

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	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	IFB, Page 11, Section 2.4 Paragraph 3	The assessment shall be conducted per the CMS guide titled "Framework for the Independent Assessment of Security and Privacy Controls"	As this is an Eligibility and enrollment system, are we connecting to the Federal Data Services Hub or using information generated by the federal government where we need to audit for Publication 1075 as well as the stated CMS guidelines?	Yes, the system connects to the Federal Data Services Hub. This audit is for CMS MARS-E compliance only.
2	IFB, Page 12, Section 2.4. SPP 4	The project plan must include, but is not limited to:	Does this audit include penetration testing?	Refer to 4.1.1 Security Control Technical Testing in Framework_for_Independent_Assessment_of_Security_and_Privacy_Control s.pdf - the required tests fall more into the vulnerability scanning realm rather than full on penetration testing.
3	IFB, Page 12, Section 2.4. SPP 2	A draft/outline project plan must be delivered within fifteen (15) calendar days of the contract's actual onsite start date	How many environments / Data centers are in scope for this audit?	One environment for each audit - AWS based for the new system (Nextgen), traditional datacenter for the current system (EEF).
4	IFB, Page 12, Section 2.4. SPP 2	A draft/outline project plan must be delivered within fifteen (15) calendar days of the contract's actual onsite start date	Are the environments cloud hosted and require FEDRAMP audit?	The new system, Nextgen, is AWS based. Fedramp audit is not required rather just the procedures described in Framework_for_Independent_Assessment_of_Security_and_Privacy_Control s.pdf
5	IFB, Page 12, Section 2.4. SPP 2	A draft/outline project plan must be delivered within fifteen (15) calendar days of the contract's actual onsite start date	Has the Arkansas Security Program been audited within the past 12 months where we can leverage program policy audit responses, or does this audit include full program audit requirements not just Eligibility system?	The new system, Nexgen, has not been audited in Arkansas. The existing system, EEF, was last audited in 2017. The audit is limited to the eligibility system following the procedures described in Framework_for_Independent_Assessment_of_Security_and_Privacy_Control s.pdf
6	IFB, Page 12, Section 2.4. SPP 2	A draft/outline project plan must be delivered within fifteen (15) calendar days of the contract's actual onsite start date	Is remediation of gaps identified part this scope or would that be a future RFP?	Remediation is not part of this bid.
7	IFB, Page 12, Section 2.4. SPP 2	A draft/outline project plan must be delivered within fifteen (15) calendar days of the contract's actual onsite start date	does the scope of this project include producing a Plan of Action and Milestones surrounding the identified gaps and a prioritized risk assessment or just the audit findings?	The scope does not include producing the POA&M. The scope is just the production of the Security and privacy Controls Assessment (SCA) report per Framework_for_Independent_Assessment_of_Security_and_Privacy_Control s.pdf
8	IFB, Page 12, Section 2.4. SPP 2	A draft/outline project plan must be delivered within fifteen (15) calendar days of the contract's actual onsite start date	As this is a new system, some Audit evidence will not be available prior to production. Does the scope of this audit identify future audit requirements or is this a two stage RFP (Stage 1 Prior to go-live, Stage 2 6 months post go-live)?	The scope is to evaluate the system and organization available at the time of the audit per Framework_for_Independent_Assessment_of_Security_and_Privacy_Control s.pdf
9	IFB, Page 12, Section 2.4. SPP 2	Project plan shall be incorporated into the Integrated Master Schedule maintained by the IEBM System Integrator and updated weekly.	What format and version of project management tool is being to manage the master schedule?	Microsoft Project 2016
10	IFB, Page 12, Section 2.4. SPP 2	Project plan shall be incorporated into the Integrated Master Schedule maintained by the IEBM System Integrator and updated weekly.	Do you have project plan construction standards?	State will share standards with the vendor upon contract award.

11	IFB, Page 10, Section 2.2	The portion of the services for this IFB requiring system access must be performed onsite in a designated DHS facility in downtown Little Rock, Arkansas. Other portions of the services for this IFB may be performed at an agreed upon remote location	Is staff is expected to be on-sight, remote, hybrid?	<i>Expectation is hybrid - onsite for the tasks requiring system access and remote for report creation.</i>
12	IFB, Page 13, Section 2.6	Arkansas DHS shall provide the following staffing positions	Are there any training or SME support need for existing staff surrounding current Government Standards / Audit requirements?	<i>No. The staff is familiar with the MARS-E standard.</i>
13	IFB, Page 12, Section 2.4. SPP 6	Project plan shall be incorporated into the Integrated Master Schedule maintained by the IEBM System Integrator and updated weekly	Can we receive key milestones for the existing project plan? (Environment Availability, Data Masking, UAT, Production Go-Live, Certification Timeline, Etc.)	<i>See attached High Level Gantt Chart</i>
14	IFB, Page 12, Section 2.4. Reporting	Each report shall include, but is not limited to: • Resource status • Project status • Accomplishments • Risks or Issues • Concerns	Should this bid include any security management tools or does the state already use tools that we should work within?	<i>A. This bid does not include the purchase of additional tools. B. No</i>
15	Attachment C. Page 1 A.6	Project plan shall be incorporated into the Integrated Master Schedule maintained by the IEBM System Integrator and updated weekly.	What format and version of proejct management tool is being to manage the master schedule?	<i>Microsoft Project 2016</i>
16	Attachment C. Page 1 A.6	Project plan shall be incorporated into the Integrated Master Schedule maintained by the IEBM System Integrator and updated weekly.	Do you have project plan construction standards?	<i>See answer to number 10.</i>
17	IFB SCA Assessment, P 11, section 2.4	... will be performed on representative test systems for the environment to be evaluated	Describe the representative test systems, and how the State provides assurance the test environment matches that of the production environment.	<i>See attached Technology Environments Specifications pdf. It outlines all the various environments being built and the purpose for each. The project has oversite by an IV&V vendor.</i>
18	IFB SCA Assessment, P 11, section 2.4	... the first release of the Deloitte Nextgen eligibility system.	Has Deloitte completed implementation of release one of the Nextgen Eligibility system? If not, then provide planned implementation date.	<i>See attached High Level Gantt Chart</i>
19	IFB SCA Assessment, P 11, section 2.4	... the first release of the Deloitte Nextgen eligibility system.	What in-scope services are outsourced in support of the Deloitte Nextgen system (security, hosting, etc.), and who are the services outsourced to?	<i>All DDI and M & O are outsourced to Deloitte under the IEBM contract award.</i>
20	IFB SCA Assessment, P 11, section 2.4	... the first release of the Deloitte Nextgen eligibility system.	We will need to properly estimate the level of effort required to fully assess system software and hardware to fulfill the verification requirements detailed in MARS-E (section CA as well as other applicable technical controls). To produce an accurate estimate, we ask for a list of Deloitte Nextgen hardware and software to evaluate along with a description of the function and features for each. A link to user documentation will suffice, if it is available.	<i>See attached table of contents for the SDLC, TDD, and FDD.</i>
21	IFB SCA Assessment, P 11, section 2.4	... state may optionally request a Security and Privacy Control Assessment (SCA) on the existing Curam based eligibility system	Describe when and why the State may request the optional assessment over the Curam system, including how the State expects this option to be presented in a proposal.	<i>The State may request the optional Curam assessment due to the revised schedule of the NextGen implementation. The decision to perform this assessment will be made with the State, Deloitte, selected vendor and CMS. The State's last assessment was completed 3 years ago and required about 1,000 hours of effort. See updated Price Sheet.</i>
22	IFB SCA Assessment, P 11, section 2.4	... second release of the Deloitte Nextgen eligibility system	When is the planned release for version two of the Nextgen system?	<i>See attached High Level Gantt Chart</i>
23	Framework for SCA, P 3, section 1.1	... requires all security and privacy controls attributable to a system or application be assessed over a 3-year period	If a previous SCA has been performed, will that be available for review upon award of the contract?	<i>2017 SCA for the curam based system will be provided.</i>
24	Framework for SCA, P 4, section 2.2	Underlying infrastructure's security posture	Provide the overall size of the internal IP address range, and the approximate number of live IP addresses within that range.	<i>225-250 internal servers</i>
25	Framework for SCA, P 4, section 2.2	Underlying infrastructure's security posture	Provide the overall size of the external IP address range, and the approximate number of live IP addresses within that range.	<i>10-20 external IPs</i>
26	Pg 2, Sec 1.3.C Pg 12, Sec 2.4, Paragarph 3	Pg 2: "Term of Contract shall be for three (3) years." Pg 12: "While this IFB sets forth a plan for multiple years...not guaranteed that the resulting one-year contract will be renewed for those years."	The three-year term of contract language on Pg 2 conflicts with the one-year term of contract language on Pg 12. Please confirm whether term in for one or three years.	<i>Contract is a three-year term with four optinal renewals. See updated IFB.</i>

27	Pg 9, Sec 1.29 Pg 11, Sec 2.4, Paragraph 3	Pg 9: :Contract Start (Subject to State Approval) March 2, 2020 Pg 11: "The Security and Privacy Assessmnt Report shall be delivered by the last business day of February 2020.	Please confirm the Contract Start date and the Security and Privacy Report due date.	<i>Contract start date is anticipated to be March 1, 2020. See page 9, Sec 1.29 A draft report is due six (6) to eight (8) weeks from contract start with a final delivery at ten (10) weeks from contract start. See updated IFB.</i>
28	Pg 11, Sec 2.4, Paragraph 4	"In 2020 the state may optionally request a Security and Privacy Control Assessment (SCA) on the existing Curam based eligibility system. If such an SCA is requested the resulting Security and Privacy Assessment Report..."	Is the State requesting Contractors to submit a separate price for the optional 2020 SCA of the Curam based eligibility system? The pricing sheet requires a fixed annual fee, however, a Curam SCA results in additional work hours. Please confirm we should submit a separate price for a Curam SCA or if the State will issue and amendment for additional work.	<i>The State may request the optional Curam assessment due to the revised schedule of the NextGen implementation. The decision to perform this assessment will be made with the State, Deloitte, selected vendor and CMS. The State's last assessment was completed 3 years ago and required about 1,000 hours of effort. See updated Price Sheet.</i>