



**State of Rhode Island
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**Solicitation Information
August 20, 2020**

ADDENDUM #3

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?	The State will not be sharing budget information for the project, but rather, seek the best technical solution, at the best price, via the RFP process currently underway.
2		What is the estimated award date for this project?	After the selection of finalist(s) and completion of the evaluation process, the State expects to issue a tentative letter award during November or December of 2020. May 1, 2021 is the date that the vendor awarded this contract will begin work for the State.
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?	Plans are yet to be finalized but it is likely that there will be a DR test during this period. The State prefers to perform DR tests prior to Open Enrollment which begins in November. The State will work with incumbent vendor to plan the timing of the test such that the vendor’s DR infrastructure is ready to be tested during the transition.
4		Will this session be recorded and available for replay?	No.
5		I don’t see any documents in the data folder, is there supposed to be some?	The State provided substantial information regarding the RI Bridges system and scope of work for this RFP as a part of the RFP and its appendices. The data room will be populated only if questions from bidders warrant sharing of additional documentation.
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?	As outlined in Section 4.C, the vendor will be responsible for producing a transition plan and for completing the necessary knowledge transfer in order to facilitate a full services takeover by October 1 st , 2021. This includes assuming any unresolved incidents and defects at the close of the Transition period. All SLAs would also take effect at that time. Specific details regarding any required handoffs associated with inflight work should be outlined in the transition plan and approved by the State.

	RFP Reference	Question	Answer
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?	The State is generally interested in developing enhanced information management capabilities to enable more robust self-service and “on demand” reporting for the business to reduce the State’s reliance on the Vendor.
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	Any audits not listed in the Fixed Priced Services will be covered under Hourly Based Services, see section 4.B.4.3
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?	The State expects the Vendor to provide robust policy knowledge and technical expertise in support of the Program Leads to ensure their business outcomes are achieved by implementing high quality system enhancements and addressing incidents / defects in a timely manner. This includes understanding the key business drivers for each program and bringing forward creative solutions that meet both the requirements of the business as well as system budgets. The State also expects the Vendor to bring forward solutions they have implemented successfully within other states.
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	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.	Please refer to the reply provided for Question #8.

	RFP Reference	Question	Answer
	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?	The State is not currently anticipating surges in information work. However, the State is expecting the vendor to maintain some flexibility across project resources in case the need arises to temporarily augment the IM team to address a specific reporting deliverable. One previous example was the development of work monitoring dashboards while enhancing the system's worker inbox.
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?	RPA, using Automation Anywhere, was implemented to automate "LTSS slip" data entry into RI Bridges. "LTSS Slips" contain admission detail, type of care information, and level of care which are used to make accurate and timely eligibility determinations and payments to Nursing Home providers who are caring for Long Term Support Services (LTSS Medicaid) recipients.
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?	The following tools and capabilities are in place for monitoring: <ul style="list-style-type: none"> • Solar Winds is used for monitoring the network. • Q-Radar is used for monitoring security devices. • Splunk is used for monitoring system/application logs. • Oracle monitoring tools are used for the database.
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?	The vendor is responsible for hosting, maintaining and yearly testing of the DR site and for providing connectivity to the site from the RI Bridges application which is hosted in the State datacenter. The Vendor can host the DR site on a property that they do not own.

	RFP Reference	Question	Answer
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?	The vendor needs to provide staff to operate the RI Bridges application infrastructure (hardware and software). However, they are not expected to be located in the State datacenter. As required, access to the datacenter is granted in order to perform hardware/software support or upgrades. Please note that vendors are responsible for being able to correct issues in a timely fashion (and based on the SLAs) which may require short notice, physical presence at the datacenter (e.g. in the case of SEV 1 infrastructure issue).
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?	There are currently 325 active VPN user accounts for the State team. In addition, VPN accounts will have to be provided to designated vendor staff for development, testing and maintenance of the system.
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.	<p>While the system was undergoing major development, enhancements and bug resolution, the incumbent vendor had maintained approximately 250 associates on the program. This included resourced for both fixed price and substantial hourly based services (T&M) work. Expected T&M hours are substantially reduced in this RFP at 21,000 - in 2019 the program had close to 140,000 hours of T&M, in 2020 it is approx. 40,000 hours.</p> <p>Based on ongoing improvements to system quality (refer to appendix J) and the expectation of process improvement and optimization through this procurement, the State anticipates that steady state M&O for this program requires between 160-180 personnel. However, the State expects vendors to plan their team and staffing model properly based on their experience in transitioning & managing similar programs.</p>

	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?	As the system matures, the State expects that operations will become more efficient and will therefore require reduced effort. The State also expects vendors to develop and implement productivity improvements, resulting in efficiency gains.
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)?	No
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?	Please refer to the reply provided for Question #17.
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?	System documentation to be maintained by the Vendor includes the following: <ol style="list-style-type: none"> 1. Physical Data Model 2. Data Dictionary 3. Requirements Traceability Matrix (RTM) 4. Quick Reference Guides 5. User Guides 6. Oracle Policy Automation (OPA) rules 7. Reports inventory 8. Functional and Technical Design documents (FDDs / TDDs) 9. Release notes 10. Infrastructure network diagram 11. Batch operations manual (includes SOPs) 12. 834 Companion Guide <p>Gold Standard templates have been created for each type of document. In addition, formal approval processes are in place and are facilitated through JIRA.</p>
22	4.a.3 Technical 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	There are currently 31 environments across 8 production and 19 non-production physical servers. The 31 break down as follows:

	RFP Reference	Question	Answer
		to manage at the start of the project?	<ul style="list-style-type: none"> • Production (3) • Dev/SIT (9) • UAT (6) • Prod-Support (6) • Data Mart/Non-Prod (3) • Unmasked-Non-Prod (3) • Performance (1)
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?	The State expects vendors to meet this requirement. Key staff should not be listed in your proposal if they cannot commit to a 24-month period. A signed letter is acceptable but not required.
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?	No. The State will accept only paper and CD submittals of vendor bids. Please see the process explained within the RFP.
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?	There are a pair of IDS/IPS devices for each firewall - one pair for production and one pair for non-production. There is also a redundant Firewall pair segregating the internal database. All are in scope for Q-Radar 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.	Ad-hoc testing is for non-routine scanning or testing that is not in the scheduled scans. Based on current effort levels, the State anticipates that this will require 120 – 200 hours per year. An example of ad-hoc testing could be for fix validation testing or to scan for a new critical security issue that is time sensitive to correct.
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?	<p>An average of 690 tickets per month are created for security, technology and change control tasks. Approximately 70 are for production support and 620 are for non-production support.</p> <p>In addition to tasks required to resolve an incident, this figure includes all routine</p>

	RFP Reference	Question	Answer
			maintenance including both state and vendor-initiated tasks. Examples include environment support & maintenance, infrastructure maintenance, database admin., access control, etc.
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?	This is a typo in the RFP in Section 4C. The anticipated contract begin date is 4/1/2021 and the anticipated M&O begin date is 10/1/21. Both dates are subject to the completion of the procurement process.
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?	Vendors may provide references from projects/clients outside of HIX and IES but should note that references most directly related to this project has more importance.
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?	Yes, in addition to the prohibition of accessing unmasked production data from outside of the United States, the vendor must follow the requirements contained in IRS Publication 1075, which prohibits maintenance or access to FTI from outside of the U.S. For your reference, this provision is contained in section 4A3(4). The vendor must also comply with the requirements specified in MARS-E 2.0, control SA-9(5), which among other things, requires risk assessment and authorization from the CIO of CMS for any outsourcing of information system services outside the continental United States.
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?	As mentioned in Appendix I: Designation of batch jobs as critical, important, and normal will be completed during the transition period based on mutually agreed upon business criticality
32		Can the state provide current FTE levels for each of the service areas included within the fixed price scope of this RFP?	Please refer to the reply provided for Question #17.
33		Has the state (or incumbent vendor) assessed RI Bridges with a tool that measures the quality of the code within the system. If so, can the results of this	In early 2019, the State leveraged a 3 rd Party to complete a code scan using a CAST tool. The results were assessed by the State and a remediation plan was

	RFP Reference	Question	Answer
		assessment be shared?	jointly formulated with the 3 rd Party and the Vendor. At this time, all key findings have been addressed and ongoing code scans are being conducted as part of the standard practice for each release.
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?	The full list is in Appendix G. Please refer to the additional tabs – especially the “Master List” tab.
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.	<p>RI Bridges supports system triggered and manually triggered notices using standard and custom templates. English, Spanish and Portuguese translations are required for all notices. Notices are viewable online via the customer and worker portals in the customers selected language preference. Based on customer delivery preference, customers may also receive a hardcopy through the mail or an email alert that a new notice is available for viewing on the portal.</p> <p>Currently, the State does not maintain their own templates.</p> <p>Text messaging is not currently available however, the State may be adding this capability in the future.</p>
36		Can the State maintain eligibility rules or are all the changes updated by the vendor?	All system code and configuration changes are managed 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.	Yes, there is QC functionality in the system, and this will be covered in detail during the transition period.
38		Is there an Appointment Scheduling module? If so, does it integrate the user’s calendar in another tool like MS Outlook?	Yes, there is an Appointment Scheduling module, but it does not currently integrate with Outlook.
39		Are there mass eligibility triggers that are run in batch, for example; COLA's or Renewal failures? If so, what is the	<p>Yes. For example:</p> <ul style="list-style-type: none"> • The Medicaid Federal Poverty Level batch run updates

	RFP Reference	Question	Answer
		average number of cases for each of the mass batch runs?	<p>approximately 128,000 cases</p> <ul style="list-style-type: none"> • The annual SNAP Federal Poverty Level standards change/utility allowance batch run updates approximately 70,000 cases • The annual cost of living adjustment batch run updates approximately 120,000 cases
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?	No.
41		What is the data retention policy?	The data retention policies are agency program specific. Further information will be provided during the transition period.
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? If so, please provide the list of activities that can be performed in this manner?	Yes, there is visit record functionality that tracks and facilitates customer visits to field offices. There is presently no Kiosk functionality, and additional detail will be provided during the Transition Period.
43		Do they have Chat Help service on the portals? If so, which ones?	No.
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?	The same set of technologies are used across the portals. For the most part, the application is built in Java 1.7 and is implemented on a Websphere Application Server (8.5.5.11) with Linux 7.x OS. Apache Struts 2.3, Spring Framework, Hibernate and a custom Framework (Fast4J) are leveraged for support components within the portals.
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?	Yes, the State expects to have an initial version of a mobile application available by the end of 2020. Although this version will have limited functionality (primarily doc upload and EBT balance check), the

	RFP Reference	Question	Answer
			expectation is the State may add features to this platform in the future based on customer demand. The State expects vendors to support this mobile application as a part of fixed price services.
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.	Yes, there is a warm DR site that data is replicated to in near real time. DR exercises have been executed within current (and future) 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 help understand the system.	The current documentation methodology requires all relevant system documentation to be properly maintained by the Vendor as part of the SDLC process. In 2019, the State worked with the Vendor to establish Gold Standard templates for all document types and to ensure a baseline set of functional and technical design documents were produced for all components of the system. As such, the State expects these documents to be maintained to reflect current system functionality at all times.
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”?	In general, existing ETL processes do not have daily errors. However, when new code releases are deployed, inconsistencies between the ETL and the application may be introduced. For example, new release schema changes that are not fully/properly propagated to the new ETL.
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?	Addendum III, PAYMENTS AND REPORTS SCHEDULE referred to on pages 40 and 44 of Appendix H, Master Services Agreement, will be developed with the awarded vendor, after a Tentative Letter of Award has been issued by Purchases.
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.	This form does not need to be provided until after a Tentative Letter of Award has been issued by Purchases.
51	RFP Page 53, ADDENDUM IX,	The RFP does not indicate if this Addendum IX should be included as	This form does not need to be provided until after a Tentative Letter of Award has

	RFP Reference	Question	Answer
	SUBCONTRACTOR COMPLIANCE	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.	been issued by Purchases.
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.	This form does not need to be provided until after a Tentative Letter of Award has been issued by Purchases.
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.	This form does not need to be provided until after a Tentative Letter of Award has been issued by Purchases.
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.	This form does not need to be provided until after a Tentative Letter of Award has been issued by Purchases.
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.	This form does not need to be provided until after a Tentative Letter of Award has been issued by Purchases.
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.	This form <u>should</u> be provided with submittal of the vendor’s technical proposal.
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	This does not need to be provided in the proposal.

	RFP Reference	Question	Answer
		proposal response this should go.	
58	Page 55, Font	Is font size 9 acceptable for tables?	No.
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?	Vendors must assume the sole responsibility for supporting the system in a steady-state maintenance and operations mode beginning October 1st, 2021.
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.” 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?	The State expects the vendor to provide their own facilities. While an alternate team makeup may be agreed upon during negotiations, the State expects vendors to submit proposals adhering to the 40% onsite requirement. As mentioned in the RFP, the State will consider COVID19 restrictions, as they apply to the availability of onsite resources, at the onset of the contract.
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?	No.
62		Please provide the current number of staff that are providing support for the RI Bridges system by position?	Please refer to the reply provided for Question #17.
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	Although we expect the Vendor to operate ITIL-aligned incident and problem management processes, the Vendor does not need to maintain and operate a front-end help desk. The State support teams will be responsible for logging incidents and for managing users in the field offices. However, the vendor is

	RFP Reference	Question	Answer
		number of users who will be calling into the contractor's help desk?	responsible for providing and maintaining the incident tracking tool which will be used by the State teams (e.g. JIRA).
64	RFP Page # 33, Section 4.A.3 Technical Operations Maintenance Services	Can the State please provide the recent abend rate for batch jobs?	Since January 1, 2020 thru August 11, 227,113 batch jobs were scheduled and executed thru the State's batch scheduling tool. Of that total, 800 batches abended. That's an abend rate of 0.0035%. The majority of the abends were restarted and successfully completed.
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?	As outlined in Section 4.C, the vendor will be responsible for producing a transition plan and for completing the necessary knowledge transfer in order to facilitate a full services takeover by October 1 st , 2021. This includes assuming any unresolved incidents and defects at the close of the Transition period. Backlogs for incidents and defects were shared in Section 2A of the RFP. These numbers continue to decline well ahead of future projections. As a result, it is difficult to predict the specific size of the backlogs more than a year from now. During transition planning, more current backlog information can be shared.
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?	The current DR test have been successful. There are no remediation efforts needed.
67	RFP Page 34 Section: 4.A.3 Technical Operations Maintenance Services	Can the state please provide the DR/failover Test documentation and procedures?	We have a warm DR site and all servers are activated. The RPO is validated to be within 15 minutes, interfaces are tested, and application functionality is confirmed. No cut over is performed but all functionality is tested. Further information will be provided during the transition period.
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?	The State will not provide the business continuity plan at this time. Further information will be provided during the transition period.

	RFP Reference	Question	Answer
69	RFP Page 38 Section: 4.A.3 Technical Operations Maintenance Services	Can the State provide Software and Hardware upgrade backlog and upgrade policy?	There is no formal HW/SW upgrade policy, but the State makes every attempt to maintain software versions at N-1. Regarding software backlog, refer to Appendix G for the full list of HW and SW products. The following software items are currently in need of upgrade but are planned for upgrade prior to the completion of the transition period: ImageNow, OpenText extreme, and Java for Pentaho. This list is subject to change and may not be exhaustive.
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?	A BRR (Business Requirement Request) are used to request a system code change. An SR (Service Request) are used to request other services from the Vendor which do not involve system code changes.
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?	The State does not anticipate effort in this area to exceed 100 hours per year. Any extraordinary requests would be handled through the Service Request process upon agreement between the State and vendor.
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.)?	Although we expect the Vendor to operate ITIL-aligned incident and problem management processes, the Vendor does not need to maintain a front-end help desk. The State support teams will be responsible for logging incidents and for managing users in the field offices.
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?	Thank you for pointing out this typo. The fix needs to be deployed within two (2) weeks.
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?	The RI Bridges application and its operations are subject to a SOC 2 type 2 audit. Vendor is responsible for procuring the vendor and providing the SOC 2 Type 2 final report to the State. The FMS

	RFP Reference	Question	Answer
		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 the reporting period?	system is not subject to the SOC 2 type 2 audit. A SOC 2 type 2 was not performed recently.
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?	The awarded vendor would be responsible for procuring and pricing the SOC 1 Type 2 audits Certain components of FMS are owned by the State, while others are provided by NFP as a Software as a Service model. NFP owns the data center that it uses to host and maintain FMS. The vendor will be responsible for securing NFP's support during the SOC audits.
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?	Yes, a SOC 1 Type 2 audit will be acceptable for 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?	The MARS-E security controls will continue to be remediated with the current timelines. At this time, the State is not aware of any deficiencies that would be handed over to the new vendor. If deficiencies are identified during next year's assessment, the State will work with the incumbent and incoming vendor to remediate within CMS timelines.
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?	The form in question is an EEO form, and is no longer required. It is not related to MBE participation or monthly MBE Utilization reports which would still be required.
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	These documents/agreements will be provided as needed during the transition period. Vendors should not expect any material impact to the scope of work based on these documents.

	RFP Reference	Question	Answer
		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 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?	The expectation is that the vendor would be responsible for contracting with the financial management system whether they chose to propose a different FMS system or to propose continuing with NFP to provide the FMS. As mentioned in the RFP and at the Bidders’ Conference, the current service/delivery model meets the required objectives of the State.
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?	Yes, the State will approve and fund any new procurement separately. The vendor will be required to provide use/case to justify the purchase, and in many cases help source/procure the product.
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?	This form <u>should</u> be provided with submittal of the vendor’s proposal.
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?	The Agreement supplements and serves as additional terms and conditions to the General Conditions of Purchase (220-RICR-30-00-13), which are available at https://rules.sos.ri.gov/regulations/part/220-30-00-13 . Under the General Conditions of Purchase, 220-RICR-30-00-13.34, the Agreement constitutes GC Addendum F.
84	Appendix H, par 11, Background Screening	Please confirm that staff augmentation contactors used to help fulfill staffing	In accordance with Procurement Regulations 220-RICR-30-00-13.25, the

	RFP Reference	Question	Answer
	and Subcontracting	roles and who are not responsible for any particular scope of work are not considered sub-contractors.	winning vendor shall be responsible for its sub-contractor's performance, compliance with the applicable terms of the Contract and all applicable statutes, rules, regulations, and these General Conditions of Purchase. There is no distinction in either the Procurement Regulations or this Request for Proposals between a subcontractor hired for staff augmentation or the delivery of components contained in the Scope of Work
85		Have there been any current National CMS requirements in development scheduled for future rollouts?	<p>CMS' Interoperability and Patient Access final rule (CMS-9115-F) has several requirements with future delivery dates:</p> <ul style="list-style-type: none"> - Payer to Payer Data Exchange – this would be specific to QHP – for implementation prior to plan years beginning 1/1/22. - Frequency of data exchanges – this would be specific to the Buy-in reporting that is managed within RIBridges – for implementation prior to 4/1/22. <p>FCRA (Fair Credit Reporting Act) language on adverse action notices (no set deadline).</p> <p>CMS Audit Findings being incorporated into ongoing release planning:</p> <ul style="list-style-type: none"> - 5-year bar logic for CHIP Children - Refinement of CHIP eligibility criteria - Alternative method of verification of self-employment income - Adding Sherlock 'Applicant Choice', to application, eligibility workflow
86		Are there any unresolved open issues (JIRA tickets) that may be impacted by future plans or CMS mandates in the near future?	None to report at this time.