

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
Example	Page 5, Paragraph 1, Section 1.1	<i>This Request for Proposals (RFP) is issued by the State of Arkansas (State) Department of Human Services (DHS)</i>	<i>Please confirm the issuing entity of this RFP is the Department of Human Services.</i>	
1	Generic	N/A	What is the annual cost incurred for Cognos, DocuShare, SQL server, CA IAM, VMWare, EDW, and Informatica Power Center?	This information has been provided in the Procurement Library. SQL, CA IAM, VMWare, and EDW are not available.
2	Page 44, Section 3.3.4	A significant portion of the equipment was purchased 4 years ago (and will need to be refreshed during the project) and the other equipment was purchased 2 years ago.	Please provide an inventory of equipment and purchase date.	Please see the State's response to questions #36 and #229 in the first round of Q&A. Purchase dates are not available, however vendors should assume all hardware will be refreshed 18 months after contract signing. DHS' refresh cycle is 3-5 years.
3	Page 44, Section 3.3.4	A significant portion of the equipment was purchased 4 years ago (and will need to be refreshed during the project) and the other equipment was purchased 2 years ago.	Does the State have a specific refresh schedule that you can share with vendors?	Vendors should assume all hardware will be refreshed 18 months after contract signing. DHS' refresh cycle is 3-5 years.
4	Question 3 in Q&A (also Questions 25, 26, 140, 190, 201)	Existing Tools and Licenses	The response to Question 3 of the Q&A released on 5/2 reads, "The license agreements have been added to the Procurement Library." However, we cannot locate these licenses or a summarized listing. Please clarify where this might be found.	An XLS file with the number of licenses by product has been added to the Additional Files folder within the Procurement Library. The name of the file is "Copy of Software Licenses 02-27-2017.XLS". This file has a list of software products and number of licenses currently paid by DHS. However, any additional software can be bought by DHS. Review the requirements mentioned in Technology RTM T-8, tab "T0-Technology Solutions Stack."
5	RFP Page 106, Section 3.8 - Question 21 in Q&A	M&O	The response to Question 21 of the Q&A released on 5/2 reads, "The State's roadmap has been added to the procurement library." However, we cannot locate it. Please clarify where this might be found.	The detailed roadmap cannot be provided at this time. An overview of the upcoming EEF project is included in Section 3.3.6.2. Currently there are no major enhancements planned for the other in scope applications.
6	3.5.1.3.1 Core Mainframe Systems - Question 70 in Q&A (also Question 194)	Food Stamps System (FACTS) is a mainframe system that is comprised of 10 sub-systems serving approximately 106,000 clients.	The response to Question 70 of the Q&A released on 5/2 reads, "Please refer to the County Office Operations Report (COOR) in the Procurement Library." However, we cannot locate it. (The "FDD EEF3412 Enrollees By County Report.pdf" in the 032-EEF Function Design Folder of the 1st Draft Procurement Library explains how to design the report but does not provide the actual report.) Please clarify where this might be found.	This file is located in the Additional Files folder within the Procurement Library.
7	Question 77 in Q&A (also Questions 145 and 171)	N/A	The response to Question 77 of the Q&A released on 5/2 reads, "See the "Lync SFB Audio Voice Recording and Phone Script documents" included in the procurement library." However, we cannot locate it. Please clarify where this might be found.	This file is located in the Additional Files folder within the Procurement Library.

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8	IE-BM System Overview - Question 105 in Q&A	(none)	The response to Question 105 of the Q&A released on 5/2 reads, "Current release schedule has been added to the Procurement Library." However, we cannot locate it. Please clarify where this might be found.	Information cannot be provided at this time. It will be made available to Vendors once it has been approved.
9	T6_Functional_RTM - Question 115 in Q&A	FR1.43 The System will provide the user easy access to self-service help files or multi-media procedure documentation 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	The response to Question 115 of the Q&A released on 5/2 reads, "DHS has help files and they have been added to the procurement library." However, we cannot locate them. Please clarify where these might be found.	Curam MAGI Desk Guide and CURAM MAGI Online Training is located in the Additional Files folder within the Procurement Library.
10	TP056 AR EEF System Design Document, page 12, Section 7, first paragraph - Question 156 in Q&A	The Hardware Architectural Diagram is located in a separate document titled AR_Architecture_Diagram_consolidated.	The response to Question 115 of the Q&A released on 5/2 reads, "This document has been added to the procurement library." However, we cannot locate it. Please clarify where this might be found.	The file " AR_Architecture_Diagram_consolidated.PDF" has been added to the Additional Files folder in the Procurement Library.
11	T6_Functional RTM, FR3. Application Tab; FR 3.1 - Question 172 in Q&A	The System will support the following application submission approaches: On-line via the portal Fax Email Mail In person Drop off On the telephone	The response to Question 172 of the Q&A released on 5/2 reads, ""MOA-ntouch.xls" has been added to the Procurement Library. It includes the monthly totals received via paper and electronic." However, we cannot locate it. Please clarify where this might be found.	The file "MOA-ntouch.xls" has been added to the Additional Files folder within the Procurement Library.
12	Procurement Library, SNAP Rules FDD - Question 177 in Q&A	Two page PDF from Excel file.	The file "SNAP Rules FDD v1.0 140606 (Signed Off-Do Not Edit).pdf" was not complete. The response to Question 177 of the Q&A released on 5/2 reads, "The SNAP rules has been added to the procurement library." However, the document doesn't appear to have been updated. Please clarify where this might be found.	The file "SNAP Rules FDD v1.0 140606 (Signed Off-Do Not Edit).xls" has been added to the Additional Files folder within the Procurement Library.

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13	SNAP Function Design - Question 181 in Q&A	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	The files listed were not completed. The response to Question 177 of the Q&A released on 5/2 reads, "Entire documents are available in both pdf and Excel within the Procurement Library." However, the documents don't appear to have been updated and no Excel versions appear to be available. Please clarify where these might be found.	The XLS version of these files have been added to Procurement Library. The PDFs were removed.
14	T9_Technical Requirements Section 3.6.4 Data Storage Architecture - Question 227 in Q&A	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.	The response to Question 227 of the Q&A released on 5/2 reads, "The files "AR EEF Infrastructure Services by Layer" and AR EEF Deployment Environments" have been added to the procurement library." However, we cannot locate them. Please clarify where these might be found.	The files "AR EEF Infrastructure Services by Layer" and AR EEF Deployment Environments" have been added to the Additional Files folder within the Procurement Library.
15	Costing Worksheet	Price Sheets	The Cost Proposal Worksheets require a level of detail not normally required for a fixed price bid, but rather for a time and materials engagement. Further, this proposal is seeking solutions that may involve pre-existing products, COTS products, and/or software as a service, as such hourly rates are not applicable for such elements which have already been completed. Would the State modify the cost proposal to remove hourly rates and instead allow vendors to provide the Total Cost Summary detail, as is standard for fixed price engagements?	No, DHS will not make this adjustment to the Cost Workbook.

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16	Costing Worksheet	Price Sheets	<p>We understand based on answers to vendor questions (Questions 198 and 199) that the state would like to see rates fixed over the life of the contract. However, over time it is possible that rates would decrease due to efficiencies and steady state realization.</p> <p>i. Based on this possibility, would states reconsider its requirements to keep rates fixed over time?</p> <p>ii. Could the state please clarify if rates are to be fixed for the base contract term (36 months) , or are they to remain fixed over any and all optional years as well?</p>	<p>The cost workbook accomodates modifying rates throughout the M&O contract. DHS does not expect, nor does the cost workbook accommodate, modifying rates during the initial DDI project. The expectation is the DDI project will be completed before the initial contract terms are completed.</p> <p>The cost workbook also accomodates decreasing hours to accomdate any efficiency gains.</p>
17	Template 9 section 2.8.7	Use of Wiley for application monitoring	Please confirm the version of Wiley currently being used for application monitoring. Is it CA Application Performance Management (APM)? (formally Wily Software)?	The version currently used by DHS is CA Wiley Introscope Version 9.1.1.1 (Build 581768).
18	Template 9 section 2.8.7	Monitoring notifications	How are notifications sent out from the monitoring tools (Wiley, Nagios and Ganglia)? Are integrations built between the monitoring tools and Jira to create auto tickets for monitoring events?	Wiley notifications are sent out via email. Certain critical Nagios alerts, such as low disk space alerts and application/process failures, are sent to the oncall systems administrator to remediate. All other Nagios alerts are sent via email. Ganglia is being used as a monitoring tool only and no notifications are being sent. Jira is not integrated with any of these three software products.
19	Template 9 section 3.3	3.3 Application Infrastructure Services Layer	Can you clarify your meaning of “Application Infrastructure Services Layer” in document T9_Technical_Requirements section 3.3? Is this referring to the Infrastructure Layer as defined by Eric Evans in Domain-Driven Design?	See section 3.5.2 of the RFP and the Generalized System Design included in the Procurement Library.
20	I7.4 in T10_Implementation_RTM__final	Provide a software tool that supports generation, presentation and maintenance of on-line trainings.	Please clarify what software tool we are being asked to provide for "generation, presentation and maintenance of on-line training".	DHS has no preference for a specific tool for managing the training program. The vendor must provide a tool which presents on-line courses to the users and tracks attendance and other expected features required to manage an on-line and off-line training program as outlined in the RFP. The requirement has been updated. A system is needed in order to track registration, completion, and performance of on-line and off-line training content.
21	Training facilities	N/A	Are there classroom facilities available for use outside of Little Rock? If so, how many people can they accomodate? Do they have computers that can be used during training?	There are approximately a dozen training labs outside of Little Rock in various county offices across the state which can accomodate 10-15 people. These labs can be leveraged as long as no other DCO required trainings are scheduled at that time. Section 3.7.3.7 has been updated.

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22	Duration of Current Training Offering	N/A	How long does it currently take to train your staff on your current system for each role?	Each of the following include pre-training (online modules) that takes between 5-6 hours of time to complete total. - Inquiry – 2 days in classroom - Clerical-Intake – 5 days in classroom Each of the following include the above online training modules PLUS a policy pre-training workbook that takes between 5-6 hours of time to complete total. - DCFS Eligibility Worker – 5 days in classroom - Hospital Eligibility Worker – 12 days in classroom - DCO Eligibility Worker – 12 days in classroom Supervisors receive all of the above training PLUS another online training that takes around 60 minutes to complete.
23	Number of staff in each role	N/A	How many staff do you have in each job role using the current system per location and DHS program?	There are currently 2540 active usersin the system. By role, this includes approximately: - Inquiry only - 419 - Limited Inquiry - 2 - Worker - 1057 - System Coordinator - 148 - New Worker - 702 - Service worker - 202 - DWS System Coordinator - 10
24	Attrition training	N/A	Following train-the-trainer training, will the state provide training for any new staff that is on-boarded during DDI?	As outlined in Table 13, once the DDI project is complete it is DHS' responsibility to deliver trainings to State employees.
25	Field Staff locations	N/A	Do accommodations need to be made for staff that work strictly at home?	No accomodations need to be made for staff that work strictly at home.
26	Template T8	Requirements T7.8	There are currently 6 line items labeled as "T7.8". Would the State break those lines up with new requirement IDs for traceability purposes?	The requirements have been updated with new requirements IDs.
27	Template T10	Requirement I1.35	The State added "DHS" to end of this requirement. Did the State intend there to be more language added?	The requirement has been updated.
28	Question ID # 3, Vendor_QA_042617__final	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.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	Please refer to the answer for Question 4.

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29	Question ID # 20, 104, and 178 Vendor_QA_042617 __final	Risk and Issues Report	The JIRA extract referenced in the answers to #20, 104, 178 wasn't immediately apparent in the Procurement Library. If this extract is the EEF Risk and Issues Report_2017_05_03.pdf, the document appears to only contain data for a one week time period. Would the State provide an incident log that spans multiple months to provide a more comprehensive view of the incident types and severities over time?	Please refer to the following files added to the Additional Files folder within the Procurement Library . "JIRA export 2-24-2017.XLS" and "EEF Risk and Issues Report_2017_05_03.pdF".
30	Question ID # 25, Vendor_QA_042617 __final	The software licenses from the end of February has been added to the procurement library.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	A document with current software licenses has been added to the Additional Files folder within the Procurement Library. Also please refer to the answer to Question 4.
31	Question ID # 35, Vendor_QA_042617 __final	The EEF Architecture document (AR_Architecture_Diagram_consolidated) has been added to the Procurement Library.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	The EEF Architecture document "AR_Architecture_Diagram_consolidated.pdf" has been added to the Additional Files folder within the Procurement Library.
32	Question ID # 58, Vendor_QA_042617 __final	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.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	The Business Process Analysis document has been added to Procurement Library. The file name is "AR IE-BM Business Process Analysis - v6 - changes accepted.DocX". It is located in folder "SP-17-0012 IEBM Procurement Library" at the root level.
33	Question ID # 70, Vendor_QA_042617 __final	Please refer to the County Office Operations Report (COOR) in the Procurement Library.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	The document "COORJanuary2017.pdf" has been added to the Procurement Library. It is located in folder "SP-17-0012 IEBM Procurement Library" at the root level.
34	Question ID # 77, Vendor_QA_042617 __final	See the " Lync SFB Audio Voice Recording and Phone Script documents " included in the procurement library.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	This file is located in the Additional Files folder of the Procurement Library.
35	Question ID # 172, Vendor_QA_042617 __final	MOA-ntouch.xls has been added to the Procurement Library. It includes the monthly totals received via paper and electronic.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	The document "MOA-ntouch.xls has been added to the Additional Files folder within the Procurement Library.
36	Question ID # 180, Vendor_QA_042617 __final	The Transition costs have been removed from the evaluation.	Transition costs are real costs that can vary drastically based on a vendor's maintenance and operations approach. In order to provide an "apples-to-apples" comparison and to provide the State a comprehensive picture of project costs, would the State consider reinstating transition costs as part of the evaluation of total cost?	DHS has decided not to include transition costs to ensure a competitive procurement.
37	Question ID # 227, Vendor_QA_042617 __final	The files " AR EEF Infrastructure Services by Layer " and AR EEF Deployment Environments " have been added to the procurement library.	We were unable to locate the highlighted document in the Procurement Library. Please provide.	Both files have been added to the Additional Files folder within the Procurement Library.

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38	T7, 19, Section 1.15	<i>The State of Arkansas is considering legislation to require certain Medicaid recipients attest that they are meeting specific criteria (e.g. searching for work, training) required to continue receiving Medicaid benefits</i>	This is a new section. Will the State please update T-6 to reflect specific requirements in support of this new area.	This information cannot be provided at this time. If this results in significant changes to the scope of this engagement a change request (Section 3.6.5) will be processed
39	T-6 Funtional RTM; FR6.45	<i>The System will provide access to external databases for the Eligibility Worker to conduct any additional research that may be required</i>	FR6.45 refers to external databases for the eligibility worker to conduct additional research. Can the State clarify whether these should by hyperlinks to sources or whether interfaces are required. If so, how many.	This requirement refers the business process detailed on page 90 of the BPA. As an Eligibility Worker is reviewing information provided in a Semi-Annual Report or Annual Review, he or she may review additional verification source data. These are identified in step 4 of Use Case [13].
40	T-6 Functional RTM; FR1.15	<i>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</i>	Is State's requirement around consent management in the context of internal caseworkers? Would the State provide clarification and details around the use of consent for access control, such as whether it is for internal workers and external workers or limited to specific roles.	See Functional and Technical Requirements and the Business Process Analysis Report for additional information related to consent management. The clients will provide consent to share information and the system will ensure the information is only shared when approval is provided.
41	Page 51, Section 3.5.1.1 - Overview of Programs and Capabilities In-Scope, 5th bullet point and Page 52, Section 3.5.1.2 - Functional Requirements Overview, note #5 on Table 9 - IE-BM Solution Programs and Functionality In-scope	Child Care Assistance – <i>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. Case management for Child Care is not in-scope for IE-BM.</i> Case Management (for E&T and TANF/TEA) — <i>The IE-BM Solution will integrate with the E&T and TANF/TEA case management solutions (both providing eligible client information to the case management systems and receiving updates from them) and these external systems will provide the required case management support.</i>	The updated RFP states that for Child Care Assistance "client information will be provided to TEA/TANF system for eligibility determination and enrollment." However, the 3.5.1.2 chart displays TEA/TANF eligibility as in scope for the IE-BM solution. Please clarify how the IE-BM solution and it's business processes will be distinctly integrated with E&T and TANF/TEA case management solutions for (1) eligibility, (2) enrollment, and (3) case management.	The client will apply for TANF/TEA and E&T through the IE-BM Solution. The IE-BM Solution will assess whether they are eligible for benefits (e.g. meet the income requirements) and the client's information will be sent to the systems managing the E&T and TANF/TEA programs for enrollment. The client will apply for Child Care Assistance through IE-BM and the client's information will be provided to the Child Care program (which currently leverages the same system as TANF/TEA) for eligibility determination. See the Business Process Analysis Report for further details.

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42	T-7 Functional Requirement	Arkansas DHS has established a clear vision for the future IE-BM System. This includes new approaches to technology and moving from stand-alone silos to shared technology components and services. This Vision provides Arkansas with key benefits: ■ Leverages IT Best Practices and National HIT standards/initiatives and technology trends including: - Service Oriented Architecture (SOA) - Modularity; - Reusability (Build Once User Many Times); - Multi-channel Access; - Cloud and Software-defined Infrastructure; - Social Networking and Collaboration	There are no requirements in T-6 supporting this requirement in T-7. Can DHS provide additional information regarding the type of functionality you are looking for and whether the collaboration is intended to be within the solution, in the form of collaboration across the multi disciplinary teams?	This question is related to how the solution (defined through the functional or technical requirements) will meet the business objectives defined in the RFP. As such, there are not requirements aligned with this question.
43	General		The RFP asks for optional components, such as private cloud hosting, indicating those components would not be scored as part of the proposal evaluation. However, the RFP also indicates failure to provide an option could reduce a bidder's score, which implies these components will be scored. Can the state clarify whether optional components will be evaluated and, if so, how they will be evaluated?	We assume this question is referring to language in Section 2.4.1. Failure to provide an optional deliverable will not impact the bidder's score. The wording in this section applies to all other elements of the RFP. See Section 4.1 and 4.4 for the scoring details.
44	General		The state asks for an initial contract term of 36 months, but also requires a 12 month warranty period after every release. If final release is less than 12 months before the contract's expiration, what is the state's expectation for warranty support?	If implementing the solution takes more than 24 months and DHS decides not to extend the contract, a contract revision will be negotiated to allow for the full warranty period to be provided. As outlined in the cost workbook, any warranty costs are included in the implementation project deliverables completed before the warranty period commences.
45	FR3.61	<i>The System will utilize bar coding and Optical Character Recognition (OCR) to read the application and pre-populate information whenever possible</i>	Does the State provide the OCR capability in its document processing center? Is converting the paper application to an electronic format using OCR in scope for vendor?	See response to question 58 from the previous questions "Currently the paper applications are scanned, indexed and uploaded but there is no OCR." See the Functional Requirements and Business Process Analysis Report for further details on the desired use of OCR.
46	M&O General		Is the incumbent vendor responsible for warranty covering the enhancements that will be completed before the start of IE-BM? If so, what is the period that the incumbent will be performing warranty and the period that the new vendor will be covering warranty?	The State currently does not have a warranty program with the incumbent vendor.

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47	C1 - Cost Workbook		There are several questions about costing the hosting environment. Such as, What kind of DR is required? What are the SLAs that have to be met? What is included in "optional" costs for Years 4 - 7? Will the State be providing more information about hosting requirements or should our response include all our assumptions that can be discussed and adjusted in a negotiation?	Tab "O6 - Hosted Private Cloud" of template T12 includes the requirements for the optional hosted private cloud scope of work. The RTO and RPO are captured in tab "O7 - SLAs" of T12. Years 4-7 are optional scope/extensions with a similar scope to the previous years. Vendor responses should include any additional assumptions required.
48	Question ID # 17, Vendor_QA_042617__final	DIS will provide and maintain all the required infrastructure for all environments.	Can the State please confirm that the bidders need not account for any Infrastructure resources as part of their scope, including WebSphere Administrators, Database Administrators, ESB Administrators, etc.?	Infrastructure in this context is up to and including servers and operating systems (i.e. data center, network, servers, storage and, OS). DHS will provide and support this infrastructure and the IE-BM should not include these cost (except as part of the optional private hosted cloud deliverable). The IE-BM vendor will be responsible for the M&O of any software applications/COTS included as part of the EEF and those implemented as part of the IE-BM solution and database administration (see section 3.6.7.3). Section 3.8.1, requirement O2.4 and the SLAs have been updated to clarify the IE-BM Vendor's responsibilities.
49	Question ID # 62, Vendor_QA_042617__final	The M&O cost for one year from the current vendor for the ANSWER System is \$9.2 Million.	Can the State please confirm the per year M&O cost for the EEF System from the current vendor?	The EEF M&O costs are \$17,771,100 annual. The scope of the current M&O contract is different than the definition in this RFP. An overview of the scope has been added to the Procurement Library.
50	Question ID # 94, Vendor_QA_042617__final	Current vendor has assigned 12 resources to provide Cúram technical support.	Can the State please confirm the total number of current vendor resources on the EEF Project?	<p>Currently the M&O vendor has approximately 70-80 resources on site. This includes:</p> <ul style="list-style-type: none">- Project Management - 2-4- M&O- AOPS 14-18- AMS 24-28- DDI 25-30 <p>There is a separate reporting contract which includes 8-10 resources.</p> <p>The scope of the current M&O contract is different than the definition in this RFP. An overview of the scope has been added to the Procurement Library.</p>

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51	RFP Page # 33, Section # 3.2.1.4 - Decrease Technology Risk and/or Costs	Additionally, by enabling Programs to share the technology, DHS envisions lowering future ongoing M&O costs. DHS would prefer to lower these costs as quickly as possible, which includes sequencing the project such that current technology costs can be decreased as early in the project as possible.	We agree with the State that by enabling programs to share the technology, future ongoing M&O costs can be lowered. Can the State share the current annual cost of M&O for the ANSWER Legacy System and Cúram based MAGI Medicaid System?	The ANSWER annual M&O costs are not available. The EEF annual M&O vendor costs are \$17,771,100 annually. The scope of the current M&O contract is different than the definition in this RFP. An overview of the scope has been added to the Procurement Library. In addition, 38-46 internal resources are tasked with supporting the solution.
52	RFP Page 8, Paragraph 1, Section 1.2; Template T-3	<input type="checkbox"/> The Vendor's team (both Prime and Subcontractors) 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 shall be used to confirm this)	Please confirm that this means that Subcontractors identified in the proposal "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"	The RFP has been updated to reflect only the Prime must have experience with IE-BM Solutions. DHS would prefer subcontractors have HHS experience, but it is not mandatory. Please see section 1.2.1.
53	RFP Page 8, Paragraph 1, Section 1.2; Template T-3	<input type="checkbox"/> The Vendor's team (both Prime and Subcontractors) 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 shall be used to confirm this)	<p>We request that the State consider refining this past experience requirement in order for the State to receive proposals from vendors that have the proven and relevant experience and solutions. We would suggest changing the requirement as follows:</p> <p>The Vendor's team must have proven experience implementing and maintaining Integrated Eligibility (IE) systems, including eligibility for Medicaid, SNAP and TANF programs within a single system similar to the IE-BM Solution. In addition, the vendor's experiences of implementing IE systems should be with that of the vendor's proposed solution. The Vendor's experience should be proven with at least three (3) references (as a Prime Vendor) of successful implementations that is similar in size, complexity, scope and proposed solution in the past five (5) years. (Vendor responses to Template T-3 shall be used to confirm this)</p> <p>This information will not only demonstrate the Vendor's ability to perform but it will demonstrate and highlight the vendor's ability with the proposed solution, thereby, giving the state confidence that the solution being implemented is proven.</p>	Please see Mandatory Qualifications in section 1.2.1 of the RFP.

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54	RFP Page 6, Paragraph 2, Section 1.1	It is DHS' preference that proposals leverage the current IBM Cúram implementation (Eligibility and Enrollment Framework, EEF) in building out the IE-BM Solution, however, Vendors are encouraged to propose best value solutions irrespective of the existing solution, with the appropriate justifications.	In order to provide appropriate justifications, can the State please provide the costs for hardware and software related to the "current IBM Cúram Implementation" - both initial costs and ongoing costs?	The State cannot provide initial and ongoing hardware costs. See the ARDHS Annual Support contract file in the Procurement Library for software costs. This file is located in the Additional Files folder.
55	RFP Page 77, Paragraph 4, Section 3.6.8	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.	The state may be able to take advantage of efficiencies of scale by leveraging remote development centers. We recommend that the State remove the remote work limitation.	Please refer to the response to question 134 from the previous question and answer. This was modified in the previous draft of the RFP.
56	RFP Page 99, Paragraph 2, Section 3.7.3.8	The duration of the Pilot must be for a sufficient amount of time to evaluate the system (usually a minimum duration of 3 months)	In order for the State to make an equal comparison between vendors, we recommend that the State restate this FNS suggested requirement to definitively include a 3 month Pilot: "The Pilot must be at least 3 months in duration."	The RFP and requirement I8.7 have been updated to read "The pilot must be a sufficient duration of time to thoroughly evaluate the system and must be at least 3 months in duration."
57	RFP Page 17, Paragraph 1, Section 2.2.2	OSP will host a Pre-Proposal Conference session that is mandatory for all Vendors submitting Proposals. Vendors are encouraged to attend in person, however, a teleconference/webinar option is also available.	Please provide a list of all companies that attended the pre-proposal conference.	The list has been added to the Procurement Library.
58	T-6 Functional RTM, FR6.45	The System will provide access to external databases for the Eligibility Worker to conduct any additional research that may be required	Can the State clarify what "external databases" mean in this context?	See response to question 39.
59	T-6 Functional RTM, FR3.1	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	We recommend that State include the support of processing applications received via Federally Funded Marketplace (FFM) with this requirement. We also recommend providing details on the State's standing as a determination/assessment state and including the future vision with the implementation of IE-BM system.	Applications received from the FFM will be processed following a similar flow to applications received on-line. The BPA has been updated to reflect the need to receive applications from the FFM and an additional functional requirement was added. Currently the State of Arkansas is a determination state but has the vision to migrate to an assessment state.
60	T-8 Technical RTM, G3.10	The System must be architected to support replication of the virtual machines to a secondary site so DIS can recover the environment within RTOs and RPOs	Does the EEF solution have a DR environment across geographically separated locations? What are the site's RTO/RPOs? What are the State's desired RPO and RTO for IE-BM system?	See Section 3.3.4.1 for the locations of the data centers. DIS' current RTO is 72 hours and the RPO is 24 hours, however, DIS is in the process of improving these.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
61	Page 60, Section 3.5.3.1, bullet #10	Secure and Manageable: The target architecture for the next generation system needs to be protected against the common Internet threats and will be manageable within the existing operational and financial constraints	1.Does the State currently license and use any automated code-scanning solutions (Static code-scanning, dynamic code-scanning)? If so, please provide the solutions' names, versions and quantity of the licenses. 2. Does the State currently license any tools for static (e.g., HP Fortify, Checkmarx) and dynamic (e.g., IBM AppScan, HP WebInspect) vulnerability scanning solutions? If so, please provide the solutions' names, versions and quantity of the licenses.	The State currently uses open source software (Findbug and Checkstyle, which are eclipse plugins) for static code analysis.
62	T8_Technical_RTM.xlsx - Tab T 6.1 IAM - Req # T6.1.3	The IAM component will implement security controls in accordance with all Federal and State security policy and regulations.	Does the State currently license a Remote Identity Proofing solution. If so, please provide the solutions' names, versions and quantity of the licenses.	No. The State does not license a remote identity proofing solution.
63	T8_Technical_RTM.xlsx - Tab T 6.1 IAM - Req # T6.1.21	The IAM component design must use an advanced form of user authentication utilizing multiple form factors and/or "biometric" mechanisms. The design must account for advanced forms of user authentication (including two-factor authentication using hardware tokens, biometric devices, confirmation codes sent to a mobile phone, etc.) that will maximize effectiveness and minimize inconvenience for DHS and legitimate users.	Does the State's existing IAM solution include multi-factor authentication? If so, please provide the solutions' names, versions and quantity of the licenses.	No. The State's IAM solution does not include mulit-factor authentication.
64	T8_Technical_RTM.xlsx - Tab G6 Regulatory_&_Security - Req # G6.25	The System will not transmit or store any Personally Identifiable Information (PII) using publically available storage over the Internet or any wireless communication device, unless: 1) the PII is "de-identified" in accordance with 45 C.F.R § 164.514(b) (2); or 2) encrypted in accordance with applicable law, including the American Recovery and Reinvestment Act of 2009 and as required by policies and procedures established by DHS	Please confirm if the State has any data masking or obfuscation solution in place for de-identification of data.	The State has access to a tool that can deidentify the information. However, DHS does not run this program and does not allow PII information on a publicly available storage.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response to Vendor
65	T-9 Technical Requirements Response Template, Page 3, Paragraph 4, Section 2.3.2	How the System will allow access for 24x7x365 with a 99.75% uptime SLR, with the exception of scheduled downtime	Could the State please explicitly specify the current planned downtime schedules for the EEF solution?	The Citizen's Portal portion of the EEF Solution is currently taken offline daily from 9PM to 7AM. Production application deployments and systems maintenance operations are typically scheduled for this downtime period. Batch processing, backups, and other processing normally occur during this window as well. The expectation is planned downtime will be significantly shortened within a year of the inception of this project and only required for deploy code modifications.
66	T-11 Page 9, Section 7.3	Describe what the Vendor believes to be an effective approach to training all end-users who will use the System including end-users and executives. Include different classifications of users, the proposed method of training for each of these classifications of individuals, estimated duration of each component of the training program, and the method to be used to ensure that the training was successful.	States typically classify users by role and by responsibility. Examples of roles include supervisors, case workers, and administrators. Examples of responsibility include generalist (meaning they work across multiple programs), SNAP specialist, TANF specialist, Medicaid specialist, etc. Can the state please provide the number of users per each classification it uses?	See response to question 23.
67	T-11 Page 9, Section 7.3	Describe what the Vendor believes to be an effective approach to training all end-users who will use the System including end-users and executives. Include different classifications of users, the proposed method of training for each of these classifications of individuals, estimated duration of each component of the training program, and the method to be used to ensure that the training was successful.	States typically classify users by role and by responsibility. Examples of roles include supervisors, case workers, and administrators. Examples of responsibility include generalist (meaning they work across multiple programs), SNAP specialist, TANF specialist, Medicaid specialist, etc. Can the state please provide the number of users per each classification it uses?	See response to question 23.
68	C1 - Cost Workbook 7. Hosting Tab	Instructions: In Table 1 and 2, list the Vendor's cost of providing different sized environments.	Please provide clarification in regard to the reference to "table 2" as it does not appear on the worksheet as mentioned in the instructions.	The reference to Table 2 has been removed.
69	Question # 63, Vendor Q&A	DHS does not have a preference for Cúram SPMP and Cúram Citizen Portal.	DHS has clearly indicated a preference for some software in which it has made an investment, such as Cognos, DocuShare, and others. But, it is clear that DHS has an even larger investment in Cúram which has increased over several years. Based on this, would it not be preferable to DHS that a vendor leverage this substantial investment in building the IE-BM solution? Would the State reconsider stating this as a preference?	DHS has no preference for IBM Cúram. DHS is interested in the best value soluiton aligned to the goals and requirements defined in the RFP.

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70	Question #180, Vendor Q&A	The Transition costs have been removed from the evaluation.	Transition costs are part of TCO and driven by the approach a vendor takes to transition. It would seem that these costs should be evaluated along with all other costs to the State. To not do so could undermine the importance of TCO. In our years of working with numerous states, we have not seen transition costs excluded from RFP evaluation because they are real costs. Would the State consider adding these back to the evaluation so that all costs are accounted for in evaluating cost proposals?	See responses to question 36.
71	Question #182, Vendor Q&A	The SNAP development artifacts cannot be re-used.	We understand that a significant amount of work on the SNAP solution in Cúram was performed by the State and a previous vendor. Since this investment has already been made by the State, would you allow a vendor to assess the existing SNAP code and project documentation to determine if it could be utilized to lower the time and cost to implement SNAP?	As noted in 3.3.1 DHS expects the SNAP configuration and code cannot be leveraged as part of the IE-BM solution. Vendors' proposals should assume no re-use.