STATE OF TENNESSEE
DEPARTMENT OF HEALTH

REQUEST FOR PROPOSALS # 34353-14617 AMENDMENT # 4FOR Development and Implementation of TNWIC Management Information System (MIS) Services

DATE: March 24, 2017

RFP # 34353-14617 IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates.** <mark>Any event, time, or date containing revised or new text is highlighted.</mark>

EVENT	TIME (central time zone)	DATE
1. RFP Issued		February 14, 2017
2. Disability Accommodation Request Deadline	2:00 p.m.	February 17, 2017
3. Pre-response Conference	2:00 p.m.	February 24, 2017
4. Notice of Intent to Respond Deadline	2:00 p.m.	February 27, 2017
5. Written "Questions & Comments" Deadline	2:00 p.m.	March 3, 2017
6. State Response to Written "Questions & Comments"		March 24, 2017
7. Response Deadline	2:00 p.m.	May 1, 2017
8. State Completion of Technical Response Evaluations		May 10, 2017
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	May 11, 2017
10. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	May 18, 2017
11. End of Open File Period		May 25, 2017
12. FNS Review and Approval of Contract		June 25, 2017
13. State sends contract to Contractor for signature		June 26, 2017
14. Contractor Signature Deadline	2:00 p.m.	June 27, 2017

2. **State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall <u>NOT</u> be construed as a change in the actual wording of the RFP document.

	QUESTION / COMMENT	STATE RESPONSE
1	Page 33 Pages 42-46 It appears that page 33 and pages 42-46 are missing from the RFP. Please confirm that this is just a pagination issue and that no pages are actually missing from the RFP.	Pages were not missing, but rather a pagination issue occurred. The State has fixed the issue and released a replacement RFP. See bullet #3 in this amendment. All page references in the questions of this amendment are pages from the previous RFP version. Please ignore page references and use the section or deliverable reference to identify necessary sections of the contract and RFP.
2	Item reference C.7 on page 34 of the RFP states that the bidder should provide a document that cross references the functional requirements of the Respondent's proposed system to the TN WIC functional requirements detailed in the Pro-Forma Contract Attachment 1, Exhibit 4. Attachment 1, Exhibit 4 in the Pro-Forma Contract seems to be images of the TN WIC functional requirements document. Is it possible to get an editable version of this document to facilitate our response to the C.7 requirement?	Yes. Please see "TN Functional Requirements Traceability Matrix" on the Central Procurement Office website. http://tn.gov/generalservices/article/request-for-proposals-rfp-opportunities
3	Can you tell me if the new system is being transferred from another state?	Yes, the transferred system must be a proven WIC MIS with EBT functionality that is operational in another state. Please see Section 1.1. and Section A.5. of the RFP.
4	What is the Contract Term/Duration for this project? Are there renewal options available for the contract?	From Section B of the Pro Forma: This Contract shall be effective on July 1, 2017 ("Effective Date") and extend for a period of eighty-four (84) months after the Effective Date ("Term"). There are no renewal options.
5	Has a budget been allocated for this? Is there an estimated contract value for the project?	Yes, it is in 1.1.2 of the RFP.
6	Who is the current vendor in contract for the project? May I know their contract expiry date?	There is no current vendor for this project.
7	The desired project schedule on pages 9-10 indicate a Maintenance and Operations phase from 11/2018 – 11/2022. The Cost Proposal includes a section titled: Deliverable 36: Monthly maintenance beyond 1st year, Warranty Period, as detailed in Task 9.1, Attachment 1. We don't see a specific place to list the cost for Operations. Please clarify the State's intent regarding on-going Operation support for the new TNWIC	The State will be operating the TNWIC system, while the Contractor maintains the software. The desired project schedule has been updated to include only maintenance, since the State will be "operating" the system.

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System and, if the intent is for the Vendor to operate the system where that price should be included in the Cost Proposal.	
8 Section 1.1.2 states that the "State believes it will cost to implement and maintain the following services for the entire contract Term: $1,930,292.50." Please describe how this number was calculated and if it includes Operations of the system as well as Maintenance.	This amount is an estimate that was determined during our planning process and was based upon recent system transfers from other states. This amount includes the one year warranty for maintenance. The State will host the system.
9 The RFP Schedule of Events list the following two items: 10. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection. 11. End of Open File Period. During this time period are responders permitted to view the full contents of all responses to the RFP?	Yes. Please reference RFP section 5.3.3.
10 Item B.2 asks for the Respondent's business location, Item B.5 asks for "the respondent's number of employees, client base, and location of offices." Is B.5 asking for the clients' offices (since the respondent's offices are already listed in B.2)?	B.2. references the corporate office location. B.5. asks for all office locations.
11 Item B.13 asks for a roster with the names of key people. Please define "key" people (e.g. roles required as key staff).	The Respondent should determine who they consider "key" staff who will work on the TNWIC project.
12 The first sentence in the requirement states that the responder must provide "customer references from individuals who are not current or former State employees…." All of our customer references are current or former State employees. Please clarify how we can comply with this requirement. The bullets indicate we need to provide 2 accounts of current services and 3 completed projects. Does this mean we need a total of 5 references? The second section of this requirement states that "References from at least three (3) different individuals. Is this in addition to the 5 references listed above? Please clarify the requirement for B.17.	The requirement refers only to current or former Tennessee State employees, not employees from other States. The two accounts of current services and the three completed projects can overlap. The minimum requirement is three references. The references from at least three different individuals is not in addition to the references listed above.
13 Item B.19 asks for a list of MIS transfer and EBT contracts "currently in progress and their completion status." Please define "completion status" (e.g., does this mean "on schedule" "behind schedule")?	Respondents should list each project currently in progress and provide its status of completion, i.e., design, rollout, completion
14 Items C.2 and C.3 seem very similar. Please provide clarification on what the difference is, and what is expected for each.	C.2 requests information on how the respondent will meet deliverables, C.3 requests information on the project management aspect of the project. The expectation is that respondents will answer based on how they plan to meet deliverables and manage

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	the project.
15 Can you please provide the functional requirements document (Exhibit 4: TN WIC Functional Requirements Traceability Matrix) in a format that allows for editing, copying, pasting, etc.? The pdf included in the RFP is not editable and it seems to not include the full content.	Yes. Please see "TN Functional Requirements Traceability Matrix" on the Central Procurement Office website. http://tn.gov/generalservices/article/request-for-proposals-rfp-opportunities
16 Please provide the password to unprotect the worksheet so we can enter data into the document.	The password for the spreadsheet is not needed and will not be provided in order to prevent any modifications to the cost proposal.
17 The Post-Implementation Phase section of the Cost Proposal includes the statement: "Non-Applicable – See Section C.3.d." But, it looks like the Vendor should include a price for Deliverables 33, 34, 35, and 36. Please clarify what the "Non-Applicable" statement means and where the reference to Section C.3.d is in the RFP.	The Not Applicable relates to the holdback clause in Section C.3.d. Deliverables 33 thru 36 and the change order line item are not subject to the holdback clause in C.3.d.; therefore, the calculation of 90% and 10% is not applicable to those items. Respondents are to submit their pricing for these items in the green highlighted cells.
18 Training Plan: please clarify the State's intent regarding the actual delivery of training and the MIS T&I Contractor's responsibility. What is the State's intent for who actually provides the training?	The MIS T&I contractor is expected to develop the training plan and to conduct training for the "trainers". The "trainers" will be Tennessee Department of Health employees.
19 Will there be an additional time available to the vendor where we may ask clarifications to the Response to Questions?	We are only having one question and comment period. The State will do its best to answer subsequent questions that it determines were not adequately answered.
20 RFP Introduction, 1.1.2, page 11 "The following is an estimate that the State believes it will cost to implement and maintain the services for the entire contract Term: $1,930,292.50." Please confirm that this is for Project Kickoff through Transition Out Phase milestones and that all Maintenance and Operations is in addition to this base figure.	That is correct; this estimate is through the Transition Out Phase. Maintenance is in addition to this amount. Operations will be handled by the State.
21 RFP Schedule of Events, Section 2, Page 15 Response deadline is noted as Wednesday April 19. Note that official Tax Date is April 18th, Easter weekend is April 14-16. Given this specific timeframe, and what is involved in the final push to finalize, print and ship a complete WIC RFP Response, would the State please consider providing an Extension to the due date (one-two weeks)?	Please see revised Schedule of Events.
22 Is there an Issue tracking system defined/used by TN or will this choice be made once the contractor is selected?	The issue tracking system used by TDH will be TDH's Jira, a proprietary issue tracking software.
23 RFP Introduction Appointment Scheduler, page 9 And Attachment 1, 3.2.1. System Transfer, Modification and Technical Testing, page 9 What are the specific requirements that TDH	Exhibits 1-3 list the Tennessee Department of Health (TDH) Programs, Sub-Programs and Appointment Types. The TDH is seeking a scheduling system to accommodate the scheduling and tracking of these programs. The State will review the Scheduling system

	QUESTION / COMMENT	STATE RESPONSE
	is looking for the enterprise/agency-wide Scheduler to satisfy? What is the selection criteria that will be used to determine if the WIC Scheduler module will be adopted as the agency-wide solution (versus having to be replaced)?	provided by the Respondent who is awarded the contract to determine if it meets all TDH needs.
24	RFP Introduction Appointment Scheduler, page 9 And Attachment 1, 3.2.1. System Transfer, Modification and Technical Testing, page 9 When will the decision be made to adopt or replace the WIC Scheduler module?	The State will review the Scheduling system provided by the respondent who is awarded the contract to determine if it meets all TDH needs.
25	RFP Introduction Appointment Scheduler, page 9 And Attachment 1, 3.2.1. System Transfer, Modification and Technical Testing, page 9 Will change orders be allowed and approved for scope and schedule impacts from a decision to replace the WIC scheduler?	Please reference Section C.3.c in the pro forma contract. The State will make that decision on an as needed basis.
26	EXHIBIT 4: TN WIC Functional Requirements Traceability Matrix System Wide Requirements System must interface with the existing PTBMIS and the future EPI in order to deliver a comprehensive, seamless, fully integrated automated health information system that will support the current and future automation needs of the TN Department of Health Will the MIS be required to support concurrent interfaces to both EPI and PTBMIS for the same event (ex; adding a participant)?	The MIS Contractor and the State IT staff will work together to create the necessary interoperability in HL7 or interfacing on information that would be in both systems, e.g. demographics; measures.
27	RFP Introduction, Statement of Purpose, page 1 Please describe the issuance frequency of Food Benefits, any proration methodology used, and what changes the State envisions with this MIS implementation.	TN currently uses calendar month for benefit issuance and the system prorates the Food Package based on four weeks with the last week being through EOM. The State will not require the system to issue benefits like the current system and is open to a change that will be user-friendly for the participants and retailers with EBT benefits.
28	RFP Introduction, WIC Highly Involved and Proficient Staff, page 3 How much time each week are the WHIPS dedicated to the project?	The WHIPS are spread across the State and will be available for the JAD sessions, the UAT and during rollout. There are fifty WHIPS who will be utilized at various times during these three major deliverables.
29	RFP Introduction, WIC Highly Involved and Proficient Staff, page 3 On many projects we have seen user representatives such as the WHIPS are either not empowered to make decisions or they do not understand their authority. What are the limits on the authority of the WHIPS regarding design or conversion decisions?	The fifty TNWIC WHIPs are involved in the project to offer their clinic expertise during major milestones and deliverables. They will have major input; however, decisions will be made by the TNWIC Advisory Council; the TNWIC Project Team and the WIC State Office.

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30	RFP Introduction, Current System Overview, page 3 Is there any requirement for the new MIS to utilize any of the existing PTBMIS AS400 hardware or software?	The hardware will be purchased through the State. If existing hardware meets the requirements of the new TNWIC system, it may be used. The TNWIC system and the PTBMIS software will need to interoperate in locations until EPI is completed.
31	RFP Introduction, Current System Overview, page 3 And RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Please provide detailed specifications for all required interfaces with the MPI.	Interoperability must be provided via HL7 messaging for all systems referenced in the RFP Introduction and Attachment 1 Deliverable 10. However, further detailed specifications will be provided after collaboration with the selected respondent when the contract is awarded.
32	RFP Introduction, Current System Overview, page 3 And RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Please provide detailed specifications for all required interfaces with the Immunization Registry.	Interoperability must be provided via HL7 messaging for all systems referenced in the RFP Introduction Attachment 1. However, further detailed specifications will be provided after collaboration with the selected respondent when the contract is awarded.
33	RFP Introduction, Current System Overview, page 3 Please confirm that the new MIS is required to produce the TIP report and will completely replace SAMIS.	Yes, the new TNWIC system will be required to produce the TIP report and will completely replace the SAMIS functionality.
34	RFP Introduction, Current System Overview, page 3 Please confirm that there is a single, central repository containing statewide SAMIS data.	Yes, the SAMIS central repository is located at the State WIC Office.
35	RFP Introduction, Current System Overview, page 3 Please identify and describe any data that is contained in SAMIS that is also not contained in PTBMIS.	The only data that is contained in both the SAMIS and the PTBMIS is the partial redemption data, e.g. Voucher #; Date Processed; Redeemed Amount.
36	RFP Introduction, Proposed New System Environment System Overview, page 4 In the Pre-Proposal conference, the state indicated that any of the available WIC systems that have been approved for transfer by FNS will meet the requirement of "The transferred system will be web-based, use modern network technologies and utilize open system architecture". Please confirm that both SmartClient and browser-based systems meet this requirement as long as FNS has approved them for transfer.	Yes, both meet this requirement.
37	RFP Introduction, Hardware Plan, page 5 The Hardware Plan is not identified as a deliverable of the project. Please clarify the role of the Contractor in producing or maintaining the Hardware Plan.	The State will purchase the hardware. The State will prepare the Hardware Plan with assistance from the selected Contractor. The contractor provide input into a Hardware Plan that specifies the necessary components (server size; # servers; environments, etc.) to run their specific WIC MIS solution.

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38	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 In the Pre-Proposal conference the statement was made that the State will provide all hardware in the CPS. Please confirm that the State will provide all CPS hardware, including servers that meet or exceed specifications provided by the Contractor.	The State will provide all CPS hardware that meets or exceeds specifications provided by the Contractor in the Hardware Plan.
39	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 Please confirm that all servers identified by the Contractor will be provided, including separate Development, Test, Conversion, and Training servers if requested.	The State will provide all CPS hardware that meets or exceeds specifications provided by the Contractor in the Hardware Plan.
40	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 For each system the MIS will be required to interface (EPI, PTBMIS, MPI, VistA, TennIIS, etc.), please list the available non-production environments (e.g.; Development, Test, UAT, and Training) and indicate if the MIS will be allowed a connection to that environment for the purpose of developing/testing the required interface.	The State has revised some of the requirements to address this concern. Please see Attachment 1, Section 3.2.1.a.
41	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 Will the State's EBT Host allow MIS interface connections from development, test, UAT, and training environments?	Interface Testing shall be conducted between the State's WIC MIS and the Contractor's EBT system to ensure that all files sent between the two systems are properly received, accepted, and processed.
42	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 Will the State have a conversion server available for data conversion activities?	The State will provide all servers and environments that meet or exceed specification provided by the Contractor in the Hardware Plan.
43	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 Will the contractor be responsible for defining any Failure/Recovery scenarios?	Per the contract (Deliverable 18), the MIS Contractor is responsible for identifying possible failure and recovery scenarios.
44	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 Please describe the expected support/results within the application for handling the failover/recovery scenarios should a failure occur mid-process.	Per the contract (Deliverable 18), the MIS Contractor is responsible for identifying possible failure and recovery scenarios.
45	RFP Introduction, Central Processing Site (CPS) Hardware, page 5 Please describe failover/recovery testing that will be required as a pre-condition for acceptance before the Pilot can begin.	Per the contract (Deliverable 18), the MIS Contractor is responsible for identifying possible failure and recovery scenarios.
46	RFP Introduction, State Office Hardware, page 5 How many laptops do you anticipate will be available for training clinic users?	The State has not determined the number of training PCs/laptops; however, the State will provide the necessary hardware.
47	RFP Introduction, Software Plan, page 6 What versions of Windows, browser, and office automation software must be supported	The State standard browser is Internet Explorer 11. Windows 10. There is not currently an office automation standard.

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	by the MIS?	
48	RFP Introduction, Software Plan, page 6 What are the State standards for RDBMS and development languages should the Contractor anticipate needing to utilize or support with the MIS?	The State utilizes a variety of development languages and RDBMS standards. The State will work with the Contractor to interoperate with the MIS solution as necessary.
49	RFP Introduction, Telecommunications Plan, page 6 At what point in the project is the MIS T&I expected to benchmark the system with peak level data to verify that it meets the need of the Tennessee WIC Program?	After all Tennessee modifications have been made and at various points during design, development and testing.
50	RFP Introduction, EPI, Page 6 Will the new MIS be required to simultaneously interface with EPI and PTBMIS (via HL7) to send/receive updates of WIC participant data?	Yes. Please see Deliverable 10 in Attachment 1.
51	RFP Introduction, EPI, Page 6 Please list the specific HL7 messages the new MIS is required to support for EPI interoperability.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH cannot provide these documents.
52	RFP Introduction, EPI, Page 6 And Attachment 6.2, Section C, C.6, page 34 We need to understand the State's preferred or required enterprise messaging infrastructure the MIS must support for interoperability (e.g.; WSDL/web service, message queue, etc.). Please describe the State's interoperability standard or preferences for message send/receive and feedback of processing results.	TDH is open to appropriate transport options. TDH has implemented web services (WDSL), sftp and socket to socket transport methods. TDH will work with the Contractor to determine the best method for each use case.
53	RFP Introduction, EPI, Page 6 And Attachment 6.2, Section C, C.10, page 35 It appears that EPI will also be deployed and enhanced simultaneous with the MIS. Please describe the current state of EPI, improvements planned, and the implementation schedule for EPI.	EPI is currently being rolled out in the State. However, the rollout schedule is not firm and TNWIC may have to roll out in some locations before EPI and others after EPI.
54	RFP Introduction, EPI, Page 7 It appears that as a result of conversions there will likely be duplicated data between EPI, PTBMIS, and the new MIS. Have there been any decisions made as to the system of record to resolve discrepancies?	Conversion will occur between PTBMIS and the new TNWIC system. EPI is interoperable with PTBMIS; therefore, no conversion will be required or expected between EPI and TNWIC. For all WIC records, PTBMIS is the database of record in a location until that location is converted to TNWIC, then it becomes the database of record.
55	RFP Introduction, Other Systems with which the WIC System will Interact, page 8 It looks like the Practice Management System	EPI is currently being rolled out in the State. However, the rollout schedule is not firm and TNWIC may have to roll out in some locations

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– The EPI Project is in the early deployment stages. Will deployment be complete before this project starts the design tasks? If not, when do you expect deployment to be complete?	before EPI and others after EPI.
56 RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Please provide detailed specifications for all required interfaces with VistA	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH cannot provide these documents.
57 RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Please provide detailed specifications for all required interfaces with the non-VistA medical Records System that is deployed by one or more regions.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH cannot provide these documents.
58 RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Please provide detailed specifications or requirements for the Patient Scheduling System for all required interfaces with VistA	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements; Chapter 10 of the appropriate version of HL7 V2.x contains the detailed specifications for interoperability with patient scheduling systems. Note: HL7 documents are available for free from HL7 once you register with them. TDH cannot provide these documents.
59 RFP Introduction, Health Level Seven (HL7) Interface, page 8 HL7's Version 2.x (v2) messaging standard is described in detail. Please confirm that all HL7 interfaces will be limited to a version/release within the V2 family (HL7 Messaging Standard Version 2.x). Please confirm that HL7 Version 3.x standards will <u>not</u> be used.	The simultaneous use of various versions of the family of Messaging Standards known as "V2.x" is an accepted practice. The requirements for interoperability in a domain are compared to the capabilities of the various versions of the V2.x Message Standards and the availability of Implementation Guides for each version to determine the best match for a specific use case.. The HL7 Version 3 Messaging Standard will not be used in the foreseeable future. However, the HL7 Version 3 Document Standard (Clinical Document Architecture), the only Medical Record Document Standard of note in the United States, may be used for clinical documents. Note: HL7 documents are available for free from HL7 once you register with them. TDH cannot provide these documents.
60 RFP Introduction, Health Level Seven (HL7) Interface, page 8 Please identify all interfaces with PTBMIS and the messaging standard/specification used.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the

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	appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH cannot provide these documents.
61 RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Does the MPI contain only indexes to a person's identity data that is physically maintained in other systems or does it store a "golden record" of the person's identity data that all systems are required to use?	The MPI contains only indexes to a person's identity data that is physically maintained in other systems.
62 RFP Introduction, Other Systems with which the WIC System will Interact, page 8 When two systems (ex; PTBMIS and EPI) contain conflicting information about a person, how is this currently resolved?	The behavior may vary from application to application; possible behaviors include user selection, the most recently dated update, some choice based on type of system, e.g. MR systems are rated more reliable than secondary data use systems, internal favored over external, etc.
63 RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Is the Master Patient Index (MPI), currently interfaced with PTBMIS? If not which system is the database–of-record for MPI?	Yes. Every indexed application system is the database of record for the data it sends to the MPI.
64 RFP Introduction, Other Systems with which the WIC System will Interact, page 8 Will EPI replace MPI? If not, please describe the vision for these systems co-existing.	No. EPI is a patient-based Medical Record system and therefore will not replace the MPI. The Master Patient Index (MPI) is a central index of persons (patients) that have a record in the various application systems operated by TDH. The data in the MPI is limited to basic demographic data and the identifier used by each application system that contains a record for a person.
65 RFP Introduction, Other Systems with which the WIC System will Interact, page 9 And RFP Introduction, Appointment Scheduler, page 9 RFP states "current Patient Scheduling System is a module of the PTBMIS and will be supplied with basic interoperability functions for WIC". When will this function be supplied within the project timeline?	It is a responsibility of the respondent to provide for this function in the design and development of the system.
66 RFP Introduction, Other Systems with which the WIC System will Interact, page 9 Please provide requirements and technical specifications for the scheduling basic interoperability functions.	Interoperability must be provided via HL7 messaging for all systems referenced in the RFP Introduction Attachment 1. However, further detailed specifications will be provided after collaboration with the selected respondent when the contract is awarded.
67 RFP introduction, Other Systems with which the WIC System will Interact, page 9 Since not all counties will interoperate with EPI, are you expecting training materials to cover situations/scenarios with and without EPI?	We do not expect the Contractor to provide two sets of training materials, however, we would need the Contractor's assistance in the modifications to the Knox County training materials for use in "training the trainers". It would appear that this set of materials would be exactly like the training materials provided for the transferred system since most states operate WIC systems as "standalone".

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68	RFP Introduction, Direct-Entry Functionality, page 9 For the county that will not interoperate with EPI, when will records such as MPI and EHR be reconciled with PTBMIS/EPI or other state systems?	They will not be reconciled. PTBMIS data will be converted and the transferred system will be standalone.
69	RFP Introduction, Direct-Entry Functionality, page 9 For the county that will not interoperate with EPI, will the new WIC system be required to generate a MPI?	The new WIC system is expected to have its own MPI and will be used in the standalone WIC system and will not be required to be interoperable with any other systems in this county.
70	RFP Introduction, Appointment Scheduler, page 9 We are confused as to whether the PTBMIS scheduler, new MIS scheduler, an EPI scheduler, or some third party scheduler is required to be implemented by this project. Please clarify the expectation and provide detailed business and functional requirements for the expected scheduler. Would TN allow the contractor to create a new modern stand-alone scheduler for all systems to interface with? Could the project schedule be expanded to allow time to build a new scheduler module?	The State needs a Scheduler for the EPI system and the new TNWIC system. Currently, PTBMIS provides the scheduling for both EPI and TNWIC. The State wants to consider whether or not the Registration/Scheduler which exists in the transferred system is adequate to serve the State MIS needs for the Department of Health systems. The State is not interested in this contract creating a standalone scheduler nor expanding the project schedule.
71	RFP Introduction, EBT, page 9 At the Pre-Proposal Conference, the State indicated that Xerox/Conduent has been awarded the EBT Hosting contract. Please confirm this award and that the implementation will be "online EBT" and not SmartCard.	Yes, Xerox/Conduent was awarded the EBT contract. The State will implement on-line EBT.
72	RFP Introduction, EBT, page 9 Do you expect the EBT card inventory to be kept in the MIS or by the EBT host?	The cards will be provided by the EBT contractor to the WIC clinics and the inventory from the processor to the State will be provided by the EBT processor.
73	RFP Introduction, Desired Schedule, page 9 In the Pre-Proposal Conference, the State indicated the schedule published in the RFP may be incorrect. Further, in looking at the required timeframes described in Attachment 1, there are approximately 85 days of required meetings and deliverable review before development is allowed to start. The published schedule shows approximately 90 days between project start and the beginning of UAT. Please confirm the MIS transfer & implementation schedule.	The "Desired Schedule" has been changed. Please reference Release #2.
74	RFP Introduction, Desired Schedule, page 9 The schedule is aggressive. What is the availability of the state staff from July 2017-September 2017? There will be quite a few decisions and tasks that need completed during that time frame and many are dependent on state staff availability.	The "Desired Schedule" has been changed. Please reference Release #2.

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75	RFP Introduction, Desired Schedule, page 9 Please list the interfaces that the MIS is required to support at the beginning of UAT.	These interfaces are listed under EPI on pages 6-8 under Section 1.1. Statement of Procurement Purpose of the RFP.
76	RFP Introduction, Coordination and Communication with the EBT Contractor, Page 10 The MIS T&I contractor will be required to work with the EBT contractor. This cooperative effort will include joint planning, design, testing, and implementation activities as defined herein. Will the State's EBT Contractor provide a test EBT environment for the MIS T&I Contractor to hit to facilitate system testing and UAT?	Interface Testing shall be conducted between the State's WIC MIS and the Contractor's EBT system to ensure that all files sent between the two systems are properly received, accepted, and processed.
77	RFP Introduction, Drafts, page 10 What is the State's standard for creating diagrams such as data model diagrams or flowcharts that would be embedded into a Word document or published separately? Is Visio acceptable?	There is no state standard and Visio is acceptable.
78	RFP Introduction, Drafts, page 10 What is the required draft review timeframe?	The draft review timelines are in the details of each Deliverable in Attachment 1.
79	RFP Introduction, 1.8 Notice of Intent to Respond Can the State publish a list of entities and contact information that filed the Notice of Intent to Respond? This might help identify potential partner or subcontracting parties.	No, the State is not agreeable to that request. It is policy and rule that the State maintains Respondent's confidentiality until award.
80	RFP Response Requirements (Section 3.3.1, page 17) And Pro Forma Contract Terms and Conditions – Attachment 6.6 (beginning on page 41) Question – Although certain portions of the RFP seem to say that Respondents will not be allowed to take any exceptions to the RFP requirements (including the terms and conditions of the Pro Forma Contract – Attachment 6.6), e.g., Section 3.3.1, other Sections imply the State may entertain such exceptions (e.g.: Section 5.2.3.2 on page 24; Section 5.3.5 on page 25; and #3 on page 26). Certain RFP and Pro Forma Contract terms and conditions may require modification (e.g., insurers typically require subrogation rights to minimize exposure to unnecessary risk). Are Respondents allowed to submit exceptions to the RFP (including the Pro Forma Contract terms and conditions) for the State's consideration? Would the submission of any such exceptions be considered a non-responsive counteroffer?	Respondents should not submit exceptions. Submissions of exceptions may result in the submission being considered non-responsive. Contract terms and conditions may be modified, at the States discretion, on a very limited, non-material basis after the contract is awarded if it is determined that there will be no impact to the scope or cost of the contract and no impact on the competitive nature of the procurement.
81	Attachment 6.1, page 26 Will the State post each attachment separately? This will help avoid inadvertent	No. Any attachments that the state intends to post separately have been posted.

	QUESTION / COMMENT	STATE RESPONSE
	errors when attempting to extract the Attachments from the RFP.	
82	Attachment 6.2, Section B, B.17, page 31 Please clarify if the required references are to be provided only for the Prime contractor or can some of the five (5) references included be for Subcontractors.	References should be provided by prime contractors. Please refer to question 12.
83	Attachment 6.2, Section B, B.19, page 32 Can completed MIS transfer contracts be listed? In some situations, a respondent may have successfully completed all transfer projects. Our concern is that a Respondent that has fulfilled all obligations for MIS transfer is not afforded an opportunity for that successful work to be considered. It appears that only in-flight work is considered.	No, this question addresses current work in progress.
84	Attachment 6.2, Section B, B.20, page 32 We are curious as to the certification credentials the State is looking for. Please define what "certified by Food and Nutrition Services" means?	The State has revised Section B, B.20. Please see RFP 34353-14617 Amendment #4 Number 3 below.
85	Attachment 6.2, Section C, C.7, page 34 To what extent does the ProForma Contract Attachment 1, Exhibit 4 match the FReD and WUMEI? Can the State note the specific difference between the contract and the FNS documents (if applicable)?	The ProForma Contract Attachment 1, Exhibit 4 is a listing of the Functional Requirements Document FReD from FNS. The modifications added are Tennessee needs and requirements and these are the specific differences.
86	Attachment 6.2, Section C, C.7, page 34 Can the State provide the ProForma Contract Attachment 1, Exhibit 4 in Excel form?	Yes. Please see "TN Functional Requirements Traceability Matrix" on the Central Procurement Office website.
87	Contract, A. Scope, A.3 Ownership/Rights/Licensure, page 48 It is our understanding that the WIC systems are actually owned by FNS in the public domain. The Contractor does not have standing to grant ownership of public domain properties. Will the State be executing a Memorandum of Understanding with FNS or the lead state granting Tennessee ownership or license to use and modify?	There is language in FNS Handbook 901 regarding ownership. FNS does not "own" the system, but they "reserve a royalty-free, non-exclusive and irrevocable license to reproduce, publish or otherwise us, and authorize other to use, for federal government purposes, the copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a contractor purchases ownership." There are several references in the link below to FNS Handbook 901 regarding ownership. [FNS Handbook 901](#)
88	Pro Forma Contract Terms and Conditions, A.3.a pg. 48 Need clarification – "any custom software and associated documentation." Please clarify. Contractors often have internally developed tools used in transfer projects. Do you include internally developed tools as items that would become state owned?	A.3.b. states that "Contractor will retain all right, title and interest in and to all property developed by it, 1) for clients other than the State, and 2) for internal purposes and not yet delivered to any client, including all copyright, patent, trade secret, trademark and other intellectual property rights created by the Contractor in connection with such work prior to the Effective Date."

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89	Pro Forma Contract Terms and Conditions, A. Scope, A.3 Ownership/Rights/Licensure, page 48 Can the State modify the ProForma Contract to grant a reciprocal of A.3.c so that the Respondent is able to provide the MIS solution to other states?	Subsequent transfers will be subject to requirements of the federal program. FNS Handbook 901
90	Pro Forma Contract Terms and Conditions, A. Scope, A.8 Warranty, page 49 The ProForma Contract is vague as to the warranty period. Please clarify the warranty period.	This question does not contain enough detail to be meaningful.
91	Pro Forma Contract Terms and Conditions, C. Payment Terms and Conditions, C.3 page. 51 DFDD/DTSD Deliverable (Attachment 1 sec. 2.3 & 2.4) "Contractor shall not submit the final, updated DFDD until all JAD sessions have been successfully concluded, and all design decisions and specifications have been incorporated in the document." This is ambiguous. If DFDD updates may be necessary during Development and Test, when must the document be released? Attachment 1, section 6.4 states, "Within fifteen (15) business days of completion of system implementation, the MIS T&I Contractor must update all system documentation, functional, technical, and operational and user manuals, to reflect any revisions made to the system." Perhaps a better question is, will there be two DFDD/DTSD Review sessions?	"Contractor shall not submit the final, updated DFDD until all JAD sessions" refers to the "final updated DFDD" presented to the State prior to beginning the development. The DFDD and DTSD deliverables state that the contractor will be paid when written approval is provided by the State. This written approval is required prior to development beginning.
92	Pro Forma Contract Terms and Conditions, C.3 pg. 51 Attachment 1, section 4.5, requires MIS T&I Contractor to assess TN statewide disaster recovery plan. Question: what qualifications are required of the auditors performing the assessment?	The State will make available the disaster recovery policy to the Contractor at the after the contract is executed.
93	Pro Forma Contract Terms and Conditions, C.3 pg. 51 Attachment 1, section 4.5, requires MIS T&I Contractor to assess TN statewide disaster recovery plan. Question: can the State please provide the outline or the Table of Contents to the existing policy so we may better provide an estimate for this deliverable?	The State will make available the disaster recovery policy to the Contractor at the after the contract is executed.
94	Pro Forma Contract Terms and Conditions, C.3 pg. 53 Deliverable 29 Train the Trainer - Attachment 1, section 6.2.1. What is, "at each Grand Division of the State?"	The State has clarified this Deliverable. Please see RFP 34353-14617 Amendment #4 Number 3 below.
95	Pro Forma Contract Terms and Conditions, C. Payment Terms and Conditions, C.3.c, page 54	Yes, it is the maximum.

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	Is the seven percent (7%) maximum for informal change orders the maximum for any single informal change order or the aggregate of all informal change orders?	
96	Pro Forma Contract Terms and Conditions, C. Payment Terms and Conditions, C.3.c, page 54 This seems to be overly restrictive and in our experience, even MS Word cannot meet this criterion. Please clarify the meaning of "no deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability are identified". Can this be deferred to a point in time when the State has more experience with the EBT-enabled MIS to better understand the types of operational issues that are tolerable versus those that are not?	Yes, this can be deferred to a time when the State and awarded Contractor can collaborate on specific deficiencies. The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
97	Attachment 1, General Requirements, page right before page 1 Please confirm whether or not the key personnel to be listed per Task and Subtask is derived from the same list of "key people" that is required to be identified in Attachment 6.2, Section B, B.13?	The Respondent should determine all staff who will work on the TNWIC project.
98	Attachment 1, page 1 The task-level narratives in Attachment 1 appear to suggest a strict "waterfall approach" with minimal parallel or overlapping activity. What limitations exist for the State to consider a solution approach that employs a more Agile approach to conducting the transfer project?	The Project Managers will determine the overall project approach and which parts will be "waterfall" and which may lend them to a more "agile" methodology.
99	Attachment 1, 1.1 Project Initiation Meeting and Memorandum, page 1 Please specify the minimum required Contractor staff positions that must participate in the Project Initiation Meeting. The list of required attendees impacts the project cost estimate.	It is the responsibility of the Respondent to determine the number of staff they would send to the Project Initiation Meeting.
100	Attachment 1, 1.1 Project Initiation Meeting and Memorandum, page 1 Who is responsible for planning, organizing, and scheduling the Project Initiation Meeting?	The Project Management Services Contractor.
101	Attachment 1, 1.2. System Transfer, Modification and Testing Plan, page 1 Please clarify "within 1 week". Is this within 1 week after the project initiation meeting technical memorandum is delivered?	The State has clarified this time frame. Please see RFP 34353-14617 Amendment #4 Number 3 below.
102	Attachment 1, 1.3. Final Work Plan and Schedule, page 2 Please clarify "within 2 weeks". Is this within 2 weeks after the project initiation meeting technical memorandum is delivered?	The State has clarified this timeframe. Please see RFP 34353-14617 Amendment #4 Number 3 below.

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103	Attachment 1, 1.3. Final Work Plan and Schedule, page 2 Please define the number of days that must be scheduled for required deliverable review periods for all deliverables.	Each deliverable addresses the required review period for that deliverable.
104	Attachment 1, 2.1. System Orientation Training, page 3 Does the State want the MIS T&I Contractor to deliver orientation training similar to the clinic user training that will be used later in the project? If Yes: Is it acceptable to use materials from other states? How many WHIPS will need to be trained? Will each person being trained have a laptop available to them? Because full system training may take more than 5 days, can any training be held concurrently?	Yes, but instead of a complete training of how to use the system, the State would prefer "training to orient users to the functionality of the system". Materials from other States may be used. There are fifty WHIPS and about twenty additional Central Office staff. No. Yes, but the State would have to review and approve the plans for concurrent training.
105	Attachment 1, 2.3. Detailed Functional Design Document, page 4 There is a statement about how the review period must be extended if the level of modifications and enhancements is extensive. For scheduling purposes, would you plan to extend the review period by 5 days, 10 days, 20 days? If you could provide a maximum number of days that the extension could be, that would be helpful in scheduling.	The State cannot enumerate the number of days that might be necessary to extend the review until the system is chosen for transfer and modifications and enhancements are agreed upon by the State.
106	Attachment 1, 2.4. Detailed Technical Specifications Document, page 5 There is a statement about how the review period must be extended if the level of modifications and enhancements is extensive. For scheduling purposes, would you plan to extend the review period by 5 days, 10 days, 20 days? If you could provide a maximum number of days that the extension could be, that would be helpful in scheduling.	The State cannot enumerate the number of days that might be necessary to extend the review until the system is chosen for transfer and modifications and enhancements are agreed upon by the State.
107	Attachment 1, 2.5. Implementation, Conversion, and Training, page 5 When in the schedule do you expect these plans to be delivered?	The Respondent who is awarded the contract is responsible for submitting a Project Work Plan and Schedule. The plans must be delivered for State approval within the confines of the State' defined schedule.
108	Attachment 1, 2.5. Implementation, Conversion, and Training, page 6 Will all family data come from a central state-wide repository or from many regional repositories?	The data will come from the thirteen AS 400s.
109	Attachment 1, 2.5. Implementation, Conversion, and Training, page 6 The Conversion Plan as described requires "a field-by-field mapping (including how the values will be converted) from the legacy system in Tennessee to the new system".	All data for conversion will be in PTBMIS and SAMIS.

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	Please list all legacy systems that will require conversion and identify the data contained in each of those systems.	
110	Attachment 1, 3.2. System Transfer, Modification and Technical Testing, page 8 The text indicates that Knox County will not interoperate with EPI. Are there times/situations where other counties will not interface with EPI or is it just this county where this will happen?	No. Knox County is the only county where this will happen at this moment
111	Attachment 1, 3.2. System Transfer, Modification and Technical Testing, page 8 Is there a single auto-dialer system statewide or are there multiple auto-dialer systems throughout the state?	No, there are multiple auto-dialers.
112	Attachment 1 – 3.2.1 System Transfer, Modification and Technical Testing, page 8 Generating test data – can the contractor request a copy of Obfuscated data from the State?	The State can provide de-identified test data.
113	Attachment 1, 3.2.1. System Transfer, Modification and Technical Testing, page 8 During the Pre-Proposal Conference, the State indicated that HL7 version 2.7 is the version to be used. Please confirm this requirement.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH cannot provide these documents.
114	Attachment 1, 3.2.1 Deliverable 10: System Transfer, Modification and Technical Testing. "The MIS T&I Contractor shall formally advise the State that the system is ready for UAT when development and internal testing is finished and a thorough system qualification test of all system *functionality has been performed with zero errors*." Can the state please clarify as technically, this should read *"Resulting in all tests being passed and no known outstanding defects."* Note that no testing will ever be performed with zero errors.	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur. The State has modified the language. Please see Release #2.
115	Attachment 1, Page 10 System Qualification Test And Attachment 1, 3.2.2 Readiness Certification for UAT, page 11 The test description states "The MIS T&I Contractor shall ensure, during this test, that the software performance, response time, and ability of the system to operate under stressed conditions and maximum load are tested". Please provide the requirements for performance, response time, stress, and load testing conditions.	The State expects the Contractor to propose how this will be handled in their RFP response.

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116	Attachment 1, 3.2.1 Deliverable 10: Unit/Module Test Page 9 Test results are recorded in the software development folder for that module. Where will this folder be located? Is there a specific format, level of detail, or will a simple Test Title and Pass/Fail suffice?	The folder will be located in a state repository available to TDH and the Contractor in an agreed upon format.
117	Attachment 1, Page 10 Periodic reviews The text indicates "work products (screens, reports, etc.)" – please clarify what is included in these work products.	Any outcome of the proposed system that would be used by the State in operations.
118	Attachment 1, 3.2.2, Readiness Certificate and even throughout Attachment 1 There are several references to "Zero Errors", "No Known Errors" "No Identified Outstanding Errors" – Please define Outstanding Errors. What if an issue is identified with an acceptable work around so as not to hold up UAT? What about low priority issues? These would be fixed with any possible issue arising during UAT?	TDH will work with the Contractor to define appropriate exit criteria.
119	Attachment 1, 3.3 Operational Planning, Documentation and Training Materials, page 12 Deliverable 12 states the Contractor is to provide additional documentation such as equipment manuals. In the Pre-Proposal Conference, the State indicated that the contractor would not be providing equipment. Please identify the equipment the Contractor is expected to provide manuals for.	The State has revised Deliverable 12 because the Contractor will not provide any hardware. Please see RFP 34353-14617 Amendment #4 Number 3 below.
120	Attachment 1, 3.3.2 e-Learning Training Modules, page 12 Do all e-Learning modules have to be produced in Adobe Presenter or can an alternate presentation tool such as iSpring be utilized? If not, will the State provide licenses for Contractor use in development of the e-Learning modules?	The State requires PowerPoint files with Adobe Presenter plug-in and will not provide licenses.
121	Attachment 1, Page 15 Please define "relatively few errors"	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
122	Attachment 1, 3.2.2 Readiness Certification for UAT, page 12 There is a statement about required software application packages for the operation of the Help Desk. Do you expect the MIS T&I contractor to supply a software tool to the State for recording Help Desk issues?	No, we do not expect the MIS T&I contractor to supply a software tool to the State for recording Help Desk issues. The State will use JIRA for issues that need to pass to the contractor.

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	Is this for every issue (Level 1) or for issues that will need to pass to the contractor (Level 2)?	
123	Attachment 1, 3.3. Operational Planning, Documentation and Training Materials, page 12 When in the schedule do you expect the training materials to be delivered?	It is the responsibility of the Respondent to propose in the Work Plan and Schedule the time frame for delivering training materials allowing reasonable time for State review and approval.
124	Attachment 1, 3.3. Operational Planning, Documentation and Training Materials, page 12 Please clarify. Are you looking for one set of training materials for UAT, Pilot, Rollout and a different set for ongoing new employee training after the implementation of the system?	The State is looking for one set of training materials to be delivered in an editable format to allow the State to update as needed after rollout.
125	Attachment 1, 3.3. Operational Planning, Documentation and Training Materials, page 12 e-Learning Training Modules – Will some users use these modules exclusively for their training and therefore not have to attend any classroom training or are these expected to be prerequisites or supplements to classroom training?	The State expects the modules to be designed for exclusive training; however, the State supplements this training with classroom or in-person training.
126	Attachment 1, 4.2 System Training, page 14 There is a reference to training/mentoring state operations staff onsite. Is there flexibility with this onsite requirement?	No.
127	Attachment 1, 4.3 System Operations Support/Data Conversion, page 14 There is a statement about the MIS T&I Contractor providing operations on-site at the Tennessee State offices throughout the UAT and Pilot. In many states, contractors are not given access to "operate" state servers. Contractors can however look over the shoulder of state staff and provide mentoring and guidance. Can this mentoring and guidance be accomplished remotely or are you requiring a physical presence full time in the Tennessee State office from the start of UAT through the end of Pilot?	It is the responsibility of the Respondent to propose their physical presence; however, the State expects a significant amount of physical presence during this time.
128	Attachment 1 – 4.6 – Deliverable 19 States "and must verify the error free operation of the system and a stability *sufficient* to be implemented in pilot installations." Sufficient is subjective in this case. Are there measurement parameters?	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
129	Attachment 1, 5.4 Installation of System Software – Pilot Test, page 18 Does Tennessee IT Security require any	The State routinely performs vulnerability testing on web based applications. It is anticipated that the State will conduct this testing at various points

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vulnerability testing be performed before a web or browser-based application will be approved for production environment installation?	throughout the project and as requested by the Contractor.
130 Attachment 1, 6.2.2 User Training, page 21 There is a sentence with the following words: "…online help participants will use the web interface." It looks like this sentence is missing some words. Can you help us understand the intent of this sentence?	Provide a web interface for on-line help functionality. The State has re-worded Attachment 1, 6.2.2. User Training. Please see RFP 34353-14617 Amendment #4 Number 3 below.
131 Attachment 1, 6.2.2 User Training, page 21 Rollout is expected to be 16 weeks in length. There are 14 local trainings during the rollout. Would this be 14 training classes with no more than 30 participants? Will there be training weeks where a single agency will require multiple training classes? Is your preference to have one local agency training a week or multiple local agencies per week with some weeks of no training(s)? How many waves of rollout during this aggressive timeframe do you feel the State can support?	The exact number of participants per training class has not been determined and will vary by location. The MIS T&I Contractor, EBT implementation Contractor, and WHIPS must co-conduct regional/clinic staff training events at each of the fourteen (14) local agencies over a three (3) to five (5) day time frame per event. Yes, this is a possibility in the larger county jurisdictions. The MIS T&I Contractor shall provide that Regional/clinic staff be trained the week prior to their clinics going live to ensure retention of necessary skills. The State will support as many rollouts as necessary to ensure a successful statewide implementation.
132 Attachment 1, EXHIBIT 4: TN WIC Functional Requirements Traceability Matrix, page 41 Under 3.4.1.5 there is a requirement to read the card balance from the EBT card in Offline. Most of your requirements look like online EBT requirements. Please explain how this Offline requirement fits into your expected solution.	The FReD requirements are defined by FNS. Exhibit 4 identifies any special requirements for Tennessee. The correct citation is 3.4.2.5 and is "Obtain Account Balance" Both offline and online options are covered. TN has chosen online.
133 Attachment 1, EXHIBIT 4: TN WIC Functional Requirements Traceability Matrix, page 42 The requirements under 3.5.3 suggest that the MIS will be responsible for initiating payments to vendors. Is this accurate or will the EBT Host be responsible for initiating payments to vendors?	The EBT Processor initiates payments to vendors. The MIS tracks all payments made by the EBT processor. The FReD is inclusive of payments made by Food Instruments and this language may be comprehensive of those payments.
134 Attachment 1, EXHIBIT 4: TN WIC Functional Requirements Traceability Matrix 3.1.1 Create and Locate Data Records If dual participation records are discovered that exist between PTBMIS/EPI and WIC, which system will merge and propagate corrections?	The State will work this process out with the Contractor.
135 Attachment 1, Pg. 37 There is an image of a Functional Requirements Traceability Matrix, but no reference to a Deliverable in RFP section C.3. Is the Contractor required to provide an RTM?	This is not a Deliverable for the MIS T&I Contractor.

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136	RFP P.1 States that ten (10) vendors cross State borders – two (2) in Kentucky, three (3) in Virginia and five (5) in Georgia A) Will these out of state vendors continue under EBT? B) If so, will the MIS be required to interface with the EBT Hosts selected by these neighboring State WIC programs (potentially having multiple EBT hosts)? C) If the external state vendor is not EBT capable, will they remain a TN vendor, or will they need to have TN WIC stand-beside equipment installed?	A) Yes, we will still have out of state vendors. B) No, the MIS will not be required to interface with other State's EBT Processors. C) Yes, they will remain a TN vendor and will need a stand-beside Point Of Sale device.
137	Does the State intend for all agreed upon changes identified during the JAD sessions to be available for UAT testing starting October 2017, or may some changes be prioritized for delivery post-roll-out considering that the timeline for development is aggressive?	The State is willing to prioritize some changes after roll-out in order to meet the aggressive timeline.
138	If no vendor is able to adhere to the proposed timeline and budget would the state, consider alternative timelines from experienced vendors rolling out equivalent systems in other states where special attention is paid to aligning the proposed timeline with an average timeline of very similar projects?	Please see revised "Desired Schedule" on Pages 9 and 10 of RFP 34353-1467 Release 2, below.
139	Should a vendor determine the schedule as proposed is too aggressive to ensure a stable and successful system and to achieve the goals of the State is the State open to a rebidding process?	Please see revised "Desired Schedule" on Pages 9 and 10 of RFP 34353-1467 Release 2, below.
140	According to 3.3. Response & Respondent Prohibitions alternative schedules are not permitted in RFP submissions, does the State have a contingency if no vendor can meet the proposed deadlines with the current scope of work?	Please see revised "Desired Schedule" on Pages 9 and 10 of RFP 34353-1467 Release 2, below.
141	Has the State already seen any other WIC systems? If yes, which is their preference and why?	The State is not committed to any preference.
142	What is the projected completion date for the EPI project?	The State has not officially determined the completion date for EPI.
143	Will PTBMIS data be fully converted to EPI prior to pilot of the WIC MIS? If not, then it is understood that an interface to PTBMIS and, later, an interface to EPI is needed? Is the State expecting the interface to be developed twice?	The State has not officially determined the completion date for EPI. Yes, it is understood that an interface to both PTBMIS and EPI may be needed. It is possible that the interface will need to be developed twice depending on the vendor selected.
144	What is the estimated turnaround time for comments from the PMSC who will prepare a single consolidated set of comments and corrections that will be delivered to the MIS T&I contractor as appropriate to meet strict deadlines?	The PMSC contract has not been executed at this time.

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	How many State staff are dedicated to the MIS transfer project?	The State will support the MIS transfer project with as many staff as is necessary.
145	What quantity of dedicated staff hours and resources within TN WIC Department of the FTE's listed are available as a project team to work with the vendor to make these aggressive timelines?	The State will support the MIS transfer project with as many staff as is necessary.
146	How many of the eighteen (18) FTEs will be assigned with accountable roles on this project?	The State will support the MIS transfer project with as many staff as is necessary.
147	Will the Program Director be the main point of contact for the project and will all five unit coordinator stakeholders be available for vendor meetings, as needed?	Yes
148	Will the systems team be 100% dedicated as resources to this project?	The State will support the MIS transfer project with as many staff as is necessary.
149	Do the members of this particular TN WIC Advisory Council have recent or past experience as a body on software implementations of this size?	Yes
150	Has the TNWIC Project Manager been identified and does this individual have experience on an implementation of this size?	Yes
151	Have resources been identified within the state who will make available locations and provide access needed to any location needed for testing for the TN MIS T&I to benchmark the system with peak level data to verify that it meets the need of the Tennessee WIC Program and if so have these individuals or teams experienced in meeting strict deadlines?	Yes
152	Does the Tennessee WIC Director have a schedule determined to provide ample time as Project Sponsor being available extended hours and as needed to meet these aggressive deadlines?	Yes
153	Please define the TN definition of Regional vendor management staff and where these staff are located?	Regional Vendor Staff conduct all vendor authorization, monitoring, and problem solving for their geographic location. The State has added a map of Regional staff locations as Attachment 3 in RFP 34353-14617 Amendment #4 Number 3 below.
154	Has the State selected an EBT Vendor? If so, which one?	Yes. Xerox/Conduent; however, the contract has not been approved by FNS yet.
155	Has the State already contracted with an EBT processor/provider, and if so, which processor/provider?	Yes. Xerox/Conduent; however, the contract has not been approved by FNS yet.
156	Has the Project Management Services Contractor been identified and does this individual have experience on WIC implementation of this size?	Yes. Burger, Carrol and Associates; however, the contract has not been approved by FNS yet.
157	For PMSC, Is it a Fixed bid OR Time and Material contract?	This is irrelevant to respond to the MIS T&I RFP.
158	What efforts have been made to evaluate and	The quality of the WIC data is corrected as

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correct any existing data quality issues?	identified during production. No specific evaluation of the data has been initiated for this project. This will be addressed during the project implementation.
159 What have been the areas where the State has experienced the greatest inaccuracies in data and in what areas should the desired solution assist with this goal?	This will be addressed during the project implementation.
160 What is the process for evaluating and solving any discrepancies identified during data conversion?	This will be addressed during the project implementation.
161 Will there be 100% dedicated resources from state side for data conversion efforts in conjunction with MIS Vendor's team?	The State will support the MIS transfer project with as many staff as is necessary.
162 RFP Page 6, section "State Office Hardware" indicates tablets will be used to collect vendor monitoring data at retail locations. Does TN already have tablets and tablet-based vendor monitoring software? If yes, please provide the tablet specifications (e.g., OS/version, memory) and relevant capabilities (e.g., wifi/cellular, camera, keyboard, peripherals).	The State will provide the necessary hardware.
163 Can the State define "newer technologies" and any goals for operating system compatibility or devices desired?	The State desires the most up to date version of the available technologies
164 Does the State have additional funds to invest in hardware under separate contract needed for this project to become paperless as is the stated goal?	Yes
165 When devices are incorporated into any system there may be additional controls needed at workstations to perform properly but the RFP states, "No other system related software is required to be installed on the workstations" while additional active x controls and other settings will need to be confirmed, as well. Does the State prohibit any of these installations?	The State will work with the awarded Contractor to allow necessary system components and work station requirements that meet or exceed specifications provided by the Contractor.
166 With an unknown telecommunications plan timeline regarding the remaining thirty (30) sites that are currently on a sub-T1 line, does the State have a contingency plan that can be made known to vendors and alternative timelines determined if telecommunications delays affected phases of the project?	The State has built in redundant capabilities and contingency plans. Delays to the project are not expected, but if it becomes a known issue then procedures are in place to escalate issues of this type.
167 Will the Tennessee WIC maintain a central host site to support its state, regional and clinic sites be staffed with helpdesk support anytime a clinic is open?	Yes
168 What are the existing software tools used for performance monitoring, DB and software releases?	The State recommends that the Contractor propose the most appropriate software tools for performance monitoring, DB and software releases for their proposed solution.
169 What is the typical timeframe for setting up	Once the system recommendations are received

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the necessary environments and servers on demand?	for the winning response, a process will be initiated with STS to build the Design Package (document formerly known as the build book). From start to finish it generally takes 4-6 weeks to complete the design package. Once the design is complete, it can take 1-2 weeks to deploy the infrastructure provided we are using Virtual Servers. If physical servers need to be procured, the turnaround on that will be an additional 6-8 weeks for the purchasing process.
170 Is the necessary hardware acquired already?	See answer for question above. Once the winning bid is awarded, the environment will be built per the recommendations provided. Base infrastructure (i.e. Network, VM Farm, Citrix farm, etc.) already exists. Components unique to this project will be provisioned as outlined in the Design Package.
171 It is understood that no interface with the State's existing finance system is required, nor will financial data from this system to be included in the data conversion task. True?	True
172 What percentage of the data is expected to be entered via EPI?	The State is still determining this as EPI is rolling out.
173 Is it expected that the MIS inherit the security model of EPI?	It is expected that the MIS will hold to the same security standards as all State applications, including EPI.
174 With the plan to fully interoperate the transferred WIC MIS/EBT system with the EPI system using HL7 standards, is the EPI system developer a resource accessible to work with the vendor development team? Is this team/contact identified and does their schedule permit adherence to the meeting schedules to meet strict deadlines?	Yes the EPI system developer is an accessible resource. Yes this team/contact has been identified and their schedule will permit adherence to the meeting schedules.
175 Do we have detailed documents for the established interfaces, if there are necessary changes required for the structure of MIS system's what is the process involved?	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents. Any necessary required changes to the structure of MIS systems are covered under the RFP.
176 Is the state open to a Train the Trainer implementation with sufficient resources to partner with the vendor to reduce training costs?	Yes
177 What are the current work process flows for agencies adopting this system and is there a team assigned to modify work flows to align with the provided solution or is it assumed that the clinic operations will be adjusted based on	Yes the State will identify a team assigned to modify work flows. There are currently no comparable work process flows to describe.

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	the selected transfer system operational flow?	
178	With clinic staff FTE #s varying from 3 - 33 does the State have a preferred training method and does the State have FTE's to provide training or is that to be provided with an additional request from the State?	The State has FTE's to provide training. The State does not have a preferred training method.
179	Does the State agree to provide the training space and device resources for the 1600 associates to be trained or is that to be requested separately from this current RFP?	Yes, the State agrees to provide the training space and device resources.
180	What is the estimated number of WIC Highly Involved and Proficient Staff (WHIPS) available and is this the team the state intends to train individual users in a Train the Trainer model?	50 Yes, in addition to Central Office staff and other regional staff
181	What is the definition of improved IT services and can the State provide baseline data as initial measurements?	Through the deployment of a modern web technology system, IT services will be improved. There is no current baseline data.
182	Does the State have a team designated to work with the vendor to understand ways the program protects WIC against fraud and abuse and to rewrite WIC policies as is needed to adopt a stricter data solution?	Yes
183	For improved clinic staff efficiency and productivity, is there baseline data available to the vendor to better understand the areas in which a proposed solution might achieve results in these needed areas?	No, it is assumed with a modern web based technology system, clinic staff efficiency and productivity will be improved.
184	Of the fourteen (14) regional offices with WIC staff support and in the 130 clinics, what is the percentage of time each WIC employee spends administering the WIC program compared with other health department related duties?	The percentage of time cannot be determined at this time.
185	If WIC and the State-run county health departments operate under the same policy manual and use the same management information system (MIS) is there any way to incorporate any features into the project needed for those tasks and use some of their budget to enhance this program ROI for the State?	There is no way to incorporate any features into the project nor use some of their budgets.
186	Will the vendor have access to and ability to communicate directly with representatives from the stated oversight groups including but not limited to: The Tennessee WIC MIS team, the TNWIC Advisory Council, the Information Technology Services Division (ITSD) of the Tennessee Department of Health (TDH), the Strategic Technology Solutions (STS) Division of the Tennessee Department of Finance Administration, and the Information Systems	The Project Initiation meeting will determine lines of communication.

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	Plan Advisory Committee (ISPAC)?	
187	Section 1.1.2 indicates that the budget for services of the entire contract is $1,930,292.50. Is the said budget applicable to the design, development and implementation only (up to the point of statewide rollout completion) or is it for the entire 84-month period including potential M&O?	The said budget is applicable to the design, development, implementation, rollout, and first year warranty.
188	Can we assume that the WIC system will capture non-WIC client's information to provide appointments?	This has not been determined.
189	Can the RTM Matrix attached as a picture in PP37-54 in Attachment 1 be provided in an editable format (word or excel)?	It can be provided as an Excel sheet
190	In the RTM what is the significance of New MIS and Base Function identification? Will the State agree to a transfer system that meets the base function requirement?	The New MIS is required by the State whereas the Base Function is required by FNS. The transfer system must meet both requirements.
191	In Page 53 of the RTM, it states that a COTS application will be selected for reporting, has the State selected the product?	No, this has not been selected.
192	Is the current system data maintained in a relational format?	Yes, DB2 Cobol.
193	Bidders Conference In the Bidders Conference the question was raised if TN WIC will consider either a web-based OR a browser-based USDA-FNS approved for transfer system. Please clarify if TN WIC has a preference for a specific architecture (if so, please specify which one) or if either architecture will be considered equally.	TN has no preference.
194	Software Plan Page 6 The first paragraph under the subtitle Software Plan states that…"No other system related software is required to be installed on the workstations." Please clarify the intent of this requirement. Specifically, what "other system related software" is this statement referring to?	The State will work with the awarded Contractor to allow necessary system components and work station requirements that meet or exceed specifications provided by the Contractor.
195	Pro Forma Contract A.8 warranty Page 49 Please confirm that the warranty period is one-year per the Scope of Work, Attachment 1 paragraphs 7.1, 7.2, and 7.3.	A.8 states that the Warranty Period "shall be the greater of the Term of this Contract or any other warranty general offered by Contractor, its suppliers, or manufacturers to customers of its goods or services."
196	Pro Forma Contract A.8 warranty Page 49 The second paragraph in A.8 states that the State is "authorized to *possess and use* all equipment, materials, software, and Deliverables provided under this Contract."	As stated, the language means that the State will have all legal rights to own or use everything provided by Contractor under the Contract.

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Please clarify what *possess and use* includes.	
197 Pro Forma Contract D.25.7 Page 65 The last paragraph of D.25.7 seems to be related to intellectual property, not Debarment and Suspension which is the relevant subject matter of D.25.7. Please clarify.	This language is compliant with federal guidelines. More information can be found at the link in question 87.
198 Pro Forma Contract E.8 Page 69 E.8 relates to the restriction of the Contractor for "suggesting or implying in advertising or marketing materials that Contractor's goods or services are endorsed by the State." What information about the Contract is permissible to use in future RFP responses, marketing materials, and information provided to prospective customers? Many WIC RFPs request information about past/current WIC contracts such as project description, contract dates, contract amount, etc.	References are acceptable and are different than marketing and advertising, which are soliciting business, which is not acceptable.
199 Business Associate Agreement Pages 1-10 The Business Associate Agreement has sentence fragments and incomplete/dropped text. See e.g. the last sentences of paragraphs 1.19 and 2.3. Please clarify the intent of the Business Associate Agreement, and if this agreement is a part of the Contract please provide a corrected copy.	The BAA has been modified accordingly and will be posted to CPO's website. The Respondent is required to sign the BAA.
200 Is it the intent for the new TNWIC system to support both paper checks and EBT communications or just EBT?	No, just EBT.
201 Included in the RFP documents is a BAA; what portions of the WIC system does the State view as being included under the BAA?	The entire WIC System is subject to the language in the BAA, including HIPAA, Privacy Rules, etc. The BAA does not apply to certain modules or software. It does apply to work done under the contract.
202 Is it the intent for TN to join the existing Users group or develop the TNWIC system as a standalone system based on an existing SAM Implementation?	It is not the intent of TN to join an existing Users group. The State may use an existing SAM implementation.
203 RFP 1. Introduction, 1.1 Statement of Procurement Purpose, Local Agency and Clinic Hardware Page 5 Has the State made a decision on the type of tablets to be used? If a tablet has been specified, what is the tablet of choice (i.e., iPad, SurfacePro, etc.)?	The hardware will be purchased through the State. The type has not been decided and will depend on current statewide contracts for equipment.
204 RFP 1. Introduction, 1.1 Statement of Procurement	The State anticipates the information will be collected in real time. The State will provide all

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Purpose, Local Agency and Clinic Hardware Page 5 Please describe the anticipated data collection method and TNWIC system data import process intended by the Statement *"…tablets will be used to collect vendor monitoring data at the retail locations, as applicable"*. Would the tablet be connected via a cellular connection sufficient to enter data directly into TNWIC or would it be another commercial software package such as Microsoft Excel which would then be imported to TNWIC after reconnecting?	hardware that meets or exceeds specifications provided by the Contractor in the Hardware Plan.
205 RFP 1. Introduction, 1.1 Statement of Procurement Purpose, Other Systems with which the WIC System will Interact Page 8 What are the specific data items to be exchanged with each of the systems identified within the section "Other Systems with which the WIC System will Interact"?	Specific data items to be exchanged are not available at this time.
206 RFP 1. Introduction, 1.1 Statement of Procurement Purpose, MIS Project Phasing Page 9 Does the cost estimate of $1.93 million in section 1.1.2 apply to the 5-year desired schedule timeframe or the entire 84-month contract? Please clarify.	The cost estimate is applicable to the design, development, implementation, rollout, and first year warranty.
207 RFP 1. Introduction, 1.1 Statement of Procurement Purpose, MIS Project Phasing Page 9 Desired Schedule on page 9 does not align the 84-month term referenced in the contract on page 49. Please clarify.	The State has revised the Desired Schedule. Please see RFP 34353-14617 Amendment #4 Number 3 below.
208 RFP 1. Introduction, 1.1 Statement of Procurement Purpose, Appointment Scheduler Page 9 Assuming the WIC system selected is chosen as the new scheduler with EPI: Will the WIC System scheduler be expected to be a stand-alone module (i.e. accessible without accessing the TN WIC system?) Will an end user log into the TN WIC system to schedule all types of appointments? Will the scheduler access PII or PHI as appointments are scheduled?	The specifics cannot be determined at this time.
209 RFP 1. Introduction , 1.1 Statement of Procurement Purpose, Drafts Page 10 What is the State's standard version of the MS Office Suite?	The State standard of MS Office is currently 2010 or backward compatible.

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210	RFP 1. Introduction , 1.1 Statement of Procurement Purpose, MIS Project Phasing Page 10 – 11 How does the detailed schedule of work differ from the Project Work Plan?	Potential contractors must propose a Project Work Plan that meets or exceeds the requirements and schedule described above as well as FNS requirements for testing and rollout (http://www.fns.usda.gov/apd/new-rule-system-testing). Potential contractors must include a detailed schedule of proposed work including Gantt charts illustrating project milestones, dates or timeframes for contract deliverables, and dates or timeframes for review of deliverables by the State.
211	RFP 2.RFP Schedule of Events, 2.1 RFP Schedule of Events Page14 The schedule of events allows 1 day for steps "13. State send contract to Contractor for signature" and "14. Contractor Signature Deadline". Can the contractor signature deadline be adjusted to allow for a minimum of 5 days for contractor signature?	The State has elected to leave as is.
212	RFP Technical Response & Evaluation Guide Section B: General Qualifications & Experience, B.20 Page 32 Can the State provide clarification to the Statement, "..has ever been certified by Food and Nutrition Services (FNS)"? Does this statement refer to the contractor, a specific system, etc.	The State has revised Section B, B.20 to clarify. Please see RFP 34353-14617 Amendment #4 Number 3 below.
213	RFP Technical Response & Evaluation Guides Page 34-35 The Technical Response & Evaluation Guide requests narratives. Does the State require a point-by-point response to the items contained in Attachment 1 – Detailed Statement of Work? If yes, in which section of C: Technical Qualifications, Experience & Approach would the State expect the point-by-point response be documented?	The Respondent is responsible for determining how it chooses to respond to items in Attachment 1. The State does not require a specific manner of response.
214	RFP Contract A.3.a Page 48 Exception: Depending on the solution selected by the State, A.3a may not be accurate as written. Language will need to be redlined/changed/negotiated after contract award to reflect appropriate ownership based on the selected contractor and proposed WIC system.	A.3 is based on federally supplied language for use with this program and the State considers this language to be appropriate.
215	RFP Contract A.3.b Page 48	A.3 is based on federally supplied language for use with this program and the State considers this language to be appropriate.

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	Exception: Depending on the solution selected by the State, A.3b may not be accurate as written. Language will need to be redlined/changed/negotiated after contract award to reflect appropriate ownership based on the selected contractor and proposed WIC system.	
216	RFP Contract A.3.c Page 48 Exception: Depending on the solution selected by the State, A.3c may not be accurate as written. Language will need to be redlined/changed/negotiated after contract award to reflect appropriate ownership based on the selected contractor and proposed WIC system.	A.3 is based on federally supplied language for use with this program and the State considers this language to be appropriate.
217	RFP Contract A.3.d Page 48 Exception: Depending on the solution selected by the State, A.3.d may not be accurate as written. Language will need to be redlined/changed/negotiated after contract award to reflect appropriate ownership based on the selected contractor and proposed WIC system.	A.3 is based on federally supplied language for use with this program and the State considers this language to be appropriate.
218	RFP Contract A.3.e Page 48 Exception: Depending on the solution selected by the State, A.3.d may not be accurate as written. Language will need to be redlined/changed/negotiated after contract award to reflect appropriate ownership based on the selected contractor and proposed WIC system.	A.3 is based on federally supplied language for use with this program and the State considers this language to be appropriate.
219	RFP Contract A.8 Page 48 Exception: Contractor submitting this exception does not agree to multiple remedies. If contractor cannot cure a defect in a deliverable, State is entitled to refund (and potentially termination if a breach), but not stacked remedies. Language will need to be redlined/changed/ negotiated after contract award to reflect the selected contractor and proposed WIC system.	This language is mandatory and not subject to change.
220	RFP Contract A.8 Page 49 Exception: Depending on the solution selected by the State, A.8 may not be accurate as written and will depend on definitions. Contract warranty language can	The State cannot agree to modify this template language.

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be impacted by ownership of the software, and this use of "defect" and "defective" are objectionable. Language will need to be redlined/ changed/ negotiated after contract award to reflect the selected contractor and proposed WIC system.	
221 RFP Contract C.8 Page 56 Exception: Contractor submitting this exception does not agree to setoff for amounts not related to this contract. Language will need to be redlined/changed/ negotiated after contract award to reflect the selected contractor.	The State cannot agree to modify this template language.
222 RFP Contract D.6 Page 57 Exception: Termination is the remedy for breach and contractor submitting this exception does not agree to stacked/multiple remedies. Language will need to be redlined/ changed/negotiated after contract award to reflect the selected contractor.	The State cannot agree to modify this template language.
223 RFP Contract D.7 Page 58 Exception: Contractor submitting this exception reserves the right to assign to an affiliated entity or successor-in-interest in the event of merger, sale or corporate reorganization. Language will need to be redlined/changed/ negotiated if contractor submitting this exception is the selected contractor to provide services.	The State cannot agree to modify this template language.
224 RFP Contract D.10c Page 58 Exception: For privacy reasons the contractor submitting this exception does not share personnel files, nor make them available to clients. Language will need to be deleted after contract award if contractor submitting this exception is the selected contractor to provide services.	The State cannot agree to modify this template language.
225 RFP Contract D.11 Page 59 Exception: The contractor submitting this exception will only make available non-proprietary records for audit, during normal business hours with proper notice.	The State cannot agree to modify this template language.
226 RFP Contract D.12 Page 59 Exception: The contractor providing this	The State cannot agree to modify this template language.

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exception will only make available non-proprietary records for monitoring. Any on-site monitoring shall be subject to contractor's safety and security procedures, and provided it does not interfere with contractor's business operations. Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	
227 RFP Contract D.16 Page 59 Exception: Under detailed review by the contractor submitting this exception. Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State cannot agree to modify this template language.
228 RFP Contract D.18 Page 59 Exceptions: 1. Delete (ii) from the exceptions – Contractor submitting this exception will not agree to LDs at rate that is equal to or exceeds contract value. If the State wants LDs, they need to be addressed separately. 2. Contractor submitting this exception requires a waiver of consequential damages. Add: In no event will the Contractor be liable for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, money, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise under this Contract or otherwise. Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	This Limitation of Liability language is statutorily required in all the State's contracts. This particular Pro Forma Contract, however, does not have a provision for liquidated damages so it is of no effect.
229 RFP Contract D.19 Page 59 Exception: Hold harmless must be limited to personal injury and property damage, or the indemnification exclusion in D.18 must be deleted. The contractor submitting this exception will not agree to unlimited liability. Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State will not modify its mandatory Template language. The Limitation of Liability Section only requires potential unlimited liability for three cases: (i) intellectual property or any Contractor indemnity obligations for infringement for third-party intellectual property rights; (ii) any claims covered by any specific provision in the Contract providing for liquidated damages; or (iii) any claims for intentional torts, criminal acts, fraudulent conduct, or acts or omissions that result in personal injuries or death. This language is statutorily required in all of the state's contracts.

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230	RFP Contract D.20 Page 60 Exception: Under review by the contractor submitting this exception – HIPAA may not be applicable. Language will need to be redlined/ changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	D.20 requires Contractor to comply with HIPAA. This is merely stating that Contractor must follow the law. If HIPAA applies to Contractor, the State expects Contractor to follow the law. This Section is mandatory and may not be removed.
231	RFP Contract D.23 Page 61 Exception: Contractor submitting this exception cannot attest to future conduct like this. Language will need to be redlined/ changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State will not remove or modify this mandatory Template language.
232	RFP Contract D.24 Page 61 Exception: Strike or lockout not preventable, outside contractor submitting this exception control or due to contractor submitting this exception fault will be considered FM. Language will need to be redlined/ changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State disagrees with the characterization of strikes as Force Majeure events.
233	RFP Contract D.32 Page 66 Exception: Under review by contractor submitting this exception risk for limits. Contractor submitting this exception will include, but not name, State as an additional insured on its policy. Contractor submitting this exception does not seek approval for deductibles, etc. Language will need to be redlined/ changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State requires that it be named as additional insured.
234	RFP Contract D.32 Page 67 Exception: The contractor providing this exception does not provide copies of policies outside of the organization. Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State will not remove or modify this mandatory Template language.
235	RFP Contract D.32.b.i Page 67 Exception: The contractor providing this exception requests the following: Add "limits	The State will not remove or modify this mandatory Template language.

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	are "statutory" per the applicable law. Strike or lockout "in an amount not less than one million dollars ($1,000,000) including". Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	
236	RFP Contract D.32.c.ii Page 68 Exception: The contractor providing this exception requests the following: Add language to support "and aggregate". Strike or lockout "or combined single limit". Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State will not remove or modify this mandatory Template language.
237	RFP Contract D.32.d.i Page 68 Exception: The contractor providing this exception requests the following: Strike or lockout "on an occurrence basis". Add language to support a per-claim basis and annual aggregate. Language will need to be redlined/changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State will not remove or modify this mandatory Template language.
238	RFP Contract E.5 Page 68 Exception: May not be applicable, as the contractor submitting this exception may not own the software being proposed. Language will need to be redlined/changed/negotiated after contract award to reflect appropriate ownership based on the selected contractor and proposed WIC system.	E.5 says "provided" not owned. The State expects to have full use rights for everything provided by Contractor.
239	RFP Contract E.6 Page 69 Exception: May not be applicable, will depend on what/whose software. Language will need to be redlined/changed/ negotiated if contractor submitting this exception is the selected contractor to provide services.	The State fully expects to receive all software updates, etc. that Contractor generally provides.
240	RFP Contract E.7 Page 69 Exception: To Be Determined based on the order. Contractor submitting this exception does not agree unilaterally to pre-agree to "fill all" State orders. An SOW, PCR or other document would be required. Language will need to be redlined/ changed/negotiated if contractor submitting this exception is the	Under no circumstances will the State accept any extraneous terms and conditions.

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	selected contractor to provide services.	
241	RFP Contract E.11 Page 69 Exception: Contractor submitting this exception will meet, but not necessarily exceed its Diversity Commitment. Language will need to be redlined/ changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	State will not modify its Template language.
242	RFP Contract E.12 Page 70 Exception: If the software is not owned by the Contractor submitting this exception, it would have to be excluded, and modifications/changes by State language included. Language will need to be redlined/changed/ negotiated if contractor submitting this exception is the selected contractor to provide services.	The State expects Contractor to be responsible for all items it provides under the Contract.
243	RFP Contract E.13 Page 70 Exception: Under detailed review by the contractor submitting this exception. Language will need to be redlined/ changed/negotiated if contractor submitting this exception is the selected contractor to provide services.	The State will not remove or modify this mandatory Template language.
244	RFP Contract BAA Exception: Under review by the contractor submitting this exception – HIPAA may not be applicable; therefore, the BAA may not be applicable. Language will need to be redlined/changed/ negotiated if contractor submitting this exception is the selected contractor to provide services.	D.20 requires Contractor to comply with HIPAA. This is merely stating that Contractor must follow the law. If HIPAA applies to Contractor, the State expects Contractor to follow the law. This Section is mandatory and may not be removed.
245	RFP Contract Attachment 1 Exception: Definitions and capitalized terms may need to be redefined/negotiated based on the solution and contractor selected by the State.	Respondents should not submit exceptions. Submissions of exceptions may result in the submission being considered non-responsive. Contract terms and conditions may be modified, at the States discretion, on a very limited, non-material basis after the contract is awarded if it is determined that there will be no impact to the scope or cost of the contract.
246	Attachment 1 General Requirements Please define the State's current Microsoft Office formats to be used in document and plan submission. Is there a particular version of Microsoft Office to be used?	The State standard of MS Office is currently 2010 or backward compatible.
247	Attachment 1	Details of the Final Work Plan are discussed in

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	1.0 Task 1 – Project Initiation, Planning and Management, Deliverable 1: 1.1 Project Initiation Meeting and Memorandum Page 1 What is the State's expectation for content in the "work plan"?	Attachment 1, Task 1.3
248	Attachment 1 1.0 Task 1 – Project Initiation, Planning and Management, 1.2 Deliverable 2: System Transfer, Modification and Testing Plan Page 1 Section 1.2 calls out "within one (1) week": what is the point in time the State is measuring one (1) week from?	The State has clarified this time frame. Please see RFP 34353-14617 Amendment #4 Number 3.
249	Attachment 1 1.0 Task 1 – Project Initiation, Planning and Management, 1.2 Deliverable 2: System Transfer, Modification and Testing Plan Page 1 Per the contract terms & conditions the contractor cannot begin work on deliverables until full contract execution. The description of the requested System Transfer, Modification and Testing Plan is very expansive in the information that is being requested. Can the State reassess the timing for submission of this deliverable to allow for the contractor to write a comprehensive plan meeting the State's requirements?	No
250	Attachment 1 1.0 Task 1 – Project Initiation, Planning and Management, 1.2 Deliverable 2: System Transfer, Modification and Testing Plan Page 2 Please confirm one release operational at a time – refers only to the release in the State environments not the MIS T&I Contractor's environments. Also, if a fix release is found to be needed, what is the plan for moving this into the State environments assuming the State will test the release prior to delivery, to pilot, rollout, and operations?	The State confirms one release operational at a time and will assess releases on an individual basis.
251	Attachment 1 1.0 Task 1 – Project Initiation, Planning and Management, 1.3 Deliverable 3: Final Work Plan and Schedule Page 2 Section 1.3 calls out "within two (2) weeks": what is the point in time the State is measuring two (2) weeks from?	The State has clarified this time frame. Please see RFP 34353-14617 Amendment #4 Number 3.
252	Attachment 1 1.0 Task 1 – Project Initiation, Planning and Management, 1.3 Deliverable 3: Final Work Plan and Schedule Page 2 Within the RFP there is a statement on page 3	The MIS T&I Contractor will create and maintain its separate schedule in coordination with the PMSC Contractor.

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	under the header Project Management Services Contractor, "The PMSC will develop the project plan with the team and manage the team's performance of the project tasks …" Is the project schedule referenced in section 1.3 a schedule separate from the one created and maintained by the PMSC? Will the MIS T&I Contractor be required to maintain entries in both the PMSC schedule and a separate schedule for the MIS T&I Contractor activities?	
253	Attachment 1 1.0 Task 1 – Project Initiation, Planning and Management, 1.3 Deliverable 3: Final Work Plan and Schedule Page 2 Design Document walkthroughs – is the expectation for this to be an in-depth discussion of functionality or general familiarization of the document? Are Web meetings permitted?	Reference Attachment 1, Task 2.3 for Design Document expectations. Web meetings are permissible for the Design Document walkthroughs. The walkthroughs will be as in-depth as time allows. All parties (QA, PM, EBT, MIS and State) will need to participate.
254	Attachment 1 Page 3 To be considered complete, the State provides written approval that deliverables are completed and acceptable. What are the specific guidelines the State will use to determine acceptability, i.e. what objectives will the State judge against? What is the approximate timeframe of receipt of this approval?	The State will determine acceptability and timeframe based on the composition of the deliverables.
255	Attachment 1 2.0 Task 2 – System Design, 2.3 Detailed Functional Design Document (DFDD) Deliverable 6: Detailed Functional Design Document (DFDD) Page 4 What is the definition of "crosswalk"?	A crosswalk is a matrix throughout the course of the project and identifies where each original requirement is realized in the final application.
256	Attachment 1 2.0 Task 2 – System Design, 2.5 Implementation, Conversion, Training Deliverable 8: Pilot. Implementation. Conversion. And Training Page 6 When should the MIS T&I Contractor expect to have access to data to review for potential data cleanup in the Conversion Plan?	This cannot be determined at this time.
257	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing Page 7 Exception: The contractor submitting this exception cannot agree to an "error-free" system. The State and the Contractor will need to negotiate entrance and exit criteria for	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.

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	deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	
258	Attachment 1 Attachment 6.3 Cost Proposal 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing and Attachment 6.3 Cost Proposal Page 7 Section 3.2.1 calls out the task for the modification/potential development and testing of the transferred and modified WIC system. The final determination and agreement of modifications to the system will be determined via the JAD sessions. Does the State expect the responding contractor to provide a cost in Attachment 6.3 to cover potential system modifications or will modifications be priced via Change Order, as described in Pro Forma contract, Section A.2 at an hourly rate? At the time of RFP response submission, the Contractor will not know the final list of modifications and the cost included could be invalid based on the final agreed-upon changes.	Please reference Section C.3.c in the pro forma contract. The State will make that decision on an as needed basis.
259	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing Page 7 Exception: The contractor submitting this exception cannot agree to an "zero errors". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur. The State has modified the language. Please see Release #2.
260	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing Deliverable 10, b Page 8 If a location, such as Knox County, does not plan to interoperate with EPI, does that mean the TNWIC system will perform all the same functions that an "EPI-enabled" clinic would, however it would not synchronize or exchange any data with EPI?	Yes
261	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing Deliverable 10, b	No. The scope of work will not be expanded to include interfaces to the State's accounting system.

	QUESTION / COMMENT	STATE RESPONSE
	Page 8 The scope of work identifies five interfaces which will communicate with TNWIC via HL7. Will the scope of work be expanded to include state accounting interfaces so it exists for Implementation, or will another strategy for its adoption within the System be followed?	
262	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing Deliverable 10,d, i Page 9 If the new TN WIC MIS is not selected as the new scheduler for TN EPI system will the functionality identified in 3.2.1.d.i. be required?	No
263	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing Deliverable: 10,f Page 9 "functionality added, modified or deleted from the base transfer application to be so noted". Please confirm the notation method may be chosen by the MIS T&I Contractor – i.e., highlighting, text size/fonts/colors, etc.	The State confirms that the notation method may be chosen by the MIS T&I Contractor.
264	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing Deliverable: 10, Subsystem Integration Test Page 10 Exception: The contractor submitting this exception cannot agree to an "zero errors". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
265	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.1 System Transfer, Modification and Technical Testing Deliverable: 10, System Qualification Test Page 10 If additional infrastructure is required to run the baseline performance test at an appropriate scale prior to UAT acceptance, is the MIS T&I Contractor expected to maintain it for on-going releases?	The State will provide the appropriate infrastructure and maintain it.
266	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.2 Readiness Certification for UAT	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time

	QUESTION / COMMENT	STATE RESPONSE
	Page 11 Exception: The contractor submitting this exception cannot agree to an "with no identified outstanding errors". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
267	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.2 Readiness Certification for UAT Page 11 Exception: The contractor submitting this exception cannot agree to an "zero errors". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur. The State has modified the language. Please see Release #2.
268	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.2.2 Readiness Certification for UAT Page 12 The last paragraph in 3.2.2 documents, "Upon written approval from the State, the MIS T&I Contractor shall proceed with UAT…" UAT is typically a task conducted by the State. Is it the expectation of the State that the awarded contractor conduct UAT test or is it the expectation that the awarded contractor supports the State resources as they conduct UAT?	It is the expectation that the State conducts UAT and the Contractor will support State resources.
269	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing, 3.3 Operational Planning, Documentation and Training Materials Deliverable 12 3.3.1 Training Materials Page 12 Please define audience for Training Materials – data center operations. Are these system users, support personnel only, or both?	Both
270	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing 3.3 Operational Planning, Documentation and Training Materials Deliverable 12 3.3.1 Training Materials Page 12 What are the specific quantities of User Training Materials for implementation and system operation purposes?	The State cannot determine this at this time.

	QUESTION / COMMENT	STATE RESPONSE
271	Attachment 1 3.0 Task 3 – System Transfer, Modification and Technical Testing 3.3 Operational Planning, Documentation and Training Materials Deliverable 13 3.3.2 e-Learning Modules Page 12 Please confirm Adobe Presenter eLearning modules is the only acceptable program used by the State?	The State confirms that Adobe Presenter eLearning modules is the only acceptable program used by the State.
272	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT) Page 13 In regard to on-site support for the duration of UAT at the State office – what is the UAT timeframe start to finish? Would the State consider a combination of on-site and remote support?	The State will consider a combination of on-site and remote support. The timeframe is ten weeks. Please refer to Attachment 1, 4.4, Deliverable 17.
273	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT) Page 13 Exception: The contractor submitting this exception cannot agree to "remedy all errors identified during testing". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
274	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.1 System Installation Deliverable 14 Page 13 Please define "sufficiently in advance" or will the MIS T&I Contractor make this determination?	The State will make this determination.
275	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.2 System Training Page 14 Can the State further define, "implementing the Help Desk"? Is the intent to train Help Desk resources on the TN WIC system or to train Help Desk resources on what a help desk is and how it functions?	It is the intent to train Help Desk resources on the TNWIC system.
276	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.3 System Operations Support/Data Conversion Page 14 Clarify the expectation of the State. Is the State requiring Contractor resource on-site at the TN State office for the entire duration of UAT and Pilot? Would the State consider a combination of on-site and remote support?	The State will consider a combination of on-site and remote support.

	QUESTION / COMMENT	STATE RESPONSE
277	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.3 System Operations Support/Data Conversion Page 14 Can the State provide a more detailed description of their expectation for "responsibility for system operations"? Can a projected task list of activities be provided that would be required to be completed by the Contractor resource during this on-site time?	System operations are detailed in Attachment 1, Task 4.3. No.
278	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.3 System Operations Support/Data Conversion Deliverable 16 Page 14 Please provide the number of tribal agencies referenced in the 5th bullet point.	Tennessee does not have tribal agencies.
279	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.3 System Operations Support/Data Conversion Deliverable 16 Page 14 As referenced in the last bullet point "provide…in the media required". Please define the media that is required or confirm this is the choice of the MIS T&I Contractor	This is the choice of the MIS T&I Contractor based on State approval.
280	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.4 Support UAT and System Revision Page 15 Exception: The contractor submitting this exception cannot agree to an "no errors". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
281	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.5 Assessment of Tennessee Disaster Recovery Procedures/Disas-ter Plan Page 16 Exception: The contractor submitting this exception cannot agree to the Statement "The MIS T&I Contractor shall correct with no additional cost to the State any inadequacies in the manuals prior to final acceptance of those documents by the State." The State and the Contractor will need to negotiate the definitions and limitations pertaining to this statement.	The State will not agree to this exception.
282	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.4 Support UAT and System Revision Deliverable 17 Page 16	Yes

	QUESTION / COMMENT	STATE RESPONSE
	In the last paragraph, please define "without significant (other than cosmetic)". Does this mean percent of test procedures of any module does not exceed 20%? Other?	
283	Attachment 1 Attachment 1 – 4.5 Page 16 Exception: The contractor submitting this exception cannot agree to the qualifier "(other than cosmetic)". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	The State will not agree to this exception.
284	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.5 Assessment of Tennessee Disaster Recovery Procedures/Disaster Plan Deliverable 18 Page 16 When is the MIS T&I Contractor expected to submit draft and final versions of the Disaster Recovery Plan to the State? End of UAT? Other?	The Disaster Recovery Plan is to be submitted prior to and during UAT.
285	Attachment 1 4.0 Task 4 – User Acceptance Test (UAT), 4.6 Assessment and Readiness for Pilot Page 16 Exception: The contractor submitting this exception cannot agree to "verify the error free operation of the system". The State and the Contractor will need to negotiate entrance and exit criteria for deliverables and project phases, if the contractor submitting this exception is the selected contractor to provide services.	The State will not agree to this exception.
286	Attachment 1 5.0 Task 5 – Pilot Test, 5.2 Help Desk Training Page 17 Can the State confirm Help Desk Training content is not training on the TN WIC System, rather it is how to conduct the Help Desk?	The MIS T&I Contractor shall provide training to the State in-house Help Desk staff on how to "address the help desk process and issue escalation."
287	Attachment 1 5.0 Task 5 – Pilot Test, 5.2 Help Desk Training Page 17 Describe the types of activities the State would consider requesting additional assistance from the Contractor remotely.	The State cannot determine this at this time.
288	Attachment 1 5.0 Task 5 – Pilot Test, 5.3 Pilot Agency (State Office & Clinic) Training Deliverable 22 Page 17 "must provide the State with documented evidence of each trainee's competence to	The format of the documented evidence may be determined by the MIS T&I Contractor with State approval.

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	operate the system". Please confirm the format of the "documented evidence" may be determined by the MIS T&I Contractor.	
289	Attachment 1 5.0 Task 5 – Pilot Test, 5.3 Pilot Agency (State Office & Clinic) Training Page 18 Is it the State's intent that Pilot Agency training cover only activities that occur in a clinic or is the expectation for a full system training including state office and vendor functions?	Full system training including state office and vendor functions.
290	Attachment 1 5.0 Task 5 – Pilot Test, 5.6 System Pilot Test Deliverable 25 Page 18 "pilot is expected to last for two (2) calendar months prior to the evaluation", please explain the phrase 'prior to the evaluation'.	"Prior to the evaluation" detailed in Task 5.7.
291	Attachment 1 5.0 Task 5 – Pilot Test, 5.7.2 System Pilot Evaluation Deliverable 27 Page 19 In the third bullet 'User Satisfaction', is the MIS T&I Contractor free to solicit this rating from users in a manner of their choosing?	This has not been determined at this time.
292	Attachment 1 6.0 Task 6 – Rollout Page 20 Can the State define a maximum duration expectation for on-site assistance during roll-out?	On-site assistance during rollout is on as needed basis.
293	Attachment 1 6.0 Task 6 – Rollout Page 20 Please confirm business day is Monday – Friday, no Saturdays. Please confirm business hours.	This cannot be confirmed because the State has clinics with Saturday hours and extended hours.
294	Attachment 1 6.0 Task 6 - Rollout 6.2.1 Train-the Trainer Training Deliverable 29 Page 21 Please explain or provide definition for "Grand Division of the State".	The State has clarified this Deliverable. Please see RFP 34353-14617 Amendment #4 Number 3 below.
295	Attachment 1 6.0 Task 6 - Rollout 6.2.1 Train-the Trainer Training Page 21 What is the definition of "security considerations"?	Security considerations such as password protection, not sharing logins, locking terminals, etc.
296	Attachment 1 6.0 Task 6 - Rollout 6.2.2 User Training Page 21 What are the "program operational areas" for the State?	This would apply to the various operations such as Central Office, Breastfeeding, Vendor Management, Reports, etc.

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297	Attachment 1 6.0 Task 6 - Rollout 6.3 Post Implementation Problem Resolution and Checkpoint Page 22 Exception: The State and the contractor submitting this exception will need to discuss timeframes for remedies. Remedies may vary in severity and complexity and will need to be discussed and an agreed upon delivery schedule will need to be determined by the State and the Contractor.	The timeframe of Deliverable 32 will stand as "a timeframe deemed reasonable by the State."
298	Attachment 1 7.0 Task 7 – Initial Warranty Period Page 23 Exception: The Contractor submitting this exception will warrant updates made to the TN WIC System as part of the System Modifications as ultimately defined for RFP #34353-14617. The contractor submitting this exception cannot warrant errors and defects that are not part of the System Modifications for RFP #34353-14617.	The State is requiring the Contractor to only warrant modifications made under the RFP or a Change Order and will not agree to this exception.
299	Attachment 1 7.0 Task 7 – Initial Warranty Period 7.2 One Year Warranty Period Page 23 Exception: The Contractor submitting this exception will warrant updates made to the TN WIC System as part of the System Modifications as ultimately defined for RFP #34353-14617. The contractor submitting this exception cannot warrant all errors and defects that are not part of the System Modifications for RFP #34353-14617.	The State is requiring the Contractor to only warrant modifications made under the RFP or a Change Order and will not agree to this exception.
300	Attachment 1 7.0 Task 7 – Initial Warranty Period 7.4 System Modification Page 23 Exception: The Contractor submitting this exception will warrant updates made to the TN WIC System as part of the System Modifications as ultimately defined for RFP #34353-14617. The contractor submitting this exception cannot warrant all errors and defects that are not part of the System Modifications for RFP #34353-14617.	The State is requiring the Contractor to only warrant modifications made under the RFP or a Change Order and will not agree to this exception.
301	Attachment 1 Exhibit 4 Functional Matrix: Certification Page 37 3.1.1.1 Create New Applicant Record identifies association of the new participant to an existing EPI/PTBMIS participant number. Is it expected some sort of search capability using participant demographics such as name, date of birth, address etc. would be used to locate the corresponding individual in	Yes

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	the EPI system resulting in a list for selection?	
302	Attachment 1 Exhibit 4 Functional Matrix: Certification Page 37 3.1.1.1. If the individual is not found in the EPI system from the match list, do APIs or will APIs exist which allow the staff to create a new individual in the EPI system and establish the association? Is the EPI system considered the master record?	EPI is not the master record; it is the source of the medical record data. When medical record data is sent to EPI a medical record is established.
303	Attachment 1 Exhibit 4 Functional Matrix: Certification Page 37 3.1.1.1. Since the Participant number can be changed in the EPI system, are updates to the WIC system participant number expected to be done only when encountered in the new system via an API call in real time, or is it expected there will also be a nightly batch process to update the system in bulk periodically containing changes to Participant numbers?	Each application has its own patient identifier and they are all indexed in the Master Patient Index. An HL7 query exists to identify another systems patient id. Patient ID's in one system will never be changed/updated by another system.
304	Attachment 1 Exhibit 4 Functional Matrix: Security Page 51 Will the WIC system need to interface to any central external network security system such as Active Directory or is the User/Role security entirely managed by the TNWIC system?	The State recommends that the Contractor specifies their authentication requirements in the response.
305	Attachment 1 Exhibit 4 Functional Matrix: Data Integrity Page 52 Please clarify the terms stand-alone and portable sites? Will they have Internet connectivity sufficient to communicate with the CPS at all times? Does a tablet with cellular data service fit within the definition of a portable site?	All sites will be web-based and real time with internet connectivity. The State will provide tablets per current statewide contracts.
306	Attachment 6.3 Cost Proposal General Will the State accept the digital copies of the Attachment 6.3 Cost Proposal in PDF format, or should the digital copy use only the Excel format?	Respondents should enter their response in the Excel sheet. Final, signed submissions in either Excel or PDF are acceptable.
307	Page 4 Is the State looking for a COTS WIC solution or something built on a more scalable platform like IBM Smarter Process tools?	The State is seeking an FNS approved for transfer system.
308	Page 6 What is EPI being built on? COTS or another platform?	EPI is a version of the VA VistA system. It operates on Intersystems Mumps.
309	Page 3 Current System Overview Are rules currently used as part of PTBMIS?	No. PTBMIS is proprietary software supported by Netsmart.

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	If so, what type of rules- rules engine, if/then statements, COBOL, etc?	
310	Can offshore developers be used?	Please see Attachment 1, Section 3.2.1.a.
311	Will development be completed on a DEV server directly or local machines with promotions to DEV at scheduled intervals?	The State expects the Contractor to maintain their own on-going development. The State will provide all necessary production and non-production access for testing, UAT, training or production purposes that has been approved by security.
312	Is any reporting in scope or will all reporting be handled by other systems (EPI, EBT, etc)?	The reports will be generated in the MIS.
313	Page 9 What is the EBT system built on? Ie. Please tell us more about the EBT system	The EBT contract is not final.
314	Is the expectation for the vendor to perform hardware setup such as scanners etc as part of this RFP	No
315	Are the non-functional requirements documented and available? Such as response time, SLA, number of concurrent users etc?	No, they are not documented and available.
316	Is the enterprise willing to entertain cloud based technology for certain components?	No
317	Is there an existing enterprise system where resource availability (PTO, Holiday calendar etc) is maintained?	This will not be available to the Contractor
318	Is it required to import data from the old system to the new system?	Yes
319	Is a big bang cutover preferred or can the old and new systems exist for a time?	Yes, the old and new systems can exist for a time.
320	Are more details available for each of the clinic and state applications- rules complexity, how many vendors for management, workflow diagrams, number of screens needs, total activities, etc	No
321	Failover- is the contractor expected to design components to keep the failover site and the active site in sync?	Yes, the MIS system is expected to be high availability. Therefore, failover will need to be built into the design.
322	Are systems such as "Master Person Index", VistA etc exposed as service so that they can be integrated real time?	Not at the present time.
323	Introduction Page 4 – bottom of page – PIN PADs Normally the pinning of the card is an EBT vendor responsibility, currently only CDP and Solutran support the pinning of cards from the workstation – Xerox has the client pin the card thru their IVR system. Is it the intent that the MIS contract be responsible for this feature for Tennessee?	No
324	Introduction Page 8 Both Task 3 and the detailed system requirements indicate that the system will need to support HL7 data exchanges with EPI and other states systems. Can Tennessee	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements,

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provide a specific list of HL7 transactions that must be supported and a matrix of which transactions must support inbound and outbound messaging for each system.	Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents.
325 Introduction Page 8 Can Tennessee provide any additional requirements specifications for the HL7 messaging infrastructure? For example, does Tennessee have an HL7 message broker that the system must interact with? Or will the MIS interface with each individual system.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents.
326 Introduction Page 9 Based on the discussion at the pre-response conference, can Tennessee provide and update to this desired schedule	The State has revised the Desired Schedule. Please see RFP 34353-14617 Amendment #4 Number 3 below.
327 Pro Forma Contract Page 54-55 Item d. Holdback Clause Can Tennessee provide some clarification on "no deficiencies in the system functional requirements, technical operation, system performance, mandatory response time, or reliability are identified. " Can we assume that "Bugs" that do not adversely impact the issuance of benefits or are categorized as Low or Medium by the program office would be satisfactory?	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur.
328 The RFP indicates that Tennessee expects to utilize some form of transfer system. If a SAM system is selected, does Tennessee expect to join the relevant User Group or does the state expect to request all modifications to be performed outside of a User Group?	It is not the intent of TN to join an existing User group. Yes the State expects to request all modifications to be performed outside of a User Group.
329 Attachment 1 - SOW Page 7 – 3.0 – System Transfer, Modification and Technical Testing Can the state confirm that the scope of this effort is to transfer an existing system and then modify the system to meet all the requirements listed in Exhibit 4, in conformance with the requirements as indicated by an X in the "New WIC MIS" column.	The State confirms that the scope of this effort is to transfer an existing system and then modify the system.
330 Can the state confirm that the contract will be responsible for all clinic training during rollout.	The MIS T&I Contractor, EBT implementation Contractor, and WHIPS will co-conduct regional/clinic staff training events at each of the fourteen (14) local agencies
331 Attachment 1 – SOW Page 38 - Identification Card Will the EBT card be the Identification card, or is the Identification card a separate card from the EBT card?	Participant identification will still be required for certification according to regulations. However, Tennessee has not checked the box of the FNS FReD stating that we want to produce an identification card.
332 Attachment 1 – SOW Page 39 - Out of State VOC	It is the desire of the State to have a participant receive or request a VOC via a patient portal.

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	Is the requirement truly to develop a Client Portal to provide this information via a portal directly to the participant?	
333	Attachment 1 – SOW Page 40 - Nutrition Education Has Tennessee identified the specific online nutrition education tool referenced here?	Tennessee uses wichealth.org to provide online nutrition education.
334	Attachment 1 – SOW Page 41 – EBT When the state references "participant" such as "Transmit participant data to the EBT system for establishing a new participant record in the EBT account", is the reference to a family or household? Is it safe to assume that all references to "participant" should be "Family"?	The references should be to household. No, it is not safe to assume that all references to participant should be family.
335	Attachment 1 – SOW Page 43 – 3.6.1.3 – Maintain Local Agency Budget Information Do the Local Agencies use the State budgeting system? Can Tennessee expand on the functions that are intended to be performed in this area.	No, this is intended to be a Central Office function. No, respondents need to propose how they will need to address this issue
336	Attachment 1 – SOW Page 46 - 3.8.6.2 Can Tennessee provide further detail as to the type of data and analysis that is anticipated to monitor clinic integrity?	No, respondents need to propose how they will need to address monitoring clinic integrity.
337	Attachment 1 - SOW Page 49 - Data Warehouse Is the state asking for the WIC MIS contractor to develop and maintain a separate data warehouse, or interface to one maintained elsewhere?	No, everything is maintained on State servers.
338	Attachment 1 - SOW Page 51 Does the clinic dashboard feature need to allow clinics, local agencies, or state to custom define and maintain the clinic service delivery work areas (i.e. eligibility, anthropometrics, nutrition counselling) and to map certification workflow functions (interfaces) to each work area to match the operational model of the clinic or will is on statewide flow sufficient?	Tennessee will accept the dashboard feature of the transferred system and changes to that would be discussed with the Respondent awarded the contract.
339	(Hardware Plan, Page 5) Will the contractor be expected to provide any hardware required for the Central Processing Site (CPS), State Office, Local Agencies, Clinics, and redundant CPS?	No, the State will provide all hardware.
340	(Software Plan, Page 6) Does the State require implementation of an MIS that is browser dependent?	No, TN has no preference.
341	(Software Plan, Page 6) The Software Plan statement indicates that no system related software - other than browsers, operating	The State will work with the Contractor to allow necessary system components and work station requirements that meet or exceed specifications

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systems, and office automation software - is required to be installed on workstations. Does this mean that the contractor is precluded from installing additional software on the workstations?	provided by the Contractor.
342 (Software Plan, Page 6) Is it acceptable to install Microsoft Smart Client software on the workstations to enable the operation of some WIC MIS systems that are available in the market?	Yes. The State will work with the Contractor to allow necessary system components and work station requirements that meet or exceed specifications provided by the Contractor as approved by State security policies.
343 (Appointment Scheduler, Page 9) The RFP indicates that the scheduler in the selected WIC MIS could be a candidate for the new scheduler in EPI. If the MIS scheduler is indeed chosen for this purpose, will development of interfaces to the 12 programs currently using the PTBMIS scheduler be considered part of the scope for the MIS Transfer and Implementation project? Are contractors expected to include resources and costs associated with these interfaces in the proposal, or will the interfaces be developed under a change order?	Yes, the interface to the 12 programs is part of the scope for the MIS Transfer and Implementation project. Yes, Respondents are expected to include resources and costs associated with this interface in the proposal. The interface will not be developed under a change order.
344 (Project Schedule, Page 9) As discussed during the Pre-response Conference, the project schedule provided in the RFP is very aggressive and likely includes some inaccurate milestone dates. Can the State please provide a revised schedule, via RFP Amendment, as soon as possible?	The State has revised the Desired Schedule. Please see RFP 34353-14617 Amendment #4 Number 3 below.
345 (Transfer System and Documentation, Page 10) What is the State's preferred approach for acquiring the selected MIS transfer system source code, system documentation, and training materials that will serve as the baselines for the Transfer and Implementation project deliverables?	Reference 8.1.2 of Attachment 1
346 (Transfer System and Documentation, Page 10) Will the State take a role in establishing any Memoranda of Understanding (MOU) or similar agreements that might be required to obtain transfer system artifacts from other states, MIS system consortia, or the FNS?	No
347 (MIS Project Phasing, Page 11) How was the cost estimate of $1,930,292.50 for MIS implementation and maintenance services derived? Which project phases are included in this estimate?	The cost was estimated as part of our IAPD by our planning contractor. It was based upon recent WIC system transfers. The project initiation through the 1st year of warranty is included.
348 (Subcontractors, Page 30, B.14 (c)) Are subcontractor statements of assent required for each individual subcontracted resource, or only for the proposed subcontracting firms?	All subcontractors should meet the requirements specified in B.14.
349 (Diversity Business Relationships, Page 30, B.15 (b)) Should the requested listing of	Diversity participation can include all states.

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	contracts with Diversity participation include relevant contracts only in Tennessee, or in all U.S. states?	
350	(Diversity Participation, Page 30, B.15 (c)) Has a target Diversity Participation percentage been established for the MIS Transfer & Implementation initiative?	There is no specific target for the initiative. However, the State has an overall diversity goal of around 12% for all procurements.
351	(References, Page 31, B.17) Is it acceptable to include a combination of customer references from the prime contractor and from subcontractors to satisfy the overall requirement for five references?	References should be from prime contractors. Please also refer to question 12.
352	(General) Given the Easter holiday during the weekend preceding the scheduled Response Deadline of April 19, 2017, will the State consider extending the deadline until April 26, 2017?	The State has revised the Schedule of Events. Please see RFP 34353-14617 Amendment #4 Number 1 above.
353	(General) Will the State consider an additional round of Questions and Comments between the State's initial response to Questions and Comments, scheduled for March 14th, and the proposal due date?	We are only having one question and comment period.
354	(Attachment 1, Task 2) Are in-scope system modifications limited to those defined in Attachment 1, Section 3.2 and Exhibit 4?	No
355	(Attachment 1, Task 3.2) Please define "Web Technology."	Web technology refers to web-based technologies.
356	(Attachment 1, Task 3.2) Please define "Open System Technology."	The reference is "open system architecture" and is defined in FNS FReD.
357	(Attachment 1, Task 3.2) "VistA or a non-VistA medical records system deployed by one or more regions of the State" – Will a single interface be required or will development and/or testing of interfaces with more than one medical records system be required?	Possibly more than one interface will be required.
358	(Attachment 1) There are multiple references to the system being delivered with "Zero Errors." - The state of software development today does not support 100% error free code. We recommend developing more realistic acceptance criteria for the MIS software, and to distinguish between errors caused by modifications made by the T&I contractor in the performance of this contract and those errors that may currently be present in the selected transfer system.	The State reserves the right to prioritize deficiencies in the system functional requirements, technical operation, system performance, mandatory response times, or reliability at the time they are identified. The State will be the final authority in go/no-go decisions and be the final authority in the acceptable deficiencies at the time they occur. The State has modified the language. Please see Release #2.
359	(Attachment 1) "HL7 version specified by the State" – Please specify the version of HL7 to be implemented.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents.

	QUESTION / COMMENT	STATE RESPONSE
360	(Attachment 1, Exhibit 4) Please define the column labeled "Base Function."	Base Function is a minimal function required by FNS
361	(Attachment 1, Exhibit 4) Many line items in the requirements matrix are marked with an "x" in one or more of the columns labeled "New WIC MIS," "Base Function," or "EBT Function." What is the significance of the marked line items?	"X" is required
362	To allow responders an opportunity to clarify any additional questions, would the state allow a second round of questions and comments? Written "Questions & Comments" Deadline #2: Recommended deadline: 2pm March 20. State Response to Written "Questions & Comments"#2 Recommended deadline: March 31.	We are only having one question and comment period. There will not be an opportunity for vendors to ask any new questions, but questions can be asked to clarify any responses to questions that have already been asked.
363	RFP 1.1 Page 4 There are numerous references to PIN pads in the clinic. Will the WIC MIS need to interface with the PIN pad? If so, then what are the specifications for the PIN pads to be used?	This cannot be determined at this time.
364	RFP 1.1 Page 6 EPI – This section describes EPI as "begun implementation". What is the schedule for the remaining implementation and how does the current schedule align with the planned implementation of the new WIC system? Will the EPI team provide a test environment with which to test the new WIC system interfaces in the latter part of 2017 after modification and system testing of the new WIC system is complete?	The schedule for the remaining implementation for EPI cannot be determined at this time. An EPI test environment already exists. However, we do not know when EPI will be ready to test the interface because the schedule for the remaining implementation for EPI has not been determined at this time.
365	RFP 1.1 Page 8 It is clear that the new system will eventually integrate with EPI using HL7. It is implied that the system will need to integrate with PTBMIS for certain functions until EPI is operational. For example, it states that "PTBMIS will be providing Patient Registration, including Financial and Eligibility information...". Is there an established interface specification for these interfaces? If yes, please provide. If no, then who is responsible for developing the interface specification? Who will be modifying PTBMIS in order to interface with the WIC MIS? Who is responsible for integration testing between PTBMIS and the new WIC MIS?	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents. The PTBMIS vendor, Netsmart, will make any necessary modifications to PTBMIS. TDH will test the messages between PTBMIS and WIC MIS.
366	RFP 1.1 Page 8 Please provide any documentation or	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on

	QUESTION / COMMENT	STATE RESPONSE
	interface specifications for interfacing the new WIC MIS with the MPI.	HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents.
367	RFP 1.1 Page 8 Please provide any documentation or interface specifications for interfacing the new WIC MIS with the Tennessee Immunization Information System.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents.
368	RPF 1.1 Page 9 Please provide any documentation or interface specifications for interfacing the Patient Scheduling from PTBMIS to the new WIC MIS.	TDH will use Training Partner Agreements with constraints on published implementation guides or Trading Partner Agreements with constraints on HL7 V2.x messaging standards. TDH will work with the Contractor to identify and implement the appropriate messages that meet the requirements, Note: HL7 documents are available for free from HL7 once you register with them. TDH will not provide these documents.
369	RFP 3.3.3 Page 19 Section 3.3.3 states the following: A response must not propose alternative goods or services… However, section 3.6 states: If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Which is correct? Can additional goods or services be provided in the RFP	Respondents should not submit exceptions. Submissions of exceptions may result in the submission being considered non-responsive. Contract terms and conditions may be modified, at the States discretion, on a very limited, non-material basis after the contract is awarded if it is determined that there will be no impact to the scope or cost of the contract.
370	RFP 4.7.3 Page 20 4.7.3 seems to suggest that the successful bidder will have to collect TN Sales and Use tax. In our experience, states generally exempt services procured by the state from sales and use taxes. Is this section applicable considering that we would be selling to the State of Tennessee?	The successful bidder will need to provide proof of sales tax registration, or proof of an exemption from Tennessee Department of Revenue.
371	Page 27 Is there a specific way you would like the attachments provided back to the state? Should they appear at the beginning of the document or can they be provided in the appendix? Attachment 6.1, Statement of Certifications and Assurances	There is not a specified way to provide these attachments.

	QUESTION / COMMENT	STATE RESPONSE
	Attachment 6.2., Technical Response & Evaluation Guide?	
372	Attachment 6.2 B.20 Page 32 RFP states "Provide a narrative description as to whether or not the Respondent has ever been certified by Food and Nutrition Services (FNS)." Please clarify the requirement for a respondent to be certified by FNS. What type of certification is required? For example, is the requirement that the proposed system be operational in at least one WIC State Agency?	The State has revised Section B, B.20 to clarify. Please see RFP 34353-14617 Amendment #4 Number 3 below.
373	Attachment 6.2 C.7 Page 33 C.7 requests a crosswalk to align the functional requirements in the RFP to the proposed product. The requirements exist in that file as images, screen shots from an Excel spreadsheet. Can the state please provide the Excel spreadsheet of the functional requirements?	Yes. Please see "TN Functional Requirements Traceability Matrix" on the Central Procurement Office website. http://tn.gov/generalservices/article/request-for-proposals-rfp-opportunities
374	Attachment 1 - Exhibit 4 Page 36 The requirements in TN WIC Functional Requirements Traceability Matrix have a column for "New WIC MIS". Does the absence of an "X" in this column indicate that Tennessee does not require the listed function?	It does not mean that it is not required, but Tennessee does not have any special requirements. These are the FNS FReD and all systems must meet the FReD.
375	Attachment 1 - Exhibit 4 Page 50 Please define "open system architecture" as it relates to the software required for this RFP.	The reference is "open system architecture" and is defined in FNS FReD.
376	Attachment 1 - Exhibit 4 Page 52 The requirement states that the system "must interface with the financial institutions that have responsibility for making payments to authorized vendors…". Is the financial institution the same entity as your WIC EBT service provider or a different entity?	Yes
377	Attachment 1 - Exhibit 4 Page 52 The requirement states: "The system must be a centralized, Web-based application of all installations (State agency, region and clinics)…". Does this preclude the use of a system that requires executable code to run on the local machine? In other words, is a client-server architecture such as smart client allowed? If executable code is not allowed on the local machine, then Tennessee should be aware that there is only one viable MIS that	No, it does not preclude the use of system that requires executable code to run on a local machine. Yes, client-server architecture is allowed

QUESTION / COMMENT	STATE RESPONSE
operates in production with EBT that will meet this requirement. Such a requirement would defeat the purpose of having an open procurement unless some other accommodation is made to allow for the modification of an EBT operational MIS to meet the requirement that no executable code download is required.	
378 Please explain how we should invoice in relation to the holdback clause in C.3.d	The Contractor should invoice the state for the compensable amount as identified in section C.3 in the contract after each deliverable has been met according to the unit of measure for that deliverable. After the requirements of Section C.3.d have been met, the Contractor should invoice for the holdback amount of Deliverables where the holdback clause is applicable.
379 Would you be open to a cloud-based and hosted solution accessible by web-browser rather than Tennessee's Central Processing Site (CPS) servers?	The system will be stored and housed on State servers using State security policies.
380 Would you consider a web-based case management cloud platform, customized to meet the TNWIC system requirements?	The State will host the system on its servers.
381 If so, would enterprise seat licenses with a volume discount be considered for this system?	No
382 Also, would section A.3 Ownership/Rights/Licensure of the contract rule out a case management platform owned and copyrighted by the Contractor that is also used by other clients and organizations?	A.3.b. states that "Contractor will retain all right, title and interest in and to all property developed by it, 1) for clients other than the State, and 2) for internal purposes and not yet delivered to any client, including all copyright, patent, trade secret, trademark and other intellectual property rights created by the Contractor in connection with such work prior to the Effective Date."

3. **Delete RFP # 34353-14617 in its entirety, and replace it with RFP # 34353-14617, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. Any sentence or paragraph containing revised or new text is highlighted.

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.