year information goes from 2012 to 2017.	A start date of 8/20/2012 implies that the 5 year base contract will end on 8/19/2017. Appendix X is set up to cover this timeframe. Are we to assume that the 3 “potential” additional years are not to be priced? If this is an incorrect assumption, please modify and re-distribute a corrected Appendix X.	Vendors should provide a cost proposal for the three potential extension years. A corrected version of Appendix X will be made available.
15.		(Asked at bidders conference)	Should vendors price out the 3 optional years of the contract?		
16.	RFP Section 3.3; Appendix X	31	For task orders 7 and 8, bidders are instructed to propose both an estimated number of hours and an hourly rate to arrive at a total price for each task order. The State reserves the right to specify a number of hours to be used in Finalists’ bids as part of the second round cost proposals.	The requirement states that the responder is to provide pricing via a calculation of number of hours * an hourly rate for these 2 task items. However, the schedules in Appendix X are not designed to accommodate this request. They are both identical to all the other task schedules. Please either clarify the requirement, or modify these two schedules so the requirement and the deliverable are compatible.	The estimated number of hours should be specified in Appendix K. The hourly rates should be specified in the last tab of Appendix X (and cross-referenced to the second-to-last tab in Appendix X).

17.	Section 3.3, p. 31, 31 Cost Proposal Requirements, p. 31, paragraph 6	For Task Orders 7 and 8, bidders are instructed to propose both an estimated number of hours and an hourly rate to arrive at a total price for each Task Order. The schedules for Task Order 7 and 8 do not include a method to capture the estimated hours or hourly rate. Please clarify where the estimated hours and hourly rate should be documented.	
18.	Appendix X	The "Detail by Task Order" for the Pricing Summary does not sum correctly from the Task Order detail. Also, total values are not visible because the sheet is protected. Can the State either correct the spreadsheet or provide an unprotected version of Appendix X that allows vendors to correct calculation errors within the spreadsheet?	A corrected version of Appendix X will be made available.
19.	Appendix X	Can the State provide additional instructions on the intended usage of the rate card as it relates to the Task Orders?	The rates would be used to determine the cost of any necessary change orders.
20.		Please provide an estimate of the program's budget, including received and anticipated Federal funding sources?	The State will not be making the program budget available to bidders.
21.	(Asked at bidders conference)	Is the RFP fixed price or not, per Section 1.8 of the RFP? It states "the State reserves the right to negotiate any pricing structure that is in the State's best interest?" Will the State change the fixed price arrangement to something else once the project has begun?	The State intends to use a fixed price approach for the majority of this project and bidders should submit proposals on that basis for this RFP. It is possible that the State may use an alternate pricing structure for new

			requirements if it is deemed in the best interest of the State.
22.	(Asked at bidders conference)	Payment for Financial Management. How will the State fund the operations of Task Order 9?	Rhode Island has not yet released its financing model for Exchange operations.

Errors in the RFP

#	Section	Page	RFP Text	Question	Answer
23	Appendix X; Cost Response	Pricing Summary tab	This MS-Excel tab is a summary of the other tabs in the spreadsheet. Calculation of these cells is automatic when the responder populates the other tabs in the Appendix spreadsheet and cannot be manipulated due to the tab being password protected.	In the "Task Order Name" section only -- The MS-Excel Indirect function is being used to pull the annual total amounts from the individual Task Order tabs. The problem is that even though the correct individual Task Order tabs are referenced (via the 1st parameter of the Indirect function), the 2nd parameter of the Indirect function in every cell (every year) points to cell B26, which is the 1st year (CY2012) total from the individual Task Order tabs. Could the State please fix this so all the years are pulled to the appropriate cells and then distribute a corrected Appendix X? If the assumption behind this question is not correct, then please explain why we are only pulling the 1st year's info into the Pricing Summary tab for all years.	A corrected version of Appendix X will be made available.
24	Appendix J.2, Mandatory Cost Proposal Submission Checklists	Appendix J.2	<ul style="list-style-type: none"> • Pricing Schedules (Appendix K) 	Appendix J. 2 refers to the Pricing Schedules as Appendix K. Please confirm they are Appendix X.	The pricing schedules are Appendix X.
25	3.3 Cost Proposal Requirements	31	Templates for Pricing Schedules are included in Appendix X to this RFP. For each schedule, where a signature block is indicated, an appropriate corporate official must sign and date the schedule.	We see no signature blocks in the Pricing Schedules in Appendix. Please clarify.	In accordance with the instructions of the RFP Section 3.3, all cost proposals must be signed by an authorized agent of the vendor.
26	Appendix M	Tab ENR	ID numbers ENR-1,ENR-2,ENR-3,ENR-4,ENR-5,ENR	These ID numbers appear to be duplicates. Can the State please confirm that they are duplicate requirements and the vendor does not need to provide duplicate responses?	Yes. Rows 10-15 should be deleted.

27 Appendix X	Please confirm that the Milestone number associated with Deliverable ID "P1-PilotPlan" should be 12 rather than 99. If not, please update Appendix X to capture pricing for Milestone 99.	Yes, the correct milestone is #12.
28 M, PPS	The PPS tab does not allow us to select an "x" in any of the columns. Please resubmit an Appendix M with the PPS tab corrected.	A corrected version of Appendix M will be made available.
29 N, DAT and WEB	The DAT and WEB tabs do not allow us to select an "x" in any of the columns. When we move to another column, we receive the error "The value you entered is not valid." Please resubmit the Attachment N with the DAT and WEB tabs corrected.	A corrected version of Appendix N will be made available.

Questions Regarding the Legacy Eligibility System

#	Section	Page	RFP Text	Question	Answer
30.				The State mentions several times in the RFP that real-time data synchronization between HIX/IES and INRHODES is critical. Would the state be open to leveraging commercially available Data Replication tools?	Yes. Vendors should clearly describe their approach in their proposals.
31.				Based on Appendix W, Section 3.1 "Overview of INRHODES" the project objective will be to retire business logic in INRHODES once it is replaced by new business logic in the HIX/IES. Will INRHODES need to be modified to make external calls to the newly created business logic in the HIX/IES? This approach may require the INRHODES code to be restructured which could be a complex and risky process. Would the State be open to leveraging commercially available Legacy Application Modernization tools that simplify this process and reduce the risk associated with modifying 20+ year old code?	Any modifications to InRhodes will be made by the State's current InRhodes maintenance vendor. The HIX/IES vendor will be responsible for creating the interfaces from the new system. The State is open to a variety of approaches; vendors should clearly describe their approach in their proposals.
32.				Our understanding is the State currently uses a mainframe based middleware technology called Entire X to integrate INRHODES with non-mainframe open systems . Can this integration be reused for integration with the new HIX/IES during Phase 1? Because the RFP calls for the use of an Enterprise Service Bus to support a Service Oriented Architecture (SOA) would the use of an Entire X Adapter to connect the mainframe to the new ESB be a requirement or "nice to have"?	

Questions Regarding Proposal Submission Requirements

#	Section	Page	RFP Text	Question	Answer
33.	3.2.2	24-25	Vendors must submit a Transmittal Letter written on the vendor's official business stationery and signed by an official authorized to legally bind the vendor to a contract. The Transmittal Letter must include the following statements:	Is the Transmittal Letter included in the 250 page limit for the proposal as noted in RFP Section 3.2, Technical Proposal Requirements?	No.
34.	3.2.3	25	Vendors must complete and submit a Mandatory Technical Proposal Submission Requirements Checklist. All copies must be signed, and the copy with the original signature must be included in the "Original Technical Proposal."	Is the Mandatory Technical Proposal Requirements Checklist, Appendix J.1, included in the 250 page limit for the proposal as noted in RFP Section 3.2, Technical Proposal Requirements?	No.
35.	3.2.4	25	Vendors must complete and include a signed copy of the following forms:	Are the Notices and Certifications noted in RFP Section 3.2.4 included in the 250 page limit for the proposal as noted in RFP Section 3.2, Technical Proposal Requirements?	No.
36.	3.2.2 Transmittal Letter	24	<ul style="list-style-type: none"> If the use of subcontractor(s) is proposed, a statement from the vendor that it will use the proposed subcontractors services; and each subcontractor shall be appended to the Transmittal Letter and signed by an individual authorized to legally bind the subcontractor stating: 	Please clarify what the State wants appended to the transmittal letter – it appears that some words may have been omitted.	The section should read: "If the use of subcontractor(s) is proposed, a statement from the vendor that it will use the proposed subcontractors services; for each subcontractor, a letter shall be appended to the Transmittal Letter and signed by an individual authorized to legally bind the subcontractor stating: . . ."

<p>37. 2 Procurement Rules</p>	<p>13</p>	<p>A bid surety payable to the State of Rhode Island, in the amount of \$1,500,000 must be furnished by each offeror with their proposal...</p>	<p>A bid surety in this amount may be onerous for some contractors, especially in connection with the large performance bond requirement. Would the State consider reducing or deleting this requirement, in the interest of receiving more bids? If not, please confirm that we may use a standard bid bond form provided by our Surety Bond Broker. Please also add to the requirement: "Such surety bond may be issued on annually renewable bond forms to be provided by Contractor's Surety Bond Broker."</p>	<p>No. However, vendors presenting a solution <i>only</i> for task number 9 are not required to submit a bid surety. Bidders may use a standard bid bond form provided by a surety bond broker.</p> <p>The additional language is acceptable: "Such surety bond may be issued on annually renewable bond forms to be provided by the contractor's surety bond broker."</p>
<p>38.</p>		<p>(Asked at bidders conference)</p>	<p>The surety bond is onerous for small companies. Will the State consider dropping the requirement?</p>	
<p>39. 2 Procurement Rules</p>	<p>13</p>	<p>A performance bond of fifty (50) percent of the total contract price with a satisfactory surety company will be required of the successful offeror</p>	<p>A performance bond of this amount may be onerous for some contractors, especially in connection with the large bid surety requirement. Would the State consider reducing or deleting this requirement, in the interest of receiving more bids? If not, would the State consider having the requirement based on a sliding scale or step-down provision? Please also add to the requirement: "Such surety bond may be issued on annually renewable bond forms to be provided by Contractor's Surety Bond Broker."</p>	

<p>40. 3.2</p>	<p>23</p>	<p>Proposals should be printed on 8½ x 11 inch paper (letter size) and double sided. Proposals should be single-spaced and the text font must be no smaller than 12 points. Tables and figures may be in smaller font but must be legible. Proposals shall be limited to 250 pages, not including attachments or resumes.</p>	<p>Can larger organizational charts and graphics be submitted on 17"x11" foldout pages?</p>	<p>Yes, if necessary.</p>
<p>41. 1 Introduction, p. 1</p>	<p>1</p>		<p>Please provide the following information for the bonds: Official obligee's name and address.</p>	<p>State of Rhode Island Department of Administration/Purchases One Capitol Hill Second Floor Providence, RI 02908</p>
<p>42. Section 3.2.6, p. 26, Vendor Identification Information including Subcontractor Identification (Section 6)</p>	<p>26</p>		<p>This section requests that we disclose the bidding entities and their subcontractor's principals. Please define "principals?"</p>	<p>Principal= Person(s) who has controlling authority, or is in leading position(s), e.g. owner, stockholder, director, member, partner, manager, etc.</p>
<p>43. Section 3.2.12, Approach to Meeting Functional and Technical Requirements (Section 12), p. 30</p>	<p>30</p>		<p>Please specify any page limits for Proposal Section 12.</p>	<p>The Approach to Meeting Functional Requirements and Approach to Meeting Technical Requirements are each limited to ten pages.</p>
<p>44. Section 3.2.12.1, Approach to Meeting Functional Requirements, p. 30</p>	<p>30</p>		<p>Please confirm that vendors' response to Section 3.2.12.1 is limited to 10 pages.</p>	<p>Yes, as specified in 3.2.12.1.</p>

<p>45. Section 3.2.12.2, Approach to Meeting Technical Requirements, p. 30</p>	<p>30</p>	<p>Please confirm that vendors' response to Section 3.2.12.2 is limited to 10 pages.</p>	<p>Yes, as specified in 3.2.12.2.</p>
<p>46. General Instructions</p>		<p>Is it mandatory to meet the 10% MBE requirement? Or is it a goal? Will specific points be associated with meeting this?</p>	
<p>47. General Instructions</p>		<p>If MBE required - are available points prorated based on actual to 10% target relationship (e.g. if 6 points available but MBE only 5% then 3 points available?)</p>	<p>Yes. MBE/WBE participation by qualified entities is a requirement. The selected Vendor will be required to submit an MBE/WBE plan.</p>
<p>48. 2.23.1 Minority Business Enterprise (p20)</p>		<p>Please clarify if the 10% MBE participation is a goal or a requirement.</p>	<p>For questions regarding the degree of flexibility regarding this requirement please contact Charles Newton or Dorinda Keene in the MBE office at 401-574-8670.</p>
<p>49. 3.2.4 Notices and Certifications (Section 4) (p25)</p>		<p>In the 4th bullet there is a reference to an "offeror's status as a Minority Business Enterprise (MBE) and inclusion of a sub-contracting plan in Section 4 of the response. If the bidder is not an MBE and there are references that an MBE sub-contracting plan be provided upon award, what specifically is required by the bidder in the RFP response?</p>	<p>A list of available MBEs is provided at www.mbe.ri.gov or by contacting the State's MBE office at 401-574-8670.</p>
<p>50.</p>	<p>(Asked at bidders conference)</p>	<p>Can the State supply a list of MBE's available in the State?</p>	<p>A list of available MBEs is provided at www.mbe.ri.gov or by contacting the State's MBE office at 401-574-8670.</p>
<p>51. M, 5.2.3 Training</p>		<p>Please advise in what section of the Bidder's response should we address our approach to Training?</p>	<p>Please address training in the "Approach to Meeting Business Requirements."</p>

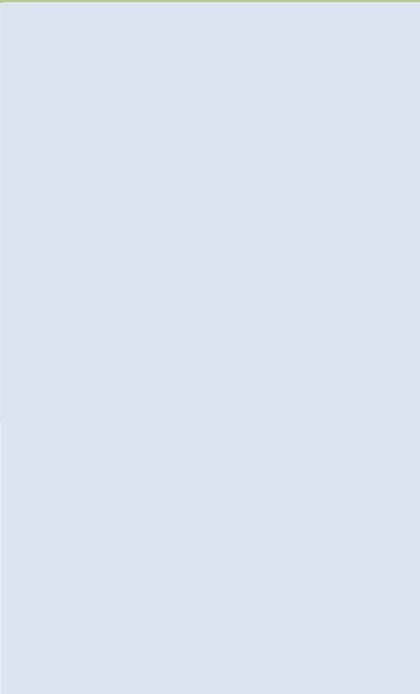
<p>52. N, Security</p>		<p>Please advise in what section of the Bidder's response should we address our approach to Security?</p>	<p>Please address security in the "Approach to Meeting Technical Requirements"</p>
<p>53.</p>		<p>Prime contractors are required to have licenses within the State of Rhode Island; does this apply to subcontractors as well?</p>	<p>All entities providing services to the State are subject to the terms and conditions of the resulting contract and any statutory requirements.</p>
<p>54.</p>		<p>It has been mentioned that business rules created on this effort will need to be shared through the CMS CALT (Collaborative Application Lifecycle Tool). Some business rules have been created prior to the Rhode Island effort; how can we protect some proprietary business rules or is it expected that all business rules are to be shared? Please clarify.</p>	<p>Sharing business rules through CALT is a federal requirement. We will attempt to clarify with our federal partners whether exceptions can be made for preexisting proprietary business rules.</p>
<p>55.</p>	<p>Page 50-51:</p>	<p>With regard to vendors that wish to propose services JUST for Task Order 9, are all other RFP requirements applicable (except for those specifically required under Task Order 1-8)? For example, Surety Requirement, Performance Bond, Insurance amounts, Executive Summary, Bidder Qualifications and Expertise (Child Support Enforcement), Approach to Completing the Statement of Work etc. - Can the State specify exactly what is expected with regard to proposals just for Task Order 9 (minimum requirements for response for that task order, if proposed independently of the other task orders).</p>	<p>Vendors submitting proposals <i>only</i> for task order 9 are not required to submit a bid surety. Additionally, because the vendor providing services for task order 9 will be a subcontractor of the prime vendor performing task orders 1 through 8 (assuming that two separate entities are chosen), the performance bond provided by the prime vendor will cover task order 9.</p>

<p>56.</p>	<p>Page 51:</p>	<p>Will the State give preference to vendors setting up a call center supporting SHOP operations in Rhode Island, and conversely, will the State accept call centers that are based/staffed outside of the State?</p>	<p>The State is open to proposals that include call centers staffed outside of Rhode Island, provided all of the business and technical requirements and service level agreements are met.</p>
<p>57.</p>	<p>Page 72:</p>	<p>With regard to Task Order 9, if a vendor submits a proposal for just Task Order 9 and is also part of a team that submits a proposal for Task Orders 1-9, where the same vendor’s solution is included in the team proposal, must the pricing for both be the same (regarding Task Order 9)?</p>	<p>The vendor responsible for task order 9 will ultimately be a subcontractor of the prime vendor providing services for task orders 1 thru 8 (if a solution involving two separate entities is chosen). These vendors will be responsible for negotiating payment terms. The State is requesting itemized task proposals for task order 9 and therefore should be able to determine the cost of combining solutions.</p> <p>Vendors should clearly identify any additional costs that pertain in either scenario.</p>
<p>58.</p>	<p>(Asked at bidders conference)</p>	<p>Task order 9 has minimum requirements around employer insurance financial payment processing. Would the state consider relaxing those requirements around employer health insurance if other types of financial processing are in experience?</p>	<p>Bidders that lack experience processing premium payments for commercial insurance should clearly describe any equivalent premium payment processing experience, and detail how that experience would enable the vendor to meet Rhode Island’s business requirements.</p>

Questions Regarding Reuse

#	Section	Page	RFP Text	Question	Answer
59	1.5	9	The vendor should seek to collaborate with and take advantage of deliverables from early innovator states such as the New England States Collaborative Insurance Exchange Systems (NESCIES) project or other state and federal projects. Vendors are expected to propose strategies that reduce both build and ongoing operations costs by leveraging technology components from other states or the federal government, sharing technology systems or operational capacities with other states developing HIX/IES systems, and reusing suitable federal/state customizations from other states. Vendors are strongly encouraged to propose specific collaboration or reuse opportunities and strategies. Proposals will be closely evaluated on this dimension.	With respect to NESCIES, is there existing documentation and or a plan pointing to technology components that the participating states intend to share that would be made available to bidders? Also, is there an established process by which the State interacts with NESCIES that vendors should follow?	<p>Rhode Island is an active design participant in the NESCIES project, and will seek to leverage that work to the extent possible.</p> <p>The vendor selected by Massachusetts will be responsible for putting forward a Rhode Island-specific reuse plan for NESCIES.</p>
60				It is understood that Rhode Island will want to leverage work as much as possible. Is it expected that Rhode Island will share with NESCIES and vice versa?	

61	RFP Section 1.5 Interstate Collaboration	9	Interstate Collaboration	<p>At this time, the Early Innovator states have limited, if any (as is the case with NESCIES) actual functionalities/operational capacities/business rules for states such as Rhode Island to assess as reusable. It is highly likely that such artifacts will not be available for consideration until post award of the UHIP project. Given the statement that “proposals will be closely evaluated on this dimension,” can the state provide guidance on the evaluation metrics to be applied in meeting this dimension, any expected functionalities/operational capacities/business rules the State is expecting from NESCIES, as well as how vendors should approach costing for this requirement.</p>	<p>Rhode Island encourages vendors to propose solutions that foster the creative use of components and capabilities from other states where possible. Rhode Island expects that reuse of functionality or operational capacities from other states should result in lower costs, but does not prescribe a methodology for estimating cost avoidance or reductions.</p>
62	RFP Section 3.2.10 Approach to Completing Statement of Work	29	<p>“Vendors’ proposals must describe specific opportunities to reuse functional components, operational capacities, and business rules from other Innovator states and members of the NESCIES collaborative) states or the federal government (including Early and must recommend strategies to reduce build and operational costs by sharing components and capabilities with other states.”</p>	<p>Please provide guidance on how and where in the responses vendors should address this requirement. Is the state seeking the identification of specific functions, software, systems architecture or other solution elements to leverage for reusability?</p>	<p>Vendors should be as specific as possible in identifying reuse opportunities in their executive summary, the approach to completing the scope of work, the approach to meeting the functional and technical requirements, and the cost proposal, as appropriate. (This answer covers questions 61-64)</p>

<p>63 RFP Section 3.2.10 Approach to Completing Statement of Work</p>	<p>29</p>	<p>“Vendors’ proposals must describe specific opportunities to reuse functional components, operational capacities, and business rules from other states or the federal government (including Early Innovator states and members of the NESCIES collaborative) and must recommend strategies to reduce build and operational costs by sharing components and capabilities with other states.”</p>	<p>Because all functionalities/operational capacities/business rules from other states or the federal government have not been developed yet, and therefore not available to vendors for evaluation, please clarify how reductions in build and operational costs by sharing these unknown components and capabilities can be incorporated by vendors. Please advise vendors on the approach for scoping the parameters of cost avoidance/reductions on unknown components and capabilities.</p>	
<p>64 4 Scope of Work</p>			<p>The RFP states that the proposed solution should “reuse components and capabilities from other states and the federal government.” Has the State been in discussions with other Early Innovator states regarding sharing and reusing components with Rhode Island? If so will the State please provide a list of these states and the specific components.</p>	

Questions Regarding the Scope of Work

#	Section	Page	RFP Text	Question	Answer
65	4.1.7 Comprehensive Testing	38	The Contractor shall document test cases based on test data provided by the Contractor. The Contractor shall collaborate with Rhode Island to ensure that adequate test cases and test scripts are developed. The Contractor shall establish test cases (in terms of inputs, expected results, and evaluation criteria), test procedures, and test data for testing the software. The Contractor shall deliver a draft and a final Test Case Specification.	Please clarify the expected deliverable. Is it a delivery of all Test Cases prior to testing (draft) and then all final Test Cases (after testing is completed and results are included in the Test Case)?	The Contractor must deliver a final test case specification prior to testing; the final test case specification will be one approved by Rhode Island after reviewing at least one draft specification. In addition, the Contractor must provide a completed test report including results of the tests.
66	4.2.1.2, 4.2.2.2, 4.2.3.2, 4.2.5.2	41-46	The Contractor must deliver the information needed to complete the application for certification and Operational Readiness review before October 2012, and have the functionality ready to deploy by October 1, 2013	Because an October 2012 Operational Readiness Review (ORR) will leave vendors with approx. two months from contract award to ORR, please clarify the State's expectations for deliverables and functionality prior to the ORR for each Task Order.	CCIIO has not yet issued a final version of the application for certification and operational readiness.
67	1.4 High Level Technical Overview;4 Scope of Work;6 Technical Requirements	8, 33, 63	Section 4: The vendor's proposed solution must include the development, testing/verification, training, certification, and production environments to be used to develop, maintain, and operate the integrated solution.	Please confirm that the required environments are development, testing/verification, training, and certification environments (which will support 1) Development and Unit Test, 2) System and Integration Test, 3) User Acceptance Test, 4) Training, 5) Legacy Data Conversion, 6) Pre-production/Patch requirements), in addition to the production environment.	The list of specific environments is as specified in Section 6, page 63, Bullet #3.

68	4.1.8 Program Startup Review	Within five (5) business days of the award of the task order, the Contractor shall conduct an orientation meeting and briefing for Rhode Island. The completion of this briefing shall result in (but is not limited to) the following: • Project Work Plan: To include the comprehensive methodology for implementing the HIX/IES in a phased approach and detailed project schedule. The project plan shall include work activity descriptions, work activity dependencies, work activity durations, milestones, resources, and deliverables for each near and long-term phase and identification of the critical path.	Please clarify that the work plan is not due with the proposal submission, but following the completion of the briefing.	The work plan is due at the completion of the briefing. However, the proposal submission must include a preliminary project plan as specified in sections 4.3.1 and 4.3.2.	
69	Introduction	1	Potential provision of contracted operations of key business functions of the HIX/IES.	Does the state have a milestone or date for which this determination is made?	This refers to the provision of Exchange financial management services through task order 9.
70	Section 1.1.1, p. 3, Health Benefits Exchange, and p. 7, Section 1.3.5, Customer Service, paragraph 2	3, 7		Section 1.1.1 states that the following ACA required functions are not specifically to be procured through this RFP: Call Center, Quality Rating System, Navigator Program, Adjudication of appeals of eligibility determinations, Outreach and education and Risk Adjustment and transitional reinsurance. Section 1.3.5 seems to imply that the Call Center and Navigator program are within the scope of this procurement. Please confirm that the Call Center and Navigator program are not within the scope of this procurement.	Operation of a call center and management of a Navigator program are out of scope for this procurement. However, technology infrastructure to support these functions, as described in the requirements, is included in the scope of work. The State does not intend to leverage any existing CRM or contact center-related technical assets. (This answer covers questions 70 – 73)
71	1.1.1 Health Benefit Exchange			In relation to the CRM - Contact Center, can the State provide a description of	

			existing Contact Center CRM assets? Would the State consider leveraging any of these for the UHIP program requirements?	
72	1.1.1 Health Benefit Exchange		On page 3 of the RFP it states that call center is out of scope for this procurement, yet in certain sections of the RFP describes the types of call center that the state wishes to have. It is our assumption that the vendors only need to provide call center infrastructure and CRM application and do not need to provide staff resources or services to operate the call center. Is this assumption correct? Can the state please be explicit in terms of what call center infrastructure, staff resources or services are within the scope of this RFP?	
73	1.1.1, Health Benefits Exchange (pp3-4) Appendix M, Business and Functional Requirements (5.1.12: Navigator Management: NAV 1-14) Appendix M, Business and Functional Requirements (5.1.11: Consumer Assistance: CAS 3.8, 3.9, 4.6)	The RFP states "The following ACA required functions are not specifically to be procured through this RFP, although the technology platform will be required to support these functions: <ul style="list-style-type: none"> • Call center • Quality rating system • Navigator program • Adjudicat 	Can the state clarify what specifically is in scope or out of scope for the bullets listed above? Although it is mentioned that the bullets listed above are out of scope, the functional and technical requirements (Appendix M. Business and Functional Requirements.xlsx and Appendix N. Detailed Technical Requirements.xlsx) specifically ask for these to be included. For e.g. Typically the Call Center Services provider has existing IVR, ACD, and CTI technology solutions in place. We would recommend the State clarify the call center case management solution be in-scope and the other technologies be provided by the Call Center Services	
74	Section 4.2.4, p. 44, Section 4.3.1, p. 53	44, 53	Section 4.2.4 does not identify any required legacy migration for Phase 1. However, Section 4.3.1 includes Milestone 5 Phase 1 data conversion design. Please	Migration of data for MAGI-based Medicaid eligibles from InRhodes to the HIX/IES should have been included in the scope

			clarify the need for Milestone 5.	of Task Order 3, which is in Phase 1.
75	Section 4.2.4, p. 44, paragraph 2	44	Please verify that the State intends to provide the “as is” documentation during the response period, as described in Section 4.2.4.	The "As-Is" documentation is contained in Appendix W and the Bidders Library.
76	Appendix L and Appendix X		Appendix L indicates that deliverables associated with Milestones 1, 2, 3, and 8 occur during both Phase 1 and Phase 2. However, Appendix X does not provide the ability to capture costs for these Milestones on the “Phase 2 by Milestone” tab. How should vendors provide costs associated with Milestones 1, 2, 3, and 8 within Phase 2?	The cost for these deliverables should be included with the corresponding milestone in Phase 2.
77	4.2.3 Task Order 3 (Phase 1)		Will case management occur over both systems or be limited to InRhodes?	The RFP seeks to procure case management functionality for the new HIX/IES as it replaces InRhodes.
78	4.2.4 Task Order 4 (Phase 2)		Does the State anticipate an update to the screens for application, registration and intake in Phase 2? Or does the State expect those screens to be complete (defined, designed, and implemented) in Phase 1?	The web portal will need to be updated in Phase 2 to reflect the new programs.
79	4.2.5 and 4.2.6		Will the definition of As-Is and To-Be models include future business processes and organizational change? Or is this solely technical and systems-oriented in nature?	The As-Is and To-Be models will primarily focus on technology and systems but the vendor will be expected to work with the State and other contractors to refine the To-Be models, incorporating future business process and change management, including other human service programs. The
80	4.2.6	(p45)	Task Order 6 states, “The Contractor will be required to perform requirements analysis activities to help define the “To-Be” requirements for non-MAGI Medicaid as well as the Phase 2	Clarification: Our understanding is that the “To Be” – “As Is” Non-MAGI Medicaid analysis will be conducted as part of Task Order 4. Is this accurate or is the state indicating that the “To Be” – “As Is” for Non-MAGI Medicaid can also be handled

	human services programs.”	with the “To Be” – “As Is” for the human services programs?	state has or will have developed a "To-Be" model for complex Medicaid programs, but will need the vendor to assist in developing the "To-Be" business processes models for human services programs. Please see Milestone 17.
81 Appendix M, TRA-4		What is the State’s expectation with regard to vendor participation and/or contribution to organizational change management efforts above and beyond the normal readiness implementation activities and training?	<p>Any assistance to the state related to the “To-Be” model for non-MAGI Medicaid should be included within the scope of Task 4, and any assistance related to the “To-Be” model for human service programs should be included within the scope of Task 6.</p> <p>The State is also making available an action plan developed with the assistance of the Ford Foundation which provides additional guidance.</p>
82 4.2.5 and 4.2.6		Does the State expect the contractor to provide implementation and organizational change management services?	Yes. The vendor will be expected to train the workforce in using the new technology and support related change management activities.

<p>83</p>	<p>It is mentioned that customers will be identified for testing and feedback; what types of customers will be recruited for this task? What are the potential profiles? Please clarify.</p>	<p>We anticipate these customers will include each segment of users, including: (1) Individuals: Medicaid eligible individuals, subsidy eligible individuals, individuals eligible without a subsidy, and more complex families with members eligible for different programs and coverages. (2) Small employers and employees of a variety of sizes; and (3) Assisters: Including brokers, navigators, eligibility workers</p>	
<p>84</p>	<p>You mention that 3 languages are required: English, Spanish and Portuguese. Do you anticipate additional languages will be required at a later date?</p>	<p>English, Spanish, and Portuguese are the only languages in scope for this procurement; however, the system must be expandable to support other languages in the future.</p>	
<p>85 Appendix M</p>	<p>CAS Tab</p>	<p>Will the State permit vendors to propose a telecommunications (Contact Center) infrastructure that is based off of a leveraged hardware platform and priced to the State as a service under this contact, versus purchasing and installing separate hardware for this procurement that would be owned by the State at the end of this contract?</p>	<p>Yes, provided the proposed solution meets all of the contact center requirements, and the costs are clearly identified in the cost response.</p>
<p>86 Appendix M</p>	<p>CAS Tab</p>	<p>The RFP states that “Rhode Island is not looking to purchase a staffing solution. Staffing of the Contact Center(s) will be decided by the individual programs.” Given the criticality of these business functions when and how will they be procured to ensure they are implemented and available to support customers by October 1, 2013?</p>	<p>Rhode Island intends to finalize a contact center strategy during the summer.</p>

<p>87 4.3 Phase 1 Milestone and Deliverables</p>	<p>Milestone 12</p>		<p>The RFP states that “The Operational Readiness Review is one of the Gate Reviews in the CMS Exchange Lifecycle. The ORR milestone includes preliminary, on-site, and post-review activities required by the Exchange Life Cycle, as well as all actions required to correct any deficiencies detected during the review, with documentation of their correction. Included in this milestone is the completion of implementation planning, outreach, user and technical training.” Can the state please clarify if outreach services are within the scope of this RFP?</p>	<p>Outreach services are not within the scope of this RFP; however, technology infrastructure to support the outreach function is in scope.</p>
<p>88</p>	<p>Page 63, bullet 5:</p>		<p>The RFP requests the bidder offer a COTS solution. Two bullets down, the RFP notes that the “State shall retain and maintain ownership” of custom-developed source code. On page 34 the RFP recommends the bidder use components and capabilities from other state and federal exchanges. To what degree is a COTS solution required, and to what degree is custom coding of components appropriate?</p>	<p>Bidders should propose a solution that incorporates COTS, custom code, and reusable components (among other modalities) as appropriate. The RFP does not prescribe an approach.</p>
<p>89</p>	<p>Page 51:</p>	<p>The RFP states that the “Task Order also seeks to procure an experienced team of business support staff to operate the first three key financial management business functions listed above for both the Individual and SHOP exchanges.”</p>	<p>Can the State provide guidance on how the proposed staff for Task Order 9 will access systems and technology that is provided by other vendor(s) who are proposing services to meet Task Orders 1-8, and who will be responsible for pricing integration between the two solutions should different vendors be selected to work together?</p>	<p>The vendor responsible for task order 9 will ultimately be a subcontractor of the prime vendor providing services for task orders 1 thru 8 (assuming two separate entities are chosen). These vendors will be responsible for negotiating payment terms. The State is requesting itemized task proposals for task order 9 and therefore should be able to determine the cost of combining solutions. Vendors should</p>

			<p>clearly identify any additional costs that pertain in either scenario.</p>
<p>90</p>	<p>Page 51:</p>	<p>Do you anticipate the financial services call center also supporting general SHOP and individuals questions.</p>	<p>Not necessarily; however, Rhode Island will develop an integrated call center strategy. If the Vendor proposes a separate billing call center, it would need to closely coordinate with any other call centers supporting the system.</p>
<p>91 Section 1.1.1 Health Benefits Exchange: Anticipated Exchange Use</p>		<p>Can the State provide more details regarding the number of users that will access the Unified Health Infrastructure by each program area? (Health Insurance Exchange, Medicaid, CHIP, TANF, SNAP, Child Care, General Public Assistance, and State Supplemental Payments for SSI). Please provide number of users for each program area broken down as follows; - number of internal State of Rhode Island government employee users, and - number of 3rd party, external users or providers that will access the application.</p>	<p>The following enrollment figures are estimates:</p> <p>Exchange and Web Portal: Individual Consumers and Employees = 133,000 in year one, and 202,000 by the end of year two. Employers 2500 in year one, with average of 1-2 employees, and 625 employers/year afterwards Carriers (includes Medicaid carriers) = 5 (3 commercial, 2 MMCO, and 1 national multi-state plan) with average of 4 plans (platinum, gold, silver, bronze) each, number roughly constant year over year Brokers = 200 in year one, stays constant Navigators = 100 in year one, stays constant 55 internal employees (35-50 in call center, 10 policy and financial management staff). Also, 400 eligibility workers.</p>

			<p>100 concurrent users.</p> <p>Approximate enrollment by program in SFY 2012: Medicaid: 195,000 TANF: 16,000 Child Care: 6,700 SSI: 33,000 GPA: 800 SNAP: 170,000</p>	
92	Section 1.1.3 Child Support Enforcement	4	<p>“The state expects to develop a solution for CSE information technology in the coming months, and expects that the solution will interface with the technology procured in this proposal. To that end, the technology must be sufficiently flexible and extensible to allow interface with a future CSE system.”</p> <p>Does the State anticipate the implementation of a CSE system to be a modification to the contract awarded to the winning bidder on the Unified Health Infrastructure Project? Or will there be a separate competitive procurement run for the implementation of a CSE system?</p>	<p>The State currently anticipates a separate procurement will be issued for the Child Support Enforcement (CSE) system.</p>
93	Section 3.3 Cost Proposal Requirements	31	<p>Bidders must include specific fixed price proposals for each task order that is bid, according to the template in Appendix X</p> <p>Can the State provide additional sizing parameters for Phase 2 Tasks? Given the requirement for fixed price proposals, bidders will need additional detail to develop the scope of the migration/implementation effort, the technology sizing (HW/SW) and the hosting performance characteristics required to effectively propose a fixed price for Phase 2 services.</p>	<p>All available information regarding the scope of Phase 2 is in Appendix W and the Bidder's Library. The SLAs (Appendix S) provide information about the hosting performance required.</p>

94 4.2.6.1
(p45)
and
4.2.4
(p44)

Task Order 6A states, “proceed to implement eligibility”. We are seeking clarification that the extraction/migration of the business rules, interfaces, etc. to accomplish this task may be covered in Task Order 4 under establishment of the IES, Section 4.2.4 which addresses the requirement to “proceed to implement the following: • Non-MAGI Medicaid Eligibility Determination • Legacy Eligibility System Migration”. Clarification: Please clarify if the state is anticipating that contractors will execute all legacy eligibility system migrations for Phase 2 programs or only Non-MAGI Medicaid under Task Order 4 and therefore migrate other human services programs separately under Task Order 6A/6B.

Migration of non-MAGI Medicaid eligibility data is included in the scope of Task Order 4; all other human services data migration (SNAP, GPA, CCAP, TANF and SSP) should be included in the scope of Task Order 6.

Questions Regarding Security

#	Section	Page	RFP Text	Question	Answer
95.	N, Security			Does the agency currently have a PKI system for issuing digital certificates- SSL certs, individual certs? Will the vendor be able to use this system as part of its technical approach?	No.
96.	N, Security			Does the agency currently use any strong authentication mechanisms such as token, biometrics for customer authentication?	No.
97.	N, Security			Does the agency have any vulnerability testing software?	No. The vendor is responsible for ensuring that the application software and hardware environments are secure and meet or exceed industry security standards
98.	N, Security			Does the agency(s) have any existing intrusion detection and intrusion prevention system that can be leveraged for monitoring the new system?	No.
99.	N, Security			Does the agency currently use any Audit/Security Information Event Management tool?	No.
100.	N, Security			Can we leverage agency's existing anti-virus software for the new system?	No.
101.	N, Security			Does the State have any existing encryption mechanisms in place for data in transit and at rest?	No.
102.	N, Security			Is there any existing Data Leakage Protection/Information Leakage Solution in place that can be leveraged for the new system?	No.
103.	N, Security			Does the State have any identity proofing mechanism in place today?	Aside from usernames and passwords, No.

<p>104. N, Security</p>	<p>Are we required to follow NIST 800-37 process to provide required federal certifications and accreditation of the system to be implemented?</p>	<p>Proposals must comply with the Security and Privacy Requirements stated in NIST 800-53 rev. 3, NIST 800-66, the ISO/IEC 27000 family of information security management standards, and HIPAA.</p>
-----------------------------	--	---

Questions Regarding Technical Requirements

#	Section	Page	RFP Text	Question	Answer
105.	Section 4.1.6, p. 37, paragraph 2	37		In order for vendors to adequately determine the ability to interact with and/or leverage the State’s existing infrastructure, please provide detailed information regarding the State’s existing infrastructure, including the State Data Center and the State’s disaster recovery site. Additionally, please describe any additional existing State resources or assets, as described in Section 4.1.6, that may be leveraged by vendors in the delivery of this project.	The State Data Center is described in section 6.1.3.
106.	Appendix S. Service Level Agreements	1	The vendor shall comply with the following server system service level agreements as dictated by the metrics in the chart below.	The service level agreements are more stringent than typical industry standards for the majority of the system metrics, and may not allow for the most cost-effective solution for the State, whereas SLAs more in line with industry performance standards will still provide a high level of service to users. Additionally, the vendor’s proposed HIX/IES system will depend on currently undefined interfaces with unknown federal system capabilities which may have a direct impact on a vendor’s capability to support the required measures. Would the State allow vendors to propose alternative SLA metrics if such alternatives represented a cost reduction while still meeting	Vendors may propose alternate SLA metrics and a revised cost proposal, but must also submit a technical and cost proposal that meets the SLA requirements in the RFP.

			industry standards?		
107.	6 Technical Requirements	63	The selected vendor shall manage and maintain all software licenses on behalf of the State for software purchased, renewed, installed, updated, upgraded, and operated for the services described in this RFP. All software will be licensed to the State. The State shall retain and maintain ownership of third party software products and custom-developed source code.	In light of the May 31, 2011 guidance from CMS indicating that Software as a Services (SaaS) should be considered a viable option to the build or buy of a system, is the State open to alternative proposals that deliver the same functionality without the State ownership of the application or licenses integral to the operation of solution (excepting ancillary COTS licenses)?	Rhode Island is open to proposals that incorporate SaaS solutions. Ongoing costs related to the use of SaaS should be clearly indicated in the cost proposal.
108.	6 Technical Requirements	63	The vendor is expected to propose a solution that reuses components and capabilities from other states and the federal government, and to build a solution that is itself reusable at least in part by other Exchanges. Vendors' proposals must include specific opportunities to reuse functional components, operational capacities, or business rules from other Early Innovator states (including members of the NESCIES collaborative) and must recommend strategies to reduce build and operational costs by sharing components and capabilities with other states.	Is the State open to alternative proposals which incorporate Software as a Service (SaaS) that would provide a lower total cost of ownership than a build or enhancement scenario using, in some cases, currently not ACA-compliant components?	
109.	6 Technical Requirements	64	The selected vendor will provide required federal certifications and accreditation of the HIX/IES system to be implemented.	As the State is required to seek certain certifications and accreditation (e.g., Exchange certification), not the vendor, can the State please clarify the intent and scope of this requirement?	The State is indeed responsible to obtain certain certifications and accreditations, but the State expects the vendor to assist in all preparations required to meet those certifications and accreditations.

<p>110. 4.1.7, Comprehensive Testing, p. 38, Appendix N, TST-6</p>	<p>38</p>	<p>Section 4.1.7, Comprehensive Testing, describes UAT as a collaborative effort between the vendor and the State. However, requirement "TST-6" in Appendix N states "The selected vendor shall perform UAT throughout the life of the contract including after the development of enhancements or modifications to the HIX." Please clarify that State resources will be responsible for the performance of UAT, with support from the selected vendor to collaborate on UAT planning, to train the State's UAT team, and to triage/correct defects identified during UAT.</p>	<p>The vendor will be responsible for conducting User Acceptance Testing, with participation from stakeholders, as described in 4.1.7.</p>
<p>111. 4.2.1 Task Order 1 (Phase 1), p. 41</p>	<p>41</p>	<p>The RFP states that software licenses for all products must allow a sufficient number and locations of users to support the requirements described in the RFP. We request that the State provide information concerning the number of users and locations to allow vendors to adequately scope this requirement.</p>	<p>There are approximately 500 unique users in 15 locations that use the legacy eligibility system, InRhodes. The State has not yet finalized a staffing plan for the new programs and the new technology system.</p>
<p>112. 4.2.1 Task Order 1 (Phase 1)</p>		<p>Can you please provide following information regarding the State's data center: (a) The amount of space/racks that can be made available to the vendor if they decide to leverage the State's data center. (b) Who is the carrier for the primary sonnet ring and are there any backups available too? (c) What kind of battery backup/generator is available?</p>	<p>(a) 500sqft (b) Verizon carries our primary production traffic on their SONET ring (redundant paths), but we also have dual 1GB Lit Fiber service from Fibertech as a backup, and by the end of this year we will have another redundant path GB link around our primary sites from the OSHEAN BTOP project. (c) 2 Megawatt Generacs (d) The State will not have staff to manage the environment. Vendor is to provide the staff necessary to manage the environment.</p>

			<p>(d) Can the State support managed service or does it expect the vendor to put staff in the data center too?</p> <p>(e) Is there an existing backup center that is pre-configured in terms of connectivity and data backup?</p> <p>(f) Does the data center already have an offsite storage contract in place?</p>	<p>Cubicle space is available and its cost is \$12,675.00 for 5 cubicles per year.</p> <p>(e) Vendor must provide Disaster Recovery requirements. Vendor may choose to participate with the Disaster Recovery vendor contracted with by the State for the State computer center. Vendor is responsible for all additional costs associated with participating with the State's DR vendor.</p> <p>(f) YES - vendor to incur any additional charges if they choose to participate.</p>	
113.	4.2.2 Task Order 2 (Phase 1)		<p>In order to provide functionality stated in Task Order 1 and Task Order 2, the system will require authentication and authorization functionality. Does the State have a standard technology already in place?</p>	<p>No.</p>	
114.	Section 4.2.7 Task Order 7: Production Hosting	47	<p>Bidders are encouraged to consider whether the State Data Center could serve as the hosting facility for the system, and offer pricing options accordingly</p>	<p>If the bidder elects to use the State Data Center in their solution, what costs, if any, will the State charge the bidder for use of the facility? Should the bidder define specific requirements for associated with usage of State Data Center space - such as number of racks, power, square footage, etc?</p>	<p>\$2489 per year for each rack (includes all environmental and floor space only)</p> <p>\$12,675 for 5 cubicle spaces</p> <p>Available floor space is 500sqft</p> <p>Yes, The vendor should be specific about the requirements needed for usage of the computer center. This should include but not limited to the following:</p> <ol style="list-style-type: none"> 1. Staffing levels and position titles, cubicle needs 2. Racks/hardware/equipment(mail and technology -WAN, LAN, Server, Backup, etc.) 3. Square footage usage(expansion needs can be determined after the fact, the State computer Center has room) 4. Disaster recovery <p>All WAN/LAN communications and or upgrades to achieve appropriate levels of</p>

115.	6.1.3.2 Mail Room	(p68)	The RFP states “The State’s mail room is currently utilizing 20 year old technology and is not up-to-date, so the vendor must be prepared to upgrade the existing mailing equipment/system to meet HIX/IES business needs and comply with HIPAA requirements.”	Can the State provide details of what systems (e.g. printing, scanning, faxing, etc.) are available in the mail room and which ones need to be updated as part of this project?	<p>Throughput will be provided by the vendor. Management Staff for management of Server and Communications equipment will be provided by the vendor.</p> <p>The vendor is responsible for all insurance coverages on the hardware/equipment whether placed in the computer center or elsewhere.</p> <p>Disaster Recovery requirements are the responsibility of the vendor.</p> <p>If the vendor chooses to use the State data center, mail will be processed at the State computer center. Vendor should consider closely the mail requirements in order to support the UHIP project’s mail needs.</p> <p>A Pitney Bowes Series 8 Inserter. Printers: there are (2) Xerox MX-115's (1) Ricoh 135. Vendor is responsible for providing the necessary equipment to provide adequate operating levels.</p>
------	-------------------	-------	--	---	---

Questions Regarding Training

#	Section	Page	RFP Text	Question	Answer
116.	General		Training of Users	To fulfill the training requirements, please provide the categories/levels of users and estimated number of trainees per category to assist contractors in estimating training resources needed. Also, does the state have a preferred training methodology/approach for timely and efficient training delivery? Does the State have equipped training facilities (systems access) to conduct Trainings?	There are approximately 500 unique users in 15 locations that use the legacy eligibility system, InRhodes. The State has not yet finalized a staffing plan for the new programs and the new technology system.
117.	M, 5.2.3 Training			Training Requirement TRA-5 states that the "vendor is responsible for all HIX/IES user and technical training, including "train the trainer"". Does the State know approximately how many end users, technical users, and trainers will need to be trained? Or how many of their trainers will they seek to be trained?	The RFP requires vendors to propose a training methodology and provide training facilities.
118.	M, 5.2.3 Training			Regarding Training Requirement TRA-13, does the State expect training to occur in a central location, or will the trainer (vendor) have to secure locations and train at various locations across the State?	The vendor should propose an approach to training, including locations. The State has training locations with computers that can handle up to 15 people, and larger facilities without computers.
119.	M, 5.2.3 Training			Is it the State's expectation that the vendor is responsible for delivering training?	Yes.

ADDITIONAL INFORMATION RELATED TO THIS SOLICITATION IS RELEASED. THAT INFORMATION IS POSTED, AND ACCESSIBLE, AS DISK BASED.

Disk Based Bidding Information

File Format

All disk based bid files are ZIP files that you can open using the WinZip 8.1 software. The ZIP file will contain one or more files based on the type of Bid/RFP.

Downloading the Disk Based Bid

Bids that have a file for download are marked with a “D” in the Info field of the bid search results. The “D” will be an active link to the WinZip file until the bid reaches its opening date. Clicking on the active “D” link will allow you to open or save the ZIP file associated with the bid. Opening the WinZip file will download a copy to your computer’s temporary directory.

Opening the Disk Based Bid

Once downloaded, you can open the ZIP file with WinZip and view the Microsoft Office files contained within the WinZip file. Immediately save (extract) the individual files to an appropriate directory on your computer, such as “Desktop” or “My Documents”.