

RFP ADDENDUM
RFP-18 Rev. 11/17/16
Prev. Rev. 3/13/14

STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES

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RFP NO.: 20PSX0036
Proposal Due Date: 15 June 2020
Date Addendum Issued: 6 May 2020

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 #3

DESCRIPTION:

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

FOR:

Department of Social Services

PROPOSERS NOTES:

RFP Document revised in order to further clarify responses to submitted RFP questions.

Added the following documents in order to further clarify response to submitted RFP questions:

- **Appendix 1 – 12 Month SLA**
- **Appendix 2 – Outstanding Incident Defects**
- **Appendix 3 – Incident Problems Service Tickets**
- **Appendix 4 – Interface Acronyms**
- **Appendix 5 – System Test Plan**
- **Appendix 6 – Performance Measures**
- **Appendix 7 – Change Request – Associated Tickets**
- **Appendix 8 - Programs**

Responses to submitted questions for RFP #20PSX0036:

Question 1: How many vendors will this RFP be awarded to? For example, is this RFP intended to be awarded to several vendors (how many?) as part of an empaneled vendors list? Or, will this RFP be awarded to only one vendor?

Question 1 Response: The Department of Social Services ("DSS") would prefer a single vendor who can provide all of the requested EOM services, but is open to awarding to multiple vendors, if it doing so would be beneficial to the department.

Question 2: What were the challenges if any Connecticut state has faced with the incumbent vendor's delivery of contract #09ITZ0042MA of which this RFP contract will replace?

Question 2 Response: The contract this service is currently procured through is expiring; DSS is required by both state law and our federal regulators to competitively procure these services.

Question 3: What is the estimated timeframe for the work to start by the awarded vendor(s)? We're assuming this will take place in 2020 – please indicate which month in 2020 work will commence for the awarded vendor(s)?

Question 3 Response: The Department of Administrative Services ("DAS") anticipates to have a fully executed contract by February 2021, with the awarded Contractor(s) starting by April 2021.

Question 4: Is Connecticut open to remote delivery of the RFP's services within Hartford, Connecticut based company.

Question 4 Response: Yes, Connecticut is open to delivery of the RFP's services within locations based in Hartford, Connecticut.

Question 5: Is Connecticut open to offshore delivery of applicable services?

Question 5 Response: Yes, it is an option but there would be restriction on production data access for offshore resources.

Question 6: Please provide your current test management plan and regression testing plan, along with number of test cases?

Question 6 Response: Test cases are created for each release and added to the test cases repository in JAMA. There are automated regression and manual regression cases that are run for every release. There are around 300 automated regression cases currently.

Access to the test cases as well as the test management and regression testing plans will be provided during knowledge transfer sessions.

Question 7: Please define the level of effort for required "minor enhancements"?

Question 7 Response: Please note that we are not expecting the EOM vendor to provide minor modification enhancements as part of the SOW. No level of effort should be set aside for minor enhancements. The scope is limited to data fixes and data corrections, and an updated RFP document has been reissued to remove this error.

Question 8: Please describe - define the Technology stack of ConneCT, AHCT HIX, ImpaCT, BIP applications?

Question 8 Response: Java based applications on IBM Products (Attachment 2).

Question 9: Please provide overview of the applications, their function, evolution, current stability and future roadmap?

Question 9 Response:

AHCT – Access Health is the CT's State Based Market Place providing Individual Healthcare insurance under ACA. This has both client and worker portals. This went live in 2013 and will be supporting existing functionality in the future.

ConneCT – Department of Social Services Client Portal for programs administered by DSS. This went live in 2012 and will be supporting existing functionality in the future with potential of a re-design.

ImpaCT – Worker Portal for programs administered by DSS/OEC. This went live in 2016 and will be supporting existing functionality in the future and will be supporting existing functionality in the future.

BIP – Balancing Incentive Program (BIP) supports community based long term care services assessment and application processing. The application provides support to older citizens with disabilities.. This went live in 2015 and will be supporting existing functionality in the future.

Question 10: Please provide the historical data of tickets (by L1, L2, L3 tier) for each application for the past few years?
Question 10 Response: L2/L3 tickets can be provided and all of them are applications related tickets. L1 tracks incidents like password resets/other adhoc non-application related request. Additional information can be provided during proposal discussions.

L2 – Please refer to Appendix 3 – Incident Problems Service Tickets
L3 Metrics < 100 per year

Question 11: Is there any specific format expected for the response? We are assuming, as with our first SOW response, the format will be in a MS word.doc of which we will convert to pdf. and submit that to DSS.

Question 11 Response: Microsoft Word and PDF are both acceptable formats.

Question 12: Please share the current SLAs and level of adherence? Do you expect any change to the current SLA as part of this procurement?

Question 12 Response: SLA’s provided in Attachment 5 of the RFP documents contains the most current SLA’s that are expected of the EOM selected from this RFP.

Question 13: Is support expected to be 365*24*7? If so, does that apply only for production environments? The RACI matrix requires contractor to be consulted for all higher environments? Please confirm and or explain.

Question 13 Response: For Application related support – Please refer to Attachment 5 that list down required uptimes and support.

For Underlying Infrastructure/Environment related support – Please refer to RACI chart in Section4 of the RFP document.

Question 14: Section 1.1.1.1 b and c - requires vendor to make corrective actions for low performing queries, system tasks. Is the root cause is determined to be an architecture change is there an expectation that the vendor should provide corrective actions?

Question 14 Response: No, any issues that need an architectural change are not in scope for the EOM vendor.

Question 15: Please provide details on various functional modules and components in each of the application?

Question 15 Response:

Functional Modules	ImpaCT	BIP	ConneCT
ahCT Integration	YES		
Appeals and Hearings	YES		
Batches	YES		
ConneCT Integration	YES		
Conversion	YES		
Correspondence	YES	YES	
COVID-YES9	YES		
Database Administration	YES	YES	
Deployment and Migration	YES		
Eligibility	YES	YES	
eMPI	YES		
Enrollments	YES		
FD Ad Hoc Reports	YES		

Financial Management, Hearings & Referrals	YES		
Front Office	YES	YES	YES
Funds			
General U/I	YES	YES	
Infrastructure	YES	YES	YES
Intake	YES		
Interfaces and Quality Control	YES		
Management Reporting and Correspondence	YES		
Payments	YES		
Premium Module	YES		
Reports	YES		
Security and Data Management	YES		
Security Vulnerabilities	YES		
Shared Services	YES		YES
SSNRI	YES		
Support Functions	YES	YES	
Task Based	YES		
Tasks and Alerts	YES		

Question 16: What are the performance standards of application components expected?

Question 16 Response:

Please refer to Appendix 6 Performance Measures

Question 17: Please provide the number of batch jobs by application, frequency, time taken, # of records processed by batch and a brief overview of the batch?

Question 17 Response:

Application	Daily	Weekly	Bi-Weekly	Monthly	Quarterly	Annual	
ImpaCT	Average # of Jobs*	273	18	2	19	9	2
	Average Time taken (sec)	831	1978	795	866	1582	44
	Average # of records processed	5218	90174	82	39206	435442	141
	Average # of abandns	3	1	0	2	1	0
	Average # of DCRs	29					
	Highest # of DCRs	57					
	Highest # of Jobs	407	63	2	97	9	3
	Highest # of records Processed	2203067	4601520	246	4864638	19065072	949
	Highest # of abandns	5	1	0	3	0	0
	Longest Execution (sec)	24941	10695	1150	17177	17454	141
	Longest Executed job_ID	ST-AHCTBM-DLY	IN-DDSS-WLY	CO-W0013-BLY	IN-DMS-MLY	IN-PVAR-QLY	IN-199JS-ALY
	Average Distinct users	1560					
	Highest Distinct users	1628					

Application		Daily	Weekly	Monthly
ahCT	Average # of Jobs*	38	2	2
	Average Time taken (sec)	675	12	2579
	Average # of records processed			
	Average # of abends	1	0	1
	Average # of DCRs	12		
	Highest # of DCRs	21		
	Highest # of Jobs	42	2	4
	Highest # of records Processed			
	Highest # of abends	2	0	1
	Longest Execution (sec)	22398	24	20217
	Longest Executed job_ID	EL-1-3-4-016	DWH-DAY-ZERO	CMS-SSA-REQ
	Average Distinct users	573		
	Highest Distinct users	1279		

*Some of the jobs are multithreaded. Above counts indicate distinct job counts only.

Application		Daily	Weekly
ConneCT	Average # of Jobs	7	1
	Average Time taken (sec)	321	1
	Average # of records processed	152	0
	Average # of abends	1	0
	Average # of DCRs		
	Highest # of DCRs		
	Highest # of Jobs	10	1
	Highest # of records Processed	745	0
	Highest # of abends	2	0
	Longest Execution (sec)	5149	1
	Longest Executed job_ID	CP-01	DM-10
	Average Distinct users	2288	
	Highest Distinct users	3507	

Question 18: What are version control tools which are used?

Question 18 Response: SVN is used code version control across all applications and SharePoint for project documentation.

Question 19: Is there an automated and continuous deployment process in place for all applications?

Question 19 Response: Yes- Jenkins for lower environments and Rapid Deploy for higher environments.

Question 20: How many releases have occurred for each of the applications in the past few years?

Question 20 Response:

- 2019
- ImpaCT -21
- AHCT -22
- Connect - 13

BIP- 3

2018
ImpaCT - 20
AHCT ~ 20
Connect - 5
BIP - 4

Question 21: We don't see a requirement to include a minority or women owned firm as a sub-con within the proposal response.

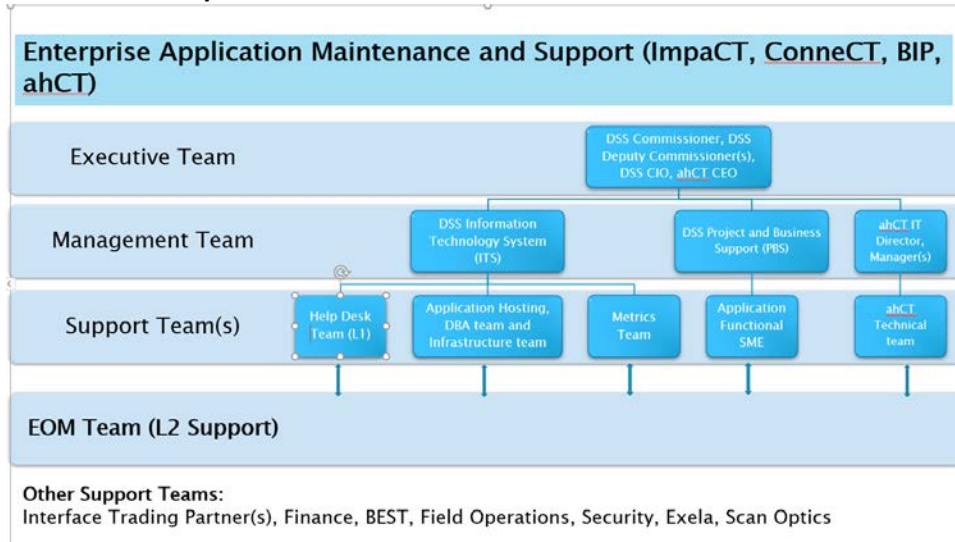
Question 21 Response: DSS is not requiring the inclusion of minority or woman owned sub-contractors in vendor proposals. However, staffing is a consideration during proposal evaluation.

Question 22: Can the state please provide the anticipated budget for EOM activities? Would the state share invoice amounts for the current contract for the last twelve months?

Question 22 Response: At this time, we are unable to provide an anticipated budget for the EOM activities or provide the invoicing information but the State has spent approximately 15 Million in the last twelve months to maintain the current support services for the existing EOM, which included EOM system upgrades and minor modifications that are not required as part of this solicitation. However, through this solicitation our goal is to streamline processes in order to reduce operating costs.

Question 23: What is the current governance structure for the project?

Question 23 Response:



Question 24: What subcontractors make up the teams working on the current projects?

Question 24 Response: We only have the primary contractor providing support for EOM. There are no subcontractors supporting this work.

Question 25: Can the state please provide bidders with reasons for why the initial RFP for this scope of work was not awarded?

Question 25 Response: When reviewing the previous solicitation, the agency found numerous errors in the services being solicited. These errors included work that is or will no longer be provided by the EOM vendor, which would have had significant impacts on cost estimations.

Question 26: Can the state please identify the five key areas for improvement with EOM services? What is the state hoping to achieve by procuring new support services?

Question 26 Response: The agency is required to procure new support services, as the existing contract is expiring, but is hoping to have a clearer delineation of duties, reduced staffing footprints, more automation, better communication and transparency, and improved cost controls.

Question 27: Would the state please provide the last 12 months of SLA reporting?

Question 27 Response:

SLA Report for ImpaCT, ConneCT and BIP below for the last 12 months

Appendix 1 – 12 Month SLA Snapshot

Question 28: Would the state be willing to allow a 180-day transition period before SLA penalties go into effect?

Question 28 Response: The State would be open to negotiating this as part of the award.

Question 29: The RFP states, "DAS may award by individual item, group of items, or the entirety of all items." Would the state allow bidders to submit bids for select portions of the scope of work?

Question 29 Response: Please refer to the response to Question 1.

Question 30: Can the state please provide an organization chart for the existing EOM team?

Question 30 Response: Please refer to the response to Question 23.

Question 31: Can the state please provide additional information on defects for each of the four systems, including:

- a.) The current number of open defects by severity,
- b.) How many defects have been logged monthly for the last 12 months, and
- c.) The number of defects closed per month for the last twelve months?

Question 31 Response: Please refer to Appendix 2 - Outstanding Incident Defects

Question 32: Please provide the number of historical monthly average count of incidents, problem, and service requests for the following systems:

- ConneCT
- AHCT HIX
- ImpaCT (including the premium module and child care)
- BIP

Question 32 Response: Please refer to Appendix 3 - Incident Problems Service Tickets

Question 33: Please provide the current number of staff that are providing support for each of the following systems:

- ConneCT
- AHCT HIX
- ImpaCT (including the premium module and child care)

- BIP

Question 33 Response: ~35 resources

Question 34: On page 6 of the RFP Document, the Overview section states that DDI “will consist of minor modifications, defect fixes and data corrections related to defects”. This section also states “In some cases, projects may span extensive timeframes and may include a collection of several projects that require collaboration and partnership with other state, local and federal agencies, and State contracted suppliers.” If larger projects are in scope, will the State please elaborate?

Question 34 Response: Please note that we are not expecting the EOM vendor to provide minor modification enhancements as part of the SOW. No level of effort should be set aside for minor enhancements. The scope is limited to data fixes and data corrections. An updated RFP document has been provided, and the reference has been removed.

Question 35: On page 11 of the RFP Document, Section 1.3 Incident Management Requirements, please provide the historical volume and category of calls that the Help Desk 1 (HD1) has received on a monthly and yearly basis.

Question 35 Response:

Severity Level 1 Issues – 5/2019 - 4/2020		
Month	DSS	ahCT
May	11	2
June	7	1
July	7	0
August	5	3
September	2	2
October	7	5
November	3	8
December	9	3
January	12	2
February	13	4
March	19	4
April	17	7

Question 36: On page 11 of the RFP Document, Section 1.3 Incident Management Requirements, please clarify the types of users and volume of callers who will be calling into Help Desk Level 2 (HD2).

Question 36 Response:

Severity Level 2 Issues – 5/2019 - 4/2020		
Month	DSS	ahCT
May	7	5
June	4	5
July	2	7
August	7	6
September	9	10
October	11	6
November	12	11
December	17	11
January	9	7

February	11	11
March	13	5
April	39	4

Question 37: On page 11 of the RFP Document, Section 1.3 Incident Management Requirements, please clarify if the EOM Vendor must use the state’s ITSM ticking tool or if the EOM Vendor will be utilizing their own ITSM ticking tool.

Question 37 Response: The agency utilizes JIRA Service, and the selected vendor will be expected to utilize JIRA as well.

Question 38: Attachment 2, on page 35, 5.3.2 Help Desk Ticketing Systems and Tracking, can the State please confirm if there is a requirement for the EOM Vendor to transfer any tickets from either incumbent or the State’s ticking system?

Question 38 Response: For continuity purposes, the EOM vendor is expected to utilize the same ticketing system the agency uses.

Question 39: On page 11 of the RFP Document, Section 1.3 Incident Management Requirements, if it is the State’s intent that the EOM Vendor is to utilize their own ITSM ticking tool, please provide the number of users who will need access and the level of access to the EOM Vendor’s ITSM ticking tool.

Question 39 Response: Please see the response to Question 37.

Question 40: On page 15 of the RFP Document, Section 2.2.1 (a) 19, Application Maintenance Releases includes: “Automating existing/new manual activities.” Please define the State’s expectation for this requirement; what activities does the State expect Contractors to automate? What level of manual activities are currently performed by existing teams to maintain the system?

Question 40 Response: Database Change Request to fix data issues caused by application issues.
Annual Runs – Like Cost Of Living Adjustment, Mass Mod etc.

Question 41: On page 19 of the RFP Document, Section 2.6.1.2 and 2.6.1.3, please provide further definition of “Coarse-Grain Role Administration” and “Fine-Grain Role Administration.”

Question 41 Response: Coarse Grained Roles determines if a user can enter the application. Access to internal application functions is typically the responsibility of the application itself. The level of internal access is commonly referred to as “Fine Grained Roles”.

Question 42: On page 27 of the RFP Document, 6. Staffing Requirements, Please provide the State’s definition of “normal core business hours.”

Question 42 Response: Monday – Friday, 7:30 AM to 4:30 PM, excluding state holidays.

Question 43: On page 27 of the RFP Document, 6. Staffing Requirements, please provide the State’s definition of “onsite weekend support hours.”

Question 43 Response: Onsite weekend support refers to on call staff that can respond to incidents when needed. Permanent staffing on the weekends is not expected or within the scope of services, and only on call support as needed is required.

Question 44: On page 27 of the RFP Document,, 6. Staffing Requirements, Items 2 and 3 in this section makes reference to “onsite EOM resources” and “one EOM representative onsite.” Please clarify which of the vendor’s staff need to be onsite. Who needs to be available for “onsite weekend.”

Question 44 Response: Vendors can propose alternate work sites for staff, but are required to maintain staffing on site at DSS during the normal core business hours identified in question 42. See the response to Question 43 regarding onsite weekend support.

Question 45: On page 27 of the RFP Document, 6. Staffing Requirements, Items 2 and 3 in this section makes reference to “onsite EOM resources” and “one EOM representative onsite”. Please clarify the onsite location of where the vendor’s staff need to be located. Is this a State location?

Question 45 Response: Please see the responses to Questions 43 and 44.

Question 46: On page 18 of the RFP Document, 2.4 Disaster Recovery and Support Requirements, can the State please provide the output of the last run DR test and the type of test (Desktop, Live, etc.) on the following systems and the current status of the remediation items?

- ConneCT
- AHCT HIX
- ImpaCT
- BIP

Question 46 Response: The Department of Social Services (DSS) Integrated Eligibility System (IES) Contingency/Recovery (C/R) Plan is designed to mitigate the risk of system and service unavailability by focusing on effective and efficient recovery solutions. The C/R Plan is distributed to relevant business personnel, systems administrators and technical operations personnel with contingency/recovery responsibilities. Attached you will find a copy of a recent system test conducted on our Enterprise SAN. The main focus of this test was to ensure proper data replication from our data center in Groton CT to the states backup data center in Springfield MA. Please note that this will be State’s responsibility with very limited support from the EOM vendor.

Appendix 5 - SYSTEM TEST PLAN

Question 47: On page 18 of the RFP Document, 2.4 Disaster Recovery and Support Requirements, can the State please provide current DR/failover plans, test documentation and procedures? And are these plans, documents and procedures up to date?

Question 47 Response: The plans contain sensitive information and cannot be made public. This shall be shared during Knowledge Sharing Sessions

Question 48: Will the State consider isolating engagement transition startup activities (takeover) costs to the non-evaluated group with transition dis-engagement costs to eliminate or reduce an incumbent.

Question 48 Response: The incumbent will be providing 3-month transition to the incoming vendor at no additional cost.

Question 49: On page 13 of the RFP Document: Page 13: Section 1: Operations Requirements, Can the State please provide the total number of daily and weekly batch jobs and the abend.

Question 49 Response: Please see the response to Question 17.

Question 50: On page 13 of the RFP Document, Section 2: Maintenance Requirements, Is it the State’s intent that the incident, problem and service request backlog for the following systems will be resolved by the incumbent vendor? If not can the State please provide the anticipated size of the backlog?

- ConneCT
- AHCT HIX
- ImpaCT
- BIP

Question 50 Response: The incumbent will try to resolve the backlog as much as possible based on the bandwidth and remaining duration of the contract. There could be instances in which there would residual incidents that would need assistance from the incoming vendor. The state will work with the incoming vendor to prioritize these incidents.

Question 51: Attachment 2, Page 11: Section 4 References and Attachments, can the State please provide the ImpaCT batch jobs.mpp and batch jobs run sequence.pdf files referenced on page 11 in Attachment 2?

Question 51 Response: Please refer to #17. .mpp's will be provided during Knowledge transfer.

Question 52: On page 15 of the RFP Document, 2.3 Technical (Infrastructure Maintenance) Requirements, will the State please verify the current versions of software?

Question 52 Response: Please refer to Attachment 3 for production version of the s/w. There are inflight product upgrades over the next 12 months that will upgrade some of the products.

Question 53: On page 22 of the RFP Document, 2.3 Technical (Infrastructure Maintenance) Requirements, can the State please confirm the scope of the Technical (Infrastructure Maintenance) requirements only apply to lower environments as described on page 22 Section 4?

Question 53 Response: It applies to all environments based on the RACI chart in Section 4.

Question 54: On page 27 of the RFP Document, 6. Staffing Requirements, This section of the RFP states: "As part of the proposal, the proposer shall provide: Staffing backup plans for all support services need to be document within 30 days of the Contract effective date and will be reviewed and maintained on a quarterly basis."

It is not clear what is required to be included in the proposal. It appears that the Staffing Backup Plans are a required deliverable after the Contract Effective Date. Please clarify what specific staffing information is to be provided in the proposal.

Question 54 Response: Staffing backup plans are a deliverable that is required after the contract effective date. Bidders may speak to how they approach staffing backup plans in their proposal, but are not required to provide actual staffing backup plans with their proposals.

Question 55: On page 33 of the RFP Document, Selection Criteria, at the end of the Selection Criteria section, the RFP states that DAS may award by individual item, group of items, or the entirety of all items. However, in other sections of the RFP, it appears that the State's intent is to award the entire scope of work to a single vendor. Please clarify if multiple awards for different components of the scope of work are possible, or if the State will make one award.

Question 55 Response: Please see the response to Question 1.

Question 56: On page 33 of the RFP Document, Selection Criteria, Given the RFP statement "DAS may award by individual item, group of items, or the entirety of all items", is the State requiring vendors to propose all Statement of Work elements, or can vendors submit proposals for a subset of the seven scope of service requirements?

Question 56 Response: Please see the response to Question 1.

Question 57: RFP Page 34, Submittal Requirements, Should bidders upload proposal responses to BizNet using their own proposal templates (with exception of the required forms)? Are there any specific formatting requirements of which bidders should be aware?

Question 57 Response: Outside of ensuring all submittal requirements are included, the agency has no expectations on proposal formatting. Bidders may format their proposals in whatever way they believe best asserts their qualifications.

Question 58: On ages 9-20 Description of Deliverables and Additional Terms and Conditions and 33-34, Selection Criteria and Submittal Requirements, the line items in the Selection Criteria and Submittal Requirements seem to align closely with the Description of Deliverables requirements until page 20.

1. For item 1.i Customer Service, Contract Management Approach, and Compliance with Federal Requirements, are there specific requirements bidders are supposed to address in this section?
2. Where are bidders supposed to respond to requirements in 3. Severity Levels and Other Definitions? Should they be addressed in response to 1.c Incident Management Requirements or somewhere else?
3. Where are bidders supposed to respond to 4. Maintenance of Environments Requirements? Should they be addressed in response to 1.d Maintenance Requirements or somewhere else?
4. Where are bidders supposed to respond to 5. Work Products Requirements? Should these be addressed in response to item 1.i Customer Service, Contract Management Approach?

Where are bidders supposed to respond to 7. Transition Support Requirements? Should these be addressed in response to item 1.i Customer Service, Contract Management Approach

Question 58 Response: Bidders are only required to provide responses to the submittal requirements identified on page 34. Some information provided in the RFP is informational only, and does not require a response. Any additional information bidders wish to provide may be done in any manner the bidders sees fit.

Question 59: On page 3 of the RFP Document – Business Friendly Legislation, The link provided for Instructions for Uploading Affidavits and Non-Discrimination forms yields a 404 error – file or directory not found. Will the State please provide the file or update the link?

Question 59 Response: Please find the document here: https://portal.ct.gov/-/media/DDS/Operations_Center/biznet/BiznetDocumentUploadInstructions.pdf?la=en

Question 60: On page 34 of the RFP Document, the RFP references financial information the proposers consider confidential. Are bidders allowed to protect trade secret and other confidential information in their proposals? If so, how should this be done? Should bidders include a redacted version of their proposals?

Question 60 Response: Should proposers have information they wish to be considered confidential, proposers should mark this information as “Confidential”. This information will not be made viewable to the public and only be reviewed by the evaluation committee.

Question 61: For any forms that require notarization, given the public health crisis, will the State waive the notarization requirement? If not, will the State please identify how bidders should meet this requirement, with shelter at home orders in place?

Question 61 Response: Yes, this requirement will have to be waived if shelter at home orders are still in place. If things should change prior to the RFP closing date we would appreciate the proposer to make every effort to have the required forms notarized. Please note all affidavits must be signed by the person that has corporate authorization and who is authorized to sign on behalf of the company.

Question 62: Does the State permit DocuSign signatures for required forms?

Question 62 Response: No.

Question 63: Attachment 2 – HHS EOM Operations Maintenance Manual.pdf, section 8.10 DataPower Appliance, on page 112, This section lists a few external partners (e.g. SSA, OPM, HP). Is this a complete list of partners that ConneCT,

ImactCT, BIP, and AHCT connect or integrate to? Can you provide a more detailed list of all external interfaces or services that are in scope?

Question 63 Response:

External interfaces include
ImpaCT

Department/Agency

ACF
ASO - Beacon Health
ASO - Benecare
ASO - CHN
ASO - Mercer
ASO - Veyo (NEMT)
Auditors of Public Accounts (AOPA)
Bank of America
CCSES
CHC1
CMS
Conduent (formerly Xerox)
CT State Dept of Education
DAS / FSC
DCF
DDS
DMHAS
DMV
DOC
DOL
DOL

DORS (formerly BRS) CTW and ICIS
DPH
DXC

FNS/eDRS
FS E&T
HMS
Idemia (previously L1 Secure Credentialing)
Internal
Internal
IRS
Judicial
Legal Aid/Legal Services
NDNH (ACF)
OPM
People's Bank

Interface Name

Interstate and VA Match via PARIS
ASO and Chip files
ASO and Chip files
ASO and Chip files
ASO and CHIP files
ASO files

EFT
All Child Support related
CHIPRA Outreach
TBQ
EBT Processing, Summer EBT
(School lunch program)
Client Demo Extract, DIAMOND
IVA-IVE
Waiver Extract
DMHAS eligibility file, DMHAS EVS Match
Vehicle Registration File, Operator's License File
Corrections Match
UCB Claim, DOL Wage, Employer File, State New Hire
TANF file, Special Benefits, CTWBS Weekly Update,
CTHires Refresh, WOTC, TANF QC file, CTHires Selection
Process
SVES response for clients they request
DPH Match
DIAMOND, Provider Payments, Provider File, MMIS full
file, Load TPL Carrier, EVS, EMS Lookup, Med Profider
EFT, FPL Response File, MMA Return File
eDRS
FS E&T
Load TPL Cost
EBT/Medical card print files
QC Extract, FNS reports
TANF High Performance Bonus
DIFSLA
Violators of Parole, Fleeing Felons
ADA Accommodation
NDNH
Renter's Rebate
Premium Module Bank interface

Safelink/Lifeline
SSA

SafeLink
BX, BEER, SDX, SVES, 40 Q, SOLQ-I, SSA Death Match, SSA
Prisoner Match, LIS, Medicare Potential Savings, QMB
Interstate and VA Match via PARIS

State Veteran's Affairs

AHCT

- Federal Data Services Hub and associated web services
- Integration with ImpaCT
- Interface with carriers

BIP

- Symantec MFA
- UCONN

Please refer to Appendix 4 for acronyms related to Interfaces.

Question 64: Attachment 3 – Software Products Inventory Rev.pdf, section AHCT HIX, page 2, There is a note that says “There are plans to move some of the products to open source by July 2020. (e.g., WAS to JBoss, WESB to Mulesoft, DB2 to Postgre SQL).” This note seems to be relevant only to AHCT HIX. Are there plans for ConneCT, BIP, and ImpaCT to also migrate WAS, WESB, and DB2 to other technologies? If so, what is the targeted date for those systems?

Question 64 Response: This is currently in initial discussion with projected start of 2021 and a migration by 2022.

Question 65: OPM Ethics Form 6 (Affirmation of Receipt of State Ethics Law Summary) states that “key employees” must review the State Ethics Law Summary, and Attachment 1, the IT Contract Sample, goes on to define “Key Contractor Personnel” as “The individual employees of Contractor who will be assigned to the Project.” With that, are we to understand that every Contractor employee who is working on this RFP needs to receive and review the State Ethics Law Summary? Or would the “key employees” contemplated by OPM Ethics Form 6 and the applicable Code section only encompass managerial level employees and named employees who are integral resources needed to perform the work requested.

Question 65 Response: In the proposal submission only the person that has corporation authorization and is authorized to bind the company into contract needs to sign OPM Ethics Form 6 on behalf of the company. Prior to commencing work for the Department all Contractor staff that will be part of the EOM team will be required to receive, review and sign the State Ethics Law summary.

Question 66: Attachment 1 – IT Contract Sample, Under Section 33 (CHIEF INFORMATION OFFICER SUBCONTRACT APPROVAL), written approval from the CIO of DAS is needed to use subcontractors. If a bidder was to identify subcontractors in its bid and the bid was accepted, would that mean that approval to use that subcontractor has been obtained, or would the award winning bidder also need to obtain written approval from the CIO of DAS?

Question 66 Response: No, this is not applicable until the Contract is awarded. Once the Contract is awarded and prior to subcontractor commencing work on the Contract the Contractor will need will need to obtain DAS CIO approval of their subcontractors.

Question 67: Statement of Qualifications Form – 4. Company Equipment, It appears that this request is not applicable to this solicitation. Will the State please confirm that vendors do not need to complete this section?

Question 67 Response: Please only complete the applicable sections of the Statement of Qualifications for your company.

Question 68: Staffing Requirements, Section 6 states: "Department approval will be required for any project staff transfers and reassignments." Typically this approval right would be required only for those individuals identified as key staff. Please clarify the intent of this statement and if it is to apply to all project staff on the engagement, or only FTE on the project, or only those that are identified as key staff.

Question 68 Response: Yes, Department approval is required for any project staff transfers and reassignments.

Question 69: Section 4.1 AHCT Support Environment RACI page 22, Is the AWS agreement owned by the State or the incumbent vendor? Could the State provide clarification on how they would transition vendors support for the current environment to a new vendor supported environment?

Question 69 Response: The AWS environment is owed by the Department.

Question 70: On page 27 of the RFP Document, Section 6. Staffing Requirements, Contractor's onsite EOM resources shall be onsite during normal business days Monday-Friday. Contractor shall provide at least one EOM representative onsite on Fridays during the core business hours. Contractor shall provide onsite weekend support on need basis. How many contractor staff are required to be on-site? What is the current on-site support for these services?

Question 70 Response: Onsite resources who can perform the role of M&O Manger, Functional Lead, Technical Lead (Application and its underlying components) and Batch operations lead are preferred.

Question 71: Section 7 Transition on page 28, According to section 7 transition support requirements, contractors are to begin the transition period 90 days before the current contract end date. Can the State please advise as to when the current contract will end?

Question 71 Response: The current contract is set to expire in June 2021.

Question 72: Will there be a second round of Q&A?

Question 72 Response: No. Originally RFP questions were to be submitted in writing to Susanne.hawkins@ct.gov by Monday, April 6, 2020. On April 1, 2020, DAS issued and posted RFP Addendum #1 to allow a two week extension of questions submission until Monday, April 20, 2020. Responses to submitted questions will be posted in a RFP Addendum.

Question 73: On page 6 of the RFP Document, Is there an incumbent currently providing these services as the HHS EOM Vendor? If so, who is the vendor?

Question 73 Response: Deloitte Consulting LLP is the current EOM vendor.

Question 74: On page 33 of the RFP Document, Will an award for the HHS EOM services be made to a single vendor?

Question 74 Response: Please see the response to Question 1.

Question 75: On page 27 of the RFP Document, Which services must be provided on-site in Hartford? Are there restrictions as to where off-site services can be provided?

Question 75 Response: No restriction on Onshore locations but there are production data access restrictions for offshore locations.

Question 76: On page 28 of the RFP Document, Is the outgoing HHS EOM vendor contractually required to support the in-coming HHS EOM vendor as outlined in the RFP?

Question 76 Response: The outgoing HHS EOM vendor is contractually required to provide 90 days of transition services.

Question: 77: On page 6 of the RFP Document what is meant by “Associated Functionality of the implemented services”?

Question 77 Response: RFP document has to be updated and remove the reference to Associated functionality.

Question 78: On page 6 of the RFP Document what is meant by “projects” under the scope of services section?

Question 78 Response: In this context, the term “projects” is being used to reference the various systems that will be supported by the EOM vendor, which are listed in the first sentence of the Scope of Services section.

Question 79: On page 6 of the RFP Document, when will the SOW be provided to the awarded vendor?

Question 79 Response: Once the Contract is awarded, the Department will be responsible for issuing the Statement of Work. Please refer to Question 3 for expected contract execution and contractor onboarding timelines.

Question 80: On page 6 of the RFP Document, the Scope of Services refers to the DDI services, however, the Overview on page 6 states the services are for Post-DDI. Please clarify.

Question 80 Response: DDI services were previously provided by the EOM vendor for system modifications, but are not a service required under this solicitation. The inclusion of the reference in the Scope of Services section is an error. Page 6 needs to be updated to remove Minor Enhancements and make DDI to Post DDI.

Question 81: On page 31 of the RFP Document, Can the awarded vendor propose their own products/tools to provide the required support?

Question 81 Response: The awarded vendor will be required to utilize certain tools, such as JIRA service desk, and should expect to utilize existing processes for supporting the projects identified, until the vendor gains sufficient understanding of the systems. The agency is open to recommendations of product or tool changes, if there is a legitimate business reason to do so and it has been mutually agreed to by DSS and the contractor.

Question 82: On page 21 of the RFP Document, Please provide sizing information for the AHCT, ImpaCT, BIP, ConneCT systems. This includes Lines of Code, Trouble Ticket volume, Number of Users, Transaction counts etc.

Question 82 Response:

ImpaCT:

- Approx. 8 million lines of code
- 1350 Avg daily users
- Tickets information refer to Response #31 and Response#32

ConneCT

- Approx. 2 million lines of code
- 2300 Avg Daily Users
- Tickets information refer to Response #31 and Response#32

BIP

- Approx. 1 million lines of code
- 200 Avg Daily Users
- Tickets information refer to Response #31 and Response#32

AHCT

- Approx. 2 million lines of code
- Approx. 1000 Avg Daily WP users and CP users keep on varying and see a peak during Open Enrollment.

Question 83: Can the state please provide additional information on system requests/change requests created for each system, including:

- a.) Number of system requests/change orders currently in the backlog for each system,
- b.) Number of system requests/change orders created for each system each month for the last twelve months,
- c.) Number of system requests/change orders processed or completed each month for the last twelve months, and
- d.) A brief description of each change order opened within the last twelve months?

Question 83 Response: Please refer to Appendix 7 - Change Request - Associated Tickets.

Question 84: Can the state please provide a list of the minor enhancements completed for each system within the last twelve months?

Question 84 Response: Please refer to response #83 for numbers. Details will be provided during Knowledge Transfer session.

Question 85: Can the state please provide the number of business process workarounds being used by the systems today? Can you provide additional information on what functional areas these workarounds cover?

Question 85 Response: There are a number of Internal Business Process in place that are in lieu of Change Requests that haven't been implemented yet. In addition there are state Database Change Requests that are run on a nightly base to correct the data that would have been impacted by an existing defect/change request. These numbers are on the decline and the goal is to reduce is as much as possible before the transition happens and also have enough documentation/details shared to be able to maintain it going forward.

Additional details will be provided during the knowledge transfer sessions.

Question 86: Please confirm which eligibility programs will be maintained as part of this contract supporting ImpaCT, ConneCT, BIP, and AHCT HIX?

Question 86 Response:

AHCT – QHP and CHIP, MAGI-Medicaid Programs
ImpaCT – Non MAGI Medicaid Programs, SNAP, TFA

Please refer to Appendix 8 for detailed list of all programs.

BIP and ConneCT don't have eligibility determination.

Question 87: How many notices were issued per year from the systems over the last three years?

Question 87 Response: Notices are generated by ImpaCT and AHCT for our constituents on a daily, weekly and monthly process through the various process (like eligibility determination results, enrollment, renewal, change reporting etc.).

Question 88: What is the average time for a new severity 1 incident to be resolved? From time received at the help desk to resolution provided in production.

Question 88 Response: Please refer to the SLA's listed in Attachment 5.

Question 89: What is the average time for a new severity 2 incident to be resolved? From time received at the help desk to resolution provided in production.

Question 89 Response: Please refer to the SLA's listed in Attachment 5.

Question 90: What is the average time for a new severity 3 incident to be resolved? From time received at the help desk to resolution provided in production.

Question 90 Response: Please refer to the SLA's listed in Attachment 5.

Question 91: What is the average time for a new severity 4 incident to be resolved? From time received at the help desk to resolution provided in production.

Question 92 Response: Please refer to the SLA's listed in Attachment 5.

Question 92: Can the state please provide documentation for each system, such as user manuals and administration manuals?

Question 92 Response: The documents contain sensitive information and cannot be shared in public. These will be shared during the time of knowledge transfer.

Question 93: Can the state please provide additional information about the number of Tier 2 and Tier 3 incident tickets by severity for each system, including:

- a.) Number of incident tickets opened by system per month for the last twelve months, and
- b.) Number of incident tickets resolved/closed by system per month for the last twelve months?

Question 93 Response: Please refer to the responses for Questions #31 and #32.

Question 94: Would the state please provide additional requirements and context for the role the selected vendor will play in Data Governance and Data Quality support?

Question 94 Response: There are addition requirements for Data Governance and Data Quality. The EOM vendor will only play a consulting/supporting role as defined in the RFP document.

Question 95: What programming languages are used?

Question 95 Response: Java.

Question 96: Is there test automation, and if so, how many automated scripts are in place? How much coverage do those scripts have?

Question 96 Response: There are around 300 scripts currently.

Automated scripts focus mainly on functional eligibility within ImpaCT. There are a smaller subset of submodule scripts.

Question 97: What monitoring capabilities and tools are in place?

Question 97 Response: Splunk for lower environments and New Relic for Higher environments.

IBM Data Server Manager for the Production DB2 environments.

Question 98: How is the system designed for high availability? Disaster Recovery?

Question 98 Response: Utilizing DB2 LUW in an IBM HADR configuration.

- 2 RHEL v7.7 servers
- DB2 11.5 configured in HADR and virtual IP

Question 99: How many of the following exist per system for all four systems?

- a.) Lines of Code
- b.) Number of Classes
- c.) Number of Objects
- d.) Number of Pages and Pop Ups
- e.) Number of Stored Procedures
- f.) Number of Tables
- g.) Number and list of Workarounds?
- h.) Number of Batch Jobs?
- i.) Number of current environments and descriptions?
- j.) Consumption of Storage for all Environments (including Disaster Recovery)
- k.) Number of Database Servers
- l.) Size of Application
- m.) Number of Interfaces
- n.) Number of Reports

Question 99 Response:

a.) Lines of Code

Response #82

b.) Number of Classes

c.) Number of Objects

Data for both b and c combined (ImapCT – 29,000 - 31,000, ConneCT (WP+CP) – 8,000 -8,500, BIP – 3,500 - 3800)

d.) Number of Pages and Pop Ups

AHCT ~ 300

e.) Number of Stored Procedures – Will be provided during knowledge transfer.

f.) Number of Tables
(ImpaCT 1500-1600, ConneCT (WP+CP) – 440-470, BIP – 240-270)

g.) Number and list of Workarounds?
Response #85

h.) Number of Batch Jobs?
Response #17

i.) Number* of current environments and descriptions?

*This is a snapshot as of today and maybe adjusted over the course of next 12 months based on inflight projects.

AHCT

Lower Environments

Development - 2
System Integration Testing - 5
Scalability - 1

Higher Environments

Training -1
User Acceptance Testing -2
Staging -1
Production -1

BIP

Lower Environments

Development - 2
System Integration Testing - 2
Scalability-1

Higher Environments

User Acceptance Testing-1
Staging-1
Production-1

ImpaCT

Lower Environments

Development -2
System Integration Testing - 4
Scalability-1

Higher Environments

Training-1
User Acceptance Testing - 5

Staging -1
Production - 1

ConneCT
Lower Environments
Development-2
System Integration Testing-2
Scalability-1

Higher Environments
Training-1
User Acceptance Testing-2
Staging-1
Production-1

j.) Consumption of Storage for all Environments (including Disaster Recovery)
Groton DC 35TB and Springfield DC 35TB

k.) Number of Database Servers
AHCT
Informatica/Data warehouse=2(clustered)
Prod, uat, stg, dev, trn, sit -Informatica/Data warehouse-2(clustered) per environment – MS SQL
Prod, uat, stg, dev, trn, sit – CTHIX DB2, 4 node cluster
Prod, uat, stg, dev, trn, sit - ADOBE AEM Metadata – 2 node cluster

ImpaCT/ConneCT/BIP
Production DB2 5, Staging DB2 4, UAT DB2 6

l.) Size of Application
Response#82

m.) Number of Interfaces
Response #63

n.) Number of Reports
AHCT ~ 50
ImpaCT ~ 250

Question 100: What volume of applications were received per month, and per year for SNAP over the last three years?

Question 100 Response: Please check CT's open data portal for most upto date information for all programs

<https://data.ct.gov/browse?category=Health+and+Human+Services>

Question 101: What volume of applications were received per month, and per year for TANF over the last three years?

Question 101 Response: Please check CT's open data portal for most upto date information for all programs

<https://data.ct.gov/browse?category=Health+and+Human+Services>

Question 102: What volume of applications were received per month, and per year for Medicaid over the last three years?

Question 102 Response: Please check CT's open data portal for most upto date information for all programs
<https://data.ct.gov/browse?category=Health+and+Human+Services>

Question 103: What volume of applications were received per month, and per year for Child Care over the last three years?

Question 103 Response: Please check CT's open data portal for most up to date information for all programs
<https://data.ct.gov/browse?category=Health+and+Human+Services>

Question 104: Can the state please clarify if the state is seeking to replace their HIX with a SaaS solution? If so, would this scope be included as a change order with this procurement?

Question 104 Response: No, we are not seeking to replace HIX as part of this contract.

Question 105: Which system determines eligibility for HIX, and is maintenance of this system in scope for this contract?

Question 105 Response: ahCT and the maintenance of this system is in scope for this contract.

Question 106: Where are benefit plans reviewed and approved for inclusion on the exchange? What system is used to configure and load plan data? Is this system in scope for this contract?

Question 106 Response: The Plan Management Portal (PMP) is not in scope for this RFP.

Question 107: Which system is used to allow citizens to shop and select plans on the exchange?

Question 107 Response: Our CTHIX Consumer Portal allows for consumers to shop and enroll into a Health Insurance Plan.

Question 108: How are HIX payments received from the federal government?

Question 108 Response: This process is not relevant for this RFP.

Question 109: Can the state please provide specific exchange architecture SLAs?

Question 109 Response: Please refer to RFP's SLA requirements.

Question 110: Can the state provide more information detailing how the state HIX processes a change in citizen circumstances and change in plan?

Question 110 Response: Changes in Citizenship Circumstance is verified through the Corticon rules engine with data that also comes from the CMS/IRS/SSA interface and batches that are run to load current information into application.

Question 111: Can the state please provide business process flows for current HIX operations?

Question 111 Response: The Department is unsure which business process flow are being requested. All the process flows will be provided during Knowledge transfer.

Question 112: Can the state please identify if the HIX is custom software? What is the current annual cost to maintaining the HIX?

Question 112 Response: Yes, HIX is a custom built software/application.

It's currently part of an overall M&O agreement that includes ImpaCT, BIP and Connect, hence annual cost cannot be provided for AHCT.

Question 113: Is the SP-26 Contractor Information Form required to be e-signed?

Question 113 Response: Yes the SP-26 form is required to be e-signed by the person that has corporate authorization to bind the company into contract. Therefore, the person with corporate authorization must have their own BizNet account established for their email in order e-sign and upload the SP-26 Form from their email.