



## SOLICITATION AMENDMENT #2

<b>YH20-0001</b> HEAplus Maintenance and Operations RFP	Solicitation Due Date:  <b>March 24, 3:00 pm Arizona Time</b>	Procurement Officer: Meggan LaPorte  Email: <a href="mailto:procurement@azahcccs.gov">procurement@azahcccs.gov</a>
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**A signed copy of this amendment must be submitted with your solicitation response.**

This Solicitation is amended as follows:

Paragraph # or Title	Page #	Amendment
Exhibit A - Technical Proposal	Requirements	Requirement 100000: The Contractor must <del>provide a</del> maintain the State's current defect and issue tracking and resolution system that is accessible by State users via a web interface, in accordance with State privacy standards.
Exhibit A - Technical Proposal	Requirements	<b>NEW: Requirement 100050: The State will reimburse the Contractor for all necessary licensing to meet the needs of the contract.</b>

The attached Answers to Questions are incorporated as part of this solicitation amendment.

<b>OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.</b>	<b>THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.</b>
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE:  <b>SIGNATURE ON FILE</b>
TYPED NAME:	TYPED NAME:  Meggan LaPorte, CPPO, MSW
TITLE:	TITLE:  Chief Procurement Officer
DATE:	DATE:



**ANSWERS TO VENDOR QUESTIONS  
ROUND #2**

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Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	Accenture	HEAplus Infrastructure Inventory	5	The Software Inventory section of the HEAplus Infrastructure Inventory provides a list of software types that are in use in the HEAplus environments. Will the State provide products names in use for each of the list software types?	Upon contract execution, the State will provide the full software inventory to the Contractor and the Contractor shall be responsible for procuring the necessary licenses to meet the needs of the contract. The State will then work with the Contractor to amend the contract costs accordingly and will reimburse the Contractor for all necessary licensing. Do not include software and licensing in your Exhibit B - Cost Proposals.
2.	Accenture	4.6.6.1. System Testing	20	Regarding test cases/test scripts: How many reside in the current system test suite? And how many reside in the current regression test suite?	There are 121 test cases - with multiple scenarios for each case. The current system test suite is the current regression test suite.
3.	Accenture	Exhibit B Cost Proposal	N/A	How will transition costs be evaluated amongst all bidders, considering not all bidders will have transition costs?	All vendors will be required to develop the identified Key Deliverables and appropriately staff and organize themselves to meet the expectations of the newly defined Service Level Agreements defined in Exhibit A - Technical Proposal, which will result in transition costs for all vendors. As a result of the mandatory requirement, it is expected that all eligible vendors have adequate experience performing work of similar nature and are prepared to perform start up transition activities quickly and efficiently as a result of their extensive experience.
4.	Accenture	Exhibit A 114100	N/A	To allow Contractors to consistently size and price the implementation of the Reporting Region, will the State supply the approximate storage size of the current and prior three State fiscal years' data?	Current storage is approximately 8 TB and includes data from October 2013 to the end of 2019.
5.	Accenture	Exhibit A SLAs	N/A	What is the current performance of the system against the uptime SLAs? Against performance SLAs?	The performance standards related to system availability, response time, and software licensing are currently being met.
6.	Accenture	Exhibit A SLAs	N/A	What is the current defect backlog by severity? How many defects by severity did not meet the SLA timeframes stated in the RFP over the last six months?	The SLAs defined for this scope of work are new and have not been used previously to measure the performance of the HEAplus application nor the incumbent Contractor.



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Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
7.	Optum	Part B3 Technical Proposal, Deliverables Table	Del. Table	Can the State clarify the meaning of “Monthly SLA Penalty” in the Deliverables Table? For example, does it apply to fractions of a month?	The Monthly SLA Penalty is applied should the deliverable not be delivered by the target submission date or updated on the specified frequency. The SLA Penalty may be applied once per month that the deliverable is not submitted or updated.
8.	Optum	Part B3 Technical Proposal, Requirements	Req't 100100	For Requirement 100100 in the “Requirements” worksheet, please elaborate on the State’s expectation of the “M&O Staff” who will require access to the searchable online knowledge management system, e.g. will staff from the State or any other party require access, and if known, what is the approximate number of people who will require this access? This will assist with pricing this functionality.	The online knowledge management system has not been defined or developed. The RFP requests that after the award the awarded Contractor conduct initial requirements gathering and present options for a potential online knowledge management system. The Fixed Prices tab of Exhibit B - Cost Proposal includes line items to estimate costs for requirements gathering, development/implementation, and maintenance and operations of an online knowledge management system. Additionally, as stated in the Instructions Tab of Exhibit B - Cost Proposal, the online knowledge management system will not be evaluated, and the State may or may not choose to move forward with the award and implementation of an online knowledge management system.
9.	Optum	4.6.1.2 System Requests	15	Can the State clarify the definition of “Time and Materials” in the table at the end of section 4.6.1.2? Specifically, “hours required to complete” is shown with and without “time and materials” but it is unclear what “time and materials” includes.	Time and materials refers to special requests from the State including but not limited to coaching State staff on technical aspects of the HEAplus system or requests for audits.
10.	Optum	4.6.3.1 System and User Documentation	18	Are there presently copies of the Data Flow Diagram, High-Level Design Document and Detailed Design Document, and approximately when was the most recent update? Or will the Contractor need to develop the initial versions of these diagrams?	As part of the change request process these components are created. If this information is needed for the HEAplus system in its entirety, the awarded Contractor would need to develop.



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11.	Optum	4.6.7.1 Reporting	21	While it is stated that "reports cannot run during the core business hours due to the potential for negative impacts to the Production environment performance," the table on Page 21 shows that the Discontinuance and Transitional Reports are run 16 times per day. Can the State please define "core business hours"?	Core business hours are defined as 7:00 a.m. to 5:00 p.m. Arizona Time, Monday to Friday. The Discontinuance and Transitional Reports are automated reports that have been optimized. Manual reports should not be run during core business hours due to impact.
12.	Optum	General	N/A	Will the State permit Appendices for additional relevant information to be included with the submission, for example, further background on our proposed Key Staff?	Paragraph 6.5 "Additional Information (Optional)," on page 48 of the RFP, allows Offerors to submit additional information which would "substantiate that the Offeror has the experience, expertise and capability to provide the required services". This is intended to allow flexibility to an Offeror who may have desire to submit information that is not specifically requested by AHCCCS in the Special Instructions to Offerors as part of its Experience and Expertise submission. This section is not intended to allow an Offeror to circumvent the page limits. Any information that is received beyond the specified page (15 pages for the Experience and Expertise Narrative Proposal and 25 pages for the Methodology Narrative Proposal) will not be included in the scored portion of the Offeror's proposal for evaluation.
13.	Optum	4.6.4.1 MARS-E Compliance	18	The RFP states the HEAplus is MARS-E compliant. Has an independent CMS MARS-E assessment been completed for the current production implementation?	Yes.
14.	Optum	4.2 HEAplus Stakeholders	6	Given that HEAplus is connecting to the Federal Data Service Hub (FDSH), has the IRS or SSA applied their security and privacy requirements upon HEAplus?	Yes, SSA security and privacy requirements have been applied. HEAplus does not interface with IRS data.
15.	Optum	4.6.4.1 MARS-E Compliance	18	Will the State retain responsibility for procuring all required independent CMS MARS-E assessments?	No. As stated in Section 4.6.4.1. MARS-E Compliance on page 18 of the RFP, "The Contractor is responsible for maintaining MARS-E 2.0 compliance and compliance with future MARS-E releases". This includes procuring all required independent MARS-E assessments.
16.	Optum	5.1. Future State	23	Is the migration into Azure being contracted and implemented using only FedRAMP compliant cloud services?	Yes.



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Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
17.	Optum	5.3. Key Deliverables	25	MARS-E compliant security documentation is a deliverable 70 business days after contract start. The incoming vendor is not the original author of this documentation. As such, an appropriate review of security and privacy documentation requires garnering an understanding of the solution design, architecture, and discussions with technology owners. After this information gathering has occurred, will this first deliverable be an evaluation of the current content and completeness of these CMS MARS-E documents to establish a baseline and determine remediation timelines, if needed?	<p>As stated in Requirement 109800, "The Contractor must update and maintain the MARS-E Compliant Security Documentation detailing the Contractor's approach to ongoing HEAplus security design."</p> <p>The Contractor must also review and identify any weaknesses as well as a plan to address all open POA&amp;Ms. The Contractor will be expected to engage in open POA&amp;M or Security Technical Implementation Guide (STIG) remediation. It is intended that the Start-Up Transition period will serve for the Contractor to prepare themselves for producing the required and requested documentation.</p>
18.	Optum	Part B3 Technical Proposal, Requirements	Req't 109400	This requirement states POA&Ms must be resolved in accordance with MARS-E standards. If the incumbent has POA&Ms that have not been resolved, will the awarded vendor have a "new" timeline to identify remediation options and resolve current POA&Ms?	No. The current POA&Ms should be resolved by the incumbent Contractor during the Start-Up Transition period. Any remaining POA&Ms at the end of the Start-Up Transition period will not be granted a "new" timeline to resolve current POA&Ms.
19.	Optum	5.1. Future State	23	What are the primary Azure cloud services that the Azure implementation will use?	Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) services.
20.	Optum	5.1. Future State	23	Does the Azure implementation require supporting virtual machines or non-Azure software for applications, infrastructure, or supporting services? If yes, what are the non-Azure components?	It is expected that the major components will be in the cloud. Items such as security tools, Data Asset Management (DAM) tools, and other access management tools may or may not be cloud based. Offerors should estimate to the best of their abilities, any related costs that should be included in Operations in Exhibit B - Cost Proposal and specified in Section 3.4 Assumptions of the Methodology Narrative Proposal.
21.	Optum	5.1. Future State	23	Will the State be providing appropriate licensing for all Azure and non-Azure solution components?	Refer to AHCCCS' response to Question #1.



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22.	Optum	4.6.8.1. Training Environment	22	With respect to Training Environments, can the State please provide the following to assist with pricing estimates: a) A description and/or an example of a training scenario b) How training scenarios are used in training courses c) Approximate number of training scenarios set up in 2019 d) Anticipated number of training scenarios for 2020, as well as the anticipated courses e) A current list of courses and audience for each, including any new courses planned for 2020. f) Whether training scenarios are currently required for every training course and if not, which courses do not require training scenarios g) Course outlines for current and planned courses	Development and delivery of training content is out of scope for this contract. In accordance with the RFP requirements, the Contractor maintains the current HEAplus Training Environment. Approximately 250 users utilize the Training Environment daily.
23.	Optum	4.6.8.1 Training Environment	22	Can the State please advise on the following: a) How soon after Services Start Date do you anticipate needing new training scenarios to be available? b) What is the approximate time requirement to enter a training scenario into the Training Environment? c) What is the State's expectation for data refresh of the Training Environment (Weekly, Monthly)?	a, b) Development of training content is out of scope for this contract. The State creates its own training scenarios by utilizing a Contractor developed and supported tool to create scenarios in the Training Environment. c) The Contractor must periodically refresh reference tables in the Training Environment to align with the Production Environment at the State's request.
24.	Optum	4.6.8.1 Training Environment	22	We understand contractors are responsible for the training environment. If there are software licenses required, will the State be responsible to procure these licenses on behalf of their users and the support and maintenance required?	Refer to AHCCCS' response to Question #1.
25.	Optum	Part B Technical Proposal, Requirements	Req't 117800	What is the ticketing system that the State currently uses? Is the expectation that the new vendor will be using the existing ticketing system or their own tool? If Contractors are required to manage the existing State system, is contractor or State responsible for procuring necessary software updates and maintenance? If the new vendor is required to bring their own tool, how many State users should the new vendor plan for and what are their roles?	Refer to AHCCCS' response to Question #1 and the amended Requirement 100000 listed in the beginning of this amendment.



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26.	Optum	Part B Technical Proposal, Requirements	Req't 1001 00	Can the State clarify if there is an existing knowledge management system? If so, how will the existing knowledge management system integrate with the new knowledge management system? How many State users will require access to the knowledge management system?	Refer to AHCCCS' response to Question #8.
27.	Optum	Part B3 Technical Proposal, Requirements	Req't 1006 00	Can the State provide a listing of its approved browsers?	<ul style="list-style-type: none"> <li>▪ Chrome Versions: 5.0 (Google Android), 30 (Windows 7+), 33 (OS X 10.9+), 38 (Linux), 40 (Android 4.1+), 41 (iOS 9.0+), 43 or higher</li> <li>▪ Edge (Internet Explorer) Versions: 12, 13 (Mobile) or higher</li> <li>▪ Firefox Versions: 27 (Maemo), 31 (Maemo ESR), 31.8 (ESR Only), 34, 36 (Windows XP SP2+), 38.0 (Windows XP SP2+ ESR), 38.1 (OS X 10.9+ ESR), 39 (Linux) or higher</li> <li>▪ Internet Explorer Versions: 11 or higher</li> <li>▪ Opera Versions: 12.18 (Windows Mobile), 14 (Opera Mobile), 17, 20 (Webkit, Blink), 31 (Windows 7+), 35 (OS X 10.9+), 37 (Linux), 41 (Android 4.0+) or higher</li> <li>▪ Safari Versions: 5 (iOS 5), 7 (OS X), 10 (macOS) or higher</li> </ul>
28.	Optum	Part B3 Technical Proposal, Requirements	Req't 1015 00	Can the State please clarify that the new vendor's help desk will be supporting technical questions related to the HEAplus system only for Community Assistors and Navigators? Approximately how many total users is this?	As stated in the RFP, the Contractor will only be responsible for providing Help Desk support to the Community Assistors. The State is unable to provide the number of distinct users, however, there were 3,960 calls received by the Help Desk in 2019.
29.	Optum	4.6.1.2. System Requests	14	Can the State please clarify where and what the bidder should provide with respect to the Service Request cost in the Exhibit B Cost Sheet?	Offerors should not include new development SRs into their cost proposal. The costs for responding to SRs will be separate from Offeror's cost proposal to this RFP as new development costs are unable to be quantified at this time. All SRs will be developed and priced separately with the awarded Contractor with a not to exceed price on an as needed basis.
30.	Optum	Part B3 Technical Proposal, SLAs	All SLAs	Can the State please provide historical data on how the HEAplus is currently meeting SLAs?	Refer to AHCCCS' response to Question #6.





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31.	Optum	4.6.1.1 Ticketing	14	Can the State please confirm if priority 2 incidents would have impact on the availability monthly percentage? If so, can the State please provide what percentage of the existing priority 2 incidents have impacted availability?	Priority 2 incidents are not indicative of a system outage; therefore, system availability is not impacted.
32.	Optum	4.6.1.1 Ticketing	14	Can the State please provide the average resolution time per incident, problem and service request tickets?	Resolution times vary greatly based on the nature of the issue and solution implemented; therefore, any average would be significantly skewed as the basis for comparison are not equal.
33.	Optum	Part B3 Technical Proposal, SLAs	SLA 4	Can the State please provide the output of the last run DR test on the HEAplus system and the current status of the remediation items? Can the State also clarify if these DR tests are meeting the SLA 4 resolution requirements?	The 2019 DR test was completed and deemed a success and complies with MARS-E standards. The SLAs defined for this scope of work are new.
34.	Optum	Part B3 Technical Proposal, SLAs	SLA 4	Can the State please clarify if the State has or is planning to run a DR test in the Azure Cloud Environment? Can the State please provide the output of the DR test? Can the State also clarify if these Azure DR tests are meeting the SLA 4 resolution requirements?	The State is planning to but has not yet run a DR test in the Azure Cloud Environment.
35.	Optum	Part B3 Technical Proposal, SLAs	SLA 4	Can the State please provide current DR/Failover Test documentation and procedures?	No, this information is not relevant to this procurement as the system will be migrated to the cloud. Current tests will not be relevant once the system has been transitioned to a cloud hosted environment.
36.	Optum	Part B3 Technical Proposal, SLAs	SLA 10	Will the Contractor be responsible for costs and maintenance of COTS products (product lifecycle management)?  Will the contractor be assuming State or incumbent licenses?	The Contractor will be responsible for maintaining all COTS software licensing in compliance with SLA 10.  Licenses will not be transferred. Refer to AHCCCS' response to Question #1.
37.	Optum	4.6.1.2. System Requests	14	Can the State please provide the current schedule for Enhancements and Service Requests projects in progress or planned for the HEAplus system? What were the total number of SRs in 2019 and are the hourly estimates available? Is there a forecast for 2020?	There is not a schedule or forecast of planned enhancements and SRs for 2020. The RFP provides the number of SRs completed in 2018 and 2017. In 2019, there were 32 SRs completed, which required 15,748 hours to complete (not including time and materials).





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38.	Optum	4.6.1.1. Ticketing	14	Can the State please provide the monthly average number of incident and problem tickets by priority level for 2019?	<p>The State assumes the question is relating to all open tickets. The State tracks by total number of open tickets rather than the average number of tickets by month. The total number of tickets that were open on the date reported by priority level each month for the first seven (7) months of 2019 are provided in Section 4.6.1.1 Ticketing, of the RFP. The total number of tickets that were open on the date reported by priority level for the last five (5) months of 2019 are provided below.</p> <table border="1"> <thead> <tr> <th></th> <th>P1</th> <th>P2</th> <th>P3</th> <th>P4</th> </tr> </thead> <tbody> <tr> <td>8/2019</td> <td>0</td> <td>351</td> <td>56</td> <td>4</td> </tr> <tr> <td>9/2019</td> <td>0</td> <td>348</td> <td>45</td> <td>5</td> </tr> <tr> <td>10/2019</td> <td>0</td> <td>322</td> <td>65</td> <td>18</td> </tr> <tr> <td>11/2019</td> <td>0</td> <td>245</td> <td>50</td> <td>24</td> </tr> <tr> <td>12/2019</td> <td>0</td> <td>259</td> <td>48</td> <td>24</td> </tr> </tbody> </table>		P1	P2	P3	P4	8/2019	0	351	56	4	9/2019	0	348	45	5	10/2019	0	322	65	18	11/2019	0	245	50	24	12/2019	0	259	48	24
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12/2019	0	259	48	24																															
39.	Optum	6.4 Cost Proposal		Will the State consider isolating engagement transition startup activities (takeover) costs to the non-evaluated group with transition dis-engagement costs to eliminate or reduce an incumbent advantage?	No. Refer to AHCCCS' response to Question #3.																														
40.	Optum	Part B3 Technical Proposal, Requirements	Req't 1010 00	Will the State please provide the current version of the State Release Management Plan?	HEAplus policies and procedures will be provided upon award.																														
41.	Optum	Part B3 Technical Proposal, Requirements	Req't 1034 00	Will the State please provide the current version of the Business Continuity Plan?	No, this plan will not be released publicly due to security risks. Upon contract execution, the Contractor may request a copy of the Business Continuity Plan.																														



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42.	Optum	Part B3 Technical Proposal, Requirements	Req't 107700	In order to plan for startup activities, will the State please provide the current version of the Disengagement Transition Plan from the incumbent contractor?	<p>At this time, no formal disengagement or transition plan has been developed. All requirements of future transition plans for the incumbent is included in contract amendment #25 which is publicly available in "APP".</p> <p>The existing contract with The Center to Promote Health Care Access LLC, DBA Alluma is publicly available on the states procurement website (APP).</p> <p>Step 1: Visit APP at <a href="https://app.az.gov/page.aspx/en/usr/login?ReturnUrl=%2fpage.aspx%2fn%2fbuy%2fhome">https://app.az.gov/page.aspx/en/usr/login?ReturnUrl=%2fpage.aspx%2fn%2fbuy%2fhome</a></p> <p>Step 2: Click on STATE CONTRACTS</p> <p>Step 3: Enter contract number or first few words of contractor name in KEY WORD box: AHCCCS17-155086 or "the center to"</p> <p>Step 4: Click the link to the contract in LABEL column</p> <p>Step 5: Navigate to the contract attachments at bottom of page</p>
43.	Optum	Section 4.6.1.1	14	Will the State please provide the number of 'P2' defect penalties assessed on the current vendor that are > 60 days for of the last six months?	Refer to AHCCCS' response to Question #6.
44.	Optum	Section 4.6 Application Maintenance	12	<p>This section States contractor is responsible for applying appropriate third-party software updates, patches, licenses and repairs as needed. Can State please provide:</p> <p>a) the current software list, version number (particularly if not at version n-1)</p> <p>b) license number (quantities) that contractors will need to support</p> <p>c) whether contractors are expected to take over all costs associated with the software or will that be borne by the State</p>	Refer to AHCCCS' response to Question #1.



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45.	Optum	Section 4.6 Documentati on	12	A requirement is that contractor must create system documentation and update as appropriate. Can State advise what documentation outside of deliverables may be required to be created? With respect to updates, can State advise if these will be updates to previously submitted Deliverables or will it include other types of documentation?	Examples are listed in Section 4.6.3.1. System and User Documentation, page 18. Updates for system and user documentation will be required on an as needed basis.
46.	Optum	N/A		To the extent the application contains latent defects that arise after contractor takeover, can State advise if a fix is required that these will be covered under a Service Request? Will SLAs be excused for any such latent defect that causes contractor to miss meeting SLA metrics?	No. The current defects should be resolved by the incumbent Contractor during the Start-Up Transition period. Any remaining defects at the end of the Start-Up Transition period will be the responsibility of the awarded Contractor. As stated in Section 5.5. Service Level Agreements, the Contractor will not be penalized for any SLA until the Start-Up Transition period has been deemed completed by the State.
47.	Optum	Special Instructions to Offerors	41	Per the instructions, we understand that a contract is formed with the AHCCCS Chief Procurement officer signs the award page and provides notice to the successful Offeror (s), and that responses to the RFP will become part of the final contract. The procurement schedule indicates there will be a Contingent Award made on June 23, 2020, and a Final RFP award on August 8 <sup>th</sup> . Based on this schedule, can contractors assume that they will be given notice of possible award so they can prepare for ramping up (rather than a possible contract award without notice)?	Yes, all Offerors will be informed when a contingent award is made. Additionally, the contingent award will be announced publicly on our website and is subject to Federal approval.
48.	Optum	Part B3 Technical Proposal, Requirements	Req't 109600	With respect to the passage in Requirement 109600 "...auditing current log status for MARS-E in a State-defined time period..." a) While the logs are aggregated real-time, within the auditing of such logs, can the State define what is meant by Auditing in this context? b) What is the State's defined time period for this process? c) What is meant by "current log status" given the logs are being aggregated in real-time?	The referenced information is in requirement 109800. a) Proactively searching for security and/or privacy violations or suspicious activity and ensuring compliance of privacy and security standards. b) This varies. Some are real-time while others are periodic. c) Real-time.



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49.	Alluma	Section 3 Definitions and Exhibit B Pricing	Section 3, Page 33; Exhibit B, Throughout	Sections refer to Online Knowledge Management, but we cannot find this in the scope of work or special instructions. Can the state direct us to the associated description or requirements or otherwise provide them?	Refer to AHCCCS' response to Question #8.
50.	Alluma	Exhibit B Instructions	No Page Number	On the Instructions Tab, Section labeled "Fixed Price Tab", Paragraph 2: Can you please provide explanation for this paragraph. <b><i>[Note: The State responded to this question in the Bidder's Conference. We are asking for your explanation in writing as you suggested that verbal information is not to be relied on.]</i></b>	All Start-Up Transition costs should be accounted for in Column B, cells 9 through 23 ("Year 1") of the Fixed Prices tab.  All Disengagement Transition costs should be accounted for in Column H, cells 24 through 25 of the Fixed Prices tab. Disengagement is anticipated to occur during the final six (6) months of the contract, which may vary depending on the number of extensions granted by the State. For the purposes of this RFP, the Offeror should build its pricing proposal with the assumption that all extension options are exercised by the parties and your disengagement costs would be occurring in the last 6 months of a full 5-year contract. Disengagement Transition costs will not be evaluated for the purposes of this RFP. Any Disengagement Transition costs provided by the Bidders may be used as a basis for future negotiations with the awarded Contractor.
51.	Alluma	Section 6.2	43 and 45	Would a cover page and/or table of contents be included in the stated page limits?	No. The Offerors may include a cover page and/or table of contents, which will not be included toward the specified page limits.



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52.	Deloitte	Exhibit B	Fixed Price Tab	Can the State confirm that the costs to be provided in the <i>Transition</i> portion of Exhibit B should not include maintenance and operation (M&O) costs and just be the vendors costs for providing the specified deliverables and activities listed? Please confirm all M&O costs should only be provided in the <i>Maintenance and Operation</i> portion of Exhibit B.	This is correct.
53.	Deloitte	4.6 Exhibit A	12 N/A	There are several statements in the RFP documents, specifically Section 4.6 and Requirement 100200 from Exhibit A, that refer to the process of implementing enhancements to the system via System Requests (SRs). Can the State please clarify whether activities related to SRs (from requirements through implementation) should be included in the fixed-price M&O bid? If so, how many SR hours should vendors plan for on an annual basis?	Refer to AHCCCS' response to Question #29.
54.	Deloitte	6.2	44	Would the State consider asking bidders for client references to help validate the bidder's stated experience as well as client satisfaction with their performance?	The State is not requiring Offerors to provide references to validate experience; however, Offerors may include this information within the page limit of their proposals at their discretion. The State is requiring the Offerors to exhibit their experience in Section 1.0 of the Experience/Expertise Narrative Proposal.
55.	Deloitte	6.4	47	The RFP does not specify whether transition costs will be part of the evaluation. The inclusion of transition costs in the evaluation would favor the incumbent vendor as they will have limited or no costs associated with transition. Can the State confirm that its evaluation of cost proposals will not include transition costs?	Start-Up Transition costs will be included in evaluation. Disengagement Transition costs will not be included in evaluation. Refer to AHCCCS' response to Question #3.
56.	Deloitte	Exhibit A	N/A	Can the State please clarify who will provide the cloud managed services once the State moves to Microsoft Azure. If this set of services is in scope for this procurement, can the State please update Exhibit A with the corresponding requirements?	The State's cloud Contractor will provide the cloud managed services for HEAplus.



**ANSWERS TO VENDOR QUESTIONS  
ROUND #2**

**HEAplus Maintenance and Operations RFP #YH20-0001**

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
57.	Deloitte	Bidders Library	PDF Pages 20 - 21	The HEAplus Infrastructure Inventory document in the bidder's library does not list the software used by HEAplus, to support it, or to manage the project (e.g., defect management, issue management). It only provides categories on the last two pages with no software product names. Can the State please provide an updated inventory with software product names and versions to help bidders determine the necessary skills sets and staff load to support HEAplus?	Refer to AHCCCS' response to Question #1.
58.	Deloitte	Exhibit A	SLA Tab	It was discussed in the Bidder's Conference that the SLAs specified in Exhibit A are new SLAs. Can the State please confirm that system-related SLAs (e.g. system availability, response time, and software licensing), as described in the RFP, are currently being met and for how long?	Refer to AHCCCS' response to Question #5.
59.	Deloitte	Exhibit A	SLA Tab	To help bidders better understand the current performance of the system, would the State be willing to provide the latest SLA reports from the incumbent, even if the SLAs are different than what is specified in the RFP?	Refer to AHCCCS' response to Question # 5.
60.	Deloitte	5.2 Transition Methodology	24	Can the State provide a copy of the current vendor's disengagement responsibilities and timeline?	Refer to AHCCCS' response to Question #42.