

DRAFT RFP QUESTIONS

Questions 001 - 038 are from the Draft RFP

Date Received	Question Number	RFP Section	RFP Page	RFP Text Being Referenced	Question	Answer
40834	001				The RFP references an Appendix E: Mandatory Requirements. The Appendix refers to the Baseline System Requirements and Specifications Document. Is that document available to vendors?	Yes. The draft version will be placed on the procurement portal
40837	002				I am hoping to obtain some clarification on the Recipient Subsystem Modernization effort. I am confused as to whether the Eligibility Determination is just a piece of the RS Modernization, or is it considered the entire thing? Will the Eligibility Determination RFP be the only RFP issued for the RS Modernization effort?	The Agency has already completed the IV&V procurement. Therefore, at this point in time, the Eligibility Determination System RFP is the only RFP planned to be issued under the Recipient Subsystem Modernization Project.

40849	003				Would it be possible to post a Word version of the draft RFP and an Excel version of Appendix E to the procurement website?	Word and Excel versions will be posted. Please note DISCLAIMER – ALABAMA MEDICAID IS POSTING THIS WORD VERSION OF THE RFP TO FACILITATE VENDORS DEVELOPING THEIR PROPOSALS. THE AGENCY IS NOT RESPONSIBLE FOR ANY CHANGES
40855	004				Section 1.2.5.2 (PAGE 31) mentions a Business Process Reengineering (BPR) Effort and resulting documentation. The section mentions that this document, and many others, can be found in Appendix F (Procurement Library). Appendix F has a list of document names but no documentation. A few of the documents mentioned have links however they do not work. The BPR document does not have a link. I attempted to find the Procurement Library on the Alabama Medicaid website but could not find it.	The Agency will check on the links as to why they are not working. The Procurement Library will be available when the official RFP is published.
40855	005				Is there a way that we can have access to the Procurement Library and the documents that are mentioned?	The Procurement Library will be made available when the official RFP is published.

40858	006				I was hoping you could confirm if the RFP released yesterday for the Medicaid Eligibility Determination System (ITB #09-X-2205831) is in fact the final version, or if this is another draft version for which the final will be released November 16, 2011, as indicated on the procurement timeline?	The WORD Version is a DRAFT! The Final version has not yet been approved for posting.
40860	007				I'm a little confused...the RFP for the Medicaid Eligibility Determination System was posted on the 9 th in Word version, but it's not clear whether this is the Word version of the Draft, or the real final version. The document doesn't say Draft, but it also notes a release date of November 16th and states that only the PDF version (not posted) is the official version. Is this still a draft?	The WORD Version is a DRAFT! The Final version has not yet been approved for posting.

40863	008	Preface–Procurement Timetable	9	Answers to Questions to be posted to web-site appears to be 1/5/2012 and the Proposal submission is due 1/19/2012.	The 1/5/12 posting of answers to vendor questions is only two weeks before the proposal submission date of 1/19/12. This schedule leaves little time for vendors to make changes to their technical and cost proposals before moving to the printing and shipping of their proposals. Would the Agency consider adjusting the procurement schedule to allow at least four weeks between the final posting of answers and the proposal submission date? Would the Agency also consider releasing answers on a staggered schedule to maximize the amount of time for vendors to evaluate answers and make the necessary changes to the technical and cost proposals?	The Agency will make every effort to release answers to questions on a weekly basis.
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40863	009	1.2.2.1 Beneficiary Services	22	The RFP references an initiative to establish 17 regional assistance centers throughout the State to provide central, one-stop shop eligibility service capability and projects a gradual rollout to expand this model on a statewide basis because of resource	Can the final RFP provide more detail on the rollout schedule of the service centers and projections for service center self-service volumes and assisted service volumes as part of the ACA implementation?	Total number of regional customer service centers has not been finalized. Connectivity to these centers as well as the number of State workers accessing the system from these centers is not anticipated to increase demand.
40863	010	2.4 (Phases & Timelines)	55	Phase 1 High Level Functionality	To verify that bidders are capturing the correct detailed list of Phase 1 requirements, can the final RFP indicate in the detailed baseline requirements document which requirements it considers mandatory for Phase 1 and which would be for Phase 2?	Any requirement the Vendor needs to complete in order to meet compliance with ACA should be considered Phase I. This may vary from Vendor to Vendor depending on their solution.

40863	011	2.6.27 Activity 27: Operations	185	<p>The Agency expects that the system will be supported by two help desk systems – the first will be public facing, and will receive and service calls from the recipients of benefits. This call center will be an Agency responsibility. The Vendor will be required to produce a plan for this capability and deliver it to the Agency for implementation.</p>	<p>Can the final RFP provide more detail on Agency expectations of the selected vendor to provide “a plan for this capability.” What is the expected scope of the plan?</p>	<p>It is expected that the Vendor will provide a Help Desk (for both beneficiaries and workers) which will later be turned over to the State.</p>
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40863	012	3.2.1 System Solution	197	The Agency is partnering with the DPH in a unified online application and desires a solution that will leverage the use of this application	Is the unified online application referenced in the statement the online application available at www.insurealabama.org , or is it a separate initiative? Can the final RFP provide more detail on its expectations for “leveraging the use of this application”?	Yes, this is the correct online application - www.insurealabama.org . The Agency encourages but does not require the use of this application to the extent that it maximizes their solution.
40863	013	Section 3.2.1 (System Solution)	198	The Agency is also interested in the long-term benefits of outsourcing the system as opposed to maintaining the system themselves. The solutions pricing shall provide an option for the Vendor to provide all services, hardware, software and operations processing. The costs of both solutions will be evaluated.	The environments mentioned in the RFP are development, test, UAT, training, staging and production environments. Are these, including the development environment, to be hosted by the State? As part of the requested outsourcing option, is the Agency also interested in bidders providing pricing for hosting the various environments?	If the decision is made to outsource hosting the State would require all these environments. Outsourcing pricing should reflect this.

40863	014	3.2.1 System Solution	198	<p>The solution shall also address performance standards in Appendix R and provide an analysis of whether or not the Agency's current environment can support these requirements. If the current environment cannot support these performance standards, the Vendor shall estimate what the Agency could anticipate in relation to system availability, performance, response time,</p>	<p>Is the Agency referring to the performance standards in Appendix N? Appendix R is the Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion. Please clarify. For bidders to assess whether the customer's current environment can support the bidder's solution and meet the Agency's performance standards, can the final RFP provide details on the Agency's current environments and provide additional clarity on how the current environments would be used by the bidder considering the current environment is primarily mainframe-based?</p>	<p>The Appendices have been corrected in the final RFP. Performance Standards are in Appendix N. Please request specific information required about the Agency's current system.</p>
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40863	015	3.5.2	224	Individuals in key positions may not be assigned new or additional contract assignments outside the State of Alabama contract, reassigned, replaced, or added during the project without the prior written consent of the Recipient Subsystem Project Manager	Can the final RFP provide the vendors the ability to reassign our personnel on a mutually agreed period of prior notice to the Agency?	As stated in section 3.5.2 #8. The Vendor shall notify the Recipient Subsystem Project Manager in writing of any proposed change in key personnel at least 30 calendar days prior to the change or as soon as change is known. The Vendor shall have 30 calendar days in which to fill vacancies of key staff with another employee of acceptable technical experience and skills subject to prior written approval of the Agency, such approval not to be unreasonably withheld.
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40863	016	5.2.2.10	248	Tab 5 - Proposed Solution is a complex section requiring vendors to include a hardware/software inventory for all solution components as well as narrative discussion of the future direction of technology and functionality of their proposed products and how those products will meet the requirements of the ACA.	Given the requirement for 11 point font and the complexity of this section, would the Agency consider expanding the 15 double-sided page limit?	The Agency has increased the limit to 20 double sided pages.
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40863	017	5.2.2.13	250	<p>Tab 8 - Project Plan is a complex section requiring a summary of the overall plan for completion of each activity and task of the project as well as plans for status reporting, Issue Resolution, Action Item Tracking, Project Controls, standards and procedures. It also requires that vendors describe how they will address objectives in Sections 2.3 and 2.4 plus accomplish all tasks in Sections 2.6.1 through 2.6.27.</p>	<p>Would the Agency consider expanding the 10 double-sided page limit or allow vendors to place draft plans for areas such as status reporting, issue resolution, risk management, configuration management, and quality management in an Addendum to the proposal?</p>	<p>The Agency has increased the limit on this section to 15 double sided pages.</p>
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40863	018	5.2.2.14	251	<p>Tab 9 - Integration and Implementation Services requires that Vendors address their approach and methodology for completion of each of 28 separate items like Decision Management, Data Conversion, , Requirements Analysis, Architectural Design, Detail Design, Development, Organizational Change Management, Testing, Quality Assurance and Training to name a few.</p>	<p>Given the requirement for 11 point font and the importance of the execution of these activities for successful project completion, would the Agency consider expanding the 40 double-sided page limit to allow vendors space to describe how they will execute these critical activities? Another alternative would be to allow vendors to place draft plans in an Addendum to the proposal.</p>	<p>The Agency has increased the limit on this section to 50 double sided pages.</p>
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40863	019	6.1.10	273	<p>The contract shall be deemed to include all applicable provisions of the State Plan and of all State and Federal laws and regulations applicable to the Alabama Medicaid Program, as they may be amended. In the event of any substantial change in such Plan, laws, or regulations, which materially affect the operation of the Alabama Medicaid Program, or the costs of administering such Program,</p>	<p>Given the fixed-price nature of the contract, the requirement that the Vendor potentially bear the costs associated with changes in laws and regulations seems unreasonable. Please confirm that Agency and the vendor will negotiate a reasonable amendment when future laws impact the cost or ability to meet service levels.</p>	<p>Should the Agency determine that changes in laws and regulations materially impacts the scope of this project they would be willing to negotiate an amendment to the contract.</p>
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40863	020	6.1.11	274	If the Vendor does not agree with the decision of the Agency designee, the Vendor has 30 days to appeal the decision to the Commissioner of Medicaid.	Can the final RFP contain a provision that changes in scope be subject to negotiation in terms of price and the impact to service delivery and other performance measurements because of increase in volume?	Should the Agency determine that changes in laws and regulations materially impacts the scope of this project they would be willing to negotiate an amendment to the contract.
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40863	021	6.1.18	275	<p>The State of Alabama shall have all rights of ownership in software, any modifications thereof, and all associated documentation designed, developed, or enhanced by the Vendor for the Eligibility Determination System in the performance of its duties under this agreement. The Vendor shall obtain for the Agency any necessary licenses for all commercial or proprietary software not owned by the Vendor that is</p>	<p>This provision appears to be misstated in that the State does not need to retain ownership to the intellectual property developed in connection with the Eligibility Determination System and also reserve a license to that same intellectual property. Please confirm that the vendor will retain the license currently designated for the State. Also confirm that pre-existing intellectual property rights that a provider brings to the Eligibility Determination System will remain the property of that vendor, including the enhancements thereto, with the State retaining only a license to use such intellectual property.</p>	<p>The Agency does not believe that the Vendor's interpretation of this statement is correct.</p>
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40863	022	6.2	276	<p>This contract may be terminated by Medicaid for any and all of the following reasons: In the event of the insolvency of or declaration of bankruptcy by the vendor; for any default by the vendor; in the event sufficient appropriated, obligated funds from either State or Federal sources no longer exist for the payment of Medicaid's obligation herein; for the convenience of Medicaid</p>	<p>The termination provisions do not make any distinction between a material and a nonmaterial default. Can the final RFP contain a provision that Medicaid's ability to termination for default be limited to a material default or in the case of nonmaterial defaults only when the aggregate impact of this nonmaterial defaults has a material impact on deliver or receipt of services?</p>	<p>The Agency declines to modify this section at this time. This does not preclude the Vendor from asking again at a later date.</p>
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40863	023	6.2.4	277	<p>The Agency may terminate performance of work under the Contract in whole or in part whenever, for any reason, the Agency, in its sole discretion determines that such termination is in the best interest of the State. In the event that the Agency elects to terminate the contract pursuant to this provision, it shall so notify the Vendor by certified or registered mail, return receipt requested. The termination shall be effective as of</p>	<p>Given the nature of and size of the proposed contract, it seems impractical for the Agency and the vendor to effectively shut down the contract without adequate notice. Can the Agency provide a reasonable period of prior notice? Can the final RFP contain a provision that this clause be clarified to provide for reasonable shutdown expenses?</p>	<p>The Agency declines to modify this section at this time.</p>
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40863	024	6.5.3	282	All parties shall comply with the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and any implementing regulations as adopted.	Please confirm that changes to HIPAA after the effective date that affects the cost or ability to meet service levels will be subject to mutual agreement.	Should the Agency determine that changes in laws and regulations impacts the scope of this project they would be willing to negotiate an amendment to the contract.
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40863	025	6.5.8	283	<p>In order to assure full performance of all obligations imposed on a Vendor contracting with the State of Alabama, the Vendor will be required to provide a performance guarantee in the amount of 15 percent of the total contract value. The performance guarantee must be submitted by the Vendor at least 10 calendar days prior to the contract start date. The form of security guarantee shall be one of the</p>	<p>Can the final RFP clarify and confirm that forfeiture of the performance bond will be subject to the notice and cure provisions contained in the termination for cause provisions.</p>	<p>Yes, forfeiture of the performance bond will be subject to the notice and cure provisions contained in the termination for cause provisions.</p>
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40863	026	6.5.9	283 Indemnification: The Vendor agrees to indemnify, defend, and hold harmless the State, the Agency, and their officers, agents, and employees (hereinafter collectively referred to as "indemnitees"), for all claims, losses, or suits accruing or resulting from the Vendor's performance or non-performance of its duties under these contracts. The Vendor, at its own expense, shall defend any claim or suit	Because indemnification by its nature relates to third-party claims and the Agency will have direct claims against the vendor, will the Agency please clarify that these indemnity obligations relate to third-party claims? Can the final RFP contain a provision that requests that the indemnification obligations exclude liability for consequential, indirect, punitive, or special damages?	The Agency declines to modify this section at this time. This does not preclude the Vendor from asking again at a later date.
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40863	027	6.7.2	286	<p>The Vendor agrees that representatives of the Comptroller General, HHS, the General Accounting Office, the State of Alabama Department of Examiners of Public Accounts, the Agency, and their authorized representatives shall have the right during business hours to inspect and copy the Vendor's books and records pertaining to contract performance and costs thereof. The Vendor shall cooperate fully</p>	<p>Please clarify that only those facilities at which vendor is performing services under the contract are subject to inspection. Additionally, please clarify that the Agency will agree to reasonable security and confidentiality requirements of the Vendor in conducting such inspections. Finally, please confirm that access to records will be limited to those records required to verify the accuracy of the invoices submitted and verify Vendor's performance under this agreement.</p>	<p>The Agency will abide by federal requirements in these situations.</p>
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40863	028	6.8 Method of Payment and Invoicing	287	<p>During the life of the Contract for this RFP, payment of 90 percent of the amount proposal per task/deliverable/requirement will be paid to the Vendor following the Agency's approval of tasks/deliverables/requirements for services rendered with the exceptions noted below. The Agency will retain an amount equal to 10 percent of each task/deliverable/requirement cost (withholding) which will be paid to the Vendor at the</p>	<p>Can the final RFP clarify "the successful completion of all tasks." How is this metric measured and is this just applicable to the DDI period or the entire five-year contract if option years are exercised?</p>	<p>The 10 percent withhold is payable upon Agency acceptance of the system.</p>
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40863	029	6.9.1	287	<p>The purpose of liquidated damages is to ensure adherence to the performance requirements in these Contracts. No punitive intention is inherent. It is agreed by the Agency and the Vendor that, in the event of a failure to meet the contract requirements, damage shall be sustained by the Agency, and that it is and shall be impractical and extremely difficult to ascertain and determine the</p>	<p>Please clarify that if one action by the vendor results in the potential application of multiple performance standards failures, the vendor will only be responsible for a single liquidated damage assessment. Additionally, please clarify that if the vendor is assessed liquidated damages that this will be the sole monetary remedy available to the Agency because the nature of a liquidated damage assessment is for the parties to agree in advance on the damages that should be paid for a specified failure.</p>	<p>The Agency declines to modify this section at this time.</p>
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40863	030	6.9.3	289	<p>The Agency's remedies and the Vendor's direct liability to the Agency shall be limited to one and a half times the value of the Contract. This limitation shall not apply to tangible property damage or personal injury. The limitation of liability is applicable solely to the Vendor's direct liability to the Agency. Nothing in this section shall be construed as limiting the Vendor's obligation to</p>	<p>Will the Agency please confirm that the liability of a vendor will exclude liability for consequential, indirect, punitive, or special damages? Given the size, scope, and value of this contract a limit of liability of one and a half times the amount paid across the contract becomes an unreasonable and excessive amount. Given the multiple other remedies and relief avenues available to the Agency, will the Agency limit a vendor's liability to 12 months of prior revenue?</p>	<p>The Agency declines to answer this question at this time. This does not preclude the Vendor from asking again at a later date.</p>
40863	031	Form N	313	<p>CPU Line Item in the form</p>	<p>Please explain how CPU Time relates to ongoing operations. How is this to be calculated? Is it a requirement that the vendor provide this?</p>	<p>This reference was removed.</p>

40863	032	Appendix N Performance Expectations Requirement 61326	401	The system shall be capable of supporting those members of the public using the system to apply for benefits or other public user application functions (The Medicaid Agency believes the number of Alabama citizens potentially qualified for Medicaid programs is approximately 1.5 million. The number of concurrent users to be planned for shall be 20% or 300,000). Key: 61326 XRef: TRI001.3	Twenty percent concurrency seems high for the expected frequency and length of usage and might cause bidders to over-solution the infrastructure to support this high of a concurrency level. We recommend that the State reevaluate this requirement.	The number of concurrent users to be planned for has been changed to 2,000.
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40863	033	Appendix N Performance Expectations Requirement 60747	401	The system shall provide the capability for a two second transaction response time to be consistent for all workers directly interacting with the production environment, based on a common web portal access for network access point, processed and returned to the network access point. Key: 60747 XRef: TRI003	Is the two-second response time requirement an average across all transactions?	The system shall provide the capability for an average two second transaction response time with no single transaction exceeding 10 seconds.
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40863	034	Appendix N Performance Expectations Requirement 60742	401	The system shall have a mean retrieval time of less than 5 seconds for document images of 2MB or less in size over the State's ISDN 256Kb line. Key: 60742 XRef: TRI010	The retrieval requirement seems to be unachievable and does not seem physically possible using the file and network line sizes given. Can the State provide further clarification for this requirement?	The system shall have a mean retrieval time to the network access point of less than 5 seconds for document images of 2MB or less in size over the State's ISDN 256Kb line.
40863	035				As currently written, prospective Vendors are not permitted to take any exceptions to the terms and conditions of the RFP. Is your agency amendable to permitting Vendors to take exceptions in the final RFP?	No
40863	036				Is your agency amendable to permitting Vendors to propose alternative language to those terms and conditions found to be adverse to its policies and procedures?	No

40863	037				<p>As you may know, this organization has a state-level Master Services Agreement (“MSA”) in place with the State of Alabama, as it was (and remains) our mutual business interests to have a common set of terms and conditions that govern our relationship. Our mutual intent in negotiating this MSA was to avoid renegotiating unique terms and conditions on every specific opportunity for Alabama agencies. If awarded a contract as a result of this RFP, would Alabama Medicaid be amendable to allowing us to perform our services under the terms and conditions of this MSA, as we did in the past with the Camilla Project (referenced in the pre-released RFP)?</p>	No
40863	038				<p>Is the official RFP still scheduled to be released on today, November 16th?</p>	The final RFP is scheduled to be released November 18th.
<p>Questions 039 - 115 are from the Final RFP</p>						

40875	039				<p>The RFP refers only tangentially to a data warehouse (on pages 194, 402, & 404). Further, there is no statement indicating that a data warehouse system acquisition and implementation are or are not included in this project. Can you state if a data warehouse system acquisition and implementation are or are not included in this project?</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>
40875	040				<p>If a data warehouse system acquisition and implementation are included in this project, can you tell us on which platform of your N-Tier architecture (referenced on pages 12, 24, 39, 195, 196, 255, & 325) the data warehouse currently resides? If this platform has not been described in Appendix "G", would you please provide a description of it in a manner consistent with the other platform descriptions in Appendix "G"?</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>

40875	041				<p>If a data warehouse system acquisition and implementation are included in this project, can you specify the total data volume in terabytes or gigabytes that will be required for storage in the data warehouse at each year-end of the contract so we can see the anticipated data space growth required over the life of the project?</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>
40875	042				<p>If a data warehouse system acquisition and implementation are included in this project, can you specify the maximum number of concurrent users on the warehouse system during each year of the contract so we can see the anticipated growth in the maximum number of concurrent users over the life of the project?</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>

40875	043				<p>If a data warehouse system acquisition and implementation are included in this project, does the state also wish to acquire a Health & Human Services logical data model and data modeling services to enable analysis of all of the social service programs and their eligibility facets which are the subjects of this project?</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>
40875	044				<p>On page 378 the RFP states: "A Disaster Recovery (DR) data center is being established in the Alabama State House. It will mirror the production data center." If a data warehouse system acquisition and implementation are included in this project, does the state require a separate data warehouse test & development system for the DR center?</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>

	045				<p>If a data warehouse system acquisition and implementation are included in this project and the state does require a separate data warehouse test & development system for the DR center, does the state require coordination between the production and test-development data warehouse systems in order to provide automatic failover between the two in the event of a disaster? In such a scenario, previously identified critical production data warehouse applications and their related production data are kept fully available to the user community at all times.</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>
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	046			<p>acquisition and implementation are included in this project, does the state wish to have a separate BAR subsystem (backup, archive, & recovery) only for the data warehouse? Or, would the state prefer to incorporate the data warehouse BAR capability into the BAR system described on page 378: "Physical tape storage consists mainly of four (4) StorageTek tape cartridge silos housing both 200MB and 20GB tapes. The plan is to migrate to the aforementioned virtual tape system (late summer 2009) and upgrade the physical tapes to IBM 3592 Model 500GB tapes housed in an IBM 3494 Automatic Tape Library (ATL). Upon successful implementation of the virtual tape system and the ATL the four (4) StorageTek silos will be de-</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>
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40875	047				<p>If a data warehouse system acquisition and implementation are included in this project, does the state wish to establish direct connectivity between their IBM z/800 mainframe and the data warehouse platform(s)? If so, can the state stipulate that such connectivity should be with either FICON or ESCON?</p>	<p>A data warehouse system acquisition and implementation is NOT included in the project. References to the data warehouse refer to the date warehouse which is currently provided by our Fiscal Agent.</p>
40875	048				<p>Will the Agency allow teleconference participation for the Mandatory Pre-Proposal Conference on December 13, 2011?</p>	<p>No, the Agency requires physical attendance at the pre-Proposal Conference in the Montgomery facility.</p>

12/01/1011	049				<p>In the Mandatory Requirements matrix, the following requirement is listed: TRI048/Technical/Infrastructure/Database/60786/7.2.4 – The system shall support the current supported and higher version of MS SQL Server 2005 as the data repository. Within the body of the RFP, however, there are at least three references (Pages 12, 39, and 195) to the database requirement all of which state essentially the same thing (such as this excerpt from Page 39): “The N-Tier design of the system shall require and utilize relational database technology as its foundation and database tier/level.” The question is, is MS SQL Server 2005 a hard requirement for use at the database tier/level of</p>	<p>The requirements related to MS SQL Server 2005 is in regards to legacy systems with which the new eligibility system will need to communicate. The new system may use any relational database technology as long as it meets the need of being able to communicate with the Agency's MS SQL Server 2005.</p>
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40878	050			<p>Is “ Recipient Subsystem” just another name for “Eligibility Determination System”? Here’s my confusion – the Eligibility Determination RFP says “The RS Project Manager for this project is”, which to me implies that there will be more than one project for the RS Modernization, but the Q&A set sounds like Eligibility Determination is the only one. And the way the RFP is titled (Recipient Subsystem Modernization Project Request for Proposal - Eligibility Determination System) also looks like Eligibility Determination is just a portion of a larger RS effort.</p>	<p>The AMAES system currently has functionality beyond the eligibility and enrollment requirements that are part of this RFP. That functionality will be provided through some yet to be determined means which is outside the scope of this RFP.</p>
12/01/2011	051			Who is the IV&V contractor?	The IV&V Vendor is SLI Global Solutions

12/07/2011	052	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) KEY 59783	2	The system shall have the ability to freeze data at Agency pre-determined points in the life of a case to prevent workers from modifying that data after a certain period of time or after a specific action has been completed on the record.	Freeze: A point and time where data can no longer be updated or files will not be archived. Please provide an example of when this occurs. Is this referring to purge and archiving?	An example would be when a case action takes place such as an award and you don't want data modified any further. This allows one to go back and look at a point in time for appeals, etc. It is a type of audit trail/versioning.
12/07/2011	053	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED Requirement Key 59785	2	The system shall provide the capability to pilot new policy or policy changes by program, by location(s), by timeframes.	Please provide an example of when a policy would be implemented by location.	Policies may be piloted in one area prior to rolling out to the whole State. Ultimately it would be implemented by all. Another example would be if a disaster should hit only certain areas and policies would be implemented only in that location.

12/07/2011	054	BASELINE SYSTEM REQUIREMENT S AND SPECIFICATION S (UPDATED) Key 59946	9	The system shall allow the worker to document discussions with an applicant to reflect any provision of Agency required information such as freedom of choice, etc. so they can be electronically retrieved for statistical and/or reporting purposes.	Please provide an example of this.	This could be 'check boxes' to document that certain artifacts required by federal regulations were provided to the worker.
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12/07/2011	055	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 60014	10	The system shall allow for one privacy address per person according to HIPAA regulations.	Please clarify what the Agency is referencing as an HIPAA privacy address.	The address is related to an individual's right under HIPAA (45CFR 164.502(h) and 164.522(b) to request alternative form or method of communication with a covered entity. If Alabama Medicaid grants an alternative form or method of communication for address the HIPAA privacy address will be used to override the current mailing address on file. The individual's mail would be sent to the HIPAA privacy address instead of a regular mailing address for as long as the individual's request is in effect.
12/07/2011	056	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 60081-60271	17 - 19	Record Intake	It appears that the intent is to have workers do the data collection for individuals because many of these requirements state "allow worker" to enter data. While requirements are worded toward Worker Capability, is it to correct to assume that the Agency plans to implement a self service option?	Yes, there should be a 'self-service' website for applicants/recipients to use to apply, change addresses, update other pertinent information.

12/07/2011	057	Requirement IRI20 Key 60121	18	The system shall require the worker to document the case action type. M-1 TYPES	What are case action types – M-1 TYPES?	These are two byte numeric codes used in the current system to describe action taken on a case. For example case terminated due to death of claimant or failure to provide information. The Agency is not implicating by this requirement that they same codes are to be used but are rather referencing the M-1 Types for future reference.
12/07/2011	058	BASELINE SYSTEM REQUIREMENT S AND SPECIFICATION S (UPDATED) Key 60254	19	The system shall allow the worker to assign a name for each unborn child.	Would the Agency please clarify this requirement? Under what circumstances would the Agency assign a name to an unborn?	When an unborn child is input into the system along with their mother, the policy is to input the name as "UNBORN, followed by mother's first initial and last name" ex. "Unborn M Lee" . This can be changed to the real name at a later date. Although this is required, other solutions may be presented for consideration.
12/07/2011	059	BASELINE SYSTEM REQUIREMENT S AND SPECIFICATION S (UPDATED) Key 60282	20	The system shall capture and track eligibility for partial services	Please define partial services and when these services might be provided.	An example of partial services would be an individual only receiving family planning program through the Agency. SOBRA for Pregnant Women and the Medicare Savings Program are other examples.

12/07/2011	060	1.2.4	27	<p>“The My Alabama Project’s focus is to increase health and human service (HHS) outcomes for children and families by building an integrated HHS infrastructure to coordinate technology and business processes of multiple systems that provide services to Alabama clients and families.”</p>	<p>Please describe what is meant by an “integrated HHS infrastructure.” What direct implications does this project have on implementation of the new Medicaid Eligibility Determination System? What is the status of this project?</p>	<p>The MyAlabama project has been established to provide a 'one-stop' shop for all health and human services.</p>
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12/07/2011	061	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 59569	26		Is Alabama a spend-down state? Are there more Medicaid coverage groups than those listed in Key 59569 that allow for spend-down of excess income? If so, which coverage groups does Alabama allow to spend-down?	Alabama is not a medically needy state however we do use spend down to determine nursing home eligibility. Alabama has a spend down policy; but not all coverage groups in requirement 59569 use spend down. Spend down is used in the Elderly and Disabled program. Spend-down in AL is only used for assets/resources and helps individuals to lower the amount of assets/resources in order to qualify for Medicaid. In some states out of pocket medical expenses are deducted from income in order to qualify one for Medicaid.
12/07/2011	062	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 60339	34	The system shall alert the worker when an interpretation request decision has been entered on a pending case.	What is an interpretation request? What data is stored for the interpretation request? Please provide an example of when an interpretation request is made.	Interpretation requests are made to state office staff when there a question as to how to proceed on a case when they are unable to make a determination. For example, how to determine the value of property interest when a timber company may be paying a claimant's monthly fee for the right to cut timber. The data that would be stored would be information required to determine eligibility, date of interpretation request, date interpretation request received and the response received.

12/07/2011	063	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 60343	35	The system shall generate an alert to the worker when a medical offset decision has been entered.	Please define Medical Offset and what data is to be collected for Medical Offset. Please provide an example of when a medical offset is made.	A medical offset is requested by an individual for the purpose of lowering their liability for institutional care. Data collection is incurred authorized non-covered medical expenses. The Agency's Medical Services Division makes the determination of whether or not the expenses are medically necessary.
12/07/2011	064	1.2.8	35	"As part of Alabama Medicaid's ongoing effort to maximize enrollment of eligible but uninsured children, Medicaid proposes to implement ELE in five phases."	Phases 1 and 2 show CMS approval dates in the past. Does this mean those phases are operational? What is the status for Phases 3 – 5? What system is handling these transactions today?	Phase One and Two of Express Lane Eligibility are operational. These two phases are manual. Phases Three through Five are expected to be part of the new system.
12/07/2011	065	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 61281	39	The system shall automatically route the hearing request to the Office of General Counsel.	Which interface is this? Is it the Office of General Counsel the same as the Administration of Courts (AOC)?	No, the Office of the General Counsel is internal to Medicaid. This is just a notification within the application.

12/07/2011	066	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 61282	30	The system shall allow the Office of General Counsel access to the electronic case record.	What is the number of expected "General Council" users and what access (read only or update) do they require?	Permissions will be determined upon implementation of the system. General Counsel users will be added with system security like all other users. There would be approximately 25 users.
12/07/2011	067	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 60382	42	The system shall maintain a history of transportation dates.	What data elements need to be collected to maintain the transportation component of the system?	The Agency has opted to remove this requirement.
12/07/2011	068	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 60383	43	The system shall allow automation of the case initiation.	Please define "Case Initiation" in the context of this requirement."	The system shall automatically open a case based on rules and not require the worker to manually initiate the case.
12/07/2011	069	BASELINE SYSTEM REQUIREMENTS AND SPECIFICATIONS (UPDATED) Key 60412	44	The system shall allow for voice recognition for recording notes.	Considering the liability issues for the Agency, please confirm that it is the Agency's intent is to provide voice note recording capability and not voice recognition.	The Agency has opted to remove this requirement.

12/07/2011	070	BASELINE SYSTEM REQUIREMENT S AND SPECIFICATION S (UPDATED) Key 60443	47	The system shall provide a system alert to identify that a lien, mortgage or a trust exists on a case.	How would the Agency provide the information needed to generate such an alert?	The system should generate the alert based on information received through data input or interface data matches.
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12/07/2011	071	2.4 Phase and Timeline	54	<p>In order to meet the very aggressive timeline of being ready for pre-enrollment activities with the Exchange by July 2013; the Agency realizes that the integration and implementation of the Eligibility Determination System will need to be a Phased approach. All functionality necessary to meet this pre-enrollment objective will need to be designed, integrated and by June 2013. Phase I is to be completed in</p>	<p>Given the anticipated contract start of early April, 2012 would the Agency consider a Phase I implementation date of October 1, 2013? This time frame is based on bidder lessons learned in other states.</p>	<p>ACA requires that the system be able to start accepting applicants by October 1, 2013. In light of this requirement, the Agency plans to start UAT on July 1, 2013 which would require Phase 1 to be ready by June 30, 2013.</p>
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12/07/2011	072	2.6 Work Activities, Tasks, and Deliverables	59	Table 6: Project Tasks and Deliverables	Will the inclusion of a MS Project schedule containing the tasks and deliverables specified in Table 6, fulfill the requirement for Project Plan V1 as part of the Technical Proposal submission?	No, the MS Project Schedule may be part of the Project Plan V1; however, there is more to a Project Plan than just the schedule. Please refer to Section 5.2.2.13.
12/07/2011	073	Baseline System Requirements and Specifications	73	(Blank) Technical Infrastructure Performance and Scalability 61424 7.2.1 The system shall have the ability to produce 100% of all reports accurately.	If a report is generated with an error, will there be time allocated to correct the report before failing this 100% requirement?	The Agency will notify the vendor at the first occurrence of an error how much time they have to correct it. Should the error reoccur it will count against the 100% requirement.

12/07/2011	074		73	TRI019 Technical Infrastructure Hardware 60751 7.2.2 The system shall use online, real-time updates from Agency approved external devices such as ID scanners, PIN pads, signature capture devices, etc.	Please provide vendors with a complete list of these devices. For each device please indicate the vendor and model number for each device and how the Agency expects the vendor to interface with these devices.	The Agency has opted to remove this requirement.
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12/07/2011	075	Baseline System Requirements and Specifications	74	<p>TRI051 Technical Infrastructure Database 60781</p> <p>7.2.4 The system shall only allow access to the database from the application through standard Java Database Connectivity (JDBC), ActiveX Data Objects (ADO) or Open Database Connectivity (ODBC) drivers.</p>	Can embedded SQL be used in the internal application services to meet the performance levels as defined in the requirement?	Embedded SQL may be used in the internal application services to meet performance levels. The Agency expects Vendors to utilize industry best practices in providing the superior solution.
12/07/2011	076	Baseline System Requirements and Specifications	76	<p>TRI067 Technical Infrastructure Production Control 60801</p> <p>7.2.5 The system shall support Interactive Voice Response (IVR) interaction.</p>	Will additional IVR requirements be defined so that the effort can be included in our estimates?	For vendors who are developing this functionality from scratch we would recommend ISO/IEC 13714 Standards. However, the Agency would consider an effective IVR solution that varies from those standards for vendors that already have an IVR solution in place.

12/07/2011	077	Baseline System Requirements and Specifications	86	<p>TRU038 Technical User Interface Navigation 60926 7.4.3 The system shall provide language translation such as English and Spanish for the online application, online help, error messages, and associated links necessary to complete an application, renewal, or make changes to needed information.</p>	<p>Are Spanish screens only required for those screens used in the self-service web portal?</p>	<p>Any screens used by applicants/beneficiaries need to be available in both English and Spanish.</p>
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12/07/2011	078	Baseline System Requirements and Specifications	87	<p>TRU042 Technical User Interface Navigation 60927 7.4.3</p> <p>The system shall allow authorized workers to review and make edits to documents created in programs such as Word, Excel, PowerPoint, and OneNote from a supported web browser such as Internet Explorer, Firefox, Safari, Lynx, Chrome, and Opera.</p>	<p>Will the use of publicly available software (such as Google Docs and Microsoft Office Web Apps) be acceptable for editing documents in a browser?</p> <p>Will State workers use only Microsoft Office 2007 and above per the standards in APPENDIX G: STATE TECHNICAL ARCHITECTURE?</p>	<p>Yes, free publicly available software is acceptable for editing documents in the browser. State workers will use the standards indicated in the State Technical Architecture and more.</p>
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12/07/2011	079	Baseline System Requirements and Specifications	88	<p>TRU064 Technical User Interface UI Tools 60950 7.4.4 The system shall be fully compatible with the latest version of all major internet browsers such as Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, etc.</p>	<p>What is the required list of supported web browsers for the self service web portal? Will state workers use only Internet Explorer 8.0 and above per the standards in APPENDIX G: STATE TECHNICAL ARCHITECTURE?</p>	<p>The three browsers referenced in the requirement will be sufficient. Yes, the state workers will use only Internet Explorer 8.0 and above.</p>
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12/07/2011	080	2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan	189	The Vendor will create the Agency-Internal Help Desk Plan for operations, including integrated Vendor and State staffing, communications, procedures, and reporting mechanisms. It will include topics, such as appropriate Vendor and State staffing levels, skills required, role of power-users, response times, and call routing. The Vendor will also create a Public Facing Help Desk Plan to address the need for the	To make sure all bidders are using the same metrics, please provide the anticipated inbound call volume by year for the internal help desk. Also, please provide the outbound call volume per year. Please provide the anticipated inbound and outbound call volume for the Public facing help desk	The Agency recommend planning on an average of 3750 external incoming calls per day and 50 internal incoming calls.
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12/07/2011	081	2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan	189	The Vendor will create the Agency-Internal Help Desk Plan for operations, including integrated Vendor and State staffing, communications, procedures, and reporting mechanisms. It will include topics, such as appropriate Vendor and State staffing levels, skills required, role of power-users, response times, and call routing. The Vendor will also create a Public Facing Help Desk Plan to address the need for the	To make sure all bidders are using the same metrics, please provide the help desk service level(s), such as. the service levels in the MMIS contract are a 91.5% or greater answer rate and a 1.5 minute hold time.	Service Level is 91.5% or greater answer rate and a 1.5 minute hold time.
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12/07/2011	082	2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan	189	The Vendor will create the Agency-Internal Help Desk Plan for operations, including integrated Vendor and State staffing, communications, procedures, and reporting mechanisms. It will include topics, such as appropriate Vendor and State staffing levels, skills required, role of power-users, response times, and call routing. The Vendor will also create a Public Facing Help Desk Plan to address the need for the	What non-phone tasks are required by help desk agents, e.g. handling emails?	It is up to the Vendor to define what the non-phone tasks would be and include them in the plan. Vendors should assume that there will be non-phone tasks such as emails, reporting, etc.
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12/07/2011	083	2.6.27 Activity 27: Operations (and) 2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan (and) Q&A on 11/16/11	185, 189 and Q&A on 11/16/11	RFP page 185: The Agency expects that the system will be supported by two help desk systems – the first will be public facing and will receive and service calls from the recipients of benefits. This call center will be an Agency responsibility. The Vendor will be required to produce a plan for this capability and deliver it to the Agency for implementation. The second call center capability is that of an Agency-internal help desk for	Does the Agency expect the vendor to staff the public facing call center? Does the Agency expect the vendor to staff the internal help desk? Please explain the responsibilities of the vendor help desk in the preferred solution option where the vendor transitions the help desk to the Agency after six months. Is the vendor only expected to handle calls from the Agency or is the vendor expected to handle recipient calls transferred from the Agency (as a level 2 type help desk) or is the vendor expected to handle recipient calls as a level 1 help desk (answer calls directly from the recipients)?	The Agency is expecting a fully functional stand-alone Help Desk supporting the Eligibility Determination System. It should support both external recipients and internal workers at levels 1, 2 & 3. The Agency's overall Help Desk system may link into this Help Desk.
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12/07/2011	084	2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan	189	The state responsibility to Identify location and hours of operation of the Help Desk	Where will the public facing Help Desk be located? Where will the internal help desk be located? What are the hours of operation of each?	If the State operates the Help Desk it should be located in Montgomery. If the Vendor operates the Helpdesk it will be located at a site proposed by the Vendor and approved by the State. Operational hours will be 7:00 am - 7:00 pm seven days a week.
12/07/2011	085	3.3.1.5 Improve Business Results	219	The system shall provide capability to electronically generate scheduling, call and appointment notices to families and individuals (such as email, web portal communications, and system-generated letters)	Do the call center agents or the IVR need to make outbound calls to support this requirement? If so, what is expected to be accomplished during the outbound calls?	Agency approved automated call software may be used in fulfilling this requirement at the vendor's discretion.
12/07/2011	086	5.2.2.13 & 5.2.2.14	251-253	Project Plan and Integration and Implementation Services	Based on the page limits for these two sections, please confirm that Draft Plans mentioned in these sections are not submitted with the proposal and that they are post-contract award deliverables.	The Agency is expecting the Vendor to provide to the best of their ability the items identified in sections 5.2.2.13 & 5.2.2.14. The deliverables for the Integration and Implementation Services identified in the Activities under Section 2.6 are considered post -contract award deliverables.

12/07/2011	087	Section 5.2.3.5.4 (b)	262	The Vendor is responsible for obtaining and retaining appropriate licenses of any current Agency-used products necessary to support the proposed software solution.	<p>What is the Agency's intent in the verbiage asking the vendor to obtain and retain appropriate licenses of any current Agency-used products necessary to support the proposed software solution? Since vendors are required to obtain and retain appropriate licenses for products used to support the proposed software solution as part of this procurement, what additional software does the Agency foresee would be required?</p> <p>Can the Agency provide a list of all Agency-used products (detail, including type, vendor, quantity, and so on) that vendors will need to obtain and retain appropriate licenses for?</p>	In the event that the Agency chooses to maintain and operate the solution after the one year stabilization, period the Vendor is responsible for making sure that the Agency has possession of the licenses necessary to operate the solution.
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12/07/2011	088	5.2.3.6 Alternative Pricing Option 1	263	The Agency is also interested in the long term benefits of outsourcing the system as opposed to maintaining the system themselves. The Vendor shall provide the pricing for outsourcing of the system stabilization, operations and maintenance defined above for a five year period following system go-live.	An outsourced approach would also impact the vendor pricing for Price Schedules 1 through VIII. Would the agency allow bidder's to submit Price Schedules I through VIII for the alternative pricing option?	Yes, Vendors should complete Schedules I through VIII for the alternative pricing option.
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12/07/2011	089	5.2.3.7; Form O – Option 2 Pricing Form	264; 315	<p>“At this point in time, the Agency does not have very much information regarding the establishment of the Exchange. As both programs progress simultaneously there may be additional requirements that are required by the Exchange project.”</p>	<p>What is the basis to be used by vendors to provide estimated hours on Form O if the Agency does not have very much information regarding the establishment of the Exchange?</p>	<p>The additional requirements will be Time and Materials. Vendors should provide hourly rates for staff should additional work be identified e.g. System Architect, Database Administrator, System Tester, etc. Form O will be changed to ask for only the Staff Title and Hourly Rate.</p>
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12/07/2011	090	6.1.18	275	The State of Alabama shall have all rights of ownership in software, any modifications thereof, and all associated documentation designed, developed, or enhanced by the Vendor for the Eligibility Determination System in the performance of its duties under this agreement. The Vendor shall obtain for the Agency any necessary licenses for all commercial or proprietary software not owned by the Vendor that is	Please confirm that the Vendor will retain a license to any intellectual property created for the Agency.	The State will retain ownership of any intellectual property created for the Agency. The State will grant the Vendor a license to this intellectual property.
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12/07/2011	091	6.1.18	275	<p>The State of Alabama shall have all rights of ownership in software, any modifications thereof, and all associated documentation designed, developed, or enhanced by the Vendor for the Eligibility Determination System in the performance of its duties under this agreement. The Vendor shall obtain for the Agency any necessary licenses for all commercial or proprietary software not owned by the Vendor that is</p>	<p>Please confirm that any pre-existing intellectual property rights that a Vendor brings to the Eligibility Determination System will remain the property of that Vendor, including any enhancements thereto.</p>	<p>Any pre-existing intellectual property rights that the Vendor brings to the Eligibility Determination System will remain the property of that Vendor. The Agency will retain intellectual property rights to any solution developed during the course of this project.</p>
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12/07/2011	092	6.8 Method of Payment and Invoicing	288	<p>The Agency will retain an amount equal to 10 percent of each task/deliverable/requirement cost (withholding) which will be paid to the Vendor at the successful completion of all tasks. The Awarded Vendor's monthly invoices must show the 10 percent withholding amount for task/deliverables/requirements deducted from the total amount of the invoice. The 10 percent withholding is payable upon the Agency's</p>	<p>Does the "completion of all tasks" or "acceptance of the system" occur at the end of the DDI period?</p>	<p>"Acceptance of the system" will occur at the end of the DDI period.</p>
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12/07/2011	093	Form H – Price Schedule III; Form I – Price Schedule IV; Section 5.2.3.5.4 (a)	307, 308, 262	Titles of each cost schedule, i.e. “Hardware/Software” and “Software Licensing”; The Vendor shall provide the licensing cost for each individual application module and third-party tool included as part of the proposed software solution.”	What is the distinction between the software listed in Schedule III versus Schedule IV? If Schedule IV is intended to depict licensing costs of “core” software, what is meant by the term “third-party tool” in the instructions for Schedule IV in section 5.2.3.5.4 (a)?	Schedule III should be used for the pricing for actual hardware and software purchases. Schedule IV is for the ongoing licensing and maintenance costs. Third-party tool refers to any additional software/hardware necessary to be included in the solution to meet the requirements.
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12/07/2011	094	Appendix F: Procurement Library	372	Appendix F: Procurement Library	The Procurement Library is referenced throughout the RFP. In Appendix F, it indicates numerous resources that would be available in the Procurement Library and are vital to creating a complete response to the RFP. As of 12/05/11, the Procurement Library is showing as "Under Construction". When will the Procurement Library be available? It is imperative that it is made available ASAP.	The Procurement Library will be provided at the Pre-Proposal Conference on a CD.
12/07/2011	095	APPENDIX N: PERFORMANCE EXPECTATIONS Key: 60792 X Reference: TRI063	403	The system shall include appropriate checkpoint/restart capabilities, and other features necessary to ensure reliability and recovery, including telecommunications reliability, file backups, and disaster recovery.	What are the timeframes required for recovery of the eligibility system, call center operations and telecommunications systems?	The Agency requires the Vendor to bring up the Eligibility Determination System within 72 hours of invocation of disaster recovery by the Agency. At a minimum the Agency requires an automated phone message giving the status of the restoration of the recipient system with ETA of system recovery within 24 hours of downtime. Any failure of the call center and/or telecommunications system should be restored within 12 hours.

12/07/2011	096	Appendix G: State Technical Architecture	Page 377	Appendix G: State Technical Architecture	Should bidders assume that the State data center will provide all the intranetworking devices, such as: routers, switches, load balancers, firewalls, and intrusion protection devices.	Vendors should bid based on a stand alone system.
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12/07/2011	097	2.6.16 Activity 16: System Implementation	138	<p>Note: The Agency will purchase all proposed hardware and/or software using the competitive bid process required by the State. Due to the nature of the competitive bid process the timeframes are critical to ensure purchases are made on time. In addition, the State reserves the right to inspect and scan any equipment supplied by the Vendor for their use that will be connected to the State's network.</p>	<p>The RFP requires the vendor to provide pricing for hardware and software on Price Schedules III and IV. However, page 138 of the RFP, states that ". . . The Agency will purchase all proposed hardware and/or software using the competitive bid process required by the State . . ." Is this statement correct? Can the Agency please clarify if the Agency will purchase all proposed hardware and software?</p>	<p>Should the Agency choose to house the solution (as opposed to outsourcing), the Agency will purchase all the proposed hardware and/or software using their competitive bid process. However, the vendor still needs to complete pricing Schedules III and IV.</p>
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12/07/2011	098	Form F-Pricing Schedule I	260, 261, 300	<p>The Pricing Schedules reflect the State precedent of costing labor separately from deliverables. Price Schedule I is intended to reflect labor hours and Price Schedule II is intended to reflect the cost of deliverables themselves. While the two are clearly related, the State recommends that each Vendor apply a sizing factor to determine the deliverables costs. Vendors shall account for labor hours as labor, and</p>	<p>There appears to be a contradiction in the RFP directions for completing Pricing Schedules 1 and II (Forms F and G). Language provided on pages 260 and 261 instructs bidders to not include vendor staff hours/cost when pricing the deliverables on Pricing Schedule II (Form G). However there is a statement on Pricing Schedule 1 (Form F) that states "Grand Total Price on Schedule I must be transferred to and agree with Grand Total Price from Schedule listed on the bottom of Price Schedule II as RFP Line Item #1 and Pricing Schedule II includes an area to provide that information. Can the agency clarify what bidders should include in the pricing for deliverables on Pricing Schedule II. Proposing Vendor staff hours</p>	<p>On Schedule I (Form F) the statement should read: "Grand Total Price from Schedule I must be transferred to and agree with Grand Total Price listed on line 1 of Price Schedule VIII." The Grand Total Price on Schedule II should read; "Grand Total: Deliverable Price:_____"</p>
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12/07/2011	099	Form N – Option 1 Pricing	314	<p>The Agency is also interested in the long term benefits of outsourcing the system as opposed to maintaining the system themselves. The Vendor shall provide the pricing for outsourcing of the system stabilization, operations and maintenance defined above for a five year period following system go-live. The Vendor should assume that the Agency will not be taking the system in house or providing</p>	<p>An outsourced approach would also impact the vendor pricing for Price Schedules 1 through VIII. To ensure that the Agency would have a comprehensive view of the pricing for an outsourced approach would the agency allow bidder's to submit Price Schedules I through VIII for the alternative pricing option?</p>	<p>Yes, Vendors should complete Schedules I through VIII for the alternative pricing option.</p>
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12/07/2011	100	5.2.3.7; Form O – Option 2 Pricing Form	264 315	<p>“At this point in time, the Agency does not have very much information regarding the establishment of the Exchange. As both programs progress simultaneously there may be additional requirements that are required by the Exchange project.”</p>	<p>Form O requires that bidders provide the Number of Staff and Estimated Hours for requirements related to the Health Insurance Exchange. Given the Agency’s statement that “At this time, the Agency does not have very much information regarding the establishment of the Exchange”, bidders will be unable to provide the requested information. Would the Agency consider revising Form O to limit the required information to Staff By Title and Rate per Hour ?</p>	<p>Yes, the Agency will revise Form O to limit information required to Staff by Title and Rate per Hour.</p>
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12/07/2011	101	Section 4.19 (RFP Response Material Ownership),	At Section 4.19 (RFP Response Material Ownership), it is written that “all products/services produced in response to the contracts resulting from this RFP, including the executed contracts, RFP, and any amendments thereto, shall be the sole property of the Agency.” It is further written at Section 6.1.18 (State Ownership) that “the state of Alabama shall have all rights of ownership in software, any modifications	By the language written above, is it the State’s desire to be able to freely modify, copy, further develop, sublicense and distribute its ownership interests to the intellectual property developed for the contract to sub-agencies without having to obtain consent from the Vendor? If so, the joint ownership offered by this organization will give the State such rights without the State incurring potential liability that would accompany sole ownership. In this scenario, the State would be able to promote its objectives from a cost-benefit perspective, while the Vendor would be able to: (i) protect its intellectual property interests; (ii) defend the State against any third-party infringement and misappropriation claims; and (iii) make use of non-proprietary, non-confidential	The Agency will retain intellectual property rights to any solution developed during the course of this project. COTS products will be considered to be licensed and remain the intellectual property of the Vendor. The Vendor should clearly identify in their proposal all COTS products used in their solution.
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12/07/2011	102			<p>As written, in addition to consulting services (labor), the RFP requires a proposal that includes quotes for hardware and software, software licenses, and software maintenance support (among other things).</p>	<p>It is this organization's belief that the State would better benefit (from both a cost and relation perspective), if it purchased its requirements for hardware and COTS software and associated software licenses directly off its state Enterprise Agreement from your Large Account Reseller ("LAR"), and any hardware directly from the manufacturer, as implied in Section 5.2.3.5.4 (Price Schedule IV – Software Licenses). This is especially important for the State, as many of the warranties associated with the above hardware and COTS products are governed by the terms and conditions of the applicable manufacturer's warranty and End User Licensing Agreements that comes with the COTS products. The Vendor would still provide quotes for all of the</p>	<p>Should the Agency choose to house the solution (as opposed to outsourcing), the Agency will purchase all the proposed hardware and/or software using their competitive bid process. However, the vendor still needs to complete pricing Schedules III and IV.</p>
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12/07/2011	103	6.9.3 - Limitation of Liability		At Section 6.9.3 (Limitation of Liability), it is written that “the Agency’s remedies and the Vendor’s direct liability to the Agency shall be limited to one and a half times the value of the Contract.” It is further written that “the limitation shall not apply to tangible property damage or personal injury” and that “the limitation of liability is applicable solely to the	As currently written, this provision does not speak to indirect damages (i.e., consequential, punitive or special damages). As the State is aware, there is no way to assess indirect damages with any degree of certainty. Considering the value of this contract, imposing an “across the board” amount of up to one and one half times the amount of the contract would result in the Vendor presenting the State with a Proposal containing unreasonable costs to cover these unknowns for the proposed solution. Since the State is already protected by several other remedies that would be available under the contract, would the State be amenable to agreeing that this provision shall only apply to direct	No.
	103 continued			Vendor’s direct liability to the Agency.”	damages and that neither the Vendor nor the State shall be liable to the other for any indirect damages?	

12/07/2011	104	6.5.9 Indemnification	At Section 6.5.9 (Indemnification), it is written that “the Vendor agrees to indemnify, defend, and hold harmless the State, the Agency, and their officers, agents and employees (hereinafter collectively referred to as “indemnitees”), for all claims, losses, or lawsuits	A later clause in Section 6.5.9 states that “the Vendor shall, in any such suit, satisfy any final judgment for infringement.” This clause implies that the State concurs with findings of courts of competent jurisdiction. As such, this organization supports the position that this indemnification provision is based on the principle of negligence and would be enforced only to the extent of Vendor’s willful misconduct and/or negligence, as may be determined by a court of	The question contains Vendor commentary and interpretations which will not be addressed by Medicaid and Medicaid’s lack of response shall in no way be interpreted to agree with the Vendor’s comments or interpretations as set forth in the question. Medicaid will only address specific questions presented. Section 6.5.9 states in part that the “Vendor hereby waives, releases, relinquishes, discharges, and agrees to indemnify, protect, and hold harmless the indemnitees of and from any and all claims, demands, liabilities, loss, costs or expenses for any loss or damage, (including but not limited to bodily injury
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	104 continued			accruing or resulting from the Vendor's performance or non-performance of its duties under these contracts."	competent jurisdiction. Because such clauses, by its very nature relate to third-party claims, it is the Vendor's interpretation that only third-party claims shall apply under this provision, as all other claims would be governed by and covered under the Limitation of Liabilities Provision. Is the State in agreement that the indemnification provision will govern all third-party claims and the Limitation of Liability provision will protect against and govern any/all other kind of claims?	or personal injury including death, property damage, workers' compensation benefits, employment benefits, libel, slander, defamation of character, and invasion of privacy) and attorney fees, caused by, growing out of, or otherwise happening in connection with these contracts, due to any act or omission (whether intentional or negligent, through theft or otherwise), or due to any breach of this contract, or due to the application or violation of any pertinent Federal, State or local law, rule, policy, or regulation by the Vendor. This indemnification applies whether or not: 1) the activities involve third-parties or employees, subcontractors or agents of the Vendor or indemnitees, or 2) a claim results in a monetary obligation that exceeds any contractual commitment." This section includes third party claims, as specifically indicated above. Pursuant to Section 6.9.3, the limitation of liability is applicable
	104 continued					solely to the Vendor's direct liability to the Agency and nothing in this section shall be construed as limiting the Vendor's obligation to indemnify the Agency as expressed in Section 6.5.9 of the RFP.

12/07/2011	105				<p>Given the magnitude and complexity of the solution that the State is soliciting for its Eligibility Determination System, would the State be amenable to receiving revised terms and conditions that are associated with the Vendor's unique proposed solution; or in the alternative, would the State consider conducting discussions and/or negotiations pertaining to the eventual contract terms and conditions with those Vendors ultimately determined to be in the competitive range?</p>	No.
12/07/2011	106	5.2.3.5.3 & 5.2.3.5.4			<p>Please explain the difference between the following sections:</p> <ul style="list-style-type: none"> • Price Schedule III – Hardware and Software (RFP Section 5.2.3.5.3, page 261) • Price Schedule IV – Software Licenses (RFP Section 5.2.3.5.4, pages 261) <p>Schedule III seems to include Schedule IV</p>	<p>Schedule III should be used for the pricing for actual hardware and software purchases. Schedule IV is for the ongoing licensing and maintenance costs. Third-party tool refers to any additional software/hardware necessary to be included in the solution to meet the requirements.</p>

12/07/2011	107				Is it possible for the vendor to recommend hardware minimum size to run their system and allow the state to purchase their hardware at a most likely less expensive rate?	Should the Agency choose to house the solution (as opposed to outsourcing), the Agency will purchase all the proposed hardware and/or software using their competitive bid process. However, the vendor still needs to complete pricing Schedules III and IV.
12/07/2011	108				Is it possible for the vendor to software for five years to run their system and allow the state to purchase their software through the state contract at a most likely less expensive rate?	Please note that the Vendor running the software over the five year period is at the State's discretion. In the event the State wishes to operate the software it must be provided at the rates submitted on the pricing sheets. In the event that an item on the pricing sheet is part of a state contract, the Agency reserves the right to use the price on the state contract.
12/07/2011	109				Please provide clarification on the difference between Labor & Deliverable cost. Does the total price include both the sum of labor and deliverables combined?	On Schedule I (Form F) the statement should read: "Grand Total Price from Schedule I must be transferred to and agree with Grand Total Price listed on line 1 of Price Schedule VIII." The Grand Total Price on Schedule II should read; "Grand Total: Deliverable Price:_____"

12/07/2011	110	HIPPA Eligibility Benefit Inquiry Request\Response			Please provide clarification on whether all the third-party agencies would adhere to the 270 / 271 standard (HIPPA Eligibility benefit Inquiry Request\Response)? Example of third-party agencies could be PHS – Public Health Systems ,DEERS, SDX, and FACETS TANF system.	It is the Agency's expectation that all third party agencies subject to the HIPAA regulations (i.e. covered entities) would adhere to such standards. The Agency cannot speak to the compliance of other agencies.
12/07/2011	111	Integration Channels:			Since the Eligibility Determination System would be sending requests to third-party agencies and expecting responses, what kind of endpoint in terms of channel (flat file, web service, etc.) and what data contract (assuming HIPPA 270 / 271) would be exposed by these agencies?	The Agency could expect responses in various formats which would require ETL processes. MOU or MOA would be established with each interfacing agency to determine interfacing formats.
12/07/2011	112	Message Validations:			Message Validations: Are there any validations that need to be performed on the messages (Requests) being sent from the system to the third-party agencies, as well as on the Response messages”? If yes, what levels or types of validation are required?	Verification upon receipt would be required at minimum. Individual interfaces will have their own requirements. If it is a HIPAA message it needs to be validated via HIPAA standards.

12/07/2011	113	HL7 Ver. 3 Standards:			The requirements talk about compliance with HL7 Ver. 3 standards ("The system shall support the Health Information Seven (HL7) version 3 R-MIM standards for the exchange, integration, sharing, and retrieval of electronic health information"), what interfaces (with third-party agencies) would support HL7 V3 based messages?	Any eligibility category which has medical condition requirements could potentially use HL7. Any third parties such as providers could potentially submit HL7 data as part of the application process.
12/07/2011	114	Additional Interfaces:			Additional Interfaces: What other sorts of interfaces would be required to be plugged in with the third-party agencies (apart from the ones covered under HL7 V3 and HIPPA mentioned above) in terms of data contract, possible validation levels, and nature of end point?	Refer to Table 10 Current and Future Interfaces.

12/07/2011	115	Data Migration Requirements:			Please elaborate on the data migration requirements what are the data sources that we need to migrate from? What is the volume of data? What format is the data stored in? Source platform?	The AMAES platform is mainframe, and the data is stored in VSAM and DB2 databases. The VSAM database has approximately 1.7 million records. There are approximately 59 DB2 tables in our environment that interface with the core VSAM database.
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Questions 116 - 129 Were Asked During the Pre-Proposal Conference

12/13/2011	116				Would the Agency provide confirmation of the length of the contract for stabilization and on-going operations?	The Stabilization period is for one year and on-going operations is for five years.
12/13/2011	117				Does the State have a preference as to whether or not they want to manage on-going operations in-house or outsource?	No, the Agency wants to consider both options.

12/13/2011	118				Clarification of question 83 response, "The Agency is expecting a fully functional stand-alone Help Desk supporting the Eligibility Determination System. It should support both external recipients and internal workers at levels 1, 2 & 3. The Agency's overall Help Desk system may link into this Help Desk" - does the Agency want the Vendor to staff both the internal and the external help desks?	Yes. The Vendor should staff the Help Desk.
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12/13/2011	119				Clarification of question 84 response, if the State decides to operate the help desk following stabilization, should it be located in Montgomery?	If the Vendor continues to staff the help desk following the stabilization period, the Vendor can operate anywhere the Agency approves. The stand-alone reference to the help desk means it will not be part of the current help desk that the Agency has established. Vendors will have to operate the help desk during the stabilization period and if the State decides to assume responsibility after stabilization some transition must take place such as State staff and Vendor staff working together. The Agency is not requiring the help desk be in Montgomery but there would have to be a plan to train the State staff and be able to turn-over to State staff. In the event the Vendor continues for the optional years, the Vendor may operate as they have been throughout the stabilization period. This decision will likely not be made until after contract negotiation when further assessment can be made. This along with other future federal changes may result in contract amendments.
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12/13/2011	120				<p>Clarification of question 87 response, would the Vendor be utilizing the licenses for Agency-used products or will the State be responsible for licensing?</p>	<p>If the Vendor is willing to use the Agency's development environment where we have licensing agreements we will provide access. If the Vendor chooses to develop off-site, the Vendor will have to provide pricing to use any Agency used product. The Agency licenses are not transferrable. Please be aware if the Vendor uses KnowledgeLake off-site there is a 25% is custom code so you will not be working with the same version that the Agency has.</p>
12/13/2011	121				<p>In reference to question 89 (The additional requirements will be Time and Materials. Vendors should provide hourly rates for staff should additional work be identified e.g. System Architect, Database Administrator, System Tester, etc. Form O will be changed to as for only the Staff Title and Hourly Rate) is the Agency saying that we are going to remove the requirement for hours and request that an hourly rate be provided?</p>	<p>Yes.</p>

12/13/2011	122				<p>Clarification on question 96 requested on whether or not the Agency is stating that the vendor needs to cost for all of the things listed intranetworking devices, such as: routers, switches, load balancers, firewalls, and intrusion protection devices, for MECMS although it already exists?</p>	<p>Yes, Vendors should price as if a standalone system although we already have some of this in place and may leverage what we have.</p>
12/13/2011	123				<p>Clarification on question 97 response, on whether or not the pricing schedules will be impacted by the State's decision as to whether they will use the State procurement process.</p>	<p>The Agency is asking for quotes for all proposed hardware and/or software to assist in making the decision as to whether or not purchases will be made through the State procurement process. There may be circumstances where some unique equipment may not be on the State contract and we would have to purchase through the Vendor.</p>

12/13/2011	124				<p>Clarification on question 109 response, (On Schedule I (Form F) the statement should read: "Grand Total Price from Schedule I must be transferred to and agree with Grand Total Price listed on line 1 of Price Schedule VIII." The Grand Total Price on Schedule II should read; "Grand Total: Deliverable Price: _____") as to how one prices for labor separately from deliverable.</p>	<p>The deliverable price is anything non-labor such as travel, printing, etc. Labor would be invoiced monthly as it is incurred and you burn down the fixed price. Both Labor and Deliverables are fixed price.</p>
12/13/2011	125				<p>There are references to a 24 month DDI. Table 7 of RFP references a 16 month for Phase 1 and a 24 month Phase 2. Need guidance on the DDI time.</p>	<p>There are requirements that cannot be achieved by July 2013. Those may be moved out to phase 2 if not part of the core requirements. The vendor should provide what will be in Phase 1 and Phase 2 along with their timeframes. Phase 1 is centered around the requirements for the Health Exchange and must be completed by July 1, 201; the remainder must be completed by the end of 2015 when enhanced funding runs out including the Stabilization period.</p>

12/13/2011	126				Will the State consider negotiation of terms and conditions although they have stated they would not? Vendor explained that in past experience with another State agency negotiations were possible.	The Agency requests that Vendors propose in question format variances from the terms and conditions that they believe to be mutually beneficial to the State. The Agency will evaluate the recommendations and determine if a change occurs prior to receiving the proposals.
12/13/2011	127				Will a copy of sign up sheets on the website?	A list of vendors will be provided.
12/13/2011	128				Will the presentation be posted?	Yes
12/13/2011	129				Should the Vendor reflect an additional stabilization period following Phase 2 on the pricing sheets?	The Agency expects a year long stabilization phase following Phase 2. This does not preclude the Vendor from having a stabilization period following Phase 1; however, it is expected that this would be a brief period for bugs fixes and other operational issues.
Questions 130 - 168 Were Asked Post Conference						
12/13/2011	130				Who is responsible for data migration if the Vendor decides not to use MECMS?	The Vendor is responsible for data migration.
12/7/2011	131	7.3.1			Does the State envision an "identity proofing service" to be part of the overall solution to better identify citizens registering for access?	The Agency does not have a requirement for 'identity proofing services' at this time. Any requirement identified at a future time will be negotiated with the Vendor.

12/7/2011	132	7.3.1			Can you please elaborate on what PKI infrastructure exists today? Does the State envision a web access management solution capable of PKI integration or is that part of the solution implementation?	The Agency uses PKI on a limited basis. The State does not require PKI as part of the solution but does require that any proposed solution have adequate security as determined by the state and the security that is part of your solution should be fully described in your proposal.
12/7/2011	133	7.3.1			Does the State currently have any Web Single Sign-On solution in place to which the system should integrate with or any other Identity and Access Management tools?	The State does not currently have any Web Single Sign-On solution. The State strongly prefers that the Vendor's solution integrate with Active Directory authentication.
12/7/2011	134	7.3.1			Can the State clarify what Extended Single Sign-On (SSO) means – does the state envision Enterprise/Desktop SSO to be part of the overall systems capability or the system has to integrate with such a tool. Does the State have any Extended SSO tools in place?	No and for clarification please see the response to # 133.

12/7/2011	135	7.3.1			What type of encryption tools are in place as part of data at rest or in transit?	The Agency currently has Microsoft Encrypted File System (EFS) and Pretty Good Privacy (PGP). The Vendor will be allowed to leverage these tools if the system is hosted by the State. At a minimum, the Vendor needs to identify the encryption tools that will be used in the event the solution is not hosted by the State.
12/7/2011	136	7.3.1			Does the state have any security information and event monitoring (SIEM) tools in-house and is the intent to integrate with those tools as part of this system?	The Agency is evaluating SIEM tools. The Vendor should include in their proposal, application specific monitoring tools and pricing in the event the State does not have these tools in place.
12/7/2011	137	7.3.1			Can the State elaborate on how many SecureID tokens have been distributed to end users and does the system have to integrate with the SecureID infrastructure?	The Agency does not currently use SecureID. It is anticipated that there will be a need for 450 tokens.
12/7/2011	138	7.3.1			Does the State have any vulnerability testing tools that the vendor can use for conducting security/application testing?	The Agency does not have any specific vulnerability tools.

12/7/2011	139	7.3.1			<p>What type of Disaster recovery and data backup capabilities currently exist at the State?</p>	<p>All SharePoint Databases are backed via AvePoint DocAve Tool 1 full backup in the morning and night Hourly transaction logs backup</p> <p>All SQL Databases are backed via Red Gate Backup Tool 1 full backup in the morning and night Every two hours transaction logs backup</p> <p>The Agency keeps two months of SharePoint and SQL backup on the backup server. SharePoint and SQL Backups that are older than two months are saved to tape. Tape Backups are retain up to 7 years based on HIPPA requirements.</p>
12/7/2011	140	7.3.1			<p>Will the system need to integrate with the State's biometric environment? If yes, can you please provide information on what type of tools and technologies are in place?</p>	<p>The Agency does not currently have a biometric environment.</p>

12/7/2011	141	7.3.1			Can the department provide the list of Federal and State laws and regulations that the solution should comply with from a security and privacy perspective? We understand the need for HIPAA, NIST, FIPS and state standards listed. Will help to get a complete list so we can validate compliance of our proposed solution.	Please refer to the Procurement Library for the standards with which Vendors need to comply.
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12/7/2011	142	7.3.1			<p>From the RFP, we understand that the department requires the solution to meet various Federal and State laws and regulations such as HIPAA, NIST, FIPS, and a number of state/agency security standards. Does the State have any risk and compliance monitoring solutions in place such as EMC/RSA Archer and IBM Open Pages that can be leveraged for this? If not, how does the state expect to determine the security & privacy compliance with the regulations? Would you require the vendors to propose a solution as well?</p>	<p>The Agency does not use any tools similar to the ones mentioned in the question. The Agency would expect the Vendor to propose tools for intrusion detection and other security concerns to be used in the event the Vendor hosts the solution. If the State chooses the option to host the solution the State will provide said security.</p>
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12/7/2011	143	7.3.1			<p>Regarding Section 4.17 Acceptance of RFP Terms, specifically 'A submission in response to this RFP acknowledges acceptance by the Vendor of all terms and conditions, including performance and compensation, as set forth in this RFP. The Vendor, by signing the proposal sheet (Form E), certifies that it accepts all of the terms and conditions, including performance and compensation of this RFP in full, without reservations, limitations, assumptions, restrictions, caveats, or any other type of qualification. A response that fails to comply with this condition shall be disqualified as nonresponsive. Further, any amendment to this RFP shall be signed and returned with the proposal</p>	<p>The Agency requests that Vendors propose in question format variances from the terms and conditions that they believe to be mutually beneficial to the State. The Agency will evaluate the recommendations and determine if a change occurs prior to receiving the proposals.</p>
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	143 (cont)				<p>or the proposal shall not be considered.’, We understand the State’s desire to mitigate its risk around the Medicaid EDS contract. However, this clause (page 237) of the RFP presents a significant challenge for us and will limit our ability to respond to the solicitation due to the significant and uncertain financial risk we would incur if selected without the ability to negotiate terms. We believe that to achieve best value for the State, it will be important to allow terms to be negotiable. Allowing these terms to be negotiable will attract the most qualified bidders and allow the State and the successful bidder to structure a business deal where there is an appropriate balance between risk and cost.</p>	
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	143 (cont)				<p>Allowing the negotiation of these terms will help align incentives and build a true partnership for this complex undertaking. It will also reduce costs as vendors will no longer be required to build such a significant risk premium into their pricing. Furthermore, terms are typically negotiated in most other procurements in the State and nationally and many of our most successful engagements are based on negotiated terms in these areas. Specifically, we recently negotiated terms with the State for the SACWIS effort. With these points in mind, we respectfully request that the Medicaid EDS RFP allow for negotiation of terms which we believe will lead to best value for the State and strong cost competitive</p>	
	143 (cont)				<p>bids from the most qualified vendors.</p>	

12/15/2011	144			<p>Microsoft most respectfully submits the following question for Q&A: "We understand the Agency's requirement for vendor's responses to be deemed binding. However, it would be difficult if not impossible to lock in price, scope and legal terms and conditions verbatim upon bid submittal with a high degree of certainty they will not change, given the information both parties know at this stage. Considering the potential change in requirements, unknowns or unforeseeables parties may discover between award and final contract execution, would the Agency be willing to waive the Binding Certification Form that currently must be completed and submitted with Vendor</p>	<p>There is no Binding Certification Form that must be signed and submitted with this RFP. Section 4.17 states in part that a response to the RFP shall constitute a binding proposal response. A previous answer posted on the website states that the Agency requests vendors to propose in question format any variances from the terms and conditions that they believe to be mutually beneficial. The Agency will evaluate the recommendations and determine if a change should occur prior to receiving the proposals. Also, the Agency recognizes that there may be issues that arise during the term of this contract that were unknown or unforeseeable to both parties at the time of the proposal being submitted. If this occurs the Agency and the contractor can agree in writing to amend the contract if so necessitated.</p>
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12/15/2011	144 (cont)				<p>Responses or make edits thereof offering some flexibility in negotiating price, scope and legal terms and conditions contained in successful awardee's response, provided awardee can demonstrate such changes would be mutually beneficial? Additionally, we will help ensure we are in compliance with the Federal Funding requirements associated with this project from CMS. As other State agencies currently demonstrate in similar competitive solicitations, allowing vendors to qualify their response with the expectation the Agency would allow the possibility of final contract negotiations with successful awardee, in</p>	
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12/15/2011	144 (cont)				<p>good faith and within a reasonable period post-award would still preserve a level playing field and not jeopardize the integrity of any procurement. However, to the contrary, State agencies who demand that all responses be final and binding, to only then negotiate final price, scope and legal terms and conditions with the successful awardee, could be perceived as not leveling the playing field and in actuality could be seen as restricting competition and favoring one vendor over another. Since some vendors will read the binding and final requirements literally, and choose not to respond, but in actuality would have responded, had they known they had the opportunity to enter into</p>	
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12/15/2011	144 (cont)				good-faith final negotiations with the State agency, exposing the procurement to a potential protest. Alternatively, having a vendor submit a response as its final offer with the agency formally accepting it, constituting a binding contract for a large and complex project at such an early stage, imposes a high degree of uncertainty and potential risk exposure to both the Agency and vendor. Vendors that commonly manage and assess risk as a normal business practice would be precluded from responding or eliminated by qualifying their response accordingly, that would ultimately result in an unlevel playing field. In pursuit of open participation and competition, we most	
12/15/2011	144 (cont)				respectfully request Agency to qualify all vendor responses be subject to the possibility of final good faith contract negotiations.”	

12/19/2011	145				See attached	The Agency requests that any proposed changes to the terms of the contract be specified and that additional information not germane to the question not be included.
12/21/2011	146	1.2.2.1 Beneficiary Services Baseline System Requirements and Specifications	RFP Page 22 IEC 13-106	This unit will also oversee activities related to Quality Assurance to ensure that the indexers of the Centralized Imaging Unit have applied the appropriate metadata as it relates to the Medicaid Electronic Content Management System (MECMS) project. All ECS Requirements	Should vendors assume that the MECMS project is separate from the Recipient Subsystem Modernization Project and the ECM project will provide state workers, all offices, and the central mailroom with the required ECM resources, software, and scanning equipment? In this case, the vendor will only be required to provide interfaces between the eligibility system and the ECM. Would the state please define the vendor and state responsibilities between the eligibility and ECM projects?	Currently, the MECMS project is a subproject of the Recipient Subsystem Modernization project. The Eligibility Determination System must include an ECM. The vendor has the option of using the current MECMS system which is in pilot or to provide their own depending on which is the superior solution. The Vendor must ensure that all requirements are met regardless of which option they propose.
12/21/2011	147	2.4 Phases and Timeline	55	Bullet 5: "Assess application to determine Medicaid/CHIP eligibility based on factors other than MAGI"	Please clarify the intent of this requirement as pertaining to Phase 1. Is the state asking vendors to include other factors? Other programs? If so, which ones?	Not all eligibility will be based on the MAGI. For example Elderly & Disabled Certification will remain using current business rules. The Agency is only determining Medicaid eligibility at this time.

12/21/2011	148	2.6.11	107	Ensure all end users from both State and private agencies receive knowledge transfer on both new procedures and the Alabama Eligibility Determination System during and after the Warranty Period.	Please define what is meant by "private agencies," and identify the number of private agencies expected to participate.	The term "private agency" is used generically to reference entities the Agency conducts business with on a daily basis. Two examples, contracts exist with vendors to assist applicants with completing an application in hospital settings and MMIS contractors operate a help desk. In both of these examples, there may be a need for them to access information through a specially designed inquiry screen to determine the status of an application. In regards to number of people, it is anticipated to be less than a hundred.
12/21/2011	149	2.6.11	108	The technical staff from both areas shall be adequately integrated with the DDI Vendor's technical team and adequately trained.	Please identify what is meant by "technical staff from both areas." What are the two areas?	This should read "To prepare for this responsibility, the Agency technical staff shall be adequately integrated with the DDI Vendor's technical team and thoroughly trained."

12/21/2011	150	2.6.11.1	109	The strategy must also include training the trainers and creation of power users to assist with training	Does the State intend to have the selected vendor just train the trainers, or will the vendor also train the users of AMEDS? If vendor is to train more than the trainers, how many people will need to be trained, how many by roles, and by location?	The Agency intends for the Vendor to train all initial users of the system, as well as, to train trainers who can then provide training to subsequent users. User training would include approximately 450 staff. Programmer/administrator training could be as many as 50 individuals.
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12/21/2011	151	2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan	189	The Vendor will create the Agency-Internal Help Desk Plan for operations, including integrated Vendor and State staffing, communications, procedures, and reporting mechanisms. It will include topics, such as appropriate Vendor and State staffing levels, skills required, role of power-users, response times, and call routing. The Vendor will also create a Public Facing Help Desk Plan to address the need for the delivered to the Agency for Agency implementation.	What is the estimated average talk time for the Public Facing Help Desk? What is the estimated average talk time for the Agency Internal Help Desk?	The Average Wait Time is 3:43 minutes. The Average Talk Time is 3:59 minutes. The Average Abandon Time is 2:49 minutes.
	151 Continued					

12/21/2011	152	2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan	189	The Vendor will create the Agency-Internal Help Desk Plan for operations, including integrated Vendor and State staffing, communications, procedures, and reporting mechanisms. It will include topics, such as appropriate Vendor and State staffing levels, skills required, role of power-users, response times, and call routing. The Vendor will also create a Public Facing Help Desk Plan to address the need for the	Is 100% call recording required? If 100% recording is needed, what are the retention requirements (for example, 12 months)? In the event of a disaster where the call center capability needs to operate in an alternate facility, is 100% recording still required?	100% call recording is required. The retention requirements are a minimum of 12 months. Yes, 100% call recording needs to be included in disaster recovery.
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12/21/2011	153	2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan	189	The Vendor will create the Agency-Internal Help Desk Plan for operations, including integrated Vendor and State staffing, communications, procedures, and reporting mechanisms. It will include topics, such as appropriate Vendor and State staffing levels, skills required, role of power-users, response times, and call routing. The Vendor will also create a Public Facing Help Desk Plan to address the need for the	Is there a requirement for translation services for the Public Facing Help Desk? If so, will the State provide language line services to support recipients who do not speak English or Spanish? If the Vendor needs to provide language line service, is the cost a pass through to the State?	The Agency will require at a minimum two Spanish speaking agents. Medicaid will provide a telanguage service for calls other than Spanish or English that require interpretation.
	153			delivered to the Agency for Agency implementation.		

12/21/2011	154	3.5.2	224-225	Letters of commitment signed by the proposed PM and other key personnel stating their commitment to work for the Vendor/sub-contractor on this project contingent on award of the bid.	Are the letters of commitment a proposal deliverable or are they a post contract deliverable? If they go in the proposal, may they be an Addendum to the Staffing section?	The letters of commitment are a proposal deliverable. Yes, the letters of commitment may be a Addendum to the Staffing section.
12/21/2011	155	4.12 & Form E	235 & 299	4.14 designates Shannon Crane as Recipient Subsystem Project Manager for receipt of proposal but Form E – RFP Proposal Sheet requests the name of Project Director in the Procurement Information section.	Please confirm that Recipient Subsystem Project Manager and Procurement Project Director requested on Form E is the same person. If not, please explain who the Procurement Project Director is.	Yes, the Recipient Subsystem Project Manager, Shannon Crane, should be listed as the Project Director in the Procurement Information Section.

12/21/2011	156	5.2.1 & Form D	242 & 297	5.2.1 specifies that electronic versions of the proposal be submitted MS Word 2007 or Adobe PDF. The instructions for Form D say "PLEASE SUBMIT THE MATRIX ON AN EXCEL SPREADSHEET" and require a hyperlink to the location in the proposal where the solution is discussed.	Allowing vendors to submit Form D in PDF promotes ease of evaluation as a link from a PDF to the Technical Proposal PDF can be made specific to page and section. A link from an Excel document back to the Technical Proposal PDF cannot be made specific to a page and will be difficult to evaluate. Please confirm that vendors may submit Form D in PDF.	Vendors may submit Form D in PDF.
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12/21/2011	157	5.2.2.7 Company Overview	247 5.2.2.7 Company Overview - Provide information about the Vendor's company capabilities to satisfy the requirements of this RFP and why the company should be selected for this project. The overview shall describe the kinds of projects the firm typically performs. The overview shall provide a description of the Vendor's company information including: - Names and resumes of	Because of the four-page limit for Section 5.2.2.7 Company Overview, may Senior Manager resumes be included in an Appendix?	Senior Manager resumes may be included in an Appendix.
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12/21/2011	158	5.2.2.7 Company Overview	247	5.2.2.7 Company Overview - Provide information about the Vendor's company capabilities to satisfy the requirements of this RFP and why the company should be selected for this project. The overview shall describe the kinds of projects the firm typically performs. The overview shall provide a description of the Vendor's company	Because many vendors have lengthy operating histories, the scope of the question is broad and administratively impracticable. Also, because many vendors are large companies, it is administratively impracticable to disclose all legal matters in which the vendor and the vendor's officers, directors, employees and agents are involved. Moreover, the disclosure of currently pending litigation or government investigations may jeopardize a vendor's legal position with respect to such pending matters. For these reasons, will the Agency limit the scope of this question to "details of any pertinent criminal convictions of the Vendor or any subcontractor	Section 5.2.2.7 requires that the Vendor provide information about the Vendor's company capabilities to satisfy the requirements of the RFP and why the company should be selected for this project. The overview shall provide a description of the Vendor's company information as set for in Section 5.2.2.7. The question posed is concerning the portion of Section 5.2.2.7 that states as follows: "Details of any pertinent judgment, criminal conviction, investigation, or litigation pending against the Vendor or any of its officers, directors, employees, agents, or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information. " The Agency agrees to modify this portion of Section 5.2.2.7 to read as follows: "Details of any pertinent judgment, criminal conviction, investigation, or litigation pending against the Vendor or any of its officers, directors, employees,
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	158 continued		<p>information including: - Details of any pertinent judgment, criminal conviction, investigation, or litigation pending against the Vendor or any of its officers, directors, employees, agents, or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.</p>	<p>relating to this RFP and details of any pertinent material judgments against the Vendor or any subcontractor relating to this RFP of which a Vendor has knowledge within the past three fiscal years of the Vendor or any subcontractor relating to this RFP, as applicable, or a statement that there are none.”? Because of the four-page limit for Section 5.2.2.7 Company Overview, may this information be included in an Appendix?</p>	<p>agents, or subcontractors within the last five (5) years related to this RFP, the state or federal government, Medicaid, any oversight agencies such as Health and Humans Services, Center for Medicare and Medicaid Services and Office of Inspector General, and eligibility enrollment, of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.” Also, the Vendor may place this information in an appendix to the RFP.</p>
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12/21/2011	159	Appendix N	402	<p>The system shall have a mean retrieval time to the network access point of less than 5 seconds for document images of 2MB or less in size over the State's ISDN 256Kb line. Key: 60742 XRef: TRI010</p>	<p>According to the following bandwidth calculator and our network team, a 2MB document over an ISDN 265Kb line would take one minute, two seconds without any overhead, so most likely it would take about one minute and 15 seconds total. Therefore, it does not seem physically possible for a vendor to meet this requirement. Will the Agency please reconsider this requirement? Calculator: http://www.numion.com/calculators/Time.html</p>	<p>The Agency has opted to remove this requirement.</p>
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12/21/2011	160	Appendix N	403	The system shall have a mean response time of 3 seconds for cumulative transactions, to include invocation of the rules engine, and 99% of all responses shall occur within 3.5 seconds. Key: 60743 XRef: TRI008	Could the Agency please define the meaning of "cumulative transactions" and provide an example thereof?	The Agency has opted to remove this requirement.
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12/21/2011	161	Q&A dated 12/7/11	Question #80	The Agency recommends planning on an average of 3,750 external incoming calls per day and 50 internal incoming calls.	Does the incoming call volume estimate account for spikes in volume because of the large increase in recipient counts during the initial enrollment period beginning October 2013? If not, what is the estimated call volume for the spikes? To ensure all vendors are using the same metrics, please provide the estimated call volume by contract year. What is the estimated percentage of callers that will use self-service and complete the call through the IVR?	No the incoming call volume does not account for spikes in volume during the initial enrollment period. Though the Health Insurance Exchange once functional will have its own public facing call center as the first line (Tier One) screening, it is envisioned that calls regarding technical questions about Medicaid eligibility and enrollment and appeals/fair hearings will be forwarded to Medicaid as a Tier Two call. As a result Medicaid expects a higher call volume than currently received. Estimated call volume during this period is 5,000 per day. (Please note that this is our best estimate.)
12/21/2011	162	Q&A dated 12/7/11	Question #84	Operational hours will be 7:00 am - 7:00 pm seven days a week.	What holidays will the Help Desk operate on?	The Help Desk will operate on all holidays except Christmas Day.

12/21/2011	163	Q&A dated 12/14/11	Question #120	Please be aware if the Vendor uses KnowledgeLake off-site there is a 25% is custom code so you will not be working with the same version that the Agency has.	Based on the custom implementation of KnowledgeLake, will the State provide the vendor access to the ECM development and test environments to support the required ECM interfaces? Will the vendor be required to purchase any licenses to use these environments?	The State will provide access to the ECM development and test environments. The Vendor will not be required to purchase a license for the Agency development and test environments unless the Vendor wants to include the software in their own development environment.
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12/22/2011	164	3.3.1.1 Be Modular	206	<p>The flexibility of open interfaces and exposed APIs as components for the service layer as set forth in the standards and conditions is a mandatory system component. Alabama has already identified all interfaces and has developed an Interface Control Document (ICD) based on the template provided by CMS. The ICD can be found in the Procurement Library.</p>	<p>The Procurement Library disk distributed to vendors at the pre-proposal conference did not contain the Interface Control Document (ICD). Can the agency post the ICD to the procurement website or distribute to vendors via email?</p>	<p>The Agency will post the Interface Control Document (ICD)</p>
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12/22/2011	165	Section 4.17	<p>At Section 4.17 (Acceptance of RFP Terms), reference is made to Form E. Specifically, it is stated on the fourth line of page 237, "the Vendor, by signing the proposal sheet (Form E), certifies that it accepts all of the terms and conditions, including performance and compensation of this RFP in full, without reservations, limitations, assumptions, restrictions, caveats, or any</p>	<p>(a) Are Vendors required to complete and submit Form E? (b) By signing and submitting Form E, does this mean that Vendors are certifying that they accept and agree to all of the terms and conditions of the RFP? (c) By signing and submitting Form E, are Vendors precluded from taking exceptions to, and/or further negotiating any term or condition of the RFP?</p>	<p>(a) Yes (b) Yes (c) This has been answered previously in Question #144.</p>
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	165 continued			other type of qualification. A response that fails to comply with this condition shall be disqualified as nonresponsive.”	
12/22/2011	166	Section 5.2.2.3		At Section 5.2.2.3 (Transmittal Letter), you have requested the “identification of all materials and enclosures being submitted collectively as a response to this RFP.” Does this list refer to the documents required by the RFP or only to any additional documents not specifically required?	The list of documents should include those required by the RFP in addition to those documents not specifically required.
12/22/2011	167	16.3	141	Its mentioned as "Prepare operational facilities and equipment, production and operating procedures, quality control procedures, and Pilot help desk procedures" ; what is meant by facilities, a location to provide training or just materials?	This section is referencing the Pilot support. The vendor will need to prepare physical sites for the pilot phase.

12/22/2011	168	5.2.2.7	247		The page count for Tab 2 Company Overview is two double-sided pages. We believe this doesn't allow us to present all of the information the State is requesting in this Tab, and ask if it would be possible to double the page count for this Tab.	Yes, the page count for the Company Overview is now four double-sided pages.
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Questions submitted after the December 22nd deadline have not been accepted. Please be advised that any exceptions to Terms and Conditions submitted with proposals that have not been approved will be grounds for disqualification.