

ADDENDUM TWO

DATE: December 20, 2013

TO: All Vendors

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

RE: Round Two Questions and Answers and Revised Schedule of Events for RFP
 Number 4544Z1 to be opened January 21, 2014 2:00 pm Central Time

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

QUESTIONS	ANSWERS
<p>1. RFP Section Reference-N/A RFP Page Number-N/A</p> <p>What is the operational budget for Nebraska DHHS?</p>	<p>Please find information on Nebraska's budget, including DHHS, at: http://budget.nebraska.gov/</p>
<p>2. RFP Section Reference-IV.D and V.A.4.b.i RFP Page Number-38 and 108</p> <p>Paragraph IV.D states, "The EES' Functional Requirements are contained in the narrative of the RFP and in Appendix B. Bidders must become familiar with and respond to both."</p> <p>Question: Can you be more specific about the statement "contained in the narrative of the RFP"? Are the functional requirements referring to the EES Functional Components listed in the table on Page 32?</p>	<p>Yes. The reference is to the table entitled "EES Functional Components" on page 32.</p>

QUESTIONS	ANSWERS
<p>3. RFP Section Reference-I.A.7 RFP Page Number-1</p> <p>Will the State of Nebraska consider a four-week extension to the due date, making proposals due on February 4, 2014?</p>	<p>The Department will extend the due date for proposals 2 (two) weeks. All RFP events subsequent to the new due date will also move back two weeks. Please see the revised schedule of events posted with the responses to Round 2 questions.</p>
<p>4. RFP Section Reference-Cover & 1 - A RFP Page Number- I & 1</p> <p>Will the State consider a 3 week extension to give the vendors adequate time to respond based upon the information provided to the 2nd round for vendors' questions?</p>	<p>The Department will extend the due date for proposals 2 (two) weeks. All RFP events subsequent to the new due date will also move back two weeks. Please see the revised schedule of events posted with the responses to Round 2 questions.</p>
<p>5. RFP Section Reference-IV.I RFP Page Number-80</p> <p>Does the LINK Learning Management System (LMS) support the scheduling and tracking of class, CBT and on-line training?</p>	<p>Yes.</p>
<p>6. RFP Section Reference-IV.I RFP Page Number-80</p> <p>Does the LINK system provide qualification tracking as well as test results and certifications?</p>	<p>LINK provides test results and certification tracking, but does not provide qualification tracking at this time. Future enhancements to this system may meet this.</p>
<p>7. RFP Section Reference-V.A.1 RFP Page Number-104</p> <p>The RFP instructs the bidder to include "Form A" in combination with the "Terms and Conditions" from Section III.</p> <p>Which sub section of Section III - Corporate Overview should we include this information in?</p>	<p>Please include "Form A" in combination with the "Terms and Conditions" from Section III with the Technical Proposal as part of the "Request For Proposal For Contractual Services" section.</p>
<p>8. RFP Section Reference-IV.I Training RFP Page Number-79</p> <p>In many cases there are external stakeholders that will also require training such as providers, community partners, etc. Will the state require the vendor to train external providers? If so can the state provide a rough estimate?</p>	<p>No. The Department will not require external provider training.</p>

QUESTIONS	ANSWERS
<p>9. RFP Section Reference-BI and Reporting RFP Page Number-Multiple</p> <p>With the separation of the Medicaid Program (EES) and the other HHS programs (N-FOCUS) is the expectation that the BI and Reporting solution will integrate the data from these 2 systems and provide integrated reporting across all programs as needed?</p>	<p>No.</p>
<p>10. RFP Section Reference- e.Technical Components xviii RFP Page Number-50</p> <p>Please explain how Shared Analytics is different than Reporting and/or BI.</p>	<p>Shared Analytics is an overarching term to encompass various information domains, such as Business Intelligence (What happened?), Diagnostic Analytics (Why did it happen?), and Predictive analytics (What will happen?).</p> <p>Reporting is differentiated from shared analytics in that it is typically pre-defined and is focused on providing insight into operational aspects of the system as opposed to answering informational questions.</p>
<p>11. RFP Section Reference-Appendix B - Functional Requirements - Reporting RFP Page Number-B-12</p> <p>The requirement states: RPT 046 - The EES shall provide access to Query builder application. Please explain what the Query builder application is.</p>	<p>This requirement is looking for the bidder to provide query building capability within their solution.</p>

QUESTIONS	ANSWERS
<p>12. RFP Section Reference-I RFP Page Number-1</p> <p>We applaud the State for recognizing the value of a COTS-based solution and the importance of being able to take advantage of a clear upgrade path. We did not see COTS in the glossary of terms and COTS can sometimes have broad interpretations. For example, a transfer system that includes some elements of third-party products being referred to as a COTS. Given the various interpretations, could the State provide their definition of a COTS-based solution and what is required to be considered compliant?</p>	<p>The Department defines COTS as commercially available software that can be leased, licensed, or purchased by the general public and which can be tailored for specific uses through configuration as opposed to programming. COTS should require limited modifications and should receive regular maintenance over its lifespan.</p> <p>The Departments motivations for pursuing COTS include the potential for reduced overall system-development time, effort and costs (as components can be bought or licensed instead of being developed from scratch) and reduced long-term maintenance costs.</p> <p>The Department has not set a specific standard for compliance given the breadth of viable alternatives. The Department is open to considering solutions that range from being COTS in themselves to solutions that leverage COTS components.</p>
<p>13. RFP Section Reference-Section N. Provide Post Implementation Support RFP Page Number-83</p> <p>In order to provide the highest value solution to Nebraska is it acceptable to use service desk agents that are potentially shared with other clients?</p>	<p>Yes, as long as the bidder is able to provide the requirements defined in the RFP.</p>
<p>14. RFP Section Reference-Section N. Provide Post Implementation Support, Section 4, RFP Page Number-86</p> <p>In order to provide the highest value solution to Nebraska, is it acceptable to use a Service Desk ticketing platform (infrastructure and application) that is shared with other clients but would have a logically dedicated instance for Nebraska with all appropriate access / security controls necessary?</p>	<p>Yes, so long as the bidder is able to provide the requirements defined in the RFP and can satisfy all necessary security and privacy requirements.</p>

QUESTIONS	ANSWERS
<p>15. RFP Section Reference-Section I. Training RFP Page Number-77</p> <p>The RFP, it states "over 400 employees that perform Medicaid eligibility duties throughout the state"</p> <p>1. Can we get additional details on these programs these employees support?</p> <p>2. In addition to heavy workloads and turnover, what other specific training needs and concerns does the Department believe needs coverage in our response?</p> <p>3. Groups to be trained include medical eligibility employees, department partners and contact center staff -</p> <p>a. What roles are considered department partners, and will these staff be using the system to process items, or do they work in the system in a "view-only" capacity?</p> <p>b. What are the current duties of contact center staff?</p>	<p>1. The State has a dedicated workforce to support Medicaid eligibility.</p> <p>2 The Department expects the training to cover anything necessary for staff to effectively utilize the EES and satisfy all requirements as identified in the RFP.</p> <p>3a. Department partners are considered external or internal. External Department partners should have a limited role in the EES to allow benefit inquiry and do not require training. Internal Department partners, such as other agencies and contractors may require full access to the EES and training.</p> <p>3b. The customer service centers (CSC) answer phones, gather financial and demographic information, assess client's situations and make referrals for community resources if necessary, verify information utilizing interfaces/databases, prepare correspondence, and determine client eligibility and document actions.</p>
<p>16. RFP Section Reference-Appendix B RFP Page Number-19</p> <p>Regarding requirement ELG 031, is the state of Nebraska planning to retire any family Medicaid categories due to ACA? If so, which ones?</p>	<p>Not at this time.</p>

QUESTIONS	ANSWERS
<p>17. RFP Section Reference-F. Project Planning and Management RFP Page Number-51</p> <p>Regarding the sample plans requested throughout the RFP, is the following list sufficient to meet the state's requirements:</p> <ul style="list-style-type: none"> Scope Management Plan Requirements Management & Traceability Plan Issue Resolution Plan Risk Management Plan Configuration Management Plan Performance Management Plan Communications Management Plan Quality Management Plan Change Management Plan Detailed Design Documents Technical Design Documents Architectural Diagrams and Design Documents Network Diagrams Data Model Diagrams Requirements Traceability Matrix Business Rules Configuration Documents Test Plans User Cases or User Stories Business Design Documents Business Process Models Organization Change Management Plan Training Plan Courseware Knowledge Transfer Plan EES Canned Reports EES Standardized Reports Implementation Plan Disaster Recovery Plan 	<p>Bidders should comply with the requirements and specifications of the RFP.</p>

QUESTIONS	ANSWERS
<p>18. RFP Section Reference-Appendix B Page B-15 RFP Page Number-B-15</p> <p>Functional Requirement OPS 049 states "The EES shall associate a consumer notice related to the specific Cost Avoidance and Recovery area (CSE, TPL, HIPPS, ERU, and Medical Subrogation)." Please provide clarity on this requirement. Is this asking for generation of notices to clients? Is there a portion of this requirement that is missing?</p>	<p>Please see revised Appendix B 12/20/2013.</p>
<p>19. RFP Section Reference-Appendix B RFP Page Number-B-19</p> <p>Functional Requirement - ELG 031 states "The EES shall determine eligibility for all Medical Assistance programs." Will the state please provide a list of what constitutes all Medical Assistance programs?</p>	<p>Medical Assistance programs include: (Bidders should be aware this list is subject to change.)</p> <p>599 CHIP</p> <p>Enhanced Medical Assistance for Children</p> <p>Former Foster Children Medicaid</p> <p>CHIP</p> <p>Medicaid for AABD</p> <p>Medicaid for TANF</p> <p>Medicaid Insurances for Workers with Disabilities</p> <p>Medical Assistance for Children</p> <p>Medically Needy sub guardian</p> <p>Medicare Savings Programs</p> <p>Personal Assistance Services</p> <p>Pregnant Woman</p> <p>Presumptive Eligibility</p> <p>Qualified Medicare</p> <p>Ribicoff</p> <p>School Aged Medical</p> <p>Specified Low Income Medicare Beneficiaries</p> <p>Specified Low Income Medicare Beneficiaries</p> <p>Spousal Impoverishment Programs</p> <p>State 1619 B</p> <p>Waiver cases</p> <p>Women's Cancer Program</p>

QUESTIONS	ANSWERS
<p>20. RFP Section Reference-Appendix B RFP Page Number-B-3</p> <p>Functional Requirement - GEN 014 states "The EES shall support all Nebraska DHHS Medicaid programs." Will the state please provide a list of what constitutes all Nebraska DHHS Medicaid programs?</p>	<p>Medical Assistance programs include: (Bidders should be aware this list is subject to change.)</p> <p>599 CHIP</p> <p>Enhanced Medical Assistance for Children</p> <p>Former Foster Children Medicaid</p> <p>CHIP</p> <p>Medicaid for AABD</p> <p>Medicaid for TANF</p> <p>Medicaid Insurances for Workers with Disabilities</p> <p>Medical Assistance for Children</p> <p>Medically Needy sub guardian</p> <p>Medicare Savings Programs</p> <p>Personal Assistance Services</p> <p>Pregnant Woman</p> <p>Presumptive Eligibility</p> <p>Qualified Medicare</p> <p>Ribicoff</p> <p>School Aged Medical</p> <p>Specified Low Income Medicare Beneficiaries</p> <p>Specified Low Income Medicare Beneficiaries</p> <p>Spousal Impoverishment Programs</p> <p>State 1619 B</p> <p>Waiver cases</p> <p>Women's Cancer Program</p>

QUESTIONS	ANSWERS
<p>21. RFP Section Reference-Form D-2; Post Implementation Support RFP Page Number-121</p> <p>If a solution enables Post Implementation Support activities (M&O and Hosting & DR) to start earlier than January 1, 2016, how should bidders include the pricing for these services as the M&O 2015 pricing is currently grayed out in Form D-2? In this case, should bidders price only 48 months of M&O or 48 plus the additional months prior to 12/31/15? If additional M&O months are included in a bidder's proposal, how will the State ensure a fair price comparison occurs between bidders?</p>	<p>RFP Section IV.N Provide Post Implementation Support has been replaced and superseded in its entirety. RFP Sections IV.N.12 Warranty and RFP Section IV.N.13 Software Maintenance and Operations (M&O) have been revised. Please see RFP Revision 12/20/2013 Section IV. N – Provide Post Implementation Support.</p> <p>To ensure fair pricing comparison, all bidders should bid 48 months of M&O which should be recorded in Form D.</p>
<p>22. RFP Section Reference-Appendix B RFP Page Number-B-26</p> <p>Functional Requirement ELG 141 states "The EES shall provide a mechanism to match and replace the pseudo-SSN with the actual SSN." Our understanding is that the Federal Data Services Hub will not return an SSN for an applicant if the eligibility system doesn't send it. Can the State clarify the expected data source for SSN match and retrieval?</p>	<p>There are a number of potential sources ranging from the SSA service provided by the FDSH, data provided via an existing batch feed from the SSA, State data sources, and ultimately data sources provided by the applicant.</p>
<p>23. RFP Section Reference-Appendix B RFP Page Number-B-20</p> <p>Functional Requirement ELG 046 states "The EES shall refer cases with potentially fraudulent activity to appropriate agency". To which agencies will potentially fraudulent activity need to be sent?</p>	<p>The following agencies/departments play a role in fraud cases: Nebraska Attorney General Office, Medicaid Fraud and Patient Abuse Unit; and Nebraska Department of Health and Human Services, Child and/or Adult Protective Services; the Special Investigative Unit (SIU).</p>

QUESTIONS	ANSWERS
<p>24. RFP Section Reference-Appendix B RFP Page Number-B-28</p> <p>Functional Requirement APP 001 states "The EES shall support an electronic appeals process, which includes transmission of data to the Federal Hub, interfacing with document imaging, and a client web accessibility." Can the state please confirm what data needs to be sent to the federal HUB regarding appeals?</p>	<p>The specifics of the Appeals data interface with the FDSH and FFM has not been defined by CMS, and therefore the Department is unable to provide at this time.</p>
<p>25. RFP Section Reference-Appendix B RFP Page Number-B-30</p> <p>Functional Requirement APP 035 states "The EES shall have the ability for the customers to request for reconsideration to handle inquiries." Can the state please clarify what this requirement is asking for?</p>	<p>Please see revised Appendix B 12/20/2013.</p>
<p>26. RFP Section Reference-Appendix B RFP Page Number-B-29, B-30</p> <p>Regarding Functional Requirements APP – 017, 018, 031, and 048, we believe these requirements all relate to ACA and appealing a Marketplace Exchange eligibility determination. These determinations are made outside of the EES system. Is the State expecting citizens to be able to appeal and process non-EES determined eligibility in EES?</p>	<p>Nebraska's ACA mandated private insurance Exchange is operated by the FFM under an assessment model. The FFM performs eligibility determinations for advanced premium tax credit/cost sharing reduction (APTC/CSR) and also performs Medicaid eligibility assessments. Medicaid eligibility determinations are performed by Nebraska DHHS.</p> <p>Per Federal regulations, applicants can appeal Medicaid eligibility decisions and Federally Facilitated Marketplace (FFM) advanced premium tax credit/cost sharing reduction APTC/CSR eligibility decisions.</p> <p>The Department expects the EES to support eligibility appeals in two ways. First, it should support the Department in appeals of all Medicaid eligibility related decisions. Second, per ACA regulations, as an FFM assessment state, the State Department is required to coordinate support the FFM with all APTC/CSR eligibility appeals with the FFM as eligibility for APTC/CSR requires the applicant to be Medicaid ineligible.</p>

QUESTIONS	ANSWERS
<p>27. RFP Section Reference-Appendix B RFP Page Number-B-17</p> <p>Regarding requirement ELG 011, how many paper NOAs does the State have for Medicaid today?</p>	<p>The current system has a flexible template that can handle approval and denials in numerous combinations.</p>
<p>28. RFP Section Reference-V.A.3.i RFP Page Number-108</p> <p>Regarding the Integration Lead key personnel role, can the State please elaborate further on the expectations of the specific responsibilities of this role? Is this role the Implementation Lead role who would be responsible for the implementation activities (training, OCM, deployment, etc.) of the project? Or is this a technical integration role who would be responsible for the integration of all the various system components?</p>	<p>It is the latter. The Integration Lead is the technical integration role responsible for the integration of all the various system components.</p>
<p>29. RFP Section Reference- Appendix C: non Functional requirements RFP Page Number-9</p> <p>“The EES shall provide a mechanism to perform a QC sampling by maintaining the current functionality for sampling methodology”</p> <p>Can the state explain the technology involved in the current functionality of the sampling methodology for the purposes of appropriately estimating integration effort?</p>	<p>The Department’s current eligibility system, N-FOCUS, provides the ability to pull quality control samples in accordance with CMS required methodology. The bidder should describe and submit how their EES solution will provide sampling methodology consistent with CMS requirements.</p>
<p>30. RFP Section Reference- Appendix C: non Functional requirements RFP Page Number-18</p> <p>RSR 066 and IER 035 both state data and integration to IVR as requirements.</p> <p>Does the vendor have to propose an IVR system as part of the EES solution?</p>	<p>The use of an IVR is a key and integral part of how the Department currently supports the clients and will remain so in the foreseeable future. Therefore, the ability of the proposed EES to integrate with the existing IVR is highly desirable.</p>

QUESTIONS	ANSWERS
<p>31. RFP Section Reference- Appendix C: non Functional requirements RFP Page Number-21</p> <p>RSR 098 state “All sensitive data shall be encrypted in transit (including emails) to protect data confidentiality and integrity as appropriate based on the sensitivity of data.”</p> <p>Will the State provide access to the existing email server for the EES system to send or receive emails in encrypted manner? Or Will the State expect the vendor to setup separate e-mail server for this requirement as part of the solution?</p>	<p>The Department can provide access to the existing email system for the EES system to send or receive emails in encrypted manner. Vendors may set up their gateway to require encryption when sending to the State’s SMTP gateway or the State can set up a list of IP addresses to require a TLS connection. Email could also be encrypted using CRES, and every recipient would be required to register once and provide a password when opening the emails.</p> <p>A separate email system is not required so long as the emails can be routed/smarthost through the State’s SMTP gateway.</p>
<p>32. RFP Section Reference- Appendix C: non Functional requirements RFP Page Number-34</p> <p>IER 022 state “The EES shall ensure that dates across Nebraska systems remain in synch (e.g., a case’s closing or some other action)”.</p> <p>Can the State provide more clarification for this requirement?</p> <p>Would it be appropriate to interpret requirement to mean that the systems is required to capture the ‘date time zone’ such as PST, CST, GMT and maintain consistency across the solution?</p>	<p>While the need to address multiple time zones within the system is important, that is not the intent of the requirement.</p> <p>The requirement is focused on the ability of the proposed system to ensure that a case that crosses programs (Medicaid, SNAP, etc.) can be manage as a single entity, and therefore activities related to it are properly coordinated and synchronized.</p>

QUESTIONS	ANSWERS
<p>33. RFP Section Reference- Appendix C: non Functional requirements RFP Page Number-54</p> <p>There are requirements, including MDM 031 which refers to Active Directory for identification, authorization and role-based security. Additionally, requirement RSR 085 states “The EES shall provide the capability to integrate with existing authentication and authorization mechanisms (RACF on the mainframe).”</p> <p>Can the State clarify with more details if the solution should integrate with Active Directory, RACF, or both? If both, can further clarification of the circumstances under which each should be utilized, be provided?</p>	<p>The details of the answer to this question are driven by the solution proposed by the bidder.</p> <p>The Department can provide the following for the bidders to consider. The Department currently utilizes Active Directory as a source of authentication, authorization and security. RACF is used for authentication, authorization, and security on the mainframe.</p>
<p>34. RFP Section Reference- Appendix C: non Functional requirements RFP Page Number-68</p> <p>PRT 009 – requires syndicated content capabilities including creation and subscription to RSS feeds.</p> <p>Can the state clarify if this functionality is intended for citizen users, case worker users, or for both the categories of users?</p>	<p>While the specific uses of this functionality have not been determined at this time, the State anticipates that this functionality would be restricted to agents of the State for the foreseeable future.</p> <p>Bidders should use the base RFP narrative and functional requirements as the basis for determining what functionality to include in their proposed solution.</p>
<p>35. RFP Section Reference- Appendix C: non Functional requirements RFP Page Number-68</p> <p>PRT 012 – requires wiki and blog functionality.</p> <p>Can the state clarify if Is this functionality intended to be viewed by citizens, DHHS agency staff, or both the categories of users?</p>	<p>While the specific uses of this functionality have not been determined at this time, the State anticipates that this functionality would be restricted to agents of the State for the foreseeable future.</p> <p>Bidders should use the base RFP narrative and functional requirements as the basis for determining what functionality to include in their proposed solution.</p>

QUESTIONS	ANSWERS
<p>36. RFP Section Reference- Appendix B: Functional requirements. Notifications Requirements RFP Page Number-31</p> <p>NOT008 states: “The EES shall produce notices and forms in English and Spanish languages as required by the federal and State statutes, regulations, and policies “</p> <p>Can the State specify how many notices are expected to support this requirement?</p>	<p>All client correspondence shall be available in both English and Spanish.</p>
<p>37. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: Section R RFP Page Number-100-101</p> <p>The Value Added Options specify in part (a) that the bidder should list the description of requirements, products or services necessary to successfully install and implement the Nebraska EES. In part (b) the bidder should list the description of requirements, products or services necessary to install and implement the bidder’s solution.</p> <p>As each requirement has been responded to elsewhere in the RFP, is it acceptable to provide only a description of capabilities and products to install any value-added components and reference the sections where the sections where the details of the requirements have already been provided?</p>	<p>RFP Section IV.R Value Added Options has been replaced and superseded in its entirety. Please see RFP Revision 12/20/2013 Section IV. R - Value Added Options.</p>

QUESTIONS	ANSWERS
<p>38. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: SECURITY AND PRIVACY RFP Page Number-50</p> <p>RFP states that “The EES must be compliant with FedRAMP CSP, NIST-800-53 Rev 4 Federal Security controls, MARS-e requirements, and State of Nebraska Security and Privacy Policies”</p> <p>Is the State’s expectation for the data center is to be FedRAMP CSP compliant at the time of bid process or can this be procured during the implementation of this project?</p>	<p>The bidder is expected to achieve FedRAMP by production implementation. In the absence of formal FedRAMP compliance, the bidder must meet IRS Cloud Computing requirements, and State and DHHS Cloud Computing standards and policies.</p> <p>The bidder should refer to the latest version of IRS publication 1075, and should pay particular attention to sections on Cloud Computing (such as 7.4.1 Cloud Computing (45 day Notification Requirement), and 9.4.1 Cloud Computing Environment).</p> <p>See: http://www.irs.gov/pub/irs-pdf/p1075.pdf.</p> <p>Appendix A Bidders Library Content: Excerpt from DHHS IT Securing Hardware and Software Standard DHHS-2013-001-A. Please see Revised Appendix A 12/20/2013 Bidder Library Content.</p>
<p>39. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: POST IMPLEMENTATION SUPPORT RFP Page Number-N/A</p> <p>What is the State’s requirement towards the desired support window for L1, L2 and L3 kind of support?</p> <p>Is it appropriate to assume the support window to be 8*5?</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>It is not appropriate to assume the support window is 8*5. See RFP section IV.C.8 Capacity Planning for some guidance.</p>
<p>40. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: General RFP Page Number-N/A</p> <p>Is the State currently using any ITIL tool for change, incident and problem management?</p> <p>If yes, please provide the details of the tools and indicate if the Vendor will be expected to re-use the existing tools.</p>	<p>The bidder is not expected to re-use the Departments existing tools used for change, incident and problem management.</p> <p>However, the vendor’s solution should provide accessibility and visibility to these capabilities and may need to integrate their functions with other solutions in the future.</p>

QUESTIONS	ANSWERS
<p>41. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: Data Migration RFP Page Number-N/A</p> <p>Can the state provide the details of which Medicaid data domains are included in migration along with the number of tables and data elements to be migrated?</p> <ul style="list-style-type: none"> • Enrollment/Eligibility • Claims • Providers • Third Party Liability • Managed Care Plans 	<p>The primary focus of this project is on Eligibility and Enrollment (inclusive of plan selection).</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>42. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: Data Migration RFP Page Number-N/A</p> <p>Can the State provide the details with respect to how many data marts are expected to be migrated?</p>	<p>This is a design detail that the Department considers to be best developed in the course of executing the project.</p>
<p>43. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: Data Migration RFP Page Number-N/A</p> <p>In addition to EES, NFOCUS and Marketplace what are the other essential state of Nebraska systems considered part of migration?</p>	<p>For clarification, EES is the system that will be delivered through this RFP so it will be the target of the data migration as opposed to a source.</p> <p>Nebraska is using the Federally Facilitated Marketplace which will need to integrate with the EES. It is unlikely there will be the need to migrate any data from that system since it will continue to operate as it does currently.</p> <p>At this time, it is expected that it will be necessary to migrate data from N-FOCUS, and most likely some data migration from the MMIS to support the plan selection capability.</p> <p>Migration from other systems may be necessary based on details of the proposed solution(s) that are unknown at this time.</p>

QUESTIONS	ANSWERS
<p>44. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: Data Migration RFP Page Number-N/A</p> <p>Is there a coexistence period defined by the state? (Where both old and new databases should be maintained and synched)</p>	<p>N-FOCUS supports eligibility and enrollment for programs other than those targeted for EES and will therefore remain an active system. We anticipate that it will be necessary for both databases to be maintained and synched for the foreseeable future.</p>
<p>45. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: Data Migration RFP Page Number-N/A</p> <p>Can the State clarify, if all the data is required to be migrated or only data which would be older than a certain period can be archived?</p>	<p>The Department is required to adhere to the data retention policies set forth by CMS and the State of Nebraska. Currently, this requires that data be retained for a minimum of seven years.</p> <p>The data can be archived versus remaining active in operational and/or informational data stores are based on details of the proposed solution(s) that are unknown at this time.</p>
<p>46. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number-N/A</p> <p>We understand that the state uses the custom CTI system supplied by the vendor E-metro Tel and it has softphone features and real time dashboard.</p> <p>Please clarify ;</p> <p>Is this CTI solution used by the agents across the entire 4 customer service center? Does this offer email and chat feature? Can we get more technical details about this solution ability to integrate with external systems e.g. does this support web-service integration?</p>	<p>The CTI application is used by all 4 DHHS call centers. The CTI feature does not accommodate an e-mail or chat feature. Currently the CTI does not support web service integration. Web service integration may be available in the future.</p>

QUESTIONS	ANSWERS
<p>47. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>We understand there are 4 distributed customer service center currently in use.</p> <p>What is the current agent seating capacity per location?</p> <p>Approximately, how many calls are being currently handled by agents per location on a daily basis?</p>	<p>Two locations are specific to Medicaid eligibility. Those are the Lincoln CSC, which presently has 120 employees and the Lexington CSC, which presently has 60 employees. Freemont and Scotts Bluff locations are used to support non-Medicaid programs.</p> <p>Medicaid workers are currently handling approximately 2400 calls per day.</p>
<p>48. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>Does the existing call center operations have telephony notification feature enabled? If yes, please share the appropriate component/infrastructure details</p>	<p>No.</p>
<p>49. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>Would it be appropriate to assume that the existing voice infrastructure (MPS, CS1000, CTI, and QM) can be leveraged to build and host the new IVR, CTI applications?</p>	<p>Yes, if the bidder is able to meet or exceed the Departments requirements as identified in the RFP (functional and non-functional) by leveraging the existing voice infrastructure.</p>

QUESTIONS	ANSWERS
<p>50. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>We understand the state has existing MPS, CS1000, and CCT as part of call center infrastructure.</p> <p>Please share the technical architecture diagrams that can provide insight in the following</p> <ul style="list-style-type: none"> • System redundancy, resiliency? • Whether these systems are centrally hosted and distribute calls to any of the 4 customer service center.45 • How these systems are centrally managed and what sort of reporting systems are available? 	<p>The existing CS1000/MPS/Contact Center are part of a centrally hosted infrastructure with a geographically redundant core located in Lincoln Nebraska. This centralized system supports all 4 DHHS call centers. These systems are centrally managed by the OCIO with contracts in place that utilize a Vendor and the manufacturer for additional support. Reporting is available utilizing the Avaya Aura Contact Center Manager reporting platform. Canned and custom reports provide various information, both historical and real-time, on calls in queue, hold times, averages, and agent performance.</p>
<p>51. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>Can the State share the existing IVR application details?</p>	<p>The current IVR application provides benefit inquiry information and directs callers to various sites for service.</p>
<p>52. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>Can the State share the existing method used by the state to record voice signatures for phone applications i.e. how the voice signature is stored, indexed and retrieved with other eligibility information?</p>	<p>Currently the entire phone application is recorded, including the signature, and kept on a mass storage device. Records are currently indexed by date/time of call and incoming phone number, making client specific retrieval difficult.</p>
<p>53. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>Is the vendor expected to provide forecasting and scheduling module capability in the proposed solution?</p>	<p>Yes.</p>

QUESTIONS	ANSWERS
<p>54. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: IVR, CTI RFP Page Number- N/A</p> <p>Is the State looking to integrate EES with CRQM solution?</p>	<p>Yes.</p>
<p>55. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska: General RFP Page Number- N/A</p> <p>Can the State please clarify if Hyland Onbase Document Management system license be reused for this project and whether it can be installed in the new data center?</p>	<p>The State's licensing for Hyland Onbase Document Management does not allow for installation in additional data centers beyond the State data center.</p> <p>If the use of Hyland Onbase presents a significant barrier to the bidder's solution, the Department asks the bidder to provide a description of the barrier and an alternative approach which will satisfy the remaining requirements.</p>
<p>56. RFP Section Reference- Addendum Round One Q_A RFP Page Number-32</p> <p>The State in the Q&A has confirmed that warranty for services will be for 180 days. Can the State please validate our understanding of the timeline for Warranty and Application Maintenance & Support?</p> <p>Warranty From 1-Jan-2016 till 30-Jun-2016</p> <p>Application Maintenance & Support From 1-Jan-2016 till 31-Dec-2019</p>	<p>RFP Section IV.N Provide Post Implementation Support has been replaced and superseded in its entirety. RFP Sections IV.N.12 Warranty and RFP Section IV.N.13 Software Maintenance and Operations (M&O) have been revised. Please see RFP Revision 12/20/2013 Section IV. N – Provide Post Implementation Support.</p> <p>The warranty period will run for 180 days beginning upon the production deployment of the full scope of the project.</p> <p>The Maintenance and Operation Support will begin at the expiration of the warranty period and will run for 42 months.</p>
<p>57. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska – IV – N – 1 – Production RFP Page Number-85</p> <p>At what time will the State be making the decision to host the production system with the selected contractor, or with another provider? If the state chooses to host the production systems with another provider, will the remaining environments (Sandbox, Configuration/Development, Testing, QA and DR) still be hosted with the contractor?</p>	<p>The production system will initially be hosted by the selected contractor, but the Department reserves the right to host the production system with another provider (including the Department or other State agency) at any time during the life of the contract. The Department will consider other provider capabilities and cost among other factors when considering the future hosting of the application. At the time another provider would host the production system it is anticipated that all remaining environments would also be hosted by the other provider.</p>

QUESTIONS	ANSWERS
<p>58. RFP Section Reference- RFP 4544Z1 Eligibility and Enrollment Solution Nebraska – Non-Functional Requirements Spreadsheet RFP Page Number-RSR 131</p> <p>What level of FIPS 140-2 will be required? (Level 1, Level 2, Level 3 or Level 4)</p>	<p>FIPS 140-2 Level 1</p>
<p>59. RFP Section Reference-A. REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM RFP Page Number-</p> <p>“Would the State favorably consider extending the Opening Date and Time by 2 weeks, until 21 January 2014?</p> <p>Little more than a week ago, RFP Amendment One revised Appendix A, Bidders’ Library Content, giving potential bidders expanded access to technical and other information. The amendment also answered important bidder questions that make possible several solution concepts that were precluded by the original RFP. This combination now enables bidders to propose solutions to provide the State short-term benefits and position the State to reach their longer term goals. However, unless given additional time, bidders may not be able to formalize and integrate these new amended solutions into a proposal based on the original RFP’s premise. A related factor is that bidders will otherwise have only 2 weeks after receiving Round Two answers and any related RFP amendment, which could further impact bidders’ ability to propose a solution in the State’s best interest. “</p>	<p>The Department will extend the due date for proposals 2 (two) weeks. All RFP events subsequent to the new due date will also move back two weeks. Please see the revised schedule of events posted with the responses to Round 2 questions.</p>

QUESTIONS	ANSWERS
<p>60. RFP Section Reference- Appendix B, Gen009 RFP Page Number-B-2</p> <p>Will the State support re-use of existing State Call Center capabilities for transmission and delivery of FAX, integrating it at the backend with EES? Or is a stand-alone FAX gateway within EES required?</p>	<p>The Department supports re-use of either the existing Call Center capabilities or the State Fax Gateway (RightFax) if the bidder is able to meet or exceed the Departments requirements as identified in the RFP (functional and non-functional).</p>
<p>61. RFP Section Reference- Appendix B, Table 2, Reporting Requirements RFP Page Number-B-9</p> <p>Can the State provide an estimate of the number of users of the Business Intelligence capabilities, especially users of on-demand reporting and analysis tools? Does the State have an estimate of the peak concurrent BI user base? Approximately how many State staff will require training in the BI capabilities of ESS?</p>	<p>The Department expects approximately 20 initial BI users with approximately 10 simultaneous users. All initial users are required to receive training.</p> <p>Bidders are cautioned however that the original user number could change based on the system proposed and the skill level required using the BI tools.</p>
<p>62. RFP Section Reference- Appendix C, RSR129; Appendix B, ELG123 (and various others) RFP Page Number-C-23, B-26</p> <p>The State requires EES to send and accept emails, referenced by several requirements disbursed throughout the RFP. Is it acceptable to the State if EES reuses existing State email capabilities as the mail server of record for all emails, public and internal, integrating EES to the State's email using a standard low-cost SMTP gateway connection carried over a secure data channel between the State's network and EES? Or does the State require EES to provide its own stand-alone email domain?</p>	<p>Yes, it is acceptable for EES to reuse existing State email capabilities using an SMTP gateway connection carried over a secure data channel between the State's network and EES.</p> <p>No, the Department does not require EES to provide its own stand-alone email domain so long as EES can route/smarthost all email generated for the State of Nebraska solution to the State's SMTP gateway.</p>

QUESTIONS	ANSWERS
<p>63. RFP Section Reference- Appendix C, Table 14, MDM RFP Page Number-C-52</p> <p>Master Data Management: does the State have an estimate of the quality of current master data, such as estimates of the percentage of duplication, percentage of "junk" data?</p>	<p>The Department has no such estimate.</p> <p>For client demographic data originating from N-FOCUS and CHARTS (refer to the answer to question 57 Addendum One), client identification information is verified via the Social Security Administration (SVES) interface. Additionally, N-FOCUS interfaces client demographics to CHARTS daily and CHARTS tracks and stores the N-FOCUS internal person (client) identifier which results in a reliable cross referencing mechanism between these two (N-FOCUS, CHARTS) client data sources.</p>
<p>64. RFP Section Reference- Appendix C, Table 14, MDM RFP Page Number- C-52</p> <p>Master Data Management: Are there presently any 3rd party external data quality services that are integrated into the current system that are in-scope and to be retained in EES?</p>	<p>No.</p>
<p>65. RFP Section Reference- Appendix C, Table 14, MDM RFP Page Number-C-52</p> <p>Master Data Management: Is any of the current master data unstructured, requiring parsing & interpretation? If so, can the State estimate the % of total master data that is unstructured?</p>	<p>Detailed, data element level data mastering requirements have not been determined at this time. However, the Department anticipates limited amounts of unstructured master data will be utilized.</p>
<p>66. RFP Section Reference- Appendix C, BIR005 RFP Page Number-C-57</p> <p>The State requires integration of predictive modelling and analysis with SPSS and SAS. Are SPSS and SAS in the current State toolset, or is that a plan for the future?</p>	<p>These tools are not actively utilized by the Department. They are being considered for the future.</p>

QUESTIONS	ANSWERS
<p>67. RFP Section Reference- Appendix C, BIR046 RFP Page Number-C-60</p> <p>The State requires support for geo-spatial data types. Does the State have an estimate of the number of reports that will require geo-spatial visualization?</p>	<p>The Department has no such estimates at this time.</p> <p>The Department can share that the Medicaid Eligibility and Enrollment system does not currently have this functionality.</p> <p>Bidders should use the base RFP narrative and functional requirements as the basis for determining what functionality to include in their proposed solution.</p>
<p>68. RFP Section Reference- Appendix C, PRT014 RFP Page Number-C-68</p> <p>Can the State provide an estimate of the number of surveys to be conducted annually, and the average and maximum number of participants per survey?</p>	<p>The Department plans to utilize surveys. No estimates are available at this time.</p>
<p>69. RFP Section Reference- Appendix C, PRT012 RFP Page Number-C-68</p> <p>Will authorship and editing of Wiki content be restricted to agents of the State, or does the State require opening this capability to the general public? Will blog authorship remain within the State, or does the State require opening authorship to the general public?</p>	<p>While the specific uses of this functionality have not been determined at this time, the State anticipates that authorship and editing would be restricted to agents of the State for the foreseeable future.</p> <p>Bidders should use the base RFP narrative and functional requirements as the basis for determining what functionality to include in their proposed solution.</p>
<p>70. RFP Section Reference- Appendix C, PRT015 RFP Page Number-C-68</p> <p>What are the State's estimates for the volumes (average daily and peak hourly) for Chat sessions; Instant Messaging? Can the State provide the high level functional use case for Chat and IM? For example, citizens communicating with the State's Help Desk.</p>	<p>At this time, the primary use case is to provide another avenue for support to our client base.</p> <p>Estimated volumes are not known at this time.</p>
<p>71. RFP Section Reference- Appendix C, PRT039 RFP Page Number-C-70</p> <p>What percentage of the total reports/dashboards does the State expect to access via mobile devices and tablets?</p>	<p>The Department has no such estimates at this time.</p>

QUESTIONS	ANSWERS
<p>72. RFP Section Reference- "RFP II.K - Evaluation of Proposals IV.O - Turnover" RFP Page Number-Page 6, Page 96</p> <p>Is a discussion of Turnover required in the proposal? The list of required proposal elements in RFP II.K (page 6) includes Turnover as required proposal response (in the table under c. Technical Proposal, item XVIII). Turnover is also described within the Statement of Work, but there does not appear to be any mention in RFP Part V as to where this discussion should be placed within the proposal.</p>	<p>Yes, a discussion of Turnover is a required component of the RFP.</p> <p>RFP Section V.A.4.c.xiii Turnover corresponds to RFP II.K.3.o and IV O. Turnover. Bidders should respond as required in RFP Section V.A.4.b.xiii.</p>
<p>73. RFP Section Reference- Project Overview RFP Page Number-Page 31</p> <p>The RFP states "The Department is looking for the EES and associated training materials to provide additional power for users, but with less training."</p> <p>Please explain the ""additional power for users"" statement. What is the power to be gained/realized that the training plan would address?"</p>	<p>The requirement is to enable users to quickly come up to speed on the EES with less training than the current system requires.</p>
<p>74. RFP Section Reference- RFP IV.C.6.a & b RFP Page Number- Page 38</p> <p>Browser Access & VPN Access: Is it safe to assume that all State employees and Agents accessing EES (as opposed to citizens) will access the non-public aspects of EES through the State's network, with traffic then passing over secured communications pipes between the State and EES? Specifically, for mobile State staff accessing non-public portions of EES from the public Internet, that they will connect to the State's front end/VPN and then be securely routed to EES?</p>	<p>The optimal network design to handle this communications traffic is dependent on details of the proposed solution(s) that are unknown at this time; therefore the Department is unable to confirm this assumption at this time.</p>

QUESTIONS	ANSWERS
<p>75. RFP Section Reference- RFP Section IV.I - Training RFP Page Number-Page 78</p> <p>The RFP states "The Contractor shall develop a Training Plan deliverable that addresses how the training needs of the EES users will be met, including but not limited to: Different user groups."</p> <p>Does the State have a list of user groups?"</p>	<p>User groups are currently defined by functional area. The Department is open to alternative methods of user classification based on the capabilities and business functionality of the EES solution selected.</p>
<p>76. RFP Section Reference- RFP Section IV.I – Training RFP Page Number-Page 78</p> <p>The RFP states "The Training Plan should provide training based on Department staff training needs including:</p> <ol style="list-style-type: none"> 1. Instructor Led (ILT); 2. Web-based Training (WBT); 3. Computer–based Training (CBT); and 4. On-line Help, On-screen tips and Training Aids." <p>Does the State have a preference of which "Department" staff need which type of training?</p> 	<p>No, the materials covered in training should dictate which method of delivery would be most appropriate to ensure accurate competency test completion and retention.</p>
<p>77. RFP Section Reference- RFP Section IV.I – Training RFP Page Number-Page 78</p> <p>The RFP states "The Training Plan should provide training based on Department staff training needs including:</p> <ol style="list-style-type: none"> 1. Instructor Led (ILT); 2. Web-based Training (WBT); 3. Computer–based Training (CBT); and 4. On-line Help, On-screen tips and Training Aids." <p>Can the State clarify what they see as the difference between WBT and CBT?</p> 	<p>In this context, Web based training utilizes the Internet for content delivery. Computer based training is software installed on a desktop computer.</p>

QUESTIONS	ANSWERS
<p>78. RFP Section Reference- RFP Section IV.I – Training RFP Page Number-Page 78</p> <p>The RFP states "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>What version on the Cornerstone On Demand LMS is the state using? What are the standards for developing content in order to be playable on the State's LINK LMS?</p>	<p>Cornerstone is a cloud software application, which means that we are always using the latest version of the software. We have quarterly updates to the software each year.</p> <p>Online content must be SCORM or AICC compliant. We also ask that if online content is developed in/for the system, it at the very least have effective text accompaniment (closed captioning being ideal/desired). For ILT training, there is no formal requirement. We do ask that for sessions, reasonable accommodations be made for those employees who need it.</p>
<p>79. RFP Section Reference- RFP Section IV.I – Training RFP Page Number-Page 78</p> <p>The RFP states "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>What are all the content formats that would be supported by the LINK LMS?</p> <p>For ex: Deployed Scorm, AICC, zip file, TinCan, File, IMS Pkg, SCORM package, URL, type of video files</p>	<p>Cornerstone supports SCORM and AICC, which are content standards for online content. Cornerstone will also house URLs, zip files, word processor files, PDFs, spreadsheets, and the following video content formats - .mpg, .mpeg, .wmv, .flv, .m4v, .mp4.</p>
<p>80. RFP Section Reference- RFP Section IV.I - Training RFP Page Number-Page 79</p> <p>The RFP states "The reports will include at a minimum the training classes planned for the next reporting period, training registration and training completion, the competency rate by office and trainer and the number of total training classes planned and delivered."</p> <p>What is the periodicity of the reports being referenced?</p>	<p>The periodicity can change depending upon circumstances. For example, annual training vs. new hire training.</p>

QUESTIONS	ANSWERS
<p>81. RFP Section Reference- RFP Section IV.I – Training RFP Page Number-Page 79</p> <p>The RFP states "The Plan must provide backup knowledge for a Department-determined period of time."</p> <p>What is "backup knowledge"? Is this referring to offline availability of training materials? Please explain.</p>	<p>"Backup knowledge" refers to the successful bidder providing knowledge to keep the EES and associated processes running until such time as the knowledge transfer activities have completed and the Department's staff are properly equipped to run the EES and associated processes.</p>
<p>82. RFP Section Reference- RFP Section IV.I – Training RFP Page Number-Page 80</p> <p>Of the roughly 400 State staff to be trained in ESS, what percentage of the staff, and what key roles (i.e. Supervisors, Admin, Management) would the State like to have trained before the commencement of UAT?</p>	<p>The Department expects only those users participating in UAT to be trained before UAT commences.</p>
<p>83. RFP Section Reference- RFP IV.P - Service Level Requirements RFP Page Number-Page 103</p> <p>Please clarify where within the proposal bidders are to include the State's proposal response needs pertaining to service level requirements.</p> <p>RFP Part IV.P (page 103) states ""The Bidder must submit a list of their standard Service Level Requirements for the EES as part of the proposal."" However, RFP Part V seems to be silent as to where the list should included, and we do not wish to appear non-compliant.</p>	<p>The Bidder must submit a list of their standard Service Level Requirements for the EES as part of the proposal. The Service Level Requirements should be included in Section V.A.4.c. Technical Considerations.</p>

QUESTIONS	ANSWERS
<p>84. RFP Section Reference- Appendix C, ESB015, ESB028 RFP Page Number-Round One Q&As, pg 47</p> <p>Answer 151 encourages re-use of the State's existing EDI gateway. What is the EDI gateway product? Does it suffice to fulfil the RFP's EDI requirements? Does it support HL7, CCD, RosettaNet, IHE XD* as required in the non-functional requirements? Are those requirements solid for this implementation, as Medicaid E&E does not appear to require their use at this time - building in support for unused non-functional requirements can increase system cost without providing a matching benefit.</p>	<p>The Departments existing EDI gateway products include Sybase EDI Gateway for batch exchanges, and Edifecs: XEngine Server, XEConnect, and SpecBuilder for real-time exchanges.</p> <p>The Department believes that these solutions are capable of meeting the EDI requirements set forth in the Non-Functional requirements that apply to the scope of the project.</p> <p>Given the investment that the Department is making in the EES, it considers the associated infrastructure, tools and platforms to be enterprise in nature. Therefore, from a non-functional functionality perspective, they are being evaluated against capabilities that transcend the Medicaid program.</p> <p>Bidders should use the base RFP narrative and functional requirements as the basis for determining what functionality to include in their proposed solution.</p>
<p>85. RFP Section Reference-Round One Q & As , Question 126 RFP Page Number-Q&A Page 38</p> <p>Does the State supplied equipment in its Training Centers include student PC's and networking that would allow students to access the vendor maintained ESS Training Environment, perhaps through the State's VPN? Are the Training Centers provisioned with a projector?</p>	<p>Networked PCs and projectors are available for in the Training Centers.</p>

QUESTIONS	ANSWERS
<p>86. RFP Section Reference Section IV, N, 12 RFP Page Number 91</p> <p>Please confirm the Department envisions the 4 year warranty period to run concurrently with the M&O period (CY 2016 - 2019). Because contractors' generally warrant systems to function as delivered for a short period of time after the system is delivered, will the Department please define what it envisions will fall under "warranty" vs. "M&O" work during the 4 year warranty period.</p>	<p>RFP Section IV.N Provide Post Implementation Support has been replaced and superseded in its entirety. RFP Sections IV.N.12 Warranty and RFP Section IV.N.13 Software Maintenance and Operations (M&O) have been revised. Please see RFP Revision 12/20/2013 Section IV. N – Provide Post Implementation Support.</p> <p>No, the warranty period and the M&O periods will not run concurrently. As described in the revised RFP sections, the Warranty will run for six-months and will include maintenance, modifications, and services to address failures, faults, "errors", and other defects related to the execution of the project and/or the design, development, configuration, and implementation of the solution. The activities related to warranty should be at no cost to the Department and therefore are not included in the cost proposal.</p> <p>M&O will commence upon the end of the Warranty period and will include everything initially covered by the Warranty, as well as, maintenance, modifications, and services needed to ensure that the solution, and its underlying environments, adapt to changes in policy, technology, and the industry and therefore remain current and functionally rich. M&O is part of the on-going costs and should therefore be included in the cost proposal.</p>
<p>87. RFP Section Reference Form D-2 RFP Page Number 121</p> <p>There is a column titled "warranty", the area to insert warranty price is grayed out until the start of the first option period (2020), what kind of warranty does the Department intend for the contractor to price during the option years (2020 – 2023)?</p>	<p>Those columns should have been grayed out; therefore bidders should leave them blank.</p> <p>The Departments expects that the terms of the software warranty will carry forward upon executing the option(s).</p>

QUESTIONS	ANSWERS
<p>88. RFP Section Reference Round 1 Q&A, Question 110</p> <p>The Department amended the warranty requirement to 180 days of warranty for Services and 4 years of warranty for Software. Will the State please define “services” and “software” within the context of the warranty?</p>	<p>RFP Section IV.N Provide Post Implementation Support has been replaced and superseded in its entirety. RFP Sections IV.N.12 Warranty and RFP Section IV.N.13 Software Maintenance and Operations (M&O) have been revised. Please see RFP Revision 12/20/2013 Section IV. N – Provide Post Implementation Support.</p> <p>The 180 days of warranty applies to both the services rendered during the DDI phase and post production deployment, and all components of the solution.</p> <p>M&O will commence upon expiration of the 180 days of warranty, and will apply to all components of the solution and any services rendered after the end of the warranty period.</p>
<p>89. RFP Section Reference Appendix C RFP Page Number C-85</p> <p>Could the State provide additional information about the rationale for records management system and if these requirements (REC 001-005 and REC 007-010) are imperative for the mission?</p>	<p>Given the investment that the Department is making in the EES, it considers the underlying technology; tools and platforms to be the basis of an enterprise architecture (see Technical Framework General 1.1). Therefore, from a non-functional functionality perspective, they are being evaluated against capabilities that transcend the Medicaid program.</p> <p>Bidders should use the base RFP narrative and functional requirements as the basis for determining what functionality to include in their proposed solution.</p>
<p>90. RFP Section Reference Appendix C RFP Page Number C-85 through C-87</p> <p>Could the State provide additional information about the rationale for a full Web Content Management System and if these requirements (WEB 001-013, WEB 016-28, and WEB 032-035) are imperative for the mission?</p>	<p>Given the investment that the Department is making in the EES, it considers the underlying technology, tools and platforms to be the basis of an enterprise architecture (see Technical Framework General 1.1). Therefore, from a non-functional functionality perspective, they are being evaluated against capabilities that transcend the Medicaid program.</p> <p>Bidders should use the base RFP narrative and functional requirements as the basis for determining what functionality to include in their proposed solution.</p>

QUESTIONS	ANSWERS
<p>91. RFP Section Reference c. System Security and Disaster Recovery RFP Page Number 44</p> <p>The RFP states that the bidder must describe the approach to development and implementation of security measures that will provide security and protection for POS terminals. Will the State please clarify what POS terminal is referring to?</p>	<p>In this instance POS stands for Point of Service.</p> <p>Examples are kiosks, terminals supported by the Department in county offices, and terminals not supported by the Department in locations such as Libraries.</p>
<p>92. RFP Section Reference Section IV.F.15 RFP Page Number 69</p> <p>Will the NE EES contractor be testing the interfaces using live systems or is there a test system or harness that the NE EES contractor will be using?</p>	<p>A definitive answer cannot be provided at this time since the details of which systems will be interfacing to the EES won't be determined until project execution.</p> <p>The major systems that are known integration points (N-FOCUS, MMIS, and FFM/FDSH) have either test systems or harnesses.</p>

REVISED SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
5.	State responds to Round Two written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing/rfp.htm	December 20, 2013
6.	Last day to submit "Letter of Intent To Bid"	December 23, 2013
7.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	January 7, 2014 January 21, 2014 2:00 PM Central Time
8.	Review for conformance of mandatory requirements	January 7, 2014 January 21, 2014
9.	Evaluation period	January 8, 2014 January 22, 2014 to January 20, 2014 February 3, 2014
10.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	January 27, 2014 February 10, 2014 To February 7, 2014 February 21, 2014
11.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing/rfp.htm	February 14, 2014 February 28, 2014
12.	Performance bond submission	February 21, 2014 March 7, 2014
13.	Contract award	February 21, 2014 March 7, 2014
14.	Contractor start date	March 3, 2014 March 17, 2014

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