

ADDENDUM ONE

DATE: September 25, 2012

TO: All Vendors

FROM: Mary Lanning & Michelle Musick, Buyers
 State Purchasing Bureau

RE: Questions and Answers for RFP Number 4119Z1
 to be opened October 15, 2012, 2 PM Central Time

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
<p>1. Cover Form, II: Procurement Procedures, G, Submission of Proposals; Page 1; Opening Date and Time</p> <p>Can the State confirm that the Opening Date and Time is the same as the proposal due date and time?</p>	<p>Yes that is correct. In order to be considered for evaluation, sealed proposals must be received in State Purchasing by the date and time of October 15, 2012 2:00 p.m. Central Time. No late proposals will be accepted.</p>

QUESTIONS	ANSWERS
<p>2. General;</p> <p>Given the short timeline for a successful implementation and to not default to the federal exchange, as well as the State’s stated goal to minimize implementation risk by selecting a bidder with a proven track record in the health insurance and state government market and high likelihood of success, is the State open to a SaaS solution that integrates proven Exchange components with extensible and transferrable COTS products for the Business Rules Engine and ESB, as well as the Case Management System, Document Imaging and Management System and workflow functions, if desired?</p>	<p>The bidder may only submit SAAS components that relate directly and solely to the Insurance Exchange functionality. All functionality that is shared or in any way related to the shared Medicaid functionality or underlying shared system must be a COTS component or solution. Any SAAS component or functionality related to Medicaid, Medicaid functionality, or an underlying system that Medicaid will utilize cannot be SAAS and will not be considered per the Mandatory Requirements in Appendix A.</p>
<p>3. General;</p> <p>To ensure a level playing field in this fixed price procurement:</p> <ul style="list-style-type: none"> • What is the number of lives per year bidders should assume are enrolled through the Nebraska HIX for Individual coverage? • What is the number of lives per year bidders should assume are enrolled through the Nebraska HIX for SHOP coverage? • What is the number of lives per year bidders should assume are processed through the Nebraska HIX for Medicaid/CHIP coverage? 	<p>All estimated enrollment data can be located in the NDOI’s planning report. These are rough estimates that were projected before federal regulations were issued. Medicaid enrollment data is not included in this report but may be available at http://dhhs.ne.gov. “Ramped Up” enrollment data is also located in the report.</p> <p>The report can be found at http://www.doi.ne.gov/healthcarereform/exchange/Health_Insurance_Exchange_Planning.pdf</p> <p>For the purposes of evaluating the responses on a level playing field the following estimated projected enrollment numbers should be used by the bidder.</p> <p>They are as follows:</p> <p>Individuals(number of total lives including Exchange & Medicaid/CHIP): 500,000</p> <p>Navigators: 50-100</p> <p>Employees: 20,000</p> <p>Brokers: 37,000</p> <p>Internal Users (Staff not including Call Center): 100</p> <p>An estimated amount cannot be provided regarding the number of employers accessing the Exchange Solution.</p>

QUESTIONS	ANSWERS
<p>4. General;</p> <p>Are bidders allowed to provide a solution that includes tiered storage?</p>	<p>Exchange Solutions with tiered storage will be considered.</p>
<p>5. I: Scope of the Request for Proposal, III: Terms and Conditions; Throughout; Contract Award</p> <p>Does “contract award” in this section refer to the date the contract is signed by all parties? “Contract Award” is not defined in the glossary of terms and acronyms.</p>	<p>No, the “contract award” is not the date the contract is signed by all parties, as the final contract is signed only by State of Nebraska personnel. “Contract award” refers to a hard copy of the State of Nebraska “contract award” document.</p>
<p>6. II: Procurement Procedures, G, Submission of Proposals; Page 4; To facilitate the proposal evaluation process, one (1) original, clearly identified as such, and seven (7) copies of the entire proposal should be submitted.</p> <p>Please confirm that the State is not requesting an electronic submission of the bidder’s response.</p>	<p>The State is not requesting an electronic submission of the bidder’s response.</p>
<p>7. I: Scope of the Request for Proposal, A, Schedule of Events; Page 13; Schedule of Events</p> <p>Given the extensive nature of requirements in the RFP and in order to provide bidders with adequate time to identify local partners and solutions specific to Nebraska’s needs, would the State consider delaying the Proposal Due Date by 2 weeks?</p>	<p>Due to short federal timelines the State cannot delay the proposal due date.</p>
<p>8. III: Terms and Conditions, QQ. Proprietary Information; Page 19; All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal.</p> <p>Would the State clarify whether the proprietary information be included within the technical proposal <u>as well as</u> submitted in a separate binder?</p>	<p>All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package and clearly marked PROPRIETARY on the outside of the package, which is separate from the remainder of the proposal.</p> <p>A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials.</p>

QUESTIONS	ANSWERS
<p>9. IV: Project Description and Scope of Work, B, Project Environment, 2. Assumptions/Constraints/Risks; Page 26; While existing State systems and processes may be leveraged where feasible, the NDOI will procure its own IT systems as necessary to support its business operations.</p> <p>Does NDOI intend to own all hardware to enable all software components procured through this RFP?</p>	<p>The State prefers to own all hardware and software components, but it is open to other options in the proposals.</p>
<p>10. IV: Project Description and Scope of Work, B, Project Environment, 2. Assumptions/Constraints/Risks; Page 26; While it may leverage existing facilities or equipment, the NDOI may operate a separate call center for consumer assistance that may be staffed by the NDOI and not by other agencies.</p> <p>What will be the determining factors for creation of a NDOI staffed call center?</p>	<p>The State will operate a separate call center to support the Exchange solution. It may operate another call center specifically for consumer support, but no determining factors for this decision currently exist.</p>
<p>11. IV. Project Description and Scope of Work, 3. Approach to Procurement; Page 27; "This contractor must use one or more Commercial Off-the-Shelf (COTS) software packages or components."</p> <p>Is the State open to considering a strategic blended approach leveraging the advantages of a SaaS model for certain components while incorporating COTS for others? If so, could the State please identify those components that would NOT be considered for a SaaS?"</p>	<p>See answer to Question 2.</p>

QUESTIONS	ANSWERS
<p>12. IV: Project Description and Scope of Work, B, Project Environment, 4. Scope of Procurement, Table 1: Exchange Core Business Processes; Page 31; Eligibility and Enrollment – Individual (functions): Calculate Modified Gross Adjusted Income (MAGI) and share determination between Exchange and Nebraska Medicaid</p> <p>MAGI calculations and eligibility determination are usually part of the Eligibility System, which we understand DHHS is procuring separately. Alternatively, the State may require an interface to the Federal Exchange Eligibility Service.</p> <p>Can the State please clarify the intent and participants for this key business processes?</p>	<p>The Exchange Solution must be able to both assess and determine Medicaid eligibility based on MAGI as this eligibility determination system will be shared by both agencies. The eligibility system that NE-DHHS is procuring is not related to Exchange functionality but instead is related to other NE-DHHS programs. The State does not intend to interface to the federal Exchange eligibility service but the State is interested in proposals that describe that functionality in case that decision is made at a future date.</p>
<p>13. IV: Project Description and Scope of Work, B, Project Environment, 4. Scope of Procurement, Table 1: Exchange Core Business Processes; Page 32; Reporting and Data Warehouse Functions: Provide reporting solutions to serve State needs across all functions</p> <p>Is a true data warehouse required or will a relational database be sufficient?</p> <p>Can the State clarify what it means by “serve State needs across all functions”?</p> <p>Should bidders plan for data warehouse storage outside of the exchange?</p>	<p>A true data warehouse is required. The data warehouse should be included as part of the Exchange solution. The data warehouse should serve all State needs across all Exchange functions and requirements.</p>

QUESTIONS	ANSWERS
<p>14. IV: Project Description and Scope of Work, F, Technical Overview, Table 2: Systems to Be Procured Within This RFP; Page 42; Case Management System: These cases will include eligibility and enrollment applications handled by the Exchange call center or in-person offices as well as questions, complaints, and appeals received through the various Exchange channels.</p> <p>Is the bidder expected to propose staff and facilities for in-person offices as part of the Required Components for Bidders (Optional to Award by the State) – Call Center/Customer Service Center?</p> <p>If so, how many locations does the State require? Can the staff be collocated at existing State facilities?</p>	<p>The bidder is expected to propose a full staffing plan for all of the Exchange solution functionality. This includes the staff required to operate in-person offices and the (Optional to award by State) Call Center/Customer Service Center. The State is open to varying proposals for the number of Call Center/Customer Service Centers needed to operate the Exchange solution. The State does not plan to utilize existing staff at existing State Customer Service Centers, and instead plans to operate the Customer Service Center as a new operation.</p>

QUESTIONS	ANSWERS
<p>15. IV: Project Description and Scope of Work, F, Technical Overview, Table 2: Systems to Be Procured Within This RFP; Page 42; Document Imaging and Management System; Used for scanning, cataloguing, and storing all inbound documents received from Exchange constituents such as individuals, employers, and navigators. These documents include paper applications, attestations, and supporting documents required for eligibility verifications. The State already has such systems in its infrastructure, and it will be determined in the future whether these existing systems or separate ones will be used for the Exchange. Preference will be given for solutions that can easily integrate with the States existing document management solution.</p> <p>It is clear that Document Imaging and Management System is a required component of the bidder's proposal.</p> <p>However, if the State decides to use existing State systems for Document Imaging and Management, would the State please clarify the responsibilities of the bidder based on that decision, including interface design and implementation, license and maintenance cost, etc.?</p> <p>Can the State please clarify what the existing systems are, including version and whether the images are in a proprietary format?</p>	<p>If the proposal offers to leverage existing State document management systems then the sole responsibility lies with the bidder to integrate to the existing document management system to full functionality.</p> <p>License and maintenance of the system would continue by the State as it is currently managed. The State currently uses OnBase for Document Management.</p> <p>Current version is 11. The State will be upgrading to version 12 in April 2013.</p>

QUESTIONS	ANSWERS
<p>16. IV: Project Description and Scope of Work, F, Technical Overview, Table 3: Additional Required Systems Not Included in Primary Procurement; Page 44; Table 3 lists systems that will be required for the Exchange Solution but will be acquired from other means, such as leveraging existing state systems or procured separately.</p> <p>We understand from this description that the four systems listed in Table 3 would not be procured through this RFP. For the Plan Management System and the Call Center Telephony System, this appears to conflict with instructions for the Required Components for Bidders (Optional to Award by the State).</p> <p>Can the State please clarify?</p>	<p>The bidder is required to propose a plan management solution in the event that the SERFF system is not available for use by the State. While this appears to be in conflict with the table, this requirement supersedes the table designation of “not included in primary procurement”. If the plan management solution is not included in the proposal, the bidder’s proposal will still be considered and evaluated. The bidder is not required to include the call center telephony system in their bid but will lose points for not bidding the call center component for the Exchange Solution.</p>
<p>17. IV: Project Description and Scope of Work, F, Technical Overview, Table 3: Additional Required Systems Not Included in Primary Procurement; Page 44; Plan Management (system) ; As discussed in required components, should SERFF not be available, the bidder must discuss options for SERFF functionality replacement.</p> <p>Will bidders be expected to standup and maintain a system that mirrors the functionality of the anticipated SERFF system?</p> <p>Or can bidders propose system solution that provides similar functionality?</p>	<p>Bidders may propose a solution that offers similar functionality, and is not required to specifically propose a solution that mirrors the functionality of the anticipated SERFF system. If the plan management solution is not included in the proposal, the bidder’s proposal will still be considered and evaluated.</p>
<p>18. IV: Project Description and Scope of Work, F, Technical Overview, Table 3: Additional Required Systems Not Included in Primary Procurement; Page 44; Call Center Telephony System; Warm transfers to Access-Nebraska will be required.</p> <p>Can Access-Nebraska accept transfer from Voice over IP (VoIP)?</p>	<p>The State’s requirements would be to receive transferred calls via the PSTN using a dedicated DID number that the State will provide.</p>

QUESTIONS	ANSWERS
<p>19. IV: Project Description and Scope of Work, G, Planned Interfaces, 16. Call Center Operations; Page 53; The contractor will be asked to establish and staff a Call Center that will provide assistance to individuals, employers, employees, navigators and brokers prior to an individual's enrollment in commercial health insurance coverage offered through the Exchange.</p> <p>What is the estimated volume of calls to the center?</p>	<p>See answer to Question 3.</p>
<p>20. IV: Project Description and Scope of Work, G, Planned Interfaces, 18. Call Center Key Personnel; a. Call Center Manager Qualifications and H, Bidder Requirements, 4. General Requirements for Key Personnel; Pages 54-55 & 58-61; Call Center Manager Qualifications & Contact Center Lead</p> <p>Will the State please clarify whether these are the same position? If not, please clarify the duration for the Contact Center Lead; does "project completion" refer to the completion of the implementation?</p> <p>If the difference is implementations and operations, can the same person perform both positions?</p>	<p>These are the same positions. Project completion refers to the completion of the implementation.</p>
<p>21. IV: Project Description and Scope of Work, G, Planned Interfaces, 20. SHOP Premium Billing and Collection Services; Page 55; The contractor must bid to establish and staff a premium billing and collection service operations (SHOP Services) function that will provide assistance to employers, and insurers for the support of premium collections.</p> <p>What is the relationship between the Call Center staff and the SHOP Services staff? Can call center staff provide some of the SHOP services functions, i.e. assistance to employers?</p>	<p>The State anticipates that the call center staff and the SHOP services staff will have a functional work relationship where both units will provide assistance to employers and insurers. The call center staff can provide some of the SHOP services functions to employers and insurers. Bidders may provide recommendations to the State in their proposal on the approach to this business operation.</p>

QUESTIONS	ANSWERS
<p>22. IV: Project Description and Scope of Work, G, Planned Interfaces, 21. Service Level Agreement and Key Performance Indicators; Page 55; The contractor shall notify the Exchange of any incident of Call Center downtime within one-half hour of the incident, or as soon as the contractor is aware of the interruption.</p> <p>This language, which is in the SLA and KPI requirements for Shop Premium Billing And Collection Services seems to be an inadvertent copy of the requirement for the Call Center SLA/KPI item.</p> <p>Can the State please confirm this requirement does not need to be addressed in the Bidder's response to Shop Premium Billing and Collection Services?</p>	<p>The language referred to is an inadvertent copy and should be ignored by the bidder. This requirement does not need to be addressed in the bidder's response to the SHOP premium billing and collection services.</p>
<p>23. IV: Project Description and Scope of Work, G, Planned Interfaces, 23. Plan Management Services; Page 56; Providing telephone and email support to Issuers to assist in plan submission and review, including researching and resolving data issues and discrepancies</p> <p>What is the relationship between the Call Center staff and the Plan Management Services staff? Can call center staff provide support to issuers under plan management services?</p>	<p>Plan Management services staff are responsible for providing support to issuers under plan management services. However, the State plan management services staff should be able to coordinate with the Call Center Support staff to resolve certain issues regarding the Exchange solution such as resolving data issues and discrepancies.</p>
<p>24. IV: Project Description and Scope of Work, G, Planned Interfaces, H, Bidder Requirements, 4. General Requirements for Key Personnel; Page 58-61;</p> <p>Can one person fill more than one position?</p>	<p>The State will allow the bidder to propose key personnel based on the bidders proposed solution. Personnel proposals will be evaluated and scored based on the best solution for the State.</p>

QUESTIONS	ANSWERS
<p>25. IV: Project Description and Scope of Work, I, Project Planning and Management, Table 9: Schedule for Project Management and ELC Deliverables; Page 63; Includes Project Management items in section 4.4.2</p> <p>In "Table 9: Schedule for Project Management and ELC Deliverables" within the third row, "Project Management Plan and Subsections/Plans", the 'Details' column, contains a reference to a 'section 4.4.2'. We are unable to locate this section, can the state please provide information on this section?</p>	<p>The reference in the table is incorrect and the RFP is hereby amended and now refers to the Project Management documents on page number 67, Section 3. Project Management Plan (PMP).</p>
<p>26. IV: Project Description and Scope of Work, I, Project Planning and Management, Table 9: Schedule for Project Management and ELC Deliverables and J. Deliverables, 3. Project Management Plan, i. Project Status Reporting; Page 63 and 69; Table 9 on page 63 notes "Minimum weekly". On page 69 under i. Project Status Reporting, the shortest time frame listed is biweekly ("i. Biweekly Status Reports").</p> <p>Can the State please clarify the minimum reporting time frame for status reporting during implementation versus operations?</p>	<p>The RFP is hereby amended to correct the timeframe for all status reports and should be weekly regardless of implementation or operations.</p>

QUESTIONS	ANSWERS
<p>27. IV: Project Description and Scope of Work, I, Project Planning and Management, Table 10: Projected Project Milestones and Dates; Page 64 Throughout; Type of day (business versus calendar)</p> <p>When referencing the number of days before or after, does this refer to business days or calendar days? Table 10 Page 64 has a note "Business days after contract award". The rest of the RFP does not specify. Additional areas where type of 'day' is not defined include (but not limited to): Pg 15 – Y.2, Y.3.e. and Z. Pg 16 – AA. Pg 61 – Table 8 Pg 62 – I.1.a. and I.1.b Pg 63 – Table 9 Pg 64 – Table 10 Pg 66 – J.2. Pg 67 – 3. Pg 80 – ii. And Table 12 Page 81 – a. Page 87 – Table 13</p>	<p>Due to the short federally mandated timelines, all referencing to number of days refers to calendar days unless specifically noted as business days.</p>
<p>28. IV: Project Description and Scope of Work, J. Deliverables, 3. Project Management Plan, II.a, Maintenance and Warranty; Page 81; "...a minimum of 90 days after implementation and acceptance by the State." "...within 180 days of Exchange acceptance;..."</p> <p>How does the date for "implementation and acceptance by the State" differ from "Exchange acceptance"? Is there a difference? page 81</p>	<p>There is no difference.</p>

QUESTIONS	ANSWERS
<p>29. Appendix B, 4. Eligibility and Enrollment: Individual Requirements, Individual Enrollment; Page 16 and 73; 2.9 The portal must gather preliminary information from individual users to help determine the initial set of plans and rates to display during the plan selection process. This may include MAGI calculations, and prescreening questions to assess possible Medicaid/CHIP eligibility.</p> <p>MAGI calculations and eligibility determination are usually part of the Eligibility System, which we understand DHHS is procuring separately. Alternatively, the State may require an interface to the Federal Exchange Eligibility Service. Can the State please clarify the intent and participants for this requirement?</p>	<p>See answer to Question 12.</p>
<p>30. Appendix B, 11. Notification Management Functional Requirements; Page 67 and 73; Notices generated by NE-DHHS must be received and process by the Exchange call center.</p> <p>How will the notices be received? Electronically? Is it the State intention that these notices will be made available to consumers electronically? Or is the bidder responsible for printing and mailing these notices? What is the anticipated frequency and volume for receipt and delivery of these notices?</p>	<p>The State is open to proposals that suggest how interagency notices will be received. The State must provide both electronic and written notices for consumers at the Exchange through the Exchange Solution and deliver them through the notice and fulfillment staff. The State cannot estimate frequency and volume of these notices at this time due to unanswered federal requirements.</p>
<p>31. Appendix B, 11. Notification Management Functional Requirements; Page 68 and 73; 1.11 The Notification Management solution should have the ability for online grammar/ spell check for non-English language. 1.12 The Notification Management solution must have multi-language support for all functions (including special characters).</p> <p>Does the State have a list of specific languages that must be supported?</p>	<p>The State does not have a list of specific languages that must be supported. Federal guidance is still needed for this area. The State requests the bidders include languages that the solution supports.</p>

QUESTIONS	ANSWERS
<p>32. Appendix C, 10. Notification and Fulfillment; Page 27 and 36; 10.25 Capability to integrate with the OnBase repository</p> <p>Is OnBase a DOI system? Or under the control of another state agency?</p> <p>Please provide information on the version, design and capabilities of OnBase.</p> <p>Please clarify the functionality required to “integrate”. Will the Exchange be required to link member records to documents maintained in OnBase?</p>	<p>OnBase is a Document Management Enterprise system supported by the Office of the Chief Information Office and the State of Nebraska.</p> <p>The functionality required would allow OnBase to serve the Exchange business needs related to Document management but wouldn't require a link to existing documents maintained in OnBase.</p> <p>Current version is 11. The State will be upgrading to version 12 in April 2013.</p>
<p>33. Appendix E: Service Level Agreements and Call Center Requirements, 2. Call Center Technical Requirements; Page 6 and 16; 12.13 The Solution Provider must provide their current SSAE 16 certification for their solution and the data center in which the solution will be hosted to the State.</p> <p>Because the SSAE certification contains information proprietary and confidential to other clients serviced by the data center, will the State consider waiving this requirement or could the independent service auditors report summary be sufficient for the proposal response?</p>	<p>The independent service auditors report summary would be sufficient for the proposal response.</p>
<p>34. II.G.; Page 4</p> <p>Page margins and fonts are not specified under SUBMISSION OF PROPOSALS. Will the State allow 1” margins (top/bottom/left/right)? Will the State allow Arial 11 point font for the text? For tables and graphics, will the State allow the use of a smaller font, e.g., Arial 10 point?</p>	<p>Yes, the State will allow 1” margins (top/bottom/left/right) and Arial 11 point font for text, and a small font, e.g. Arial 10 point for tables and graphics.</p>

QUESTIONS	ANSWERS
<p>35. III.F.2.; Page 10</p> <p>The RFP states under INSURANCE REQUIREMENTS, “The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury and Contractual Liability coverage. The policy shall include the State, and <i>others</i> as required by the Contract Documents,”</p> <p>Please identify the “<i>others</i>” who are required to be included.</p>	<p>“Others” refers to any subcontractors brought into the contract by the contractor.</p>
<p>36. VI.A.h.,ii.; Page 84-85</p> <p>The RFP states under SUMMARY OF BIDDER’S CORPORATE EXPERIENCE, “The bidder shall provide a summary matrix listing the bidder’s previous projects similar to this Request for Proposal in size, scope and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.” And then states, “Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects.”</p> <p>Does the State require three narrative project descriptions from the bidder (Prime) and each subcontractor?</p> <p>Does the State require three narrative project descriptions from the entire team, as long as the subcontractor’s experience is identified as such?</p>	<p>The State will use no more than three (3) narrative project descriptions during the State’s evaluation of the proposal from the entire team as long as the subcontractor’s experience is identified as such and will only review the first three (3) submitted.</p>

QUESTIONS	ANSWERS
<p>37. Appendix C; All It would be helpful to have more information about the existing technology environment as well as information about the types of technologies being considered for the new NE-DHHS Eligibility System.</p>	<p>The OCIO support for existing technology is focused on Windows, Linux, AS/400, and z/OS environments. For existing NE-DHHS system please refer to the NDOI Planning Report.</p> <p>The report can be found at: http://www.doi.ne.gov/healthcarereform/exchange/Health_Insurance_Exchange_Planning.pdf</p> <p>NDOI cannot speculate on the future NE-DHHS procurement as it is outside the scope of this Request for Proposal.</p>
<p>38. Is the State's position that any limitation on contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, intended to prohibit a contractor from limiting its liability to third-party claimants, but not its general commercial liability to the State itself, as the State would not be acting as a guarantor of the debts of a contractor in such situations?</p>	<p>The State's position is that the State cannot allow any limitation of liability to the State or agree to waive any liability to the State.</p>
<p>39. On P. 27 (Section 2(c)(iv)) of the RFP, Can the State clarify the following statement (as we could not find reference to the new HHS regulations that the State is referring to):</p> <p>“The Federal Department of Health and Human Services (HHS) has announced that additional regulations will be published at the end of the summer of 2012, which may introduce new business and systems requirements late in the Nebraska design and procurement process.”</p>	<p>Regulations regarding appeals, notices, navigators, affordability and other business areas are still unissued and will be issued at a later date per the NDOI communications with US-HHS.</p>
<p>40. Section 1; 1.A Schedule Of Events; Page 1 Would the State consider an extension for this RFP beyond the October 15 date?</p>	<p>See answer to Question 7.</p>
<p>41. Section 4; 4.B.4.a Scope Table 2-SHOP Premium Billing and Collection; Page 29 Can the SHOP Premium Billing and Collection work be performed outside of Nebraska?</p>	<p>Yes, as long as it's located within the United States.</p> <p>One possibility is to temporarily locate the solution at a location within the United States, with the goal of migrating to the State of Nebraska.</p>

QUESTIONS	ANSWERS
<p>42. Section 4; 4.B.4.a Scope Table 2-Call Center Operations; Page 29 What are the anticipated hours of operation for the Exchange Call Center – live customer service support?</p>	<p>The State is open to a variety of hours of operation in the bidder’s proposal.</p>
<p>43. Section 4; 4.B.4.a Scope Table 2 – Call Center Operations; Page 29 Will the vendor be expected to provide the telephony infrastructure including the IVR solution?</p>	<p>The bidder could provide their own infrastructure, but it must be able to interface to the State’s telephony infrastructure. This is to permit warm transfers between contractor and State supported call centers.</p>
<p>44. Section 4; 4.B.4.a Scope Table 1 – Consumer Assistance; Page 31 Under Consumer Assistance in Table 1, the RFP refers to the contact management system. In Appendix B, the Consumer Assistance section refers to the system as issue tracking. Are these supposed to be the same or different systems?</p>	<p>These are the same systems.</p>
<p>45. Section 4; 4.B.4.a Scope – Paragraph viii Business and Functional Requirements; Page 33 The RFP requires bidders to complete Appendices A, B, C, and E. Where should these completed Appendices be placed within the proposal response?</p>	<p>Appendices A, B, C and E should be included in the Technical Approach section of the proposal response.</p>
<p>46. Section 4; 4.E.1.v. Business Overview; Page 40 The RFP requires the solution to provide assessment for Medicaid applicants and allow transfer of assessed Medicaid applicants to Medicaid systems. Is this assessment limited to MAGI assessment or are full Medicaid eligibility rules required? Will the Business Engine have both MAGI and other Medicaid eligibility rules?</p>	<p>The assessment is limited to MAGI assessment. The business rules engine will eventually have both MAGI and other Medicaid eligibility rules in order to meet federal compliance.</p>
<p>47. Section 4; F.1. Table 2; Page 41 Table 2 under Case Management System refers to: “In this description case management system refers more to a customer service management system.” What specific functionality is this system required to provide? Is this different from the contact management referred to in Table 1 or the issue tracking system referred to in Appendix B?</p>	<p>There is no difference.</p>

QUESTIONS	ANSWERS
<p>48. Section 4; F.1. Table 2; Page 41 Table 2 under Document Management System it is unclear whether the State expects the vendor to bid a document management system or use the one existing in the State. In Figure 1, it shows the Document Management System to be a system that will be procured. Should the vendor bid a separate Document Management System as part of its solution?</p>	<p>Both options are available to the bidders. Bidders can choose to bid a separate document management system, but integration to our existing enterprise solution is preferred.</p>
<p>49. Section 4, F.1. Table 3; Page 44 Table 3 under Call Center Telephony system is unclear whether the State expects the vendor to bid a call center telephony system or use the state's existing system. It indicates that solutions that: "easily integrate with the State's existing Call Center Telephony System will be given preference." Further, in Figure 1, the Telephony Infrastructure is shown to be "out of scope of the procurement". Does the State expect the bidder to optionally bid a telephony infrastructure? If the vendor were to use the State's telephony infrastructure, would this current infrastructure support the requirements in Appendix Band Appendix E, allowing the vendor from a technology perspective to meet the requirements and KPIs that are to some extent dependent upon the capabilities of the State's Telephony system?</p>	<p>The bidder could provide their own infrastructure, but it must be able to interface to the State's telephony infrastructure. This to permit warm transfers between contractor and State supported call centers. Limitations on the current telephony system would not be counted against the bidder in the circumstance that the KPIs related are dependent on the capabilities of the existing Call Center Telephony System.</p>
<p>50. Section 4; F.14 paragraph 2 Business Continuity And Safeguards; Page 52 Does the call center vendor need to provide information about its Business Continuity Plan, or does this section apply only to providing DR/BC for the Exchange system?</p>	<p>The bidder may provide information about the Business Continuity Plan if the bidder feels that would provide more information that would be useful for the State in the evaluation.</p>
<p>51. Section 4; F.16 Paragraph 1 Call Center Operations; Page 53 Is the Customer Relationship Management System referred to in this paragraph different from the one referred to in Table 1 as the "Consumer Assistance system" and in Appendix B as the issue tracking system?</p>	<p>No, there is no difference.</p>

QUESTIONS	ANSWERS
<p>52. Section 4; F.16 Paragraph 4 Call Center Operations; Page 53</p> <p>The Exchange Solution is required to: “maintain a repository of correspondence received for all individual Exchange and SHOP Exchange enrollees, in addition to storing all correspondence sent by the Exchange Solution on behalf of the Exchange.” Is this repository to which the RFP refers the same as the Document Management system shown on Figure 1? Is this repository different from the Document Management System the State already has or could the State’s Document Management System be used for this purpose?</p>	<p>This repository is different from the Document Management System, and is directly related to federal reporting requirements. It is unknown by the State if the State’s document management system could be used for this purpose. However, the State is always open to solutions furthering beneficial reuse.</p>
<p>53. Section 4; F.16 Paragraph 6 Call Center Operations; Page 54</p> <p>This paragraph indicates that: “the Exchange will work with the bidder to develop detailed service level agreements and KPIs for the Call Center.” Does this mean that the SLAs/KPIs provided in Table 4 and Appendix E are suggested rather than required or does it mean that the listed SLAs/KPIs are required but that the State will work with the vendor to develop additional SLA/KPIs?</p>	<p>The RFP is hereby amended to reflect that the State is suggesting SLAs/KPIs and they are not required. The SLAs/KPIs submitted with the proposal will become the binding agreements, and indicators. Bidders that do not propose KPIs and SLAs will be held to the suggested KPIs and SLAs included in the RFP.</p>
<p>54. Section 4; F.19 Paragraph 1 Call Center Operations; Page 55</p> <p>This section assigns responsibility to the issuers for processing all individual payments. Will the issuers provide information about the premium status to the Call Center so that agents can respond or does the State intend for the agents to refer callers with questions about their premium status to the appropriate issuer? If the latter, would a warm transfer be required in this instance?</p>	<p>The State intends to refer callers with questions about premium status to the appropriate issuer. This would not require a warm transfer.</p>

QUESTIONS	ANSWERS
<p>55. IV.H; Bidder Requirements; Page 60 Is the Contact Center Lead position described in Recommended Key Personnel on p. 60 different from the Call Center Manager described on page 54? IF so, please explain the difference in roles the State envisions for these two positions.</p>	<p>No. They are the same position.</p>
<p>56. Appendix E, Section 3 SLAs – Mailing; Page 10 Is the State open to some services performed outside of NE, such as print/mailing of written correspondence?</p>	<p>See answer to Question 41.</p>
<p>57. Section O, page 6: Must both the prime contractor and subcontractors be licensed within the state of Nebraska, or is this just a requirement of the prime contractor?</p>	<p>The bidder who is the recipient of the Intent to Award must be licensed within the State of Nebraska in accordance with Section II.O.</p>
<p>58. Section h, page 84-85 – Summary of Bidder’s Corporate Experience: We are requesting a clarification. The state has requested no more than three (3) narrative project descriptions. Is this 3 descriptions total per team or 3 descriptions per participating organization on the team?</p>	<p>See answer to Question 36.</p>
<p>59. C. Vision For Systems Design And Functionality; Page 34 The Exchange Solution must be hosted at location acceptable to the State of Nebraska. Can NDOI provide additional information on the conditions related to the location of the hosted solution that are acceptable to NDOI? Given sensitive health data that may reside in the Exchange Solution, can the vendors assume that offshore hosting is not allowed?</p>	<p>Offshore hosting is not allowed. One location for the solution is to be hosted in the State of Nebraska – OCIO’s datacenter. A second possibility is to temporarily locate the solution at location within the United States, with the long-term goal of migrating to State of Nebraska – OCIO’s datacenter.</p>

QUESTIONS	ANSWERS
<p>60. C. Vision For Systems Design And Functionality 1. Service oriented Architecture, Page 34 At a minimum, shared functionality, External Business Rules: The Exchange system must make use of an external rules engine that allows business rules and workflows to be separated from application logic and defined and maintained through graphical user interfaces or other non-programmatic means.</p> <p>Most health insurance solutions are COTS products that are configured and customized for rapid implementation given the aggressive federal deadlines. Generally, such COTS solution have embedded or internal rules engine for business rules and workflow and the embedded rules engine are separated from application logic and defined and maintained through graphical user interfaces or other non-programmatic means. An external rules engine that performs essentially the same function as the embedded or native rules engine in a COTS Exchange Solution may increase licensing and implementation costs and may also impact delivery timeline. Is an embedded or internal rules engine in a COTS Exchange Solution acceptable to NDOI as long as that rules engine meets the other criteria of this requirement?</p>	<p>An embedded or native rules engine in a COTS Exchange Solution is a possible solution, as long as the embedded rules are modular and there is the ability to disable the embedded rules and link to an external rules set at a later date, if desired. This would be considered if there are no external business rules options available to meet the timeline.</p>
<p>61. Is the vendor required to take credit card payments? If so, will merchant fees be a pass through to the State or will the State negotiate merchant fees with each card carrier? If the vendor passes these fees through, is this fee required to be included in Price Schedule 7 of the Cost Proposal?</p>	<p>The State does not require that the Exchange Solution process credit card payments. Credit card payments are only acceptable through issuers in the individual market.</p>

QUESTIONS	ANSWERS
<p>62. The State has requested that the Call Center Portion of the Exchange Solution and the SHOP premium aggregation of the Exchange Solution to be included in the Price Schedule 7: Other Implementation Costs. Certain types of these costs are largely related to volume. Is the vendor able to propose a fixed per member per month cost (PMPM) in Price Schedule 7, and complete Price Schedule 7 according to an assumed number of members?</p>	<p>Yes, the bidder may propose a fixed per member per month cost in Price Schedule 8 and complete Price Schedule 7 according to an assumed number of members. For purposes of allowing for comparison by the State, please use the estimated individual enrollment number of 500,000.</p>
<p>63. The State has been clear in its desire to separate the pricing for deliverables from the labor pricing. Does the State anticipate the vendor invoicing the labor component on a monthly basis based on the hours worked?</p>	<p>No. This separation is purely for allowing for comparison by the State.</p>
<p>64. Page 85, section 3.i of the RFP states “the bidder shall provide resumes for all personnel proposed by the bidder to work on the project”. Please clarify if the State would like to see all resumes or just those of key personnel.</p>	<p>The Request for Proposal Section VI.3.i paragraph three (3) reads as follows “The bidder shall provide resumes for all personnel proposed by the bidder to work on the project...”</p> <p>The Request for Proposal Section VI.3.i paragraph three (3) is hereby amended to read as follows “The bidder shall provide resumes for all key personnel proposed by the bidder to work on the project...”</p>
<p>65. Does the State plan to use its own hosting environment and hardware or is the vendor expected to provide the hosting environment and hardware?</p>	<p>The State intends to use its own hosting environment and hardware that would be provided through the procurement by the contractor. One location for the solution is to be hosted in the State of Nebraska – OCIO’s datacenter. A second possibility is to temporarily locate the solution at location within the United States, with the long-term goal of migrating to State of Nebraska – OCIO’s datacenter.</p>
<p>66. What is the current Document Imaging and Management System in use by the State?</p>	<p>The State currently uses OnBase enterprise document management system.</p>

QUESTIONS	ANSWERS
<p>67. The Technical Proposal Instructions in section VI.A, page 82 indicate matrices should be included in Section 4, Technical Approach of our proposal response. However, the detailed description of Section 4, Technical Approach on page 86 lists only the Technical Requirements Matrix as part of that section. Will the State please clarify which section of our proposal response should include all matrices?</p>	<p>The Technical Approach on page 86 lists the Mandatory Requirements Matrix, Technical Requirements Matrix, the Functional Requirements Matrix, and the Service Level Agreements and Call Center Requirements Matrix. These should all be included in the Technical Approach section of the proposal response.</p>
<p>68. Will the State please clarify which section should include the completed Bidder Contact Sheet?</p>	<p>The bidder should include a tab within the proposal response labeled “Bidder Contact Sheet”.</p>
<p>69. Please clarify the number of references required for key and project personnel. Page 57, H.1 states two references; page 85, 3.h.i states three references.</p>	<p>Three references per page 85.</p>
<p>70. Included in this section is a requirement for a performance bond in the amount of fifteen (15) percent of the total contract value. Based on the difficulty and expense of procuring such a performance bond, this requirement may preclude some otherwise qualified companies from being able to bid on this opportunity. This will limit the number of bids and potentially the quality of solutions that are available to the State. Will the State consider removing or reducing this requirement to allow more qualified bidders to respond?</p>	<p>No. However, see answer to Question 71.</p>
<p>71. If the State will not remove the requirement for a performance bond, will the State please add the following sentence at the end of Section #FF: “Such performance bond may be issued on an annually renewable performance bond form provided by Contractor’s Surety Bond Broker.”?</p>	<p>Such performance bond may be issued on an annually renewable basis ensuring there will be no lapse in coverage.</p>
<p>72. Section 4.d, General Requirements For Key Personnel states an experience matrix must be completed and submitted for each key personnel. Will the State be providing the experience matrix?</p>	<p>The bidder is free to use whichever template is most acceptable for the bidder to meet the experience matrix requirement.</p>

QUESTIONS	ANSWERS
<p>73. Will the Contractor be expected to provide a Customer Relationship Management system if the State chooses to not contract with the Contractor for the Call Center / Customer Service Center?</p>	<p>Yes, as this system is also utilized for Eligibility and Enrollment functionality.</p>
<p>74. Please provide your best estimate of the number of individuals, employers, employees, navigators and brokers who will be using the Call Center / Customer Support Center services.</p>	<p>See answer to Question 3.</p>
<p>75. In order to provide “best value” services, will the State allow bidders to propose different Call Center / Customer Support Center SLAs / KPIs that will provide similar levels of service while reducing Call Center / Customer Support Center costs?</p>	<p>See answer to Question 53.</p>
<p>76. How many NE-DHHS call centers might the successful bidder need to transfer calls?</p>	<p>There are currently four (4) call centers. However, the State reserves the right to add call centers as business requires.</p>
<p>77. Regarding the requirement that “All SLA compliance requirements and KPIs must be validated and verified at the responsibility of the contractor by an independent non-biased third-party to verify authenticity”, do reports pulled directly from Contractor systems meet this requirement?</p>	<p>Yes.</p>
<p>78. Please provide descriptions and estimated volumes of the various types of correspondence that will need to be mailed to members and providers (per the “Timely Response to Written Correspondence” Customer service SLA).</p>	<p>This is currently unknown.</p>
<p>79. What, if any, State or other non-HIX systems or applications might the Call Center staff need to access?</p>	<p>Other systems could possibly include ACCESSNebraska, Nebraska Department of Labor, and Nebraska Department of Corrections.</p>
<p>80. Regarding “Staff operators must be available to answer calls all the time during the hours of operations set by the State”. Please confirm the expected hours of operation are 7 a.m. to 7 p.m., Eastern Standard Time, Monday through Friday and on Saturdays 8 a.m. to 12 p.m., Eastern Standard Time, except for State-observed holidays.</p>	<p>Appendix E, Section 3, page 11, Response Time Call in is hereby amended to reflect Central Time Zone instead of Eastern Standard Time Zone.</p> <p>The hours proposed are reasonable with the exception that the time zone should be expressed as Central Time with the understanding that 1/3 of the State is within the Mountain Time zone. If the bidder needs proposed hours of operation for preparing a proposal these should be used as a basis.</p>

QUESTIONS	ANSWERS
<p>81. Average Speed of Answer (ASA): “Ninety-five percent (95%) of all calls must be answered within thirty (30) seconds” / “Answer” must mean a response to a caller who elects to speak to a live representative or an automated response is satisfactory to the caller.”</p> <p>Average Wait Time (AWT): “Wait Time rate must be less than two (2) minutes 95% of the time unless the call volumes are unusually high” / ”The Wait Time must be defined as the time elapsed before response by a human operator to a caller’s inquiry.”</p> <p>Both ASA and AWT Service Level Metrics are included in the Consumer Assistance Service Level Agreement. Please clarify the point in the call lifecycle are these metrics measured? (i.e. ASA is the amount of time from the initial ring to answer by the IVR/AWT is the amount of time from which the caller opts to speak to a representative until the time the representative answers the call.) Further clarification on the differences between these two metrics would be appreciated.</p>	<p>See answer to Question 53.</p>
<p>82. Would the State consider a Pay for Performance model versus Liquidated Damages for call center services?</p>	<p>See answer to Question 53.</p>
<p>83. The RFP states “It has not yet been determined whether the call center services would be performed in-house by Exchange staff or outsourced to a vendor”. Would the State consider a Tiered approach to call center services: outsourcing lowered Tier functions and retaining top Tier functions in-house?</p>	<p>The State is open to all proposal approaches regarding Call Center Solution Staffing.</p>
<p>84. Will the Contractor be expected to provide a Customer Relationship Management system if the State chooses to not contract with the Contractor for the Call Center / Customer Service Center?</p>	<p>See answer to Question 73.</p>
<p>85. Please confirm Plan Management Services described in number 23 on page 56 are the same services that are referenced in the third bullet on page 29.</p>	<p>These are the same services.</p>

QUESTIONS	ANSWERS
<p>86. Section V1. Proposal Instructions on page 82 states that “Bidders should identify the subdivisions of “Project Description and Scope of Work” clearly in their proposals; failure to do so may result in disqualification”. This requirement does not map precisely to the technical approach. Will the State please clarify how bidders are to respond to this requirement and where this requirement should be addressed within our proposal response?</p>	<p>Bidders should follow the instructions of VI. A. for the technical proposal as written within the Technical approach VI. A. on page 82. In addition, in accordance with Section VI. 4. Technical Approach, bidders should include each subsection in their proposal response as follows:</p> <ul style="list-style-type: none"> a. Understanding the project requirements; b. Proposed development approach; c. Technical considerations; d. Detailed project work plan; e. Deliverables and due dates; and f. Technical Requirements Matrix
<p>87. Has NDOI published data describing what percentage of Nebraska's uninsured are eligible for Medicaid versus eligible for commercially subsidized health insurance?</p>	<p>See answer to Question 3.</p>
<p>88. If the NDOI terminates a Contract resulting from this RFP for convenience, will NDOI pay for any and all service <u>expenses</u> incurred until the date of such termination?(T&C, sec. Y, Early Termination, p. 2)</p>	<p>In accordance with Section III. Y paragraph 2 the RFP reads as follows “The State, in its sole discretion, may terminate the contract for any reason upon 30 days written notice to the contractor. Such termination shall not relieve the contractor of warranty or other service obligations incurred under the terms of the contract. In the event of cancellation the contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.”</p>
<p>89. If the NDOI terminates for convenience, will NDOI pay for any and all licenses purchased by NDOI prior to date of such termination?(T&C, sec. Y, Early Termination, no mention of licenses)</p>	<p>See answer to Question 88.</p>
<p>90. Will proprietary product screens included as part of our submission be considered Confidential?(T&C, sec. FF, p. 19)</p>	<p>See answer to Question 8.</p>
<p>91. Will proprietary work-flow descriptions and intellectual property of the vendor considered confidential? (T&C, sec. FF, p. 19)</p>	<p>See answer to Question 8.</p>
<p>92. Proposer Staff and Experience Required: Will the NDOI consider equivalent experience if the contractor, in its judgment, deems a particular candidate to be a strong fit for the role?(Sec. IV(H) Bidder Requirements, pp.57-61, and table 7)</p>	<p>Yes. The State will consider equivalent experience.</p>

QUESTIONS	ANSWERS
<p>93. In Nebraska, what size employer is eligible for SHOP, up to 50 or up to 100?</p>	<p>Nebraska considers from 2-50 to be eligible.</p>
<p>94. What documentation can vendors rely on to develop projections on Exchange enrollment? Does NDOI anticipate a "ramp up" period for enrollment as contemplated in other state RFPs for Exchanges? For reference, several state RFPs assume that enrollment in the exchange will not reach its full potential until 2019.</p>	<p>See answer to Question 3.</p>
<p>95. Can NDOI provide clarification regarding the scope of the Exchange's determination of Medicare eligibility? Does NDOI envision the Exchange having full Medicare eligibility determination capabilities or simply the ability to make preliminary determinations and handoff to NDOI?</p>	<p>The State believes this question refers to Medicaid and not Medicare. The Exchange Solution must be able to assess and determine Medicaid as both NDOI and NE-DHHS will use the shared eligibility service.</p>
<p>96. Can NDOI clarify the format requirements of contractor's response? In the Instructions for the Proposal, the RFP states that the Technical Approach <u>must</u> include sections 1-4, and subsections 4(a)-(f) p. 82, but the RFP is not similarly structured. In light of the admonition that difficult to read or confusing proposals will not be read, clarity on how to follow NDOI's mandated structure for the response is of the utmost importance.</p>	<p>See answer to Question 86.</p>
<p>97. The RFP states that certain key personnel need to be onsite for the project duration. We understand the need for this but have a question -- in the case of a largely COTS based SaaS implementation, some of the key personnel will be more effective if stationed at the COTS development sites. Is NDOI open to a discussion of project locations with an impetus on project risk reduction?</p>	<p>See answer to Question 41.</p>
<p>98. How many users does the State anticipate for each user type?</p> <ul style="list-style-type: none"> a. Individuals? b. Employers? c. Employees? d. Navigators/Brokers? e. Internal Users? f. Medicaid/Chip? 	<p>See answer to Question 3.</p>

QUESTIONS	ANSWERS
<p>99. How many notices via Mail does the State anticipate will be sent per month?</p>	<p>The State cannot estimate frequency and volume of these notices at this time due to unanswered federal requirements.</p>
<p>100. In accordance with the RFP, Oracle understands that, in the State of Nebraska’s opinion, any limitation on the contractor’s liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3. Oracle disagrees with the State’s opinion and contends that contractual limitation of liability provisions such as the one as part of its standard commercial terms and conditions are enforceable and do not violate the State’s Constitution. Would the State be willing to include a limitation of liability clause in the contract provided the clause also includes the following language acknowledging the State’s opinion:</p> <p>“It is understood by the parties that, in the State of Nebraska’s opinion, any limitation on the contractor’s liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3. While the Parties to this Agreement acknowledge the State’s opinion, the Parties further recognize that Contractor disagrees with this opinion and contends that contractual limitation of liability provisions such as the one contained in this Agreement are enforceable and do not violate the State’s Constitution. As a result in the event that Parties to this Agreement have a dispute in which the enforceability of a contractual limitation liability clause is relevant, then Parties agree that either Party may initiate suit in a court of competent jurisdiction seeking a declaratory judgment or any other relief available in law or equity regarding, among other things, the enforceability of a contractual limit of liability. Further the Parties shall have the right to appeal any ruling such court to the extent permitted by applicable law.”</p>	<p>No.</p>

QUESTIONS	ANSWERS
<p>101. Is the State willing to consider using an existing contract between the State and the Vendor as the governing agreement under which the products and services are purchased (e.g., a State Master Agreement)?</p>	<p>No.</p>
<p>102. The State is asking for very broad rights to information and data developed or derived by the contractor pursuant to this contract. Does the phrase “pursuant to this contract” mean information and data developed solely for the State of Nebraska under this contract or is it the State’s intention to have such rights in all items, including COTS and contractor’s pre-existing IP?</p>	<p>COTS solutions developed prior to the contract award including pre-existing IP would not be considered to be property of the State of Nebraska. However, anything developed during the contract period solely for the State and pursuant to the terms of the RFP would be considered the property of the State of Nebraska.</p>
<p>103. The RFP expressly allows bidders to indicate exceptions to the Terms and Conditions in accordance with the instructions in Section III. Does the State wish for any such exceptions to be below the actual term or in a separate document (or both)? Stated another way, the RFP is formatted such that the bidder needs to initial acceptance to each term. If the bidder would like to take exception, propose a clarification or other alternative language, or is willing to accept the term with a clarification; should the bidder initial YES and insert the proposed language/clarification directly in that section or refer to a separate document?</p>	<p>The bidder may insert any exceptions below the actual term or condition or in a separate document (or both).</p> <p>The bidders should initial acceptance to each term or condition where no exception or clarification is proposed. If an exception is taken or a clarification is proposed, do not accept and initial however bidders should be aware the State will consider the failure to accept as a rejection of the term and condition but will give consideration to the exception and clarifications offered.</p>
<p>104. Please confirm that liquidated damages only apply to the contractor’s failure to perform certain requirements in Appendix E for the Call Center and not for other aspects of the contract.</p>	<p>See answer to Question 53.</p>