

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
1		Has a budget been allocated for this project? May I know an estimated value for this project if possible?	The Department does not provide this information.
	RFP Section	Question	Answer
2		Is there an incumbent vendor in contract for this services? If so, may I know the vendor name and contract expiry date?	No, no incumbent for the RFP services exists.
	RFP Section	Question	Answer
3	Appendix C, Chart 2	<p>Appendix C Chart 2 does not seem to be aligned with the procurement schedule as summarized in Chart 1. To assist in identifying the level of effort and work requirements under this Consulting and Quality Assurance contract, please respond to the following:</p> <ol style="list-style-type: none"> 1. Is any work in the planning stages or currently underway on any aspect of the MMIS 2020 Platform, including any SI/DH builds? For example, Chart 2 suggests that the ODS may already exist. 2. If yes, please describe the work to-date and also identify the entity/entities (state, contractor, or other) performing this work. 3. Please also describe the impact of this “pre-work” on the work of the successful Consulting/QA and SI/DH contractors, as well as on the procurement evaluation criteria. 4. Please clarify the sequencing of events between Charts 1 and 2. 	<ol style="list-style-type: none"> 1. No work is in planning stage. An ODS does not currently exist. 2. No pre-work has been started. 3. Not applicable. 4. The top chart begins with CY2018 whereas the bottom chart begins with CY 2019 – the charts should be read chronological from left to right.
	RFP Section	Question	Answer
4	I-30.C, Page 24	I-30 C (page 24) states, “Potential offerors that have participated as contractors or subcontractors in planning the MMIS 2020 Platform Project or preparing procurement documents for the MMIS 2020 Platform Project are precluded from being selected for negotiations or award for the ITC/QA contract. The Department will not consider proposals submitted by any such contractors or subcontractors in its evaluation of proposals and will not select such proposals for negotiations or contract award.”	The Department does not have a SI/DH. All contractors and their subcontractors, including Deloitte would be precluded from being selected for negotiation or contract award for this RFP. The Department will include preclusion language in future MMIS 2020 Platform project RFPs as appropriate.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

		a. Given its role as the current Systems Integrator and active engagement on MMIS 2020 Platform Project planning, is Deloitte eligible to bid on this or any RFP associated with the MMIS 2020 Platform Project? If yes, please provide the rationale for this decision.																							
	RFP Section	Question	Answer																						
5		<p>In reviewing the RFP we found some inconsistencies with the Proposal response request layout:</p> <p>I-12 Proposal Requirements/B. Proposal Format (p.17) does not harmonize with the structure outlined in PART III - TECHNICAL SUBMITTAL (p. 28).</p> <table border="0"> <tr> <td>I-12 Proposal Requirements/B. Proposal Format</td> <td>PART III - TECHNICAL SUBMITTAL</td> </tr> <tr> <td>Tab 1: Table of Contents</td> <td>III-1. Requirements</td> </tr> <tr> <td>Tab 2: Requirements</td> <td>III-2. Statement of the Problem</td> </tr> <tr> <td>Tab 3: Statement of the Problem</td> <td>III-3. Management Summary</td> </tr> <tr> <td>Tab 4: Management Summary</td> <td>III-4. Qualifications</td> </tr> <tr> <td>Tab 5: Work Plan</td> <td>III-5. Offeror Personnel</td> </tr> <tr> <td>Tab 6: Prior Experience</td> <td>III-6. Training</td> </tr> <tr> <td>Tab 7: Personnel</td> <td>III-7. Financial Capability</td> </tr> <tr> <td>Tab 8: Training</td> <td>III-8. Work Plan</td> </tr> <tr> <td>Tab 9: Financial Capability</td> <td>III-9. Reports and Program Control</td> </tr> <tr> <td></td> <td>III-10. Performance Standards</td> </tr> </table>	I-12 Proposal Requirements/B. Proposal Format	PART III - TECHNICAL SUBMITTAL	Tab 1: Table of Contents	III-1. Requirements	Tab 2: Requirements	III-2. Statement of the Problem	Tab 3: Statement of the Problem	III-3. Management Summary	Tab 4: Management Summary	III-4. Qualifications	Tab 5: Work Plan	III-5. Offeror Personnel	Tab 6: Prior Experience	III-6. Training	Tab 7: Personnel	III-7. Financial Capability	Tab 8: Training	III-8. Work Plan	Tab 9: Financial Capability	III-9. Reports and Program Control		III-10. Performance Standards	<p>Your technical submittal should be formatted as indicated below:</p> <p>Tab 1: Table of Contents Tab 2: Requirements Tab 3: Statement of the Problem Tab 4: Management Summary Tab 5: Qualifications Tab 6: Offeror Personnel Tab 7: Training Tab 8: Financial Capability Tab 9: Work Plan Tab 10: Reports and Program Control Tab 11: Performance Standards Tab 12: Objections to Standard Terms and Conditions Tab 13: Lobbying Certification (Appendix G) Tab 14: Corporate Reference Questionnaire (Appendix H) Tab 15: Personnel Reference Questionnaire (Appendix I)</p> <p>Refer to Addendum 4 regarding the responses to the Potential Optional Future Services.</p>
I-12 Proposal Requirements/B. Proposal Format	PART III - TECHNICAL SUBMITTAL																								
Tab 1: Table of Contents	III-1. Requirements																								
Tab 2: Requirements	III-2. Statement of the Problem																								
Tab 3: Statement of the Problem	III-3. Management Summary																								
Tab 4: Management Summary	III-4. Qualifications																								
Tab 5: Work Plan	III-5. Offeror Personnel																								
Tab 6: Prior Experience	III-6. Training																								
Tab 7: Personnel	III-7. Financial Capability																								
Tab 8: Training	III-8. Work Plan																								
Tab 9: Financial Capability	III-9. Reports and Program Control																								
	III-10. Performance Standards																								

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

		<p>Tab 10: Objections to Standard Terms and Conditions</p> <p>Tab 11: Lobbying Certification (Appendix G)</p> <p>Tab 12: Corporate Reference Questionnaire (Appendix H)</p> <p>Tab 13: Personnel Reference Questionnaire (Appendix I)</p> <p>Could you please let us know how we should proceed?</p>	<p>III-11. Potential Optional Future Services</p> <p>III-12. Objections and Additions to Standard Contract Terms and Conditions</p>	
	RFP Section	Question		Answer
6	<p>Section I-30 Conflicts, Section B, page 23</p>	<p>“The selected Offeror and its subcontractors are precluded from being selected for negotiations or contract award for the SI/DH and all MMIS 2020 Platform modules.” Also, please refer to Part V, Section V-1, Page 81 - “A SDB or SB may be included as a subcontractor with as many prime contractors as it chooses in separate proposals”.</p> <p>Question 1 – Can a SDB be in a proposal as a subcontractor for more than 1 proposal for the same module without penalty of elimination of either the prime or the subcontractor?</p> <p>Question 2 – Can a SDB bid in a proposal as a subcontractor for more than 1 proposal for different modules without penalty of elimination of either the prime or the subcontractor?</p> <p>Question 3 – If the SDB wins in multiple proposals for different modules, can the SDB participate in both awards?</p>		<p>1. The conflict provision does not prevent an SDB from being including as a subcontractor for any proposal but becomes operative once an Offeror has been selected for negotiations or contract award. If an SDB is a subcontractor for the selected Offeror for ITC/QA services, the SDB cannot be a subcontractor for the SI/DH or a MMIS 2020 Platform module services unless the the selected Offeror for these other RFPs and the SDB request and receive permission from the Department. If the SDB is not a subcontractor to the selected Offeror for ITC/QA services, the SDB may be a subcontractor for multiple offerors for SI/DH and MMIS 2020 Platform modules as long as it is not otherwise disqualified as a subcontractor under the applicable RFP. IV&V SDBs are precluded</p>

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			<p>from participating in all MMIS 2020 Platform Contracts.</p> <p>2. Regardless of whether the SDB is a proposed subcontractor for multiple MMIS 2020 Platform modules or one module, the response to question 1 applies.</p> <p>3. As stated in the responses to questions 1 and 2, the preclusion from negotiations and contract award depends on the specific module for which selections and awards have been made.</p>
	RFP Section	Question	Answer
7		Would an organization responding to this bid as a Prime be precluded from bidding on other RFP's for the other modules as a sub?	No, the organization would not be precluded from being included as a subcontractor in a proposal since the conflict provision does not preclude the submission of proposals but becomes operative once an Offeror has been selected for negotiations or contract award. If the organization is the selected Offeror for ITC/QA services, it cannot be a subcontractor for the SI/DH or a MMIS 2020 Platform module except as provided in RFP Part I, Section 30B.
	RFP Section	Question	Answer
8		Would a subcontractor on this bid be precluded from bidding on the other modules as a sub-contractor?	Regardless of whether a subcontractor is an SDB or not, the conflict language applies as stated in the response to Q6.
	RFP Section	Question	Answer
9		Would an SDB that bids with a prime on MMIS 2020 Platform (and is awarded) be precluded from participating with any prime vendor for future DHS procurements; for example, DHS 2020?	The Department does not understand the reference to DHS 2020 and cannot answer what conflict provisions may apply in future unrelated and unidentified procurements.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
10	I-3.A 8	The RFP states on Page 8 that 3 modules are already in place. Can the Department please clarify which of the 3 modules are already in place and who the contractors are for those 3 modules?	See description of modules in the revised Appendix B to RFP provided with this addendum. The three modules are Drug Rebate – Change Healthcare Pharmacy Solutions, Inc.; Member Enrollment – Deloitte Consulting; Home and Community Services Information System – Deloitte Consulting.
	RFP Section	Question	Answer
11	I-3.B 9	Has federal funding for the ITC/QA scope been secured? If yes, can the bidders obtain the relevant APD documentation?	The Department does not provide this information.
	RFP Section	Question	Answer
12	I-3-B.2 9	Is the ITC/QA vendor, acting in its capacity as the primary Project Office for MMIS 2020, expected to follow any established DHS standards and templates for Project Management, Quality Assurance, etc.?	Refer to RFP Part I, Section I-29 Information Technology Policies, requiring the selected Offeror to follow the policies and standards. Please note an Offeror is able to identify those policies and standards that it believes are not applicable to the procurement. The selected Offeror also must follow established templates as determined by the Department. Also refer to RFP Part III, Section III-8.A Work Plan, which provides that where standards or Information Technology Policies do not exist, the selected Offeror will adhere to industry best practices for project management, such as PMBOK®. Offerors must describe the standard that it will use and its rationale for doing so.
	RFP Section	Question	Answer
13	I-4.A, bullet 2c 14	The RFP states that the selected Offeror will need to maintain the content of the MMIS 2020 Platform artifact library. Approximately how many artifact documents are anticipated over the term of the contract?	The SI/DH contractor is responsible for hosting, storing and providing the tool for the Artifact Library (see RFP Part III, Section III-8B MMIS 2020 Platform Artifact Library).

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			Historically, the PROMISe™ Project Workbook contains approximately 80 GB of data spanning fourteen years.
	RFP Section	Question	Answer
14	I-4.B, bullet 1b 14 & Appendix E	The RFP states that the ITC/QA vendor is expected to be the “primary Project Office for the MMIS 2020 Platform.” What is the Department’s expectation regarding including the Project Office and/or the ITC/QA vendor in the Governance Plan? Is the Governance Plan expected to be further developed and administered by the ITC/QA vendor?	See RFP Appendix E for a description of the team. The Department provides strategic leadership and regulatory oversight for the MMIS 2020 Platform. The ITC/QA contractor will report to the MMIS 2020 Platform Project Management Team.
	RFP Section	Question	Answer
15	I-4.B, bullet 3b 15	The RFP states that the selected Offeror will need to develop and conduct comprehensive UAT including creating test plans for the MMIS 2020 Platform. Can the Department please clarify if the selected Offeror will be required to perform data set up of the UAT scenarios and/or the execution of those scenarios? If the expectation is the selected Offeror will perform data setup, will the selected Offeror have access to the UAT environment tables or will they have to coordinate this setup through other vendor(s)?	Yes, it will be required to perform both. The selected Offeror will coordinate UAT with the SI/DH Contractor and other Module Contractors.
	RFP Section	Question	Answer
16	I-4.B, bullet 1b 15	The RFP states that the selected Offeror will “Act as the primary Project Office for the MMIS 2020 Platform.” Will the Project Office be responsible for reporting/overseeing existing (legacy) projects or only new initiatives?	The selected Offeror is responsible for MMIS 2020 initiatives as well as MMIS 2020 initiatives impacting PROMISe™ during the transition.
	RFP Section	Question	Answer
17	I-4.B & III-5 15	In addition to the overall ITC/QA Project Manager, is the selected Offeror expected to provide additional Project Managers to oversee various initiatives under MMIS 2020 that may warrant (due to scope/size) dedicated project oversight?	No – the Department is not requiring additional Project Managers be provided to oversee various initiatives under MMIS 2020. Offerors may propose and describe its rationale for including additional Project Managers as it sees appropriate for projects of this size and scope.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
18	I-4.B, bullet 1f 15	<p>The RFP states that the selected Offeror will “Provide written status reports that include reporting risks and issues that jeopardize the successful implementation of the MMIS 2020 Platform.”</p> <p>What is the expectation around providing status reports for the MMIS 2020 Platform – will the Project Office be expected to provide a single comprehensive report or individual status reports per initiative/project? Are there specific quantitative project metrics that the Department requests as part of the status reporting?</p>	<p>Please refer to RFP Part III, Section III-9.B Reports and Program Control for the requirements for the status report. The Department requires a single monthly comprehensive status report; however, Offerors may propose additional or more frequent reports and report items based on their experience with IT projects of this size and scope.</p>
19	I-4.B, bullet 1g 15	<p>The RFP states that the selected Offeror will “Manage an automated, scalable project management system to implement, track and communicate project scheduling and status.”</p> <p>Is the ITC/QA vendor expected to provide/host a system or manage an existing State system? Will State resources need access to this system or will reports from the system be adequate?</p>	<p>The selected Offeror will provide and host a project management system – refer to Section I-29. Information Technology Policies, http://www.oe.pa.gov/Policies/Documents/itp_epm001.pdf</p> <p>While reports generally may be adequate, selected State resources may require access to the system.</p>
20	I-4.B, bullet 2b 15	<p>The RFP states that the selected Offeror’s responsibility will be to develop detailed business requirements from business requirements previously defined by the Department and develop Gap Analysis.</p> <p>Will existing meeting minutes, business design and other forms of documentation be provided to the selected Offeror as background information for these previously defined requirements or will the selected Offeror need to meet with Department staff to ask questions and obtain clarifications before moving forward with detailed business requirements?</p>	<p>Materials previously collected during requirements gathering will be available to the selected Offeror. The selected Offeror will need to employ whatever means necessary to ask questions and seek clarifications before moving forward with detailed business requirements: see RFP Part III, Section III-8.A.5 Requirements Management Plan.</p>
21	I-4.B, bullet 3d 15	<p>The RFP states that the selected Offeror’s responsibility will be to “Review MMIS 2020 Platform artifacts prepared by other program contractors including...deliverables.”</p>	<p>The selected Offeror’s review will include those artifacts for CMS Certification and as</p>

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

		Can the Department provide clarification on what the term ‘deliverables’ would encompass? (i.e. Integration/System Test Plans and Scenarios, Technical Design, Capacity Plans, Security Plans, Load Testing, Deployment/Production Playbooks etc.)	required by the Department. Please refer to RFP Part III, Section III-8.E
	RFP Section	Question	Answer
22	I-12.A 17	The RFP indicates that “Offerors must submit two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB/SB submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format.” There are components of both the Technical and SDB/SB submittals that cannot be converted to Microsoft Word (i.e. signed forms, company financials). Will the Department accept PDF versions of the Technical and SDB/SB submittals?	Searchable PDF versions of the Technical and SDB/SB submittals will be accepted.
	RFP Section	Question	Answer
23	I-12.B 18	The RFP lists the Potential Optional Future Services Technical Submittal as separate from the Technical Submittal. Should Offerors submit the Potential Optional Future Services Technical Submittal separately from the Technical Submittal? Or can the Offerors include their responses to the Optional Services as a final section of the Technical Submittal? If Offerors should submit separately, how many copies should be Potential Optional Future Services Technical Submittal included?	Refer to Addendum 4 requiring a separate submittal. Offerors should provide one (1) original and eight (8) copies.
	RFP Section	Question	Answer
24	I-12.B 18	The RFP states that “Offerors must submit their proposals in the format, including heading descriptions, outlined below” and includes Tabs 1 through 13. The prescribed format does not include a designated place for an Offeror’s Response to Section III-9 of Part III- Technical Submittal, Reports and Program Control, (page 60 of the RFP). Where in their proposal response, and behind which tab, should Offerors include their response to the Reports and Program Control requirements?	Refer to the response to Q5.
	RFP Section	Question	Answer
25	I-12.B 18	The RFP states that “Offerors must submit their proposals in the format, including heading descriptions, outlined below” and includes Tabs 1 through 13. Tab 6 is marked as “Prior Experience.” However, the corresponding section in Part III- Technical Submittal of the RFP is labeled “Qualifications.” Can the Department please clarify what Offerors should label Tab 6?	Refer to the response to Q5.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
26	II-4 26	Can the Department please provide the total maximum number of points available in each scored category, in addition to percentages?	The maximum number of points available is 1000. 500 (50%) Technical, 300 (30%) Cost, and 200 (20%) SDB/SB.
	RFP Section	Question	Answer
27	II-4 26	The SDB/SB score formula can be interpreted that the maximum 200 points can only be awarded if the subcontractor is a SDB, or a SDB submitting a joint bid with a SB. Please confirm that that's the intent.	A SDB or SB prime will receive a raw score of 200 points. BDISBO will calculate a raw score for each SB prime, SB prime making commitments to SDB or SB subcontractors, or a majority prime making commitments to SDB or SB subcontractors consistent with the formula set forth in the RFP. The offeror with the highest raw score will receive 200 points. BDISBO will pro-rate the other offerors' raw scores according to its pro-ration formula available at the following link: RFP Scoring Formula .
	RFP Section	Question	Answer
28	III-1.B 29	If the Offeror attaches a copy of its COOP, does it also need to address the aspects of preparedness (a. – e.) in a narrative format?	Refer to Section III -1.B.2 Emergency Preparedness ; requiring the submission of the plan and a summary of how your plan addresses the listed aspects of preparedness.
	RFP Section	Question	Answer
29	III-1 J 31	The RFP states that the selected Offeror must provide meeting space to accommodate up to 75 people. Is there an expectation that there will be office space available for Department staff, outside of this meeting space to accommodate up to 75 people?	Other than the meeting space, the Department is not requiring office space for its staff.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
30	III-5 34-36	Can the Department please clarify if there's an expectation that there would be more than 1 person/FTE working in any of the capacities listed in table 2? (e.g., multiple PM's or Functional Leads)	The Department only requires that one FTE work in any of the capacities listed in table 2. Offerors may recommend additional resources based on their experience with IT projects of this size and complexity.
	RFP Section	Question	Answer
31	III-6 38-39	The RFP states that the selected Offeror must develop and deliver training to end users, and tailor the training to the perspective of the stakeholders, including SMEs and Tier 1 Support Center staff who will interact with MMIS 2020 Platform. Will all training sessions be on-site at the selected Offeror's location, or is there expectation from the Department that there may be Training sessions off site? If so, can the Department provide clarification in regard to off-site training?	No, all trainings will not be on-site. The Department also requires that the selected Offeror make training available through off-site, and virtual technology such as WebEx, or other appropriate remote web conference applications and e-Training courses for DDI and as applicable for M&O.
	RFP Section	Question	Answer
32		Will there be an award made on this MMIS module before the release of the next MMIS module?	No, refer to Appendix C of the RFP for planned release dates.
	RFP Section	Question	Answer
33	III-6 & III-11 38-39 & 68	In Section III-6, the RFP states that the selected Offeror would need to train the Tier 1 Support staff. However, in Section III-11 it states the Tier 1 MMIS 2020 Platform Support Center services are not within the scope of the ITC/QA contract. Will the current vendor continue with the Tier 1 Support, until the Department considers adding the services to the ITC/QA contract in the future?	The current vendor (DXC) will continue its support center role only as it relates to PROMISe™. The MMIS 2020 Platform Tier 1 Support Center will be staffed by InspiriTec; the selected Offeror is expected to train InspiriTec as described in RFP Section III-6 Training.
	RFP Section	Question	Answer
34	III-8 40	Both work products and deliverables are included within Part III-8 Work Plan of the RFP. However, certain items designated as work products in Part III-8 are designated as deliverables within Appendix P-Cost Submittal Worksheet (i.e. the Requirements Management Plan). Can the Department please explain the difference between a work product and a deliverable as the terms are used within this RFP and the related attachments?	The term work products and deliverables are used interchangeably in the RFP.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
35	III-E-4.d. 59	Is the ITC/QA vendor expected to provide testers to assist DHS with UAT testing, or solely test preparation, planning, and management services? From our experience, adding additional 3 rd party testers is often desirable due to resource constraints – but should also be accounted for in the budgeting process since hands-on UAT execution is typically a labor intensive effort.	The ITC/QA Contractor is responsible for all aspect of UAT, which includes providing the UAT testers.
	RFP Section	Question	Answer
36	III-11 68	Can the Department please confirm that submission of the Potential Optional Future Services Technical Submittal is mandatory? If yes, can the Department please clarify what is expected from the response to this section? E.g., Is it mandatory to address all requirements in this section, or simply acknowledge compliance with some of them?	Yes, its submission is mandatory. Offerors must provide a response to all requirements.
	RFP Section	Question	Answer
37	Appendix P	<p>The Cost Submittal Worksheet lists multiple deliverables for all anticipated MMIS 2020 modules. We anticipate that the selected technology vendors are going to offer their own approach, templates, tools, etc. for most of the listed deliverables.</p> <p>Please clarify what’s expected of the ITC/QA vendor in terms of roles and responsibilities – is the ITC/QA vendor responsible for holding the technology vendors accountable to the DHS-approved Project Office Standards and QA of the deliverables? We assume that the ITC/QA vendor would not be accountable for another vendor’s deliverables. Please clarify your expectations regarding the expected overlap in responsibilities (e.g., we are ready to assist with facilitation of Requirement Sessions, but the roles and responsibilities should be clear with regard to ownership of meetings, developing Deliverables like the BRD or RTM, etc.)</p>	<p>All deliverables will conform to Department standards (see Section I-29 Information Technology Policies) or the standards developed by the ITC/QA contractor and approved by the Department.</p> <p>The selected Offeror will develop a standard template for Departmental approval that each MMIS 2020 contractor must utilize when creating its individual plans. MMIS 2020 Module Contractors may recommend enhancements to the templates for approval by the ITC/QA Contractor and the Department.</p> <p>Deliverables that are contractor specific must be reviewed by the ITC/QA Contractor with a recommendation for approval to the Department as part of its QA/QC responsibilities.</p>

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
38		Can the Department please confirm that Offerors are not required to insert their responses to the "Offeror's Response" prompts within the larger RFP document and that answering the "Offeror's Response" prompts in a separate template would be compliant?	If the question relates to the location of the Offeror's response, Offerors are not required to insert their responses within the RFP itself but are to submit separate submittals. Offerors are required to include in their submittal responses to Offeror's Response prompts and RFP provisions that prompt a response.
	RFP Section	Question	Answer
39		There is no reference within the RFP to paper claims. Will the new 2020 Platform support paper claims processing (CMS1500, UB92 and ADA etc.)? If so, will the selected Offeror need to supply paper claim forms for UAT scenarios or will the paper (hardcopy) claim forms be provided by DHS for testing purposes?	Yes, paper claims will be accepted by Department. The selected Offeror is required to supply all test scenarios in UAT.
	RFP Section	Question	Answer
40		Who is the current Promise vendor?	DXC Technology.
	RFP Section	Question	Answer
41		Was there in the past/is there currently the equivalent role of an ITC/QA vendor for the Promise design/development/implementation?	No.
	RFP Section	Question	Answer
42		Is the current procurement assistance vendor eligible to bid on this RFP either as a prime or as a subcontractor?	DHS is not certain of which vendor is being referenced. RFP Part I, Section I-30 Conflict describes the prohibited conflicts for this RFP. See also responses to Q6, Q7 and Q8.
	RFP Section	Question	Answer
43		We understand that Deloitte currently provides assistance to the Department in various capacities on various projects. Do any of those responsibilities present a conflict-of-interest with this scope of work, thus precluding their ability to bid as a prime or subcontractor?	See response to Q4.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
44		We understand that KPMG currently provides assistance to the Department in various capacities on various projects. Do any of those responsibilities present a conflict-of-interest with this scope of work, thus precluding their ability to bid as a prime or subcontractor?	See response to Q4 relating to the type of contractors that are precluded.
	RFP Section	Question	Answer
45		The complexity of this RFP and the rules regarding the contracting/subcontracting for the various lots will require additional time to coordinate and produce a quality response. Would the Department please consider a 3-week extension to the proposal submission deadline?	The Department will extend the deadline for proposal response. Please refer to Addendum 3 for additional information.
	RFP Section	Question	Answer
46		We understand that both Deloitte and the IV&V vendor are precluded from submitting proposals on this RFP and we have read the conflict language in the RFP in section I.30 on page 23. We are seeking clarification regarding whether other existing business relationships that vendors or their subcontractors have, outside of their work on the MMIS 2020 Platform Project or with other departmental entities, could preclude them from working on the Information Technology Consulting and Quality Assurance contract. In other words, if the vendor or their subcontractor has a business relationship with another entity that does work with the department (specifically not with the MMIS 2020 Platform Project), would that preclude them from working on the contract resulting from this RFP?	Refer to the response to Q.4, Q.6, Q7 and Q8.
	RFP Section	Question	Answer
47		The term "training materials" is listed several times in the Training section of the RFP. Can the State provide clarification and additional details outlining what is expected in the training materials (e.g. full curriculum, outline, etc.)?	The selected Offeror must develop and provide training materials and user assessments to result in users that are proficient in using the new solutions and are effective in completing their normal business operations and service delivery activities. The selected Offeror must provide both initial and ongoing training on the use and operation of the MMIS 2020 Platform. The selected Offeror will also be required to update the

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
			training materials. The selected Offeror must develop, monitor, and execute a user training survey to evaluate the training provided and allow for user feedback.
48		“The selected Offeror must provide training materials and user guides.” The previous paragraph states that the module contractors will provide the Offeror with system and technical documentation, does this mean that module contractors will be responsible for providing system user manuals? Can the State provide clarification to what is expected in the training materials and user guides?	The selected Offeror must develop, update, and maintain the MMIS 2020 Platform comprehensive user manual. Module contractors will be responsible for providing user manuals specific to their modules; however, the selected Offeror will develop the overall MMIS 2020 Platform user manual.
49	III.5, A 37-38	For non-key positions, in general, the RFP requires: job title, position description, responsibilities and qualifications. However, for subcontractor personnel, it is requesting name, education and experience. Is this an intentional distinction?	For non-key positions, Offeror must provide job title, position description, responsibilities and qualifications for subcontractors.
50		On page 33 the Commonwealth states: The Offeror must disclose any contract or agreement cancellations, or terminations within five (5) years preceding the issuance of this RFP.” Does the Commonwealth intends this requirement to apply to US public sector contracts/agreements (State, Local and Federal) or also to include any commercial and public sector contract on a global basis for the past 5 years?	This requirement applies to all contracts, public and private sector, on a global basis.
51		In Addendum 6 RFI - MMIS 2020 PLATFORM PROCUREMENTS dated 2/14/2018 the Commonwealth stated : “Deloitte Consulting has provided assistance to the Department in the development of some of the MMIS 2020 RFPs. The Department will define in the RFPs the types of entities that may be precluded from contract award.” Is Deloitte Consulting precluded from being awarded a contract under this RFP as prime or participate as subcontractor?	Refer to the response to Q4.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
52		Will each module vendor create and own its project management plan specific to the activities required to implement, integrate and maintain its module per scope of each module's RFP requirements? Will each module vendor own planning and completion of JAD sessions, business requirements and QA/UAT plans specific to its module? This would be integrated into the MMIS 2020 Master Plan owned by the ITC/QA module, and adhere to the same set of state and federal regulations and requirements.	The ITC/QA Contractor will be the primary project management office and must develop, execute and monitor the Integrated Master Plan (IMP) that covers the MMIS 2020 Platform Project, which will necessarily involve coordination and oversight of the module contractors. Each module vendor will develop its own module project plan limited to the scope of the module; however, the ITC/QA contractor is required to develop certain standards for use by the module contractors and review the work product of the module contractors. The selected Offeror will schedule, lead and facilitate meetings, requirements gathering and JADs for all MMIS 2020 Platform Modules.
	RFP Section	Question	Answer
53		Can the Commonwealth clarify specifically how each module vendor's project management team and plan will interact with the overall MMIS project management team and plan described in the ITC/QA RFP? Is there an anticipated governance model?	The IV&V Contractor, the ITC/QA Contractor, the SI/DH Contractor and the MMIS 2020 Module Contractors must collaborate collectively under the strategic leadership of the Department. See Appendix E MMIS Platform Governance Plan for a description of the governance model.
	RFP Section	Question	Answer
54	III-6	Will the Department provide trainers to assist in the delivery of training?	No.
	RFP Section	Question	Answer
55	Section III-11	The RFP clearly states that Tier 1 Platform Support Center services are optional and that the Commonwealth does not intend to include the services in the contract resulting from this RFP.	a. At this point, the Department will use InspiriTec through a statewide contract for services.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

		<p>a. What alternative contracting options is the Commonwealth considering for delivery of the Platform Support Center services?</p> <p>b. Can the Commonwealth quantify the likelihood that the Platform Support Center services will be included in the ITC/QA contract? Is it possible that the services will be awarded to the selected ITC/QA Offeror under a separate contract?</p> <p>c. What key business considerations will influence the Commonwealth’s decision in selecting the most appropriate delivery option and contracting vehicle for the Platform Support Center Services?</p> <p>d. What evaluation criteria will be used to determine whether an Offeror’s proposed Platform Support Center services will be included in the ITC/QA contract or in a separate contract?</p>	<p>b. No, the Department is unable to quantify at this time.</p> <p>c. The Department will determine as necessary.</p> <p>d. The Department will determine as necessary.</p>
	RFP Section	Question	Answer
56	Section III-11.A	<p>The RFP details contact volumes for the two (2) existing help desks. The PAC (external) receives approximately 24,000 contacts per year and the THD (internal) receives about 4,500 per year.</p> <p>The legacy PROMISe system is assumed to be stable, but with the new MMIS 2020 Platform expected to support up to 1,000 partners, 15,000 Commonwealth staff and 110,000 providers, please provide your estimate of the number of contacts that will be generated as the new system is phased in, both during the ramp up and after all modules are implemented.</p>	<p>The Department expects volumes to remain stable.</p>
	RFP Section	Question	Answer
57	Section III-11.B.5	<p>The RFP indicates that the Offeror must provide translation capabilities for callers with limited English proficiency. What languages other than English are expected to be supported?</p>	<p>Tier 1 Support Center callers will be Commonwealth staff, business partners and providers. The Department does not anticipate a need for translation for callers with limited English proficiency.</p>

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
58	Platform Support Center Cost Submittal Worksheet	In the Cost Submittal Worksheet, a Fixed Monthly Fee is requested for Tier 1 Maintenance and Operations support. Would the Commonwealth be open to considering “tiered pricing” based on contact volume?	No.
	RFP Section	Question	Answer
59		Which contractors are precluded from pursuing this bid because they provided guidance in planning the MMIS 2020 Platform Project or preparation of the RFP?	Please refer to RFP Part I, Section I-30 Conflicts and response to Q4.
	RFP Section	Question	Answer
60	I-30B	<p>Please provide direction on how a subcontractor can request and receive Department approval to participate in other 2020 platform module RFPs when participating as a subcontractor in either the ITC/QA or SI/DH bids.</p> <p>We understand the concern regarding a possible conflict; however, that possible conflict only exists if the Offeror the subcontractor is partnering with wins the bid. Excluding SDB/SB subcontractors from other 2020 Platform modules due to a bid partnership (not an award) seems very unfair and unfavorable to SDB/SB vendors and other subcontractors.</p> <p>We respectfully request the Department to evaluate possible conflicts after the awards are made (subcontract scope will vary bid-to-bid) and make a final ruling once all awards are final and possible conflicts can be fairly evaluated.</p>	Conflicts only exist for the selected Offeror and its subcontractors, not for potential Offerors, Offerors or their subcontractors. Please note the RFP language, which limits the preclusion to selection for negotiations or award for the selected Offeror (RFP Part I, Section I-30.B. Conflicts).
	RFP Section	Question	Answer
61	III-1 (A)	Please clarify that the ITC/QA vendor is responsible for developing the DR plan and all of the MMIS 2020 Platform vendors will need to conform to the ITC/QA DR Plan once approved by the Department.	The selected Offeror is responsible for developing a DR Plan for ITC/QA activities as it relates to the MMIS 2020 Platform. Each MMIS 2020 Module Contractor also will develop its own DR Plan as part of the MMIS 2020 DR Plan. ITC/QA will conduct quality reviews of all DR Plans. See RFP Part III, Section III-8.E.1. Quality Assurance.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
62	III-1 (A)	Please confirm the Business Continuity Plan created by the ITC/QA Offeror is limited to the ITC/QA Offeror scope and not the overall Business Continuity Plan for the MMIS 2020 Platform vendors	Yes, it is limited to the ITC/QA Contractor; however, as part of its quality assurance responsibilities, the selected Offeror must review MMIS 2020 Platform contractors' continuity plans, identify gaps and make recommendations for these gaps. RFP Part III, Section III-8.E.1. Quality Control.
	RFP Section	Question	Answer
63	C - Subcontractors	Please clarify this requirement is only applicable to Key Personnel that are being proposed by the subcontractor. Certain non-key roles might be filled closer to the ITC/QA project start date by transitioning existing staff from projects of similar scope or recruit resources externally for certain positions. Otherwise, the requirement is requesting subcontractors to commit all non-key staff that will be used on a project likely to start in early 2019 during the bid process.	This requirement applies to key personnel. See Q49 for non-key personnel requirements.
	RFP Section	Question	Answer
64	E-1 Quality Assurance	Please clarify which vendor is responsible for the MMIS 2020 Platform data conversion.	The selected Offeror must evaluate MMIS 2020 Platform Data conversion plan, prepared by the SI/DH Contractor and MMIS 2020 Module Contractors, identify any gaps, and make recommendations to close gaps. See RFP Part III, Section III-8.E.1. Quality Assurance.
	RFP Section	Question	Answer
65	E-1 Quality Assurance	Please clarify the role of the Offeror in achieving compliance. Similar to ITC/QA-3 (UAT Testing), isn't the ITC/QA Offeror's role aligned to testing compliance is achieved while the vendors providing the IT modules in support the MMIS 2020 Platform project must continue to enhance their modules to ensure compliance.	The selected Offeror is responsible for compliance with each Performance Standard. Similar to UAT Testing, the selected Offeror must review regulations and requirements, identifying gaps and then propose recommendations to the Department for each MMIS 2020 Module Contractor as necessary.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
66	III-10	We request this performance standard be aligned to the testing role the ITC/QA vendor will support verses the current scope which appears to be aligned to ensuring compliance of various IT platforms for other modules which aren't controlled by the ITC/QA vendor.	The Department will not change the performance standard. The selected Offeror's role for both UAT Testing and Compliance includes responsibilities for review and identification of issues with other contractors' deliverables. See response to Q65.
	RFP Section	Question	Answer
67	I-12 68	Since scoring is not done for Potential Optional Future services, does the Offeror have an option of not proposing a response to this?	No.
	RFP Section	Question	Answer
68	III-6 38,39	Please provide a breakdown of the number and location of Commonwealth users, Providers and Partners who will require training as part of each of the 7 Releases. This information is needed to identify classroom facility requirements as well as Training staffing levels for each Release.	The potential maximum number of users is 1,000 partners, 15,000 Commonwealth staff and 110,000 providers located within the Commonwealth of Pennsylvania.
	RFP Section	Question	Answer
69	III-6 Training 38,39	Please confirm that all training delivery to Support Center users will be delivered by Support Center Trainers rather than Offeror Trainers.	The Offeror will deliver trainings to the Tier 1 Support Center Trainers. The Support Center Trainers will deliver training to the Support Center staff.
	RFP Section	Question	Answer
70	III-6 Training 39	Will the Commonwealth identify and invite users for each training course to be delivered in each Release and provide the list of participants to the Offeror to track attendance in classroom training sessions as well as through other delivery media?	The selected Offeror will lead and facilitate all training for the MMIS 2020 Platform. Yes, we anticipate inviting selected users including partners, providers and Department staff for module implementation training.
	RFP Section	Question	Answer
71	III-8. d. 59	Does department already have inventory of tools that can be leveraged by the successful Offeror for UAT testing or does the department plan for the Offeror to recommend tools for UAT execution?	The selected Offeror must provide their own tools for UAT testing. See RFP Part III, Section III-8.E.4. Testing. The Department will not provide UAT Testing Tools. Offerors should

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

		Also will the department clarify how the cost of the tools should be mentioned in the cost proposal if offeror need to provide the tools?	decide where these costs are to be included in their cost submittals.
	RFP Section	Question	Answer
72	III-8. d. 59	Is the offeror required to staff (with its own staffing resources) the UAT test team and execute UAT? Or is the commonwealth planning to form the UAT Team and execute UAT? If yes, is the offeror expected to consult and support the UAT team and their planned execution?	Yes. The selected Offeror must supply all testers and conduct all testing; however, the Department may choose to participate in testing at its discretion.
	RFP Section	Question	Answer
73	III-8. d.	Will department kindly provide us some historical data on the size of UAT team in FTE which were utilized during UAT of PROMISe™?	Past testing for PROMISe is not reflective of testing required for the MMIS 2020 Platform. The selected Offeror must plan for UAT testing based on their experience with IT Projects of this size and scope.
	RFP Section	Question	Answer
74	III-9. A. 60	Does the department already have any dashboard capability which can be reused by offeror for the MMIS 2020 program or does the department require the offeror to build the dashboard as custom solution?	No. The selected Offeror must develop the MMIS 2020 Platform dashboard to be used by the MMIS 2020 Platform contractors to report on the overall status of the system.
	RFP Section	Question	Answer
75	I-4. A.2. 14	What would be DHS staffing for project management and what responsibilities will DHS retain for project management?	The Department has strategic leadership, oversight and staffing in place. The Department will provide all approvals. See also RFP Part I, Section I-22 Department Participation and RFP Appendix E MMIS 2020 Platform Governance Plan.
	RFP Section	Question	Answer
76	I-4. A.3. 14	We understand that the selected offerer will plan and direct the UAT and create the UAT tests plan and test cases. Is the selected offerer expected to bring in their own UAT testers or DHS will provide the testers from different operational teams? Can we assume that DHS SMEs will provide input to UAT test cases and review them?	In relation to UAT staffing, see responses to Q35 and Q72.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
77	III-1. A Disaster Recovery III-1. B Emergency Preparedness III-1.C Federal Standards III-1. E Security III-1. F Records Management III-1. I HIPAA Requirements and Security Breach 28-31	We assume that these requirements apply to the services in scope of the ITC/QA vendor. These requirements for the overall MMIS2020 program will be implemented through similar requirements as part of the respective SI/DH and MMIS 2020 Module RFP / Contracts. Please confirm.	Yes, confirmed. The selected Offeror, however, will be responsible for the review and evaluation of the SI/DH and MMIS 2020 Platforms contractors' compliance with these requirements. See, RFP Part III, Section III-8.E. Quality Management Services.
	RFP Section	Question	Answer
78	III-1.G 30	We understand the retention requirement is applicable within the contract duration. Please confirm	The selected Offeror will retain records during the term of the contract.
	RFP Section	Question	Answer
79	III-1.G	We understand that the Knowledge Base is only for the MMIS2020 platform and not the existing legacy system. Please confirm.	Yes, confirmed.
	RFP Section	Question	Answer
80	III-1. J 31	Do you mean "seating place" for 75 people and within 15 miles of your facility?	The meeting space must have seating for up to 75 people and be located within 15 miles of the DGS Annex, located at 2101 N. Cameron Street, Harrisburg PA, 17105.
	RFP Section	Question	Answer
81	III-4. C 33	Will you consider the reference(s) from the sub-contractor partner?	The Offeror determines the appropriate references to provide for the Department's consideration.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
82	III-4. C 33	These two statements above may seem contradictory. Should the references be submitted to the contacts directly or as part of the technical submittal?	The Offeror should provide a list of three (3) relevant contacts as part of its technical submittal. The Offeror also must submit the Corporate Reference Questionnaires directly to the listed contacts for completion; and then submits the completed sealed Corporate Reference Questionnaire as part of the Technical Submittal.
	RFP Section	Question	Answer
83	III-5. D 38	Please confirm if a total of 3 references for all seven key personnel is required or is it 3 references for each personnel?	Three references for each key personnel are required.
	RFP Section	Question	Answer
84	I-12.	Is it mandatory to respond to the potential future services (MMIS2020 Platform Support Center services) requirement in technical and/or cost submittal?	Yes, refer to Addendum 4.
	RFP Section	Question	Answer
85	VI-30	For contract section “VI-30. Limitation of Liability - VI-32. <u>VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING</u> ”, will the “Commonwealth of Pennsylvania” be open to capping - limiting the liability for this clause?	Refer to RFP Part III, Section III- 12 Objections and Additions to Standard Contract Terms and Conditions. Offerors may identify terms and conditions in RFP Part VI that it would like to negotiate; however, it must submit a proposal based on the terms and conditions in Part VI IT Contract Terms and Conditions and should not assume that the Department will accept its proposed changes.
	RFP Section	Question	Answer
86		Would an SDB that bids with a prime on this MMIS 2020 Platform RFP (and is awarded) be precluded from participating with any prime vendor for future DHS procurements; for example, a DHS engagement outside MMIS 2020?	See response to Q6, Q7 and Q9.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
87	1-30 C	1-30 C states: "Potential offerors that have participated as contractors or subcontractors in planning the MMIS 2020 Platform Project or preparing procurement documents for the MMIS 2020 Platform Project are precluded from being selected for negotiations or award for the ITC/QA contract. The Department will not consider proposals submitted by any such contractors or subcontractors in its evaluation of proposals and will not select such proposals for negotiations or contract award." We are an SDB under Deloitte for many DHS projects. Are we precluded from bidding on MMIS 2020 as a subcontractor to a prime who is not precluded?	If a subcontractor participated in the planning of the MMIS 2020 Platform Project or in preparing MMIS 2020 Platform procurement documents, it would be precluded from being a subcontractor to the ITC/QA contractor. Absent a role in the planning of MMIS 2020 Platform or the preparation of MMIS 2020 procurement documents, the subcontractor may be a subcontractor for the ITC/QA contract.
	RFP Section	Question	Answer
88		MECT 2.2 gives state the flexibility to follow either the MMIS checklists or the MITA checklists. Which checklist is the state planning to use?	See RFP Part III, Section III-8.A.16, which states " Pennsylvania has chosen to use the MMIS module checklists found at https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html ."
	RFP Section	Question	Answer
89		On page 53 under section # 16 (Certification Plan), regarding the statement "The selected Offeror will complete the CMS Certification Checklists within seven (7) calendar days after implementation of each module. ". Question: MECT 2.2 requirements applicability/non-applicability discussions require heavy engagement from the state and module vendors subject matter experts (SME). Usually such resources are busy dealing with post-implementation issues. Given the possibility of SME unavailability right after implementation, please describe in detail state's definition of completed Certification checklists .	Working with the MMIS 2020 Platform module contractors, the selected Offeror will complete the Project Initiation, Operational, and Final evidence columns of the MMIS Module Checklists set for review by CMS for each module, cohort of modules, or enhancements to the MMIS 2020 Platform. The selected Offeror will identify what is needed to complete the evidence columns and collect and compile the information from the MMIS 2020 Platform module contractors.
	RFP Section	Question	Answer
90		Has a product been selected by the state for the following items: a. Project Management b. Artifact Library	No to all.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

		c. Knowledge Base d. Defect Tracking	
	RFP Section	Question	Answer
91		Can the State release a copy of the IAPD (with redacted budget), business case, etc. and other documents which identify project scope available to prospective bidders?	No.
	RFP Section	Question	Answer
92	II-5 27	Offeror is a privately-held company, and its financial statements are highly confidential and not publicly available. Will Department allow Offeror to submit its confidential financial statements if and when selected for contract negotiations?	No. Financial Capability must be determined prior to selection for best and final offers and for contract negotiations. Refer to RFP Part I, Section 1-19 Best and Final Offers and RFP Part II, Section II- 5 Offeror Responsibility.
	RFP Section	Question	Answer
93	III-1, L 32	Is providing a performance bond or other performance security required if the Offeror sufficiently demonstrates its financial capability to ensure good faith performance of the contract as outlined in II-5 (B)? Is the bond required for the first two years of the contract only? And if so, is the initial bond amount required also for the year 2 bond?	Yes. Yes. For the first year, the bond amount is equal to the first year contract cost. For the second year, the bond amount is equal to one half of the cost for the second contract year.
	RFP Section	Question	Answer
94	VI, Exhibit B 128-131	Exhibit B sets forth the terms and conditions Contractor must comply with if it receives American Recovery and Reinvestment Act of 2009 (ARRA) funds. Does the Department anticipate using ARRA funds on this engagement?	No.
	RFP Section	Question	Answer
95	3B 15	Can we assume "confirm all test result" for UAT testing only and not for lower environment testing such as SAT, INT etc.?	No, see RFP Part III-8.E.4 Testing for a more detailed description. All test results must be confirmed regardless of environment. The selected Offeror will review MMIS 2020 Platform test plans and results and produce a Test Product and Validation report that includes mapping the test plans to the requirements.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
96	III-10 64	Please clarify the role of the Offeror during a DR scenario. Per RFP section III-1 Disaster Recovery, the ITC/QA vendor is responsible for developing and documenting the DR plan. Please confirm that the MMIS 2020 Platform vendors that host the module platforms are responsible for executing the MMIS 2020 Platform DR plan in response to an event that triggers a DR scenario.	The selected Offeror is responsible for developing a DR Plan for ITC/QA activities as it relates to the MMIS 2020 Platform. Each MMIS 2020 Module Contractor will develop its own DR Plan as part of the MMIS 2020 DR Plan; however, the ITC/QA contractor will conduct quality reviews of all DR Plans.
	RFP Section	Question	Answer
97	ITC/QA-3 64	The noncompliant remedial action refers to system testing. Should it refer to UAT instead?	The title for ITC/QA-3 is UAT Testing and is titled appropriately. The standards applies to UAT testing only.
	RFP Section	Question	Answer
98	III-8 E 4c	Can we assume the Test Lead preparing and submitting the results of the security vulnerability testing is part of SI/DH Offeror's team?	The SI/DH contractor will lead this level of testing and the results are subject to the selected Offeror's QA review. Additionally, the test lead will submit the results of security vulnerability testing to the Department.
	RFP Section	Question	Answer
99	III-10	What are the envisioned service level agreements (SLAs) for Integration, System and other testing phases to verify software quality prior to graduating code into the UAT environment?	This RFP does not have Performance Standards for other RFPs.
	RFP Section	Question	Answer
100	III-10	Can we assume the Project Management Plans, Implementation Plans, etc. are all "living documents" that will be updated as necessary for each of the envisioned modules?	Yes.
	RFP Section	Question	Answer
101	III-10	Can we assume the Integrated Master Schedule (IMS) is a "living document" and will be updated as the SI/DH and the module vendors develop their specific detailed schedules?	Yes.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
102	III-10	Please define the methods that will be used to monitor the Offeror's performance.	The Department will monitor the selected Offeror's performance on an ongoing basis using various methods.
	RFP Section	Question	Answer
103		Will a list of attendees/contact information be provided?	Yes, refer to Addendum 1.
	RFP Section	Question	Answer
104	Calendar of Events 7	We respectfully request the proposal due date be extended to August 6.	Refer to the response to Q45.
	RFP Section	Question	Answer
105	Calendar of Events 7	We respectfully request an additional round of questions be added to ensure all bidders have a clear understanding following the bidder's conference.	At this point, the Department does not see the need for an additional round of questions.
	RFP Section	Question	Answer
106		What authority does the ITC\QA vendor have for enforcing documentation standards, such as deliverable expectations, Document Quality Assurance, and Peer Review processes that other vendors must comply with?	The Department will require the collaboration of MMIS 2020 Platform contractors and will resolve any issues that may arise. Please refer to Section I-4 Objectives
	RFP Section	Question	Answer
107		Would the Department please confirm that proposals submitted to this RFP are not binding offers?	The proposals are binding offers and must remain valid for 120 calendar days or until a contract is fully executed.
	RFP Section	Question	Answer
108		For all RFP requirements that require Offeror comply with external requirements not expressly set forth in the RFP (including without limitation laws, rules, regulations, standards, or policies), will the Department confirm Offeror's obligations are limited to the requirements applicable to the specific services and/or products that are provided under the contract?	Confirmed, the external requirements which are applicable to the in scope services set forth in the contract.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
109		For all RFP requirements that require Offeror comply with external requirements not expressly set forth in the RFP (including without limitation laws, rules, regulations, standards, or policies), will the Department confirm changes required to comply with subsequent changes to such requirements will be subject to mutual agreement on cost, schedule, resource, and other impacts via the change process?	Changes required to comply with subsequently imposed external requirements would be assessed to determine the impact of the change on contract requirements, and if changes to the contract terms are warranted. Any necessary changes, depending on their nature, will be accomplished either through the change process or an amendment to the contract.
	RFP Section	Question	Answer
110	Future State MMIS 2020 Platform 11	Please provide a copy of the State’s latest MITA Self- Assessment, including maturity level goals for each MITA business area.	Refer to the MITA Self-Assessment provided with this Addendum 4.
	RFP Section	Question	Answer
111	Integrated Master Schedule 11	Please confirm that this schedule will not include vendor module schedules until those module contracts have been executed.	No, the selected Offeror will develop all deliverables using anticipated dates in Appendix C MMIS 2020 Platform Timeline. Future deliverable dates may be modified as MMIS 2020 Platform Modules’ contracts are executed.
	RFP Section	Question	Answer
112	I-4 Objectives 14	Are MMIS 2020 Platform Project Charter and MMIS 2020 Platform Charter the same thing?	Yes.
	RFP Section	Question	Answer
113	I-5	Would the Department consider removing the discretionary aspect of negotiations and committing to the opportunity for negotiations with the successful Offeror?	No, negotiations will be conducted at the discretion of the Department.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
114	I-12 17	We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?	The Offeror should determine the format of its submission. See RFP Part II, Section II-2. Technical Nonconforming Proposals addressing nonconformities.
	RFP Section	Question	Answer
115	I-12.B. 18	May Bidders use a smaller, still readable font for each of the following: a) headers and footers b) RFP requirement text c) tables	A smaller, readable font is acceptable for headers, footers, and tables; but not RFP requirements text.
	RFP Section	Question	Answer
116	I-30 23	Conflicts. Subsection B, and notwithstanding the language below in Section I-12. Proposal Requirements. Subsection A. Proposal Submission, if the Department selects an Offeror for negotiations of the ITC/QA RFP, will the Department first give that Offeror an opportunity to withdraw its proposal for the ITC/QA RFP before eliminating that Offeror's proposal(s) from consideration for SI/DH RFP and all MMIS 2020 Platform modules RFP?	No.
	RFP Section	Question	Answer
117	Emergency Preparedness 28	Please confirm the COOP applies to just ITC/QA vendor operations.	See response to Q62.
	RFP Section	Question	Answer
118	MMIS 2020 Platform Artifact Library 30	How will the ITC/QA vendor retain artifacts that the SI/DH contractor hosts?	The selected Offeror must retain artifacts until the document can be uploaded to the Artifact Library hosted by the SI/DH Contractor. Please refer to the response to Q78.
	RFP Section	Question	Answer
119	Offeror Facility 31	How many concurrent work sessions are expected to occur? How many concurrent JAD sessions are expected to occur?	JADs sessions may run concurrently. Each MMIS 2020 module will require JADs. Please refer to RFP Appendix C – MMIS 2020 Platform Timeline.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
120	III-1.J.5.a Offeror Facility 32	Who is going to pay for the user licenses for the 30 training computers?	The Department will supply computers imaged as applicable.
	RFP Section	Question	Answer
121	Key Personnel Qualifications 35	Please confirm requirements will be managed in the Platform Artifact Library as opposed to managed in a COTS product designed for this purpose. Is load and maintenance of the RTM acceptable?	The selected Offeror will place all program related documents in a central document repository, including the IMP, meeting agendas and minutes, status reports, plans, decisions and formal communications, and platform artifacts as defined by the Department. The RTM is a platform artifact. The ITC/QA Requirement Manager must load and maintain all module requirements into the MMIS 2020 Platform Artifact Library.
	RFP Section	Question	Answer
122	III-5.D. References 38	It is possible that technical staff bid as key personnel will have done work primarily inside the vendor's organization. Can the Bidder or subcontractor employees be used if necessary?	Key Personnel may be a member of the Offeror's organization, or any subcontractor included in the Offeror's proposal.
	RFP Section	Question	Answer
123	III-6. Training 39	Please provide the number of off-site training seminars that must be conducted and who will pay for them.	The ITC/QA selected Offeror is responsible for all aspects of training for the MMIS 2020 Platform. The number of off-site seminars has not been quantified. The selected Offeror should include its approach in response to RFP Part III, Section III-6 Training.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
124	Integrated Master Schedule 42	What authority will the ITC\QA vendor have to enforce a schedule update process that other vendors must comply with?	The selected Offeror will provide ITC/QA services under the strategic leadership of DHS to help DHS transform its MMIS 2020 Platform vision into reality while maintaining operational readiness of the legacy system and fidelity to State and Federal regulations and requirements. Please refer to Section I-4 Objectives. The Department will require the collaboration of MMIS 2020 Platform contractors and will resolve any issues that may arise.
	RFP Section	Question	Answer
125	III-8.5 Requirements Management Plan 44	Will the SI be supplying the requirements traceability tool?	No, the selected Offeror must develop a standard to trace business requirements.
	RFP Section	Question	Answer
126	III-8. Work Plan 44	The Business Requirements, General System Design, and Systems Requirements Design documents imply a full scale systems development life cycle, as opposed to a transferable module or COTS/SaaS module approach. Is it the Commonwealth's intent to develop the MMIS from the ground up?	Pennsylvania's future MMIS will be comprised of an enterprise platform that will support modular components, products, solutions, and services. This may include Commercial Off-The-Shelf ("COTS") or Modified Off-The-Shelf products on premises (Commonwealth hosted) or remotely hosted, newly procured components, Software as a Service ("SaaS"), and legacy applications that utilize custom code. See RFP Part I, Section I-4.C. Future State MMIS 2020 Platform.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
127	Page 44	If the ITC/QA Contractor facilitates JAD sessions and prepares the BRDs for each module, what will be the responsibility of the individual module contractors in BRD content development?	The selected Offeror must work with the Department to identify the appropriate MMIS 2020 Platform stakeholders for representation at the requirements sessions, and their involvement in requirements validation and verification.
	RFP Section	Question	Answer
128	Appendix P Cost Worksheet	The pricing here includes a DDI phase and an O&M phase, but then pricing is also requested for deliverables by module. Is the pricing for these modules for updates to those initial deliverables? Since the scope of work has not been released for these modules, please clarify how a vendor should approach costing for these implementation related tasks.	The deliverable pricing is for the deliverables and not any updates. Pricing should be based on the Offeror's experience with an IT project of this size, scope and complexity.
	RFP Section	Question	Answer
129	Appendix P Cost Worksheet	Where in the pricing sheets do we account for general infrastructure requirements, such as Offeror Facility and Key Personnel that are not specific to a module or phase?	The Offeror determines how it should account for the various costs associated with the RFP requirements. Pricing should be based on the Offeror's experience with an IT project of this size, scope and complexity. See revised Appendix P Cost Submittal Worksheet for facility cost.
	RFP Section	Question	Answer
130		Will this require CMMI and/or ISO 9001 certs?	No.
	RFP Section	Question	Answer
131	Requirements Management Plan 45	Will the department consider negotiation on delivery timeframes associated with the BRD(s) by module based on complexity and scope of each module?	No, the Department will not negotiate timeframes. The Offeror should describe its approach to the design, development, implementation and maintenance of the Requirements Management Plan in its Technical Submittal.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
132	Requirements Management Plan 45	If the SI/DH contractor provides the issue and defect tracking tool, what responsibility does the ITC/QA contractor have? For example, who configures the tool, administers users, user roles, and licenses?	The selected Offeror and MMIS 2020 Platform contractors will use the MMIS 2020 Platform CRM tool provided by the SI/DH contractor as the common tool to report and track issues and defects. The selected Offeror is responsible for defect management of the MMIS 2020 Platform. The selected Offeror must design, develop, implement and maintain the Defect Management Plan to identify, track, monitor, and report defects identified during testing or as identified by the Department or by other MMIS 2020 Platform Stakeholders.
	RFP Section	Question	Answer
133	Requirements Management Plan 45	Will the department consider negotiation on delivery timeframes associated with the Business Gap Analysis documents by module based on complexity and scope of each module?	No, the Department will not negotiate timeframes. The Offeror should describe its approach to the design, development, implementation and maintenance in its Technical Submittal.
	RFP Section	Question	Answer
134	III-8.5 Requirements Management Plan 45	Will the department consider negotiation on delivery timeframes associated with the Technical Gap Analysis documents by module based on complexity and scope of each module?	No, the Department will not negotiate timeframes. The Offeror should describe its approach to the design, development, implementation and maintenance in its Technical Submittal.
	RFP Section	Question	Answer
135	Requirements Management Plan 45	Will the department consider negotiation on delivery timeframes associated with the RTM by module based on complexity and scope of each module?	No, the Department will not negotiate timeframes. The Offeror should describe its approach to the design, development, implementation and maintenance in its Technical Submittal.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
136	III-8.12 50	What is the scope of review of the roll back plans completed by other module contractors?	The selected Offeror will develop a standard template that the SI/DH contractor and each module contractor must follow when creating their individual rollback plans. The contractors will provide their rollback plan to the selected Offeror. The selected Offeror will be responsible for the QA of the SI/DH and module contractors' rollback plans. See RFP Part III, Section III-8.A.12 Master Rollback Plan and Section III-8.E.1 Quality Assurance.
	RFP Section	Question	Answer
137	Certification Plan 52	Will the department consider negotiation on delivery timeframes associated with the certification checklist by module based on complexity and scope of each module as some checklist evidence cannot be produced within that timeframe?	No, the Department will not negotiate timeframes. The Offeror should describe its approach to the design, development, implementation and maintenance in its Technical Submittal.
	RFP Section	Question	Answer
138	Page 52	Does the ITC/QA Contractor have the authority to require the individual module contractor to provide input to the checklists prior to the 90 day deadline?	The Department will require the collaboration of MMIS 2020 Platform contractors and will resolve any issues that may arise. Please refer to Section I-4 Objectives.
	RFP Section	Question	Answer
139	Page 54	If the SI/DH contractor provides the content management application, what responsibility does the SI/DH contractor have? For example, who administers users, site configuration, establishment of lists and libraries?	The SI/DH Contractor will host and provide content management application for the MMIS 2020 Platform Artifact Library, including site configuration and administration of users. The selected Offeror will maintain the contents of the artifact library where all MMIS 2020 Platform documents will be stored. Offerors may

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			recommend enhancements or alternatives and include a rationale for doing so. The selected Offeror will work collaboratively with the SI/DH and the Department to establish lists and libraries.
	RFP Section	Question	Answer
140	E.4 Testing 58	Please clarify the scope for QA review for unit testing, integration testing, and system testing.	See RFP Part III, Section III 18.E. Quality Management Services. The selected Offeror must develop and execute the quality management plan for the lifecycle of the MMIS 2020 Platform Project. Offerors may recommend enhancements or alternatives and include a rationale for doing so.
	RFP Section	Question	Answer
141	III-9 60	Please confirm that the proposal responses requested in RFP Section III-9, Reports and Program Control, should be addressed in Tab 8 Work Plan as part of Section III-8.A Program Management. If not, please advise where the requirements should be addressed in the proposal.	Refer to the response to Q5.
	RFP Section	Question	Answer
142	Performance Standards 64	Please confirm that this performance standard applies just to the ITC/QA contractor's business operation and any electronic files it is responsible for.	Section III-10 Performance Standard ITC/QA-2 Disaster Recovery applies just to the ITC/QA contractor's business operation and electronic files.
	RFP Section	Question	Answer
143	III-10 64	Please confirm that the proposal responses requested in RFP Section III-10, Performance Standards 9, may be addressed in Tab 8 Work Plan as part of Section III-8.A Program Management. If not, please advise where the requirements should be addressed in the proposal.	Refer to the response to Q5.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
144	III-10 64	Would the Department considering adding an overall monthly cap to the amount of liquidated damages which can be assessed against any monthly invoice, as a percentage of the monthly invoice amount?	Offerors may propose changes to the liquidated damage provision located in RFP Part VI, Section VI-50 Liquidated Damages in response to RFP Part III, Section III-12 Objections and Additions to Standard Contract Terms and Conditions. See also response to Q85.
	RFP Section	Question	Answer
145	III-11 68	Tier 1 MMIS 2020 Platform Support Center Performance Standards and related penalties. Will the Department consider adding an overall monthly cap to the amount of related penalties?	See response to Q144.
	RFP Section	Question	Answer
146	III-12 79	Will the Department consider allowing Offeror exceptions to other RFP Sections (in addition to Section VI)?	No.
	RFP Section	Question	Answer
147	III-12 79	This section states that Offerors can request changes to terms and conditions in its Proposal and failure to do so waives the right to do so later, but then says the Department will reject any proposal that is conditioned on the negotiations of terms and conditions. Please clarify.	Offerors are permitted to request changes; however, the Department is not required to accept any proposed change. Further, if during negotiations an Offeror requests changes that were not included in its Technical Submittal, the Department is not required to consider these changes unless it determines the change is in its best interest. If an Offeror indicates that its proposal is only valid if its proposed changes are negotiated, the Department will reject the proposal.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
148	VI-24 96	Would the Department consider adding an exception such that the six month limit will not apply if the Department is not unfairly prejudiced by the filing of a claim after six months?	Offerors may request changes to the terms and conditions in their proposals, refer to RFP Part III, Section III-12 Objections and Additions to Standard Contract Terms and Conditions. Although an Offeror may request changes, the time limits in this section are based on the requirements set forth in the Commonwealth Procurement Code.
	RFP Section	Question	Answer
149	VI-30 100	Would the Department consider lowering the liability cap to the amount of fees paid by the Department to Offeror in the 36 months preceding the claim for damages?	Refer to the response to Q85, 144, 145 and 147.
	RFP Section	Question	Answer
150	Appendix B	Please confirm that the hourly rate for additional Optional Tier 1 Support Center enhancements should be for technical resources.	The Fixed Rate is for development of Optional Tier 1 Support Center enhancements only.
	RFP Section	Question	Answer
151	Appendix B	What percentage of annual growth should vendors assume when creating their Tier 1 Support Center staff model? Or, will the Commonwealth handle volume changes greater than 10 percent through the change order process?	Offerors should use historical volumes found RFP Part III, Section III-11. A. Tier 1 MMIS 2020 Platform Support Center. Offerors should expect higher call volumes during initial M&O. The Department does not anticipate a significant increase in call volumes over historical trends.
	RFP Section	Question	Answer
152	Appendix C	Can the Commonwealth confirm that the anticipated start date for the ITC/QA is 1/1/2019, as indicated in the timeline, or before?	The ITC/QA Contract Effective date is anticipated to be the first quarter of 2019.
	RFP Section	Question	Answer
153	Appendix C	What stage is the procurement process in for the SI/DH vendors and when is it scheduled to be completed? When does the Commonwealth anticipate the SI/DH vendor will start?	The SI/DH Contract Effective date is anticipated to be the first quarter of 2019.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
154	Appendix C	What stage is the procurement process in for the EDI vendor and when is it scheduled to be completed? When does the Commonwealth anticipate the EDI vendor will start?	The EDI Contract Effective date is anticipated to be the first quarter of 2019.
	RFP Section	Question	Answer
155	Appendix C	Can the Commonwealth clarify the proposed schedule in Appendix C that shows 273 Days RFP Solicitation, Commonwealth Review and Contracting from 4 th Quarter 2018 through 3 rd Quarter 2019 and the overlap of DDI in 3 rd Quarter 2019 for Builds 3 to 6 for the modules? Will DDI start before the module procurement and contracting phase is complete?	No, DDI will not start before for MMIS 2020 Modules contracts are effective; however, the Department anticipates that the Contract Effective Date will be prior to the end of the quarter so that DDI can begin sometime during the 3 rd quarter.
	RFP Section	Question	Answer
156	Appendix C	Can the Commonwealth provide a more detailed schedule for the phases of SDLC during DDI for the planned modules? What are the proposed DDI phases and expected duration for each DDI phase that are required of the module vendors?	No, RFP Appendix C MMIS 2020 Platform Timeline is the current schedule.
	RFP Section	Question	Answer
157	Appendix C - MMIS 2020 Platform Timeline 2	Per the schedule provided, all requirements and contracting activities appear to occur simultaneously and will be well underway prior to awarding this contract. Can you clarify the ITC/QA responsibility related to the requirements? Are the JAD sessions intended to review and validate RFP requirements, or to actually define them for inclusion in the RFP?	The Department disagrees with your assessment of the anticipated schedule for the award of the ITC/QA contract. Please refer to RFP Part III, Section III-8.A.5 Requirements Management Plan for a more detailed explanation of the requirements. The selected Offeror will validate RFP requirements. We assume your questions relating to inclusion in the RFP is actually referring to inclusion in the other MMIS 2020 RFPs. The selected Offeror will not be defining requirements for inclusion in these other RFPs.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
158	Appendix C - MMIS 2020 Platform Timeline 2	Per the schedule provided, contracting activities and award of most of the module vendors is scheduled for completion at the end of 3rd quarter 2019. Is the intent for the module vendors to start simultaneously or staggered?	The Department anticipates having staggered contract implementation dates.
	RFP Section	Question	Answer
159	Appendix E 1	In addition to the information provided in Appendix E, can the Commonwealth provide additional information regarding the number and roles of Commonwealth staff that are dedicated to support this project? For example, has the Commonwealth assigned project managers to each of the modules?	The Department provides strategic leadership and regulatory oversight for the MMIS 2020 Platform. The ITC/QA contractor will report to the MMIS 2020 Platform Project Management Team consisting of adequate staff for a MMIS Project of this scope and size. See also RFP Part I, Section I-22 Department Participation.
	RFP Section	Question	Answer
160	Appendix P Tab 1	Fixed Hourly Rate – It is our experience that these additional services are normally acquired using some form of a change order for estimation purposes. Will this be the case here? Work on additional modules and enhancements will likely require multiple individuals with different skill sets and billing rates. Will the Department consider a rate card that provides individual rates based on labor category?	Yes, the Department will use a change order process. The Department is requesting an all-inclusive blended hourly rate and will not use a rate card.
	RFP Section	Question	Answer
161	Appendix P Tab 2	Fixed Monthly Fee pricing – In row 295 cells F, G, and H and in row 309 cells H and I are numbers which we assume relate to the number of months to be paid at the fixed monthly fee for the corresponding year in rows 285 and 298. If either the DDI or M&O efforts take longer than anticipated by these duration estimates, how will payments be impacted? Will the beginning of the first Option Year be delayed?	If exercised, the first Option Year has to commence immediately following the contract’s original expiration date and cannot not be delayed. The number of DDI and M&O months may be adjusted if necessary.
	RFP Section	Question	Answer
162	Appendix P Tab 1	Facility Cost – both deliverable prices and fixed monthly fees are to be all inclusive and fully loaded. We assume that the facility cost will not be separately reimbursed. Is this assumption correct?	See revised Appendix P Cost Submittal Worksheet for facility cost.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
163	I-12.A 17	Is PDF an acceptable format for the redacted version of the Technical Submittal?	Yes as long as it is searchable.
	RFP Section	Question	Answer
164	I-12.B 18	The RFP requests Times New Roman or Arial 12-point font size. Are smaller fonts acceptable for headers, footers, tables, and graphics?	Yes but, the font must be readable.
	RFP Section	Question	Answer
165	III-1.A 28,64	<p>Please confirm the scope of the Disaster Recovery Plan and COOP is limited to the scope of services required to be provided by the ITC/QA vendor as defined in the RFP and that are within the control of the ITC/QA vendor?</p> <p>If no, is it the Commonwealth's intent that the ITC/QA vendor plan and facilitate Disaster Recovery with the SI/DH and other module vendors, or is it the Commonwealth's intent that the ITC/QA vendor actually perform system backups and put the necessary system/network technical controls in place to perform the backups and control a disaster recovery?</p>	See responses to Q77, Q96 and Q142.
	RFP Section	Question	Answer
166	III-1.J 31-32	Please provide more information about the facility meeting room requirements. How many meeting rooms and what size of meeting rooms are required in addition to the meeting room for up to 75 people?	See responses to Q29 and Q80.
	RFP Section	Question	Answer
167	III-1.J	Should vendors assume that all facility requirements (e.g., meeting room for 75 and training room and PCs to support at least 30 people) must be met for only the initial 4-year term or should they assume these requirements are the same during the option years as well?	Facility requirements apply for the 4 year term and all option years, if exercised.
	RFP Section	Question	Answer
168	III-1.L 32	When must the first-year performance bond be delivered to the Commonwealth? When should the second-year performance bond be delivered to the Commonwealth? Is an annually renewable performance bond permissible?	The first performance bond is required prior upon execution of the contract. Yes, an annually renewable performance bond is permissible.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
169	III-5 A 37,38	Who does the Commonwealth expect to provide a Project Manager or Functional Lead for each of the modules/groups of modules during DDI -- the ITC/QA vendor, module vendors, the Commonwealth, another vendor, or all of these?	Please refer to RFP Part III, Section III-5 Offeror Personnel for personnel requirements for the selected Offeror. The RFP for each MMIS 2020 Platform module contractor will require the selected Offeror to have an executive account director, project manager and other key personnel.
	RFP Section	Question	Answer
170	III-5 C 38	Is the Commonwealth requesting resumes for all subcontractors or only subcontractors in key positions?	Refer to the responses to Q49 and Q63.
	RFP Section	Question	Answer
171	III-6 39	Should partner, provider, and worker portals have their own training materials, or should they be incorporated into training related to the modules that use them?	The selected Offeror must develop and deliver training for end users, and tailor the training to the perspective of the users, including SMEs and Tier 1 Support Center staff who will interact with MMIS 2020 Platform. The selected Offeror must provide training that will provide an understanding of the MMIS 2020 Platform system components, applications, portals, business processes, KB, and Offerors should propose how this requirement will be met in its technical submittal. Please refer to RFP Part III, Section III-6 Training.
	RFP Section	Question	Answer
172	III-6 39	Please clarify how much off-site training is expected and confirm that if locations other than the required vendor classroom in its facility are needed to support this, the Commonwealth will compensate the vendor for any facility costs.	The ITC/QA selected Offeror is responsible for all aspects of training for the MMIS 2020 Platform. The number of off-site seminars has not been quantified. The selected Offeror should include its approach in response to

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			RFP Part III, Section III-6 Training. See revised Appendix P Cost Submittal Worksheet for facility cost.
	RFP Section	Question	Answer
173	III-8, Tasks 52	According to the RFP, Pennsylvania requires that “The selected Offeror will complete the CMS Certification Checklists within seven (7) calendar days after implementation of each module.” Because CMS requires six months of operations after implementation for certification information that is supplied to them, what is the Commonwealth’s expectation for the level of completion of the checklists within 7 days?	See response to Q89.
	RFP Section	Question	Answer
174	III-8, D, 1 55	Is it the Commonwealth’s intent that the ITC/QA vendor write the new business processes? If not, who will be responsible for writing the new business processes to support the Business Process Management function?	Yes, the selected Offeror will develop and use a processes that includes an analysis of business processes and needs, and translates these processes and needs into formal requirements. The selected Offeror must provide BPM services in accordance with the Commonwealth’s BPM methodology and policies.
	RFP Section	Question	Answer
175	III-8, E, 1, a 56-57	What is the list of the Module Vendor DDI deliverables and artifacts that the Offeror must review and provide quality assurance for as described in this section?	The selected Offeror must develop and execute the quality management plan for the lifecycle of the MMIS 2020 Platform Project, including all module artifacts. Appendix P Cost Submittal Worksheet for the MMIS 2020 Platform represents the list of deliverables expected to be QA by the selected Offeror. A revised Appendix P is provided with this Addendum 4.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
176	III-8 E 4. 57	What is the minimum UAT Testing phase duration that module vendors will be expected to provide to the Offeror and other stakeholders for performance of UAT during DDI?	The selected Offeror will work closely with the Commonwealth, MMIS 2020 Platform contractors, and the legacy system contractor (when applicable) to develop a UAT Plan for all modules, interfaces, system modifications, or enhancements to the MMIS 2020 Platform or the legacy system. The selected Offeror will design the UAT Plan to determine whether all functionality works properly prior to being placed in production. The UAT Testing Phase ends when all functionality works properly prior to being placed in production. There is no minimum length.
	RFP Section	Question	Answer
177	III-8, D 57-59	What additional information can the Commonwealth provide about the Module requirements or scope of the Module RFPs to assist the Offeror in scoping the expected effort for executing UAT?	Please refer to RFP Part III, Section III-8 Work Plan for RFP requirements. The selected Offeror is responsible for all aspects of UAT.
	RFP Section	Question	Answer
178	III-8,D 58-59	What other stakeholders or vendors will perform UAT besides the Offeror? What percentage of test cases developed can be expected to be executed by other stakeholders or vendors?	The selected Offeror is responsible for all aspects of UAT. Departmental staff may participate in UAT.
	RFP Section	Question	Answer
179	III-9A 60	Does the Commonwealth have a requirement for where the MMIS 2020 Platform Dashboard will be developed and hosted?	Yes, the selected Offeror must develop the MMIS 2020 Platform dashboard to be used by the MMIS 2020 Platform contractors to report on the overall status of the system. The MMIS 2020 Platform will be hosted on the SI/DH and be developed in collaboration with ITC/QA Contractor, the SI/DH Contractor and the MMIS 2020 Platform Module Contractors.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			The MMIS 2020 Platform Project Dashboard will be developed and maintained by the ITC/QA Contractor in collaboration with the SI/DH Contractor and the MMIS 2020 Platform Module Contractors.
	RFP Section	Question	Answer
180	III-9, III-10 60-68	Please confirm that Offeror responses to Sections III-9 Reports and Program Control and III-10 Performance Standards should be contained under Tab 5, Work Plan.	Refer to the response to Q5.
	RFP Section	Question	Answer
181	III-11 68	For the optional task, please confirm that the CRM tool will be provided by the SI/DH vendor and there are no CRM costs that will be incurred by the Tier 1 MMIS 2020 Platform Support Center vendor.	Confirmed, the SI/DH contractor will provide the CRM tool.
	RFP Section	Question	Answer
182	III-11.1 68	It is understood that the Tier 1 MMIS 2020 Platform Support Center is not being scored as part of the ITC/QA RFP, and is an optional service that the Department may consider adding in the future. However, it states "if the Department chooses to implement the services through the ITC/QA contractor..." and also states "the Department does not anticipate including these services in the ITC/QA contract..." If the Department decides to add the Tier 1 MMIS 2020 Platform Support Center in the future, will it be added as a separate contract or will it be an amendment to the ITC/QA contract?	If the Tier 1 MMIS 2020 Platform Support Center services are added to the ITC/QA contract, it will be either as an amendment or contract change.
	RFP Section	Question	Answer
183	III-11.1.A 69	Please clarify what CRM tool will be used. Is it based on a COTS product, and if so, what product? Is the CRM tool currently operational and being used?	The CRM Tool has not been determined.
	RFP Section	Question	Answer
184	-11 1.B III.5 71	The selected Tier 1 Support Center offeror must provide services via secure email, online chat, and web forms. Is the vendor expected to use existing state tools/applications to support these services, or should the vendor provide secure email, online chat, and web form tools and include associated costs in their proposal?	No, the selected Offeror must provide services via secure email, online chat, and web forms.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
185	III-11 1.B.4 72	Please clarify the expectation that the Tier 1 MMIS 2020 Platform Support Center must be capable of operation for extended days and hours upon request for circumstances such as anticipated increases in call volumes resulting from scheduled releases, or emergent initiatives. How much advance notice will be provided before the request for extended days or hours? How should offerors reasonably price for such unknown scenarios?	For scheduled releases and planned initiatives, the Department will provide advance notice in sufficient time to allow for the selected Offeror to accommodate operational needs. Offeror should use its experience of similar Tier 1 Support Center to determine their cost structure.
	RFP Section	Question	Answer
186	III-11 1.B, 9, c 73	Under the M&O phase, it asks that a description of the hardware and software required to operate the Tier 1 MMIS 2020 Platform Support Center be included in its proposal. Is the CRM tool still provided by the SI/DH vendor during this phase?	Yes.
	RFP Section	Question	Answer
187	III-11 1, b, 9, d 74	Please clarify the difference between the requirement in Section III-6 – Training for the ITC/QA vendor to develop and deliver training for end users, and tailor the training to the perspective of the stakeholders, including SMEs and Tier 1 Support Center staff, and the requirement in Section III-11 for the selected Offeror to develop and deliver training for end users, and training for MMIS 2020 Platform SMEs and Tier 1 MMIS 2020 Platform Support Center staff who interact with the MMIS 2020 Platform.	Section III-11 is for Optional Services only. Section III-6 Training is required.
	RFP Section	Question	Answer
188	III-11 76	Please confirm the definition of CTI as it is not in the acronym list.	Category, Type, Item (“CTI”).
	RFP Section	Question	Answer
189	III-11. 1, C 76	Please confirm that the required Tier 1 Support Center CRM will be able to support all reporting requirements and that the Tier 1 Support Center vendor will have access to generate reports.	No. The CRM will not support ACD specific Performance Standards. The support center contractor will have access to the CRM as well as all MMIS 2020 Platform Contractors. Please refer to RFP Part III, Section III- 9,

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			Reports and Program Control and Section III-11 Potential Optional Future Services.
	RFP Section	Question	Answer
190		Can the Commonwealth provide additional information related to what role it wants the ITC/QA Vendor to play in Organizational Change?	The selected Offeror will provide BPM services to assist the Department in adapting its organizational behavior to the MMIS 2020 Platform to better manage and resource the new MMIS and improve its overall business performance. The selected Offeror will make recommendations regarding organizational changes to the Department.
	RFP Section	Question	Answer
191		The RFP Section III-8.A Item 17, pg. 53 states that the IV&V Contractor prepares the Post Implementation Assessment Report, and the Offeror is required to produce the Issues Resolution Plan and Project Closeout Plan. However, the ITC/QA Cost Submittal includes a line item under each Module for the Post Implementation Assessment Report (in addition to the Issues Resolution Plan and the Closeout Plan). Can the Commonwealth please clarify what cost to include in these line items or should the Post Implementation Assessment Report line items be removed from the ITC/QA Cost Submittal?	The Post Implementation Assessment Report line item is removed from the RFP Appendix P Cost Submittal Worksheet for each module. Refer to the revised RFP Appendix P provided with this Addendum 4. The IV&V Contractor prepares the Post Implementation Report.
	RFP Section	Question	Answer
192		The Quality Management Plan is listed as a deliverable in RFP Section III-8.E Item 2, pg. 57, and is due within 90 days of the contract effective date, but there is no cost line item in ITC/QA Cost Submittal for this deliverable. Would the Commonwealth consider revising the Cost Submittal to include this deliverable as part of the Project Initiation Integrated Master Plan?	Section III-8E Quality Management Services is in part of the revised RFP Appendix P Cost Submittal Worksheet in the Fixed Monthly Fee for Design, Development and Implementation and Fixed Monthly Fee for Maintenance & Operations line items.
	RFP Section	Question	Answer
193		The ITC/QA Cost Submittal notes that the 30,000 hours per calendar year are "Estimated hours are for evaluation purposes only". Can the Commonwealth please clarify if and how the 30,000 hours are evaluated / scored?	For purposes of evaluating the Cost Submittal, the Department will use the estimate of 30,000 hours per calendar year to calculate the total cost for additional modules or enhancements. The Department

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			will only pay for the actual number of hours needed and provided by the selected Offeror. The Department’s estimate does not provide any guarantee that the Department will actually need and use the estimated number of hours.
	RFP Section	Question	Answer
194		Can the Commonwealth please clarify where to show the cost of the Facility in the ITC/QA Cost Submittal?	Refer to the response to Q129.
	RFP Section	Question	Answer
195		The ITC/QA Cost Submittal appears to be six months short for the M&O period when compared to the Appendix C - MMIS 2020 Platform Timeline. Would the Commonwealth consider aligning the Cost Submittal Form with the timeline in Appendix C or clarify the start and end dates for the DDI and M&O periods, given the initial term is 4 years.	Yes, Appendix P Cost Submittal Worksheet has been changed to align with Appendix C – MMIS 2020 Platform Timeline. Refer to the revised RFP Appendix P provided with this Addendum 4.
	RFP Section	Question	Answer
196		Some States have restrictions that prevent Agency staff from providing written references. In order for the Commonwealth to get relevant feedback in these situations, would the Commonwealth consider revising the corporate and personnel reference process to allow for obtaining verbal feedback in these cases?	No.
	RFP Section	Question	Answer
197	Pg. 28, III-1.A	We assume that the disaster recovery section is limited to recovery of project related artifacts, records and systems, not components of the MMIS 2020 Platform itself. Is this a correct assumption?	Yes. The selected Offeror is responsible for developing a DR Plan for ITC/QA activities as it relates to the MMIS 2020 Platform. Each MMIS 2020 Module Contractor will develop its own DR Plan as part of the MMIS 2020 DR Plan. ITC/QA Contractor will conduct quality reviews of all MMIS 2020 DR Plans.
	RFP Section	Question	Answer
198	Pg. 28, III-1.A	The RFP indicates that procedures must return to limited (25%) operations within 24 hours. We assume this refers to operations of the ITC/QA vendor, not all vendors. Is this a correct assumption?	This requirement is for the ITC/QA Contractor. The ITC/QA Contractor will conduct quality reviews of all DR Plans.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
199	Pg. 28, III-1.A	Are offerors limited to on-premise solutions or can an offeror explore/recommend technologies, such as AWS, which may reduce physical infrastructure such as secondary physical location, servers, uninterrupted power supply, etc.?	Offerors may offer alternate solutions as part of its Technical Submittal.
	RFP Section	Question	Answer
200	Pg. 28, III-1.B	We assume that this section is specific to the operations of the ITC/QA vendor and not all participating vendors. Is this a correct assumption?	Yes; however, the selected Offeror will conduct quality reviews of all MMIS 2020 COOP Plans.
	RFP Section	Question	Answer
201	2. Project Management	Please provide infrastructure BOM required for hosting the MMIS 2020, Platform Architect Library and Platform Knowledge base	The SI/DH Contractor will supply the hosting for the Artifact Library and Knowledge Base. The MMIS 2020 Platform does not have an Architect Library.
	RFP Section	Question	Answer
202	Part II – 4-D – Domestic Workforce Utilization	Are there any location / Visa limitations for resources that the vendors intend to utilize as part of the Domestic Workforce?	The Domestic Workforce Utilization provision does not prohibit the use of resources or limit location of subcontractors. Rather, Offerors are able to receive bonus points for the use of domestic workforce, which is defined as labor within the United States, including Alaska and Hawaii and any country that is a party to the World Trade Organization Government Procurement Agreement. These countries are listed in RFP Appendix J. Although not limited by the Domestic Workforce provisions, the selected Offeror has to comply with all applicable law and regulations relating to employment of resources, including those relating to the use of foreign nationals. In addition, the selected Offeror remains responsible for compliance with the Business Associate Addendum, including compliance with its requirements by its

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			subcontractors, regardless of location. Finally, the selected Offeror must comply with the sanctions prohibitions of the U.S. Department of Treasury. See http://www.treasury.gov/resource-center/sanctions/Programs/Pages/Programs.aspx
	RFP Section	Question	Answer
203	III-1 Requirements	Will the selected vendor be require to implement any part of the Disaster Recovery Plan or will they only be required to develop and document the DR Plan?	Yes, the selected Offeror will implement its DR Plan in the event of a disaster affecting the ITC/QA services. The ITC/QA Contractor will conduct quality reviews of all MMIS 2020 DR Plans. Please refer to RFP Part III, Section III-1.A Disaster Recovery and Section III-8.E. Quality Management Services.
	RFP Section	Question	Answer
204	III-1 Requirements	Are there any location restrictions on the Primary Site? We understand the DR site must be located at least 50 miles or more from the Primary Site.	No additional location restrictions exist for DR. The selected Offeror must maintain a project facility within a fifteen (15) mile radius of the DGS Annex, located at 2101 N. Cameron Street, Harrisburg PA, 17105.
	RFP Section	Question	Answer
205	General	For the purpose of this RFP, could DHS throw some light on the scope of services expected to be delivered as part of hosting, dr, and infrastructure support?	Please refer to Section I-3 Overview and Section I-4 Objectives and Section III-1.J Offeror Facility of the RFP.
	RFP Section	Question	Answer
206	III-8. Work Plan, A. Program Management, 11. UAT Test Plan	Please confirm if the UAT Test Plan should include testing plans for all phases of the project SDLC such a unit testing, integration testing performance testing, end-to-end testing, UAT and regression testing even though some of the testing such as unit testing may have already been completed by the module vendor of the existing three (3) modules prior to engagement of the ITC/QA vendor.	The existing three (3) modules are not currently interfaced with the SI/DH. The modules will interface with the SI/DH and will be tested as described in the RFP Part III, Section III-8.A.11 UAT and in Section III-8.E.4 Testing.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
207	III-8. Work Plan, A. Program Management, 11. UAT Test Plan	Based on the types of testing included in the UAT Test Plan, please confirm which types of testing the ITC/QA vendor will be expected to execute/perform as opposed to just planning and reporting on the testing.	See RFP Part III, Section III-8.E.4. Testing. The selected Offeror is responsible for all aspects of UAT.
	RFP Section	Question	Answer
208	III-8. Work Plan, E. Quality Management Services, 4. Testing	“The SI/DH contractor will lead this level of testing and the results are subject to the selected offeror’s QA review.” Please detail if “subject to review” refers to review of all test cases or only a sample set.	The Department is requiring the QA and QC functions as described in RFP Part III, Section III-8.E; however, Offerors may recommend enhancements or alternatives and include a rationale for doing so. The selected Offeror will use their expertise in developing a QA/QC test case review process in UAT for each module for a project of this size and scope.
	RFP Section	Question	Answer
209	III-8. Work Plan, E. Quality Management Services, 4. Testing	Please explain the procedures to be followed in case of observations/issues/non-compliance of SI/DH deliverables found during the offeror’s review. Also detail if any standard performance levels for SI/DH deliverables.	Please refer to Part III, Section III-9. Reports and Program Control. The SI/DH Contractor’s deliverables are outside the scope of the ITC/QA RFP.
	RFP Section	Question	Answer
210	III-8. Work Plan, E. Quality Management Services, 4. Testing, d. User Acceptance Testing	Please detail the schedule for the delivery of each phase of the module contractors and will the ITC/QA vendor have access to any intermediate delivery/discussion/meetings for any course corrections required.	Please refer to RFP Part III, Section III-9. Reports and Program Control and Appendix C- MMIS 2020 Platform Timeline.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
211	III-8. Work Plan, E. Quality Management Services, 4. Testing, d. User Acceptance Testing	Please detail, if any module contractors are planning to utilize automation for testing. If yes, please confirm, if ITC/QA will have access to review reports as well as maintenance approach for such frameworks	The Department cannot answer the first question since the MMIS 2020 Modules RFPs have not been released. The selected Offeror will have access to MMIS 2020 Modules working documents.
	RFP Section	Question	Answer
212	I-3. Overview of Project. C. Future State MMIS 2020 Platform. (Figure 1.)	Please share the total no. of screen, split between dynamic & static pages for each application.	The total number of screens have not been determined.
	RFP Section	Question	Answer
213	I-3. Overview of Project. C. Future State MMIS 2020 Platform. (Figure 1.)	Is the QA (or) test URL accessible over internet? Please confirm availability/accessibility of QA (or) test environment URL to the security testers.	Please refer to RFP Part III, Section III-8.E.4 Testing. The SI/DH Contractor and the MMIS 2020 Module Contractors will provide access to the testing environment.
	RFP Section	Question	Answer
214	III-8. Work Plan, E. Quality Management Services, 4. Testing, d. User Acceptance Testing	To ensure continuity of operations with the legacy system and transition to the MMIS 2020 Platform, will production support and operations teams need to be involved? If so, are there any specific expectations from Dev/testing owners.	The Department will supply adequate staffing for production support during the transition.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
215	III-8. Work Plan, E. Quality Management Services, 4. Testing	The overall objective of the MMIS 2020 Platform is completion within scope, on time and within budget, however to what extent will the selected vendor be responsible or liable as offeror is in only the ITC/QA role and will be limited to oversight of the program post contract agreement? Also, if there is any delayed start of the engagement, how would it affect the deadlines/liability?	The selected Offeror will not have any MMIS 2020 oversight responsibility after the contract expiration. If delays occur, the Department will adjust timelines as may be necessary. The effect of delays on liability will depend on the cause of the delay. See also RFP Part III, Section III-10 Performance Standards and RFP Part VI IT Contract Terms and Conditions.
	RFP Section	Question	Answer
216	I-3. Overview of Project. C. Future State MMIS 2020 Platform. (Figure 1.)	As per our understanding, the scope of the applications is limited to Web apps only and it doesn't include legacy apps or Thick clients. Please confirm.	The MMIS 2020 Platform will use an Enterprise Service Bus that will serve as a message broker and will support web services and Application Program Interfaces to exchange data across the MMIS. The MMIS 2020 Platform will interface with the existing HCSIS, Drug Rebate and eCIS modules. Future interfaces will be described in upcoming RFPs for the remaining MMIS 2020 Platform modules.
	RFP Section	Question	Answer
217	I-3. Overview of Project. C. Future State MMIS 2020 Platform. (Figure 1.)	Are there any specific mobile device applications to be considered? Please share the list of devices and number of mobile based applications.	This has not been determined.
	RFP Section	Question	Answer
218	APPENDIX A: MMIS 2020 PLATFORM BLOCK DIAGRAM RFP# 13-17	Please share the list of critical Business Scenarios (UI, DW, ETL, Web Services) for which performance testing would be conducted along with priority.	Business Scenarios and priority will be developed as part of the JADs facilitated by the selected Offeror with collaboration with the MMIS 2020 Module Contractors and the Department.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
219	III-8. Work Plan, E. Quality Management Services, 4. Testing	What are the NFR (Non-functional requirements) for the critical business use cases? If NFRs are not defined, are benchmarks available for the performance parameters? Example: The expected response time for page load, number of concurrent users, peak load, business critical flows count, transaction response time, Bulk Processing (Submitting) etc.	This is outside of the scope of ITC/QA RFP and is in the scope of SI/DH RFP and other MMIS 2020 Platform module RFPs that have not been released.
220	III-8. Work Plan, E. Quality Management Services, 4. Testing	Please detail if there are any performance benchmarks of the current system processes. If no, Is vendor expected to estimate for resources to perform the performance benchmark activity?	This is outside of the scope of ITC/QA RFP and is in the scope of SI/DH RFP and other MMIS 2020 Platform module RFPs that have not been released.
221	III-8. Work Plan, E. Quality Management Services, 4. Testing	Please specify if there are any performance testing/Monitoring tool or Infrastructure license available, or does vendor need to suggest suitable tools? Is there any preference for a specific tool-set / tool-vendor?	MMIS 2020 Platform testing will be conducted in accordance with industry best practices. For this RFP, the Department has chosen the Guide to the Software Engineering Body of Knowledge Version 3.0 (SWEBOK®) as the standard; however, Offerors may propose a different standard. Offerors must cite their reference and provide a rationale for the standard they choose.
222	III-8. Work Plan, E. Quality Management Services, 4. Testing	Please list the pain points in the current applications which can be taken into account to consider performance testing.	Since the MMIS 2020 Platform will be designed and developed from the ground up current 'pain points' are not applicable. The SI/DH RFP and the remaining MMIS 2020 Module RFPs will list all General, Technical and Functional requirements for the new system.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
223	Federal Standards	The Section 508 Rehabilitation Act latest update refers to follow WCAG 2.0 guidelines. Please confirm, if it will be considered for Accessibility.	Yes, in addition to the state standards for accessibility, the selected Offeror needs to comply with federal regulations adopting the WCAG 2.0 guidelines.
	RFP Section	Question	Answer
224	III-8. Work Plan, E. Quality Management Services, 4. Testing	Please list the number of applications / platforms that are in scope? What would be the primary browsers and applications? E.g. desktop, mobile, browsers, Windows/Safari etc.	Please refer to RFP Appendix A MMIS 2020 Platform Block Diagram. MMIS 2020 Platform applications are required to be browser agnostic.
	RFP Section	Question	Answer
225	General	Please clarify, Does agency expect a project manager for each module in MMIS 2020 Platform Project?	Please refer to the response to Q17.
	RFP Section	Question	Answer
226	I-3 Overview of the Project	Please list the 3 modules that are already in place. In the pre-proposal conference, it was stated that the IV&V RFP was the first RFP and this RFP was the second.	See response to Q10.
	RFP Section	Question	Answer
227	I-4 Objectives. A.1.D	Which module vendor will have overall responsibility for achieving CMS certification.	The SI/DH contractor is the technical lead for MMIS 2020 Certification, whereas the selected Offeror will track certification verifying that certification activities align with the MMIS 2020 Platform implementation schedule. In the Certification Plan, the selected Offeror will identify and include the artifacts required by CMS and the Department for CMS Certification of each module. The selected Offeror will maintain the Certification

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			Checklist during the six (6) months post implementation operational period, or longer as required, for presentation to CMS for final certification of each module.
	RFP Section	Question	Answer
228	J. Offeror Facility	Will the meeting space need to accommodate all 75 people in the same room?	Yes.
	RFP Section	Question	Answer
229	E. Quality Management Services. 1. Quality Assurance.	As part of quality assurance, QA team will perform system security tests including Dynamic application security testing (DAST), static application security testing (SAST) and web services security testing for the identified applications in scope only: is our understanding correct.	<p>The selected Offeror will develop a quality management solution that includes quality assurance of MMIS 2020 Platform processes, and quality control (“QC”) solutions that build standards into MMIS 2020 products. The Quality Management Plan must include a schedule of QA/QC audits.</p> <p>The Department is requiring the QA and QC functions as described in the RFP; however, Offerors may recommend enhancements or alternatives and include a rationale for doing so.</p>
	RFP Section	Question	Answer
230	E. Quality Management Services. 1. Quality Assurance.	Infra vulnerability assessment and Infra penetration testing for the entire MMIS platform is out of scope for the QA: is our understanding correct.	<p>The selected Offeror will develop a quality management solution that includes quality assurance of MMIS 2020 Platform processes, and quality control (“QC”) solutions that build standards into MMIS 2020 products. The Quality Management Plan must include a schedule of QA/QC audits.</p> <p>The Department is requiring the QA and QC functions as described in Section 8.E Quality Assurance and Quality Control; however, Offerors may recommend enhancements or</p>

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

			alternatives and include a rationale for doing so.
	RFP Section	Question	Answer
231	E. Quality Management Services. 1. Quality Assurance.	Are mobile enabled applications/modules required to undergo Mobile Application Security testing?	Yes, but not by the selected Offeror.
	RFP Section	Question	Answer
232	VI 32 Destructive Programming (b)	Providing DAST scan results to Commonwealth, only at the end of the development is the requirement. Is our understanding correct?	No, DAST scans are required prior to introduction of any software to any Commonwealth environment.
	RFP Section	Question	Answer
233	Exhibit A	IS there any list of security scenarios that are mandatory to be tested that can't be tested by automated tool scan that are required to meet HIPAA , Hitech, FISMA and other compliance requirement.	Please refer to Part I, Section I-29 Information Technology Policies.
	RFP Section	Question	Answer
234	E. Quality Management Services. 1. Quality Assurance.	Would Commonwealth provide tool for performing DAST. If So what is the tool that can be leveraged?	No.
	RFP Section	Question	Answer
235	E. Quality Management Services. 1. Quality Assurance.	Would Commonwealth provide tool for performing SAST. If So what is the tool that can be leveraged?	No.

RFP #13-17

MMIS IT Consulting & Quality Assurance Services

Q&A

	RFP Section	Question	Answer
236	E. Quality Management Services. 1. Quality Assurance.	The Commonwealth will perform Infra Vulnerability assessment in its production environment and provide the report/vulnerabilities that need to be addressed by the QA – is our understanding correct?	The SI/DH will lead the testing and supply the results to the Department and the selected Offeror for Quality Assurance purposes.
	RFP Section	Question	Answer
237		The Cost Submittal spreadsheet does not have a place to insert the UAT testing cost. Should we include the actual UAT testing cost along with UAT Test Plan cost?	Yes. Refer to the revised Appendix P provided with this Addendum 4.
	RFP Section	Question	Answer
238		Will the slides be provided?	Yes, refer to Addendum 1.
	RFP Section	Question	Answer
239		Names of the incumbent contractors?	Refer to the response to Q1.