

State of Arkansas Department of Human Services				
Integrated Eligibility and Benefit Management Engagement (IE-BM) RFP				
RFP #: SP-17-0012				
Written Questions (1st Round of Q&A)				
Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
1	Generic	General Scope	Can the State confirm whether language translation of citizen portal page of Arkansas DHS in scope for the Vendors who are bidding for this proposal? Or will the translated language be provided to the Vendor?	Language transition is within the scope of this RFP (see functional requirements), however it is not required immediately.
2	Generic	Existing tools and licenses	Does the State have any existing tool and its licenses for Requirements Management, Project Management, Test Management, Document version control management which can be leveraged for this project. Or do you expect the vendor to add it in their solution and costing.	Currently DHS uses SharePoint as the Project Management Repository and Excel for management of the Requirements Traceability Matrix. DHS does not use a tool for test management. The vendor can decide whether to leverage the existing solutions or provide a different toolset.
3	Generic	Existing tools and licenses	Can the State confirm whether they intend to continue using the Cognos software as the DWH solution for the proposed AR-IEBM. If so then, please let us know of any licenses that can be used for the implementation.	Cognos and Business Objects are the preferred, however vendors are encourage to bid the best value solution. The license agreements have been added to the Procurement Library.
4	Generic	Existing user base and Performance baseline	Can the State provide details on number of end users who will be responsible for entering data and managing cases in the upgraded system?	Approximately 3000 active users will be responsible for entering data and managing cases in the upgraded system.
5	Generic	DR Capacity	Is the State looking for Active/Passive site or Active-active.  What is DR capacity DHS wanted to build (100% or 50%)	State requires an Active-Passive setup with 50% capacity. Section 3.5.2.3 has been updated to reflect this requirement.
6	Generic	Training and OCM	Does State currently hold a Learning Management System (LMS) software license to track training registration and/or host web-based training?	The Division of County Operations does have a LMS. The registration and tracking process is currently an Access Database.
7	Generic	M&O	In order to determine appropriate support levels for M&O, can DHS provide the current M&O budget or utilization of hours for their exiting systems?	The current SOW for Application Maintenance and Operations for EEF has been added to the procurement library.
8	Generic	M&O	In order to help determine initial M&O support levels, could DHS provide bidders with any statistics and trends (last 12 months) on the open and close rate of defects (including severity) on either a weekly or monthly basis associated with the M&O Production environment	All of the deployment requests from 2016 have been added to the Procurement Library.
9	RFP Page 6, Paragraph 2, Section 1.1	Curam	Can the State confirm the version number of Curam used to implement the HCR module?	DHS is currently running Curam version 6.1.0.1 and is planning to upgrade to V7 at the end of Q2, 2017.
10	RFP Page 20, Section 2.4.2, 2nd Bullet point	Multiple Responses	Requirement T-15 indicates that "Proposed subcontractor form" should be submitted as part of mandatory documents. Can the State please clarify the correct location of the file?	Form has been added to the Procurement Library.
11	RFP Page 30, Section 2.7.17, First paragraph	Disclosure under Arkansas Law	Requirement T-15 indicates that "Disclosure form" should be submitted as part of mandatory documents. Can the State please clarify the correct location of the file?	Form has been added to the Procurement Library.
12	RFP Page 36, Paragraph 1	Client Data Management	Can the State confirm whether the legacy system is the sole repository for storing client data? If no, what other locations the client data is stored?	Curam contains approximately 80% of the client data. ANSWER, the non-MAGI eligibility system has the remaining 20%. Section 3.3.1 has been updated with this information.

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13	RFP Page 58, Figure 15, T4.1	IE-BM Solution – Summary of Current Component Architecture with State of Arkansas Preferences	Requirement T4.1 indicates that proposed Integration layer existing is RedHat JBOSS Fuse ESB and preferred would be Informatica. Can you please clarify if this preference is for ETL layer or ESB layer ?	AR has a preference for a Hybrid Integration Platform that combines traditional on premise ESB capabilities and the emerging iPaaS (Integration Platform as a Service). DHS has no preference for ESB and Informatica Cloud is the preference for iPaaS. The Vendor is free to suggest suitable ESB and Integration technologies that can meet the requirements specified in the RTM along with appropriate rationale and justification.
14	RFP Page 105, Section 3.7.3.9	Group 9 Deliverables – Steady State (Warranty Period)	Please clarify, what will be the duration of warranty period? As per RFP the warranty is for 2 years and as per T10 Implementation requirements, it is 12 months. <b>From RFP</b> 3.7.3.9 Group 9 Deliverables – Steady State (Warranty Period) DHS expects functionality to be warranted for 2 years after the entire system has been migrated to production and has been accepted by DHS (Deliverable I.8.2). <b>From T10_Implementation_RTM</b> 19.3 Provide warranty support for 12 months after all of the System functionality has been rolled out to all users, from the date of each release.	Section 3.7.3.9 has been updated to read "The Vendor must warranty the System for 12 months after all of the System functionality has been rolled out to all users, from the date of each release."
15	T6 Functional RTM	Proposed Phase - Generic question	T6 – Functional RTM has only two implementation phase to be entered (in the drop down value under "Proposed Phase" column). If there are additional phases suggested as part of our response can we add new values like Phase 3, Phase 4 etc.?	The drop downs under "Proposed Phase" in Template T-6 and T-8 have been updated to include Phase 1, Phase 2, Phase 3, Phase 4 and Additional Phases.
16	T6 Functional RTM response - FR1 General - FR1.14	Telephonic Signature	FR1.14 mentioned a requirement to capture 'Telephonic Signature'. We would like to know if the state already has the required hardware and software to meet this requirement. Or do they expect vendor to provide the hardware and software for the same	The State has the required software but is willing to investigate a new solution. See documents included in the procurement library for additional details.
17	RFP Page 12, Section 1.5.2, 3rd Paragraph	M&O	We understand that DIS takes care of Infrastructure activities. Will they take care of setting up any new environments with the required software and hardware?	See section 3.6.7.2 for responsibilities. DIS will provide and maintain all the required infrastructure for all environments as agreed to between the State and the Vendor as part of the final contract. Section 3.6.7.2, 3.4 and 3.3.4 have been updated.
18	RFP Page 57, Figure 15	M&O	What's the ticketing tool used for logging and tracking Service Management tickets/changes?	DHS uses JIR V7.2.6 for defect and bug management and SharePoint forms.
19	RFP Page 57, Figure 15	M&O	What kinds of tools are used for monitoring server and applications?	Wiley is used for Application Monitoring.  Nagios and Ganglia are used for Infrastructure Monitoring.  These have been updated in Figure 15, Tab T-0 of Template T-8, and 2.8.7 of Template T-9 to reflect these preferences.
20	RFP Page 106, Section 3.8	M&O	Can you please provide us the volume of Incident/Problem history reported in each application with the severity level? Also provide the Incidents/Problems backlogs and the Changes planned.	An extract from the current incident management system (JIRA) has been added to the procurement library.
21	RFP Page 106, Section 3.8	M&O	What are the current release roadmap and the deployment strategy? How many planned and unplanned deployments historically?	The State's roadmap has been added to the procurement library.
22	RFP Page 106, Section 3.8	M&O	Can you please share the SLR Performance Report of EEF system?	This document is not available.
23	RFP Page 106, Section 3.8	M&O	Please highlight the existing liquidated damage clauses for SLR.	This document is not available.

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24	RFP Page 21, Section 2.7.12	Technology Access	Requirement T-15 indicates that "Voluntary Product Accessibility Template (VPAT)" should be submitted as part of mandatory documents. Can the State please clarify the correct location of the file.	Form has been added to the Procurement Library.
25	RFP, Page 58, Component Architecture	Software License	Can the State provide details on availability of enterprise licenses that can be used by the vendor in implementing the future state AR-IEBM,  CA - Identity and Access Management Guardium, Nagios, Ganglia Informatica Redhat JBoss Fuse ESB Curam Icome Support Module Curam Universal Access Module Curam Provider Module Tableau IBM Cognos DocuShare	The software licenses from the end of February has been added to the procurement library.
26	RFP, Page 58, Component Architecture	MDM	Does the State have IBM Infosphere Initiate available and its licenses?	The software licenses from the end of February has been added to the procurement library.
27	T8 Technical RTM - G6 Regulatory & Security - G6.29	Security	Does client already has a Vulnerability Management program in place? If yes, please provide the details of the vulnerability assessment tools that can be leveraged?	Vulnerability management is performed by DIS who provides weekly NESSUS scans. All actions are logged in Service Manager.
28	T8 Technical RTM - G2 Audit & Compliance - G2.3	Security	Are there any specific SIEM solutions with which IAM or other audit event sources are expected to be integrated with? If so, please provide details of integration requirements.	DHS is in the process of incorporating Splunk into the audit process for the EEF Infrastructure.
29	T9 Technical Requirements - Page 29, Section 3.5.1	Security	Please provide details of the CA IAM Solution components currently implemented (including version details). Please elaborate on how the current CA environments can be leveraged in development and testing phases?	The CA IAM Solution is proprietary to Arkansas Department of Information Systems (DIS). DIS manages and administers several services for DHS regarding EEF architecture including this solution. Once a vendor is under contract with the state this information can be shared.
30	RFP Page 91; Section 3.7.2.3	Security	Could you please provide a brief description on the infrastructure security architecture and solutions used for network security assurance e.g. Secure gateway, SIEM, NIPS, HIPS, endpoint security, database security etc.  Does the State expect vendor SME's to support the implementation/enhancement of the Infrastructure security solutions that is currently in production?	A brief description of the infrastructure security is not available to the vendor community at this time. DIS will provide the infrastructure security (assuming the optional Hosted Private Cloud service is not purchased).  The State does not expect vendor SMEs to support the implementation/enhancement of the Infrastructure solution. The State does expect the Vendor to collaborate with DIS while developing the System Security Plan. Deliverable I.2.3, Table 10, and Table 13 have been updated to clarify the responsibilities.
31	T8 Technical RTM - G6	Security	Are there existing System Security Plan and other Agency specific deliverables available which can be updated to reflect the new architecture or is it expected new agency specific deliverables be produced.	Depending on the Vendor's proposed solution, the vendor will be expected to produce the appropriate System Security Plan or update the existing Security Plan. The existing Plans will be made available to the successful bidder after award.

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32	T8 Technical RTM - Regulatory and Security	Security	Does the State need vendors to own the security audit process (such as SSA, IRS, Third party audits). Or does the State just need vendor support during these audits. This information is required to assess the size of the vendor team involved in audits.	State will have ownership of all audits and will manage the process. The Vendor is expected to support the State during the audit process.
33	T8 Technical RTM - IAM - T6.1.7	Security	Does the CA IAM infrastructure currently exist? If so, is it adequate to meet the new need or will it have to be enhanced? If enhanced, in what fashion?	The CA IAM infrastructure currently exists and will likely need to be enhanced to support the IE-BM solution.
34	T9 Technical Requirements - Page 13 - Section 3.2.3	Enterprise Content Management	Technical requirements document states DHS "mandates" Xerox DocuShare as their enterprise solution for ECM technologies where as page 58 of RFP_V4 pdf T3.3 states no preference for this tool. This is contradictory. Could you please clarify this?	From a technology perspective, DHS prefers Xerox DocuShare due to existing investments and internal resource capabilities. However, as stated in the RFP section 3.5.2.3, the Vendor is encouraged to provide alternate technologies with appropriate justification to provide the best value solution based on Total Cost of Ownership (TCO). Figure 15 and Tab T-0 of Template T-8 have been updated.
35	TP056 AR EEF System Design Document, page 12	The Hardware Architectural Diagram is located in a separate document titled AR_Architecture_Diagram_consolidated.	Can you please provide the AR_Architecture_Diagram_consolidated? It is assumed that within this diagram, contents of the existing HW specifications can be found.	The EEF Architecture document has been added to the Procurement Library.
36	TP056 AR EEF System Design Document, page 22, Section 8 SOFTWARE ARCHITECTURE, Table 20	The following software components, shown in Figure 4,(Figure 4: EEF System Diagram) map to specific system capabilities:	Can you please provide the relevant "existing software components and operating systems" version and support / fix packs & / or service level numbers?	The EEF Architecture document has been added to the Procurement Library. The specific software versions are: - IBM Curam v6.1.0.1 v7 - IBM WebSphere v8.0.0.7 v8.5.5.11 - IBM DB2 v10.5.0.6 - Red Hat JBoss Fuse v6.0.0 v6.3.0 - Cognos v10.2.11.10 - AIX v7.1 (7100-03-05-1524) And the infrastructure versions are: - IBM Power 770 9117-MMD and Power System S824 8286-42A servers. - LPARs are based on an AIX 7.1 (7100-03-05-1524) template benchmarked to v1.1.0 of CIS' IBM AIX 7.1.
37	T8_Technical_RTM.xlsx, Tab 5.1, Requirement T5.1.8, and / or RFP, page 61.	Requirement T5.1.8, The DBMS component will use and take advantage of the capacity planning model for database configuration.	Can you please provide any current existing capacity models as pertaining towards data volumetrics; e.g. size (static vs. transactional data, rates of growth xyz% per annum, what is the rate of data change (daily vs monthly), how up to date does the data have to be, what form(s) of data (text, image, structured), data access (majority is read only), service characteristics, partitioning, sharing, and management requirements?	These are not available.

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38	T3 - Vendor Reference, Section 1.1 Subcontractor References	If the Proposal includes the use of subcontractor(s), include at least three (3) references (for each subcontractor proposed) from scopes of work equivalent to the scope of work proposed of the subcontractor in the Proposal	The minimum Qualifications from the RFP states "The Vendor's team (both Prime and Subcontractor) must have proven experience implementing and maintaining State human services systems similar to the IE-BM Solution, as defined in the RFP, with at least three (3) implementations similar in size, complexity and scope in the past five (5) years (Vendor responses to Template T-3 will be used to confirm this)"  Does the prime each subcontractor need to have 3 references from State human services implementation or is the minimum qualification mentioned above about having a combined minimum of 3 references implementing and maintaining State human services systems?	As stated in Section 1.2.1, the Prime Vendor and each Subcontractor must provide at least three (3) references that are State Human Services systems implementations. Additionally, the Prime Vendor must provide at least three (3) references showing experience in engagements that are similar in size, complexity, and scope to this procurement. All references must be within the past five (5) years as stated in Section 1.2.1.  The references submitted in Template T-3 must include the experience required to meet the minimum mandatory requirements.
39			Would it be possible to request a copy of the Advance Planning Document (APD) that was submitted to CMS. Thanks	The APD is not a public document and cannot be provided.
40	Page 7, Section 1.2.1, Paragraph 1	Mandatory Qualifications	Is there an expectation for one vendor to build the entire system in a big bang concept rather than a modular concept, or do you expect several vendors to build different modules?	The Prime Vendor will be responsible for the entire system. As explained in Section 3.7.1 the State's preference is to roll out the functionality gradually, in modules rather than a "big bang."
41			Is this the System Integrator RFP?	This RFP includes the System Integrator role.
42			What role Computer Aid Inc played in this contract?	This information is not relevant to providing a response to this RFP.
43			May I know who is the current provider/s of this service to the State and what is the value of the contract?	This information is not relevant to providing a response to this RFP.
44	Page 40, Section 3.3.1.2, 4th Bullet	Issues with "prospects" where about 40,000 client benefit applications need clearing. Efforts underway to process the applications through multiple rollouts.	Understanding that the vendor will need to assess the status of this remediation, is there an estimated timeframe for the clearing of these 40,000 applications?	This backlog has been cleared; Section 3.3.1.2 has been removed and 3.3.6.2 has been updated.
45	Page 49, Section 3.5.1, Paragraph 2	The Life of the Case Methodology™ was used to develop the process flows.	So that bidders have a complete understanding of The Life of the Case Methodology, please provide additional information on this methodology.	Additional details are provided in the Business Process Analysis Report in the Procurement Library.
46	Page 45, Section 3.3.4.1, Page 58, Figure 15	In section 3.3.4.1 Data Center and Hosting, on page 45 the RFP states "The State prefers to keep most of the Data Center and hosting functions "in-house". In Figure 15. IE-BM Solution Architecture – Component Architecture Summary and Preferences on page 58 Item T7.4 indicates that utilizing the state's data center/hosting infrastructure is "mandatory"	In light of the possibility that a vendor hosted solution might provide cost savings and a best value solution to the State, could the state please clarify if use of the state's data center is a mandatory requirement or a preference?	DHS prefers the solution be hosted by the State of Arkansas data center, however, the state has added an optional vendor hosted solution to assess whether this may be best value. Additionally, DHS vendors may propose solutions that meet non-core requirements through cloud hosted solutions though they must provide adequate justification.

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47	Page 63, Section 3.6.1.1, Paragraph 1	The complexity and challenges of developing and implementing the IE-BM System justifies the services of a third oversight vendor. Oversight activities for this Project will be performed by an independent vendor that will be selected by DHS.	Understanding that there are expected to be other DHS projects / initiatives in flight in addition to the one in the scope of this RFP (Section 3.3.6, Pages 46 and 47), will the IV&V (oversight) vendor also be responsible for coordination of the work in scope of this RFP with other concurrent projects? If not, what is the States' vision for this coordination, particularly with respect to schedule and/or functionality conflicts?	The IV&V Vendor will be focused on the IE-BM project. This will include assessing the coordination with other IT activities. The IV&V vendor will not be managing the coordination. The Vendor will need to coordinate these activities with assistance from the State of AR PMO.
48	Page 70, Section 3.6.3.2.1, Table 11	Security Expert Role (last item in Table)	Expected Qualifications states both "Note - does not need to be dedicated to the account – This is a dedicated resource." Please clarify this statement.	The RFP has been updated to read "Note - does not need to be dedicated to the account - This is not a dedicated resource."
49	Page 106, Section 3.8.1, Paragraph 2	The system should be available to external users 24X7X365 and the system should be available to internal users from 7am to 11pm 5 days a week.	Will the State consider matching the current core legacy systems allowance for one hour of scheduled downtime per week (Page 40, Section 3.3.2.1, Paragraph 1).	The Consumer Facing portal must be available at all times except for scheduled downtime. See SLA O7-1 for additional clarifying details.
50	Proposal Section T-6, "Instructions" Tab, Cell C13 "Solution Method"	Third Party Product - The State Requirement will be met by commercially available third-party software asset and is included in this proposal. <i>Note: In the Vendor Response column, indicate the name of the proposed third-party software vendor and proposed components and indicate its compliance to State's technology or architecture standards.</i>	There is no specific "Vendor Response" column. As the "Requirement Met," "Solution Method" and "Proposed Phase" cells have fixed drop-down response choices, may we assume that the information requested is to be included in the "Suggested Clarifying Comments" cell?	The instructions have been updated to read "Suggested Clarifying Comments column"
51	Proposal Section T-6, "Instructions" Tab, Cell C13 "Solution Method"	Third Party Product - The State Requirement will be met by commercially available third-party software asset and is included in this proposal. <i>Note: In the Vendor Response column, indicate the name of the proposed third-party software vendor and proposed components and indicate its compliance to State's technology or architecture standards.</i>	Please clarify the operational definition of "Third Party Product." Specifically, would it include COTS products which are owned by the bidder?	Yes, Third Party Products include COTS packages owned by the Vendor. The Template has been updated to add clarification.
52	Proposal Section T-6, "FR1" Tab, FR1.15	The System will have rules-based access control at the data field level and display information based on the following: a. User role and program affiliation b. Consent provided by a Client c. Any other regulatory or policy-based restrictions	Should "rules-based" be "role-based" instead? Please clarify.	It is rules-based.
53	Proposal Section T-8, "T3.3 ECM" Tab, Item T3.3.59 (Row 73)	The ECM/Document Management component will support multiple versions of the same site using the same WCM instance and repository	Could the State provide more detail around this requirement?	This requirement should be interpreted as a preference to have an ECM Solution component with built-in WCM (Web Content Management) feature as a part of the overall proposed Solution Architecture.

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54	Proposal Section T-8, "T5.2 BI Platform" Tab, Item T5.2.1 (Row 9)	The BI Component will provide the ability to impose graduated access to reports based on user role and agency requirements/permissions to better analyze program data.	May we assume that the State has already defined the base user roles? If so, what are the user defined roles? Please provide the role definition.	The current role definitions throughout EEF include: <b>Inquiry</b> Only Inquiry access only/unable to update any data <b>Limited Inquiry</b> Limited inquiry access only/unable to update any data <b>Supervisor</b> Ability to update case data, authorize benefits, and monitor and track casework data <b>Worker</b> Ability to update case data and authorize benefits <b>System Coordinator</b> Ability to update case data, authorize benefits, and provide system support <b>New Worker</b> Ability to update case data. Cannot authorize benefits. <b>Service worker</b> Case management only (TANF) <b>DWS System Coordinator</b> Ability to update case data, authorize benefits, and provide system support for TANF only.  However the vendor should expect the roles supported will change with the IE-BM Project.
55	Page 35, Section 3.3, Figure 5	Figure 5 DHS Current Technology Landscape	What is the current technology or mechanism used to communicate between the mainframe components and non-mainframe components?	Currently DHS communicates between the mainframe and non-mainframe components through SFTP.
56	Page 37, Section 3.3.1.1, 1st paragraph  and  Page 38, Section 3.3.1.1, Table 6	The EEF System has been implemented using multiple Commercial Off-The-Shelf (COTS) application components and infrastructure technologies including Cúram HCR modules (MAGI Medicaid), Cúram Express Rules Engine (CER), DB2, Cognos for Reporting, Informatica for ETL, IBM WebSphere, Redhat JBoss Fuse ESB, and Xerox DocuShare.	Which COTS components are shared by other non-EEF systems? Or are all the COTS components listed in the paragraph and table used only by EEF?	The only software shared with non-EEF solutions are Xerox DocuShare and SSO.
57	Page 38, Section 3.3.1.1, Figure 7	Figure 7 – EEF Current State Technical Architecture Overview (Layered View)	Regarding the channels listed in Figure 7, does the “Paper App” channel include a mailroom for incoming paper mail?	Yes, paper applications can be submitted to any county office or a central processing center. See the Business Process Analysis Report for further details.
58	Page 38, Section 3.3.1.1, Figure 7	Figure 7 – EEF Current State Technical Architecture Overview (Layered View)	For the “Paper App” channel, does your current capability include scanning the paper to image and recognizing the content of the image using OCR, ICR, or OMR? If so, please describe.	Currently the paper applications are scanned, indexed and uploaded but there is no OCR. See the Business Process Analysis Report for further details on the desired process.
59	Page 39, Section 3.3.1.1, Table 6	Informatica – Data Staging, Data Quality, Data Conversion and ETL.	Does your current Data Staging, Data Quality, and Data Conversion capability include Address standardization using CASS or address validation using NCOA?	DHS' current solution does not include address standardization.
60	Page 39, Section 3.3.1.1, Table 6	Cognos – BI, Reporting	For the reports built using Cognos, do they employ simple SQL queries, or are some also based on advanced analytic functions? If so, please describe.	Cognos Framework Manager is used to manipulate the data for reporting.

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61	Page 31, Section 3.1.2, Last paragraph  and  Page 37, Section 3.3.1.1, 1st paragraph	The EEF System has been implemented using multiple Commercial Off-The-Shelf (COTS) application components and infrastructure technologies including Cúram HCR modules (MAGI Medicaid), Cúram Express Rules Engine (CER), DB2, Cognos for Reporting, Informatica for ETL, IBM WebSphere, Redhat JBoss Fuse ESB, and Xerox Docushare.  and  Note: The State is interested in a best value Proposal. This may result of leveraging some or all of the EEF solution (including DHS' implementation of IBM Cúram) or proposing a Solution that replaces the EEF solution in its entirety.	What is the total number of rules currently in the Curam Express Rules Engine?	Currently there are 514 rules in the rule engine.
62	Page 43 section 3.3.2.2	The core Client/Server systems primarily use .Net framework (C#, VB.Net, VB6, SQL Server backend etc.) with some sprinkling of PowerBuilder and other Microsoft platform based tools to serve a wide array of users across various departments. The primary use of some of these Client/Server applications is to provide end user intermediary interfaces with legacy mainframe applications.	Please provide any cost information associated with the ANSWER system and any other applicable legacy systems including M&O.	The M&O cost for one year from the current vendor is \$9.2 Million. The ANSWER application will be transitioned to IE-BM at an appropriate time by new IE-BM vendor. The IE-BM vendor will not perform M&O of ANSWER system in its current form.
63	Page 10 Template T-9 3.1.1 Portal	"For portal technologies, DHS currently uses Cúram Citizen Portal (part of Cúram SPMP) for the current EEF MAGI Medicaid deployment. DHS has "No Preference" to leverage this technology product as part of the solution design."	Please clarify preferred or no preference related to the T-8 document whereas T0 Technology Solution Stack tab states the Curam Citizen Portal - Part of Curam SPMP Package is "Preferred";	DHS does not have a preference. Figure 15 and Tab T-0 of Template T-8 and T-9 have been updated.
64	Page 12 Template T-9 3.2.3 Enterprise Content Management and Document Management	"The current EEF implementation uses Xerox DocuShare. DHS "mandates" Xerox Docushare as their enterprise solution for ECM technologies.	Please clarify mandates or no preference related The T-8 document whereas T0. Technology Solution Stack tab states "No Preference"; Please confirm	From a technology perspective, DHS prefers Xerox Docushare due to existing investments and internal resource capabilities. However, as stated in the RFP section 3.5.2.3, the Vendor is encouraged to provide alternate technologies with appropriate justification to provide the best value solution based on Total Cost of Ownership (TCO). Figure 15 and Tab T-0 of Template T-8 and T-9 have been updated.

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65	Page 15 Template T-9 3.4.1 Database Management Systems	"The Vendor should ensure that the responses to this section are in alignment with the requirements set forth in Template T-8 – Technical Requirements Traceability Matrix, Section T4.3 and T5.1."	Can you confirm what the DBMS (Database Management System) requirements are and where they reside, if they are not in Template T-8, Section 4.3 and 5.1.	They are in Template T-8, Tab 5.1 and Tab 4.3 (MDM requirements may also have implications for the RDBMS). Template T-9 was updated to reflect Tab 5.1 and 4.3.
66	Page 16 Template T-9 3.4.2 Business Intelligence and Reporting Infrastructure	"The current EEF implementation uses Cognos. DHS "Preferred" technology for BI and reporting includes Cognos. DHS has "No Preference" to leverage this technology product as part of the solution design"	Please clarify no preference or preferred related to the T-8 document whereas T0. Technology Solution Stack tab states "Cognos or Business objects (Preferred)"; Please confirm	From a technology perspective DHS prefers Cognos or Business Objects BI due to existing investments and internal resource capabilities. However, as stated in the RFP section 3.5.2.3, the Vendor is encouraged to provide alternate technologies with appropriate justification to provide the best value solution based on Total Cost of Ownership (TCO). Figure 15 and Tab T-0 of Template T-8 and T-9 have been updated.
67	Template T-8 Technical RTM T2.1 CMF	Tab 2.1 CMF: "Case Management Functionality (Please refer to Functional RTM for Detailed Requirements)"	Please provide any Case management functions not found in the T-6 Functional RTM document.	All Case Management related requirements are in T-6 Functional RTM document.
68	Page 13 Section 1.5.3 - Department of Human Services (DHS)	Department of Human Services (DHS) — DHS is the largest Arkansas state agency, with more than 7,500 employees working to ensure citizens are healthy, safe and enjoy a high quality of life.	Please clarify the number of state workers who will require access to the system.	Please see response to question 4.
69	3.3.1.1 EEF Platform – Technology Architecture	The EEF System has been implemented using multiple Commercial Off-The-Shelf (COTS) application components and infrastructure technologies including Cúram HCR modules (MAGI Medicaid), Cúram Express Rules Engine (CER), DB2, Cognos for Reporting, Informatica for ETL, IBM WebSphere, Redhat JBoss Fuse ESB, and Xerox DocuShare	Please clarify how DocuShare is used as a CRM system.	DocuShare is used as an integrated solution which consumes payloads from the Curam application to create and store notices used to communicate MAGI eligibility information to Arkansans. In addition it is used as a repository to store all evidence used to determine eligibility once scanned into DocuShare.

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70	3.5.1.3.1 Core Mainframe Systems	<p>Food Stamps System (FACTS) is a mainframe system that is comprised of 10 sub-systems serving approximately 106,000 clients. The system processes applications for Food Stamps from the ANSWER system, issues monthly benefits, and provides reporting.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determines Food Stamp eligibility</li> <li><input type="checkbox"/> Manages 100,000+ current Food Stamp cases</li> <li><input type="checkbox"/> Provides and updates data for EBT</li> <li><input type="checkbox"/> Provides reports to satisfy Federal &amp; State requirements</li> </ul>	How many cases are processed in a month – Provide program by program break out.	Please refer to the County Office Operations Report (COOR) in the Procurement Library.
71	Page 53-3.5.1.3.1 Core Mainframe Systems	With the implementation of IE-BM System (this RFP), DHS assumes that the following systems will be completely retired without duplication of data and functionality (note: Duplication of data or functionality will lead to data integrity issues and additional effort needed to reconcile data in addition to causing confusion on functionality).	Please provide the current mainframe utilization (MIPS).	IBM Mainframe has 255 MIPS used by multiple applications. Utilization by different applications is not known. DIS is going to cut the MIPS by half by next year.
72	Page 46 3.3.4.1 Data Center and Hosting	DHS has a small Data Center of networked, rack mounted servers using WINDOWS environment on premises in DHS' downtown Little Rock office complex	What is the current data storage capacity used?	The mandatory scope of this project does not include managing the storage (it will be managed by DIS). Regarding the new optional hosting service, disk storage amount changes month to month and the most recent total amount for EEF was approximately 62 TB.
73	Page 10 1.5.1 Department of Human Services Overview	Divisions that are coordinated from Central Offices in Little Rock (Pulaski County). The department is the largest payer of Medicare services in Arkansas with more than \$5.1 billion in State and Federal Medicaid dollars being paid to approximately 12,000 providers across the State in fiscal year 2014. Specific services are provided by programs in one or more of these nine (9) programmatic Divisions and eight (8) shared services Offices:	In multiple areas of the RFP, the State providers. Can the state clarify that provider management is not in scope.	MMIS provider management is not in scope, however, it is likely the system will need to contain some service provider information (e.g. Community Action Agencies) to address the functional requirements.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
74	Page 51 -LIHEAP	The IE-BM Solution will include identifying Clients during the Screening process in need of the Low Income Home Energy Assistance Program benefits. Clients will be referred on to the DHS LIHEAP subcontractors to complete the eligibility determination and enrollment process. Case management for LIHEAP is not in-scope for IE-BM.	Please describe the data needs of the case management system for those programs identified as out of scope for this RFP?	Section 3.5.1.1 was updated to read "... Clients during the pre-screening process in need of the Low Income Home Energy Assistance Program benefits. Clients will be provided a list of Community Action Agencies who they could contact to complete the eligibility determination and enrollment process."  Primarily the data captured by the IE-BM application will be integrated with the other programs' (e.g. WIC, TANF) systems.
75	Page 51/53/54	FR12 - Appointment and Caseload Management Requirements	Please provide clarification on case management needs as FR12 on page 53 seems to contradict case management needs on Page 51	The caseload management requirements captured in FR12 are related to processing cases through the eligibility determination process. Section 3.5.1 discusses case management from a functional perspective (e.g. TANF, E&T). Section 3.5.2 discusses case management from a technical perspective. The vendor can decide whether to use a case management COTS solution to address the functional needs captured in Template T-6.
76	Page 80 3.7.2 Implementation Scope of Work Overview	The following sections define the implementation tasks (not necessarily in sequential order) that the Vendor shall perform and the warranty services that are required to implement the IE-BM System (defined in Section 3.5 and Templates T-6 — Functional RTM and T-8 — Technical RTM).	Please clarify the required length of the warranty period.	Please see answer to question 14.
77	N/A	N/A	What is the expected requirement for electronic signature (i.e., E-sign, digital signature, and/or remote proofing)?	See the "Lync SFB Audio Voice Recording and Phone Script documents" included in the procurement library.
78	Page 54 IE-BM System Architecture	The goal of DHS leadership is to identify and establish Enterprise Business and Technical Standards, as well as a Shared Enterprise Platform which includes the establishment of IT standards and a common Enterprise Platform of discrete discoverable SOA components	Please clarify the DHS architectural standards.	Architectural standards and preferences have been provided in RFP Template T8 as well as the GSD document, available as part of the procurement library. Also review current technology architecture standards documents in the Procurement Library.
79	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 14, 2.1 Introduction, Section A. 6 and 7.	6. Training for State and Vendor staff on the Assessment Instruments, Developmental Screen, and Tier Determination processes, including utilization of the IT Platform, and 7. Transformation support, including continuous education and training for affected stakeholders, especially certain Arkansas Medicaid Providers and DHS staff before, during, and after implementation.	How many State and Vendor staff will need to be trained and how many will there be in each role within the solution?	The State of Arkansas will not respond to questions related to bids that are under evaluation.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
80	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 14, 2.1 Introduction, Section A. 6 and 7.	6. Training for State and Vendor staff on the Assessment Instruments, Developmental Screen, and Tier Determination processes, including utilization of the IT Platform, and 7. Transformation support, including continuous education and training for affected stakeholders, especially certain Arkansas Medicaid Providers and DHS staff before, during, and after implementation.	How many Arkansas Medicaid Providers and DHS staff will need to be training and how many will there be in each role within the solution?	The State of Arkansas will not respond to questions related to bids that are under evaluation.
81	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 14, 2.1 Introduction, Section A. 6 and 7.	6. Training for State and Vendor staff on the Assessment Instruments, Developmental Screen, and Tier Determination processes, including utilization of the IT Platform, and 7. Transformation support, including continuous education and training for affected stakeholders, especially certain Arkansas Medicaid Providers and DHS staff before, during, and after implementation.	How many training facilities are available to conduct in-person training are what is the capacity of each?	The State of Arkansas will not respond to questions related to bids that are under evaluation.
82	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 14, 2.1 Introduction, Section A. 6 and 7.	6. Training for State and Vendor staff on the Assessment Instruments, Developmental Screen, and Tier Determination processes, including utilization of the IT Platform, and 7. Transformation support, including continuous education and training for affected stakeholders, especially certain Arkansas Medicaid Providers and DHS staff before, during, and after implementation.	For regional in-person training, how many locations are available, where and what are their capacity?	The State of Arkansas will not respond to questions related to bids that are under evaluation.
83	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 32, 3.2 Assessor Requirements, Section A	3.2 ASSESSOR REQUIREMENTS A. The Vendor shall provide the qualified staff necessary to conduct the State's Independent Assessments and Tier Determinations for DAAS, DBHS and DDS populations as specified in this RFP.	Please clarify number of assessors as well as location.	The State of Arkansas will not respond to questions related to bids that are under evaluation.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
84	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 33, 3.2 Assessor Requirements, Section E. 1.	E. Additional Requirements for Clinical Staff 1. The Vendor shall hire or contract with Arkansas licensed clinicians to provide clinical consultation and supervision of assessors.	Please clarify how many clinical Staff as well as training locations needed.	The State of Arkansas will not respond to questions related to bids that are under evaluation.
85	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 40, 3.3 Information Technology Platform, Section M Technology Training, Paragraph 1d	M. Technology Training 1. The Vendor shall provide in-person and web-based training to teach State staff how to access, navigate, and use the IT Platform that supports the assessments, screenings, and Tier Determinations. The training approach shall include, at a minimum, the following tasks: a. Developing (in cooperation with the State) and executing a Knowledge Transfer and Training Plan that describes the approach for bringing managers, users at all levels of access, and technical personnel to an appropriate level of understanding of the platform. b. Providing training to State users that shall include system features, business processes, reporting, and system navigation. c. Developing course curriculum for use by trainers. d. <b>Conducting detailed train-the-trainer workshops that shall prepare state trainers for training others.</b>	Following the train-the-trainer workshops, will state trainers conduct the initial training during implementation? Please clarify the role during the life of the contract.	The State of Arkansas will not respond to questions related to bids that are under evaluation.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
86	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 41, 3.4 Transformation Support, Training and Related Staff, Section E, Paragraph 1c	<p>E. The following assessment of education needs must be provided by the Vendor:</p> <p>1. Provider Needs Assessment</p> <p>a. The Vendor shall conduct an initial assessment of each Division's staff and their respective provider community's needs.</p> <p>b. This assessment, in collaboration with DHS, shall identify and help anticipate the areas where the provider community will need the most support and training as DHS transitions to the new assessment processes, Tier Determinations, and other systemic changes affecting the provider community. This initial assessment and collaboration with DHS shall be the basis for content and curriculum for training materials.</p> <p>c. <b>The initial assessment of the Divisions' provider communities' needs shall take place in person with DHS designated providers which are located throughout the State of Arkansas. The initial assessment of the Divisions' provider communities shall be accomplished in collaboration with DHS within a 30-</b></p>	In order to accurately scope this requirement, how many providers and locations will require the assessment ?	The State of Arkansas will not respond to questions related to bids that are under evaluation.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
87	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 41, 3.4 Transformation Support, Training and Related Staff, Section E, Paragraph 1c	E. The following assessment of education needs must be provided by the Vendor: 1. Provider Needs Assessment a. The Vendor shall conduct an initial assessment of each Division's staff and their respective provider community's needs. b. This assessment, in collaboration with DHS, shall identify and help anticipate the areas where the provider community will need the most support and training as DHS transitions to the new assessment processes, Tier Determinations, and other systemic changes affecting the provider community. This initial assessment and collaboration with DHS shall be the basis for content and curriculum for training materials. c. <b>The initial assessment of the Divisions' provider communities' needs shall take place in person with DHS designated providers which are located throughout the State of Arkansas. The initial assessment of the Divisions' provider communities shall be accomplished in collaboration with DHS within a 30-</b>	How many in-person regional trainings, on-site coaching sessions and webinars are expected?	The State of Arkansas will not respond to questions related to bids that are under evaluation.
88	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 43, 3.4 Transformation Support, Training and Related Staff, Section F. 1. e. Training manuals iii.	e. Training manuals i. The Vendor shall create training manuals in collaboration with and approved by each of the Divisions. ii. The Vendor shall distribute the training manuals to the provider community thirty (30) days in advance of the Go Live Date. iii. <b>The Vendor shall distribute training manuals during in-person regional trainings as well as during on-site coaching sessions.</b>	How many locations are available for in-person regional training and what is the location and capacity of each?	The State of Arkansas will not respond to questions related to bids that are under evaluation.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
89	SP-17-0036 Independent Assessment and Transformation Support.pdf Page 44, 3.4 Transformation Support, Training and Related Staff, Section F. 1. f. Live webinars I and ii.	f. Live webinars i. The Vendor shall perform live webinars that walk through the provider training manual. The live webinars shall be accessed through a link on the provider website and must allow providers to ask questions during the webinar. ii. <b>The Vendor shall perform live webinars at a State-specified frequency.</b>	Please confirm that WebEx-based training is acceptable for conducting the webinars as well as how many sessions are expected.	The State of Arkansas will not respond to questions related to bids that are under evaluation.
90	T8_Technical_RTM, Tab G6, G6.1	The System will, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following Federal agencies / entities: NIST 800-53 r4, MARS-E and DOD 8500.2	Attempting to determine the applicability of DOD 8500.2, which has been superseded by 8500.1, would the State provide additional clarification about the applicability of this instruction to the solution, such as must the chosen vendor prepare for a DOD security assessment/audit?	There are no compliance requirements for DoD 8500. The EEF solution is governed by MARS-E and IRS 1075.
91	T8_Technical_RTM, Tab G6, G6.1	The System will, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following Federal agencies / entities: NIST 800-53 r4, MARS-E and DOD 8500.2	Do DOD requirements supersede MARS-E or NIST 800-53?	There are no compliance requirements for DoD 8500. The EEF solution is governed by MARS-E and IRS 1075.
92	IE-BM RFP 3.3.5 Current IT Operations Support		What are the current SLAs for the help desk?	Currently there are no SLAs for the Help Desk.
93	3.8 IE-BM Engagement - Maintenance and Operations Scope of Work		What is the historical count of Incidents, problems & Service requests per month by Severity levels for the current EEF system?	Please see answer to question 20.
94	3.8 IE-BM Engagement - Maintenance and Operations Scope of Work		How many resources are currently dedicated to provide Technical and Help Desk Support?	Current vendor has assigned 12 resources to provide Curam technical support. This number can vary every month and will change with the new contract.
95	3.8 IE-BM Engagement - Maintenance and Operations Scope of Work		How many resources in terms of both State staff and vendor staff are currently dedicated to Maintenance and Operations for the existing EEF system. Please provide the organization structure.	Currently there are the following State staff assigned to the M&O: Department of Information Systems (DIS) - 8 people Application Maintenance and Support (AMS) - 15 people Application Operations and Production Support (AOPS) - 14 The eSystems Org Structure is included in the Procurement Library. It is important to note the scope of the vendor's responsibility in supporting the solution will change with this RFP.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
96	3.8 IE-BM Engagement - Maintenance and Operations Scope of Work		What Service Management tool(s) does your Maintenance and Operations team utilize?	EEF currently does not use a Service Management tool.
97	3.8 IE-BM Engagement - Maintenance and Operations Scope of Work		What are the Key Performance Indicators that are being tracked currently for the EEF application?	The KPIs are under development.
98	3.8 IE-BM Engagement - Maintenance and Operations Scope of Work		Can you provide average concurrent users of each EEF system?	The concurrent users average between 400 and 450 users daily
99	IE-BM System Overview		What current monitoring systems are in place?	Please see answer to question 19.
100	IE-BM System Overview		How many times have the availability targets been missed in the past year?	Currently there are no availability targets.
101	IE-BM System Overview		Is your data center staffed 24x7 by system technical staff?	Yes.
102	IE-BM System Overview		Can you expand upon the services that DIS requires?	DIS does not require services from the IE-BM vendor. They will provision and maintain infrastructure environments and do require the IE-BM specify their needs.
103	IE-BM RFP 3.5.1.3 IE-BM System Systems to be Retired		Does the state anticipate the retirement of systems occur in the M&O phase or DDI phase?	The State's only preference is they are retired as quickly as possible. As outlined in deliverable I.1.5 this is considered part of the DDI project.
104	T12_M_and_O_RTM O6-8		Please provide a list of known production issues.	An extract from the current incident management system (JIRA) has been added to the procurement library.
105	IE-BM System Overview		Please define your release schedule.	The current EEF vendor is on a quarterly release schedule. The release schedule for the project will be defined by the vendor. Current release schedule has been added to the Procurement Library.
106	T6 - FR2.24 - Functional Requirements	The System will allow Arkansas State staff to easily update the list of State and non-State Programs	Please clarify the requirement. Is the question "How easy is it to add additional programs and rules, or just add to a catalog of programs that are supported.	Requirement FR2.24 has been updated to read "The System will allow Arkansas staff to easily update/add/modify the rules applied to and Programs included in the pre-screening application."
107	Page 45 3.3.3 para 2	"The new IE-BM application will either replace or enhance the current data feeds from EEF and provide data feed to DHS Data Warehouse as needed."	What data feeds are managed by Arkansas vs external partner?	Data feeds are managed by a combination of State and the ISS vendor.
108	Page 39 3.3.1.2 First bulleted sentence	There are still outstanding issues to stabilize the current HCR implementation for MAGI Medicaid.	Please clarify what outstanding issues remain?	Please see answer to question 104.

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109	Page 40 3.3.1.2 11th bullet	"FFM Account Transfer data quality issues — Issues around consuming FFM (healthcare.gov) apps/payload into HCR, where FFM applications coming through the FDSH (Federal Data Services Hub) are incomplete or inaccurate"	How is the State defining completion?	Section 3.3.1.2 has been removed.
110	Page 39 3.3.1.1 Table 6	Table 6	Is Cognos implemented as a web service or the stand alone application?	Cognos is implemented as a web service.
111	Page 101 3.7.3.6 3rd para; 2nd bullet	"String/Link Testing — Ensure multiple "units" work in conjunction with each other without issue"	String / Link testing – how does this differ from SIT Testing?	See definitions in the RFP. - String/Link Testing — Ensure multiple "units" work in conjunction with each other without issue - Integration Testing — Ensure the Solution supports end-to-end business processes Vendors are encouraged to follow best practices and identify defects early in the process and may propose an alternate approach with justification.
112	Page 39 3.3.1.2 First bulleted sentence	significant customizations have been deployed to meet MAGI Medicaid requirements.	Are the business functions associated with the referenced customizations called out in the requirements?	The business functions associated with the referenced customizations are not called out in the requirements in the RFP. See the procurement library for the business process modeling document (BPMDs) which capture the current customizations.
113	Page 40 3.3.2.1	Service Levels O-1 through O9-3 (Application Availability and Performance)	Could you please clarify where 0-1 through 09-3 are found in the RFP?	Implementation service levels are captured on Template 10 Tab I10 and Template 12 Tab O7. Section 3.6.3 of the RFP has been updated to read "Service Levels O7-1 through O7-10". This reference has been added to Section 3.6.3 and Section 3.10 for clarity.
114	T6_Functional_RTM	-FR1.28 The System will provide menus that are understandable, and easy to navigate, by non-technical users - FR1.32 The System will provide the ability to incorporate a non-restrictive environment for experienced users to directly access a screen or to move from one screen to another without reverting to the menu structure	Will the selected vendor need to remediate navigation issues in Curam that don't meet requirements FR1.28 and FR1.32?	Remediating navigational issues in the current solution is not in scope for the DDI Implementation. Minor "bug" fixes to the current system will be handled through the M&O processes; major navigational enhancements to the current system will be handled through the change management process.

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115	T6_Functional_RTM	<ul style="list-style-type: none"> <li>o FR1.43 The System will provide the user easy access to self-service help files or multi-media procedure documentation</li> <li>o FR1.44 The System will provide an online help system, available from any screen and any screen field, that provides a description of and the processing performed by a screen or window, data entry format and restrictions, explanation of error messages and other information helpful to the user</li> </ul>	Will the selected vendor need to create documentation for the Curam system where it does not currently exist?	DHS has help files and they have been added to the procurement library.
116	Cost Worksheet, Tab 2 Labor Rates, Table 4. Application Maintenance and Operations Enhancement Hourly Rates	In the Table 4. Application Maintenance and Operations Enhancements and Hourly Rate, the Project Manager doesn't seem to be included in the Composite Rate percentage total.	Can you verify that under Tab 2 costing workbook that the Project Manager should not be included in Composite Rate percentage total in the Table 4 Maintenance and Operations Enhancements and hourly rate.	The cost workbook has been updated to include the Project Manager.
117	Cost Worksheet, Tab 4 M&O Provider Services	Tab 4 M&O Provider Services, Cell C16 through J16 doesn't seem to add the green cells	Tab 4 M&O Provider Services, Cell C16 through J16 doesn't seem to add the green cells. Could you please verify the formula is correct?	The equations have been updated in the cost workbook.
118	Cost Worksheet, Tab 2 Labor Rates, Column C	Cost Worksheet, Tab 2 Labor Rates, Column C	Can you provide clarity around composite weight year over year? Currently there is only one column.	The expectation is the break down will not vary significantly between the years. As such, the same composite % will be used for the life of the M&O contract.
119	p.22, Table 3, T-3 Vendor Requirements	"DHS has a strong preference for references that demonstrate where the Prime and subcontractors have worked together in the past."	We respectfully recommend that language favoring pre-existing partner relationships be struck from the final RFP document. We believe it narrows the playing field and prevents DHS from obtaining the best possible value from potential teaming possibilities.	The RFP has been updated to read "a preference" rather than a "strong preference" as the references will provide an opportunity to assess the working relationship. If these references cannot be provided Arkansas recommends the Vendor provides additional details in their proposal that will decrease the concern that issues between the vendors will not impact the project.
120	p.124, Paragraph 1, Section 5.2 Availability of Funds	"If funding is delayed or reduced..."	Please confirm, DHS has yet to receive Federal funding to support the IE-BM contract.	DHS has received Federal funding to support the IE-BM contract.
121	p.124, Paragraph 1, Section 5.2 Availability of Funds	"If funding is delayed or reduced..."	Please provide the estimated budget for the IE-BM contract, submitted to CMS for approval.	No. The budget is not available.
122	p.124, Paragraph 1, Section 5.2 Availability of Funds	"If funding is delayed or reduced..."	What is the total estimated budget for the IE-BM contract?	The budget is not available.
123	Page 121, Bullet 3, Section 4.3	The Vendor (Prime) must have annual revenue of at least \$100M	Will DHS amend the stated requirement of prime contractors to have \$100 million in annual revenue, with the following, "\$100 million in annual revenue OR the ability to provide a performance bond in the amount \$100 million"?	DHS will not amend the stated requirement of prime contractors to have \$100 million in annual revenue.
124	General Question		In an attempt to give the state more options; may a company submit a response as a primary contractor, as well as being included as a subcontractor in another company's proposal submission?	The RFP has been updated to reflect a vendor can submit one response as the primary vendor while also being included as a subcontractor on another bid.

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125	RFP, page 8, 1.4 Procurement Schedule	Critical Due dates and milestones for this procurement are listed in Table 1.	Considering the size, scope, and importance of this project, would DHS please consider including a period for clarification questions that directly result from the Q&A? This can be accomplished with a short Q&A window following the initial posting of answers and could have a significant benefit to ensure the vendor community fully understands the State's answers.	A second question and answer period has been added to the procurement timeline.
126	RFP, page 22, Section 2.5.2.1, Table 3, T-15 description	This section of the Vendor's Technical Proposal includes the Terms and Conditions that will govern this contract and any contracting forms that the Vendor will need to provide with their Proposal and those forms required prior to commencing activities under this Contract.	Template T_15_Terms_and_Conditions does not appear to contain the form and substance expected of a contract document for a project of this size and scope. Does DHS intend to release a contract template to govern these services? If so, when would Vendors receive this template?	A review of the Terms and Conditions is being conducted and, if required, an updated version will be provided when the final RFP is released.
127	RFP, page 41, Section 3.3.2.1, client counts by program	Arkansas Client Eligibility System (ACES) is a mainframe system that is comprised of 17 sub-systems servicing approximately 180,000 Medicaid clients and 25,000 TEA clients.  Food Stamps System (FACTS) is a mainframe system that is comprised of 10 sub-systems serving approximately 106,000 clients.  Development Disabilities Services System (DDS) is a mainframe system that is comprised of 14 sub-systems serving approximately 6,000 clients	Would DHS please provide system user counts by program (Medicaid, SNAP, and TANF) in addition to the client counts provided?	The system currently has the following users by program: Medicaid - 1,012,117 SNAP - 371,825 TANF - 3,389
128	RFP, page 50, Section 3.5.1, Figure 12	The figure below graphically captures the generic framework that depicts in sequential order all of the business functionality throughout the Life of the Case (Access/Intake, Case Management, and Eligibility Review).	The reference to Figure 12 describes the Life of the Case as Access/Intake, Case Management, and Eligibility Review, but Figure 12 depicts the Life of the Case as Access/Intake, Benefit Management, and Eligibility Review. Table 9 on page 52 depicts Benefit Management and Case Management as separate functionality. Would DHS please clarify the definitions of Benefit Management versus Case Management?	In this instance Benefits Management is the administration of all benefits (including both financial benefits such as SNAP and high touch case management such as welfare to work and counselling). Case management is a sub-set, focused on high touch case management.
129	RFP, page 48, Section 3.4.1, Table 8, Functional Area: Legacy Rationalization Requirements for IE-BM Vendor	Developing detailed functional specifications and for any enhancements to the legacy systems	Would DHS please provide examples of enhancements to legacy systems that would be the responsibility of the IE-BM Vendor versus those that would be the responsibility of the legacy application owners?	See Section 3.4.1 for additional details. Table 8 has been updated to clarify the responsibilities. The IE-BM vendor will not be responsible for any enhancements to the legacy system (e.g. ANSWER) . If an interim interface is required to the legacy system the IE-BM vendor would be responsible for building the functional specification for the interface and the legacy vendor will be responsible for DDI work on the legacy mainframe.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
130	RFP, page 51, Section 3.5.1.1, Child Care Assistance description  RFP, page 51, Section 3.5.1.1, WIC description	Child Care Assistance – The IE-BM Solution will support the screening, application and “potential” determination of eligibility for Child Care.  WIC – For the WIC Program, the IE-BM Solution’s integrated application approach will be an additional application channel and will support the screening, application, and first phase of determination of Eligibility for WIC.	Would DHS please clarify the difference between "potential determination" as stated in the Child Care Assistance description and "first phase of determination of eligibility" as stated in the WIC description?	Section 3.5.1.1 has been update to read "The IE-BM Solution will support screening and the collection of application information for Child Care. Client information will be provided to the TEA/TANF system for eligibility determination and enrollment."
131	RFP, page 57, Section 3.5.2.2, sentence under Figure 14	For additional details, see the IE-BM Platform and Components document in the Procurement Library.	We are unable to locate the "IE-BM Platform and Components" document in the Procurement Library. Would DHS please make this document available to Vendors?	Please see answer to question 78.
132	RFP, page 70, Section 3.6.3.2.1, Table 11, Security Expert Expected Qualifications	Note - does not need to be dedicated to the account – This is a dedicated resource	Will DHS please clarify the Security Expert's expected commitment to the project, specifically the difference between "not dedicated to the account" versus "a dedicated resource"?	Please see answer to question 48.
133	RFP, page 116, Section 3.9, first paragraph	DHS is anticipating the IE-BM Project to be approximately 30 months in duration with one (1) three (3) year contract with four (4) additional one (1) year extensions at the discretion of the State.	Would DHS please clarify if the IE-BM Project initial contract term is anticipated to be "30 months in duration" or a "three (3) year contract" term (36 months)? This will ensure that bidders are normalized in the term of the contract that is priced.	Section 3.9 has been updated to read 36 months.
134	RFP, page 77, Section 3.6.4, fifth paragraph	Remote work will be limited to 10% of staff. The Vendors' staff must be available to participate in services-related meetings as scheduled by DHS. On-site work must be performed during normal State business hours, Monday through Friday 8:00 AM until 5:00 PM.	Would the State please consider increasing the offsite staffing percentage allotment from 10% to a maximum of 50%. This will allow proven, high-quality vendors in the Integrated Eligibility market the ability to leverage established Delivery Centers that are built to support these type of projects. The Delivery Center approach would allow Arkansas access to the skills and knowledge that exist across a multitude of States implementing and maintaining similar systems. This delivery model would still provide resources that need to have frequent interaction with the State to be located in Little Rock. The State could also consider limiting the Delivery Center to a State that borders Arkansas to ensure there is a closer proximity of these resources in the event that they need to travel on-site. Lastly, will the State please confirm that offshore resources are prohibited to deliver services to the State of Arkansas for this project.	Arkansas has updated Section 3.6.8 to read "In support of the shoulder-to-shoulder environment and collaboration, the vendor will primarily work on-site. All Key Personnel and no less than 50% of each vendor team (e.g. testing, training) shall be on-site at any time during regular business hours. Additionally, DHS prefers any remote work be performed within Arkansas. Tasks being performed off-site cannot be more than 25% of the effort and must be highlighted in the Project Schedule deliverable and be approved by DHS"

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
135	RFP, page 121, Section 4.3 Minimum Mandatory Qualifications, first paragraph	The Vendor (Prime only) must have experience with three (3) engagements similar in size, complexity and scope to this procurement in the last five (5) years.	Would DHS please clarify that the qualifications required for this bid require a Vendor to have been the Prime contractor responsible for successfully implementing at least 3 Integrated Eligibility systems for a State or County in the United States?	As stated in Section 1.2.1, the Prime Vendor and each Subcontractor must provide at least three (3) references that are State Human Services systems implementations. Additionally, the Prime Vendor must provide at least three (3) references showing experience in engagements that are similar in size, complexity, and scope to this procurement. All references must be within the past five (5) years as stated in Section 1.2.1.  The references submitted in Template T-3 must include the experience required to meet the minimum mandatory requirements.
136	C1 - Cost Workbook, Tab 2. Labor Rates, Cell C83	Formula in Cell C83 =SUM(C67:C82)	Please confirm that the formula in Cell C83 should be =SUM(C66:C82) and includes Project Manager in the composite weighting percentage.	Please see answer to question 116.
137	C1 - Cost Workbook, Tab 4. Appl M&O, Cells C16 to I16	Formula in Cell C16 =(SUM(C9:C15)*C8)	Please confirm that the formula in Cell C16 should be =(SUM(C12:C15)*C11). Cells D16 to I16 also have the same formula discrepancy and would need to be adjusted accordingly.	Please see answer to question 117.
138	C1 - Cost Workbook, Tab 4. Appl M&O, Cells C17 to I17	Formula in Cell C17 ='2. Labor Rates'!E66	Please confirm that the formula in Cell C17 should be ='2. Labor Rates'!E83. Cells D17 to I17 also have the same discrepancy, and would need to replace Row 66 with Row 83 accordingly.	The cost workbook has been updated.
139	C1 - Cost Workbook, Tab 8. Reports, Cells E12 and E13	Formula in Cells E12 and E13 ='2. Labor Rates'!E29 and ='2. Labor Rates'!E30, respectively	Please confirm that the formulas in Cells E12 and E13 should reference Cell ='2. Labor Rates'!E28	The cost workbook has been updated.
140	C1 - Cost Workbook, Tab 5. Packaged Software, Instructions	For existing software components already within the DHS Enterprise which the Vendor's solution will leverage the Vendor must provide anticipated maintenance costs.	Would DHS please provide to the Vendors the existing software licenses (quantity, license type) and software maintenance agreements so that they may give an accurate estimate of anticipated maintenance costs for existing software components?	The software licenses from the end of February has been added to the procurement library.
141	C1 - Cost Workbook, Tab 6. Hardware, Instructions	For existing hardware already within the EEF environment which the Vendor's solution will leverage the Vendor must provide anticipated maintenance costs for the hardware required to support the EEF Solution.	Would DHS please provide to the Vendors the existing hardware types quantities and hardware maintenance agreements so that they may give an accurate estimate of anticipated maintenance costs for hardware required to support the EEF solution?	Unless DHS decides to buy the optional hosting service, DIS will provide the infrastructure and will be responsible for the associated maintenance costs.
142	Template T3_Vendor_References, page 1, Section 1.0, Tables 1, 2, 3	Vendor Reference Tables	There are differences between Table 1 and Tables 2 / 3. Table 1 does not include the Estimated One-time Costs, Actual One-time Costs, and Reason(s) for Change in One-time Costs fields found in Table 2 / 3. Additionally, Table 1 asks for Initial Contract Value and Actual Contract Value, while Tables 2 / 3 ask for Original Value of Vendor's Contract and Actual Total Contract Value. Would DHS confirm if the Vendor should use the format of Table 1 or that of Table 2 / 3 for all three Vendor References when responding?	Table 1 has been updated to align with table 2 and 3.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
143	<p>Template T6_Functional_RTM, Instructions tab, Solution Method, definition of Third Party Product</p> <p>Template T8_Technical_RTM, Instructions tab, Solution Method, definition of Third Party Product</p>	<p>Note: In the Vendor Response column, indicate the name of the proposed third-party software vendor and proposed components and indicate its compliance to State's technology or architecture standards.</p>	<p>Tabs FR1 - FR13 of the Functional_RTM workbook and Tabs G1 - T7 of the Technical_RTM workbook do not include a "Vendor Response" column. Would DHS please provide updated Templates or clarify what column Vendors are to use to specify the details of the third-party product?</p>	<p>Please see answer to question 50.</p>
144	<p>Template T6_Functional_RTM, Instructions tab, Solution Method definitions</p> <p>Template T8_Technical_RTM, Instructions tab, Solution Method definitions</p>	<p>IE-BM Vendor response to how the Functional Requirement will be met by the IE-BM Vendor solution. Indicate how the requirement will be met by selecting one of:</p> <ul style="list-style-type: none"> <li>* Leveraged Functionality - The State Requirement will be met by leveraging/enhancing the Medicaid E&amp;E Solution functionality already configured and implemented at DHS</li> <li>* Configuration - The State Requirement will be met by configuring existing DHS Platform assets</li> <li>* Third Party Product - The State Requirement will be met by commercially available third-party software asset and is included in this proposal. Note: In the Vendor Response column, indicate the name of the proposed third-party software vendor and proposed components and indicate its compliance to State's technology or architecture standards.</li> <li>* New Development - The State Requirement will be met through new software code developed to provide specific business or technical services where there are no leverageable off-the-shelf software assets and is included in this proposal.</li> </ul>	<p>Would DHS advise Vendors on how to best respond to the Solution Method of a requirement when more than one of the defined Solution Methods may apply?</p> <p>For example: if the Vendor proposes to use existing DHS Platform Assets (Solution Method = Configuration) and augment those capabilities by proposing additional third party products (Solution Method = Third Party Product)</p>	<p>These are in order of the amount of customization required (low to high). Respond with highest customization and add a comment to clarify.</p>

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145	Template T8_Technical_RTM, Tab G4, Requirement G4.35	The System will include the telephony integration required to satisfy the ability to dial a phone number directly from data within the System based on user request, and provide the capability to automatically bring up the caller's record upon the receipt of an incoming call.	Would DHS please provide the technical details (e.g., manufacturer, license type, brand name, version) of the telephony system with which the IE-BM system must integrate?	See the "Lync SFB Audio Voice Recording and Phone Script documents" included in the procurement library.
146	Template T8_Technical_RTM, Tab G8, Requirement G8.26	The System will provide Service Level Agreement (SLA) monitoring and reporting capabilities. Service Level definitions will be drafted into a single document provided as an attachment.	We are unable to locate the attachment containing drafted Service Level definitions. Would DHS please make this attachment available to Vendors?	Please see answer to question 113.
147	Template T8_Technical_RTM, Tab T4.3, Requirement T4.3.9	The Data Integration/MDM component's data model must be able to support the State's standards for data content and coding where they exist.	Would DHS please provide Vendors the State's standards for data content and coding?	There are no existing documented standards. The Vendor will work with the State to develop and publish Data and Coding standards.
148	Template T9_Technical_Requirements, page 10, Section 3.1.1, Instructions, second paragraph	For portal technologies, DHS currently uses Cúram Citizen Portal (part of Cúram SPMP) for the current EEF MAGI Medicaid deployment. DHS has "No Preference" to leverage this technology product as part of the solution design.	This paragraph contradicts Template T8_Technical_RTM, Tab T0. Technology Stack, Section T1.1 which states "Cúram Citizen Portal - Part of Cúram SPMP Package (Preferred)". Would DHS please clarify the preference for Cúram Citizen Portal?	Please see answer to question 63.
149	Template T9_Technical_Requirements, page 12, Section 3.2.3, Instructions, second paragraph	The current EEF implementation uses Xerox DocuShare. DHS "mandates" Xerox DocuShare as their enterprise solution for ECM technologies.	This paragraph contradicts Template T8_Technical_RTM, Tab T0. Technology Stack, Section T3.3 which states "No Preference" for Enterprise Content Management / ECM. Would DHS please clarify the preference for ECM technologies?	Please see answer to question 64.
150	Template T9_Technical_Requirements, page 13, Section 3.3.1, Instructions, second paragraph	For Enterprise Service Bus and Application Integration technologies, the current EEF deployment uses RedHat JBoss ESB, but in a limited footprint. However, DHS has "Preference" for Informatica or Mulesoft ESB products which the Vendor can leverage as part of their solution design.	This paragraph contradicts Template T8_Technical_RTM, Tab T0. Technology Stack, Section T4.1 which states "Informatica (Preferred)" for Application Integration and Enterprise Service Bus (ESB). Would DHS please clarify the preference for Enterprise Service Bus and Application Integration technologies?	Please see answer to question 13.
151	Template T9_Technical_Requirements, page 16, Section 3.4.2, Instructions, second paragraph	The current EEF implementation uses Cognos. DHS "Preferred" technology for BI and reporting includes Cognos. DHS has "No Preference" to leverage this technology product as part of the solution design.	This paragraph contradicts Template T8_Technical_RTM, Tab T0. Technology Stack, Section T5.2 which states "Cognos or Business objects (Preferred)" for Business Intelligence (BI). Would DHS please clarify the preference for BI and reporting?	Please see answer to question 66.

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152	Template T10_Implementation_RTM, Tab I7. OCM-Training-KT, Requirement I7.7	Produce all required training materials to address training needs identified through the initial analysis. This will include, but may not be limited to, instructor lead classroom training, on-line trainings, workshops, training manuals and interactive trainings.	Would DHS please consider requiring Web-based training? The total cost of ownership and value of this training type is often higher than the cost, so a requirement to include Web-based or Computer-based training would ensure that Vendors are incented to propose a solution not driven by cost.	Arkansas expects an integrated approach which includes CBT/web based training.  Deliverable I.2.8 includes web based training; req. I7.7 includes on-line training (considered the same as web based training)
153	Template T12_M_and_O_RTM, Tab O6. SLRs	Maintenance, Operations and Support Services Level Requirements (SLRs)	Does DHS own any Application Performance or SLA Monitoring software? If so, would DHS please provide the information on the available software? If not, should the Vendor account for this as part of the Vendor response?	DHS does not own a SLA monitoring software. The vendor should consider the best value approach to providing SLA reports, including the cost of any tools.
154	Template T13_MO_Requirements_Response, page 2, Maintenance and Operations Approach introduction, second paragraph	While responding, the Vendor should reference the IE-BM SOW, the Generalized System Design (GSD) document and other technical and infrastructure documentation provided as part of the Procurement Library, to gain an overall understanding of the current application and infrastructure environment and future DHS vision.	We are unable to locate the "IE-BM SOW" and "Generalized System Design (GSD)" documents in the Procurement Library. Would DHS please make these documents available to Vendors?	Please see answer to question 78.
155	Template T15_Terms_and_Conditions, page 1, Section 1.0, first paragraph	The Vendor must review and sign Template T-15, "Terms & Conditions of this RFP and Any Resulting Contract" in multiple sections in order to note the Vendor's acknowledgement of Mandatory Terms and Conditions and acknowledgement, intent of compliance.	Would DHS please consider providing Vendors with the opportunity to suggest clarifications to the Terms & Conditions included in Template T-15, either through the proposal or during contract negotiations?	The included Terms and Conditions are not negotiable.
156	TP056 AR EEF System Design Document, page 12, Section 7, first paragraph	The Hardware Architectural Diagram is located in a separate document titled AR_Architecture_Diagram_consolidated.	We are unable to locate the "AR_Architecture_Diagram_consolidated" document in the Procurement Library. Would DHS please make this document available to Vendors?	This document has been added to the procurement library.
157	Page 121, Section 4.4 Evaluation Scoring	DHS' Proposal Review Team (PRT) will evaluate the Proposals that successfully proceed through Compliance Screening and the Minimum Mandatory Requirements review and score each proposal based on the criteria outlined in the table below	Can the State provide any more detail about the specific criteria it will use to evaluate proposals? For example, can the State provide more detail on how it will evaluate the Business Solution?	The RFP has been updated to include the weights of the subcategories. These are the only additional details the State of Arkansas will provide.
158	T8_Technical RTM, G6 Regulatory & Security (G6.19 - G6.23); T6.1 Identity and Access Management (T6.1.10 - T6.1.14)	Multiple Requirements	Requirements G6.19 through G6.23 appear to be duplicates of Requirements T6.1.10 through T6.1.14. Will the State please provide clarification as to whether or not these are in fact duplicate requirements?	The duplicate requirements have been removed from G6.

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159	T8_Technical RTM, G6 Regulatory & Security (G6.19 - G6.23); T6.1 Identity and Access Management (T6.1.10 - T6.1.14)	Multiple Requirements	As a follow-up to, if Requirements G6.19 through G6.23 are not duplicates of Requirements T6.1.10 through T6.1.14, will the State please expand on what the differences are between the requirements?	The duplicate requirements have been removed from G6.
160	T8_Technical RTM; T6.1 Identity and Access Management (IAM)	Multiple Requirements	The following pairs of requirements on T8_Technical RTM, Tab T6.1 IAM, appear to be duplicates: T.6.1.45 and T6.1.50; T6.1.46 and T6.1.51; T6.1.48 and T6.1.52; T6.1.49 and T6.1.53; T6.1.36 and T6.1.61; T6.1.37 and T6.1.62; T6.1.38 and T6.1.63; T6.1.24 and T6.1.64. Will the State please provide clarification? Are these in fact duplicates? If not, please clarify the differences associated with each pair of requirements listed.	The duplicate requirements have been removed.
161	T8_Technical RTM; T6.1 Identity and Access Management (IAM)	Multiple Requirements	As a follow-up, if the following pairs of requirements on T8_Technical RTM, Tab T6.1 IAM, : T.6.1.45 and T6.1.50; T6.1.46 and T6.1.51; T6.1.48 and T6.1.52; T6.1.49 and T6.1.53; T6.1.36 and T6.1.61; T6.1.37 and T6.1.62; T6.1.38 and T6.1.63; T6.1.24 and T6.1.64, are not duplicates, will the State please clarify the differences associated with each pair of requirements listed.	The duplicate requirements have been removed.
162	RFP page 9, Table 1, Section 1.4 - Procurement Schedule and Page 117, Figure 17, Section 3.9 - Proposed Project Work Plan	Table 1 lists the contract start date as 9/1/2017 while Figure 17 shows planning and requirements validation starting on May 2017 and June 2017 respectively.	Please clarify project acquisition timelines and project schedule timelines.	Figure 17 has been updated.

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163	RFP page 50, Paragraph 1, Section 3.5.1 - IE-BM System Functional Scope	DHS used a rigorous and disciplined process to complete a comprehensive Business Process Analysis (BPA) (included in the Procurement Library) that documents the target, "to-be" state of the IE-BM business processes. The BPA details a "to-be" state that would fulfill all business requirements, enhance the client experience, improve operational effectiveness and efficiency, align DHS' In-scope programs' model of practice and, most importantly, enable all of DHS to fulfill its vision.	The documentation in the Business Process Analysis folder of the Procurement Library appears to be the "as-is" and historical states for MAGI Medicaid. If there is additional documentation on the "to-be" state for IE-BM planning purposes will the State please share these artifacts?	Please refer to the Document Index in the root directory of the Procurement Library. The folder includes the "as-is" documentation the Business Process Analysis document includes the "to-be" processes.
164	RFP page 71, Table 11, Last row "Security Expert", Qualification Column, Section 3.6.3.2.1 - Vendor Project Staffing	Table 11 - Vendor's DDI Key Personnel Roles - Expected Qualifications column contains the following: Note - does not need to be dedicated to the account - This is a dedicated resource	This language contradicts itself. Please confirm the Security Expert does not need to be a dedicated resource.	Please see answer to question 48.
165	RFP Page 106, first paragraph, Section 3.7.3.9 - Group 9 Deliverables - Steady State (Warranty Period) and Template 10, Tab I9, Warranty Support	DHS expects functionality to be warrantied for 2 years after the entire system has been migrated to production and has been accepted by DHS (Deliverable I.8.2). Req. I.9.3 Provide warranty support for 12 months after all of the System functionality has been rolled out to all users, from the date of each release.	Please clarify the difference between the warranty period of 12 months and the warranty period of 24 months.	Please see answer to question 14.
166	RFP page 107, Section 3.8 - IE-BM Engagement - Maintenance and Operations Scope of Work	General	How many defects (by severity and type) are currently in the EEF solution backlog and what is it expected to be upon contract award?	Please see answer to question 104.
167	RFP page 122, Table 18, Section 4.4 - Evaluation Scoring	Table 18 Evaluation Scoring Grid	Please provide a more detailed scoring grid, assigning points to individual templates and template sections?	Additional scoring details have been added to the RFP.
168	T6_Functional RTM, Instruction Tab	The Functional Requirements document contains the following sections: 1) Instructions 2) Functional Requirements 3) Use Case List 4) Process Flow List	The Process Flow List identifies four flow and references diagrams. Where are these diagrams located?	The Process Flows are captured in the Business Process Analysis Report in the Procurement Library. Please refer to the Document Index in the root directory of the Procurement Library.
169	Template 6 - Functional RTM, FR1. General Tab FR 1.22	The System will support establishing and issuing emergency benefits, and issuing benefits resulting from court cases	Will the State please provide a comprehensive list of emergency benefits programs to be included in the IE BM Solution?	The only emergency benefits the State currently provides is Expedited Food Stamps.

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170	Template 6 - Functional RTM, Tab FR3. Application; Requirement FR 3.17	The System will flag information for review by the Eligibility Worker if the results of the verifications are different than what is reported by the Applicant	Please clarify the State's expectations with regard to the integrated application and flagging verifications. Is it the State's expectation that the system will create verification flags for programs that DHS/DCO does not complete eligibility determinations (WIC, VA Benefits, Child Care)? For example, if someone applies for WIC via the integrated application, will the system flag verifications for WIC (if they are different than what is reported by the Applicant) even though DHS will not be completing the eligibility determination for WIC?	The data will be flagged for an eligibility worker to review during interview. If the person is only applying for programs that are not administered by IE-BM (WIC, VA Benefits, Child Care) the data will be flagged and sent to the appropriate system. Requirement has been updated to clarify.
171	T6_Functional RTM, FR3. Application Tab; FR 3.1	The System will support the following application submission approaches: a. On-line via the portal b. Fax c. Email d. Mail e. In person f. Drop off g. On the telephone	Please describe the current business processes and technologies used to record and retain attestations and/or signatures provided by clients and/or authorized representatives during telephone applications or interviews.	Please see the answer to question 77.
172	T6_Functional RTM, FR3. Application Tab; FR 3.1	The System will support the following application submission approaches: a. On-line via the portal b. Fax c. Email d. Mail e. In person f. Drop off g. On the telephone	Please provide distinct monthly totals for applications, recertifications, change reports, secondary applications, renewals, and Semi-Annual Reviews by method of receipt, online, telephone, in-person (face-to-face), and document-based (fax, drop off, email) for the past 12 months.	"MOA-ntouch.xls" has been added to the Procurement Library. It includes the monthly totals received via paper and electronic.
173	T12_M_and_O Requirements, Tab O1. EEF M&O Transition	Requirement O1.4 is repeated (rows 12 and 19)	We request that the State correct the numbering.	Row 19 has been updated to reflect the correct content.
174	T12_M_and_O Requirements, Tab O4. Modifications-Enhancements	Requirements O4.13 and O4.18 appear to be duplicative	Please clarify how these requirements are different if they are not duplicative.	O4.13 states the training materials need to be updated when changes are made to the system (categorized under Minor Enhancements and Ad-Hoc Requests). O4.18 requires the vendor maintains the training materials even if no system changes have occurred (e.g. updating URLs if the training environment is moved).
175	T12_M_and_O Requirements, Tab O5. M&O Turn-Over	Requirement O5.2 uses the term "Disentanglement Plan"	This term is not used in the RFP, nor is it in the list of deliverables. Please provide clarification of the term "Disengagement Plan".	The requirement has been updated and "and the Disentanglement Plan" has been removed.
176	T12_M_and_O Requirements, second paragraph	Template refers to "Generalized System Design (GSD) document" in the Procurement Library	Please provide the "Generalized System Design (GSD)" document as it does not appear to be in the Procurement Library.	Please see answer to question 78.
177	Procurement Library, SNAP Rules FDD	Two page PDF from Excel file.	There are only two pages from the file included. Will the State please provide the entire SNAP Rules Excel sheet?	The SNAP rules has been added to the procurement library.
178	C1_Cost_Workbook, tab 4. Appl M&O		Can the State provide data necessary for sizing the EEF Solution Application M&O work, including existing software Lines of Code (or function points), number of service tickets by severity and type and number of "small" enhancements by type?	See procurement library for the JIRA extract which includes current product issues. The current support organization chart is included in the procurement library, though this team includes both M&O and ongoing enhancement staff.

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179	C1_Cost_Workbook, tab 4. Appl M&O	O.4 – Enhancements and Modifications, 15,000 hours per year	Can the State provide an estimate of the average hours per enhancement, or how many enhancements per year are expected, as well as the current enhancement backlog?	The average hours per enhancement cannot be estimated and will vary drastically from a few hundred hours to a few thousand hours. Arkansas has provided historical change information in the procurement library; however these should not be indicative of the future and Arkansas anticipates the volume will decrease.
180	C1_Cost_Workbook, tab 4. Appl M&O	O.1 – EEF M&O Transition Planning and Services	The current evaluation cost scoring model does not support a fair competition given that the State has a current incumbent contractor. We recommend that the State consider other State best practices associated with transition costs with an incumbent contractor. Nationally, States have allowed the transition portion of the total bid costs to not be included within the cost evaluation scoring model with non-incumbent Vendors.	The Transition costs have been removed from the evaluation though the vendor must include them in the cost workbook and discuss their approach in template T-13.
181	Procurement Library, file ProcurementLib\SP-17-0012 DHS Integrated Eligibility Benefit Management (IE-BM) Procurement Library SNAP Function Design 033.zip		It appears that there are only portions of the documents listed below in the Procurement Library. - IEG for Disaster SNAP FDD v2.0 151009 (Signed Off - Do Not Edit).pdf - IEG for Universal Access FDD (SNAP Only) v1.0 140508 (Signed Off - Do Not Edit).pdf - IEG for Worker Part 1 FDD v1.0 140508 (Signed Off - Do Not Edit).pdf - IEG for Worker Part 2 FDD v1.0 140508 (Signed Off - Do Not Edit).pdf - Integration - Security FDD v1.0 150901 (Signed Off - Do Not Edit).pdf Libra  Will the State please make the entire documents available?	Entire documents are available in both pdf and Excel within the Procurement Library.
182	Page 31, Paragraph 4, Section 3.1.1 - History and Engagement Overview	Though the SNAP functionality was also developed using the EEF technologies, it was halted at the beginning of the UAT phase (User Acceptance Testing).	Design documents for SNAP are included in the procurement library. Are development artifacts, such as code and database design also available to bidding vendors?	The SNAP development artifacts cannot be re-used. Section 3.3.1 has been updated.

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183	Page 65, Paragraphs 3 and 4, Section 3.6.3.1 - Vendor Key personnel and Staffing Changes	<p>The Vendor shall seek and receive DHS approval before hiring or replacing any Key Personnel. The Vendor shall remove and replace Key Personnel, if requested by DHS, within two (2) weeks of the request for removal.</p> <p>The Vendor must provide DHS with written notification of anticipated vacancies of Key Personnel within two (2) business days of receiving the individual's resignation notice, the Vendor's notice to terminate an individual, or the position otherwise becoming vacant. Replacements for Key Personnel shall have qualifications that meet or exceed those specified in this section and will be subject to approval by DHS. The Vendor shall provide DHS with status update reports every week on the progress of the replacement candidate recruiting process until a qualified candidate is hired. The Vendor shall have in place a qualified replacement within sixty (60) days of the last day of employment of the departing Key Personnel. During the recruitment and training period, the Vendor shall provide an interim replacement for all Key Personnel.</p>	Will the State consider changing the timeframe for replacing key personnel to 60 days when the removal is requested by the State or the position needs to be replaced?	The RFP has been update to read "The Vendor shall have in place a qualified replacement within sixty (60) days of the written notification of anticipated vacancies.
184	RFP Page 57, Section 3.5.2.3 IE-BM Solution - Summary of Current Component Architecture with State of Arkansas Preferences; Paragraph 3	For a variety of reasons, DHS has a strong preference that the Solution be on premise rather than a cloud solution.	Is the State open to fulfilling non-core requirements with products hosted from the cloud?	DHS prefers the solution be hosted by the State of Arkansas data center, however, the state has added an optional vendor hosted solution to assess whether this may be best value. Additionally, DHS vendors may propose solutions that meet non-core requirements through cloud hosted solutions though they must provide adequate justification.

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185	General		What are the current hardware specifications that are in use supporting the current application (all environments)?	<p>Below is a list of all servers and their configuration:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Assigned CPUs</th> <th>Maximum CPUs</th> <th>Memory (GB)</th> <th>Power Version</th> </tr> </thead> <tbody> <tr><td>CURAM02_VIOS1</td><td>2</td><td>4</td><td>16.00</td><td>Power7</td></tr> <tr><td>CURAM02_VIOS2</td><td>2</td><td>4</td><td>16.00</td><td>Power7</td></tr> <tr><td>CURAMBATCHPRD</td><td>20</td><td>32</td><td>188.00</td><td>Power7</td></tr> <tr><td>CURAMCOGDBPRD</td><td>4</td><td>16</td><td>8.00</td><td>Power7</td></tr> <tr><td>CURAMCOGPRD1</td><td>4</td><td>16</td><td>14.00</td><td>Power7</td></tr> <tr><td>CURAMCOGPRD2</td><td>4</td><td>16</td><td>14.00</td><td>Power7</td></tr> <tr><td>EEFCURAMDBPRD</td><td>12</td><td>32</td><td>200.00</td><td>Power7</td></tr> <tr><td>EEFCURAMIHSPRD1</td><td>4</td><td>8</td><td>14.00</td><td>Power7</td></tr> <tr><td>EEFCURAMIHSPRD2</td><td>4</td><td>8</td><td>14.00</td><td>Power7</td></tr> <tr><td>EEFCURAMWASPRD1</td><td>13</td><td>32</td><td>100.00</td><td>Power7</td></tr> <tr><td>EEFCURAMWASPRD2</td><td>13</td><td>32</td><td>100.00</td><td>Power7</td></tr> <tr><td>EEFFUSEESBPRD</td><td>4</td><td>8</td><td>24.00</td><td>Power7</td></tr> <tr><td>EEFIDSDBPRD</td><td>4</td><td>8</td><td>16.00</td><td>Power7</td></tr> <tr><td>EEFINFORAPPPRD1</td><td>4</td><td>16</td><td>22.00</td><td>Power7</td></tr> <tr><td>EEFINFORDBPRD</td><td>4</td><td>16</td><td>8.00</td><td>Power7</td></tr> <tr><td>EEFSFTPPRD</td><td>2</td><td>16</td><td>6.00</td><td>Power7</td></tr> <tr><td>EEFWSSHRPRD</td><td>4</td><td>16</td><td>16.00</td><td>Power7</td></tr> <tr><td>USLDBPRD</td><td>4</td><td>16</td><td>24.00</td><td>Power7</td></tr> <tr><td>CONVIDSDB</td><td>4</td><td>16</td><td>16.00</td><td>Power7</td></tr> <tr><td>CURAM01_VIOS1</td><td>4</td><td>8</td><td>16.00</td><td>Power7</td></tr> <tr><td>CURAM01_VIOS2</td><td>4</td><td>8</td><td>16.00</td><td>Power7</td></tr> <tr><td>CURAMCOGDBSTG</td><td>4</td><td>16</td><td>4.00</td><td>Power7</td></tr> <tr><td>CURAMCOGSTG1</td><td>4</td><td>16</td><td>12.00</td><td>Power7</td></tr> <tr><td>CURAMCOGSTG2</td><td>4</td><td>16</td><td>12.00</td><td>Power7</td></tr> <tr><td>CURAMFS</td><td>2</td><td>4</td><td>10.00</td><td>Power7</td></tr> </tbody> </table>	Name	Assigned CPUs	Maximum CPUs	Memory (GB)	Power Version	CURAM02_VIOS1	2	4	16.00	Power7	CURAM02_VIOS2	2	4	16.00	Power7	CURAMBATCHPRD	20	32	188.00	Power7	CURAMCOGDBPRD	4	16	8.00	Power7	CURAMCOGPRD1	4	16	14.00	Power7	CURAMCOGPRD2	4	16	14.00	Power7	EEFCURAMDBPRD	12	32	200.00	Power7	EEFCURAMIHSPRD1	4	8	14.00	Power7	EEFCURAMIHSPRD2	4	8	14.00	Power7	EEFCURAMWASPRD1	13	32	100.00	Power7	EEFCURAMWASPRD2	13	32	100.00	Power7	EEFFUSEESBPRD	4	8	24.00	Power7	EEFIDSDBPRD	4	8	16.00	Power7	EEFINFORAPPPRD1	4	16	22.00	Power7	EEFINFORDBPRD	4	16	8.00	Power7	EEFSFTPPRD	2	16	6.00	Power7	EEFWSSHRPRD	4	16	16.00	Power7	USLDBPRD	4	16	24.00	Power7	CONVIDSDB	4	16	16.00	Power7	CURAM01_VIOS1	4	8	16.00	Power7	CURAM01_VIOS2	4	8	16.00	Power7	CURAMCOGDBSTG	4	16	4.00	Power7	CURAMCOGSTG1	4	16	12.00	Power7	CURAMCOGSTG2	4	16	12.00	Power7	CURAMFS	2	4	10.00	Power7
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185				<p> CURUSLDB 4 8 12.00 Power7  EEFCURAMDBDC 6 16 100.00 Power7  EEFCURAMDBTFP 4 14 128.00 Power7  EEFCURAMIHSDC 4 16 8.00 Power7  EEFCURAMIHSTFP1 4 16 6.00 Power7  EEFCURAMIHSTFP2 4 8 6.00 Power7  EEFCURAMWASDC 4 16 32.00 Power7  EEFCURAMWASTFP1 6 16 70.00 Power7  EEFCURAMWASTFP2 6 8 70.00 Power7  EEFFUSEESBDC 2 4 16.00 Power7  EEFFUSEESBQRY1 4 8 6.00 Power7  EEFFUSEESBTFP 4 16 12.00 Power7  EEFINFORAPPSTG1 4 16 32.00 Power7  EEFINFORDBSTG 4 16 10.00 Power7  EEFINTDBDC 4 8 8.00 Power7  EEFINTWASDC 4 8 16.00 Power7  EEFSFTP 4 16 4.00 Power7  EEFWSSHRDC 2 16 12.00 Power7  EEFWSSHRTFP 2 8 8.00 Power7  IDSDBTFP 4 16 16.00 Power7    CURAM03_VIOS1 4 6 16.00 Power8  CURAM03_VIOS2 4 6 16.00 Power8  CURAMBATCHDEV 4 8 72.00 Power8  CURAMCOGDBDEV 4 8 8.00 Power8  CURAMCOGDEV 4 8 20.00 Power8  CURIDSDB 4 8 6.00 Power8  DB2DEV1 6 8 32.00 Power8  EEFCURAMDBDEV 4 16 48.00 Power8 </p>

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185				EEFCURAMDBTRN 4 8 30.00 Power8 EEFCURAMDBTST 4 8 24.00 Power8 EEFCURAMIHSDEV 4 16 8.00 Power8 EEFCURAMIHSTRN 4 8 16.00 Power8 EEFCURAMIHSTST 4 8 8.00 Power8 EEFCURAMWASDEV 2 16 54.00 Power8 EEFCURAMWASTRN1 4 16 80.00 Power8 EEFCURAMWASTRN2 4 8 80.00 Power8 EEFCURAMWASTST 2 16 50.00 Power8 EEFFUSEESBDEV 4 16 32.00 Power8 EEFFUSEESBDEV-POC 4 8 16.00 Power8 EEFFUSEESBTRN 4 8 16.00 Power8 EEFFUSEESBTST 4 8 20.00 Power8 EEFFUSESANDBOX 2 16 24.00 Power8 EEFIDSDBTRN 4 8 8.00 Power8 EEFINFORAPPDEV 4 8 16.00 Power8 EEFINFORDBDEV 4 8 12.00 Power8 EEFINTDBTRN 4 8 16.00 Power8 EEFINTIHSTRN 4 8 4.00 Power8 EEFINTWASTRN 1 8 32.00 Power8 EEFWSSHRTN 4 8 13.00 Power8 OPTIMDEV 4 8 24.00 Power8 RSADB 4 8 16.00 Power8 RSASERVER 4 8 24.00 Power8 WSSHRDEV 4 8 24.00 Power8 WSSHRTST 1 8 24.00 Power8
185				CURAM04_VIOS1 4 8 16.00 Power8 CURAM04_VIOS2 4 8 16.00 Power8 CURAMBATCHSTG 20 20 169.75 Power8 CURAMPRDFS 1 8 4.00 Power8 EEFCURAMDBUAT 8 8 240.00 Power8 EEFCURAMIHSUAT 4 16 5.00 Power8 EEFCURAMWASUAT 8 8 74.00 Power8 EEFFUSEESBUAT 2 16 45.00 Power8 EEFSFTPSTG 4 8 4.00 Power8 IDSDBUAT 4 16 28.00 Power8 JENKINSDEV 6 16 48.00 Power8 SVNDEV 4 16 12.00 Power8 USLDBUAT 4 16 24.00 Power8 WSSHUAT 4 16 28.00 Power8  See procurement library for architecture design.
186	T8_Technical RTM; Tab G3 Perf. And Avail.; Requirement G3.10	G3.10 The System must be architected to support the replication of the virtual machines to a secondary site so DIS can recover the environment within the RTOs and RPOs.	This points to a two (2) site solution.	Please see answer to question 5.

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187	T8_Technical RTM; Tab G3 Perf. And Avail.; Requirement G3.10	G3.10 The System must be architected to support the replication of the virtual machines to a secondary site so DIS can recover the environment within the RTOs and RPOs.	Also, what are the RPOs and RTOs in question?	The current RTO is 4 hours and the RPO 24 hours though these may change due to business needs. DIS will perform a daily full backup and make this available to the IE-BM vendor.
188	T8_Technical RTM; Tab G3 Perf. And Avail.; Requirement G3.10	G6.31 The System will include the same security provisions for the development, System test, acceptance test and training environment as those used in the production environment.	Does this requirement still apply if the data is asked in the lower environments?	This requirement has been updated.
189	T9_Technical RTP; Tab G6 Regulatory & Security Requirement G6.31		Please provide the Service Level Agreements the Vendor has to adhere to.	Please see the answer to question 113.
190	General		Please provide the full list of Hardware and Software licenses available for transfer to the Vendor.	The software licenses from the end of February has been added to the procurement library.
191	T8_Technical RTM, G6 Regulatory & Security ; Requirement T6.14	T6.14 The IAM component will provide protection to maintain the integrity of data during concurrent access.	How many unresolved Plan of Action & Milestones (POA&M) items remain from previous security audits? What is the spread of severity e.g. are there any open material weaknesses?	There are approximately 178 open POAM items. The auditing entity has not rated the items nor assigned a severity rating. Not all of these items are related to the eligibility application.
192	T9_Technical RTM; Tab T6.1 IAM; Requirement T6.14		- If the State does possess a Learning Management System which LMS does the State possess and what communication method is preferred for online course packages (e.g., AICC, SCORM, TinCan)?	Please see answer to question 6.
193	General - Learning Management System		What is the size of the training audience (e.g., end-users, super-users, supervisors/managers, analytics and business intelligence)?	There are 1,652 field staff that will need to be trained. There are 167 non-field staff that will also need to be trained (e.g. training, program staff). Section 3.7.3.7 now includes these metrics.
194	General - Training Audience		What is the distribution of the training audience across the state?	Please refer to the County Office Operations Report (COOR) in the Procurement Library.
195	General - Training Audience		Will the Vendor deliver a Train-the-Trainer program to the State trainers prior to end-user training delivery	The vendor will be responsible for training the State on the new system. The State will perform ongoing trainings. The only train-the-trainer training required is for the State's training department. The same role break-down applies to M&O enhancements also. See Table 10 for DDI responsibilities and Table 13 for M&O responsibilities.
196	RFP; Deliverable I.2.4	Integration with Statewide active directory services for authentication and CA IAM	What IAM integration is in place and for what class of users (internal, external, citizen)?	The Citizen Access Arkansas Portal is the only application which supports SSO with Curam.
197	T8_Technical_RM; Tab G6 Regulatory and Security; Requirement G.6.7	The System will comply with all applicable State security policies and adhere to all legal, statutory, and regulatory requirements. For example, MARS 2.0. The list of policies and regulations are provided as part of the procurement library.	Is SMS in use for notifications?	No.
198	C-1_Cost_Workbook-1; Table 1 and Table 2	Table 1 Implementation Hourly Rates and Table 2 Reporting Hourly Rates only have one column.	Would the State be willing to modify the rate table to include hourly rates for each year of the implementation separately so the vendors can provide different rates for each year?	No. The vendor must use one rate for the entire project.

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199	C-1_Cost_Workbook-1; Table 1 and Table 2	Composite Weight % Column	Would the State be willing to add a separate column for Composite Weight% for each year so the vendors can utilize a different weight % for each year if needed?	Please see answer to question 118.
200	C-1_Cost_Workbook-1; Table 3 and Table 4	For Deliverable Group O.4 - Enhancements and Modifications, Vendors must assume a level of effort representing 1000 hours each year. However, the Application Maintenance Operations Support table lists 15,000 hours on row 18.	Please specify which number the Vendor is expected to use.	The instructions on tab 4 have been updated to read 15,000.
201	C-1_Cost_Workbook-1; Tab 4 Appl M&O, Row 7 and Row 18	For existing software components already within the DHS Enterprise which the Vendor's solution will leverage the Vendor must provide anticipated maintenance costs. Note that there are no one time, acquisition costs for this software.	Would the State provide the vendors with a full list of all Software components for the vendors to determine the anticipated maintenance cost?	The software licenses from the end of February has been added to the procurement library.
202	C-1 Cost Workbook; Tab 5 Packaged Software - Row 7	For existing hardware already within the EEF environment which the Vendor's solution will leverage the Vendor must provide anticipated maintenance cost for the hardware required to support the EEF Solution. Note that there are no one time acquisition costs for this hardware.	Would the State provide the vendors with a full list of all existing Hardware components for the vendors to determine the anticipated maintenance cost?	See response to question 185 for hardware inventory. The hardware is provided by DIS and is out of scope for this contract. If the Vendor chooses to bid on the optional hosting service any hardware maintenance costs should be included in the hosting cost.
203	C-1 Cost Workbook; Tab 6 Packaged Software - Row 7	DHS has specified a number of mandated reports as "Statutory Reports and Notices" and the Vendor should understand and support the Federal policies and regulations under which these reports must be generated.	Will the State please provide the current Reports Inventory from the legacy systems related to the programs included within the IE BM scope of work?	This inventory is not available. See functional requirements for required functionality. The expectation is these will be determined during discovery.
204	RFP Page 79; Section 3.7.1.2 Reporting Approach	The Vendor shall scope the effort to provide 40 reports at each complexity level.	Will the State please provide State provide a list of the State and Federally mandated reports associated with the programs included in the IE BM scope of work?	Please see answer to question 203.
205	RFP Page 80; Section 3.7.1.2 Reporting Approach	The Vendor shall scope the effort to provide 40 reports at each complexity level.	Will the State please include the complexity categorization (Low, Medium, High) for each of the reports requested?	The State expects the vendor to produce a fixed budget for 120 reports, 40 in each category.
206	RFP Page 80; Section 3.7.1.2 Reporting Approach	Although DocuShare is Arkansas' current CRM, the Vendor may propose whatever CRM component they deem the best value, however, if the Vendor chooses to use a CRM other than DocuShare, their implementation project must include the migration of the documents currently in DocuShare to the new CRM solution.	Can the State provide the Types of Notices and the volume of those Notices currently on DocuShare?	Approximately 185 separate notices are supported (see procurement library). The monthly notices sent is as follows: 2016-Jul 74,426 51,031 2016-Aug 149,323 108,535 2016-Sep 118,395 89,420 2016-Oct 200,433 163,201 2016-Nov 235,305 194,330 2016-Dec 208,299 165,335 2017-Jan 168,712 129,275 2017-Feb 238,786 178,112

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207	RFP Page 59, paragraph 2	The System provides the Applicant a list of community action agencies at which the Applicant can apply if the Applicant appears eligible for LIHEAP	Can the State clarify: Is the LIHEAP Program is seasonally administered or is it administered year around?	LIHEAP is administered seasonally starting in January with crisis programs throughout the year.
208	RFP page 52; Section 3.5.1.1 Overview of Programs and Capabilities In-Scope; T6-Functional_RTM Tab FR2. Pre-Screening FR2.16	The System provides the Applicant a list of community action agencies at which the Applicant can apply if the Applicant appears eligible for LIHEAP	Can the State define the role of the community action agencies in LIHEAP eligibility determination process?	The Community Action Agencies administer the LIHEAP program including eligibility determination, the enrollment process and case management.
209	T6-Functional_RTM; Tab FR2. Pre-Screening; Requirement FR2.16	The System provides the Applicant a list of community action agencies at which the Applicant can apply if the Applicant appears eligible for LIHEAP	Will the State please clarify the process of providing the LIHEAP eligibility data to the community action agencies?	Please see answer to question 74.
210	T6-Functional_RTM; Tab FR2. Pre-Screening; Requirement FR2.16	The System will provide an auto archive/purge of the log files to prevent uncontrolled growth of the log and historical records storage using administrator-set parameters.	Will the State please provide data sizing information for the following in Terabytes: 1. Current total size of production database 2. Current data amount to be archived 3. projections for database size increase for year on year over the term of the contract contemplated by this RFP.	The database is currently 2.5TB and growing ~200GB per month. Currently purging or archiving are not being performed though the expectation is this will occur during the life of the contract.
211	T8_Technical_RTM Template, Tab "G8 Solution Mgmt, Admin & Perf". General, G8.4, Row 13	Provide M&O services for the State's EEF (MAGI Medicaid only) solution immediately upon Project initiation	1. Can the State provide the incident / problem history (across Level 1, 2, 3 support) by priority for last 6 to 12 months. This information is needed to determine the staff required for EEF M&O support.	Please see the answer to question 20.
212	RFP page 106; Section 3.8.1 M&O Scope of Work Overview; Bullet 1	Provide M&O services for the State's EEF (MAGI Medicaid only) solution immediately upon Project initiation	Who is currently providing Level 1 help desk support for the EEF solution?	Level 1 help desk is provided by DIS.
213	RFP page 106; Section 3.8.1 M&O Scope of Work Overview; Bullet 1	Provide M&O services for the State's EEF (MAGI Medicaid only) solution immediately upon Project initiation	Can the State provide the current support organization structure for EEF including the total number of FTEs by specific application scope?	See answer to question 95.
214	RFP page 106; Section 3.8.1 M&O Scope of Work Overview; Bullet 1	Provide M&O services for the State's EEF (MAGI Medicaid only) solution immediately upon Project initiation	What are the required support hours (i.e. 24x7, Mon-Fri)?	The expectation is the vendor will be on call 24X7 to provide Level 2 support in alignment with the SLAs. Requirement O2-27 has been updated.
215	RFP page 106; Section 3.8.1 M&O Scope of Work Overview; Bullet 1	Perform all deployments between environments	Can the State provide the number environments required to support EEF, including any changes that will be required if this work is transitioned to the Vendor.	There are currently Six (6) Environments supporting the EEF System - Development, System Test, UAT, Staging, Production, and Disaster Recovery. The expectation is a similar configuration will be required for the IE-BM solution. Section 3.3.1.1 has been updated to capture this information.

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216	RFP page 106; Section 3.8.1 M&O Scope of Work Overview; Bullet 1	The Vendor should refer to the Joint Operations Performance Manual (JOPM) as well as the Clear Point SOW provided as part of the Procurement Library to get a better understanding of the IT operational processes.	Can the State please provide the JOPM referenced here? This is currently not available in the procurement library.	The JOPM has been included in the procurement library.
217	RFP Page 46, Paragraph 3, Section 3.3.5 Current IT Operations Support	Vendor will perform the M&O activities in accordance with the Service Level Requirements (SLRs).	Can the State please provide the service level performance history against the specific service level requirements in T_12 for last 6 to 12 months (historic data)?	This information is not available.
218	RFP Page 112; Section 3.8.2.2 Group 2 Deliverables - Provide M&O Services, Status Reporting and Quality Assurance	EEF On-going Enhancements	1. Can the State provide information on upcoming enhancements or other EEF related projects (within the next 6 months) that will require an increase in application related staff?	Currently development is on a 6 month cycle (e.g. Jan - June). The enhancements included in the current cycle are included in the procurement library.
219	RFP Page 46; Section 3.3.6.2 EEF On-going Enhancements	EEF On-going Enhancements	How are priorities set for ongoing support, enhancements and projects?	Arkansas meets every 6 months for enhancements prioritization/scheduling and adjusts if needed throughout that time period. Details of process are not required for developing a proposal.
220	RFP Page 46; Section 3.3.6.2 EEF On-going Enhancements	Describe the Vendor's approach to development and implementation of security measures that will provide security and protection for the System including but not limited to: <ul style="list-style-type: none"> <li>- Server OS Security</li> <li>- Client OS Security</li> <li>- Mobile Devices Security</li> <li>- Web Server Security</li> <li>- Browser Security</li> </ul>	What current security measures and/or best practices are currently employed/implemented by DIS/DHHS for the listed platforms, operating systems and browsers?	The EEF infrastructure uses CMS, MARS-E 2.0 security controls for security and compliance requirements. Other systems outside the EEF infrastructure use IRS Pub 1075 and NIST 800-53r4 to define the security and compliance requirements. The EEF security-relevant software protecting the system and information consist of weekly Nessus scans, RBAC, CA-IAM, OWASP, CIS Benchmark, and the associated boundary devices.  <ul style="list-style-type: none"> <li>- Server OS Security: Baseline configurations are in place using industry best practices and CIS Benchmarks.</li> <li>- Client OS Security: ADFS, LDAP, and industry best practices.</li> <li>- Mobile Devices Security: ADFS, LDAP, and industry best practices.</li> <li>- Web Server Security: OWASP guidance is used to secure the web servers in addition to two way TLS 1.2 is in place. From initial request through the web interface through data storage, all connections are encrypted using Transport Layer Security (TLS) version 1.12. Data stored within the SAN is a hardware based encryption meeting FIPS 140-2.</li> <li>- Browser Security: Two way TLS 1.2 is in place. From initial request through the web interface through data storage, all connections are encrypted using Transport Layer Security (TLS) version 1.2. Data stored within the SAN is a hardware based encryption meeting FIPS 140-2.</li> </ul>

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221	T9_Technical Requirements; Section 2.6.4 Software and Hardware Security	Describe the Vendor's approach to support Data Backup including, but not limited to: <ul style="list-style-type: none"> <li>- Database and application backup procedures must be updated to include backups for the System</li> <li>- Full online data backups must occur, as well as offline backups using tape storage</li> </ul>	What is the current approach/implementation for DIS/DHHS data backup across the application, database and system realms? Please define and expand on the term "online" backups in the context of the first question. Please also include frequency of each type of backup currently employed.	DIS completes a daily full online backup of the production database and daily incremental file level backups. Additionally a full system level mksysb images of the AIX is performed weekly.
222	T9_Technical Requirements; Section 2.8.4 Data Backup	Describe the Vendor's approach to reestablishing operations in the event of a catastrophe, as well as its envisioned approach to developing a disaster recovery plan for DHS. Include the required components, configurations, and procedures to enable a recovery.	What is the current approach/implementation for DIS/DHHS completed successful DR exercises? Please describe primary, secondary and potentially tertiary data center sites that may be employed in developing a comprehensive DR solution.	The system is replicated to the DR data center using disk array replication. Backups are replicated from the primary data center to the DR using virtual tape library (VTL) replication. This is done annually.
223	T9_Technical Requirements Section 2.8.5 Disaster Recovery	Describe the Vendor's methodology for monitoring and reporting System performance, as well as the Vendor's approach to technology management. This includes the methods for centrally managing System resources such as servers, backup, archiving, and recovery equipment, databases and applications. Address methods for auditing, tracing and scanning the System. Provide details on the use of specialized tools the Vendor will use to automate and track monitoring and management activities. The Vendor's response, at a minimum, should take the following topics into consideration while providing the details: <ul style="list-style-type: none"> <li>- System and Platform activities, components and configurations monitored and logged</li> <li>- Monitoring metrics provided as reports, dashboards and alerts</li> <li>- Catering for a variety of Performance Monitoring stakeholder roles</li> </ul> DHS has not yet identified a preference for a management toolset. The Vendor should propose one or more monitoring tool(s) to proactively monitor the	The RFP mentions the use of Nagios and Ganglia as currently employed for network and system monitoring. Does the State wish to retain these tools and build upon/augment them? What, if any, current integration exists between Nagios and Ganglia and how is it accomplished?	Nagios and Ganglia are preferred tools and it is the State's preference that these tools are to be retained and built upon. There is no integration between Nagios and Ganglia at this time. These have been updated in Figure 15 and Tab T-0 of Template T-8

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
224	T9_Technical Requirements Section 2.8.7 Performance Monitoring and Management	<p>Describe the Vendor's methodology for monitoring and reporting System performance, as well as the Vendor's approach to technology management. This includes the methods for centrally managing System resources such as servers, backup, archiving, and recovery equipment, databases and applications. Address methods for auditing, tracing and scanning the System. Provide details on the use of specialized tools the Vendor will use to automate and track monitoring and management activities.</p> <p>The Vendor's response, at a minimum, should take the following topics into consideration while providing the details:</p> <ul style="list-style-type: none"> <li>- System and Platform activities, components and configurations monitored and logged</li> <li>- Monitoring metrics provided as reports, dashboards and alerts</li> <li>- Catering for a variety of Performance Monitoring stakeholder roles</li> </ul> <p>DHS has not yet identified a preference for a management toolset. The Vendor should propose one or more monitoring tool(s) to proactively monitor the</p>	<p>The RFP mentions the use of Nagios and Ganglia as currently employed for network and system monitoring.</p> <p>If the current toolset is being deemed inadequate, what specific areas does the current implementation fall short of the desired state of monitoring and management?</p>	<p>Nagios and Ganglia are preferred tools and it is the State's preference that these tools be retained and built upon. Further, there is no integration between Nagios and Ganglia at this time. However, as stated in the RFP section 3.5.2.3, the Vendor can provide alternate technologies with appropriate justification. These have been updated in Figure 15 and Tab T-0 of Template T-8</p>

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
225	T9_Technical Requirements Section 2.8.7 Performance Monitoring and Management	<p>Describe the Vendor's approach to capture and monitor performance metrics and take appropriate action to improve performance. The Vendor's response, at a minimum, should take the following topics into consideration while providing the details:</p> <ul style="list-style-type: none"> <li>- Approach to capturing system performance metric and take timely action</li> <li>- Approach to logging System transactions</li> <li>- Approach to detecting performance issues as well as any major errors related to one or more components</li> <li>- Approach to monitoring critical performance parameters such as response time, resource availability CPU Utilization, etc.</li> <li>- Approach to Role-Based Access</li> <li>- Approach to providing useful information and both real-time and snapshot views</li> </ul> <p>DHS has not yet identified a preference for a performance management toolset. The Vendor should propose one or more monitoring tool(s) to proactively monitor the performance of key infrastructure components of the</p>	<p>What current metrics are being collected and used by the Nagios and Ganglia monitoring systems?</p> <p>What systems and platforms are being monitored and managed by Nagios and Ganglia relative to DHS systems and DIS?</p> <p>Please define/expand on what "Role-Based Access" means to DHS in this context.</p>	<p>All of the EEF servers are monitored by Nagios and Ganglia. Standard Nagios services that are monitored are:</p> <ul style="list-style-type: none"> <li>- disk space</li> <li>- host load</li> <li>- swap space usage</li> <li>- NRPE</li> <li>- NTP offset</li> <li>- ping (network connectivity check)</li> <li>- sendmail/postfix service check</li> <li>- NTPD running check</li> </ul> <p>Standard Ganglia metrics monitored are:</p> <ul style="list-style-type: none"> <li>- CPU and core usage</li> <li>- disk space usage</li> <li>- memory usage</li> <li>- I/O usage</li> <li>- network usage.</li> </ul> <p>Custom scripting provides checks for expiring SSL certificates and expiring LDAP and local user/service accounts.</p>
226	T9_Technical Requirements Section 2.8.8 Performance Metrics	<p>Provide details on the Data Storage software and hardware components the Vendor proposes to use in its proposed Solution architecture.</p>	<p>What is the current storage architecture employed by DHS/DIS?</p> <p>Please describe relevant SAN/NAS storage subsystems, their use cases within the scope of this RFP and any advanced features and functions of the storage architecture being utilized or planned, especially as regards backup and Disaster Recovery.</p> <p>Does DHS intend to replace all current storage with a new solution/architecture that can scale in the future?</p>	<p>The EEF solution leverages the DIS enterprise SAN. The SAN environment consists of a redundant dual FC fabric in a core-edge topology.</p>
227	T9_Technical Requirements Section 3.6.4 Data Storage Architecture	<p>Describe the Vendor's System approach to network topology and hardware required to achieve the desired architecture (e.g., load balancing utilizing hardware and software based load balancers ahead of the Web servers, Virtual Private Networks (VPNs), creation of DMZs by firewalls.</p>	<p>Please describe the current DHS/DIS network topology and implementation as regards load-balancing, web servers, DMZ, firewalls and VPNs.</p> <p>Please supply a redacted network diagram of schematic of the current network environment.</p>	<p>The files "AR EEF Infrastructure Services by Layer" and AR EEF Deployment Environments" have been added to the procurement library.</p>

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
228	T9_Technical Requirements Section 3.6.5 Network Architecture	Describe the architecture of other devices such as printers, scanners and electronic signature pads etc., which are necessary for the Vendor's proposed solution. Include minimum and recommended specifications to support the Solution.	Many peripherals of various types may be utilized by solutions requested in this RFP. Please supply a list of specific desired peripherals and their associated use cases, as well as an estimate of quantities by location for each peripheral so listed.	It is up to each prospective Vendor to propose and provide detailed information (quantity, product, specs, etc.) regarding its proposed technology components based on the Business Process Analysis (in procurement library), Functional Requirements (T6) and Technical Requirements (T8) Traceability Matrices in the RFP package.
229	T9_Technical Requirements Section 3.6.6 Peripheral Architecture	The current EEF solution runs on the following infrastructure components: <ul style="list-style-type: none"> <li>- Operating System AIX 6000</li> <li>- Database - DB2</li> <li>- Virtualization Platform - Power VM Ware</li> <li>- Server Hardware Power 770</li> <li>- Datacenter and Hosting - DIS Data Center and hosting facilities in Little Rock</li> </ul>	Please provide detailed configurations, to include LPAR details/settings/layouts of the Power770 servers used in the current solution. General performance statistics/metrics of the LPARs and physical servers is desirable to improve initial sizing exercises. Please also provide AIX and PowerVM version/release/maintenance/fix levels.	See answer to question 185 and procurement library for additional details.
230	RFP page 39; Section 3.3.1.1 EEF Platform - Technology Architecture	DIS currently offers data center and hosting services, including but not limited to Mainframe services, Windows, UNIX and Linux server hosting, enterprise data storages services, Exchange email and disaster recovery services.	What brand(s) and version(s) of Linux does DHS/DIS prefer?	Release 7.3.
231	RFP pages 45-46; Section 3.3.4.1 Data Center and Hosting	DIS currently offers data center and hosting services, including but not limited to Mainframe services, Windows, UNIX and Linux server hosting, enterprise data storages services, Exchange email and disaster recovery services.	Is there a preferred LAMP stack?	There is currently NO preference for a LAMP (Linux, Apache, MySQL and PHP/Python/Perl) stack.
232	RFP pages 45-46; Section 3.3.4.1 Data Center and Hosting	DIS currently offers data center and hosting services, including but not limited to Mainframe services, Windows, UNIX and Linux server hosting, enterprise data storages services, Exchange email and disaster recovery services.	What, if any, open-source databases are preferred?	There is currently NO preference for Open-Source databases.