



STATE OF TENNESSEE  
CENTRAL PROCUREMENT OFFICE

**REQUEST FOR QUALIFICATIONS # 32101-15557  
AMENDMENT # 3  
FOR SYSTEMS INTEGRATION (SI) SERVICES**

DATE: May 4, 2016

RFQ # 32101-15557 IS AMENDED AS FOLLOWS:

1. This RFQ Schedule of Events updates and confirms scheduled RFQ dates. Any event, time, or date containing revised or new text is highlighted.

	EVENT	TIME (Central Time Zone)	DATE (all dates are State business days)	UPDATED/ CONFIRMED
1.	RFQ Issued		April 1, 2016	<b>CONFIRMED</b>
2.	Disability Accommodation Request Deadline		April 6, 2016	<b>CONFIRMED</b>
3.	Pre-Response Conference	2:00 p.m.	April 8, 2016	<b>CONFIRMED</b>
4.	Notice of Intent to Respond Deadline		April 11, 2016	<b>CONFIRMED</b>
5.	Written "Questions & Comments" Deadline	12:00 p.m.	April 15, 2016	<b>CONFIRMED</b>
6.	State response to written "Questions & Comments"		May 4, 2016	<b>CONFIRMED</b>
7.	RFQ Technical Response Deadline	11:00 a.m.	June 1, 2016	<b>CONFIRMED</b>
8.	State Schedules respondent Oral Presentations (ONLY Respondents who pass Mandatory Requirements)		June 8, 2016	<b>CONFIRMED</b>
9.	Respondent Oral Presentations	8:00 a.m. - 4:30 p.m. CST	June 29, 2016 - July 1, 2016	<b>CONFIRMED</b>
10.	Open Cost Proposals		July 7, 2016	<b>CONFIRMED</b>
11.	RFQ Cost Negotiations		July 11, 2016 – July 13, 2016	<b>CONFIRMED</b>
12.	State Evaluation Notice Released	2:00 p.m.	July 18, 2016	<b>CONFIRMED</b>
13.	Solicitation Files Opened for Public Inspection		July 19, 2016	<b>CONFIRMED</b>
14.	Respondent Contract Signature Deadline		August 6, 2016	<b>CONFIRMED</b>
15.	Contract Start Date		September 1, 2016	<b>CONFIRMED</b>

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

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

	QUESTION / COMMENT	STATE RESPONSE
1	<p>A.8</p> <p>On page 27 of the RFQ, item reference A8 states, "Respondent must provide written attestation that the Proposer has successfully implemented, with minimal mitigation, at least two (2) large scale implementations which must be post-PPACA (Patient Protection and Affordable Care Act) Medicaid eligibility determination systems".</p> <p>Question: Would the state please revise the item reference to state the following, "Respondent must provide written attestation that the Proposer has successfully implemented, with minimal mitigation, at least two (2) large scale implementations which must be post-PPACA (Patient Protection and Affordable Care Act) Medicaid eligibility determination systems or has implemented at least (1) large scale implementation which must be post-PPACA that includes both Medicaid eligibility determination and CHIP eligibility determination in the same system "</p>	<p>The request for change to Mandatory Section A.8 is denied.</p> <p>This requirement is in the best interest of the State and necessary in order to ensure a successful implementation.</p>
2	<p>A.8</p> <p>We respectfully ask for clarification regarding the definition of " the prime contractor" in the TennCare RFQ's mandatory minimum requirements (Section A.8, on page 27 of the RFQ). Traditionally, the prime contractor might refer to a systems integrator, which worked with several subcontractors to implement a complete eligibility system. However, in the last few years several states have used different models to implement a Medicaid eligibility system, which complicates the definition of the prime contractor. For example:</p> <p>a) Some states elected to serve as their own systems integrator, but contracted directly with firms to design, develop and implement the core eligibility application. In that model, can the vendor be considered "the prime contractor" as envisioned in the RFQ?</p> <p>b) We have also seen where a state contracted directly with a vendor to design, develop and implement its eligibility and case management system, but also contracted with a second systems integrator to perform other tasks and activities required for the project. Would either vendor be considered "the prime contractor" in this</p>	<p>The State's definition of Prime Contractor is a Contractor that holds the System Integration contract to design, develop, and implement the eligibility system.</p> <p>In the examples given for questions A, B, and C, the proposer would not be considered a Prime Contractor.</p>

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		<p>circumstance?</p> <p>c) There have also been instances where states attempted to implement eligibility and case management systems with other systems integrators, but failed. They subsequently contracted with a vendor to take over the system and make significant corrections and functional enhancements. Can that replacement vendor be considered "the prime contractor" in this circumstance for the full implementation?</p>	
3	A.8	<p>With respect to the current RFQ, it states that "Respondent must provide written attestation that the Proposer has successfully implemented, with minimal mitigation, at least two (2) large scale implementations which must be post-PPACA (Patient Protection and Affordable Care Act) Medicaid eligibility determination systems." The current RFQ, increased the requirement from "one (1) large scale implementation" to "two (2) large scale implementations". <u>We believe this change is excluding viable options and competition for the State with vendors who have successful large scale implementations.</u> Would the state consider moving the requirement back to "one (1) large scale implementation", as was specified in the original draft RFQ?</p>	See State's response to Question #1.
4	NFR-AA-045	<p>In the case of supported web browsers the state is specific in the market share to determine supported browsers, does the State have a specific list of Mobile Device OS Type/Version to be supported?</p>	No, the Contractor is expected to propose the list of Mobile Device OS Type/Versions that will be supported by the Solution in their Technical Proposal. Please detail those assumptions in the Cost and Effort Workbooks.
5	A.8	<p>With regard to A8, would the State consider the use of the prime contractor's, along with their major subcontractor's, attestation to fulfill this requirement. In other words, would the State consider modification of the clause to allow a prime respondent along with their major subcontractor, EACH with 1 qualified large scale post-PPACA implementation, to meet this requirement and respond to this RFQ?</p>	See State's response to Question #1.
6	N/A	<p>Throughout the RFQ document there are references to the use of an Independent Verification and Validation (IV&amp;V) vendor. Has the State already identified an IV&amp;V vendor? If yes, who is the vendor and how were they selected?</p>	The State has selected Cognosante Consulting, LLC as the IV&V vendor. They were selected through a competitive procurement process.
7	N/A	<p>If the State has not already identified/contracted with an IV&amp;V vendor, what will be the process to select a vendor? What are the anticipated timeframes and/or when will this process be initiated?</p>	See State's response to Question #6.
8	Section 1.4	<p>Based on the list of security tools outlined in the RFQ, for each tool listed, does the State own the tool and can it be leveraged for this project? If the answer to that question is yes, what are the current license levels, what project version is being used, and when does the current support end? If the answer is no, is</p>	Yes, the list of tools can be leveraged for this project. See Proposer's Library Item 28 - Health Care Finance and Administration COTS Technology Components for additional information.

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	the vendor expected to include the tools in a bill of materials and be responsible for performing the Integration work for each tool?	The Contractor is expected to propose the software/tools that are needed for the Solution in their Technical Proposal.
9	Section 5.5 Can the State please provide the breakdown of scoring for Attachment B (250 points), similar to that of Attachment C (650 points)?	Section B has a total score of 250 points. It is up to the individual evaluator to determine the weighting of the these individual elements of Section B to be consistently applied to all responses. <i>Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications &amp; Experience Items.</i>
10	Section 5.5 Please clarify if any points will be awarded based on level of Diversity Business Enterprise participation. If yes, how many points and what part of the proposal will be evaluated for this scoring?	See State's response to Question #9.
11	Attachment C Attachment C states "Response to RFQ Attachment C not to exceed 300 pages (single sided page, minimum 10 point font, single line spacing, with one inch margins), excluding Requirements Traceability Matrix responses, and Microsoft Project Plan." In order for respondents to provide adequate feedback to the requirements, we assume that "Requirements Traceability Matrix responses" refers to both the worksheets (J.1 and J.2) as well as narrative responses to these in Sections C.18 and C.19. Also, given the size of the Effort Workbook in response to C.20, we assume it is excluded from the 300-page limit. Please confirm.	The Requirements Traceability Matrix responses require that the Proposer complete the workbooks listed as RFQ Attachment J.1 and RFQ Attachment J.2 for Section C.18 and Section C.19 respectively. No additional narrative is required and these responses are excluded from the 300-page limit.  The response to Section C.20 is excluded from the 300-page limit.
12	Attachment G, A.6.1 Please clarify the reference to "TBD".	Attachment G, Section A.6.1 will be formalized during contract negotiations and the Project Release Plan and Roadmap will be assigned an attachment number at that time.
13	Attachment G, A.9 Section A.9 covers the solution infrastructure and indicates the STS shall provide secure hosting for the solution infrastructure. In reviewing the cost proposal, there isn't any indication for the respondent to provide the cost for the required solution hardware/software. Please confirm that the respondents are to provide the required specifications and the State will be responsible for procuring the necessary hardware/software outside of this proposal.	The Contractor shall provide the required specifications and the State will be responsible for separately procuring the necessary hardware/software, excluding infrastructure required for printing and mailing functionality. A list of the products currently owned by the State is in the Proposer's Library, #28 HCFA COTS Technology Components.
14	Attachment G, A.15.2.17 Please provide clarity around whether vendors are expected to operate all tiers of the application issue help desk during the Operations & Maintenance phase.	The Contractor is expected to operate all tiers of the Help Desk during the Operations and Maintenance phase.
15	Attachment G, Contract Attachment 7, Security and Privacy Management Tools Does the State have an existing implementation of Oracle Audit Vault that can be used for the solution as either a reference or an integration point with State Security Directory and alerts?	See Proposer's Library Item 28 - Health Care Finance and Administration COTS Technology Components for additional information.
16	Attachment G, Contract Can the State clarify whether it would perform	The Contractor shall configure and facilitate

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	Attachment 7, Security and Privacy Management Tools QRadar integration for the new system with support from the contractor to access to data sources?	all feeds from the Solution to communicate with established QRadar collectors.
17	Attachment G, Contract Attachment 7, Security and Privacy Management Tools Can the State confirm whether the File Integrity checker would be part of the State's existing Intrusion Detection system environment that would be utilized by the rest of the infrastructure used for the new system?	The Contractor is expected to propose a File Integrity checker for the eligibility Solution.
18	Attachment G, Contract Attachment 7, Security and Privacy Management Tools Is the State's Oracle IAM solution used by other systems within the State today? If yes, can it be used for reference implementation in TEDS? Also, does the solution offer multi-factor authentication capabilities?	No, the State's Oracle IAM solution is not currently implemented for use by existing systems.  While the Oracle IAM solution does provide support for multi-factor identification, this capability has not yet been built out. The State requires that the Solution support future MFA functionality.
19	Attachment G, Contract Attachment 7, Security and Privacy Management Tools Can the State elaborate if Sitescope is used to only monitor storage and network capacity or whether it is also being used to monitor applications? If it is also being used to monitor applications, does the current installation allow for monitoring a JVM based application server such as Oracle WebLogic or IBM WebSphere?	The Contractor is expected to propose a Solution that meets the functionality provided by Sitescope or a similar tool.
20	Attachment I, 5.7.6 Please elaborate on the technical architecture for ACCENT system.	ACCENT is an IBM mainframe COBOL system.
21	Attachment I, 5.10.1.2 Please provide further context around contact centers, specifically, whether they are meant to support statewide operations, and a breakdown of the number of staff and their current business functions.	The contact center shall support statewide service center operations. Current functionality provided includes front-end telephonic interface, as well as document intake.  Acceptance of applications via telephone is planned for future functionality.  The resources of the contact center are expected to be users of the Solution. The number of staff at the Contact Center is not currently available. The Contact Center is operated through a contract and the number of staff continuously fluctuates based on the business need.
22	Attachment I, 5.10.1.2 Please provide following clarifications to the Enhanced Contact Center description and objectives: 1) Provide additional information around Enhanced Contact Center processes and whether the State is looking to create a work/task allocation model wherein contact center staff from a location can access and work on applications received by other locations. 2) Clarify whether the State is considering transitioning from a Case-centric model to a process-centric model.	1) See State response to Question #21  2) The Contractor is expected to propose task/case workflow model that will be supported by the Solution in their Technical Proposal. Please detail those assumptions in the Cost and Effort Workbooks.
23	Attachment I, 5.18 According to Primary Projects - Worker Facing schedule, the Bucket C (SSI) and Bucket D (SSI	The SSI-Related rules could be leveraged from the Bucket D (Non-MAGI)

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	Related) appear to have different timelines. Can the State clarify this discrepancy?	implementations. Bucket C (SSI) would need additional effort and time to be implemented.
24	Figure: Level 3: ED 1.7.1 Notices	Does the State have an existing guaranteed email delivery software that supports acknowledgments back to the application that can be used for the new system?
		No, the State does not have existing guaranteed email delivery software.
25	Attachment G, Scope of Services, A.22.1.3, A.23.7, A.23.8	Would the State entertain a proposal that incorporates the respondent staffing a portion of the team either offsite or outside the United States of America?
		1) Key Staff and Non-Key Staff on-site requirements are listed within Table 3 of Attachment G, Section A.22.  2) The State prohibits the use of staff outside of the United States of America.
26	ED 1.3.5 --- Verify State Employee Health Coverage and Access FR-ED-035	Please elaborate on what is meant by "Verify Employee Health Coverage and Access".
		Activity ED.1.3.5 refers to the ability of identifying whether an individual has access to or is currently enrolled in health coverage provided by their employer.
27	FR-INT-002	Can the State clarify what software within the Centralized Contact Center would integrate with the new solution?
		The State is not requesting that the Proposer purchase software for the Contact Center. However, the Proposer should make reasonable assumptions with regards to interoperability with industry-standard Customer Relationship Management software to scope the effort.  Please detail those assumptions in the Cost and Effort Workbooks.
28	Attachment G, A.17.17	The RFQ States that "The Contractor shall produce, print, and mail all printed output". Can the State clarify whether this can be an outsourced function where the work is completed offsite in the outsourcing vendor's environment? Alternatively, will the State acquire the equipment and facility for printing and mailing and the contractor will operate on the State's equipment in the State's facility?
		1) This function may be completed by an outsourced vendor, but still within the United State of America.  2) See State's response to Question #13.
29	Definitions	What is the name of the Redetermination Vendor? Is this vendor precluded from being a prime or subcontractor for this RFQ?
		Maximus is the name of the Redetermination Contractor. Contractors previously selected for the TAS and SPMO procurements are precluded from participation. No other contractor is precluded from being prime or subcontractor, provided they meet the requirements of this RFQ. Please consult CPO Policy 2013-009 Business Conduct and Ethics if there are any questions about a potential conflict of interest.
30	Attachment G, A.17.12	Can the State clarify whether this section is no longer applicable, given that the State will provide secure hosting facilities and services for the Solution per Attachment G, A.9 (page 52)?
		The Contractor is responsible for asset management for their proposed Solution.
31	Effort Workbook	Please explain the purpose of this attachment and how the State will use this during the evaluation process. What is the reason for the duplication
		The purpose of the Effort Proposal is to provide "Technical Evaluators" with the context necessary to align Proposer

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	<p>between the effort work book and the cost workbook? For example, the O&amp;M Effort tabs seem to be identical for both workbooks.</p>	<p>anticipated effort hours with tasks detailed in their Technical Proposal.</p> <p>The "Technical Evaluators" do not have access to the Cost Proposal for their review.</p>
32	<p>Attachment I 5.19 Business Process Flows</p> <p>Process flows indicate steps as "automated" or "partially automated" but the RTM requirements do not specify if it should be automated. Can the State please clarify the level of automation desired within the specific RTM requirements? Additionally, in cases where there are conflicts between the process flows within Attachment I 5.19 and the RTM requirements, can the State please confirm that the RTM requirements supersede the process flows? Examples: Process Flow <b>INT 1.2.2 Display Login</b> color coded as Automated / Requirement <b>FR-INT-017</b> conflicts Process Flow <b>ED 1.7.1.2 Identify Notice Triggers and variable content</b> color coded as Automated / Requirements <b>FR-ED-059</b> and <b>FR-ED-063</b> conflict Process Flow <b>ED 1.8.3 Assign individual to appropriate eligibility program</b> color coded as Automated / Requirement <b>FR-ED-114</b> conflicts Process Flow <b>AP 1.1.3.1 Generate Draft Appeals Packet</b> color coded as Automated / Requirements <b>FR-AP-39</b> and <b>FR-AP-40</b> conflict</p>	<p>The intent is for Proposers to use these two documents in concert in order to draft the responses. For the purpose of developing the Technical Proposal, refer to automation levels within the Business Process flows.</p> <p>When responding to RFQ Attachment J.1, indicate the proposed automation level within the Notes field for each of the requirements.</p>
33	<p>Attachment J.1 -- FR-INT-002</p> <p>Functional Requirement FR-INT-002 States "The solution shall integrate seamlessly with software implemented within the centralized contact center." The RFQ does not provide sufficient detail for vendors to solution and estimate the integration needs for the contact center. Please provide technical details of the contact center solution that the State has implemented or will be implementing, including technology platform, software, version information, capabilities supported, and expected data volumes for the contact center interfaces.</p>	<p>See State's response to Question #27.</p>
34	<p>Attachment J.2 -- NFR-AA-105</p> <p>Non-Functional Requirement NFR-AA-105 States "The contractor shall be responsible for managing quality, tracking, reconciliation all print output delivery and processes regardless of any / all 3rd party HCFA partners involved in producing print into the mail-stream. Any 3rd party printing and mailing vendor employed by the contractor must be approved by HCFA."</p> <p>To enable bidders to correctly estimate the scope of services needed to support this requirement, please provide the expected data volumes and types of documents that will be produced for all print output delivery and processes, including 3rd party content that is not generated by the Contractor's proposed solution.</p>	<p>Refer to Contract Attachment 3. Contract Attachment 3 is a list that includes the Eligibility Operations Notices that shall be utilized by the State of Tennessee in the future Solution. Additional notices may be added to this list.</p>
35	<p>Attachment J.2 -- NFR-</p> <p>Non-Functional Requirement NFR-DA-002 States that the Solution shall produce an audit trail that</p>	<p>See updated Attachment J.2, Non-Functional Requirements Matrix.</p>

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	DA-002 meets the standards outlined in the State's Security Plan. Please provide the State's Security Plan in the Proposer's library to allow bidders to validate that their proposed solution design for audit trails meets the required standards as Stated in the requirement.	
36	Attachment J.2 -- NFR-DA-061 Non-Functional Requirement NFR-DA-061 asks for source and target connectivity for ETL across a range of source types, but does not specify the source types that need to be supported. In order to identify the solution components and adapters needed for ETL, please provide a complete list of source data types and platforms that the ETL tool must support.	The Contractor shall work with the State and other state contractors to create a Data Conversion Plan to meet the requirements of the Solution.
37	Attachment J.2 -- NFR-OM-166 Non-Functional Requirement NFR-OM-166 States, "The contractor shall configure each triage tool to integrate." This requirement appears to be incomplete. Please clarify the integration requirement for triage tools referenced within this requirement.	See State's response to Question #35.
38	RFQ Text various pages The RFQ documents indicate in numerous locations that the State has existing software investments that HCFA wishes to leverage. Examples include MPI, ESB, ECM, Server and Hardware management tools, STS NOC tools and procedures, Network Management tools and software listed in the Proposer's Library.  To maximize potential reuse for the State, please provide a complete listing of the licensed software and features currently in use for these tool sets, and clarify if sufficient licenses are available to support the TEDS modernization. Please also clarify which of these tools, if any, are required to be used by the Contractor and which are optional.	The Contractor is expected to propose the software/tools that are needed for the Solution detailed in their Technical Proposal.  See Proposer's Library Item 28 - Health Care Finance and Administration COTS Technology Components for additional information.
39	Attachment J.1 Functional Requirements FR-QM-001 Functional Requirement FR-QM-001 States "The Solution shall support the State and Federal Quality Control Case Review Process." Can the State provide additional details related to the State's Quality Control Case Review process to ensure bidders have a common understanding of the activities required?	The Contractor is expected to collaborate with the State to define the required Quality Management processes.
40	Attachment J.1 Functional Requirements FR-QM-002 Functional Requirement FR-QM-002 States "The Solution shall support the State's quality assurance process." Can the State provide additional details related to the State's quality assurance process to ensure bidders have a common understanding of the activities required?	See State's response to Question #39.
41	Attachment J.1 Functional Requirements FR-QM-004 Functional Requirement FR-QM-004 States "The Solution shall support the State's internal audit processes." Can the State provide additional details related to the State's internal audit processes to ensure bidders have a common understanding of the activities required?	See State's response to Question #39.
42	RFQ Text various pages Attachment J.2 -- Non-Functional Contract requirements for this solicitation are contained in both the RFQ text and RTM attachments (J.1 Functional Requirements, J.2 Non-Functional Requirements). The requirements across these two areas of the RFQ are not always consistent with each	1) Data Classification is part of Deliverable 24 - Data Dictionary.  2) The examples given with respect to Electronic Content Management are

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	<p>Requirements other. Some scope requested in the RFQ is not addressed or supported in the RTM, and vice versa. In other cases, the two RFQ sections include conflicting requirements for the same requested scope area. Some examples include the following:</p> <p>1) NFR-DA-016 requires delivery of a data classification plan/document but this deliverable is not listed in the RFQ.</p> <p>2) RFQ Section A.4.3 requires the Contractor to design, develop, implement, maintain and operate an electronic content management system to scan and store eligibility documents. NFR-AA-089 requires the electronic management system to capture, store, search, retrieve, annotate, and provide version control for documents.</p> <p>Could the State clarify which of these RFQ sections takes precedent in instances where requirements conflict?</p>	<p>complimentary requirements.</p>
43	<p>Attachment 7 Definitions and Abbreviations</p> <p>Several security requirements are listed in Table 17, a Definitions table, as requirements for the Contractor. One example includes the required Security and Privacy Management Tools. Please confirm the requirements captured in Table 17 represent required implementation scope for Contractors. If so, please include details as to which of these tools are currently implemented, and identify additional technical details of the tools, including software version, currently utilized licenses, and available licenses for use on this project.</p>	<p>The Proposer should propose a Solution that meets the functionality provided by the categories of software listed within Table 17, using the named tool(s) or a similar tool(s).</p> <p>The Contractor is expected to provide the expertise to utilize their proposed tools effectively.</p> <p>See Proposer's Library Item 28 - Health Care Finance and Administration COTS Technology Components for additional information.</p>
44	<p>Attachment C TECHNICAL RESPONSE &amp; EVALUATION GUIDE</p> <p>The Attachment C proposal instructions State "Response to RFQ Attachment C not to exceed 300 pages (single sided page, minimum 10 point font, single line spacing, with one inch margins), excluding Requirements Traceability Matrix responses, and Microsoft Project Plan."</p> <p>a) Please confirm that the response to C.20 (Effort Workbook) is excluded from page count.</p> <p>b) Please confirm that the above instruction intends for C.18 and C.19 to be excluded from page count.</p>	<p>See State's response to Question #11.</p>
45	<p>Attachment D and D.1.</p> <p>It does not appear that the Cost Workbook provides a place for Bidders to include software license fees. For bidders that may propose a licensed Eligibility software solution, where should these costs be included? For 3rd party software and / or hardware, where should the costs be included?</p>	<p>For any third-party COTS or cloud-based software required for the Solution, the State will negotiate and procure the licenses. Costs for these licenses should not be included in the Proposer's Cost Proposal.</p> <p>If the question refers to licenses from the System Integrator or any subcontractor for the Solution being procured, with this RFQ the State is seeking to purchase and own the Solution and will not license it from the System Integrator.</p>

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46	<p>Attachment G A.17.16.9 Network Management</p> <p>The RFQ appears to have contradictory expectations on the role of the Contractor and STS with regard to providing network management services for operations. Section A.17.16.9 States that the Contractor shall partner and leverage existing Network Management tools and processes within the STS NOC, while section A.9.2 States that STS will provide and maintain network equipment such as firewalls, routing devices, load balancers, switches and communication uplinks.</p> <p>Please clarify and confirm that STS will provide network management, monitoring and operations services for the network infrastructure hosted within the State Data Centers, and that the State is not looking for the Contractor to provide network management or operations services.</p>	<p>The Contractor shall provide the required specifications and the State will be responsible for separately procuring the necessary hardware/software, excluding infrastructure required for printing and mailing functionality.</p> <p>STS will provide the infrastructure (network, servers, storage, OS), limited monitoring, and basic operations services. STS provides infrastructure, related equipment and configures the environments per the Contractor's specification. It is the Contractor's responsibility to validate the environments, setup the monitoring tools, monitor, and operate the Solution. STS will host infrastructure, OS, and the network. Managing the load balancing hardware is the responsibility of STS.</p> <p>The State is looking for the Contractor to provide management and support to HCFA with regards to comprehensive infrastructure management, monitoring, and operations.</p> <p>Section A.9.1 has been updated to remove the 2nd sentence, "This shall include building the system infrastructure for the Solution." from A.9.1.</p>
47	<p>Attachment G A.14.2 Data Conversion</p> <p>To enable Contractors to more accurately estimate the conversion effort, please provide the below additional details on each of the conversion data sources listed in Attachment N:</p> <ul style="list-style-type: none"> <li>• Technology and platform specifics (software, hardware, platform specifications, version information)</li> <li>• Complete data volumes (number and size of databases, schemas, files; number of tables/records within databases, schemas, and files)</li> <li>• Accessibility of data sources to vendor (e.g. read-only, read/write, and identification of any restrictions such as blackout or inaccessibility periods)</li> </ul>	<p>The Contractor shall work with the State and other state contractors to create a Data Conversion Plan to meet the requirements of the Solution.</p> <p>The majority of data that will need to be converted will come from the interchange system. There are approximately 5.5 million historical records in the system, approximately 625,000 of those are linked records. In 2015, approximately 200,000 new records were added to the system.</p> <p>While there is some data in other small databases that will also need to be converted, the Proposer should base their estimates and assumptions on this information.</p> <p>The Proposer is expected to make reasonable assumptions with regards to the referenced information, to scope the effort. Please detail those assumptions in the Cost and Effort Workbooks.</p>

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48	Attachment G A.22.16 Non-Key Personnel Table The requirements for Senior Security Engineer State a) Shall be fifty percent (50%) allocated to the project through Implementation and O&M. and a) Shall be onsite <b>ninety</b> percent (50%) of the time. Could the State confirm that the onsite requirement for this role is 50%?	The on-site requirement for Senior Security Engineer shall be ninety percent (90%) of the time.
49	Attachment G A.13 Environments / Attachment J.2 Non-Functional Requirements A.13.1, A.13.3, A.13.4, NFR-INFA-002, NFR-OCM-014 There are multiple sections in the RFQ and in Attachment J.2 that specify expected environments (NFR-INFA-002, A.13.3, A.13.1, A.13.4, NFR-OCM-014). These section do not appear to align. Would the State please provide the definitive list of minimum environments required?	The requirements listed within Attachment G, Section A.13 list the minimum number and types of environments expected by the State.  The Contractor is expected to bid the defined number of environments that meet (or exceed) the documented minimum criteria.
50	Attachment G A.17 Operations and Maintenance A.17.13.3 Please provide additional details on the responsibilities and operating model of the Help Desk function. In particular: a) Will Service Desk support all users or act as a resource for STS? b) What kind of support will Service Desk provide: technical or general? c) What types of users are in scope for the Service Desk: citizens, different worker types, etc.? d) How would users contact Service Desk e) Anticipated volume of calls	A) All users, as related to TEDS Solution only.  B) Any issues related to TEDS Solution functionality and operations will be supported by the Help Desk.  C) Members (citizens) and Workers  D) Call-in or electronic ticket request  E) The State cannot estimate call volumes at this time. The Contractor should use their experience in other states to estimate the call volumes for the Help Desk.  See Proposer's Library Item 6 - A.41 Integrated Program Operations & Maintenance Planning/Deployment Plan for additional information.
51	Attachment G A.17 Operations and Maintenance A.17.13.3 It appears the Service Desk is currently Stated to be a 24x7 on-site service. It has been our experience that industry leading Service Desks can be provided from off-site locations at a lower cost and higher quality of service. We would also expect the Service Desk to have limited volume during non-peak hours. Would the State consider reducing the on-site and 24x7 requirements for the Service Desk?	No, the State will not reduce the on-site and 24x7 requirements for the Service Desk.
52	Attachment G A.17 Operations and Maintenance A.17.16.9 Will the State please confirm that NOC is out of scope for this contract and that Contractor responsibilities are to provide solution technical support in conjunction with the existing NOC supplied by STS?	See State's response to Question #46.
53	Attachment G A.17 Operations and Maintenance Requirement A.17.17.1.23 States "The Contractor shall have the ability to perform high-volume batch printing in one session or separated across multiple sessions. The Contractor shall provide the printers needed for this functionality at no additional cost to	Ownership of the printing equipment will remain with the Contractor.

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	<p>A.17.17.1.23 the State and to be located at the Contractor's facility."</p> <p>Will the State clarify whether the State expects to own the printing equipment at the Contractor facility or if ownership is the responsibility of the Contractor and therefore assumed to be an item that is not included or transferred to the State at the end of the contract term?</p>	
54	<p>Attachment G A.20 Organizational Change Management &amp; Training</p> <p>Regarding training on the new TEDS solution, can the State please provide details on the number and types of users that need to be trained on the Solution?</p>	<p>For clarification: Internal Resources - Users of Worker and Partner Portal</p> <p>The State expects up to 1,000 users will require training. The State also assumes all internal resources will participate in training. State users will hold a variety of roles from call center operators, document intake staff, eligibility specialists, appeals staff and other program and policy staff. .</p>
55	<p>Attachment G Section A.9 Solution Infrastructure and A.13 Environments</p> <p>The following sections provide contradictory direction on the role of the Contractor versus the role of STS with regard to build and maintenance of the physical and virtual infrastructure.</p> <ul style="list-style-type: none"> <li>• Contractor Noted Responsibilities: <ul style="list-style-type: none"> <li>§ Section A.9.1 - Contractor responsibilities shall include building the system infrastructure for the solution.</li> <li>§ Section A.9.4 - Contractor shall use State approved tools &amp; methodologies for maintaining oversight &amp; control of the infrastructure build process</li> <li>§ Section A.9.2 - Contractor shall provide STS with configuration specifications for network, storage, virtual machines, hardware, operating systems - including security hardening settings</li> </ul> </li> <li>• State/STS Noted Responsibilities: <ul style="list-style-type: none"> <li>§ Section A.9.2 - STS provides &amp; maintains host hardware (e.g. servers), security devices (e.g. encryption devices, firewalls), routing devices (e.g. load balancers, switches), and communications link interfaces; includes: full rack configurations for all equipment, full rack uninterruptable power supplies, rack cooling, rack temp and humidity sensors, and cable management</li> <li>§ Section A.9.2 - STS provides patch management for operating system and virtual hosting technology</li> </ul> </li> </ul> <p>Please clarify and confirm that STS will build the physical and virtual infrastructure (inclusive of and up to the operating system), and will provide operations, monitoring, and support for all physical and virtual infrastructure (inclusive of and up to the operating system) that is hosted within the State data centers.</p>	<p>See State's response to Question #46.</p>
56	<p>Attachment G Section A.10.12</p> <p>A.10.12.7.8 in Attachment G States "The Contractor shall complete full fail-over testing with all system</p>	<p>The State confirms that failover testing during execution of the Transition Plan is to</p>

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	<p>Integrated System Implementation Management</p> <p>monitoring activities in place."</p> <p>Our understanding is that State is looking for failover testing during execution of Transition plan to ensure implemented system meets the failover requirements within Primary DC only. It does not mean the Primary data center will be shut down and secondary will start working as primary data center. Please confirm that this is a correct understanding or clarify further.</p>	<p>ensure implemented system meets the failover requirements within the primary data center only.</p>
57	<p>Attachment G Section A.10.7 Business Process Management</p> <p>A.10.7.5.3 in Attachment G States "Provide process flow documentation, consistent with the standards outlined in Tennessee Business Solutions Methodology Business Process Description (found at <a href="http://www.tn.gov/assets/entities/finance/attachments/TBSMBusinessProcessDescription.xlsx">http://www.tn.gov/assets/entities/finance/attachments/TBSMBusinessProcessDescription.xlsx</a>) and the BABOK."</p> <p>Please provide the correct link as this link leads to "page not found" on tn.gov website.</p>	<p>Please copy and paste the entire URL into a web browser to access the associated documentation.</p>
58	<p>Attachment G Section A.11.1 Plan Interface/Integration Management Approach</p> <p>A.10.11.1.5 in Attachment G States " The Contractor shall manage connectivity and operate in terms of Solution availability."</p> <p>Please clarify that this Statement refers to the Contractor's responsibility only for the application architecture components implemented as part of the Contractor's solution, and does not include responsibility to perform network management responsibilities.</p> <p>The same question/clarification is required for A.10.11.3.2 regarding the interface connection between TEDS and the FDSH.</p>	<p>The Contractor is expected to manage all connectivity issues with interface partners.</p>
59	<p>Attachment G Section A.12 System Requirements</p> <p>A.12.2 in Attachment G States "The Contractor's Solution shall automate all of the defined functional requirements, unless otherwise Stated within the respective requirement language approved by the State."</p> <p>In our experience, the cost of seeking to automate all functionality within a Medicaid Eligibility system can conflict with Medicaid policy.</p> <p>Can the State please clarify the level of automation desired within the specific RTM requirements?</p>	<p>See State's response to Question #32.</p>
60	<p>Attachment G Section A.14 Data Conversion</p> <p>A.14.3 in Attachment G States "The Contractor shall be responsible for converting all data from all legacy eligibility determination systems that are necessary for the TEDS to support ongoing eligibility determinations, redeterminations, appeals, audits, and other processes as required by Federal and State regulations and policies."</p> <p>Our understanding is that Data Sources are provided</p>	<p>See State's response to Question #47.</p>

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	<p>in Attachment N. To estimate the effort correctly and ensure bidders use the appropriate accurate assumptions, can the State please provide more detail around these data sources like number of records, database tables, data quality, complexity of data source systems etc.</p>	
61	<p>Attachment G Section A.14 Data Conversion</p> <p>Sections A.14.1, A.14.2, A.14.25.13 include references to all environments regarding converted data. Please clarify if the State intends to have the contractor load converted PII/PHI data into environments that would not require the converted data to achieve their purpose? In our experience, not all development or test cycles require converted data to achieve the outcomes expected for those stages of the SDLC. Would the State consider reducing the converted data requirement?</p>	<p>No, the State will not reduce the converted data requirement.</p>
62	<p>Attachment G Section A.14 Data Conversion</p> <p>A.14.19 in Attachment G States "The Contractor shall be responsible for maintaining the data after go-live and ensure that maintenance of the source DBMS after Go-Live does not adversely impact the referential integrity of the data."</p> <p>Please clarify what is being referenced as the source DBMS after Go-Live and the intent of this requirement. Please confirm this should be interpreted as the "Production DBMS of the new system" post go-live.</p>	<p>The State does not want to adversely impact the referential integrity of the production data.</p>
63	<p>Attachment G Section A.14 Data Conversion</p> <p>A.14.25.12 in Attachment G States "Data cleansing process, including but not limited to, usage of HCFA's 4-match or 7-match processes"</p> <p>Please clarify the intended purpose that a HCFA 4-match or 7-match process would play in the context of a data conversion.</p>	<p>The purpose of the 4-match and 7-match processes are to prevent duplicated members within the Solution.</p>
64	<p>Attachment G Section A.14 Data Conversion</p> <p>A.14.25.24 in Attachment G States "Approach for converting and migrating scanned documents/images from legacy systems"</p> <p>Please clarify if the State is requiring contractors to convert scanned documents/images from the legacy system, or whether the State is looking to contractors to propose the recommended strategy regarding whether such documents/images should be converted, and if so, how the Contractor intends to achieve this process. If the State is requiring Contractors to convert legacy documents/images, please provide details of data volumes, types of documents/images in the legacy system, formats of documents/images stored, and other details that would assist Contractors in estimating the work effort.</p>	<p>The purpose of this requirement is to identify and establish links to legacy content to support the functionalities provided by the Solution.</p> <p>The Contractor is expected to identify conversion requirements from available data sources, which may include scanned document/images, during the creation of the Conversion Plan.</p> <p>No additional details related to data volumes, types of documents, or formats of documents are available at this time.</p>
65	<p>Attachment G Section A.14 Data Conversion</p> <p>A.14.36 in Attachment G States "The Contractor shall be responsible for running a number, as approved by the State, of mock data conversions to achieve a one hundred percent (100%) pass rate. Each mock conversion shall simulate the real go-live process with live data and actual volumes."</p>	<p>The State will not revise the requirement in Attachment G, Section A.14.36.</p>

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	<p>The pass rate defined in this section requires all records/fields to be correct in order to be included as passed within this metric. In our experience, a 100% pass rate is not generally achievable or practical, and setting such a bar is likely to result in significant effort and cost that may not return sufficient value on the investment. In our experience, seeking to solve every data issue that is presented by legacy systems is not possible due to the quality and completeness of historical data. Would the State consider revising the requirement to focus on it's business critical criteria?</p>	
66	<p>Attachment G Section A.17.5 Technology Capacity and Performance Management</p> <p>A.17.5.4.7 in Attachment G States "The Contractor shall monitor application and infrastructure performance 24/7/365 and perform ongoing load balancing and proactive management of systems to ensure sufficient capacity and application availability."</p> <p>This requirement appears to be in conflict with other sections in the RFQ (Section A.9.2) which indicate that the State (STS) will provide support for all hosted hardware and virtual infrastructure up to the operating system level. Please clarify that Contractor's scope for monitoring per this requirement is confined to application services and solution components installed and deployed on the virtual infrastructure, and that Contractor shall configure and perform such monitoring using STS provided tools and software licenses.</p>	See State's response to Question #46.
67	<p>Attachment G Section A.19 Security and Privacy</p> <p>The RFQ is unclear on the scope of services expected from the Contractor regarding the SIEM component. Please clarify whether Contractors are required to implement a SIEM tool with the solution, or integrate the solution design to interface/log events to the State's existing SIEM tool (IBM QRadar). Please also clarify whether the Contractor is responsible for providing security monitoring &amp; management via the SIEM or whether the State will provide security management and monitoring via the SIEM.</p>	The Contractor shall configure and facilitate all feeds from the Solution to communicate with established QRadar collectors. The Contractor will perform security monitoring and management via the SIEM.
68	<p>Attachment G Section A.9 Solution Infrastructure</p> <p>Please clarify the Contractor responsibilities for Operating System and Guest Operating System. The following information on scope expectations in RFQ is unclear whether the Contractor builds and maintains the operating system, or whether STS builds and maintains the operating system, based on specifications provided by the Contractor.</p> <ul style="list-style-type: none"> <li>• State/STS Noted Responsibilities: <ul style="list-style-type: none"> <li>§ Section A.9.2 - STS shall configure all network, server, and storage hardware at all State data centers up to the operating system level</li> <li>§ Section A.9.2 - STS provides patch management for operating system and virtual hosting technology</li> </ul> </li> <li>• Contractor Noted Responsibilities: <ul style="list-style-type: none"> <li>§ COTS software versions and OS versions shall be maintained by the Contractor within one major</li> </ul> </li> </ul>	See State's response to Question #46.

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	version of the latest release unless explicitly waived in writing via Tech CCB	
69	Attachment G Table 5 Deliverables Based on our experience and the Project Management Body of Knowledge (PMBOK), a WBS is preliminary step in preparing a project work plan and is only updated if major scope changes impact the WBS. Could the State please clarify the expectation for monthly delivery of Deliverable 14 Work Breakdown Structure (WBS)? Additionally would the State consider a combined Deliverable 14 Work Breakdown Structure and Deliverable 16 Baselined Work Plan and Schedule since those deliverable descriptions overlap significantly?	1) The Contractor is expected to submit the WBS for initial deployment, as well as when updates are made to the WBS.  2) The Contractor may propose a combination of the two deliverables, however the deliverables must be distinctly identified in the Cost Proposal and Effort Proposal.
70	Attachment G A.20 Organizational Change Management and Training A.20.10.1.9 Does the State have a learning management system or other means to deploy web based training? If not, is it the State's expectation that the contractor must provide the LMS?	The State is currently investigating potential LMS solutions within the broader systems environments available to the State and its departments/divisions. The State will determine whether such a solution is available prior to onboarding the Contractor. It is not expected that the Contractor would provide an LMS.
71	Attachment G A.20 Organizational Change Management and Training A.20.10.1.9 Would the State consider allowing the Contractor to identify other training delivery methods to support the State's training requirement (i.e., leased facilities equipped with appropriate hardware) in lieu of providing the State with laptops? If not, please clarify whether the State expects to retain the procured laptops past the completion of the contract.	The State will allow the Contractor to identify other training delivery methods to support the State's training requirements. Training, planning, and delivery is the responsibility of the Technical Advisory Services vendor.  It is expected that the Contractor shall ensure any hardware used (procured or leased) to successfully deliver training would be adequately fitted with current training environments and/or software for the Proposer's proposed Solution. Facilities and hardware must be maintained for a minimum of 100 participants. At this time, it is not the State's intention to retain any hardware procured for the training process.
72	Attachment I Section 5.14 Project Phasing 5.14.4 Please indicate the State's willingness to accept bids that propose a modification to the proposed phasing and releases as Stated in RFQ Attachment I. If modifications are acceptable, please indicate any conditions or restrictions to Contractors who might propose modifications to the proposed phasing or release approach.	The Contractor may propose modifications to the phasing and releases as stated in RFQ Attachment I, Section 5.14.1.  Conditions/Restrictions include: - MAGI Functional (Initial Release) - FDSH Interface (Initial Release) - FFM Interface (Initial Release) - State Data Sources (Initial Release) - Worker Portal (Initial Release) - Reporting/Noticing (Initial Release)
73	Attachment I Section 5.14 Project Phasing 5.14.4 Section 5.14.4 in Attachment I States that milestones represented in the project phasing Gantt charts "indicate a 'go-live' of the capability, with transition to maintenance phase shown as a pattern of vertical bars." When applied in this context to the State's project phasing and release Gantt charts, this would represent multiple go-lives within a single	Each release has a single system 'go-live' with interim milestones.

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	release. Please clarify that this was an unintended consequence, and that bidders should assume that each release has a single system 'go-live'/rollout, with interim milestones.	
74	Attachment J.1 Functional Requirements Are there specific use cases that can be shared that explain the use cases for advanced statistical functionality and GIS mapping referenced in FR-RE-046, FR-RE-014, and FR-RE-047? Is the State only looking for these capabilities at this time or are there specific algorithms/visualizations that the State is looking to address through this requirement?	The State is currently looking for these capabilities and does not have specific algorithms/visualizations it is requesting. These requirements will be elaborated during requirements validation sessions. The Contractor is expected to document appropriate assumptions within the Cost and Effort Proposal assumptions worksheet.
75	Attachment J.1 Functional Requirements Functional Requirement FR-RE-004 States "The Solution shall allow all user roles, as defined by the State, to create, update, and delete report templates."  Could the State provide clarity on the intent of FR-RE-004? What is the meaning or definition of a report template?	A report template is the foundation for standardized reports to be used by State resources.
76	Attachment J.1 Functional Requirements Functional Requirement FR-RE-031 States "The Solution shall have the ability to distribute reports via e-mail."  Does the State have an existing mail relay system that can be utilized for delivering the reports?	See State's response to Question #24.
77	Attachment J.1 Functional Requirements FR-AP-27 Requirement FR-AP-27 in Attachment J.1 States "The solution shall allow user roles, as defined by the State, the ability to associate an appeal to a specific application within an eligibility case (linking data from the application into the appeal). Association to an application is not required." Can the State please clarify if associating an appeal to an application IS required?	See updated Attachment J.1 Functional Requirements Matrix.
78	Attachment J.1 Functional Requirements FR-AP-71 and FR-AP-75 Requirements FR-AP-71 and FR-AP-75 in Attachment J.2 appear to be duplicates. The requirements read:  FR-AP-71 "The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Appeals Information Packet is approved for distribution to an appellant."  FR-AP-75 "The solution shall allow user roles, as defined by the State, to enter a decision regarding whether or not an Information Packet is approved for distribution to appellant."  Can the State please confirm if these two requirements are duplicates? If not, can the State please clarify what is the different intent of these requirements?	See State's response to Question #77.
79	Attachment J.1 Functional Requirements FR-INT- In the Functional Requirements, requirement FR-INT-073 States that "The solution shall have Optical Character Recognition (OCR) capability to read the scanned documents and associate the data with an	The Contractor is expected to provide OCR capability for Document Imaging.

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	073	application/case." Does the State already have OCR capabilities within the current ECM/Imaging Solution or would the State require the vendor to provide OCR capability for Document Imaging?	
80	Attachment J.2 Non-Functional Requirements	<p>Non-Functional Requirement NFR-INFA-017 States "The contractor shall develop a High Availability &amp; Disaster Recovery Plan for the entire solution driven by HCFA's defined Service Level Agreement (SLA), Recovery Time Objective (RTO), and Recovery Point Objective (RPO)."</p> <p>What is meant by, or what are the, SLA in reference to DR? How does SLA differ from RTO and RPO?</p>	<p>The RTO and RPO are defined key service level requirements for disaster recovery, see Attachment G, Section A.17.16.7.4 and A.17.16.7.5.</p> <p>Additional service level requirements will be defined and approved by the State as a part of Deliverable 28 - Service Level Agreements (SLAs)/Memorandum of Understandings (MOUs).</p>
81	Attachment J.2 Non-Functional Requirements	<p>Non-Functional Requirement NFR-OM-061 States "The contractor shall draft a Backup implementation plan that involves vm and volume snapshots."</p> <p>Would the RTO change if a manual recovery process is required (due to automation system non-availability at time of event)?</p>	<p>The RTO will not change if a manual process is required.</p> <p>See Attachment G, Section A.17.7 for additional information.</p>
82	Attachment J.2 Non-Functional Requirements	<p>Non-Functional Requirement NFR-OM-077 States "The contractor shall develop Vendor Service Continuity and Disaster reports to document and maintain BC/DR test results on a quarterly basis."</p> <p>Can the State please clarify what is expected in the Vendor Service Continuity report?</p>	See State's response to Question #35.
83	Cost Workbook Tab 10 Effort-Release Allocation	In the Cost Workbook, Tab 10 Deliverable Effort-Release Allocation, the Total DDI Effort formula in cells D19 - G19 appear to contain an invalid cell reference. Additionally, the Operations & Maintenance cells E12 - G12, D15 - F15, and D18 - G18 are formatted for entry of a percentage rather than a whole number, which impacts the calculations in Tab 6 Annual Costs.	The State has provided an updated version of the Cost Workbook.
84	Cost Workbook Tab 12 Deliverable Effort Summary	In the Cost Workbook, Tab 12 Deliverable Effort Summary, the sum formulas for Total Project Hours cells N10-N89 do not appear to include the Total O&M hours from column I through Column L.	See State's response to Question #83.
85	Cost Workbook Tab 12 Deliverable Effort Summary	In the Cost Workbook, Tab 12 Deliverable Effort Summary, the cell references for Project Management Plan DDI and O&M totals in cells D9 - L9 do not appear to reference the corresponding hour totals in Tab 13.1 Project Management Plan.	See State's response to Question #83.
86	Cost Workbook Tab 7 Deliverable Costs	In the Cost Workbook, Tab 7 Deliverable Costs, the cell references for the Total DDI and Total O&M Costs in cells D9 - L89 do not appear to reference the correct Totals in the corresponding worksheets for each deliverable.	See State's response to Question #83.
87	Cost Workbook Tab 8 Role - Cost Summary	In the Cost Workbook, Tab 8 Role-Cost Summary, the cell references for the Non-Key Roles O&M Costs in cells H25 - K57 do not appear to reference the corresponding roles in Tab 2 Labor Rates.	See State's response to Question #83.

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88	Effort Workbook Tab 4 Effort-Release Allocation	In the Effort Workbook, Tab 4 Effort-Release Allocation, row 7 summarizes Initiation effort across 4 years. Could the State clarify the meaning of Initiation (not found elsewhere in RFQ) and if this corresponds to effort allocation captured in the Cost Workbook?	The State has provided an updated version of the Effort Workbook.
89	Effort Workbook Tab 6 Del Effort Summary	In the Effort Workbook, Tab 6 Del Effort Summary, the sum formulas for Total Project Hours cells N10-N89 do not appear to include the Total O&M hours from column I through Column L.	See State's response to Question #88.
90	A.30 Payment	In regards to the State linking the stage gate review process to payment of contractor deliverables, it has been our experience that the stage gates do not provide a formal acceptance of work products from the Feds. Will the State confirm that they will work with the contractor to establish specific acceptance criteria at these stage gate periods?	Yes, the State will collaborate with the Contractor to establish specific acceptance criteria at these stage gate periods.
91	Section 2 RFQ Schedule of Events	As we progress through responding to the RFQ, we anticipate having additional questions arise. In order to most accurately respond to the RFQ, would the State consider allowing another round of questions prior to submission? At the very least, would the State provide vendors the ability to ask clarifying questions if necessary based on the State's answers to the first round of questions?	No additional question and answer period will occur. At the State's discretion, additional amendments may be issued with additional information as applicable.
92	Page 3 Section 1.1.3	Can the Department please provide further clarification on what is meant by "near real time" eligibility determination?	The State uses CMS' definition for "near real time." As defined in CMS' "Achieving Real Time Eligibility Determinations" presentation, near real time is "promptly and without undue delay."
93	Page 21 Section 4.6.3	Can the Department please provide the minimum requirements for the Certificate of Insurance?	.Refer to the Amendments section for the updated language on the Certificate of Insurance requirements.
94	Page 84 Section A. 14	Are existing data sources to be converted and migrated from legacy systems to TEDS? From which systems is data expected to be migrated to the TDS? For which programs is data expected to be converted and migrated? Please provide the discussion points from the Bidders Conference related to Data Conversion.	Refer to RFQ Attachment N for a list of data sources to be addressed during Data Conversion.
95	Page 296 Section 5.7.7.3	Can the Department please elaborate on what coverage is meant by "all State-administered health coverage programs"?	Refer to "Table: Medicaid Program" within Section 5.8.1 for information on the State-administered health coverage programs.
96	Page 296 Section 5.7.8.3	Can the Department please provide details on the eligibility interfaces that are being requested between the TEDS and MMIS?	Refer to "Item 16 - State of Tennessee MMIS Interface Specifications" within Attachment H.
97	Page 301 Section 5.10.5	Can the Department please elaborate on the interaction with the FFM - i.e.- Is there something already in the system and FFM that the state does not want to be duplicated or do you not want to duplicate current data? What current data does the state have right now?	The Contractor is expected to provide a new solution for both inbound and outbound interactions between the FFM and the State.
98	Page 303 Section 5.12.1	Please provide additional detail and any existing documentation on what capacity the existing systems will be used? Example: Which ones will be sunset and which functionalities are expected to be retained?	The retention/transition of legacy systems will depend on the Solution proposed by the Contractor.

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99	Page 345 Section 5.1.2.6	Are mobile text messages expected to be included in alerts functionality?	For clarification:  Internal Resources - Users of Worker and Partner Portal External Resources - Applicants and Members  Mobile text messages for Alert functionality is expected in the proposed Solution for external resources.
100	NFR-AA-037	What functionalities are expected of a mobile interface for each type of user (member, worker, partner)?	The mobile interface is expected to be utilized by applicants and members only.
101	FR-INT-xxx	It appears that some of the intake requirements are meant for applicants and some for state employees. For example, there are a number of requirements related to scanning documents. It appears that such requirements are for state employees only. Would it be possible to have a categorization of these requirements by major user categories ?	Refer to both RFQ Attachment I, Section 5.19 Business Process Flows and J.1. Functional Requirements to identify the respective user categories.
102	FR-INT-xxx	What are the FFM interface standards and formats for such things as data exchange, images and documents ?	Refer to the CMS guidelines and requirements for interactions with the FFM which can be found at <a href="https://www.medicaid.gov/state-resource-center/mac-learning-collaboratives/ffm-lc.html">https://www.medicaid.gov/state-resource-center/mac-learning-collaboratives/ffm-lc.html</a> .
103	FR-INT-xxx FR-ED-xxx	Do data and format definitions already exist for the application and eligibility information ? Are databases already in existence for this information ? If not, are such things as data modeling and schema definition to be included in the RFQ response ?	The Proposer is expected to include data modeling and schema definition activities within their RFQ response.
104	FR-ED-xxx	Many of the Eligibility Determination requirements specify that the solution must verify such things as citizenship, immigration status, whether the applicant has an SSN, state residency, incarceration status and financial status (e.g., income). Are there prescribed, existing sources for such verifications ? Is it possible to get information or documentation on how this is done currently ?	Refer to Item 29 "State of Tennessee MAGI Based Eligibility Verification Plan" in Attachment H for additional information on verification requirements.
105	General	Are there existing databases and repositories used by the state for capturing and storing the information related to this RFQ? If so, please describe.	Apart from the Proposer's Library ( <a href="http://tn.gov/tenncare/article/rfq">http://tn.gov/tenncare/article/rfq</a> ) there are no existing databases and repositories used by the State specifically for capturing and storing the information related to this RFQ.
106	NFR-SP-018	Which Oracle Identity Access Management Suite components, and versions, have been implemented.	See State's response to Question #18.
107	NFR-SP-016	Is there an existing Access Management solution already used? (ie. Oracle Access Manager or IBM Security Access Manager?) If so, what version(s) are currently been used?  What is platform is the worker's portal built on?	No, the State's Oracle IAM solution is not currently implemented for use by existing systems.  The State is currently developing an Access Management solution.  The Contractor is expected to propose a Solution that meets the functionality

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			provided by Oracle IAM or a similar tool.
108	NFR-SP-020	Which IBM Qradar products and versions are currently been used? (ie. SIEM, Log Manager, Risk Manager )	See State's response to Question #16.
109	NFR-SP-021	What Databases are used? ( Ie. Oracle, IBM DB2 ... SQLServer)	See State's response to Question #15.
110	NFR-SP-009	Approx. how many user identities, provisioning targets, workflows would be involved in the user provisioning solution.	Refer to RFQ Attachment I Section 5.13 Future State – Anticipated User Counts.
111	NFR-SP-016	Approx. how many applications require SSO configuraiton? Are all the applications on-prem, off-prem , cloud based or a combination of everything?	The State expects that the Worker Portal will require single-sign-on, which will be self-contained within the proposed Solution. As this functionality is within the Proposer's solution, this is a question that the proposer will have to answer based on their proposed solution.
112	FR-INT-001	Please define "source and channel". Are the channels specified in FR-INT-003 the only ones ?	The "source" applies to the entity that is interfacing with TEDS. Examples of "channels" can be found in FR-INT-003.
113	FR-INT-002	Please identify the specific software implement through the centralized contact center.	See State's Response to Question #27.
114	FR-INT-003	Specification of phone, mail, fax and email as valid channels implies the need for a user interface to allow a state employee to enter the information. Is that your expectation ?	Internal Resources - Users of Worker and Partner Portal External Resources - Applicants and Members  It is the State's expectation that an internal resource will enter in this information.
115	FR-INT-019	This requirement implies that the solution must have the capabiliity to display screens in English and in Spanish but this is not stated as a requirement.	Refer to FR-INT-050.
116	FR-INT-027	Is the landing 'Home' page the same for all users ? If not, are there requirements for the designation of the 'Home' page ?	The landing 'Home' page may vary based on user role, which have not yet been defined.
117	FR-INT-041	What are the implications of withdrawing an application after submission in terms of such things as system/database updates, removal of application information and attachments from systems/databases, workflow or process impacts, etc.	Data related to withdrawn applications after submission is expected to remain within the Solution database.
118	FR-INT-044	Is validation of the MCO required ? If so, against what information ?	No, the MCO preference will not require validation at the time that it is captured.
119	FR-WM-008	Please elaborate on what is meant by "manually reassign workload base on user input". Does this mean the manual reassignment of individual tasks ?	Yes, this requirement refers to the ability of a user, based on user role, to manually reassign tasks/workloads to another user.
120	FR-WM-010	There are a number of "standard business process definiition languages". Does the state have a preference ? What does the state consider to be a ""standard business process definiition languages". ?	The State does not have a preference and will use whatever the Contractor recommends. The RFQ is just asking for the Contractor to provide us with which language they are planning to use. The Contractor is expected to propose the standard business process definition language that will be supported by the Solution in 'Notes' field for this requirement.

	QUESTION / COMMENT		STATE RESPONSE
121	FR-WM-020	This requirement contains the phrase, "allow tasks to track/include details as defined by the state". Please clarify this phrase. What is meant by a task doing tracking? Is this statement intended to represent detailed requirements and/or task design (e.g., "include details as defined by the state").	This requirement refers to the ability of the Solution to record and provide details related to tasks. Examples of these details are listed within FR-WM-020, including Task Start Date, Task End Date, etc.
122	FR-QM-001	Can you provide details/documents on the State Quality Control Case Review Process?	The current business processes do not apply to the future state. These processes will need to be revised with the new system.
123	FR-QM-002	Can you provide details/documents on the State quality assurance?	. The current business processes do not apply to the future state. These processes will need to be revised with the new system.
124	FR-QM-003	Can you provide details/documents on the PERM and MEQC documentation?	The current business processes do not apply to the future state, as CMS is currently updated these processes annually. These processes will need to be revised with the new system.
125	FR-QM-004	Can you provide details/documents on the internal audit process?	The current business processes do not apply to the future state. These processes will need to be revised with the new system.
126	FR-AU-002	Does this requirement mean that versions of the information entered by the applicant/member will need to be archived and maintained or just a log of when and by whom changes in the applicant/member information?	See updated Attachment J.1, Functional Requirements Matrix.
127	FR-AU-002	Does this requirement mean that versions of the case/client notes will need to be archived and maintained or just a log of when and by whom the case/client notes were changed?	See State's response to Question #126.
128	FR-AU-009	Please define what is meant by "pages" in this requirement.	Page' refers to the viewable screens within the Solution.
129	FR-ED-089	We assume that this requirement (check-in/check-out) applies to business rules. If this is not correct, please let us know.	Yes, the check-in/check-out requirement refers to the business rules.
130	FR-CM-030	What is "Item D" deductions specified in this requirement?	See Proposer's Library Item 27 - Health Care Finance and Administration Eligibility Policy for additional information.
131	FR-RE-003	A list of standard reports is listed. Is it acceptable to provide a quote to design/build these reports or is the expectation that the solution will provide pre-built versions of these reports.	The expectation is for each of the reports listed within the Functional and Non-Functional Requirements to be available to the State.  The Proposer is expected to document the details of their approach to creating these reports in their Technical Proposal.  Costs related to design/build of reports should be included within the Proposer's Cost Proposal.
132	FR-RE-033	Please explain the expectation for "mass change processing" as it pertains to reports.	See State's response to Question #126.
133	FR-RE-041	A standard report is listed for "Application Processing	See State's response to Question #131.

		<b>QUESTION / COMMENT</b>	<b>STATE RESPONSE</b>
		Time". Is it acceptable to provide a quote to design/build this reports or is the expectation that the solution will provide a pre-built version of this report.	
134	FR-RE-048	A standard report is listed for "Fraud, Waste and Abuse". Is it acceptable to provide a quote to design/build this reports or is the expectation that the solution will provide a pre-built version of this report.	See State's response to Question #131.
135	FR-RE-050	A standard report is listed for "Appeal Activity". Please explain the purpose and role of this report in more detail.	The details and associated fields for this report are included within requirement FR-RE-050. This report will assist with management of appeals.
136	FR-RE-053	Ability to general "Appeals Hearing Dockets". Please explain the purpose and role of this report in more detail.	The details and associated fields for this report are included within requirement FR-RE-053. This report will assist with management of appeals.
137	FR-CM-039	Please provide or explain the 'external sources'? What is the expected or desired format?	External sources refer to external State and Federal (ex: FDSH) data sources that are utilized during information verification processes.  Desired formats for external sources have not yet been defined.
138	FR-ED-060	The Solution shall produce notices in English and Spanish, in addition to other languages as defined by the State. Vendor assumes the initial release shall include English and Spanish language support. Are vendors expected to provide Spanish language translation services or will the State provide Spanish translation?	The State will provide Spanish translation services.
139	FR-INT-097	Can the State provide any anticipated volumetrics at this time? How many anticipated registered users will use Partner Portal? Can the State provide any web volume usage projections or required volumetric support. For example, peak logins per hour, peak page views per hour. For example, peak logins per hour, peak page views per hour.	Refer to RFQ Attachment I Section 5.13 Future State – Anticipated User Counts.  The proposer should use information available from their other state implementations to estimate anticipated volumes for this portal.
140	FR-INT-007	Can the State provide any anticipated volumetrics at this time? How many anticipated registered users will use Member Portal? Can the State provide any y web volume usage projections or required volumetric support. For example, peak logins per hour, peak page views per hour.	See State's response to Question #139.
141	FR-INT-096	Can the State provide any anticipated volumetrics at this time? How many anticipated registered users will use Worker Portal? Can the State provide any web analytics usage projections or required volumetric support. For example, peak logins per hour, peak page views per hour.	See State's response to Question #139.
142	FR-ED-025	The requirement FR-ED-02 specifically asks for MMS and Email transport of documents. Will the State consider alternative secure channels/transport for the purpose of submitting verification materials electronically, by using a mobile device to send a photograph of the document.	The State will require the ability to submit verification materials electronically, by using a mobile device to send a photograph of the document using MMS (Multi Media Message) or email.

QUESTION / COMMENT		STATE RESPONSE
143	<p>Attachment B, B17</p> <p>Provide customer references from individuals <u>who are not current or former State employees</u> for projects similar to the goods or services sought under this RFQ</p> <p>Can you please clarify the underlined portion?            1) Is this referring that the customer reference cannot be a current or former TN State employee?            2) It is assumed, most likely, a customer reference for a similar project would most likely be a current or former state employee of the state (customer) for which the project was completed. As such, this couldn't be a reference to any State.</p>	<p>The customer reference cannot be a current or former State of Tennessee employee.</p>

**3. Add the following definitions to RFQ Section 1.4, Table of Definitions and Attachment G, Attachment 3, Definitions and Abbreviations (any sentence or paragraph containing revised or new text is highlighted):**

Term	Definition
<b>Prime Contractor</b>	A Contractor that holds the System Integration contract to design, develop, and implement the eligibility system.
<b>Internal Resources</b>	Users of Worker and Partner Portal
<b>External Resources</b>	Applicants and Members
<b>Page</b>	Viewable screens within the Solution
<b>Near Real Time</b>	As defined by CMS' "Achieving Real Time Eligibility Determinations" presentation, near real time is "promptly and without undue delay."
<b>Source</b>	With reference to FR-INT-001, the source is the entity that is interfacing with the future state Solution.
<b>Channel</b>	With reference to FR-INT-001, the channel is the method in which information is received. Examples of channels include, but are not limited to, phone (inbound and outbound), mail, fax, email, FFM Account Transfer, Member portal, Partner portal, and Worker portal.

**4. Delete RFQ Section C introductory language in its entirety and insert the following in its place:**

The Respondent should explain its approach to providing goods or services to the State. The items listed below represent specific questions the State would request you answer in your response. For ease of review, please annotate your explanation so that it contains references to the items listed below where they are addressed. Respondent should not feel constrained to answer only the specific questions listed below in its explanation and should feel free to provide attachments if necessary in an effort to provide a more thorough response. Response to RFQ Attachment C not to exceed 300 pages (single sided page, minimum 10 point font, single line spacing, with one inch margins), excluding Requirements Traceability Matrix responses (worksheets J.1 and J.2), Microsoft Project Plan, and Effort Workbooks.

The Evaluation Team, made up of three (3) or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section scores as indicated.

**5. Add the following as new RFQ Attachment G, Section A.9.5 (any sentence or paragraph containing revised or new text is highlighted):**

**A.9.5** The Contractor shall be responsible for providing all of the following infrastructure, as required for Print Output Management:

- A.9.5.1 Infrastructure
- A.9.5.2 Hardware
- A.9.5.3 Software
- A.9.5.4. Security
- A.9.5.5 Network

**6. RFQ Attachment G, Section A.9.1 is modified to remove the sentence indicated below (any sentence or paragraph containing revised or new text is highlighted):**

A.9.1 The Contractor shall be responsible for developing and/or configuring the Solution to meet the needs of the State. ~~This shall include building the system infrastructure for the Solution.~~ The State of Tennessee Strategic Technology Solutions (STS) group within the Department of Finance and Administration shall provide secure hosting facilities and services for the Solution. The Contractor shall comply with all STS processes (e.g. the Build Book process), procedures, and standards. The implementation for the Solution includes two (2) data centers in Tennessee. The South Data Center is the primary hosting location in Smyrna, TN and the North Data Center is the secondary hosting located in Nashville, TN. A more distant hosting site may be selected and procured by HCFA IS to align with CMS guidance concerning geographic separation for Integrated Eligibility application disaster recovery site selection. The primary host site is also known as the production site, while the secondary site is planned to be used as a disaster recovery site. The Contractor shall work with the State to determine the disaster recovery hosting option.

**7. RFQ Attachment G, Section A.22.16 Non-Key Personnel Table is updated to read as follows (any sentence or paragraph containing revised or new text is highlighted):**

Position	Description	Qualifications	Requirements
<b>Senior Security Engineer</b>	<ul style="list-style-type: none"> <li>a) Responsible for penetration testing, cross script testing, perimeter testing, denial of service, etc.</li> <li>b) Responsible for validation and verification of firewall settings.</li> <li>c) Collaborate, review and approve security infrastructure effectiveness with the State and STS.</li> <li>d) Responsible for vulnerability management</li> </ul>	<ul style="list-style-type: none"> <li>a) Practical experience with DISA STIGS.</li> <li>b) Minimum of five (5) years' experience in security testing.</li> <li>c) Desired relevant professional information security certification.</li> </ul>	<ul style="list-style-type: none"> <li>a) Shall be fifty percent (50%) allocated to the project through Implementation and O&amp;M.</li> <li>b) Shall be onsite ninety percent (90%) of the time</li> </ul>

**8. Delete Attachment G, Section A.20.10.1.9 in its entirety and replace it with the following (any sentence or paragraph containing revised or new text is highlighted):**

A.20.10.1.9 Providing a minimum of one hundred (100) training laptops and other required physical hardware, for State use during training, to support the training design and implementation of all TEDS-related trainings. All hardware used (procured or leased by the Contractor) will be adequately fitted with current training environments and/or software. Facilities and hardware must be maintained for a minimum of 100 participants.

**9. Add the following as new Attachment G, Section A.19.15 (any sentence or paragraph containing revised or new text is highlighted):**

A.19.15 Security and Privacy Controls and Tools

A.19.15.1 The Contractor shall provide Security and Privacy Controls

A.19.15.2 The Contractor shall provide Security and Privacy Tools and appropriate staff experienced with the proposed Tools.

A.19.15.3 The Contractor shall configure and facilitate all feeds from the Solution to communicate with established QRadar collectors.

**10. Delete RFQ Attachment G, Section A.10.3.2 in its entirety and replace it with the following (any sentence or paragraph containing revised or new text is highlighted):**

A.10.3.2 The Contractor shall identify the delivery schedule and frequency of requirement artifacts ((such as, but not limited to, Business Requirements Document (BRD), System Design Document (SDD)).

**11. Delete RFQ Attachment I, Section 5.14.1 in its entirety and replace it with the following (any sentence or paragraph containing revised or new text is highlighted):**

The anticipated Project roadmap consists of three phases and four technology-related releases. The State plans that the Contractor will initiate work in October 2016 and run through September 2020. The timeframes are estimates based on similar initiatives in other states. There are a variety of factors, however, that can impact the timelines, including the length of procurement cycles, federal approvals, and changes to federal and State statutes and regulations. The Proposer is expected to propose a timeline and phasing appropriate to the proposed Solution. The proposed Solution, however, should include MAGI Functionality, FDSH Interface, FFM Interface, State Data Sources, Worker Portal, and Reporting/Noticing in the Initial Release. The three phases are:

12. Delete RFQ Table 5: Deliverables in Attachment G, Section A.27 is updated to read as follows (any sentence or paragraph containing revised or new text is highlighted):

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
Deliverable 10	Business Continuity and Disaster Recovery Plan	Monthly, throughout project lifecycle	The Business Continuity and Disaster Recovery Plan describes the strategy and organized course of action that is to be taken if things don't go as planned or if there is a loss of use of the established business product (e.g., system) due to a disaster such as a flood, fire, computer virus, or major failure. The Business Continuity and Disaster Recovery Plan describes the strategy for ensuring recovery of the business product in accordance with stated Recovery Time Objective and Recovery Point Objectives.	<ul style="list-style-type: none"> <li>a) The Business Continuity and Disaster Recovery Plan</li> <li>b) The Business Continuity and Disaster Recovery Plan prescribes responsibilities as they relate to actions that will be taken in response to a disruption.</li> <li>c) The Business Continuity and Disaster Recovery Plan clearly outlines milestones, notification activities, emergency handling of routine procedures, required contacts, formal agreements, lessons learned activities, and procedures to return normal operations in the event of a disaster.</li> </ul>	<ul style="list-style-type: none"> <li>a) Business Continuity Plan</li> <li>b) Disaster Recovery</li> <li>c) Disaster Recovery Plan Training</li> <li>d) Configuration Management Plan</li> <li>e) Configuration Management Database</li> <li>f) Asset Management Plan</li> <li>g) Business Continuity Plan Training</li> <li>h) Backup Management Plan</li> <li>i) Business Impact Analysis</li> <li>j) IT Service Continuity Requirements</li> </ul>	Type A	A.10 A.17

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
Deliverable 11	Capacity Plan	Monthly, throughout project lifecycle	<p>The Capacity Plan will address business capacity, service capacity, and IT component capacity management strategies that will be executed through the duration of the project. The Capacity Plan will also outline the management process and tools that will be used to complete capacity management, as well as estimates of future system workloads.</p> <p>The capacity plan will include, but not limited to, infrastructure, database, network, and any other aspects required to meet the performance requirements of the system.</p>	<ul style="list-style-type: none"> <li>a) The Capacity Plan demonstrates a State-approved skill and resource level to effectively execute the Capacity Plan.</li> <li>b) The Capacity Plan defines capacity performance success at the business process level</li> <li>c) The Capacity Plan outlines the practices, objectives, performance factors, monitoring and reporting activities, and communication strategies of the Capacity Plan.</li> <li>d) The Capacity Plan addresses steps and activities needed to address instances of abnormal levels of system use outside of forecasted operating procedures.</li> </ul>	<ul style="list-style-type: none"> <li>a) System Capacity and Performance Plan</li> <li>b) Capacity Demand Model</li> </ul>	Type A	A.17

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
Deliverable 12	Data Management Plan	Monthly, throughout project lifecycle	A defined plan for the management of data that provides, at a minimum, a summary of activities for data generation, a summary of the types of data generated by the relevant activities, the plans for preservation of the generated data, and a description of the appropriate level of access for the generated data.	<ul style="list-style-type: none"> <li>a) The Data Management Plan includes a summary of activities that generate data</li> <li>b) The Data Management Plan includes a summary and appropriate categorization of the data types generated by the identified activities.</li> <li>c) The Data Management Plan includes a plan for storage and maintenance of the data generated by the identified activities, in both the short-term and long-term (if relevant).</li> <li>d) The Data Management Plan includes a plan describing whether and how the data generated by the identified activities will be reviewed and made available to the public and how the</li> </ul>	<ul style="list-style-type: none"> <li>a) Record Retention Schedule</li> <li>b) XML Taxonomy</li> </ul>	Type A	A.12

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
				metadata describing it will be stored.			
<b>Deliverable 13</b>	Performance and Availability Plan	Monthly, throughout project lifecycle	The Performance and Availability Plan will identify target performance areas and methods of measurement; establish the baseline metrics for the agreed upon goal areas; and assist HCFA in determining the level of achievement of the performance goals.	<ul style="list-style-type: none"> <li>a) The Performance and Availability Plan identifies and prioritizes the performance measurement goals and objectives to align with the information needs of the customer, project, organization, and stakeholders, as applicable.</li> <li>b) The Performance and Availability Plan includes a Traceability of Information Needs to Measurement Objectives by defining the information need, measurement objective, and the performance measure threshold.</li> <li>c) The Performance and Availability Plan describes the methods, processes, tools and techniques that will be used</li> </ul>	<ul style="list-style-type: none"> <li>a) Performance Test Plan and Results Template</li> <li>b) Program Availability Management Plan</li> <li>c) <b>Availability Risk Assessments</b></li> </ul>	Type A	A.10 A.17

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
				<ul style="list-style-type: none"> <li>for performance measurement.</li> <li>d) The Performance and Availability Plan outlines the data that will be collected, how it will be collected, and where it will be stored.</li> <li>e) The Performance and Availability Plan includes analysis on the data collected, and a review of the data to identify trends and opportunities for improvements and corrective actions.</li> <li>f) The Performance and Availability Plan includes an approach for identifying and addressing deficiencies in performance and availability.</li> </ul>			
<b>Deliverable 25</b>	SOA Models	Once per release upon State approval	SOA Models will outline a services portfolio by identifying services, defining a service hierarchy, and classifying the services based on this hierarchy. This will involve defining the coarse-granularity and fine-granularity of services.	<ul style="list-style-type: none"> <li>a) The SOA Models identify the Services Portfolio Management requirements, which must include the requirements for how often services should</li> </ul>	<ul style="list-style-type: none"> <li>a) Service Oriented Architecture (SOA) Model including but not limited to:</li> <li>b) Definition of service hierarchy</li> <li>c) Prioritization of key services</li> </ul>	Type C	A.17

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
			This document must identify and prioritize the key services and the mechanisms to create the service layers using industry standards.	<p>be reviewed, how often they should be updated, and how they should be published</p> <p>b) The SOA Models identify the Quality of Service requirements for each service, which will involve defining scalability, availability, and response time (latency) of services in order to ensure that they are within the promised range</p> <p>c) The SOA Models identify interface requirements, which will involve both internal and external Partners and ensuring that the new System is sufficiently scalable and flexible to support the number of interfaces that will be required. Interface requirements must also include defining what communications should be</p>	<p>d) Mechanisms to create service layers</p> <p>e) Technical Architecture Diagrams</p> <p>f) Quality of Service Requirements</p> <p>g) Interface Requirements</p> <p>h) Security Requirements</p> <p>i) Performance Requirements</p> <p>j) Operational Requirements</p> <p>k) SOA Governance Processes</p>		

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
				<p>asynchronous, and what communications should be synchronous</p> <p>d) The SOA Models identify security requirements, which may include encryption, authentication, data protection, and constraints on performing certain operations</p> <p>e) The SOA Models identify performance requirements, which may include the expected response time for application tasks, failover support for applications, and hours of availability</p> <p>f) The SOA Models identify operational requirements, which may include server needs, scalability requirements, hosting requirements, monitoring, load</p>			

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
				balancing, failover, fault recovery, accounting and metering			
<b>Deliverable 27</b>	Technical Design Document	Once per release upon State approval	A Technical Design Document reflects the details required for System development/configuration and operation. This document must be developed based on outputs from the technical design sessions conducted with all Stakeholders and/or functional design, interface control documents. The Technical Design Document must include the following components: <ul style="list-style-type: none"> <li>a) Detailed description of System architecture</li> <li>b) Entity Relationship Diagrams, Create, Retrieve, Update, Delete details for database elements for the component being elaborated in the design</li> <li>c) Data Flow Diagrams</li> </ul>	<ul style="list-style-type: none"> <li>h) Contains detailed description of system architecture.</li> <li>a) Includes entity relationship diagrams and data flow diagrams</li> <li>b) References the data dictionary (i.e., all data elements are represented in the data dictionary)</li> <li>c) Specifies processing controls</li> <li>d) Specifies installation, configuration, and backup procedures</li> <li>e) Includes security controls</li> <li>f) Addresses availability and resilience controls such as load balancing, failover, and fault tolerance</li> <li>g) References ICDs</li> <li>h) Requirements</li> </ul>	<ul style="list-style-type: none"> <li>i) Technical Architecture Diagrams</li> <li>j) Systems Design Document</li> <li>a) Business Rules Document</li> <li>b) Document Print/Letter/Notices/Electronic Output Management Plan</li> <li>c) Configuration Management Plan</li> <li>d) Backup Management Plan</li> <li>e) Availability and Performance Plan</li> <li>f) Interface Control Documents</li> <li>g) "White Hat" Search Engine Optimization Plan</li> </ul>	Type C	A.15 A.16 A.26

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
			<ul style="list-style-type: none"> <li>d) Processing controls</li> <li>e) Processes to manage System installation and configuration</li> <li>f) Data backup procedures</li> <li>g) Availability and resilience controls such as load balancing, failover capabilities, and fault tolerance.</li> </ul> <p>The Technical Design Document must include, at a minimum, the interface definitions and design (including XML/SOAP specifications for file formats), the new System design based on reviewing existing class diagrams, sequence diagrams, updated object models that represent the internal workings and designs of the containing subsystems that will expose the services, and the component specification (details of the component that will implement the service) and service assignment to each layer defined in the System architecture.</p>	and Design components mapped appropriately in configuration management database			
<b>Deliverable 28</b>	Service Level Agreements	Once per release upon	A Service Level Agreement(s) (SLA) is a	a) The SLA/MOU outlines the	a) Service Level Management	Type B	A.10 A.17

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
	(SLAs)/Memorandum of Understandings (MOUs)	State approval	contractual agreement between an internal or external service provider and their customer specifying performance guarantees with associated, reasonable and agreed upon, non-punitive liquidated damages should the service not be performed as contracted. A Memorandum(s) of Understanding (MOU) is a legal document that outlines the terms and details of an agreement between parties, including of each party's requirements and responsibilities.	<p>agreed upon period of performance and any performance guarantees with associated complications falling within the period as well as reporting mechanisms/frequency and review process.</p> <p>b) The SLA/MOU includes a process to be followed in the event that an agreement change is to be made</p> <p>c) The SLA/MOU escalation process is included and detailed in nature</p>	<p>Plan</p> <p>b) Service Level Agreements</p> <p>c) Memorandum of Understanding</p>		
<b>Deliverable 46</b>	System Maintenance, Support and System Transition Plan	Once per release upon State approval	The System Maintenance, Support and System Transition Plan must outline the transition of system Operations and Maintenance from the Vendor to the State's hosting model. The Plan should note all procedural, staffing, and resource requirements.	<p>a) The System Maintenance, Support and System Transition Plan will indicate the amount of dedicated resources providing O&amp;M support, and how sufficient resources will be provided while in support of</p>	<p>a) O&amp;M Manual</p> <p>b) Service Transition Plan</p> <p>c) Standard Operating Procedure Manual</p>	Type A	A.17 A.18

Deliverable #	Name	Frequency	Description	Exit Criteria	Artifacts	Review Cycle	Contract Section Reference
				<p>development activities for future releases.</p> <p>b) The System Maintenance, Support and System Transition Plan will identify all procedures and activities to be transitioned to O&amp;M.</p>			

**13. Add the following as Attachment G, D. 31 and renumber any subsequent sections as necessary:**

**D.31** Insurance. Contractor shall provide the State a certificate of insurance (“COI”) evidencing the coverages and amounts specified below. The COI shall be provided ten (10) business days prior to the Effective Date and again upon renewal or replacement of coverages required by this Contract. If insurance expires during the Term, the State must receive a new COI at least thirty (30) calendar days prior to the insurance’s expiration date. If the Contractor loses insurance coverage, does not renew coverage, or for any reason becomes uninsured during the Term, the Contractor shall notify the State immediately.

The COI shall be on a form approved by the Tennessee Department of Commerce and Insurance (“TDCI”) and signed by an authorized representative of the insurer. The COI shall list each insurer’s national association of insurance commissioners (also known as NAIC) number or federal employer identification number and list the State of Tennessee, Risk Manager, 312 Rosa L. Parks Ave., 3<sup>rd</sup> floor Central Procurement Office, Nashville, TN 37243 in the certificate holder section. At any time, the State may require the Contractor to provide a valid COI detailing coverage description; insurance company; policy number; exceptions; exclusions; policy effective date; policy expiration date; limits of liability; and the name and address of insured. The Contractor’s failure to maintain or submit evidence of insurance coverage is considered a material breach of this Contract.

If the Contractor desires to self-insure, then a COI will not be required to prove coverage. In place of the COI, the Contractor must provide a certificate of self-insurance or a letter on the Contractor’s letterhead detailing its coverage, liability policy amounts, and proof of funds to reasonably cover such expenses. Compliance with Tenn. Code Ann. § 50-6-405 and the rules of the TDCI is required for the Contractor to self-insure workers’ compensation.

All insurance companies must be: (a) acceptable to the State; (b) authorized by the TDCI to transact business in the State of Tennessee; and (c) rated A- VII or better by A. M. Best. The Contractor shall provide the State evidence that all subcontractors maintain the required insurance or that the subcontractors are included under the Contractor’s policy.

The Contractor agrees to name the State as an additional insured on any insurance policies with the exception of workers’ compensation (employer liability) and professional liability (errors and omissions) (“Professional Liability”) insurance. Also, all policies shall contain an endorsement for a waiver of subrogation in favor of the State.

The deductible and any premiums are the Contractor’s sole responsibility. Any deductible over fifty thousand dollars (\$50,000) must be approved by the State. The Contractor agrees that the insurance requirements specified in this Section do not reduce any liability the Contractor has assumed under this Contract including any indemnification or hold harmless requirements.

The State agrees that it shall give written notice to the Contractor as soon as practicable after the State becomes aware of any claim asserted or made against the State, but in no event later than thirty (30) calendar days after the State becomes aware of such claim. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor or its insurer, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

All coverage required shall be on a primary basis and noncontributory with any other insurance coverage or self-insurance carried by the State. The State reserves the right to amend or require additional endorsements, types of coverage, and higher or lower limits of coverage depending on the nature of the work. Purchases or contracts involving any hazardous activity or equipment, tenant, concessionaire and lease agreements, alcohol sales, cyber-liability risks, environmental risks, special motorized equipment, or property may require customized insurance requirements (e.g. umbrella liability insurance) in addition to the general requirements listed below.

a. Commercial General Liability Insurance

1. The Contractor shall maintain commercial general liability insurance, which shall be written on an Insurance Services Office, Inc. (also known as ISO) occurrence form (or a substitute form providing equivalent coverage) and shall cover liability arising from property damage, premises/operations, independent contractors, contractual liability, completed operations/products, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).
2. The Contractor shall maintain bodily injury/property damage with a combined single limit not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate for bodily injury and property damage, including products and completed operations coverage with an aggregate limit of at least two million dollars (\$2,000,000).

b. Workers' Compensation and Employer Liability Insurance

1. For Contractors statutorily required to carry workers' compensation and employer liability insurance, the Contractor shall maintain:
  - i. Workers' compensation in an amount not less than one million dollars (\$1,000,000) including employer liability of one million dollars (\$1,000,000) per accident for bodily injury by accident, one million dollars (\$1,000,000) policy limit by disease, and one million dollars (\$1,000,000) per employee for bodily injury by disease.
2. If the Contractor certifies that it is exempt from the requirements of Tenn. Code Ann. §§ 50-6-101 – 103, then the Contractor shall furnish written proof of such exemption for one or more of the following reasons:
  - i. The Contractor employs fewer than five (5) employees;
  - ii. The Contractor is a sole proprietor;
  - iii. The Contractor is in the construction business or trades with no employees;
  - iv. The Contractor is in the coal mining industry with no employees;
  - v. The Contractor is a state or local government; or
  - vi. The Contractor self-insures its workers' compensation and is in compliance with the TDCI rules and Tenn. Code Ann. § 50-6-405.

**14. Delete RFQ Attachment G, Section A.15.2.17 in its entirety and replace it with the following (any sentence or paragraph contained revised or new text is highlighted):**

A.15.2.17 The Contractor shall identify resources for Help Desk Support, Service Desk Support and Implementation Support. **The Contractor shall operate all tiers of the Help Desk and Service Desk during the Operations and Maintenance phase.**

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