

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

STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES

RFP NO.: 20PSX0036
Proposal Due Date: 15 June 2020
Date Addendum Issued: 11 May 2020

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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 #4

DESCRIPTION:

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

FOR:

Department of Social Services

PROPOSERS NOTES:

RFP #20PSX0036 /Addendum #3 /Question 33 response updated:

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

Updated Question 33 Response: There is a total number of 57 staff that support the EOM activities.

The following Appendix Document was revised and re-posted on Friday, May 8, 2020:

- Appendix 1 – 12 Month SLA

The following Appendix Excel Documents were re-posted on Thursday, May 7, 2020:

- Appendix 2 – Outstanding Incident Defects
- Appendix 3 – Incident Problems Service Tickets
- Appendix 7 – Change Request – Associated Tickets
- Appendix 8 - Programs