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Solicitation Information
August 8, 2020

ADDENDUM #2

RFP # 7606819

TITLE: RI Bridges Maintenance & Operations Services Vendor

Bid Closing Date & Time: September 21, 2020 @ 1:00 PM Eastern Time (ET)

Notice to Vendors

Attached are vendor questions with State responses. No further questions will be answered.

Nina M. Lennon
Interdepartmental Project Manager

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions with State Responses for RFP #7606819 –RI Bridges Maintenance & Operations Services Vendor

	RFP Reference	Question	Answer
1		What is the estimated budget for this project?	
2		What is the estimated award date for this project?	
3		As it relates to Disaster Recovery Testing and the timeline of transition from April to Sept 2021, will a DR test occur during this time?	
4		Will this session be recorded and available for replay?	
5		I don't see any documents in the data folder, is there supposed to be some?	
6	P12S2.A Vendors must assume the sole responsibility for supporting the system in a steady-state maintenance and operations mode beginning October 1st, 2021	Will the vendor inherit any untriaged, unreported, unfixed defects, and / or incidents at this time? Is the current vendor responsible for working issues to closure or is there another threshold they have to meet (i.e. Fixed but not tested / deployed?)? Do SLAs requirements and the associated penalties also begin on October 1st, 2021?	
7	P14 S2.B Application Maintenance Services – Maintain, operate, and improve… with a focus on improving ease of use of reporting functionality to allow for self-service and "on-demand" reporting by the business	Does the State anticipate targeted improvements by the impacted agencies or are there specific areas of reporting functionality that the State is looking to improve on?	
8	P16S2.B Provide audit support services for audits not listed in program management services	Please list the specific audits that require audit support services, other than those listed in program management services	

	RFP Reference	Question	Answer
9	P19S4A.1 Support Program Leads in achieving business outcomes	What specific type of support for Program Leads is the State looking for the vendor to provide?	
10	P25S4A.1 As part of the fixed price services, the vendor shall support programmatic audits by providing information and artifacts requested by the auditor, including but not limited to the following: o State-Based Exchange Programmatic audit o Medicaid PERM audit o State Auditor General yearly RIBridges system audit	In order for vendors to provide a complete response, please list any additional in scope audits beyond the State-based Exchange Programmatic audit, Medicaid PERM audit, and State Auditor General yearly RIBridges system audit.	
11	P30S4A.2 For any surge in information management work requirements, vendors are encouraged to cross-utilize staff from other Workstreams to supplement this team.	Could the State provide examples of surges in information management work requirements that have previously occurred or that the State anticipates?	
12	P32S4A.2 The vendor is responsible for maintaining and operating robotic process automation (using the Automation Anywhere tool) for certain limited business functions and technical activities	What limited business processes are using RPA tools?	

	RFP Reference	Question	Answer
13	P32S4A.3 Monitor Production databases using Oracle Enterprise Manager's Grid Control included in Oracle Diagnostics and Tuning pack Run data quality monitoring scripts according to a mutually agreed upon schedule	What monitoring tools and capabilities are in place to monitor the hardware, apps and network?	
14	P34S4A.3 3. Disaster Planning and Recovery –Provide redundant 50 Mbps (minimum) Internet connections to State data center…	Is the vendor responsible for owning the disaster recovery site?	
15	P34S4A.3 4. Hosting and Infrastructure Management – Provision production and non- production environments using on premise RI Bridges System hardware located in Warwick Enterprise operations center	Does the vendor need to provide operations staff for the State Data Center?	
16	P35S4A.3 4. Hosting and Infrastructure Management – Provide VPN access for RI Bridges System development and State project staff	How many VPN accounts will the Vendor be required to provide?	
17	P36S4A.3 4. Per IRS Publication 1075 systems containing FTI, such as RIBridges, must be located, operated and maintained by personnel physically located within the United States.	How many FTEs does current SI vendor have on the project, both onshore and offshore to support the project needs? Can the State elaborate on what type of work is currently being conducted offshore and if vendors can assume the work currently performed offshore will be allowed to continue under this contract.	

	RFP Reference	Question	Answer
18	P51SC Cost Proposal – The State expects the vendor cost proposals will include a year - over-year total cost reduction…	Can the State elaborate on their expectations around cost reductions? Is the State's expectation that Vendors will be able to reduce their staff/services year-over-year, which will result in cost reductions?	
19	Section 5 Proposal, page 49 of 58	Will the State allow vendors to supply their resource plans for Section 4 Work Plan as an Appendix and not have them considered in the page limits (similar to Resumes)?	
20	General	Could the State help vendors understand the current number of M&O Fixed Price staff that maintain and operate the system? Is there a minimum number of FTEs you expect vendors to have to perform the Fixed Price services in this RFP?	
21	General	Could the State provide an inventory of the required system documentation that vendors are expected to maintain as part of the project and use to operate the system as well as an example of each?	
22	4.a.3Technical Operations Maintenance Services, page 33 of 58	Could the State provide the current number of RIBridges environments other than the production environment (e.g. Dev/SIT/UAT/Training/Prod/Prod Simulation) that the vendor is expected to manage at the start of the project?	
23	Section 5 Proposal, 5 Staffing Plan, page 50 of 58	The State has clearly put an emphasis on key staff and requested that vendors' key staff "should be confirmed to provide services to the State for at least a 24-month period". We would like to clarify if providing a letter of commitment signed by an authorized vendor representative to deliver the named key staff for the 24-month period along with their resumes would meet the State's requirement?	
24	Section 8 Proposal Contents, page 54 of 58	Due to the COVID environment, would the State consider accepting responses electronically only instead of paper copy?	

	RFP Reference	Question	Answer
25	4.a.4 Security Operations Services, 1. Prevent Cybersecurity Threats and Detect Incidents, page 39 of 58	Can the State provide the number of IDS/IPS devices and firewalls that are in scope for the QRadar monitoring?	
26	4.a.4 Security Operations Services, 5 Scanning and Testing, page 42 of 58	Can the State elaborate on the vendor responsibility to provide security testing support on an ad-hoc basis? Does "an ad-hoc basis" refer to a certain number of fixed scans and/or hours? Please provide examples.	
27	4.A.3 Technical Operations Maintenance Services (Section) : Hosting and Infrastructure Management (SubSection)	Please provide the current average monthly ticket volume for both Premium Level and Standard Level Managed Service Support?	
28	4.B.4 Professional Services (Section) : 4C. Transition-In Services (Sub Section)	Steady State M&O is set to start 07/01/21, what is the anticipated begin date for Transition-In Services and activities?	
29	5.A Technical Proposal (Section) 3. References (Sub Section)	For either project or client references, can large multi-vendor commercial healthcare projects be used for the references section in addition to IES and HIX experience?	
30	5.A Technical Proposal (Section) 3. Staffing Plan (Sub Section)	Aside from access to unmasked data, are there any outside-US restrictions for the service types and descriptions in RFP section 4A – 4D?	
31	Table of SLAs, Key Measure, and KPIS (Section) 9. Batch Jobs Success Rates (Sub Section)	Attachment M contains 541 Production Batch Jobs, out of which 260 are listed as critical. For the SLA are these the same considered as Critical Batch Jobs?	
32		Can the state provide current FTE levels for each of the service areas included within the fixed price scope of this RFP?	
33		Has the state (or incumbent vendor) assessed RI Bridges with a tool that measures the quality of the code within	

	RFP Reference	Question	Answer
		the system. If so, can the results of this assessment be shared?	
34		Appendix G is stated to contain a full hardware and software list, but the excel file only contains and "end of life" schedule with 7 pieces of hardware. Can the state provide the full list of hardware and software?	
35		Correspondence/Client Communication - How are their correspondence generated? How many languages are supported in correspondence? Can workers generate a manual NOA or form using the templates that are automated? Can the state maintain their own correspondence templates? Is there e-NOA functionality that allows the client to receive notices via e-mail? Is there text message capability? If yes, please provide additional information on these functions.	
36		Can the State maintain eligibility rules or are all the changes updated by the vendor?	
37		Is there a QA/QC module for auditing and error prone condition identification? If yes, please provide additional information on this function.	
38		Is there an Appointment Scheduling module? If so, does it integrate the user's calendar in another tool like MS Outlook?	
39		Are there mass eligibility triggers that are run in batch, for example; COLA's or Renewal failures? If so, what is the average number of cases for each of the mass batch runs?	
40		Is there any functionality that allows the user to run eligibility on a specific case using "What if" data in the Worker portal? If so, please provide additional information including what data can be changed in the "What if" scenario?	

	RFP Reference	Question	Answer
41		What is the data retention policy?	
42		Is there office management functionality that allows the tracking of clients coming into the office with automated notification to workers? If so, please provide information. Is there office kiosk functionality that allows client self-service office functions, like dropping off verifications or mandatory reporting? Is so, please provide the list of activities that can be performed in this manner?	
43		Do they have Chat Help service on the portals? If so, which ones?	
44		Application Demo from July 27th: Are the Worker Portal, Citizen Portal, Employee Portal, Child Care portal all built on the same application framework technologies? Is the application framework based on an industry standard model, or is it custom? What technologies and versions are involved?	
45		Does the existing technology allow for a Mobile implementation? Is there a vision to provide some functionality via a mobile interface to provide additional options for the Clients?	
46		Is there a current Disaster Recovery Plan and Site in place today? Please confirm the current DR environment in place today and DR exercises have been executed within stated SLAs.	
47		When documenting changes to the systems, is the current documentation methodology to only document the changes, or to comprehensively update existing system documentation including requirements documentation, functional design documents, and technical design documentation? We are trying to understand the extend of the existing documentation available to	

	RFP Reference	Question	Answer
		help understand the system.	
48		Page 31 of the RFP: Can the state provide examples for the types and quantity of errors that are happening daily in the Data Extract processes that would need to be "Analyzed and triage daily ETL errors and correct issues based on defined SLAs"?	
49	RFP page 40, Addenda, and RFP page 44 Addendum III PAYMENTS AND REPORTS SCHEDULE	The RFP references Addendum III PAYMENTS AND REPORTS SCHEDULE; however, the addendum itself is not provided in the main RFP or in the zip file titled "Associated Documents." Will the State please provide a full copy of Addendum III?	
50	RFP Page 52, Addendum VIII, Drug Free Workplace Policy Contactor Certificate of Compliance	The RFP does not indicate if this Addendum VIII should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	
51	RFP Page 53, ADDENDUM IX, SUBCONTRACTOR COMPLIANCE	The RFP does not indicate if this Addendum IX should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	
52	RFP Page 53, ADDENDUM X, CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE	The RFP does not indicate if this Addendum X should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	
53	RFP Page 57, ADDENDUM XII CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS	The RFP does not indicate if this Addendum XII should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	

	RFP Reference	Question	Answer
54	RFP Page 60, ADDENDUM XV BYRD ANTI-LOBBYING AMENDMENT	The RFP does not indicate if this Addendum XV should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	
55	RFP PAGE 63, ADDENDUM XVIII FEDERAL SUBAWARD REPORTING FFATA FORM	The RFP does not indicate if this Addendum XVII should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	
56	ADDENDUM XIX BUSINESS ASSOCIATE AGREEMENT ADDENDUM	The RFP does not indicate if this Addendum XIX should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	
57	ADDENDUM XX INFORMATION SECURITY REQUIREMENTS	The RFP does not indicate if this Addendum XX should be included as part of the proposal or upon contract award. If it should be included with the proposal, please identify where in the proposal response this should go.	
58	Page 55, Font	Is font size 9 acceptable for tables?	
59	RFP Page #5, Section 1: Introduction and RFP Page #46, Section 4.B.4 Professional Services	The RFP on page 5 states, "The initial contract period should commence on or about April 1, 2021 for a transition period followed by a five-year term for M&O services to commence on October 1, 2021" however on page 46 states, "Vendor will manage Transition Services to receive operational transition from the incumbent vendor. The selected vendor will assume the sole responsibility for supporting the system in a steady-state maintenance and operations mode beginning July 1st, 2021." Can the state please clarify the M&O steady-state day 1 date?	
60	RFP Page #50, Section 5 Proposal	The RFP on page 50 states, "The State expects that vendors will propose a team makeup of 40% on-site or higher."	

	RFP Reference	Question	Answer
		Can the state clarify if the state is providing the facilities or if the contractor is required to provide our own facility? If the state will be providing the facilities will the contractor be required to reimburse the state for those facilities?	
61	RFP Page #170 – 171, Appendix I: Performance Management	Would the state considered amending SLA 8 Security SLA – Defect Injection, Controls, Patching, and Exploits to apply only to critical, severe and high vulnerabilities and not to medium and low vulnerabilities?	
62		Please provide the current number of staff that are providing support for the RI Bridges system by position?	
63	RFP Page # 25, Section 4.A.2 Application Maintenance	The RFP on page 25 states, "Maintain and operate an ITIL-aligned incident and problem management processes including front-end help desk request tracking via Jira Service Desk or an equivalent tool." Can the state provide the type and number of users who will be calling into the contractor's help desk?	
64	RFP Page # 33, Section 4.A.3 Technical Operations Maintenance Services	Can the State please provide the recent abend rate for batch jobs?	
65	RFP Page # 11, Section 2. Background	Is it the State's intent that the incident, problem, service request and enhancement backlog will be resolved by the incumbent vendor? If not, can the State please provide the anticipated size of the backlog?	
66	RFP Page 34 Section: 4.A.3 Technical Operations Maintenance Services	Can the state please provide the output of the last run DR test on the RI Bridges system, and the current status of remediation items? Have the remediation efforts been completed? Are there any that are anticipated to be still open at the time of the transition and would the state provide more details on them?	
67	RFP Page 34 Section: 4.A.3 Technical	Can the state please provide the DR/failover Test documentation and	

	RFP Reference	Question	Answer
	Operations Maintenance Services	procedures?	
68	RFP Page 34 Section: 4.A.3 Technical Operations Maintenance Services	Can the state please provide the current version of the Business Continuity Plan?	
69	RFP Page 38 Section: 4.A.3 Technical Operations Maintenance Services	Can the State provide Software and Hardware upgrade backlog and upgrade policy?	
70	RFP Page 21 Section: 4.A.1 Program Management	Can the state please clarify when the vendor should use service requests as opposed to BRRs?	
71	RFP Page 32 Section: 4.A.2 Application Maintenance	Can the state provide the sizing (hours) of the federal ad-hoc reporting requests as part of the normal maintenance and operations?	
72	RFP Page # 25, Section 4.A.2 Application Maintenance	The RFP on page 25 states, "Maintain and operate an ITIL-aligned incident and problem management processes including front-end help desk request tracking via Jira Service Desk or an equivalent tool." What are the current channels for users to contact the help desk (i.e. phone, email, etc.)?	
73	Appendix I Performance Management Page 9, SLA 4 "Time to Market" for problem tickets	The SLA states for Severity 1 & 2 problems the vendor must: 1. Provide RCA within one (1) week and 2. Deploy the fix within one (2) weeks of the RCA. Can the state please confirm if the fix needs to be deployed within 1 or 2 weeks of the RCA.	
74	RFP Page 41, Section 4.A.4 Security Operations Services, 4. Support System Security Audits	Will the state further explain what the scope of a full SOC 2 Type 2 audit is? Also, is the vendor responsible for procuring and pricing the SOC 2 Type 2 audit? Does the SOC 2 Type 2 audit include the RI Bridges System and Financial Management System (FMS)? For your most current SOC 2 Type 2 report, which principles are in scope and	

	RFP Reference	Question	Answer
		the reporting period?	
75	RFP, Page 25, Section 4.A.1, 10. Audit & Monitoring Support	Is the awarded vendor responsible for procuring and pricing the SOC 1 Type 2 audit? Is the FMS owned by the State or vendor (NFP Health)? Also, since the current FMS solution is hosted at NFP Health's data center will the State be responsible for securing the support of NFP Health during the SOC audit?	
76	RFP, Appendix H, PAR. 24, Page 27	In this Section is the State inferring that a SOC 1 Type 2 audit will be acceptable for standards applicable to financial audits contained in Government Auditing Standards? If not, what audit has the State done previously to meet the standards applicable to financial audits contained in Government Auditing Standards?	
77	RFP, Appendix I, Page 13, 8	For remaining MARS-E security control deficiencies, inherited from the incumbent, will the awarded vendor be given a new timeline to remediate deficiencies per the CMS remediation timelines for High, Moderate, and Low?	
78	RFP, Section I, Page 6,7	Can State advise if the "Monthly Utilization Report" will be a required form under any resulting Contract? If so, will the State provide the form?	
79	RFP, Section I, Page 8	Vendors are to 'abide by and ensure that the Services comply with….": The Contracts and Agreements between DHS and the IRS, SSA and the EOHHS. Will these Contracts be made available to Vendors, so they are able to review and understand the terms that are in scope?	
80	Page 15, Heath Coverage Operations Services	It reads that vendor is responsible for completed health coverage operations that includes "maintain, operate, and improve the financial management system which supports the exchange billing and invoice generation process (Currently performed by NFP Health)". Can the State please clarify if vendors are to propose a FMS system or if the	

	RFP Reference	Question	Answer
		State is seeking to continue to use NFP Health as its FMS? If the State is seeking to continue to use NFP Health, then will the State be responsible for contracting with NFP Health to assure all vendors have equal opportunity?	
81	Section 4.A.3., P38	"New Software Products are not expected to be included in the standard fixed price Deliverables." If new software is recommended and/or needed to complete the services, will the State procure any new software or hardware needed?	
82	Appendix H, Terms and Conditions, MSA	There is a sample Master Services Agreement and Addenda that are included in the RFP, but the RFP itself does not contain instructions to vendors on how to address this document in the RFP. Could the State please advise if the intent of including the sample MSA and the addenda is to inform vendors of the form agreement that the successful vendor and state will negotiate upon notice of award?	
83	Appendix H, Terms and Conditions, MSA	Par 1.1. lists out the order of precedence as between the Agreement and various documents. Can the State please advise what is the order of precedence as between the Agreement and the State's Purchase Laws and Procurement Rules, Regulations and General Conditions in the event there is a conflict?	
84	Appendix H, par 11, Background Screening and Subcontracting	Please confirm that staff augmentation contactors used to help fulfill staffing roles and who are not responsible for any particular scope of work are not considered sub-contractors.	
85		Have there been any current National CMS requirements in development scheduled for future rollouts?	
86		Are there any unresolved open issues (JIRA tickets) that may be impacted by future plans or CMS mandates in the near future?	