

Attachment B  
Written Answers

**Instructions**

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

**Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	IFB Reference (page number, section number, paragraph)	Specific IFB Language	Question	Response
<i>Example</i>				
1	pg12 section 2.1 paragraph 11	In 2016, the Federal Centers for Medicare and Medicaid Services (CMS) granted AR DHS authority to contract temporary IV&V services from the same vendor, Cognosante Consulting LLC - which currently staffs the AR DHS Project Management Office, until the IV&V services could be procured. These temporary IV&V services terminate soon, and Cognosante Consulting will not be bidding on this IFB. The key deliverables Cognosante Consulting provided during State Fiscal Year 2017 were the following:	Is Cognosante Consulting considered the incumbent vendor for this contract?	Yes
2	Pg 5 section 1.11	A. Vendor(s) must include all pricing on the Official Bid Price Sheet(s) only. Any cost not identified by the successful vendor but subsequently incurred in order to achieve successful operation shall be borne by the vendor. The Official Bid Price Sheet is provided in the Bid Response Packet. B. A justification of prices quoted should be attached to the Official Bid Price Sheet. C. To allow time to evaluate bids, prices must be valid for 120 days following the bid opening. D. Failure to complete and submit the Official Bid Price Sheet shall result in disqualification. E. All bid pricing must be in United States dollars and cents. F. The Official Bid Price Sheet may be reproduced as needed. G. The Official Bid Price Sheet and accompanying price justification must be separately sealed from the Bid Response Packet.	What is the anticipated funding the department has for this RFP?	That is irrelevant for purposes of responding to this solicitation.
3	General		What is the budget allocated for this contract?	This is an Invitation for Bid, we are seeking bids to determine final budget. The State reserves the right to negotiate final budget.
4	p11, Sec 2.1, paragraph 2	When the IE-BM system is fully deployed, it is intended to manage a broad range of eligibility functions for MAGI Medicaid, traditional Medicaid, the Child Health Insurance Program (CHIP), the Supplemental Nutrition Assistance Program (SNAP), the Employment and Training Program (E&T) supporting SNAP, the Low Income Home Energy Assistance Program (LIHEAP), Child Care Assistance, Child Support Enforcement, Temporary Assistance to Needy Families (TANF), Arkansas' Transitional Employment Assistance (TEA), Women Infants and Children (WIC), and Veterans Services.	Will the IV&V Team be required to have experiences that cover all listed areas?	The IV&V Team is required to have experience verifying and validating multiple human service projects of these types for state government. We do not require all team members to have experience in each of these programs.

5	p11, Sec 2.1, paragraph 7	One of the key recommendations from the 2015 assessment was for Arkansas to contract with a single vendor who will provide system integration for the larger scope of multiple programs in the IE-BM.	Is the SI the single point of contact for IV&V questions regarding the modules would IV&V have direct access to the vendor(s) of the individual modules, if any,	The IV&V team will have direct access to all vendors working on the project. The SI vendor is a key stakeholder, but will not control the IV&V oversight.
6	p12, Sec 2.1, paragraph 3	The key deliverables Cognosante Consulting provided during State Fiscal Year 2017 were the following: • Monthly IV&V Assessment Report • Monthly IV&V Report for the Governor's Office Information Technology Governance Committee	Will the IV&V access to the Cognosante reports and any other IV&V or QA reports that exists on the project to-date?	Yes
7	p12, Section 2.3 Minimum Qualifications, paragraph C.	The Vendor's team (Prime and/or Subcontractor) must be able to perform IV&V of State IT systems that determine eligibility for multiple benefit programs such as: Medicaid, CHIP, SNAP, LIHEAP, TANF, WIC, and Veterans Services.	This list of functions is different from the functions listed on p11, Sec 2.1, paragraph 2. Please provide a comprehensive list of covered programs and agencies.	See Final IFB pg 11, Section 2.1, Paragraph 2.
8	p13, Sec 2.4 Scope of Work, Paragraph A.1	Vendor shall provide an IV&V project plan for Arkansas Department of Human Services (DHS) approval in a format acceptable to AR DHS.	When will IV&V know what the acceptable format is?	The format will be negotiated between the IV&V vendor and Arkansas DHS within the first two weeks of this contract.
9	p14, Sec 2.4, Paragraph B.1	Vendor shall make a formal presentation to AR DHS summarizing Vendor's understanding of the following: Medicaid program statistical information including caseloads, claims volume, and prior authorization requests.	Who will provide the IV&V with this data?	The IV&V vendor shall have direct access to all prior IV&V reports, the outgoing IV&V vendor and all other vendors working on the project.
10	p14, Sec 2.4, Paragraph D.1	The report shall provide an independent assessment of the IE-BM system integration contractor's performance that evaluates how well that contractor applies best practices in project management, in system development life cycle (SDLC) processes, and in work products	What is the state's preferred SDLC, Agile?	AR DHS uses a traditional waterfall SDLC for most of its large IT projects. However, we do use a hybrid waterfall/agile approach where that is more appropriate.
11	p18, Sec 2.4, Paragraph O.1	That testing SME shall analyze data conversion results, analyze integration/system test results, assess readiness for User Acceptance Testing (UAT), prepare a UAT validation strategy and plan, write the UAT plan, and document the UAT results.	Typically, IV&V provides independent oversight of the development of the UAT Plan by either the QA or Testing Teams. In this context what is meant by "write the UAT"	See Final IFB pg 18, Section 2.4, Paragraph O, 1. Note: CMS would have to approve a waiver of vendor's independence for this special role.
12	p18, Sec 2.4, Paragraph O.3	Vendor shall inform AR DHS of all test results at least weekly and make recommendations for corrective action to the IE-BM System Integrator.	(1) Is there an accepted format for reporting test results? (2) Is the reporting referred to here reporting on the test results from the IV&V sampling of the tests?	(1) The format will be negotiated between the IV&V vendor and Arkansas DHS within the first four weeks of this contract. (2) Yes.
13	Page 13, Minimum Requirements, D	D. The Vendor (Prime) must have an existing GSA Price Schedule published for their consulting services. The Vendor's schedule can be published as either GSA Schedule 70 "General Purpose Commercial Information Technology Equipment, Software, and Services" and Category 132.51 "Information Technology Professional Services"; or published as GSA Schedule 00CORP "The Professional Services Schedule (PSS)" and Category 874-7 "Integrated Consulting Services." As proof of meeting this qualification the Vendor must include a copy of their GSA Price Schedule.	Requiring a federal GSA schedule for a state IV&V contract would preclude our company from bidding as well as many other IV&V companies. Would the State consider dropping this requirement?	No
14	General	N/A	Has the State selected a System Implementation vendor? If so, who?	No
15	General	N/A	Does the State have a high-level project schedule it can provide to bidders?	Not at this time.

16	Pg. 2, Section 1.1, 2nd para.	During the first two (2) months of the contract resulting from this IFB, the successful Bidder shall provide up to three (3) Consultants to facilitate knowledge transfer from the outgoing IV&V team. After this transition period, the incoming IV&V team is expected to include one (1) IV&V Lead supported by two (2) IV&V Subject Matter Experts (SMEs), with an option to add three (3) additional IV&V SMEs with advance approval by the Arkansas Department of Human Services (DHS).	Are the 3 consultants to be provided for the first 2 months of the contract different from the 3 staff (IV&V Lead & 2 SMEs) to be provided for the rest of the contract? It would seem logical that those involved with knowledge transfer from the outgoing IV&V team would be the same staff that would provide the IV&V services. If they are expected to be different staff from those proposed to provide IV&V, please explain their role further and possibly provide a related GSA labor category for reference.	For continuity DHS would prefer to have the same team members, however, this is not a requirement. But DHS does reserve the right to approve team members.																				
17	Pg. 2, Section 1.1, 2nd para; Pg. 19, Section 2.6B; and Pg. 8 of the Bid Response Packet	<b>From Section 1.1</b> During the first two (2) months of the contract resulting from this IFB, the successful Bidder shall provide up to three (3) Consultants to facilitate knowledge transfer from the outgoing IV&V team. After this transition period, the incoming IV&V team is expected to include one (1) IV&V Lead supported by two (2) IV&V Subject Matter Experts (SMEs), with an option to add three (3) additional IV&V SMEs with advance approval by the Arkansas Department of Human Services (DHS). <b>From Section 2.6B</b> • Up to three (3) Consultants during the first two (2) months of the contract • One (1) IV&V Lead • One (1) Testing SME • Two (2) IV&V SMEs with an option to add two (2) additional IV&V SMEs with advance approval by AR DHS.	Section 1.1 and the Official Bid Price Sheet allow for an option of 3 additional SMEs but Section 2.6B allows for only 2 additional SMEs. Please clarify.	See Final IFB, pgs 19-20, Section 2.6B, C & D and pg 2, Section 1.1 2nd paragraph. Also see the Final Bid Response Packet, pg 8 <b>Official Bid Price Sheet</b> .																				
18	Pg. 4, Section 1.7.3	3. The following items shall be submitted with the Bid Response Packet in a sealed envelope. a. EO 98-04 Disclosure Form (Attachment A). b. Copy of Vendor's Equal Opportunity Policy. (See Equal Opportunity Policy.) c. Signed addenda to this IFB, if applicable. (See Requirement of Addendum.) d. Documentation that vendor meets the minimum qualifications outlined in this IFB. (See Minimum Qualifications.)	Should the Bid Response Packet (with the exception of the Official Bid Price Form) be separate from items a-d or can they all be provided in the same binder but in a separate binder/envelope from the Price Form?	The listed items in section 1.7.3 are to be included in the sealed Bid Response Packet they are not required to be in a separate binder/envelope.																				
19	Pg. 8 of Bid Response Packet - Official Bid Price Sheet	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>FIXED HOURLY RATES</th> <th>ESTIMATED HOURS</th> <th>TOTAL COST</th> </tr> </thead> <tbody> <tr> <td>CONSULTANTS</td> <td>\$</td> <td>960</td> <td>\$</td> </tr> <tr> <td>LEAD</td> <td>\$</td> <td>2080</td> <td>\$</td> </tr> <tr> <td>SUBJECT MATTER EXPERTS</td> <td>\$</td> <td>4160</td> <td>\$</td> </tr> <tr> <td></td> <td></td> <td></td> <td>\$</td> </tr> </tbody> </table>	DESCRIPTION	FIXED HOURLY RATES	ESTIMATED HOURS	TOTAL COST	CONSULTANTS	\$	960	\$	LEAD	\$	2080	\$	SUBJECT MATTER EXPERTS	\$	4160	\$				\$	1. Are the estimated hours for the SMEs mandatory or can bidders propose different hours? For example, the Testing SME might not be required full time but the State has allotted hours for 2 FTEs.  2. How will pricing/allotted hours be handled if the optional SMEs are added?	1. See Final IFB pg 6, Section 1.15 <b>Caution to Vendors</b> , Item C. Also see page 26, Section 4 <b>Standard Terms &amp; Conditions</b> , Item 5 <b>Quantities</b> .  2. See Final Bid Response Packet, pg 8, <b>Official Bid Price Sheet</b> .
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20	Pg. 8, Section 1.23.B	Accordingly, the Prospective Contractor expressly represents and warrants to the State of Arkansas through the procurement process by submission of a Voluntary Product Accessibility Template (VPAT) for 36 C.F.R. § 1194.21, as it existed on January 1, 2013 (software applications and operating ICSs) and 36 C.F.R. § 1194.22, that the technology provided to the State for purchase is capable, either by virtue of features included within the technology, or because it is readily adaptable by use with other technology, of:	It doesn't appear that this section applies to the IV&V Contractor. Please confirm. If it does apply, are bidders to submit a VPAT with the proposal? If so, please provide the VPAT.	Not applicable.																				
21	Pg. 11, Section 2	Minimum Requirements	Please confirm that bidders are to respond to all sections within Section 2, to include providing their approach to Section 2.4: Scope of Work.	This is an IFB, we require Bidder's verifiable information that meet the minimum qualifications, the official bid price sheet and each sheet from the response packet that correspond to each section of the IFB.																				
22	Pg. 15, Section G	Vendor shall develop and maintain a comprehensive report of all IE-BM project risks identified by the IV&V team in a format approved in advance by AR DHS.	Does the project use a software tool to log and manage risks/issues? If so, can you provide the name of the tool?	A variety of software tools are currently used to track risks for IV&V of this project (Jira, MS Project, MS SharePoint, MS Excel, etc.).																				

23	Pg. 16, Section J	Vendor shall participate in the state's Systems Development and Life Cycle (SDLC) gate reviews.	Approximately how many gate reviews does AR DHS anticipate?	The state currently holds a weekly Gate Review we review progress through the seven (7) Gates outlined in our current SDLC process.
24	Pg. 16, Section K	2. Vendor shall monitor and assess project management in areas including without limitation the following: • Progress against budget and schedule	Will the IV&V team be provided with access to project budget information?	Yes
25	Pg. 18, Section N	Provide a document repository for all IV&V work products produced during this contract that includes reliable version control, and provides efficient records retrieval to the AR DHS staff.	Is there a specific software tool that AR DHS would like the IV&V vendor to use? Does the proejct have its own document repository, such as SharePoint?	A variety of SharePoint sites are currently used as document repositories for the IE-BM project.
26	Page 19, Section 2.5 Key Personnel, paragraph C	At least one (1) of the IV&V team members must reside within seventy-five (75) miles of Little Rock, Arkansas for the duration of the contract. AR DHS prefers that more than one (1) of the team members reside within seventy-five (75) miles of Little Rock, but will consider other alternatives to ensure that the proper skills are assigned to this project.	In order to maximize the number of competitive proposal responses, would the state consider an alternative option such as, "At least one (1) of the IV&V team members must be on-site at the project location Monday through Friday during normal business hours for the duration of the contract" in place of the requirement, "At least one (1) of the IV&V team members must reside within seventy-five (75) miles of Little Rock, Arkansas for the duration of the contract."	See Final IFB pg 19, Section 2.5 C
27	Page 12, Section 2.3 Minimum Qualifications, paragraph D	The Vendor (Prime) must have an existing GSA Price Schedule published for their consulting services. The Vendor's schedule can be published as either GSA Schedule 70 "General Purpose Commercial Information Technology Equipment, Software, and Services" and Category 132.51 "Information Technology Professional Services", or published as GSA Schedule 00CORP "The Professional Services Schedule (PSS)" and Category 874-7 "Integrated Consulting Services." As proof of meeting this qualification the Vendor must include a copy of their GSA Price Schedule.	Given the limited number of national state IV&V providers who have a GSA schedule, would the state consider replacing or removing the requirement, "The Vendor (Prime) must have an existing GSA Price Schedule published for their consulting services. The Vendor's schedule can be published as either GSA Schedule 70 "General Purpose Commercial Information Technology Equipment, Software, and Services" and Category 132.51 "Information Technology Professional Services"; or published as GSA Schedule 00CORP "The Professional Services Schedule (PSS)" and Category 874-7 "Integrated Consulting Services."	No.
28	Page 2, Section 1.1, Paragraph 2 -AND- Page 19, Section 2.6.B., 2nd to last paragraph	During the first two (2) months of the contract resulting from this IFB, the successful Bidder shall provide up to three (3) Consultants to facilitate knowledge transfer from the outgoing IV&V team. After this transition period, the incoming IV&V team is expected to include one (1) IV&V Lead supported by two (2) IV&V Subject Matter Experts (SMEs), with an option to add three (3) additional IV&V SMEs with advance approval by the Arkansas Department of Human Services (DHS). - AND - B. The Vendor shall provide the following staff positions without limitation: • Up to three (3) Consultants during the first two (2) months of the contract • One (1) IV&V Lead • One (1) Testing SME • Two (2) IV&V SMEs with an option to add two (2) additional IV&V SMEs with advance approval by AR DHS.	The IFB specifies in Section 1.1 that the successful bidder shall provide up to three (3) consultants to facilitate knowledge transfer from the outgoing IV&V team with an option to add three (3) additional IV&V SMEs; however, in section 2.6.B the IFB states that the vendor shall provide four (4) staff with an option to add two (2) additional IV&V SMEs. Please clarify which one is correct.	See Final IFB, pg 2, Section 1.1 2nd paragraph. Also see pgs 19-20, Section 2.6B, C & D..
29	Page 20, Section 2.7.A, Paragraph 2	Vendor shall disclose to the AR DHS Project Manager any other projects or regular duties outside of the IE-BM IV&V work included in this IFB to which key personnel will be assigned, and shall indicate the time allocated for each project. Vendor shall not assign any projects or duties outside the scope of work for this IFB without the written consent of the AR DHS Project Manager.	With respect to provision 2.7.A., if the AR DHS Contract Manager has consented to a Vendor employee having a percentage of time allocated to a non-IE-BM IV&V project, and such employee's assignment later changes to a different non-IE BM IV&V project, is it correct that a Vendor does not need to seek further consent from the AR DHS Project Manager for such change provided that Vendor employee's percentage commitment to the work included in this IFB remains unchanged and unaffected?	See Final IFB pg 20, Section 2.7.A, last sentence: Vendor shall not assign any projects or duties outside the scope of work for this IFB without the written consent of the AR DHS Project Manager.

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