

BID: 710-19-1008

Attachment B

Written Questions

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.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answers
<i>Example</i>	<i>Page 7, section 1.15, C</i>	J. Vendors may submit multiple bid	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15, J</i>
1			We would like to ask for some clarification on the requirement regarding having to provide an independently audited financial statement. Because we are a privately held company we do not have an independently audited financial statement, however, we could provide our tax returns showing all of our revenue. Would using a tax statement like this fulfill the requirement?	Yes. See update IFB
2	Page 10, Section 2.1	Not included	What SDLC is being used for the project? (Agile/DevOps/Waterfall/Other Iterative)	Hybrid Agile waterfall
3	Page 12, Section 2.4, I	Perform web application testing on mobile devices (State utilizes multiple browsers and devices, plus Crossbrowser, SoapUI)	Will the State provide all mobile devices required for testing (via a service or actual devices)?	Via a service only.

4	Page 12, Section 2.4, I	Perform web application testing on mobile devices (State utilizes multiple browsers and devices, plus Crossbrowser, SoapUI)	Is there a list of mobility devices to be included in testing coverage?	Minimum - Android, macOS, Safari, Firefox, Chrome, IE, Edge using the testing tools. Actual hardware testing is limited to availability (State issued iPhones, Chrome Tablets, iPads, etc.). Actual hardware device testing typically in response to specific defect tickets reported from the field.
5	Page 12, Section 2.4, M	Create, update and execute automated test scripts.	Will the State provide a tool for automation testing?	Yes. Vendor may also provide alternate tools for evaluation and consideration with approval from DHS.
6	Page 11, Section 2.4, CMS Testing Framework, Pages 20 & 21, Section 5.2, Performance and Stress Testing	The CMS IT Infrastructure Implementation Agent or Contractor will perform Performance and Stress Testing on a business application and/or infrastructure,	Is Performance and Stress Testing including in the scope of this contract, and, if it is, will the State provide a tool for same?	Performance and Stress testing is not a part of UAT.

7	Page 11, Section 2.4, CMS Testing Framework, Pages 23, Section 6.2, Monitoring & Reliability Testing	The CMS IT Infrastructure Implementation Agent or Contractor will monitor the operational availability of business applications and/or infrastructure, problems/incidents, performance/service level, and capacity utilization of production systems, and will validate the gathered data against expected results (documented in the system's requirement document and/or Operation Manual (OM) document) to ensure that the implemented application or infrastructure performs as expected in production.	Is web and mobility Monitoring and Reliability Testing included in the scope of this contract, and, if it is, will the State provide tools for same?	Yes. The State will provide vendor recommended tools mutually agreed upon with DHS.
8			Per State Medicaid Directors Letter (SMDL) 16-010 from August 16, 2016, if a firm is awarded bid # 710-19-1021R - Independent Verification and Validation Services for the Integrated Eligibility and Benefit Management Solution (IV&V for IEBM), does the State believe the awarded IV&V firm would be ineligible for award of this bid (bid # 710-19-1008)?	IV&V vendor shall not be allowed to bid on UAT services.
9	IFB Page 3, Section 1.7 - Response Documents	Bid Reponse Packet 710-19-1008	Please provide a Word version of the Bid Reponse Packet.	Bids are posted in PDF for security purposes. Vendors are free to convert the documnet to a Word document.

10	IFB Page 6, Section 1.18 - Minority & Women-Owned Business Policy, C	C. The Arkansas Economic Development Commission conducts a certification process for minority-owned and women-owned businesses. If certified, the Prospective Contractor's Certification Number should be included on the Bid Signature Page.	Does the State intend to give preference to minority-owned and women-owned businesses in evaluation of the vendor proposals? If yes, please describe the preference that will be given in the evaluation process.	No
11	IFB Page 6, Section 1.18 - Minority & Women-Owned Business Policy, C	C. The Arkansas Economic Development Commission conducts a certification process for minority-owned and women-owned businesses. If certified, the Prospective Contractor's Certification Number should be included on the Bid Signature Page.	If the State intends to give preference to minority-owned and women-owned businesses in the evaluation of the vendor proposals, (a) is the preference only applicable if the Prime vendor is a minority-owned and women-owned business, (b) Will the preference apply if a subcontractor on the vendor team is a minority-owned and women-owned businesses?	See answer to question 10.
12	IFB Page 11, Section 2.3 - Minimum Qualifications, B	B. The Vendor (Prime) must have annual revenue of at least five million dollars (\$5M). As proof of meeting this qualification; the Vendor must include a copy of their most recent independent audited financial statement.	Most privately held firms will not have audited financial statements. Would a letter from our Certified Public Accountant confirming that we had annual revenue of at least \$5M be sufficient to demonstrate financial stability?	No, please see question and answer 1.

13	IFB Page 11, Section 2.3 - Minimum Qualifications, C.1	C.1. For each referenced project, the vendor shall provide: a) A description of the work performed; b) The time period and project amount; c) Staff FTE count; and d) Number of test cases	It is extremely difficult to provide the accurate count of number of test cases for each referenced project. Will the State consider removing the requirement to provide number of test cases?	No, an estimated number of test cases is allowable.
14	IFB Page 12, Section 2.5 - Personnel, F	F. All resources associated with this project are expected to work on site, at a minimum, from 8:00 a.m. to 5:00 p.m. Monday through Friday, and must be able to support, within reason, additional hours outside of the normal schedule when required to accommodate business needs.	Please clarify if the State means a 9 hour work day; or a 8 hour work day with 1 hour lunch.	8 hour work day with 1 hour lunch
15	IFB Page 12, Section 2.5 - Personnel, F	F. All resources associated with this project are expected to work on site, at a minimum, from 8:00 a.m. to 5:00 p.m. Monday through Friday, and must be able to support, within reason, additional hours outside of the normal schedule when required to accommodate business needs.	Will the State pay for overtime for additional hours (more than 8 hours a day)? How many estimated additional hours does the State expect the vendor to provide to support activities outside normal hours? Will the State agree to use the Allocation Fund for the these additional hours if these additional hours can not be estimated by the State?	1. No, the State will not pay overtime. 2. Full time employee monthly rate should include any potential overtime costs. 3. No. The State will not use the allocation fund to compensate for additional hours worked.

16	IFB Page 14, Section 2.7 - Allocation Fund, B	B. The size of the allocation fund will be determined by using the following formula: Fifteen (15) UAT Testers x Rate _\$______x 6000 hours = _____ Fifteen (15) UAT Reporting Testers x Rate _\$______ x 6000 hours = _____	The actual rate for each resource may vary based on experience/skill level, role (e.g. Spanish speaking), travel, etc. We assume that the Rate(\$\$) in the formula to calculate the Allocation Fund for the 15 UAT testers and 15 Reporting testers are blended rates. Please confirm.	Yes, blended rate.
17	IFB Page 15, Section 2.8 - Personnel, D Requirements, D	D. Due to security requirements, DHS will provide office space and desktop computers for the UAT contractor staff within the same office buildings used by DHS employees. The UAT contractor shall provide laptops, any other hardware, and any other software the contractor deems necessary to support its work.	We are assuming that all hardware and software required for the project will be provided by DHS (Section 2.6.E & 2.8.D). Please clarify and enumerate the need for laptops and any other hardware/software by the UAT contractor.	The vendor may provide company issued laptops for its key resources to communicate internally, take notes, etc. Laptops and external hardware/software are not to be used for testing purposes.
18	Page 11, Section 2.3, A	As proof of meeting this qualification the Vendor must include a letter of bond-ability.	Do we need to provide a letter of Bond-ability for the bid bond or the performance bond?	Performance bond.
19	Page 11, Section 2.3, C. 3 e)	Names, positions, and current telephone numbers of persons who can provide information on the proposed individuals' performance on these projects	Is it acceptable to provide internal contacts for this (For example Project Manager, Delivery Manager etc.)? Or is it mandated to provide client contact information?	Client contact information
20	Page 4, Section 1.11 Pricing	1.11 (A) The Official Bid Pricing Sheet and accompanying price justification sheet. (We can submit a price justification sheet to the Official Bid Pricing Sheet. (F) The Official Bid Price Sheet may be reproduced as needed.	1. Can multiple offers be given? 2. Is there a specific format required for the price justification?	1. Yes. See section 1.15, item J. 2. No

21	Page 10, 2.2 Service Delivery Location	Most services must be performed onsite in a designated DHS facility in downtown Little Rock, Arkansas and via limited, mutually agreed upon remote access for afterhours testing.	What percentage of Nearshore resources will be allowed? (for afterhours testing, etc. EX. Puerto Rico) Are any Offshore resources allowed?	No nearshore or offshore resources are allowed. After hours testing shall be conducted by existing identified full time employees.
22	710-19-1008 UAT IFB.pdf P:13 Section 2.6 A.5 and Attachment C.pdf P:6 Section G.2	Proposed UAT Organization structure is provide in 710-19-1008 UAT IFB.pdf P:13 Section 2.6 A.5 and in Attachment C.pdf it is mentioned that Vendor shall provide a proposed Organization chart...	Is the vendor expected to provide a fresh Org Chart?	Yes
23	710-19-1008 UAT IFB.pdf P:13 Section 2.5 F	All resources associated with this project are expected to work on site, at a minimum, from 8:00 a.m to 5:00 p.m.	Work hours is mentioned as 8 to 5, should we have to consider 9 or 8.5hrs per day?	See answer to question 14.
24	710-19-1008 UAT IFB.pdf P:13 Section 2.5 H	710-19-1008 UAT IFB.pdf P:13 Section 2.5 H - H.Vendor shall provide an allocation fund of one hundred and eighty thousand (180,000) hours	We see the allocation funds are approx. three times the staff requirements, can this be clarified?	The contract is for 10 full time employees onsite initially and the vendor must be able to provide up to 180,000 hours of additional FTEs over the 3 year contract.
25	710-19-1008 UAT IFB.pdf P:13 Section 2.7 Allocation Fund, B & C	710-19-1008 UAT IFB.pdf P:13 Section 2.7 B - 15 UAT Testers and 15 UAT Reporting Testers are mentioned	In section 2.7 C, its mentioned that State will use the rate card and hours Should we provide average rate card (blended rate) or seprate one for different levels?	Blended rate
26	Page 8, IFB Response Packet, Official Bid Price Sheet	Table containing Description and Fixed Monthly Rates	Are responses limited to the the named positions provided, or can the respondent suggest additional, or different roles if applicable.	Additional resources are allowed but cost must be included in the blended rate. Vendor shall not alter the price sheet.
27	Page 8, IFB Response Packet, Official Bid Price Sheet	Please provide a detailed budget as a separate attachment.	Please provide the minimum details required of the attached "detailed budget."	An itemized list of budgeted costs including personnel and any other costs estimated in the blended rate.
28	Page2, section 1.1, Purpose	".....to conduct User Acceptance Testing (UAT) onsite reviews."	<i>The bid is to conduct User Acceptance Testing (UAT)? Or UAT "review"?</i>	UAT testing - see section 2.4

29	Page 4, Section 1.11, A	Any cost not identified by the successful vendor but subsequently incurred in order to achieve successful operation shall be borne by the vendor.	<i>What is the process if the cost incurred is due to unforeseen project delays not owned by the Vendor?</i>	The allocation fund may be used to offset unforeseen costs due to project delays caused by DHS.
30	Page 4, IFB Section 1.11 Pricing	B. A justification of prices quoted should be attached to the Official Bid Price Sheet.	Is this separate of the "detailed budget" requested in the IFB Response Packet?	No.
31	Page 4, IFB Section 1.11 Pricing	B. A justification of prices quoted should be attached to the Official Bid Price Sheet.	If separate of the "detailed budget," is this expected to be a narrative justification, or can the "detailed budget" be considered the "justification?"	See answer to number 30.
32	Page 6, IFB Section 1.17 Award Process, A Vendor Selection 1.	Award shall be made on an ALL OR NONE basis to the lowest responsive bidder. Bidders must meet minimum qualifications. Bids must meet or exceed all defined specifications. Bids must meet all terms and conditions of this Invitation for Bid and the laws of the State of Arkansas.	Does this mean that the cost proposals will be evaluated first, and that the lowest responsive bidder will be awarded if they are found to meet or exceed the minimum qualifications?	An award is made to the responsive and responsible bidder who has submitted the lowest bid that meets the requirements and criteria set forth in the IFB.

33	Page 6, IFB Section 1.17 Award Process, A Vendor Selection 1.	Award shall be made on an ALL OR NONE basis to the lowest responsive bidder. Bidders must meet minimum qualifications. Bids must meet or exceed all defined specifications. Bids must meet all terms and conditions of this Invitation for Bid and the laws of the State of Arkansas.	Will all proposals be evaluated and scored for both cost and overall response?	See answer 32.
34	Page 6, IFB Section 1.18 Minority and Women-Owned Business Policy	MINORITY AND WOMEN-OWNED BUSINESS POLICY	In scoring a submission, will any preference or additional points be allotted to either a Minority and/or Women-Owned Business, or the use of such a partner in subcontract?	No. See answer 32.
35	Page 10, Introduction	The SI will be replacing the existing IBM Curam system with Deloitte's NextGen solution.	Does Deloitte's NextGen solution cover only SNAP? OR all the programs of IE-BM? as IBM Curam implementation was for SNAP program before it was halted.	All the programs in the IEBM RFP, including MAGI Curam
36	Page 11, 2.3, C	The Vendor's team (Prime and/or Subcontractor) must be able to perform UAT in support of the development of state IT systems that determine eligibility for multiple benefit programs which include but are not limited to: Medicaid, CHIP, SNAP, LIHEAP, TANF, WIC, Veterans Services and data warehousing reporting validation.	Is the development and implementation of all the programs using NextGen solution planned to be completed in 3 years?	Yes

37	Page 12, 2.4, M	M. Create, update and execute automated test scripts. Maintain UAT Regression script libraries.	What is the automation tool or technology used by DHS for the testing?	Software used in Automation testing: 1. Selenium 2. JDK 3. JRE 4. SoapUI 5. Eclipse 6. SVN 7. Ant 8. Jenkins 9. JUnit 10. Jira
38	Page 12, 2.4, A	A. Provide test plans, test cases, and test scripts for UAT.	Are the test cases and test scripts expected to be documented completely by the vendor UAT team? Or would it be a combined effort of vendor UAT team and DHS UAT team?	Combined
39	Page 12, 2.4, A	A. Provide test plans, test cases, and test scripts for UAT.	Is there a need for a UAT strategy document? Will the chosen vendor be required to produce a UAT Strategy Plan? If a plan is not required, when will the UAT strategy be defined and by whom?"	DHS's UAT group will work with the vendor to develop a mutually agreed upon strategy for test plans, cases and scripts

40	Page 12, 2.5, A and B	<p>A. The following positions shall be defined as key personnel:</p> <ol style="list-style-type: none"> 1. Two (2) UAT Leads 2. UAT Reporting Lead (State utilizes Cognos) <p>B. The Vendor shall provide the following staff positions without limitation:</p> <ol style="list-style-type: none"> 1. First key person upon contract start date 2. Second key person within the first fifteen (15) calendar days of contract start 3. Third key person within the first thirty (30) calendar days of contract start 4. Seven (7) testers within the first forty-five (45) calendar days of contact start 	<p>While the RFP identifies the State-provided software and the minimum staff activities, please provide more details on the minimum technical skills using the stated software to perform the identified activities so Vendors better understand the level of experience and skills the State expects from the UAT Leads, Reporting Lead and UAT testers.</p>	<p>JAWS – Validate full text-to-speech capability of the ARIES software for blind and visually impaired users. JAMA – Must possess the KSA to search, read and write project documentation in the JAMA software solution. JIRA – search, read, comment, update, create new JIRA tickets. Crossbrowser – Mobile device testing. Multi browser functionality testing. MS Project – Used for Project Reporting. (Manager and Leads only) Secure CRT – Jump Server WINSCP – File Transfer Power BI - Reporting testing. Only need access and limited knowledge of Power BI Cognos – Reporting testing. Only need access and limited knowledge of Cognos. DBeaver – Database inquiry using SQL. Must be able to read/write/execute SQL scripts (scripts to query database tables). This is limited to 3 to 4 FTEs</p>
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41	Page 12, 2.5, A and B	<p>A. The following positions shall be defined as key personnel:</p> <ol style="list-style-type: none"> 1. Two (2) UAT Leads 2. UAT Reporting Lead (State utilizes Cognos) <p>B. The Vendor shall provide the following staff positions without limitation:</p> <ol style="list-style-type: none"> 1. First key person upon contract start date 2. Second key person within the first fifteen (15) calendar days of contract start 3. Third key person within the first thirty (30) calendar days of contract start 4. Seven (7) testers within the first forty-five (45) calendar days of contact start 	Does the team mentioned in B include the UAT and Reporting leads mentioned in A?	Yes
42	Page 13, 2.6, C	The state shall provide training to all vednor resources	Does the training incude both business applications and technology / tools used in the project?	State to provide application training, Medicaid and Medicare caseworker training, and SNAP Training. A high level tool overview will be provided (handout, manual)- JIRA, JAMA, Selenium, JAWS, cross browser testing etc.

43	Page 15, 2.8, D	D. Due to security requirements, DHS will provide office space and desktop computers for the UAT contractor staff within the same office buildings used by DHS employees. The UAT contractor shall provide laptops, any other hardware, and any other software the contractor deems necessary to support its work.	In the event of after hours work by the UAT personnel remotely, would DHS applications, share point be accessible be through Vendor provided laptops, using VPN connectivity?	Yes, with approval on case by case basis.
44	Page 12, 2.4.B	B. Review and approve all testing documentation.	Does the State expect the UAT Vendor to document the test artifacts per point #A and also review and approve those?	Yes, the contractor is expected to provide approval; however, DHS will provide final approval.
45	Pg. 12, Section 2.5, F	All resources associated with this project are expected to work on site, at a minimum, from 8:00 a.m. to 5:00 p.m. Monday through Friday, and must be able to support, within reason, additional hours outside of the normal schedule when required to accommodate business needs. After hours shall consist of onsite and remote access (work from home to support implementation activities).	a. Does that provision apply to the UAT Manager position? (included in the Official Bid Price Sheet) b. Acceptable Performance for Service Criteria H. Personnel on pg. 9 of Attachment C ties Section 2.5 of the RFP to OV&V interviews and assessments. Can the State please clarify?	a. Yes b. See updated Attachment C.

46	Pg. 12, Section 2.5, B	The Vendor shall provide the following staff positions without limitation: 1. First key person upon contract start date 2. Second key person within the first fifteen (15) calendar days of contract start 3. Third key person within the first thirty (30) calendar days of contract start 4. Seven (7) testers within the first forty-five (45) calendar days of contact start	a. Can the State share a high-level project timeline that are driving the onboarding schedule? Are ST/SIT and UAT test environment(s) expected to be completed by January 2020? b. Does the State anticipate that the same level of staffing will be needed for the entire 3-year initial term of the contract?	a. See attached schedule. b. No.
47	Pg. 3-4, Attachment C, section B.	1. Vendor shall make a formal presentation to DHS summarizing Vendor's understanding of the following: • (...) • Submitted and approved UAT Project Plan. 2. This presentation must be delivered within forty-five (45) calendar days of the contract's actual onsite start date.	a. Does the State expect the UAT Project Plan to be submitted and approved within 45 days of start date, or to provide an overview of the UAT Project Plan in the presentation? b. Does the State have specific criteria for accepting this presentation, considering the onboarding schedule of UAT resources, the 45-day deadline, the requirement to analyze DHS policies, procedures and manuals for multiple programs? Will all of these artifacts be made available from day 1 to the contractor?	a. provide an overview of the UAT project plan in the presentation. b. The intent is for the State to verify the Vendors understanding of the scope of work. c. Yes, all material will be made available.
48	Pg. 5, Attachment C, section F.	F. UAT Support for the CMS MEELC and MEET 1. Vendor shall follow the current MEELC and complete all UAT portions of the MEET published at https://www.medicare.gov/medicaid/data-and-systems/meet/index.html Vendor shall deliver all UAT input required for these reviews to DHS.	Are other vendors involved in the certification process? Does DHS have established criteria or guidance, e.g., for collecting acceptable evidence in UAT?	1. Yes, Deloitte (SI) and NTT Data (PMO). 2. Currently under development.
49	Pg. 11-12, Section 2.4	Scope of Work	Is it the State's intent to leverage any testing artifacts from Deloitte?	Yes

50	Pg. 13, Section 2.6, A.5.	Proposed UAT organizational structure	Will Deloitte provide onsite support for UAT? (e.g., functional SME's, support for batch jobs, interface testing, time travel)	State and Deloitte to provide SME support. Vendor is required to run jobs batch, perform interface testing, and time travel - support will be provided to perform these activities
51	Bid Response Packet Pg. 8 Pg. 13, 2.6.B The Vendor shall provide the following staff positions without limitation:	Official Bid Price Sheet *Seven (7) User Acceptance Testing (UAT) Testers including - Two (2) bilingual Spanish UAT Testers and one (1) Reporting UAT Tester. 2.6.B.3 Seven (7) UAT Testers (which includes two (2) bi-lingual {Spanish} speaking Testers)	Please confirm or clarify the addition of the one (1) Reporting UAT Tester listed on the Official Bid Sheet but not listed under 2.6.B.3.	See updated IFB. One (1) UAT manager One (1) UAT lead One (1) Reporting lead Seven (7) Tester - includes 2 bilingual, 1 reporting
52	Page 10, section 2.1	The successful Bidder of this IFB shall provide UAT services for the existing Curam and future Deloitte Nextgen eligibility system	We assume that UAT test cases of current IBM curam platform will be provided for UAT on future deloitte nextgen eligibility system.	Yes.
53	Page 12, section 2.4	H. Perform functionality, usability, design and basic security testing on citizen portal.	Please confirm if states uses some tools for Usability and Security testing? If not can vendor use their preferred tool? Who will bear the cost of the tool?	1. Security Testing is basic security testing from an end user perspective (internal and external) - enter wrong password, request new password, answer security questions, etc. 2. No. 3. State would purchase additional tools if mutually agreed upon.
54	Page 12, section 2.4	M. Create, update and execute automated test scripts. Maintain UAT Regression script libraries	Please confirm if State has a tool for automation testing? If not, can vendor use their preferred tool (proprietary / open source)?	1. See answer 37. 2. State would purchase additional tools if mutually agreed upon.
55	Page 11, section 2.3	3. The work history resume	Define the Mandatory and desirable qualification of the candidate required for 3 specific roles	See IFB Section 2.3.C.3.

56	Page 3, Section 1.7, 3, b	Copy of Vendor's Equal Opportunity Policy	Do States have some kind of form and we need to fill that or we can provide our Equal Employment policy document	Vendors are to provide a copy of their EO poilcy. See page 7, section 1.19
57	Page 11, section 2.3, a	The Vendor must be bondable. As proof of meeting this qualification the Vendor must include a letter of bondability	Is there any Format or Information to be provided for letter of bondability	A standard letter issued by the bonding entity.
58	Page 11, section 2.3, 4	Include three (3) UAT tester resumes to be used as sample UAT testers skill sets	How many resumes we need to sumbmit for each categories?	At least one from each (bilingual, UAT, reporting)
59	Page 1,	Attachment E	WE are not registered with arkansas but with WSRMDC(subsidiary of NMSDC) as MBE and WBE. Can we be considered as MBE for this bid to be a part of arkansas Minority Database?	See pages 6-7, section 1.18