

STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES

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RFP NO.:	19PSX0099
Proposal Due Date:	10 January 2020
Date Addendum Issued:	17 December 2019

PLEASE NOTE:

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.

RFP ADDENDUM #1

DESCRIPTION:

Health and Human Services (HHS) Enterprise Operating Model (EOM) Services & Support

FOR:

Department of Social Services and Access Health

PROPOSERS NOTE:

Responses to submitted questions for RFP #19PSX0099:

Question 1: On page 7 of the RFP Document reads: This contract replaces the following contract award(s) in part or in total: #09ITZ00042MA. We tried to look up #09ITZ00042MA on the State of CT BIZNET portal and could not find the existing contract.

Question 1 Response: RFP Document typo corrected on 11/12/2019, the correct number is 09ITZ0042MA.

Question 2: On page 33, can the State please confirm which specific RFP requirements should be addressed within Submittal Requirements section 1.i.: "i. Demonstrated ability to meet and comply with the RFP Customer Service, Contract Management Service Levels and Federal Requirements "

Question 2 Response: Prospective proposers should address Attachment 5, Service Level Metrics and Measures (Attachment 5) for the RFP Customer Service & Contract Management Service Levels, and Attachment 6, Federal Procurement Clauses, as well as Section 9.(f), Federal Requirements Compliance on page 29 of the RFP, for the Federal Requirements.

Question 3: In RFP Section 3, 4, 5 and 8, can the State please confirm if a response to the following sections should be provided?

3. Severity Levels and Other Definitions (page 19)
4. Maintenance of Environments Requirements (page 20)
5. Work Products Requirements (page 23)
8. Transition Support Requirements (page 27)

If so, please confirm where in the submittal requirements these should be addressed.

Question 3 Response: Proposers are not required to provide a response to the above mentioned sections, as these sections merely define expectations and responsibilities. However, any information provided that clarifies how a contractor will meet the expectations, or details past experience providing similar services, will be beneficial to the

review and scoring process. Should a prospective contractor wish to speak to these sections, suggested response areas are provided below.

Severity Levels and Other Definitions (page 19) – Incident Management & Batch Management Requirements
Maintenance of Environments Requirements (page 20) - Maintenance Requirements
Work Products Requirements (page 23) – Operations Requirements
Transition Support Requirements (page 27) – Operations Requirements

Question 4: On page 27, the RFP indicates that, "The Contractor's staff will be composed of a core group of individuals with detailed knowledge and experience with the Systems." Given the criticality of the programs the Systems support (SNAP, MAGI MA, Non-MAGI MA, TANF, Essential Services, QHP, Child Care, and Long-Term Care), is it expected that the contractor's staff demonstrate knowledge and experience with systems supporting these programs? Can the State specify the preferred number of years of experience with systems supporting these programs?

Question 4 Response: It is desired that the core group that is primarily involved in triaging program related issues should have prior experience with social services programs, or integrated eligibility systems, but this experience does not have to be specifically related to the programs mentioned above. The type and number of year of experience may be a consideration during review and scoring process.

Question 5: On page 27, given the requested requirements and the need to support production systems with production data, can it be clarified that offshore resources cannot be used for this project?

Question 5 Response: Offshore resources cannot be used for this project.

Question 6: In RFP Section 3.0 on page 19, as part of Attachment 5, the State identifies Service Level metrics and measures. Does the State require vendor qualifications demonstrating ability to meet SLAs for HHS Integrated Eligibility and HIX systems of similar size and complexity supporting the EOM programs?

Question 6 Response: The State requires vendors to demonstrate the ability to meet SLA's for any system of similar size and complexity supporting EOM, not specifically for HHS/HIX systems.

Question 7: On page 33, Submittal Requirements - Experience, References, and Personnel Section, the RFP requests Proposers to provide a response to the following:

a. Demonstrated ability to provide detailed company management and experience with projects providing similar scope of services

b. Demonstrated ability to provide a minimum of three (3) Company references providing similar type of services."

Both a. and b. reference similar scope/type of services. Given the systems described in this RFP, can the State confirm that the demonstrated ability and references should highlight experience with HHS Integrated Eligibility and HIX systems of similar size and complexity supporting the EOM programs?

Question 7 Response: References can include experience with any Systems of similar size and complexity supporting EOM programs, and is not limited to HHS/HIX systems.

Question 8: In Attachment 2, there are multiple technologies listed in the RFP as defined in Attachment 2 Commercially Available Software Products Inventory. Is it expected that vendors' proposed staff demonstrate experience with these tools and technologies?

Question 8 Response: Yes, vendor staff must demonstrate experience with the tools and technologies included in RFP.

Question 9: On page 18, as part of 2.6 Security Requirements, under 7. Audit Requirements, the RFP states, “Coordinate with the Data Retention Policies defined in section 6.5.” However, we are not able to locate this section. Can the state please confirm the reference to section 6.5?

Question 9 Response: Please refer to section 6.4.2 in the EOM Operations manual.