

## **ADDENDUM TWO REVISION TO RFQ**

Date: December 15, 2020

To: All Bidders

From: Keith Roland and Jennifer Crouse, Buyers  
Department of Health and Human Services

RE: Addendum for iServe Nebraska Portal Request for Qualifications

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Section I.I.d is added to read:

Proprietary information should be submitted as a separate file.

Section VI.B.3.c is amended to read (changes underlined):

### **SERVICE 3: AGILE APPLICATION WARRANTY SERVICES**

This section describes the warranty that a vendor will provide for all the solutions that the vendor moves into production.

Warranty services are delivered at the cost of vendor, hence, issues identified by DHHS during production require the vendor to determine the required effort to address the issue, which will not be charged to DHHS.

Agile application warranty services are the activities associated with repairing errors/defects for Vendor-developed application(s) or enhancements delivered through Agile development services.

The vendor understands and accepts that every PSI or MVP is implemented with a warranty period. The warranty period is when the PSI or MVP is accepted by the DHHS, and shall be measured from the date the PSI or MVP was moved into production.

There are two Agile application warranty periods:

- i. PSI warranty period: Any defects or errors identified after a PSI has been released into production until the next PSI or MVP release or within ninety (90) days
- ii. MVP warranty period: Any defects or errors identified after an MVP has been released into production (a) until the next MVP release, or (b) within ninety (90) days of an MVP being placed into the applicable production environment, whatever the shortest period

The vendor will perform any activities necessary to repair errors/defects during the warranty period, at no charge to DHHS, provided that:

- i. The error or defect encountered occurs within the respective PSI warranty period or MVP warranty period.
- ii. The root cause analysis indicates the defect or error was introduced by features, artifacts, code or configuration released into production by vendor.
- iii. Any defects or errors identified will be added to the most current PSI sprint backlog and prioritized to be addressed in defined warranty sprints.
- iv. Vendor will prioritize warranty sprints and ensure warranty sprints are scheduled immediately after the most current sprint.
- v. Vendor will ensure warranty sprints are executed by the team or teams that delivered the erroneous features or artifacts — the defects or errors.
- vi. Vendor will report warranty sprints separately and ensure warranty sprints are delivered at zero cost to DHHS.
- vii. DHHS can, at its sole discretion, decide to accept or reject the provided correction. In case of rejection, DHHS will notify the vendor within five (5) business days with the reasons for rejection and the expected activities and deliverables to realize acceptance.
- viii. The vendor will update all appropriate documentation.

Appendix I question 7.11 is amended to read:

### **SUBCONTRACTORS**

If the vendor intends to Subcontract any part of its performance hereunder, the vendor should provide the following for any known Subcontractor(s):

- a. name, address, and telephone number of the Subcontractor(s);
- b. specific type of tasks and/or deliverables for each Subcontractor(s);
- c. percentage of performance / execution hours of effort intended for each Subcontractor and type of Work Order; and
- d. total anticipated percentage of all Subcontractor(s) performance / execution hours as a part of vendor proposed resources when responding to different types of Work Orders.