

Questions and Responses
RFP 13-15 Identity & Other Verification Services

	RFP Section	Question	Answer
1		What is the start and end time of the Pre-Proposal Conference?	Refer to the Calendar of Events on page iii of the RFP.
	RFP Section	Question	Answer
2		<p>Per page 18 of the RFP, “An Offeror that qualifies as a SDB and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.”</p> <p>Does this requirement also allow any offeror (not a SDB) to submit a proposal on a Lot as a Prime and be included on another proposal on a different Lot as a subcontractor?</p>	Yes.
	RFP Section	Question	Answer
3		<p>Regarding the State’s Identity & Other Verification Services RFP, would DHS consider bids from vendors that provide IT planning or technical services for DHS enterprise systems that will not directly interface with the Identity Verification service, such as eligibility systems (CIS and COMPASS), identity management systems (MCI), and child support systems (PACSES), plus any other systems of concern that DHS has named specifically?</p> <p>PCG currently provides IT support services for HCSIS and PELICAN but the identity and eligibility verification determinations, and the scope of work defined in this RFP, are performed upstream in the MCI, COMPASS, CIS, and PACSES systems which we have no involvement with. PCG, therefore, feels that our services supporting HCSIS and PELICAN do not present any potential conflict of interest related to this RFP.</p> <p>Can the State please clarify its position on this matter?</p>	Refer to Addendum 2 of the RFP which eliminates the prohibition for Lot 4 only.
	RFP Section	Question	Answer
4		For clarification; The Work Statement (Part IV) outlines the requirements for a “Customer Support Center”. Is the Customer Support Center for PA HHS personnel/administrators or PA citizens (Enrollees)?	The Customer Support Center is for all citizens who may need assistance with the Interactive Identity Verification process.
	RFP Section	Question	Answer
5		Page 1 describes five (5) separate Lots. Is the respondent required to propose a solution to each and every Lot? If not, how will DHS compare the scoring of a vendor submitting a response to select Lots with the scoring of a vendor who submitted a response to every Lot?	Refer to Part I, Section I-5. Method of Award of the RFP. Offerors may propose on one, all, or any combination of the five (5) Lots. The Department will separately evaluate and score each lot. See RFP Part III, Section III-3.

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	RFP Section	Question	Answer
6		Will the selected respondent be given access to any state and/or federal data sources DHS is currently using to verify identity and/or eligibility? If so, which data sources will be available to the selected respondent?	The selected Offerors will be given access to historical trends, select DHS demographic information, and eligibility determinations that could prove to be useful. Access to the data sources requires approval from our state and federal partners.
	RFP Section	Question	Answer
7		What state and federal verification data sources are currently being utilized by DHS to verify identity, assets, and income?	<u>Identity</u> Identity Proofing Experian via Federal Data Services Hub (FDSH) SSN Verification - Social Security Administration (SSA) Citizenship Verification - Social Security Administration License Verification Department of Motor Vehicles – Pennsylvania Department Of Transportation Lawful Presence Verification Department of Homeland Security via the FDSH <u>Assets</u> None <u>Income</u> DLI – Department of Labor & Industry TALX – Credit Bureau - Experian ACF – Administration of child and families - National New hire Unemployment Compensation - PA Department of Labor & Industry (Batch Interface) Railroad Retirement, Black Lung, and Unemployment Insurance - SSA SSA – Social Security Administration Income Title II (Social Security Disability) Title XVI (Social Security Income)

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			<p>Lottery - Department of Revenue Internal Revenue Service – Other unearned Income</p> <p>The Offeror should provide a description of the verification data source that will be used in the solution it is proposing.</p>
	RFP Section	Question	Answer
8		What vendor data sources are currently utilized by DHS to verify identity, assets, and income?	This question is not pertinent to the RFP. See answer to Question #7 for data sources.
	RFP Section	Question	Answer
9		If DHS is currently contracting with a vendor to provide identity, income, and/or asset data – therefore removing the need to procure this data with this RFP – will DHS account for this when evaluating each vendor's cost proposal? For example, if DHS is currently paying for income data, the vendor currently contracted to provide this income data could submit a proposal with substantially reduced pricing while still meeting the RFP's income data requirement due to their existing agreement with DHS.	Proposals will be evaluated as indicated in Part III Criteria for Selection of the RFP.
	RFP Section	Question	Answer
10		Please describe which verification components and data sources will be utilized pre-enrollment and which will be utilized post-enrollment.	Lots 1 – 3 will be used pre-enrollment; Lot #5 will be used in support of child support efforts. Refer to Lot #4 as Lots 1-3 are inputs for this service.
	RFP Section	Question	Answer
11		Can DHS please clarify why no contract was awarded after the previous release of a RFP for this same scope of work?	This question is not relevant to preparing a proposal for the current RFP.
	RFP Section	Question	Answer
12		Does DHS expect the selected respondent to implement their entire solution into existing state systems or to provide a stand-alone, Web-based application?	This Commonwealth expects to systematically send data to the selected Offeror's solution via batch interface or web service.

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	RFP Section	Question	Answer
13		Are respondents required to have current access to all of the data included in their proposed solution or is it acceptable for respondents to propose negotiating with specific data vendors upon contract award?	Offerors are permitted to have subcontractors and it is expected that their capabilities, role, and costs will be contained in the proposal
	RFP Section	Question	Answer
14		Does DHS consider it a conflict of interest for vendors providing enrollment broker services to also provide identity and eligibility verification services, as several other states have ruled?	No.
	RFP Section	Question	Answer
15		On page 32, the RFP indicates that the Commonwealth may expand interactive identity verification to other agencies. Should respondents include the cost of this potential expansion in their cost proposals?	The Cost Submittal for Interactive Identity Verification contains tiers for transactions, which would accommodate the additional transactions, if the services are expanded to other agencies.
	RFP Section	Question	Answer
16		Does DHS require an asset verification network of financial institutions that includes local banks and credit unions or is a network of financial institutions that includes just all of the nation's largest financial institutions acceptable?	Offerors need to determine the composition of its network; however, the Commonwealth desires the widest network possible in order to increase the probability of receiving verification data.
	RFP Section	Question	Answer
17		Will the respondent selected to provide Predictive Analytics be granted access to existing state and federal verification data sources to incorporate into their predictive analytics solution?	The selected Offeror will have access to a DHS information system that contains the results captured during from the other verification services.
	RFP Section	Question	Answer
18		Will DHS consider bids from vendors that provide IT planning or technical services for DHS enterprise systems that do not and will not directly interface with the identity and eligibility systems?	Yes, for Lot 4, Predictive Analysis. Refer to Addendum 2 of the RFP.
	RFP Section	Question	Answer
19		I am a new supplier to PA and I have a somewhat generic question not necessarily specific to RFP 13-15. I have read Appendix G and I was wondering where our bid response information is available for review? I am not speaking of trade secrets vs public	As a general matter, proposal information is not public until a contract award is made. A Selected Offeror's proposal becomes part of its contract,

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	<p>information, just trying to understand what is the general availability of the response details?</p> <p>Specifically, I see that upon an award the name of the supplier and pricing information is displayed on the supplier eMarketplace portal but I was wondering if the entire RFP submission including technical details is available publically for review after the award or just the summary? Again, we are just trying to get an idea of what information is displayed to our competition if we respond to a PA RFP?</p>	<p>which is public information. Under Pennsylvania's Right to Know Law, the Department posts awarded contracts on a publicly accessible website; however, it excludes financial information as well as information that the selected Offeror has designated as confidential proprietary information or trade secret protected in accordance with RFP Part I, Section I-19. If a Right to Know request is made for the information, the Department will request the assistance of the selected Offeror in accordance with RFP Appendix A, Section V.54 Right to Know Law. After contract award, Non-selected Offerors' proposals are subject to Right to Know requests but are not publicly posted. If the Department receives a Right to Know request for a non-selected proposal, the Department does not release financial information. If the Offeror has designated information as confidential proprietary information or trade secret protected in accordance with RFP Part I, Section I-19, the Department will request the assistance of the Offeror as provided in RFP Appendix A, Section V.54 Right to Know Law.</p>
	RFP Section	Question
20		Should each Lot be submitted as its own complete and separate RFP response?
	RFP Section	Question
21		It is accurate that even if an Offeror chooses to bid on multiple Lots that the Offeror must submit completely separate proposals (separate RFP responses) for each Lot?
	RFP Section	Question
22		If three Offerors desired to bid a combined solution that would support multiple Lots, would those proposals still need to be submitted completely separately by Lot?

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	RFP Section	Question	Answer
23		Will each Lot's proposal be evaluated and ultimately awarded without consideration to any other Lot's proposal (i.e. Lot 1 proposal cannot be influenced by information provided in proposal for Lot 2)?	Each Lot will be evaluated and scored separately without consideration of the other Lots. Refer to RFP Part III Section III-3 Evaluation. Contract awards will be determined as defined in III-6 Final Ranking and Award.
24	RFP Section	Question	Answer
24		If separate proposals (separate RFP responses) are required for each Lot, and an Offeror would like to submit proposals for multiple Lots, does the Offeror have the option to submit those separate proposals in the same package to DHS? Or should a separate package be submitted for each Lot?	The Department is unclear as to the intent of the question; however, if this is in reference to mailing, the Offeror may ship the separate Lots but must have each Lot separately sealed and appropriately labeled.
25	RFP Section	Question	Answer
25		This question pertains to page 18, Section II-10 Cost Submittal; and Appendix K. If an Offeror is submitting proposals for multiple Lots and providing pricing specific to each lot, can an Offeror provide "combined" pricing representing a cost in the event the Offeror is awarded multiple Lots?	No, pricing should be provided as indicated in Appendix K.
26	RFP Section	Question	Answer
26		Before a proposal can be prepared, Offerors need sufficient time to consider all the Commonwealth's responses to inquiries. The contract is critically important to DHS, and Offerors want to consider the agency's needs carefully. To that end, if the Commonwealth is unable to post answers by the anticipated date listed in the RFP's calendar of events, we request a commensurate extension to the proposal due date.	The proposal due date has been extended until May 17, 2016. Refer to the RFP Calendar of Events for the time and location.
27	RFP Section	Question	Answer
27		Please provide planned implementation timelines for Lots 1-5.	Implementation timelines are dependent upon the selected Offerors' solutions and will be determined and negotiated during contract negotiations.
28	RFP Section	Question	Answer
28		What type of device intelligence, if any, do you have today to mitigate online fraud?	This question is not relevant to submitting a proposal.

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	RFP Section	Question	Answer
29		Describe your current work flow process for each Lot.	Currently, lots 1, 2, and 4 are manual processes. Lot 3 and 5 exist in our workflow. The work flow will be discussed during design sessions for each Lot.
	RFP Section	Question	Answer
30		Please provide a use case for each Lot. For example: Predictive Analysis use case.— Citizen applies for benefits and attempts to abuse the benefits process by having more than one identity in different states.	Use Cases will be described during design sessions.
	RFP Section	Question	Answer
31		For the online applications, is any consideration being given to leveraging the digital information presented by the applicant to create a digital identity?	Not at this time. Offerors should provide best practices in their proposal.
	RFP Section	Question	Answer
32		RFP page 32, Interactive Identity Verification, Reports and Analytics: Can you clarify the difference between IV-5.A.3.b and IV-5.A.3.c? The name of the metrics are the same.	The names of the metrics are different. The vendor will be able to verify some applicants, but possibly not all applicants.
	RFP Section	Question	Answer
33		RFP page 33, Non-Interactive Identity Verification, Reports and Analytics: Can you clarify the difference between IV-5.B.3.d and IV-5.B.3.e? The name of the metrics are the same.	The names of the metrics are different. The vendor will be able to verify some applicants, but possibly not all applicants.
	RFP Section	Question	Answer
34	IV-22. Lot 4 Tasks (RFP page 50)	The selected Offeror will provide a metric based on an algorithm which will provide the likelihood of acceptance for Department benefits. The selected Offeror will provide Predictive Analysis services that: Receive information from DHS IT system(s). Please provide more information on DHS IT systems you are referencing?	Information will be provided from the DHS Eligibility system.
	RFP Section	Question	Answer
35		Returns the calculated results to be stored in the Department's IT system(s) within 24 hours of receipt. Explain how the results will be returned, systematically or via a report?	Systematically, calculated results will be sent to a DHS information system and stored in the database.

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	RFP Section	Question	Answer
36		Inputs Requirements. The minimum data that will be provided by DHS IT System(s) for the automated Predictive Analysis services includes: DHS Unique Identifier. What is DHS Unique Identifier?	Each applicant is assigned a unique identifier. This will provide easy access to/from the DHS information system.
	RFP Section	Question	Answer
37		Please provide examples of additional input data.	See RFP IV-22.A under "Additional input data includes:" 6 items are listed.
	RFP Section	Question	Answer
38	Page 26	Section IV-2, A.1.a states "an individual will have an option to use this verification method". What other verification methods do you envision being available for the individual to use to achieve identity verification?	Caseworkers may require an interview with the applicant and request identification, e.g. Driver's License or Passport.
	RFP Section	Question	Answer
39		Can you confirm that you will allow the individual to select various verification methods or will the Commonwealth determine that?	Currently, applicants are required to provide verification documentation of identity, income and assets. This verification service will look to validate information electronically in lieu of requiring documents to be provided by applicants.
	RFP Section	Question	Answer
40	Page 31	Regarding IV-4,B-Based on the RFP information, are we correct in stating that the Commonwealth expects initial training on the product/services and that the Commonwealth would train new personnel thereafter? Or does the Commonwealth desire an ongoing training program from the Offeror?	Initial Training only, however, should the service change substantially on the user end the Commonwealth will need "change" training.
	RFP Section	Question	Answer
41	RFP Pg 16	Training – The RFP requires the vendors list how many individuals need to be trained. Can The Commonwealth provide the number of users, locations, and job descriptions for the individuals who will be trained? This information will give us what we need to provide a reasonable estimate.	Primarily, training will be needed for Department staff located in Harrisburg, with a maximum 30 people. These individuals will train Commonwealth staff. Staff job descriptions are not relevant to submitting a proposal for this RFP.

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	RFP Section	Question	Answer
42	Pg 26	Lot One –Is the Customer Support Center requirement meant to assist individuals while they complete Interactive Identity Verification online, or to actually perform Interactive Identity Verification of applicants over the phone?	The primary goal is to assist individuals while they complete Interactive Identity Verification online.
	RFP Section	Question	Answer
43	Pg 27	Lot Two – what additional programs, if any will be included in the future beyond Long Term Care and non-MAGI MA benefits?	Unknown at this time.
	RFP Section	Question	Answer
44	II-10. Cost Submittal, Pg 18	Along with pricing by Lot, will the Commonwealth accept additional pricing options across lots, as a way to lower its total overall cost?	No, pricing must be submitted as indicated in Appendix K, Cost Submittal.
	RFP Section	Question	Answer
45		Will any historical applicant data (or other data) be provided with (or without) accompanying performance data to facilitate predictive model development and testing?	The Offeror should propose the data the Commonwealth should provide to most effectively obtain meaningful results from the predictive analytics solution. Also please refer to Question #6.
	RFP Section	Question	Answer
46		Page limits: Does (for example) "Page limit: 2 double sided pages" mean 4 page sides (4 pages of content printed on 2 sheets of paper)?	Yes.
	RFP Section	Question	Answer
47		Page limits: What is the page limit for each of proposal Tabs 4 through 9?	There is no page limit.
	RFP Section	Question	Answer
48		Page limits: Is there a total page limitation for the technical volume?	No, however, proposals should be concise and succinct.
	RFP Section	Question	Answer
49		Lot 4 and Lot 5: Can the all-inclusive monthly fee vary based on the size of the monitored population? (e.g. priced per monitored subject or in stepped price/volume tiers) May Offerors propose alternative pricing models?	No. No.

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	RFP Section	Question	Answer
50		Lot 1: Can DHS provide estimated peak hour and monthly call volumes for the Customer Support Center?	The Offeror should be able to provide projected call volumes based on experience in providing similar services in the past for interactive identity verification.
	RFP Section	Question	Answer
51		Lot 4: Does DHS want contractors to provide a separate metric/probabilistic recommendation (per applicant) for each DHS benefit program – i.e., one score/recommendation for each benefit? If so, can DHS provide the specific list of programs for which Offerors are required to provide the outputs/returned results described in section IV-B. of the RFP?	This will be discussed during design.
	RFP Section	Question	Answer
52		Can DHS provide a list of current contractors providing IT planning or technical services for DHS enterprise systems?	This is not relevant to submitting a proposal in response to the RFP.
	RFP Section	Question	Answer
53		The RFP states that bidders are to provide firm fixed pricing, yet there is a pricing sheet that asks for a detailed cost breakdown, typical of a cost-plus fixed-fee contract. Was this sheet included in error, or is it intended to apply to a specific portion of the services? Please clarify.	No, it is intended to provide the verification and detailed cost information used to derive the firm fixed pricing. It will not be used for payment purposes.
	RFP Section	Question	Answer
54	I-16, page 5	Please clarify what does DHS consider as an alternative proposal.	A proposal that provides alternative requirements, tasks, solutions, etc. to those defined in the RFP.
	RFP Section	Question	Answer
55	I-20.A.3 page 6	<p>“Offerors may be required to process a limited data set provided by the Department for the services defined in the RFP.”</p> <p>Can DHS define more precisely what a limited data set may entail for each Lot?</p>	Files, consisting of not more than 1000 individuals, may be supplied at a later time to each Lot Offeror. These files will be used as input to the Offeror’s process and supply the Commonwealth with result outcomes and data from the verification process as well as a demonstration. Refer to the Data Usage Agreement provided with this Addendum.

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	RFP Section	Question	Answer
56	II-8. Tab, Page 16	<p>“The Offeror shall not request changes to the other provisions of the RFP”.</p> <p>How can an Offeror identify areas outside of Appendix A&B without being disqualified or considered non-responsive?</p>	The Department is not accepting alternate proposals, as indicated in Part I, Section I-16 Alternate Proposals of the RFP.
57	IV-1, B on page 25	If a small diverse business provides resources to DHS via the OST staffing contract does this preclude them from being on the team of a prime contractor proposal for this RFP?	The Department is unable to answer this question since it does not know the services that are being provided to the Department by the SDB. If the SDB is providing IT planning or technical services for the Department's enterprise system, it may not be on a prime contractor's team for Lots 1, 2, 3 and 5.
58	IV-1, B on page 25	If a small diverse business provides resources to an existing DHS prime contract holder via industry staffing practices does this preclude them from being on the team of a prime contractor proposal for this RFP?	See response to Q.57.
59		What is the budget for this project overall? What is the budget per Lot?	The Department does not provide this information; nor is it relevant to submitting a proposal to the RFP.
60		For Lot 1, will the DHS IT system contain information identifying non-interactive applicants which may have originated from the Insurance Marketplace?	Yes.
61		Will the DHS IT System retain multiple history levels of results from individual applicant transactions of any/all lots?	This will be discuss during design.

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RFP Section	Question	Answer
62	Experience shows that other Commonwealth agency data can be used to enhance predictive models. Does the Department have any other agency data sources available to be used in the predictive model (e.g., a registry of applicants that have been denied in the past and the reason for denial or “known bad lists,” State Death Master File, etc.)?	<p>The Offeror should describe in its proposal, data sources that it has found in past implementations to be helpful and the ramifications of not using these data resources.</p> <p>The Department does not have any “known bad list” but does have matches for date of death.</p>
RFP Section	Question	Answer
63 Lot 4, IV-21 A.	Please define “any other relevant and available data.”	Data obtained from outside DHS resources, i.e. Local Banks.
RFP Section	Question	Answer
64	For Lot 4, in order to improve and “tune” prediction model accuracy, will the Department provide access to 3 years of applicant history from DHS IT systems corresponding to the timeframe within which application recertification is required?	The Offeror should provide DHS with data requirements within the proposal.
RFP Section	Question	Answer
65	The DHS application decision policy is different for each lot (30 days for Lot 1 both interactive and 24 hour, 15 days for Lot 2, 24 hours for Lots 3 and 4). Effective prediction depends upon accurate and complete data. Because Lots 1-4 have different completion metrics, the accuracy of individual predictions will change as data is completed. Given that applications for DHS aid are “usually finalized within 30 days,” how will the Department determine when an individual’s predicted likelihood of acceptance should be final?	The predicted likelihood of acceptance for eligibility should update as new information becomes available.
RFP Section	Question	Answer
66	How will the information gathered in Lots 1, 2 and 3 be provided to the Lot 4 Offeror to run the predictive model?	Data obtained from Lots 1, 2 and 3 verification results will be stored in a DHS information system. This data will be made available for the Lot 4 selected Offeror via either a batch interface or web service. The Offeror should propose the method to be used.
RFP Section	Question	Answer
67	Will the Department submit both single individual and batch predictive analysis (Lot 4) transactions?	The Offeror should propose the most effective method. The Commonwealth has assumed Offerors will have one or both methods

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	RFP Section	Question	Answer
68		Will the Department submit both single individual and batch transactions for Lots 1, 2, 3, and/or 5?	See Response to Q. 67.
	RFP Section	Question	Answer
69		What is the Department's envisioned business process to incorporate the metrics generated from Lot 4?	Refer to the response to Q.66.
	RFP Section	Question	Answer
70	Page 16, Section II-8, second paragraph	“DHS will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in Appendix A or B or to other provisions of the RFP.” This statement seems to contradict the first paragraph giving the Offeror the ability to provide clarification or take exceptions to Appendix A and B. Please clarify the intent of this statement.	No contradiction exists. The Offeror’s technical and cost submittals must submitted based on Appendix A and B, regardless of any terms and conditions the Offeror may identify for potential negotiation.
	RFP Section	Question	Answer
71		Are the only liquidated damages assessed due to unmet performance standards set forth in the table in Section IV-25 Lot 4 Performance Standards?	For Lot 4, yes.
	RFP Section	Question	Answer
72	Section G2 of Appendix J	“Provider shall abide by all the Commonwealth’s policies Information Technology Bulletins (ITBs).” Are these ITBs the same as the Information Technology Policies set forth on page 9 in Section 30? If not, please provide a copy of the ITBs for review.	Yes, Appendix J G.2. refers to Information Technology Policies (ITPs).