

ADDENDUM ONE

DATE: November 26, 2013

TO: All Vendors

FROM: Pete Kroll/Robert Thompson, Buyers
 State Purchasing Bureau

RE: Round One Questions and Answers for RFP Number 4544Z1
 to be opened January 7, 2014 2:00 p.m. 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.

NOTE: State Purchasing is moving from December 16 through 27, 2013. Effective Monday, December 30, 2013, all bid/proposal openings will be held at our new location, 1526 K Street, Suite 130, Lincoln, NE.

QUESTIONS	ANSWERS
<p>1. RFP Section Reference Request for Proposal Scope of Service Cover Sheet RFP Page Number i Cover Page</p> <p>Will the State revise the RFP by replacing the sentence on the cover sheet concerning the purported unconstitutionality of limitations of liability with a provision substantially similar to the following sentence:</p> <p>“The State is of the opinion that it may negotiate and enter into an enforceable limitation of contractor liability not in violation of the Nebraska State Constitution provided the limitation of liability provision does not obligate the State to indemnify the contractor with respect to third party claims that may arise from the performance of the contract.”</p>	<p>The State of Nebraska will not negotiate terms and conditions prior to the Award Process; however the State will be open to a discussion on this topic with the selected contractor only during contract negotiations.</p>

QUESTIONS	ANSWERS
<p>2. RFP Section Reference IV.8(Item C – IT Component Capacity Planning) RFP Page Number 38</p> <p>Can the State please clarify the State’s objective in requiring a Tier IV datacenter which can result in a higher cost for the State? Tier III + facilities can meet necessary uptime and redundancy requirements for a lower cost without restricting competition to a few data centers.</p>	<p>After further consideration, the State has determined that it is open to the use of a Tier III facility as long as the Bidder can identify those areas where cost drove the decision and the increased risk that it presents.</p>
<p>3. RFP Section Reference IV.E.1. RFP Page Number 39-40</p> <p>The RFP states “The EES Contractor will be responsible for supporting the required modifications to N-FOCUS to integrate with the EES.” Could the state clarify the nature of the support expected? Is the contractor expected to perform modifications to N-FOCUS? If new (rather than modified) interfaces to N-FOCUS are required, is the development of these interfaces the responsibility of the Contractor, the State, or both?</p>	<p>Successful integration of the two systems will require the involvement of both the State and the Contractor, and therefore will be the responsibility of both parties.</p> <p>While the Contractor will not be expected to perform the actual modifications to the N-FOCUS system, they will be expected to support the analysis, design, testing and implementation of those modifications, in addition to any and all changes needed in the EES to support the integration.</p>

QUESTIONS	ANSWERS
<p>4. RFP Section Reference V. A. 3. i. RFP Page Number 107</p> <p>RFP Section V. A. 3. i. (page 107) states that the State of Nebraska will provide workspace, equipment and conference telephone capabilities to house the EES Contractor staff in Lincoln, NE. However, RFP Section V, A. 3. d. (page 103) states “The bidder’s office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.”</p> <p>With the exception of the service desk and application support help desk which may be located anywhere within the United States and training facilities provided by the State, could the state please clarify who provides the primary place of performance for the main project office (i.e., the State or the vendor)? If the place of performance is at a State provided facility, will the State provide office furniture and equipment and office supplies in addition to the workspace, equipment and conference telephone capabilities?</p>	<p>RFP Section V, A. 3. d. (page 103) refers to the Contractor’s business office location responsible for the performance of the contract. This could be a regional, Divisional or Corporate office location.</p> <p>RFP Section V. A. 3. i. (page 107) refers to the work to be performed in Lincoln, NE. The State of Nebraska will provide workspace with office furniture, equipment and conference telephone capabilities to house the EES Contractor staff in Lincoln, NE. Basic office supplies will be provided.</p>
<p>5. RFP Section Reference RFP for Contractual Services Form RFP Page Number Cover Page</p> <p>The RFP for Contractual Services Form states, “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, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor’s bid or in the final contract.”</p> <p>Is the State open to discussing during negotiation inclusion of an industry-standard limitation of contractor liability in the final contract? What will be the contractual provisions regarding limitation of liability?</p>	<p>The State of Nebraska will not negotiate terms and conditions prior to the Award Process; however the State will be open to a discussion on this topic with the selected contractor only during contract negotiations.</p>

QUESTIONS	ANSWERS
<p>6. RFP Section Reference II.G – Submission of Proposals RFP Page Number 5</p> <p>This section states, “Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections.”</p> <p>For ease of evaluation, would the State allow the Bidder to include an ‘RFP Compliance Matrix’ or ‘Table of Contents’ with the Technical Proposal to ensure responsiveness to all RFP requirements?</p>	<p>A Bidder may include an RFP Compliance Matrix or Table of Contents with the Technical Proposal to ensure responsiveness to all RFP requirements, however it is not mandatory.</p>
<p>7. RFP Section Reference II.O – Secretary of State/Tax Commissioner Registration Requirements RFP Page Number 8</p> <p>This section states, “...Bidders should submit the above certification(s) with their bid.”</p> <p>Would the State accept said certifications in the first section of our Technical Proposal, accompanying the signed RFP Form, completed Form A, and completed Terms and Conditions?</p>	<p>Yes, this is acceptable to include in this section.</p>
<p>8. RFP Section Reference III.B – Award RFP Page Number 10</p> <p>This section states, “The State reserves the right to waive any deviations or errors that are not material...”</p> <p>Because “Materiality” is not defined in definitions section; would the state please clarify how materiality is determined?</p>	<p>The State of Nebraska will determine “Material” on a case by case basis with the selected contractor.</p>

QUESTIONS	ANSWERS
<p>9. RFP Section Reference III.E – Ownership of Information and Data Page Number 11</p> <p>This section states, “The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all information and data developed or derived by the contractor pursuant to the contract.”</p> <p>Assuming that information has been acknowledged to be proprietary or confidential, what reasonable measures will be undertaken by the State to ensure that proprietary and confidential information will not be published or similarly disclosed?</p>	<p>Please reference Section III OO Proprietary Information</p> <p>“Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State’s definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.”</p>
<p>10. RFP Section Reference III.F – Insurance Requirements RFP Page Number 11</p> <p>This section states, “If contractor will be utilizing any subcontractors, the contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all subcontractor(s).”</p> <p>Are the certificates of insurance for subcontractors due at the time of proposal submission?</p>	<p>No Certificate of Insurance is required for sub-contractors.</p> <p>Please reference Section III F</p> <p>“The contractor shall not commence work under this contract until he or she has obtained all the insurance required hereunder and such insurance has been approved by the State. If contractor will be utilizing any subcontractors, the contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all subcontractor(s). Contractor is also responsible for ensuring subcontractor(s) maintain the insurance required until completion of the contract requirements. The contractor shall not allow any subcontractor to commence work on his or her subcontract until all similar insurance required of the subcontractor has been obtained and approved by the contractor. Approval of the insurance by the State shall not limit, relieve or decrease the liability of the contractor hereunder.”</p>

QUESTIONS	ANSWERS
<p>11. RFP Section Reference III.F.2 – Insurance Requirements RFP Page Number 11</p> <p>This section states, “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...”</p> <p>Is it possible to obtain a complete list of parties required to be listed as additional insured?</p>	<p>No such list exists. Upon award, The State of Nebraska, Certificate Holder, is an additionally insured, primary and non-contributory on the General Liability.</p>
<p>12. RFP Section Reference III.F.4 – Evidence of Coverage RFP Page Number 12</p> <p>With respect to Evidence of Coverage, does the State require a particular “Acord” form of insurance certificate?</p>	<p>The State of Nebraska prefers the “Acord” form of insurance Certificate.</p>
<p>13. RFP Section Reference III.F.4 – Evidence of Coverage RFP Page Number 12</p> <p>Under existing insurance policies, cancellation notice is per the policy conditions which is typically sent to the first named insured.</p> <p>Must notice of cancellation be sent to all additional insureds, or if to any, which ones?</p>	<p>The notice of cancellation should be sent to the State of Nebraska should cancellation occur.</p>
<p>14. RFP Section Reference III.F.4 – Evidence of Coverage RFP Page Number 12</p> <p>Regarding auto coverage, is additional insured status required for the State, and if so, on a primary and non-contributory basis, and is a waiver of subrogation required?</p>	<p>The State of Nebraska, Certificate Holder, is an additionally insured, primary and non-contributory on the General Liability.</p> <p>A waiver of subrogation is required on the COI.</p>

QUESTIONS	ANSWERS
<p>15. RFP Section Reference III.G.1 – Cooperation with Other Contractors RFP Page Number 13</p> <p>This section states, “The State reserves the right to award the contract jointly between two or more potential contractors, if such an arrangement is in the best interest of the State.”</p> <p>May the contractor opt out of any such partnership?</p>	<p>It is not anticipated that this procurement will be awarded jointly. Any bidder may withdraw their bid prior to the award.</p>
<p>16. RFP Section Reference III.I – Contractor Responsibility RFP Page Number 13</p> <p>This section states, “The contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal, in the performance of the contract, without the prior written authorization of the State.”</p> <p>May the contractor augment staff on as-needed basis with qualified independent contractors and/or agency contractors?</p>	<p>Yes.</p> <p>Please reference Section III I Contractor Responsibility</p> <p>“If the contractor intends to utilize any subcontractors' services, the subcontractors' level of effort, tasks and time allocation must be clearly defined in the contractor's proposal. The contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal, in the performance of the contract, without the prior written authorization of the State. Following execution of the contract, the contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.”</p>
<p>17. RFP Section Reference III.J – Contractor Personnel RFP Page Number 14</p> <p>This section states, “The contractor warrants that all persons assigned to the project shall be employees of the contractor or specified subcontractors, and shall be fully qualified to perform the work required herein.”</p> <p>Must all independent contractors and agency contractors be specified by name in advance at the time of bid submission? Also, does contractor have sole discretion to determine contractor qualifications?</p>	<p>Please reference Section V A i</p> <p>For key personnel the Bidder must provide resume(s) for the defined the key personnel positions and at a minimum must meet the defined requirements to receive State of Nebraska approval.</p> <p>For non-key personnel the contractor does have sole discretion to determine contractor qualifications for RFP response purposes.</p> <p>“ The Bidder is required to demonstrate that their consultant(s) or employee(s) have the skills necessary to meet the objectives of this project”</p>

QUESTIONS	ANSWERS
<p>18. RFP Section Reference III.K – State of Nebraska Personnel Recruitment Prohibition RFP Page Number 14</p> <p>This section states, “The contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.”</p> <p>Does this obligation survive completion of contract obligations, and if so for how long?</p>	<p>The obligation terminates upon completion of the contractual obligations.</p>
<p>19. RFP Section Reference III.L – Conflict of Interest RFP Page Number 15</p> <p>This section states, “The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest....”</p> <p>How is a conflict of interest or appearance of conflict of interest determined as it is not defined in the glossary of terms?</p>	<p>Conflicts of Interest will be determined on a case by case basis.</p>
<p>20. RFP Section Reference III.Q – Assignment by the Contractor RFP Page Number 16</p> <p>This section states, “The contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.”</p> <p>Does this provision limit the use of independent or agency contractors for staff augmentation?</p>	<p>This provision does not limit the use of sub-contractors, provided all requirements regarding sub-contractors are met.</p>

QUESTIONS	ANSWERS
<p>21. RFP Section Reference III.W – Site Rules and Regulations RFP Page Number 17</p> <p>This section states, “The contractor shall use its best efforts to ensure that its employees, agents and subcontractors comply with site rules and regulations while on State premises.”</p> <p>Will site rules be promulgated in writing and if not, how will site rules be made known?</p>	<p>All rules and regulations will be made available to the selected contractor through the agency.</p>
<p>22. RFP Section Reference III.Y.3.i – Early Termination RFP Page Number 18</p> <p>Concerning the language: “second or subsequent documented “vendor performance report” form deemed acceptable by the State Purchasing Bureau,” should the reference be to “unacceptable”?</p>	<p>The reference to “acceptable” in this section refers to the State Purchasing Bureau accepting the documentation in the form of a vendor performance report from the agency as being valid, not that the vendor performance is acceptable.</p>
<p>23. RFP Section Reference III.CC – Penalty RFP Page Number 19</p> <p>This section states, “In the event that the contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable, until such failure is cured/adjudicated. Failure to meet the dates stipulated in the contract for the deliverables may result in an assessment of penalty due the State of \$1,000 dollars per day, until the deliverables are approved.”</p> <p>What is defined as a “substantial” obligation, such that failure of performance would trigger the withholding of funds and/or the penalty? Will notice and opportunity to cure be given before penalties are assessed?</p>	<p>“Substantial” will be determined on a case by case basis. Notice and opportunity to cure will be given before forfeiture of the bond occurs.</p>

QUESTIONS	ANSWERS
<p>24. RFP Section Reference III.DD – Performance Bond RFP Page Number 19-20</p> <p>This section states, “...The check or bond will guarantee that the selected contractor will faithfully perform all requirements, terms and conditions of the contract. Failure to comply shall be grounds for forfeiture of the check or bond as liquidated damages.”</p> <p>Does this apply to a material default or any default? Will notice and opportunity to cure be given before forfeiture of the bond occurs?</p>	<p>Notice and opportunity to cure will be given before forfeiture of the bond occurs.</p>
<p>25. RFP Section Reference III.DD – Performance Bond RFP Page Number 19-20</p> <p>This section states, “The bond or certified check will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.”</p> <p>Would the State confirm that the bond functions as a security deposit and that it will in fact be returned, and in fact not forfeited, provided the work is satisfactorily completed after notification to Contractor of the deficiency?</p>	<p>The bond or certified check will be returned upon completion of contractual obligations.</p>
<p>26. RFP Section Reference III.EE – Force Majeure RFP Page Number 20</p> <p>This section states, “Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party (“Force Majeure Event”). A Force Majeure Event shall not constitute a breach of the contract.”</p> <p>Would the State please confirm this does not apply to payment obligations for work satisfactorily performed prior to the occurrence of the force majeure event?</p>	<p>Yes. Payment obligations for work satisfactorily performed will be honored.</p>

QUESTIONS	ANSWERS
<p>27. RFP Section Reference III.GG – Payment RFP Page Number 20</p> <p>This section states, “State will render payment to contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the contractor as solely determined by the State.”</p> <p>Would the State please define the specific payment approval process?</p>	<p>Please reference Section V. C</p> <p>“The payment schedule for the project is tied to specific dates and deliverables. Invoices may be submitted by the contractor on specific dates based on the completion and acceptance of related deliverables. No invoice will be approved unless the associated deliverables have been approved. The vendor will be given an opportunity to cure any defects prior to the penalty provision being utilized.”</p>
<p>28. RFP Section Reference III.II – Audit Requirements RFP Page Number 21</p> <p>This section states, “...The contractor shall agree that it will be held liable for any State audit exceptions, and shall return to the State all payments made under the contract for which an exception has been taken or which has been disallowed because of such an exception.</p> <p>Because “Exceptions” is not defined in Glossary of Terms, would the State please clarify how exceptions will be noted?</p>	<p>“Exceptions” will be determined on a case by case basis.</p>
<p>29. RFP Section Reference III.KK – Inspection and Approval RFP Page Number 21</p> <p>This section states, “The State and/or its authorized representatives shall have the right to enter any premises where the contractor or subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed.</p> <p>Will the State provide reasonable prior notice?</p>	<p>Yes.</p>

QUESTIONS	ANSWERS
<p>30. RFP Section Reference III.LL – Changes in Scope/Change Orders RFP Page Number 22</p> <p>This section states, “The State may, at any time with written notice to the contractor, make changes within the general scope of the contract. (The State retains the right to employ the services of a third party to perform any change order(s)).”</p> <p>Would the State please clarify circumstances under which the State would engage a third party, and whether Contractor will participate in discussions to engage any such third party?</p>	<p>The State of Nebraska will not speculate as to circumstances that may involve a third party. The State of Nebraska reserves the right as specified in the RFP.</p>
<p>31. RFP Section Reference III.LL – Changes in Scope/Change Orders RFP Page Number 22</p> <p>This section states, “Changes in work and the amount of compensation to be paid to the contractor for any extra work so ordered shall be determined in accordance with the applicable unit prices of the contractor’s proposal.”</p> <p>Will the contract set forth more specific procedures for Change Order requests?</p>	<p>No.</p>
<p>32. RFP Section Reference III.NN – Confidentiality RFP Page Number 22</p> <p>What reasonable measures or protections will be given to contractor’s confidential information?</p>	<p>Please reference Section III OO Proprietary Information</p> <p>“Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State’s definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.”</p>

QUESTIONS	ANSWERS
<p>33. RFP Section Reference III.OO – Proprietary Information RFP Page Number 23</p> <p>This section states, “Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)).</p> <p>Will contractor’s interpretation of Nebraska law with respect to the definition of proprietary information, if reasonable, control, or if not, what mechanism exists for resolving any disparity of interpretations under the statute as to what constitutes proprietary information?</p>	<p>The bidder’s interpretation of proprietary information will not control any governance related to proprietary information. Proprietary information will be processed following all internal rules and regulations.</p>
<p>34. RFP Section Reference IV.C.6.b – VPN Access RFP Page Number 37</p> <p>The State has requested VPN access or encrypted tunnels to connect in to the EES.</p> <p>What type of networking infrastructure does the State have in place today (e.g., MPLS)? Does the State have preferred vendor for network gear?</p>	<p>Existing infrastructure is MPLS and utilizes Cisco routers and Fortinet firewalls.</p>

QUESTIONS	ANSWERS
<p>35. RFP Section Reference IV.E.2.e.xvi – Enterprise Content Management System RFP Page Number 47</p> <p>This section states that “The EES must have the capability to connect to the State of Nebraska’s Enterprise Content Management System to centrally manage all documents throughout their lifecycle and share documents between various stakeholders.”</p> <p>For clarification sake, is it safe to assume that the ‘State of Nebraska Enterprise Content Management System’ and the ‘State of Nebraska Document Repository’ (mentioned throughout the RFP) are references to the Document Management System provided by Hyland OnBase? If not, please provide additional details on these various systems.</p>	<p>Yes.</p>
<p>36. RFP Section Reference IV.F.8 – Communications Management RFP Page Number 59</p> <p>This section of the SOW mentions both Communications Management and Contact Management.</p> <p>For the Contact Management System requirement, is the State looking for the Bidder to propose a CRM tool?</p>	<p>This section of the proposal refers to Communications Management during the execution of the project as opposed to the on-going EES solution. As part of that communications management, it is expected that the project will track the communications including the contacts. It is up to the Bidder to propose how to accomplish this activity.</p>
<p>37. RFP Section Reference IV.I – Training RFP Page Number 78</p> <p>This section states that “The Contractor will work with the State of Nebraska to upload all the required materials into the LINK Learning Management System (LMS) or other approved location/tool...”</p> <p>Because this is the only reference made to the LINK LMS, would the State please provide additional details on the LINK LMS as it relates to the Training requirement?</p>	<p>LINK is the portal to the Cornerstone On-Demand Learning Management System (LMS) that the State uses to deliver training to the workforce.</p> <p>The LMS provides the capability to upload training materials, so as part of the proposal Bidders should identify in what formats they can deliver the training materials.</p>

QUESTIONS	ANSWERS
<p>38. RFP Section Reference IV.N.2 – Equipment Summary RFP Page Number 84</p> <p>This section states, “The Primary Data Center (PDC) shall be configured at the Tier IV – Fault Tolerant Site Infrastructure Level (as defined by the Uptime Institute).”</p> <p>Can the State be more specific about which Tier IV capabilities it’s seeking for the EES solution (e.g., power, environmental and network connectivity levels)? Would an IT infrastructure hosting company which provides secure “tenant” Co-Lo for equipment suffice?</p>	<p>After further consideration, the State has determined that it is open to the use of a Tier III facility so long as the Bidder can identify those areas where cost drove the decision and the increased risk that it presents.</p>
<p>39. RFP Section Reference IV.N.3 – Network RFP Page Number 85</p> <p>Does the State of Nebraska have any subsidized bandwidth options they would prefer to use for connectivity?</p>	<p>No.</p>
<p>40. RFP Section Reference IV.N.10 – Data Systems Access RFP Page Number 90</p> <p>This section states that “The Contractor agrees to access the State of Nebraska data systems only through State supplied CITRIX access and encryption technology.”</p> <p>Would the State consider other proposed options for access and encryption technology that may be better suited to the proposed EES solution? If not, would the State please provide additional details on how the State is leveraging CITRIX access and encryption technology?</p>	<p>Yes, the Department is open to considering other options as identified in the bidder’s RFP response. Please include the proposed options in the Technical section of the RFP response.</p> <p>For reference: For applications hosted inside the DHHS network, the Department is using Citrix XenApp 6.5 to host virtual applications to Citrix clients. Citrix clients currently use the Citrix Web Interface and the Citrix Secure Gateway to launch and utilize the virtual applications. In the near future, DHHS will be replacing Citrix Web Interface and Citrix Secure Gateway with Citrix Netscaler appliance.</p>
<p>41. RFP Section Reference IV.N.14 – Hosting and Disaster Recovery Services RFP Page Number 94</p> <p>What is the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) required for the Disaster Recovery system?</p>	<p>The Department considers these to be Service Levels that fall within the scope of Section IV.P on page number 98.</p> <p>For the purposes of proposal, the Bidder should use the following. The Department considers the EES to be a Class 2 system. The RTO threshold is 24 hours, and the RPO goal would be zero data loss. The Department realizes that in extreme cases zero data loss may not be achievable so the Department is willing to accept 8 hours.</p>

QUESTIONS	ANSWERS
<p>42. RFP Section Reference V.A.3.b – Financial Statements RFP Page Number 103</p> <p>If the bidder is not a publicly held corporation, would the State accept unaudited financial statements? In addition, how many years of financial statements are required to satisfy this requirement?</p>	<p>Please see Section V. A.3.b</p> <p>“If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.”</p> <p>Please provide the most current financial statement.</p>
<p>43. RFP Section Reference V.A.3.h – Corporate Experience RFP Page Number 104-105</p> <p>This section states, “Contractor and subcontractor(s) experience must be listed separately.”</p> <p>How will subcontractors’ experience narrative descriptions be evaluated?</p>	<p>The State of Nebraska will not disclose evaluation information at this time. All bidders should provide their best proposal to meet all requirements.</p>
<p>44. RFP Section Reference V.A.3.h – Corporate Experience RFP Page Number 104-105</p> <p>This section states, “...In addition, subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.”</p> <p>Is this additional information required for both the narrative descriptions of Bidder’s corporate experience (performed as a sub) AND subcontractor corporate experience (performed as a sub)?</p>	<p>Yes.</p>
<p>45. RFP Section Reference V.A.3.i – Proposed Personnel RFP Page Number 107</p> <p>Are the three (3) references included in the three page limit for resumes?</p>	<p>No.</p>

QUESTIONS	ANSWERS
<p>46. RFP Section Reference V.4 – Technical Approach RFP Page Number 108</p> <p>Sub-bullet “A” simply states ‘Understanding of the project requirements’ with no specific requirement cross-referenced in section IV of the RFP.</p> <p>Is it safe for the Bidder’s to assume that ‘Understanding of the project requirements’ is a free-form narrative to be provided as an overarching introduction for our proposed Technical Approach. If not, would the state please clarify the ‘Understanding of the projects requirements’ section for the Technical Approach?</p>	<p>Yes as described in RFP Section V.A.2 Executive Summary.</p>
<p>47. RFP Section Reference V.4 – Technical Approach RFP Page Number 108</p> <p>Sub-bullet “C” simply states ‘Technical Considerations’ with no requirement cross-referenced in section IV of the RFP.</p> <p>Is it safe for the Bidder’s to assume that ‘Technical Considerations’ really means ‘Assumptions, Qualifiers, and Constraints’? If not, would the state please clarify the ‘Technical Considerations’ requirement for the Technical Approach?</p>	<p>Technical Considerations should be an explanation of the Bidder considerations made to develop their solution for the EES.</p>
<p>48. RFP Section Reference V.4 – Technical Approach RFP Page Number 108</p> <p>Sub-bullet “F” simply states ‘Personnel Management and Planning’ with no requirement cross-referenced in section IV of the RFP.</p> <p>Is it safe for the Bidder’s to assume that ‘Personnel Management and Planning’ is already addressed in Sub-bullet “b.iv” ‘Project Planning and Management’, which already includes a summary of the Bidder’s proposed Personnel/Management Approach? If not, would the state please clarify the ‘Personnel Management and Planning’ requirement for the Technical Approach?</p>	<p>See RFP Section V.A.3.i Summary of Bidder Personnel/Management Approach for the response requirements for sub-bullet f.</p>

QUESTIONS	ANSWERS
<p>49. RFP Section Reference V.C – Payment Schedule RFP Page Number 110</p> <p>This section states, “No invoice will be approved unless the associated deliverables have been approved.”</p> <p>What is the specific deliverable approval process that will be utilized by the State?</p>	<p>See RFP Section IV.Q Deliverable Approval Process.</p>
<p>50. RFP Section Reference Appendix B – Functional Requirements RFP Page Number B-3</p> <p>GEN 016 states that “The EES shall support client facing services and documents in English and Spanish languages.”</p> <p>Would the State please define which functional requirements are considered to be “client facing services and documents” in Appendix B?</p>	<p>Many of requirements in Appendix B lead to direct or indirect system interaction with clients. Whenever there is interaction with the client, including but not limited to, documents, notices, Web screens, voice, email, text messages, or fax, the client shall have the option to choose English or Spanish for the interaction.</p>
<p>51. RFP Section Reference Appendix B – Functional Requirements RFP Page Number B-3</p> <p>GEN 021 states that “The EES shall have the ability to interface with the LINKS Performance Management and Training System.”</p> <p>Because this interface isn’t listed in the Bidder Library, would the state please provide additional details surrounding the LINKS System?</p>	<p>LINK is the portal to the Cornerstone On-Demand Learning Management System (LMS) that the State uses to deliver training to the workforce.</p> <p>The LMS provides the capability to upload training materials, so as part of the proposal Bidders should identify in what formats they can deliver the training materials.</p>
<p>52. RFP Section Reference Appendix B – Functional Requirements RFP Page Number B-3</p> <p>GEN 023 states that “The EES shall have the ability to interface with the NE Financial and Accounting system.”</p> <p>Because this interface isn’t listed in the Bidder Library, would the state please provide additional details surrounding the NE Financial and Accounting system?</p>	<p>The State Financial and Accounting system is JD Edwards Oracle Enterprise One.</p>

QUESTIONS	ANSWERS
<p>53. RFP Section Reference Appendix B – Functional Requirements RFP Page Number B-19</p> <p>Appendix B contains two (2) separate requirements for ELG 020 and two (2) separate requirements for ELG 021.</p> <p>Will the State please confirm the numbering for these requirements and subsequently determine the impact and numbering of the remaining ELG requirements listed?</p>	<p>See the revised Appendix B Functional Requirements.</p>
<p>54. RFP Section Reference Appendix B – Functional Requirements RFP Page Number B-28</p> <p>ELG 161 states that “The EES shall evaluate the resource/asset eligibility of an applicant when determining eligibility for those programs requiring a resource / asset test.”</p> <p>Would the State please provide details regarding all resource/asset verification services/sources currently in place and available to the EES?</p>	<p>Currently the Department interfaces with Internal Revenue Services, Social Security Administration, and the Department of Motor Vehicles for data related to assets.</p>
<p>55. RFP Section Reference Appendix B – Functional Requirements RFP Page Number B-34</p> <p>NOT 008 states that “The EES shall provide notices and forms in English and Spanish languages as required by the federal and State statutes, regulations and policies.”</p> <p>Would the State please clarify specifically which notices and forms are to be provided? Also, would the State please clarify which federal and State statutes, regulations and policies are being referenced?</p>	<p>All client notices/forms must be in English or Spanish. The Department policy referenced is titled <i>Language Assistance for DHHS Service Recipients who are Limited English Proficient (LEP)</i>.</p> <p>http://dhhs.ne.gov/Pages/lep.aspx</p> <p>Currently Spanish is the only language translated.</p>

QUESTIONS	ANSWERS
<p>56. RFP Section Reference Appendix C – Non-Functional Requirements 13. Data Integration & ETL Requirements RFP Page Number C-49 – C-51</p> <p>General: What is the approximate volume of data or data capacities that are required to support the ETL/data integration environment?</p> <p>General: What technologies are required for source system connectivity, i.e. what relational databases, which packaged applications and which mainframe data structures.</p> <p>ETL013: Does the EES require a federated data access capability?</p>	<p>Please refer to the “Production Database by Table Size” for N-FOCUS table in Appendix A. Source system data is primarily stored in DB2 on the state mainframe (N-FOCUS). There may be relevant source system data on a smaller scale in Microsoft SQL Server data stores in the state server environment.</p> <p>Federated data access is a desirable capability</p>
<p>57. RFP Section Reference Appendix C – Non-Functional Requirements 14. Master Data Management RFP Page Number C-52 – C-55</p> <p>General: What is the approximate number of providers and clients that need to be mastered?</p> <p>General: How many systems are the data sources for providers and/or clients? On average how many of these systems does a provider/client reside in (e.g., there are 5 source systems for providers, on average a provider will exist in three of these systems)?</p>	<p>Between N-FOCUS and the Nebraska child support system (CHARTS), there are approximately 2 million unduplicated persons in various program and case roles. These systems would be the major sources of person-level records for the State. Approximately 1.5 million of the 2 million are known to both N-FOCUS and CHARTS.</p> <p>In October 2013 there were 241,615 persons (clients) who were Medicaid eligible. There were another 82,599 persons with active involvements in Medicaid cases who were not Medicaid eligible but who are included in the case for purposes of determining eligibility, e.g. financially responsible parents or spouses and ineligible siblings.</p> <p>N-FOCUS is currently the single source for Medicaid client eligibility information.</p> <p>For the purposes of this project Providers are not expected to be mastered. That would be related other programs that may leverage the solution.</p>

QUESTIONS	ANSWERS
<p>58. RFP Section Reference Appendix C – Non-Functional Requirements 16. Business Intelligence and Reporting RFP Page Number C-57 – C-60</p> <p>BIR021: Does the Metadata management tool need to perform impact analysis across different metadata sources?</p> <p>BIR023: Should the data quality tool be deployed and leveraged within the ETL environment and well as other environments (e.g. Data Conversion)?</p>	<p>BIR021: The ability to perform impact analysis across the metadata sources is a desirable capability.</p> <p>BIR023: The ability to leverage the data quality tool within the ETL and other environments is a desirable capability.</p>
<p>59. RFP Section Reference Appendix D – Requirements Gap Analysis RFP Page Number 127</p> <p>The initial sentence makes reference to a <i>Compliant</i> field and the numbered list makes reference to <i>Availability</i>. This does not match up with the Ability Codes in Appendix B nor C, as neither contains <i>Compliant</i> or <i>Availability</i> fields.</p> <p>Will the State please clarify these instructions?</p>	<p>See the revised instructions for Appendices B, C and D.</p>
<p>60. RFP Section Reference Appendix D – Requirements Gap Analysis RFP Page Number 127</p> <p>The first part of the paragraph above seems to indicate that only requirements where we specify 'N' needs to be in the Appendix D, Gap matrix. The numbered list seems to indicate N, M, F, C or O all need to be added to the gap matrix.</p> <p>Will the State please clarify which items must be included in the Fit Gap Analysis?</p>	<p>See the revised instructions for Appendices B, C and D.</p>
<p>61. RFP Section Reference III. TERMS AND CONDITIONS : 3.LL RFP Page Number 22</p> <p>Regarding Section III.LL of the RFP: what are State audit exceptions?</p>	<p>“Exceptions” will be determined on a case by case basis.</p>

QUESTIONS	ANSWERS
<p>62. RFP Section Reference III. TERMS AND CONDITIONS: 3.Y(i) RFP Page Number 17</p> <p>5.1. Section 3.Y(i) of the RFP states that Nebraska may terminate immediately for “second or subsequent documented “vendor performance report” form deemed acceptable by the State Purchasing Bureau.”</p> <p>We assume that this is a typo and the state implied this to be 'form deemed un-acceptable'. Please confirm.</p>	<p>The reference to “acceptable” in this section refers to the State Purchasing Bureau accepting the documentation in the form of a vendor performance report from the agency as being valid, not that the vendor performance is acceptable.</p>
<p>63. RFP Section Reference III. TERMS AND CONDITIONS: 3.Y(i) RFP Page Number 17</p> <p>What criteria would State Purchasing Bureau use for evaluation of acceptability?</p>	<p>“Acceptability” is determined on a case by case basis.</p>
<p>64. RFP Section Reference Appendix A : Proposed System Conceptual Architecture RFP Page Number Page 15</p> <p>In the Business functions and processes, a high level process is determined to be 'Plan Management'. Should the vendor interpret this business process to manage for Medicaid Programs - both MAGI & NON MAGI?</p>	<p>Yes, this business process is for both MAGI and Non-MAGI.</p>
<p>65. RFP Section Reference Appendix B : ELG 010 RFP Page Number B-18</p> <p>If an applicant applies for coverage through FFM, how will he/she be directed to EES system in case they are found eligible for Medicaid? Will there be a SSO redirect, or a service call, or both?</p>	<p>This is a question that ultimately falls within the domain of the Federally Facilitate Marketplace (FFM).</p> <p>Based on the current FFM model this occurs through an account transfer processed through the Federal Data Services Hub (FDSH).The Department is not aware of any plans on the part of CMS to change that method.</p> <p>It is important for the bidder to consider that the integration through the FDSH is not limited to the FFM but to the other Federal Trusted Data Sources like IRS, SSA, DHS, etc.</p>

QUESTIONS	ANSWERS
<p>66. RFP Section Reference Appendix B : ELG 011 RFP Page Number B-18</p> <p>Please provide details of the existing mailroom infrastructure used for printing and mailing notices. Will the existing infrastructure be able to accommodate the requirements for EES?</p>	<p>The Department currently utilizes the State Print Shop for printing and mailing of notices. The Print Shop mails the correspondence the day after an action is taken. The existing structure can accommodate the needs of the EES.</p>
<p>67. RFP Section Reference Appendix B : Notification RFP Page Number B-34</p> <p>Please provide an estimate for the number of Notices needed to be generated for this project</p>	<p>Approximately 108,000 pieces of correspondence is currently produced each month.</p>
<p>68. RFP Section Reference Appendix B : Reporting Requirements RFP Page Number B-9</p> <p>Please provide an estimate for the number of Transactional and Analytical reports from the EES system</p>	<p>The Department currently has approximately 25 transactional and analytical reports available. However, the current system is not agile and many more reports are needed.</p>
<p>69. RFP Section Reference Appendix B Functional Requirements GEN 016 RFP Page Number 3</p> <p>It is understood that the EES shall support client facing services and documents in English and Spanish languages. Is the non-client facing services also required to support both the languages?</p>	<p>No, non-client facing services should be in English only.</p>
<p>70. RFP Section Reference Appendix C : PRT 035 RFP Page Number C-70</p> <p>For mobile device access, will generic browser based mobile access be sufficient?</p>	<p>At a minimum. If the Bidder provides capabilities beyond simply accessing a full web page from a browser, such as device-specific rendering or a mobile app, please provide details.</p>
<p>71. RFP Section Reference Appendix C Non-Functional Requirements 5.EES Performance Requirements RFP Page Number 12</p> <p>Please share the average volumetric data and the expected performance service level requirement</p>	<p>The Department considers this to fall into the Service Levels within the scope of Section IV.P on page number 98.</p> <p>The Department would request the Bidder to include this in their proposed SLRs, and to include the data volume assumptions used to determine the proposed HW/SW.</p>

QUESTIONS	ANSWERS
<p>72. RFP Section Reference Appendix C: IER 034 RFP Page Number C-35</p> <p>Please provide details of the existing IVR system used to support NFOCUS. Please elaborate if this system is extensible to accommodate requirements of the new EES</p>	<p>The existing IVR is an AVAYA MPS500. The Avaya MPS500 is extensible to accommodate the requirements of the new EES utilizing "Web Services".</p>
<p>73. RFP Section Reference Appendix-B RPT047 RFP Page Number B-12</p> <p>Please elaborate on what are 'Branch Reports'? Please share a template, if available.</p>	<p>In this context, a "Branch Report" simply means a more detailed, drill down of data contained in another summary level report. No template is currently available.</p>
<p>74. RFP Section Reference Appendix-B, ELG146, RFP Page Number B-27</p> <p>Is there an existing infrastructure for scanning and uploading paper applications? If yes, will EES be expected to reuse these facilities to convert paper applications and scan documents?</p>	<p>Yes and reuse is highly encouraged.</p>
<p>75. RFP Section Reference Appendix-B: GEN012, ELG010 RFP Page Number B-3, B-18</p> <p>How is N-FOCUS integrated with FFM? Should the vendor consider that the integration specifications currently managed between N-FOCUS and FFM would be replicated for integration between EES and FFM?</p>	<p>N-FOCUS is currently integrated with the Federally Facilitated Marketplace (FFM) via the services provided by the Federal Data Services Hub (FDSH).</p> <p>Since the EES will be required to integrate with the FFM, and the FDSH is the mandated integration method, it stands to reason that the integration will need to be replicated.</p> <p>It is important for the Bidder to consider that the integration through the FDSH is not limited to the FFM but to the other federal Trusted Data Sources like IRS, SSA, DHS, etc.</p>
<p>76. RFP Section Reference Appendix-C (GSR040) RFP Page Number C-5</p> <p>This is with regards to GSR-041 from Appendix-C which states EES capability to support multi-agency. Is this in reference to Portal Technology Architecture which can host applications as virtual sites, but still can run on the same server?</p>	<p>That is one potential method of accomplishing this requirement. The State encourages the Bidder to indicate if they are able to support this requirement, and to describe their proposed method.</p>

QUESTIONS	ANSWERS
<p>77. RFP Section Reference Appendix-C (IOI012) RFP Page Number C-9</p> <p>Are all interfaces in the interface-list (in procurement library) required for the new EES System? If not, please share a list of interfaces that are needed for EES.</p> <p>Also, please elaborate on your recommendation for any additional interfaces to be developed.</p>	<p>These are design details that the State considers to be the best developed in the course of executing the project.</p>
<p>78. RFP Section Reference Appendix-C (RSR085) RFP Page Number C-20</p> <p>EES is expected to have its identity & access management. However when a request or message is routed to the N-FOCUS, then, the user credential will be propagated to N-FOCUS, which will be used to authenticate against RACF. Is this assumption correct?</p>	<p>The State is unclear on the basis for the question and request that the Bidder provide more clarification. Please restate your question in Round 2 of Q&A.</p> <p>Further, the design of the interface/integration with N-FOCUS is unknown at this time. The State anticipates this will be a work product of the project.</p>
<p>79. RFP Section Reference III. TERMS AND CONDITIONS: Bidder declaration and 3.R RFP Page Number 1 and 16</p> <p>Bidder declaration on page 1 of the RFP states (in relevant part) “the bidder ...agrees to the terms and conditions (see Section III).” Section 3.R “Deviation from Proposal” states that deviations from terms contained in Section 3 may be submitted. Can the State please clarify whether bidders may submit proposed deviations from terms and conditions contained within Section 3 of the RFP?</p>	<p>Yes, a Bidder can submit deviations. RFP Section III states “Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder’s proposal.”</p> <p>The State will not negotiate Terms and Conditions prior to award.</p>
<p>80. RFP Section Reference General RFP Page Number NA</p> <p>Please share the roadmap for ongoing maintenance and support for the N-FOCUS system. Will the state's incumbent team manage changes to N-FOCUS or are these expected from the contractor building the new EES.</p>	<p>The incumbent team will manage changes to N-FOCUS that do not impact the EES. Where the two systems interrelate then it is expected that the EES Contractor would support and collaborate on changes.</p>

QUESTIONS	ANSWERS
<p>81. RFP Section Reference General RFP Page Number NA</p> <p>Will Access Nebraska continue to be the User interface for end users for both Medicaid and Non Medicaid users?</p>	<p>No.</p>
<p>82. RFP Section Reference General RFP Page Number NA</p> <p>Please share a roadmap for keeping N-FOCUS in production. How long will N-FOCUS accept Medicaid eligibility transactions after EES goes live?</p>	<p>While the potential to migrate many of the programs currently supported by N-FOCUS exists, the Department does not anticipate completely retiring the system for the foreseeable future.</p> <p>The expectation is that upon completion of this project Medicaid eligibility will be performed solely by the EES.</p>
<p>83. RFP Section Reference General RFP Page Number NA</p> <p>Please provide your expected roadmap of enhancements to the EES system post go-live.</p>	<p>The State considers this to be premature to present such a roadmap. The focus at this time is on the successful implementation of the EES for the Medicaid program. Once the goal has been accomplished the State will better understand the capabilities and limitations of the solution and will be able to determine what should be on the roadmap (ex. more programs, richer functionality, etc.).</p>
<p>84. RFP Section Reference General RFP Page Number NA</p> <p>What is expected population year on year that will participate in Medicaid eligibility determination?</p>	<p>Nebraska's current average monthly enrollment is 225,000 individuals. This number does not include woodwork population. For projections of insurance switchers and the woodwork effect, please refer to a Milliman report prepared for the State.</p> <p>http://dhhs.ne.gov/medicaid/Documents/AffordableCareActFiscalAnalysis2013.pdf</p>
<p>85. RFP Section Reference General RFP Page Number NA</p> <p>With systems, other than EES, is the user expected to login via SSO?</p>	<p>While not a specific requirement for this implementation, the goal is to reduce the number of sign-ons the user must endure, and therefore would like to understand the Bidder's ability to support this goal.</p>
<p>86. RFP Section Reference General RFP Page Number NA</p> <p>Does the state's existing ECM Hyland OnBase support web content management or is it pure document management system? Is the existing state' web portal (ACCESSNebraska) integrated with Hyland OnBase?</p>	<p>No, the state's Hyland OnBase ECM solution is not currently supporting web content management.</p> <p>No, the existing ACCESSNebraska web applications and N-FOCUS are integrated with a different document management product that preceded the Hyland OnBase solution, called Spielberg FileDirector.</p>

QUESTIONS	ANSWERS
<p>87. RFP Section Reference General RFP Page Number NA</p> <p>Where are the existing policy manuals, training materials stored? Does that system provide search capabilities which can be integrated with the new EES?</p>	<p>The Department’s policy manuals are available on the public and internal websites. The training materials are available on the internal website only. Search capabilities are very limited in the current system.</p>
<p>88. RFP Section Reference General RFP Page Number NA</p> <p>Is state planning to use the BPM solution and Rules engine enterprise-wide? Is the expectation that these can be leveraged for any new applications development in future?</p>	<p>The State plans to use these tools to support other applications within the State where feasible.</p>
<p>89. RFP Section Reference General RFP Page Number NA</p> <p>Please share details of integration between AccessNebraska/N-FOCUS and the existing enterprise content management system (Hyland OnBase).</p>	<p>There is no integration between ACCESSNebraska/N-FOCUS and the Hyland OnBase solution that is relevant to the EES.</p>
<p>90. RFP Section Reference General RFP Page Number NA</p> <p>What is the current process of storing and searching documents (including scanned documents) into the enterprise content management system (Hyland onbase)?</p>	<p>The Department utilizes a High Speed IBML Scanner for documents entering through the ACCESSNebraska Document Imaging Centers; the system also has 50 small Canon scanners located throughout the state for scanning of paper documents. Staff can transfer email and online documents into the Imaging system by utilizing a tool that is accessed through N-FOCUS. A web application is also available for clients to submit online. This web application is on the ACCESSNebraska.ne.gov website. Documents are connected to individuals and categorized by the content of the document. Document Imaging is an icon on N-FOCUS that staff utilize to search documents. Documents are searchable by person and categorized by date scanned and content of document such as income, expense, etc.</p> <p>A copy of the ACCESSNebraska Document Imaging Architecture showing the existing FileDirector-based solution is included in Appendix A Procurement Library documents.</p>

QUESTIONS	ANSWERS
<p>91. RFP Section Reference General RFP Page Number NA</p> <p>Does the current enterprise content management system use business process management feature of HYLand Onbase system? If so, please elaborate on the usage.</p>	<p>The current solution (FileDirector) does not use business process management.</p>
<p>92. RFP Section Reference General RFP Page Number NA</p> <p>Are there any existing interfaces published from the enterprise content management system (Hyland onbase) which can be reused in new EES system? If yes, please share these details</p>	<p>No.</p>
<p>93. RFP Section Reference General RFP Page Number NA</p> <p>What are the different content types supported by the existing content management system (i.e. *.jpeg, .Tiff, *.doc, .htm, .pdf etc.)?</p>	<p>The current solution (FileDirector) stores images in .tiff and .jpeg formats.</p>
<p>94. RFP Section Reference GLOSSARY OF TERMS RFP Page Number Page vii</p> <p>Conversion period is defined to be 6 months. Does this mean that data conversion activity should be completed within 6 months after project start?</p>	<p>No. While that timeframe may prove to be appropriate for data conversion, the definition refers specifically to conversion of "Operating System".</p>
<p>95. RFP Section Reference Appendix-B - (RPT020) RFP Page Number B-10</p> <p>This Requirements needs that state worker shall be able to save the reports in multiple industry standard formats. We propose to incorporate the following - Excel, PDF and CSV. Please confirm if these are acceptable.</p>	<p>Those are acceptable formats and would constitute the minimum set. Bidders should provide a list of formats that they can support.</p>
<p>96. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK RFP Page Number 71</p> <p>Network Intrusion Testing and Security Audits: Do you have list of firms as approved by the State of Nebraska?</p>	<p>The State does not have a list of pre-qualified firms for this type of testing. The Bidder is responsible for identifying a firm which would then be submitted to the State for approval.</p>

QUESTIONS	ANSWERS
<p>97. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: A. PROJECT OVERVIEW RFP Page Number 43</p> <p>Scenario - An applicant applies for coverage through EES and becomes eligible for non-QHP, non-Medicaid programs</p> <p>Question - In this case, is it expected to redirect the user to Access Nebraska? If not, should the EES system have interface with N-FOCUS for eligibility determination for respective non Medicaid programs?</p>	<p>While the State expects that the EES will someday handle more of the programs currently handled by N-FOCUS, the scope of this project is to implement Medicaid eligibility and enrollment only. Therefore, the EES will handle Medicaid and N-FOCUS will handle non-Medicaid programs. There should be no need to redirect the user.</p>
<p>98. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK : A. PROJECT OVERVIEW RFP Page Number NA</p> <p>After the new EES system goes into production, there could be members in the old system that might be eligible after couple of months of go-live. Are such users expected to re-enroll via EES or will N-FOCUS generate any automated triggers?</p>	<p>The answer should be defined in the implementation/conversion plan provided by bidders. N-FOCUS currently provides triggers.</p> <p>The State would like to minimize the amount of client interaction required due to an implementation/conversion.</p>
<p>99. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: A. PROJECT OVERVIEW RFP Page Number 43</p> <p>Is EES expected to have a real time interface with N-FOCUS for non-Medicaid eligibility determination?</p>	<p>No, N-FOCUS does not currently support real time determination</p>
<p>100. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: Identity Management RFP Page Number 35</p> <p>Do you want single sign on mechanism using Windows Native Authentication?</p>	<p>While not a specific requirement for this implementation, the goal is to reduce the number of sign-ons the user must endure, and therefore would like to understand the bidder's ability to support this goal.</p>

QUESTIONS	ANSWERS
<p>101. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK : Identity Management RFP Page Number 35</p> <p>Please share details of the existing Identity management solution. What is the current user store (LDAP) for authentication and authorization?</p>	<p>The current user store (LDAP) for authentication and authorization is Microsoft Active Directory 2008 R2.</p>
<p>102. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: Identity Management RFP Page Number NA</p> <p>Is it expected the user-id in the RACF be ported to the new Identity & Access Management? The rules governing user-id creation in the new system may not be same as what is there in RACF.</p>	<p>No, it is not.</p>
<p>103. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: DEPLOYMENT RFP Page Number 51</p> <p>Please describe your backup requirements based on existing data size and projected growth for next 2 years.</p> <p>Please share the current data classification, data size and frequency of backup</p> <p>Please share the volume of data available on site and off site using online, near line, and off line backups.</p>	<p>Please refer to the “Production Database by Table Size” for N-FOCUS table in Appendix A.</p> <p>Currently production mainframe DASD (including N-FOCUS data) is mirrored in real time to the state’s disaster recovery site. For the N-FOCUS DB2 database, a full image copy is done twice per day, once before the batch schedule and once after the batch cycle is completed. The image copy is first written to virtual tape, then to physical tape. The disaster recovery (physical) tapes are kept on site for approximately 24 hours and then offsite data is kept for 7 days.</p> <p>These backups all encompass the entire N-FOCUS DB2 database.</p> <p>Currently, N-FOCUS database growth is projected at approximately 10% annually.</p>
<p>104. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: DISASTER RECOVERY/BACK UP PLAN RFP Page Number 39</p> <p>Please provide your classification for business criticality of the EES system from the Disaster Recovery standpoint. What are the expected Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for EES?</p>	<p>The Department considers these to be Service Levels that fall within the scope of Section IV.P on page number 98.</p> <p>For the purposes of proposal, the Bidder should use the following. The Department considers the EES to be a Class 2 system. The RTO threshold is 24 hours, and the RPO goal would be zero data loss. The Department realizes that in extreme cases zero data loss may not be achievable so The Department is willing to accept 8 hours.</p>

QUESTIONS	ANSWERS
<p>105. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: Identity Management RFP Page Number 35</p> <p>Is it required to do provisioning for any other target system, or downstream application, using Identity Manager?</p>	<p>While not a specific requirement for this implementation, the goal is to reuse/leverage the investment where feasible, and therefore would like to understand the Bidder's ability to support this goal.</p>
<p>106. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: MIGRATION PLAN RFP Page Number 35</p> <p>Please share details of volume of data, type of data (e.g. membership only) and number of tables to be migrated from NFOCUS to EES? Also, please elaborate on how many past years data should be migrated.</p>	<p>Please refer to the "Production Database by Table Size" for N-FOCUS table in Appendix A. N-FOCUS to EES conversion requirements have not been determined</p>
<p>107. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: RISK MANAGEMENT AND RESOLUTION RFP Page Number 56</p> <p>Please share an estimate for the number of information assets in the existing N-FOCUS system to be covered under 'risk assessment' post implementation of the new EES System.</p>	<p>This section of the proposal refers to Risk Management during the execution of the project as opposed to the on-going EES, and therefore does not apply to post-implementation.</p>
<p>108. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: Section E Non-Functional requirements RFP Page Number 39</p> <p>What functionalities from N-FOCUS need to be implemented in EES? For E.g. – If the eligibility system in the new portal determines the individual is eligible for other non-Medicaid program then it will route the request to the legacy system. Is the current legacy capable of reading the message coming in from the new system & take appropriate action? Or is there a need to build new business logic in the legacy system to determine appropriate action? Also provide an estimate on the number of legacy application that may be impacted?</p>	<p>These are design details that the State believes are best developed in the course of executing the project.</p> <p>The State anticipates that the Contractor will provide the necessary expertise to aid the State in determining the best option.</p>

QUESTIONS	ANSWERS
<p>109. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: PROVIDE POST IMPLEMENTATION SUPPORT RFP Page Number 91</p> <p>Please elaborate on the scope of the 'reactive modifications' as covered by the warranty clause</p>	<p>Reactive modifications include, but are not limited to, system changes or development activities needed to remedy system faults and/or gaps in the system functionality which were to be delivered as part of the scope of the project.</p>
<p>110. RFP Section Reference IV. PROJECT DESCRIPTION AND SCOPE OF WORK: PROVIDE POST IMPLEMENTATION SUPPORT RFP Page Number 91</p> <p>Will the State allow Contractor to offer 90 day warranty for Services and a 4 year warranty for Software, instead of 4 year warranty for both Services and Software if doing so would allow substantial cost savings to the State</p>	<p>The Department agrees to amend this requirement to 180 days of warranty for Services and 4 years of warranty for Software.</p>
<p>111. RFP Section Reference IV.8(Item C – IT Component Capacity Planning) RFP Page Number 38</p> <p><i>Please note: This question was previously submitted to the Department on 11/08/2013.</i></p> <p>Can the Department please clarify the Department's objective in requiring a Tier IV datacenter which can result in a higher cost for the Department? Tier III + facilities can meet necessary uptime and redundancy requirements for a lower cost without restricting competition to a few data centers.</p>	<p>After further consideration, the State has determined that it is open to the use of a Tier III facility so long as the Bidder can identify those areas where cost drove the decision and the increased risk that it presents.</p>

QUESTIONS	ANSWERS
<p>112. RFP Section Reference IV.E.1. RFP Page Number 39-40</p> <p><i>Please note: This question was previously submitted to the Department on 11/08/2013.</i></p> <p>The RFP states “The EES Contractor will be responsible for supporting the required modifications to N-FOCUS to integrate with the EES.” Could the Department clarify the nature of the support expected? Is the contractor expected to perform modifications to N-FOCUS? If new (rather than modified) interfaces to N-FOCUS are required, is the development of these interfaces the responsibility of the Contractor, the Department, or both?</p>	<p>Successful integration of the two systems will require the involvement of both the State and the Contractor, and therefore will be the responsibility of both parties.</p> <p>While the Contractor will not be expected to perform the actual modifications to the N-FOCUS system, they will be expected to support the analysis, design, testing and implementation of those modifications, in addition to any and all changes needed in the EES to support the integration.</p>

QUESTIONS	ANSWERS
<p>113. RFP Section Reference V. A. 3. i. RFP Page Number 107</p> <p><i>Please note: This question was previously submitted to the Department on 11/08/2013.</i></p> <p>RFP Section V. A. 3. i. (page 107) states that the State of Nebraska will provide workspace, equipment and conference telephone capabilities to house the EES Contractor staff in Lincoln, NE. However, RFP Section V, A. 3. d. (page 103) states “The bidder’s office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.”</p> <p>With the exception of the service desk and application support help desk which may be located anywhere within the United States and training facilities provided by the Department, could the Department please clarify who provides the primary place of performance for the main project office (i.e., the Department or the vendor)? If the place of performance is at a Department provided facility, will the Department provide office furniture and equipment and office supplies in addition to the workspace, equipment and conference telephone capabilities?</p>	<p>RFP Section V, A. 3. d. (page 103) refers to the Contractor’s business office location responsible for the performance of the contract. This could be a regional, Divisional or Corporate office location.</p> <p>RFP Section V. A. 3. i. (page 107) refers to the work to be performed in Lincoln, NE. The State of Nebraska will provide workspace with office furniture, equipment and conference telephone capabilities to house the EES Contractor staff in Lincoln, NE. Basic office supplies will be provided.</p>
<p>114. RFP Section Reference IV.F.15 RFP Page Number 69</p> <p>The RFP states: “Stress/Performance Testing is performed to ensure that the technical, application, data and network architectures are sufficiently designed and sized to meet the anticipated transaction volume or workload.”</p> <p>Does the Department have defined exit criteria for quality and performance testing (i.e. page response time under load)? If so, can they be provided so that vendors can better estimate the level of effort needed for this project?</p>	<p>The State considers these to be Service Levels that fall within the scope of Section IV.P on page number 98.</p> <p>The Bidder is to include this in their proposed SLRs, and to include the assumptions used to determine the proposed solution.</p>

QUESTIONS	ANSWERS
<p>115. RFP Section Reference Appendix B ELG044 RFP Page Number B-21</p> <p>The RFP states: “The EES shall refer cases with potentially fraudulent activity to appropriate agency.”</p> <p>There are not requirements for fraud detection; Will the state please provide specific requirements for fraud detection?</p>	<p>Currently, fraud detection occurs when a worker refers a case to the Special Investigation Unit (SIU) for review. SIU utilizes the eligibility system when completing their investigating.</p> <p>Bidders should include recommendations to assist with fraud detection in their technical response.</p>
<p>116. RFP Section Reference V.A.3.i. RFP Page Number 109</p> <p>Please confirm the tasks associated with system maintenance and systems changes (ref. page 109 and 110) will be proposed and invoiced based on a T&M basis utilizing the fixed hourly rates.</p>	<p>The State of Nebraska considers system maintenance and system changes are part of the responsibilities of operating the EES Solution. Some activities performed by Contractor staff will be considered system maintenance (e.g., operating system patching) and as such those activities are to be considered and budgeted as part of the annual fixed administrative fee.</p>
<p>117. RFP Section Reference Form C-2 RFP Page Number 117</p> <p>Form C-2 Milestones and Deliverables Mapping and Schedule identifies the % of payment by milestone upon successful completion. RFP page 110 states: “Some activities performed by Contractor staff will be considered system maintenance (e.g., operating system patching) and as such those activities are to be considered and budgeted as part of the annual fixed administrative fee”. Please confirm this milestone schedule (C-2) will not address the tasks associated with system maintenance and systems changes which are based on fixed hourly rates and only incurred when needed per RFP page 110 -111.</p>	<p>Form C-3 not C-2 identifies the % of payment by milestone. Bidders are responsible to ensure C-2 includes all milestones and deliverables identified in this RFP and any additional milestones or deliverables identified by the Bidder that are needed to successfully meet the goals of the project.</p>
<p>118. RFP Section Reference Appendix B RFP Page Number B-6, GEN 066</p> <p>The RFP states “The EES shall provide the capability to defined and stored DDHS specific data. The ability to use the data to drive workflow or pre-populate forms.” Could the Department further elaborate on this requirement so that the vendors can properly scope this requirement?</p>	<p>The Department is anticipating the system to be able to capture and store user-defined data fields that are specific to our State. In addition, it is expected that these fields will be available for display (on-line or print), or to be utilized as part of the system rules or business process.</p>

QUESTIONS	ANSWERS
<p>119. RFP Section Reference Appendix B RFP Page Number B-19, ELG 024</p> <p>The RFP states “The EES shall identify and flag expedited benefit cases, with user configurable triggers for expedited cases.” What program types are expedited? Please provide the requirements for the expedited process.</p>	<p>The Department currently doesn’t have any expedited eligibility policies for Medicaid. However there is the potential for future populations. The Department envisions the EES to be able to handle implementation of a regulation that would require an expedited implementation date or process.</p>
<p>120. RFP Section Reference Appendix B RFP Page Number B-20, ELG 027</p> <p>The RFP states “The EES shall accept complete applications from the Marketplace electronically and make Medicaid eligibility determination without requiring additional information from the applicant consistent with the policies set in the State Plan Amendment.” Could the Department provide the referenced State Plan Amendment?</p>	<p>The referenced State Plan Amendment has not been submitted or approved yet by CMS.</p>
<p>121. RFP Section Reference Appendix B RFP Page Number B-21, ELG 045</p> <p>The RFP states “The EES shall identify applications which are pending HUB Citizenship etc. verification.” Please define “etc.”</p>	<p>The EES shall identify any cases that have delays in any data returned by the HUB.</p>
<p>122. RFP Section Reference Appendix C RFP Page Number C-19, RSR 074</p> <p>The RFP states “The EES shall provide the ability to prevent specified user(s) or groups from accessing confidential information such as a patient’s chart.” This is the only reference to a patient’s chart in the requirements. Is the EES required to access/store patient charts which are typically not part of an eligibility system?</p>	<p>Supporting clinical information/medical information is submitted occasionally in order to determine Medicaid eligibility related to a disability determination. Medical records and other patient specific medical documents/information should not be viewable in client or provider accounts.</p>

QUESTIONS	ANSWERS
<p>123. RFP Section Reference Appendix B RFP Page Number B-19</p> <p>Item ELG 017: "...The EES shall integrate with the existing or replace pre-application screening without entering any personal identifying information..."</p> <p>Would the Department be able to provide additional info to help better understand the functionality of the existing pre-application screening tool?</p>	<p>The Department has a Web-based tool called <u>Am I Eligible</u> on the website <u>www.ACCESSNebraska.ne.gov</u> . The Department would like to utilize a similar tool for Medicaid screening with the new EES system.</p>
<p>124. RFP Section Reference IV.N RFP Page Number 82</p> <p>The RFP states: "Both the Service Desk and Application Support Help Desk must be integrated into the internal support structures within the State of Nebraska" Please define the requirements for this integration.</p>	<p>The details of this integration are best developed in the course of executing the project.</p> <p>The high-level expectation is that the Contractor Service Desk and Application Support Help Desk process will be integrated with the State Help Desk and Application support processes in a way that is seamless to the user</p>
<p>125. RFP Section Reference V.A.3.f. RFP Page Number 103</p> <p>RFP Section V.A.3.f. states, "If any employee of any agency of the State of Nebraska is employed by the bidder or is a subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency)." Could the Department clarify that this is limited to Contractor and Subcontractor employees being proposed under this proposal?</p>	<p>Yes, this requirement is limited to the Contractor and Subcontractor employees being proposed under this proposal</p>

QUESTIONS	ANSWERS
<p>126. RFP Section Reference IV. I RFP Page Number 77</p> <p>Can the Department provide the following information as relates to training:</p> <ol style="list-style-type: none"> 1. The percentage breakout of the 400 staff to be trained i.e., percent of eligibility workers vs. percent of support staff 2. A map showing the disbursement of staff that would logically attend training by RFP-identified training center 3. A description of the facilities to be used for training to include the number of workstations to be used for hands-on training, available equipment, etc. 	<p>Of the 400 workers to be trained, 88.5% are eligibility workers, 11.5% are support staff.</p> <p>The Staff Training map in Appendix A shows the distribution of staff to be trained and the location of the training centers. Training centers contain equipment sufficient to meet training needs.</p> <p>Available training sites:</p> <ol style="list-style-type: none"> a) Scottsbluff located in Scottsbluff County has two training rooms. Each room seats 20. b) Norfolk Veterans Home located in Madison County has 14 seats. c) Omaha located in Douglas County has two rooms; one room seats 18 and the other seats 16. d) Eastern Nebraska Veterans Home, located in Sarpy County has 14 seats. e) Grand Island Veterans Home located in Hall County has 12 seats. f) Hastings Regional Center located in Adams County has 12 seats. g) Lincoln, TAB located in Lancaster Country, Cottage 3 has 14 seats. h) Lexington CSC located in Dawson County has 18 seats. <p>Lincoln CSC, two rooms; One room seats 10, one room seats 25.</p>

QUESTIONS	ANSWERS
<p>127. RFP Section Reference Appendix B RFP Page Number Gen 012</p> <p>The RFP states: “The EES shall achieve the necessary degree of interoperability between technology components to determine eligibility for Medicaid or CHIP or if the customer is not eligible for Medicaid a transfer to the FFM”</p> <p>This requirement is only one, of very few, to reference CHIP. Since the Medicaid.gov website indicates that NE has a combined program model for CHIP, can the Department please clarify:</p> <p>Is unborn coverage the only separate CHIP coverage?</p> <p>Is this coverage in-scope for ESS?</p>	<p>Currently unborn coverage is the only separate CHIP. However, effective January 1, 2014 the State will implement the mandated 2101(f) CHIP. This coverage is in scope for the EES.</p>
<p>128. RFP Section Reference Appendix B RFP Page Number Gen 019</p> <p>The RFP states: “The EES shall have the ability to schedule staff performing call center functions, back office functions, local office appointments, and be integrated with task manager”</p> <p>Does the Department already use separate task manager software and if so, can the Department identify/describe the product?</p>	<p>The Department currently does not have this software available.</p>
<p>129. RFP Section Reference Appendix B RFP Page Number Gen 024</p> <p>The RFP states: “The EES shall accommodate phone application voice signature mechanism”</p> <p>Will the Department please clarify what the EES functionality is that is expected for this requirement?</p>	<p>The ACA requires Medicaid programs to accept applications with signatures via several mechanisms, including phone. Nebraska currently has a method to record voice signatures for phone applications. However, the State would like to see what alternatives exist in the market and would like to see how the voice signature is stored, indexed and retrieved with other eligibility information.</p>

QUESTIONS	ANSWERS
<p>130. RFP Section Reference Appendix B RFP Page Number Gen 068</p> <p>The RFP states: “The EES shall provide the capability for presumptive eligibility as defined by the Department and include provider web access for application purposes.”</p> <p>Please provide the presumptive eligibility workflow followed by Nebraska.</p>	<p>Hospital presumptive policies are currently under development. The State will work with the selected Contractor during JAD sessions to finalize workflows.</p>
<p>131. RFP Section Reference Appendix B RFP Page Number OPS 002</p> <p>The RFP states: “The EES shall support integrated eligibility system and/or reduce errors associated with processing eligibility for more complex populations”</p> <p>Will the Department please clarify the programs and requirements as it relates to supporting integrated eligibility?</p>	<p>The programs to be supported are the Medicaid programs and may include MAGI and non-MAGI eligibility. Future integration could include Economic Assistance Programs such as Temporary Assistance for Needy Families, Child Care, Supplemental Nutrition Assistance Program, etc.</p>
<p>132. RFP Section Reference Appendix B RFP Page Number ELG 004</p> <p>The RFP states: “The EES shall support the use of supplemental application for initial eligibility determinations, renewals or changes to existing Medicaid clients.”</p> <p>Has the Department already created its alternative application and if so can the Department please make this available to the bidders? Is the EES vendor responsible for programming of the supplemental application in the EES?</p>	<p>The Supplemental Application is available as a fillable pdf application on the ACCESSNebraska website www.ACCESSNebraska.ne.gov ; it is called Supplemental Application for Insurance Affordability Programs. Yes, the EES vendor is responsible for the inclusion of this information as a part of online applications.</p>

QUESTIONS	ANSWERS
<p>133. RFP Section Reference Appendix B RFP Page Number ELG 021</p> <p>The RFP states: “The EES shall provide informational fact sheets on programs for which the customer is potentially eligible.”</p> <p>Is it the intent that these fact sheets be available to citizens via the web portal OR is the EES vendor responsible for distributing these sheets? If the later, is it the Department’s intention to provide the vendor with the content for the fact sheets for printing and mailing purposes? If so, can the Department estimate monthly volumes as well as costs for postage?</p>	<p>The fact sheet should be part of the online screening tool and available in the web portal. It also could be content for client accounts and/or included on Department communication via letters, notices, etc.</p> <p>The EES vender is not responsible for distribution of information sheets.</p>
<p>134. RFP Section Reference Appendix B RFP Page Number ELG 073</p> <p>The RFP states: “The EES shall allow users to apply disposition action holds on records”</p> <p>Since requirements regarding a “hold on benefits” vary considerably by state, will the Department please provide an example of a situation that requires a “hold” on a client record so we can more accurately assess our current system functionality against Nebraska’s requirement?</p>	<p>Currently the Department does not apply any holds; the case is left in pending status. The State would like to explore options for holds during requirements JAD sessions. An example of when a hold could be used is resource spend down.</p>
<p>135. RFP Section Reference B. IV. 2.e.iii RFP Page Number 46</p> <p>The RFP states, “Describe the approach to implementing the MDM technologies to build a Master Client Index/Enterprise Master Person Index to meet the Department’s requirements in each phase of the implementation”</p> <p>Which systems of record and other systems will the EES need to interface with?</p>	<p>These are design details that the State believes are best developed in the course of executing the project.</p> <p>The State anticipates that the Contractor will provide the necessary expertise to aid the Department in determining the best option.</p>

QUESTIONS	ANSWERS
<p>136. Section IV. PROJECT DESCRIPTION AND SCOPE OF WORK E. NON-FUNCTIONAL REQUIREMENTS Page 39</p> <p>Key Assumptions table - EES # 6: The EES Contractor will be responsible for supporting the required modifications to N-FOCUS to integrate with the EES.</p> <p>Could you please clarify this assumption and what is meant by "supporting the required modifications to N-FOCUS"?</p>	<p>Successful integration of the two systems will require the involvement of both the State and the Contractor, and therefore will be the responsibility of both parties.</p> <p>While the Contractor will not be expected to perform the actual modifications to the N-FOCUS system, they will be expected to support the analysis, design, testing and implementation of those modifications, in addition to any and all changes needed in the EES to support the integration.</p>
<p>137. RFP Section Reference Appendix B and Appendix C RFP Page Number Page B-1 and C-1</p> <p>In responding to both the functional and technical Requirements Traceability Matrices (RTM), we have found that using multiple Ability Codes per requirement can give the State a better understanding of our ability to satisfy the requirement. For example, we may satisfy a requirement as a Standard Function (S) in our solution, but the functionality in the solution may be provided by a third party COTS product (O), (e.g., the rules in our solution are managed in an externalized third-party rules engine per CMS mandates). Will the State permit the use of multiple Ability Codes per requirement where we feel it will better describe our solution?</p>	<p>Multiple ability codes are not necessary. In your example the ability codes should be O, the requirement is satisfied through the use of a separate software package. The Bidder must identify those package(s) and describe how the functionality is integrated into the base system.</p>
<p>138. RFP Section Reference Appendix B RFP Page Number Multiple in Appendix B</p> <p>Within the Appendix B Functional Requirements, there are multiple instances of a requirement being duplicated across 2 different requirements. Some examples include ELG 078 and ELG 111, ELG 079 and ELG 112, APP 002 and APP 050, GEN 057 and APP 003, & ELG 075 and APP 044. Is it the State's intention to have different requirement text for these requirements or does the State desire the bidder to respond with the same response for these requirement sets?</p>	<p>See the revised Appendix B Functional Requirements.</p> <p>The following requirements have been deleted:</p> <p>ELG 075, ELG 111 and ELG 112</p> <p>APP 003 and App 050</p>

QUESTIONS	ANSWERS
<p>139. RFP Section Reference Appendix B RFP Page Number B-19</p> <p>On the Appendix B Functional Requirements, the Requirement IDs ELG 020 and ELG 021 have been assigned to two different requirements. Does the State desire to renumber the requirements so that each has a unique Requirement ID?</p>	<p>See the revised Appendix B Functional Requirements.</p>
<p>140. RFP Section Reference I.A.5 RFP Page Number 1</p> <p>In RFP section I.A.5, the State intends to issue answers to Round Two questions on December 20. Given the short timeframe between December 20 and the actual due date of proposal responses of January 7, and the desire to fully incorporate the direction received from the State on these questions, would it be possible to have the State release responses periodically between December 6 and December 20, to allow vendor teams more time to incorporate the answers more thoroughly?</p>	<p>The State will not respond to questions as they are received. The State will respond to questions on the date presented in RFP Section I.A Schedule of Events.</p>
<p>141. RFP Section Reference IV.E.1.6 RFP Page Number 40</p> <p>In the assumptions provided in Section IV.E, Assumption 6, the State assumes the EES Contractor will be responsible for supporting required modifications to N-FOCUS to integrate with the EES. Is it to be assumed that State staff will lead this effort? Is the vendor team required only to provide information and testing support on changes to the EES solution to interface with N-FOCUS?</p> <p>If not, and the vendor is required to direct the effort to modify N-FOCUS, what State staff will be provided to assist in that effort, at what level, and for what duration?</p>	<p>Successful integration of the two systems will require the involvement of both the State and the Contractor, and therefore will be the responsibility of both parties.</p> <p>While the Contractor will not be expected to perform the actual modifications to the N-FOCUS system, they will be expected to support the analysis, design, testing and implementation of those modifications, in addition to any and all changes needed in the EES to support the integration.</p>

QUESTIONS	ANSWERS
<p>142. RFP Section Reference IV.E.8 RFP Page Number 40</p> <p>Section IV.E, Assumption 8 states that all technical support and system hosting must be provided by individuals residing in the continental United States. For other activities in scope of the RFP such as the build of the Solution, is Nebraska allowing work to be performed outside of the continental United States, providing non-domestic staff would have no access to production data?</p>	<p>No.</p> <p>The Department understands that many COTS solutions on the market are developed utilizing resources outside of the United States. For the purposes of this project, the Department will accept the use of systems and/or core components previously developed using non-domestic resources as part of the base system, but require that all work specific to the Nebraska solution be performed by individuals residing in the United States.</p>
<p>143. RFP Section Reference Section IV.N RFP Page Number 33, 83, 84, 95</p> <p>Please clarify the scope of the vendor in relation to the Hosting of the Solution for Non-production and Production environments during the DDI phase and post-implementation. The RFP contains direction within page 33 and 83 that the EES Contractor will be responsible for Hosting during the DDI and post-implementation phases while pages 84 and 95 contain language around a potential transition of the hosting to a State Data Center and states that Hosting "may" be in scope. Please describe the desired hosting solution that should be included and priced by each vendor in order to get bids with the same hosting scope.</p>	<p>The Bidder should plan on hosting the environments for a minimum of six (6) years with the potential of ten (10) years.</p> <p>The first six years are comprised of the two (2) year initial period and the four (4) year Base M&O. The additional four (4) years represent the two optional two (2) year extensions.</p> <p>During the course of the contract the State may choose to move to an alternate data center as indicated in Section IV.O Turnover.</p>
<p>144. RFP Section Reference IV. H RFP Page Number 76-77</p> <p>Should implementation of the Change Management Plan be included in the vendor's Solution and Pricing, or is the vendor expected to support implementation of the Plan by the State or an OCM vendor? If the State is expecting to participate in OCM implementation, please describe the types and quantity of State resources the vendor may assume will be participating.</p>	<p>Implementation of the Change Management Plan should be included in the Solution and pricing. The State will participate in OCM implementation as stakeholders and change leaders that can deliver messages as part of the plan; however the State is planning on the EES Contractor leading and performing the OCM implementation activities.</p>

QUESTIONS	ANSWERS
<p>145. RFP Section Reference Scope of Service - Cover Page RFP Page Number RFP Cover Page - Limit of Liability Restriction</p> <p>Our response and submission is dependent upon our ability to negotiate and reach mutual agreement upon critical industry standard terms and conditions applicable to similar Integrated Eligibility projects. Toward that end, will the State confirm whether the Department will negotiate and consider the inclusion of a limitation of liability on a contractor's performance that will be incorporated into the Final Contract? For purposes of clarity, this limitation is separate from the issue of any indemnification in favor of a contractor or supplier.</p>	<p>The State of Nebraska will not negotiate terms and conditions prior to the Award Process; however the State will be open to a discussion on this topic with the selected contractor only during contract negotiations.</p>
<p>146. RFP Section Reference I.A RFP Page Number 1</p> <p>The RFP identifies the process by which a bidder can submit exceptions to the State's proposed Terms and Conditions. The Procurement timeline in the RFP, however, does not contain a specified time period in which the parties will negotiate to reach agreement on mutually acceptable Terms and Conditions. Can the State please clarify at what point in the Procurement process a bidder's proposed exceptions to the Contract Terms and Conditions will be discussed and negotiated?</p>	<p>Any Terms and Conditions that the bidder has taken exception to will be negotiated during the Award Process.</p>

QUESTIONS	ANSWERS
<p>147. RFP Section Reference IV.C.8; IV.N.1-2 RFP Page Number 40,85,86</p> <p>The RFP currently asks for the Primary Data Center to be a Tier IV data center. A recent white paper by the Uptime Institute recommended a Tier IV level Data Center to be most appropriate for "Companies with an international market presence delivering "24 by forever" services in a highly competitive client-facing market space or where processes are continuous (international in- and outbound wire transfers, etc)". As a leading provider of Eligibility hosted solutions, we do not see the value of a Tier IV data center for the Nebraska hosted solution, especially considering the extra cost such centers typically add to the solution price, for features that are typically not necessary to meet the business requirements of an eligibility system. We kindly request that Nebraska consider going with a Tier III data center which is what other States' Eligibility solutions have been based upon.</p>	<p>After further consideration, the State has determined that it is open to the use of a Tier III facility so long as the Bidder can identify those areas where cost drove the decision and the increased risk that it presents.</p>
<p>148. RFP Section Reference III.DD RFP Page Number 19</p> <p>In light of the anticipated value of the solution responses to this RFP, the \$15 million Performance Bond appears to be well beyond the typical industry standard bond, which usually is 10% of total contract value at the maximum. To encourage bids from mature Eligibility Solution providers, would the State consider a reduction of the Performance Bond to 10% of contract value?</p>	<p>As referenced in the RFP, a Performance Bond or Certified Check will be required from the awarded contractor and at the dollar amount stated.</p>

QUESTIONS	ANSWERS
<p>149. RFP Section Reference IV.N.17 RFP Page Number 96</p> <p>Within Section IV.N.17, the RFP states that off-site hardware will remain the property of the contractor. In order for contractor's to provide the most robust Infrastructure solutions at the most competitive pricing, would Nebraska be willing to take ownership of the hardware (in title) following the Contractor's purchase of the hardware?</p>	<p>The State will consider cost saving related to hardware purchase options that a Bidder can provide. Please provide details in Round 2 for further research and analysis.</p>
<p>150. RFP Section Reference IV.C.2 RFP Page Number 35</p> <p>In Section IV.C.2, the State requests a "formal and highly tuned Data Warehouse and Data Mart Architecture". However, the RTM does not contain any requirements in regards to the State's expectation of the scope of the Data Warehouse or Data Marts. Can the State please elaborate on the expectations of the requested Data Warehouse and Data Marts to ensure contractor's bids assume the same scope?</p>	<p>In section IV.C.3, the Department identifies the need for "Analytics and Business Intelligence Tools and Repositories". The Data Warehouse and Data Mart would be considered part of the repositories.</p> <p>The State requests that Bidders provide the details of their capabilities in these areas and, if applicable, how they utilize them to satisfy the functional requirements of the proposed solution.</p>
<p>151. RFP Section Reference General RFP Page Number N/A</p> <p>Are there existing legacy systems that Nebraska DHS expects the contractor to reuse to meet the functionality described? If so, please specify the applications and versions.</p>	<p>From an applications perspective, the answer is no.</p> <p>To the degree possible, the Department would like to reuse/leverage existing standard infrastructure components. Some of which have already been identified, such as Hyland On-Base, the IVR, the document scanning platform, EDI gateway.</p>
<p>152. RFP Section Reference General RFP Page Number N/A</p> <p>After a bid is submitted, when is the deadline for withdrawing that bid?</p>	<p>Any bidder may withdraw their bid prior to the contract award.</p>

QUESTIONS	ANSWERS
<p>153. RFP Section Reference III Terms and Conditions RFP Page Number 19</p> <p>CC. PENALTY states</p> <p>"Failure to meet the dates stipulated in the contract for the deliverables may result in an assessment of penalty due the State of \$1,000 dollars per day, until the deliverables are approved."</p> <p>Please clarify the deliverable acceptance process and how the penalties would be applied in case of non-approval of a deliverable that is not priced or does not delay a milestone or another deliverable?</p>	<p>Please reference Section V. C</p> <p>"The payment schedule for the project is tied to specific dates and deliverables. Invoices may be submitted by the contractor on specific dates based on the completion and acceptance of related deliverables. No invoice will be approved unless the associated deliverables have been approved. The vendor will be given an opportunity to cure any defects prior to the penalty provision being utilized."</p>
<p>154. RFP Section Reference Appendix B RFP Page Number 125</p> <p>Functional Requirement OPS006 states</p> <p>"The EES shall support workers to improve workflow and reduce errors including: ... Logic Flags"</p> <p>What are "Logic flags"?</p>	<p>Logic Flags are the business rules that support notification of impossible condition, such as a pregnant male.</p>
<p>155. RFP Section Reference Appendix B RFP Page Number 125</p> <p>Functional Requirement GEN025 states</p> <p>"The EES shall validate and return address information errors as entered in the system."</p> <p>Does the state currently have an address verification service that the contractor should incorporate into the EES or does the state intend the contractor to propose a service as part of the EES?</p>	<p>The Department does not have an address verification service. The Department requires this capability as part of the Bidder's Technical solution.</p>
<p>156. RFP Section Reference Appendix C RFP Page Number 126</p> <p>Non-Functional Requirement PRT 016 states</p> <p>"The EES shall provide the capability to consume externally available mapping Web services."</p> <p>Does Nebraska DHS have a preferred mapping service? Does Nebraska DHS have available licenses?</p>	<p>No, the Department does not have a preferred mapping service or licenses.</p> <p>This is a desired capability, but it will most likely not be utilized in the initial implementation.</p>

QUESTIONS	ANSWERS
<p>157. RFP Section Reference Appendix C RFP Page Number 126</p> <p>Non-Functional Requirement WEB009 states</p> <p>"Facilitate the use of Microsoft Office creation tools to submit content directly into the WCM repository"</p> <p>Is "WCM" an acronym for WebSphere Content Manager?</p>	<p>No, it is an acronym for Web Content Management which is the heading of subsection under which this requirement falls.</p>
<p>158. RFP Section Reference Appendix C RFP Page Number 126</p> <p>Non-Functional Requirement MDM031 states</p> <p>The EES shall integrate with the Department's Active Directory to provide authorization, e.g., role-based security."</p> <p>Is Active Directory hosted by the state or does the contractor need to link Active Directory into the system?</p> <p>Does this apply to internal and external users?</p> <p>Are all stored in Active Directory or just internal users?</p>	<p>The Department currently has an Active Directory infrastructure in place.</p> <p>It applies to both internal and external users of the system. Currently external users (who connect via Citrix) utilize the Department Active Directory for authentication.</p> <p>Both internal and external users are in Active Directory.</p>

QUESTIONS	ANSWERS
<p>159. RFP Section Reference Appendix B RFP Page Number B-19</p> <p>Appendix B includes ELG 20 and ELG21 twice, with different values. The listing appears as follows:</p> <p>ELG 020 = The EES shall apply eligibility rules to identify and flag potential financial and non-financial eligibility.</p> <p>ELG 021 = The EES shall provide the customer information on eligibility and general verification requirements for Medicaid eligibility and timelines for applications and verification processes.</p> <p>ELG 020 = The EES shall access educational materials on functions of Medicaid and on other state programs.</p> <p>ELG 021 = The EES shall provide informational fact sheets on programs for which the customer is potentially eligible.</p> <p>Will the State please confirm the numbering for these requirements and subsequently determine the impact and numbering of the remaining ELG requirements listed?</p>	<p>See the revised Appendix B Functional Requirements.</p>

QUESTIONS	ANSWERS
<p>160. RFP Section Reference Appendix D RFP Page Number 140</p> <p>The RFP states:</p> <p>Any requirements that the Bidder cannot attest to full compliance; i.e., provides a value of “N” in the Compliant field of the Appendix B Functional Requirements Traceability Matrix or Appendix C Non-Functional Requirements Traceability Matrix, must document the requirement gap as outlined in this Appendix. The Bidder must ensure that the Gap Analysis Matrix contains an entry for each requirement where one or more of these conditions are true:</p> <ol style="list-style-type: none"> 1. The Bidder has indicated “N” to Compliant in either RTM 2. The Bidder has indicated “M”, “F”, “C” or “O” to Availability in either RTM 3. The Bidder has indicated that an extensive integration effort of more than 2,500 hours will be needed to meet the requirement as documented in the Key Features of the EES description in the RTM. <ol style="list-style-type: none"> a) The first sentence in this paragraph indicates that the vendor must document Appendix B and C RTM items marked “N” must be included as an entry in Appendix D Fit Gap Analysis. The numbers list seems to indicate that items scored as N, M, F, C or O must be included as items in the Fit Gap Analysis. <p>Will the State please clarify which items must be included in the Fit Gap Analysis?</p> <ol style="list-style-type: none"> b) Additionally the initial sentence also makes reference to a Compliant field and the numbered list makes reference to Availability. Neither Appendix B nor C contains Compliant or Availability fields. <p>Will the State please clarify this statement?</p> 	<p>See the revised instructions for Appendices B, C and D.</p>

SCOPE OF ADDENDUM

Page numbers 125 through 128 of RFP 4544Z1 are hereby deleted in their entirety. All instructions for the appendices are incorporated into the individual documents (Appendix A, Appendix B, Appendix C, Appendix D) located at:

<http://das.nebraska.gov/materiel/purchasing/4544.htm>

Page number 124 of RFP 4544Z1 is hereby replaced and superseded with the following:

Appendix A

Bidder Library Content

Request for Proposal Number 4544Z1

The Procurement Library contains information which should be of use to the vendor in developing their proposed solution.

Medicaid Eligibility and Enrollment System
MMIS Existing Infrastructure
N-FOCUS Overview
N-FOCUS Interface Documentation and Schedule
N-FOCUS Technical Overview
Technical Framework
Nebraska EES Analysis
EES IV&V RFP
Production Database Size by table for N-Focus
Staff in County
ANDI Full Architecture

This addendum will become part of the proposal and should be acknowledged with the RFP.