

ADDENDUM ONE

Date: April 19, 2012
 To: All Bidders
 From: Nebraska Department of Insurance
 RE: Questions and Answers for Request for Information Number RFI 12-001Z1 to be opened May 03, 2012 2:00 p.m. Central Time

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

Questions	Answers
1. Does Nebraska plan to use the National Association of Insurance Commissioner's SERFF system with the Exchange? If so, in what capacity?	The NDOI examining the possibility of using SERFF since the NDOI is already using that product.
2. Is this Exchange for SHOP and Individual? If so, will they be in the same risk pool or separate?	The Exchange will be administered as one entity. The risk pools will be kept separate.
3. Please define "turn-key" solution? Are you looking for a vendor to also operate and administer the exchange?	A solution that Nebraska can buy off the shelf and begin operations with minimal modifications.
4. Cost-Analysis: Please identify potential scope of exchange members? Please define "Services" ie; implementation, custom coding, administrative, operations, etc.	All MAGI determination for APTC and Medicaid will be determined by the Exchange. Implementation is the act of enforcing the PPACA and obtaining a systems integrator to enable the completion of the project. Costume coding is any coding that has to be created specifically for the state of Nebraska. Administrative is all staff working on the HIX. Operations encompass eligibility and enrollment, business process, the navigator program, brokers, and many other programs related with the HIX that are not currently listed.
5. The exchange (or an entity on behalf of the Exchange) will certify "qualified health plans" ... Does this assume that the Department of Insurance for Nevada will not? Does it also assume that this will be an outsourced, administered exchange?	The state is currently considering both options.

Questions	Answers
6. What considerations are being given to participate in a regional exchange? How should we plan to build out a cost structure and scalability sizing for an unknown entity	The state will not be participating in a regional exchange.
7. With respect to the hardware, etc. will a description of the existing commercial insurance Exchange suffice?	The state of Nebraska would like to know how the commercial insurance Exchange description would determine MAGI eligibility for the APTC and Medicaid.
8. Hardware requirements for the Exchange – is this a duplicate of 1.d?	Yes.
9. It is assumed that the Eligibility System of Record for the insurance plans will be part of the 3 rd party vendor and interface with other state eligibility system. Please confirm.	That is correct.
10. Maintainability: Does this refer to the software or does it assume that the operations/administration of the exchange will be outsourced as well?	The software should be maintainable. Nebraska is considering all available options.
11. Please clarify “sustainable funding models”- Do you mean to operate an Exchange (or similar experience such as third party administration)?	To operate an Exchange and or outsource it to a third party.
12. Do you want current Performance, data etc. or future (plan to move to a cloud platform within 2 year timeframe)?	The state of Nebraska would like both current and future performance data.
13. Form A is for Vendor contact information: is this intended for Primes to complete only, or all vendors involved in the RFI submission?	Form A is intended for the Primes to complete.
14. For the overall RFI response, is there a page limit involved?	The RFI response does not have a page limit.
15. Within the General Technical Requirements, do you intend to include both Individual and SHOP options?	The state would like both individual and SHOP options.
16. General Technical Requirements: Do you intend for this system to be a stand-alone system, or will there be required integration with existing systems? If so, what would those existing systems be and what functions do they serve?	The eligibility engine would be stand alone but parts of the system would have to integrate with N-Focus to determine Medicaid’s ABD population.
17. Implementation: Existing provider workflows – do you have additional details regarding what systems are in place, what languages/technology is being used, and what workflows will need to connect to the Exchange?	Please review PCG’s IT gap analysis http://www.doi.ne.gov/healthcarereform/index.htm

Questions	Answers
18. Based on the existing timelines for ACA, when do you envision an RFP being issued and a potential implementation start date?	State policy makers will make the determination after the Supreme Court decision at the end of June.
19. Based on the general nature of this RFI, do you intend to issue an RFP with all functionality included, for technology only, or technology and business processes (BPO)?	The state has not decided on which direction it will take in regards to issuing a joint technology and BPO RFP or two separate RFP's.
20. Please clarify - Regarding subsequent RFPs that might arise as the result of this RFI whether Nebraska will require that a vendor submit a response to this RFI in order to be qualified to submit a response to a subsequent RFP for the Exchange. "II.B. GENERAL INFORMATION A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the RFP. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP."	A vendor is not required to submit a response to this RFI in order to be qualified to submit a response to a potential subsequent RFP.
21. Please clarify – Regarding various workflows, we have found that workflows are highly variable from State to State depending on numerous factors in how the State wishes to implement their Exchange. Has Nebraska defined its various workflows that will need to be supported by the Exchange or for the purpose of this RFI response should the vendors take a general approach? Additionally please explain what is intended by state vs. regional processes. "III.C. Scope of Work 1.b - Describe and/or provide a visual representation of how your system will meet the various workflows and how each component of your proposed solution is utilized throughout the workflow. Also, to the extent possible, please describe the differences in workflow between the state vs. regional processes."	Nebraska is no longer considering a regional exchange. Please review NDOI's Exchange planning document and PCG's IT gap analysis. http://www.doi.ne.gov/healthcarereform/index.htm

Questions	Answers
<p>22. Please clarify – Regarding NFOCUS and AccessNebraska or any additional State programs that require eligibility determinations, is it Nebraska’s desire that full eligibility determination and enrolment occurs as a function of the exchange or that a limited eligibility determination occurs and that the individual is handed off to the State program(s) for full determination and enrolment.</p> <p>“III.C. Scope of Work 6.c - Discuss how the proposed solution will incorporate and complement existing provider workflows (e.g. NFOCUS, AccessNebraska).”</p>	<p>For the purpose of this RFI the system will determine all MAGI eligibility standards for the HIX and Medicaid. The system will have to connect with NFOCUS and AccessNebraska to determine eligibility for the ABD population.</p>
<p>23. The State has requested information regarding how our solution will “incorporate and complement existing provider workflows (e.g., NFOCUS, AccessNebraska)” (RFI page 9). Will the State provide examples of workflows and a description of the IT technology base that comprises NFOCUS and Access Nebraska?</p>	<p>Nebraska will not be providing workflows. Please study PCG’s IT gap analysis. http://www.doi.ne.gov/healthcarereform/index.htm .</p> <p>The IT gap analysis can be found under the section entitled planning results.</p>
<p>24. Does the State have an existing portal solution that it prefers to use for the Exchange?</p>	<p>The state does not have an existing portal solution that it prefers to use for the Exchange.</p>
<p>25. How many users does the State anticipate will use the Exchange? How many concurrent users?</p>	<p>NDOI believes that there will about 300,000 individuals who may be using the eligibility engine. NDOI does not know the number of concurrent users.</p>
<p>26. Does the State anticipate that the systems will all be housed in a single location in the State?</p>	<p>For the purposes of this RFI, Nebraska is anticipating that the system will be housed in a single location.</p>
<p>27. What is the estimated number of uninsured that will use the Exchange?</p>	<p>The estimated number of individuals using the exchange is 120,000. This does not include Medicaid expansion or other MAGI eligible populations.</p>
<p>28. What is the estimated number of small businesses that will use the SHOP function?</p>	<p>NDOI does not have the number of small business that will utilize SHOP. NDOI estimates that about 19,000 individuals will participate.</p>
<p>29. Is it the State’s request to describe the solution’s ability to quickly modify/deploy rules and workflows a result of changes in policy at either the federal or state level?</p>	<p>Yes.</p>
<p>30. What is meant by “the necessary inter-entity agreements needed to share data” referenced in Section C.2 (Privacy/Security)?</p>	<p>Any agreements that will be needed between the state and other entities operating the Exchange.</p>

Questions	Answers
31. Does the State currently have samples of these agreements? If so, will you please make them available to vendors?	The state does not have samples at this time.
32. Please describe or list security requirements for the State of Nebraska. Does the State require PII and/or HIPAA security?	The state requires adherence to all Federal security requirements.
33. Do you anticipate more than one security audit per year?	NA
34. Please describe your requirements as it relates to protection against unauthorized access, Data Masking, Data Encryption, and application firewall monitoring and alerts.	Nebraska requires adherence to federal security standards.
35. We allow interfaces between the hosted systems and business partners. Please indicate the expected number of interfaces required to support this system.	The state is currently looking at both options.
36. In order to provide the State with a comprehensive response, will the State quantify numbers and types of expected users of the exchange: 1. Estimated Consumers accessing the exchange?	120,000
37. 2. Estimated Employers/Employees accessing the SHOP?	19,000
38. Estimated Internal Nebraska Exchange users?	NA
39. Estimated Navigators/Brokers accessing the exchange?	NA
40. Estimated Carriers accessing the exchange?	7
41. Estimated users accessing the exchange not listed above? Please provide number and type of user.	NA
42. Oracle technology is highly scalable and supports some of the largest Eligibility and Financial systems in the United States. In order to address the questions related to performance in questions C.9.a and the creation of total cost of ownership estimates, can the state please provide some understanding of the following as available: Anticipated individuals covered by each program within the Exchange	300,000(Medicaid and Exchange population)
43. Anticipated users of the Exchange portal	120,000
44. Contact center call volumes	NA

Questions	Answers
45. Inbound and outbound print and fax volumes	NA
46. We understand that the state is looking for a visual presentation of our solution to meet the various workflows. Are there any specific preferences around which workflows to be covered? Also can you elaborate more on which regional processes are you referring to?	Nebraska has ruled out a regional exchange. The state of Nebraska does not have any specific preferences around the work flows that your firm would like to cover.
47. Does the State have any preference for technology	The state does not have a preference for the technology at this time.
48. Can the state provide more details around envisioned scope? Is state looking for both IT and operational services or only IT?	Nebraska is still continuing to review which option to take on this matter.
49. Please clarify what is meant by the difference between states vs. regional processes. Can the state provide one or two examples of regional processes?	Nebraska is no longer considering a regional health insurance Exchange.
50. What Operating Systems, hardware, software are currently supported by the State? What other Operating Systems are acceptable?	Please Review Nebraska's IT gap analysis. You can find it under the section entitled planning results. http://www.doi.ne.gov/healthcarereform/index.htm
51. In general, how has the state designed and implemented its Medicaid Management Information System (MMIS)? Please provide guidance with respect to how change orders for such systems are managed today, what technology platforms they are implemented on, and what assumptions or requirements from the MMIS replacement project need to be considered as inputs or requirements to development of the Exchange solution.	At this point in time, Nebraska's MMIS system is not being replaced.
52. What are the existing source systems to which the Exchange will need to interface? What data standard formats and data types are required for each source system?	Please review Nebraska's IT gap analysis. http://www.doi.ne.gov/healthcarereform/index.htm
53. Can NDOI share existing architecture or other technical documentation that address open source requirements?	The state will not be sharing existing architecture. Nebraska will not be using existing architecture. The new system will have to connect to existing architecture.
54. Does the State currently have an existing data warehouse?	The State does have an existing data warehouse for different IT services provided by the state.
55. Does the state have any enterprise integration engine being used already?	Yes. Nebraska is currently using N-focus. The Exchange will interact with N-focus but house its own eligibility engine.
56. What does the state mean by inter entity agreements required for data share?	Enter entity agreements are agreements between entities operating in the Exchange.

Questions	Answers
57. Has the state given any thought to its desired security model for the Exchange?	Nebraska has not given any thought to its desired security model at this time. Nebraska believes that cyber security is extremely important.
58. Please describe which protocol the API's are designed to work with?	It is unknown at this time. The State of Nebraska would like for you to provide flexible API designs for the state.
59. Can the state provide an insight about the existing provider workflows?	At this time Nebraska does not have any provider workflows.
60. Has the State determined a target budget for this scope of work?	The state has determined a budget for the scope of work. The budget can be found at http://www.doi.ne.gov/healthcarereform/index.htm under planning results. Nebraska believes that the proposed budget was a snapshot from nine months ago and is subject to change.
61. Is the State seeking a full-time onsite presence from the selected contractor or is the state open to offshoring certain services	The state is seeking a full time onsite presence if an integrated solution is to be built.
62. Can the State provide information such as: total overall population anticipated to use the Exchange portal, total number of internal State employees who will access the system (including Call Center users), total number of other users (e.g. Navigators, Agents etc.) who will access the system and any other available information that could be used for purposes of sizing the solution?	About 300,000 individuals will be using the portal and eligibility engine for Medicaid and APTC determination. The state does not have any data on call center users or the number of navigators and agents who will access the system.
63. Will the respondent for this RFI be allowed to bid RFP resulting from this RFI	The respondent of the RFI will be eligible to bid on the RFP.
64. Please indicate if portions of the reply submitted by Infosys can be marked as confidential information and thus won't be released to the public.	Portions of the reply that contain proprietary information must be marked confidential and will not be released to the public.
65. Has the state decided if it is going to release an RFP for a new HIX?	The state will determine if an RFP for a new HIX will be released after the Supreme court decision in July.