SOLICITATION AMENDMENT #1		
YH19-0028 **AHCCCS Works Portal**	Solicitation Due Date: ~~FEBRUARY 19, 2019~~ **FEBRUARY 22, 2019** **3:00 pm Arizona Time**	Procurement Officer: Melannie Rustein procurement@azahcccs.gov

A signed copy of this amendment must be returned with the proposal and received by the State of Arizona on or prior to the Solicitation due date and time.

The following shall be added to the Scope of Work, Page 23, Sections 5.27 and 5.28.

CONTRACTOR RESPONSIBILITIES:

5.27 ***Regulatory System Compliance Requirements:*** *The Contractor / System shall:*

5.27.1 Comply with and report its compliance with Section 508 of the Federal Rehabilitation Act, ADA accessibility standards and the World Wide Web Consortium (W3C) Web Accessibility Initiative.

5.27.2 Ensure compliance with all licensing agreements required to support the proposed EVV System and services. Compliance is defined as the maintenance of licenses and appropriate permitted usage.

5.27.3 Express business rules using a technology-neutral standard format corresponding with the core data elements identified through the National Information Exchange Model (NIEM).

5.27.4 Document and expose all SOA services using standard Web Service Description Language (WSDL) and industry best practices.

5.27.5 Comply with the most current CMS Harmonized Security and Privacy Framework (MARS-E).

5.27.6 Conform to the Information Technology Infrastructure Library (ITIL) standards version 3.

5.27.7 Comply with the Affordable Care Act (ACA). (Sections 1104, 1561, 1411, 1413, 1414, and 2201).

5.28 ***Other System Architecture Requirements: The System shall:***

5.28.1 Be architected using Business Process Management and workflow technologies as the primary integrated vehicle to implement business processes by composing them from human interactions and coarse-grained services.

5.28.2 Require that all business processes defined for the System guarantee process and data integrity including asynchronous activities, reliable messaging, transactional processing, and timely restoration of service after outage.

5.28.3 Use a business rules engine separate from core programming.

5.28.4 Support failover redundancies and swapping of critical system components and critical data of all the system components.

5.28.5 Distinguish between errors and exception conditions.

5.28.6 Require components to be ready for deployment in various cloud computing environments, whether public, private, or hybrid.

5.28.7 Provide capacity estimates for storage requirements for all proposed environments.

5.28.8 Support a Service Oriented Architecture (SOA) and Enterprise Service Bus (ESB)-based system.

5.28.9 Leverage webs services and adhere to key standards such as SOAP, XML, UDDI, WSDL, BPEL, SAML, and other standards as detailed by the State.

5.28.10 Accommodate MITA changes that may occur through the life of the contract.

5.28.11 Support processing of data in multiple formats such as XML, X12, NIEM and other industry standard formats.

5.28.12 Employ XML-based standards for communication and integration with other environments.

5.28.13 Provide the State with all changes, modifications, enhancements, or customized features it makes to any licensed software approved by AHCCCS to be used in the System.

5.28.14 Ensure the System plans and procedures are in place to meet audit and compliance requirements.

5.28.15 Support rapid failover or redeployment in the event of planned or unplanned interruptions.

5.28.16 Utilize cloud-based technology where advantageous to maximize the efficient and effective utilization of technology.

5.28.17 Be hosted and/or executed from a virtualized environment. The entire System's virtual environments shall be capable of being re-hosted at an AHCCCS data center upon request. If not hosted, be described in such detail that AHCCCS can create the virtualized environments necessary to house and operate the System in a selected data center.

5.28.18 Be web-based and require no installation on State workstations.

5.28.19 Define the Master Data to include at a minimum the identification of sources, the origin and use of other data, and provide a data model that is serializable in schemas and where the data is accessible via service interfaces.

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

2. **The Proposal Due Date is hereby exgtended from February 19, 2019 to <u>February 22, 2019 at 3:00 PM Arizona Time</u>.**

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: **SIGNATURE ON FILE**
TYPED NAME:	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE: February 6, 2018

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	Leave Blank for AHCCCS Response
1.	CCI			What is the timeline or deadline for the Software delivery?	Refer to the implementation tab of the pricing schedule
2.	CCI			Is there an estimated budget?	No Budget has been determined at this time.
3.	CCI			Do we have to do all the work onsite?	No
4.	CCI			Can work be done remote in USA?	Yes
5.	Smart Software Solutions, Inc.	5.6.5	6	Is this an automated FAQ where based on key words in the questions, suggestions are given? If not, is it meaning more a "contact us for help" tool than a survey?	Yes
6.	Smart Software Solutions, Inc.	5.20	16	Is there a preferred operating system(s) (Windows, Linux, etc) and/or programming language (C#, Java)?	No however HEAPlus utilizes windows with a SQL Database. Using this Operating System/Database would probably integrate better. Linux used to be open source and we generally stay away from open source systems.
7.	Smart Software Solutions, Inc.	5.23.3	19	Is the pricing for the 3rd-party audits to be included in the RFP amounts, or handled separately?	Yes, it should be included and is required before implementation/golive.

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8.	Efficient Enterprise Engineering, Inc.	N/A	N/A	How are we supposed to coordinate with HEAPLUS (Eligibility & Enrollment System) to build multiple interfaces as data needs to be transmitted both ways.	By working with HEAPlus SME and HEAPlus vendor to understand system operation
9.	Efficient Enterprise Engineering, Inc.	5.23 Security Assessment	19	Is there a standard testing program recommended by AHCCCS or can we use any third party tool to complete assessment.	Security assessment must be performed by a neutral third party
10.	GovWebworks	5.2 & 5.6	5/6	Who will be responsible for curating, uploading and publishing Resources, Educational Materials and other AW related materials?	The vendor should create a system to make it easy for the State to curate, upload and publish resources without requiring a change order.
11.	GovWebworks	5.2	5	Should credentials created by the user in other AW systems be recognized by the Works Portal, or should all users create new accounts?	Yes. See requirement 5.3.2
12.	GovWebworks	5.2	5	Can accounts only be created based on referrals from HEAplus, or can a user enroll directly on the Works Portal if directed to do so by a case worker?	Users can enroll directly. See requirement 5.3.3
13.	GovWebworks	5.3	5	Auto account creation – will users be receiving email notifications directly from AW that an account has been set up in their name on the Works Portal? Who will generate these notifications?	The approval letter will also provide the URL for the AW website.

	QUESTIONS AND ANSWERS FORM
AHCCCS Arizona Health Care Cost Containment System	**Task Order # YH19-0028** **AHCCCS Works Portal**
	Questions shall be submitted electronically on this form to procurement@azahcccs.gov no later than **Tuesday January 29, 2019, 3:00 PM, ARIZONA TIME**.

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	Leave Blank for AHCCCS Response
14.	GovWebworks	5.4	6	What are the requirements associated with reporting Community Engagement Activities? Is the user required to upload any proof? Can you provide an example of what this workflow looks like?	Proof is required for PEV only. Initial reports do not require proof.
15.	GovWebworks	5.9	8	Are Community Organizations required to log in and validate reported activity?	No.
16.	GovWebworks	5.4	6	If documents are to be emailed, would this be to a unique email associated with their account (which then links the documents to their profile)? Or would this be to a central email address, where an administrator might review and attach documents to an individual user's profile?	The State would prefer emails to use a method that automatically attaches documents to an individual user's profile without human intervention.
17.	GovWebworks	5.4.12	6	What are Post Eligibility Verification results, and where do they come from? Is this a system generated response, or based on case manager review?	PEV results are Pass/Fail. PEV results are based on a review performed by assigned PEV staff.
18.	GovWebworks	5.8	7	At a high level, is this the correct workflow for Exemptions: User submits information on any exemption(s) > Uploads supporting information > Notification triggered for case worker review > Case worker confirms or denies exemption > Notification sent back to user of exemption status (approved or denied) with follow up	No. No verification is needed for the initial reporting of community engagement activities.

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				actions If this is incorrect, can you provide an accurate workflow?	
19.	GovWebworks	5.9	8	Is there any human oversight of Customer Reporting Activities? Should there be a workflow showing all submissions in a pending status until and administrator has reviewed them for accuracy and/or plausibility?	No. Customer statement will be accepted for the initial reporting of community engagement activities. Only those customers who are selected for PEV will be asked to verify those activities they reported in the AW Portal.
20.	GovWebworks	5.9.3	8/9	Are there pre-approved lists of volunteer organizations, schools, health organizations etc. so that only activity from pre-approved organizations can be reported?	Yes, assister organizations are already maintained in HEAplus. If this question means the organizations where customers can complete their community engagement activities, the State does not have a pre-approved list and do not anticipate maintaining one.
21.	GovWebworks	5.9.3	8/9	If required, how would lists of pre-approved organizations be maintained? On this platform, or in another system?	See #20, above
22.	GovWebworks	5.9.4	9	How is work activity currently being captured in HEAplus? Is this being logged by caseworkers in a specific area?	Customers who have earned income have reported that information in HEAplus and it has been verified.

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					The state will calculate the remaining Community Engagement activity requirements by dividing the gross earned income by the current minimum wage. If the result is 0 (or less than 0), no responses regarding Community Engagement Activities will be required in the AW Portal.
23.	GovWebworks	5.11	10	Good Cause – how are statement of proof to be submitted? Assuming many users won't have access to a document scanner, can they be emailed from a third party? Can pictures of documents be uploaded?	The State prefers that customers are able to submit verifications of a variety of file types in a variety of methods. Pictures should be able to be uploaded.
24.	GovWebworks	5.11	10	What is the workflow generated by a Good Cause submission? e.g. who get's notified, what actions do they then take etc.	If the suspension transaction has already been sent to HEAplus (i.e., after the 10th day of each month), the AW Portal will send a transaction to HEAplus to change the AW Status to "good cause". See requirement 5.11.6.7
25.	GovWebworks	5.12.5	12	What information is contained in the barcode for generated forms (5.12.5)? Is it a requirement to generate unique forms for each user on demand?	The barcode should contain enough information to accurately identify the customer. Forms the customer can use to document or verify community engagement activities,

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					such as a job search record form or record of volunteer activity hours completed have not been developed yet
26.	GovWebworks	5.13	13	Will the system need to generate any notifications directly to the customer based on a "non-compliance transaction" or PEV failure? Or will the system simply pass these notifications to HEAplus?	The AW Portal will pass the notifications to HEAplus where all notices to customers will be generated.
27.	GovWebworks	General	N/A	Does the state have a desired date by which the Works Portal will be implemented?	If you mean the "go live" date for the system, no sooner than January 2020 however the state expects the portal to be ready several months prior to go live/program implementation for testing of the portal and HEAPlus changes. Please refer to the implementation tab of the pricing schedule for implementation milestones and durations.

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28.	GovWebworks	9	24	The current Implementation Payment schedule does not seem to accurately reflect the level of effort involved in each step. For example, only 30% will be paid after the entire solution is available for UAT. Is the state open to an alternative payment schedule that aligns with LOE? For example, if a modular approach is pursued, could payments be approved after each module has passed UAT?	No, the state is not open to an alternate payment schedule.
29.	GovWebworks	7	32	Presentations and Demonstrations: if the vendor is proposing a custom developed solution, will demonstrations of similar systems we have built be acceptable?	Yes.
30.	GovWebworks			Is the state open to receiving proposals for a custom developed solution, or does it anticipate that it will procure a COTS solution?	Yes, the State is open to a custom developed solution
31.	GovWebworks	General	N/A	Within the pricing spreadsheet, are costs (rate x hours) for the Implementation Deliverables expected to cross reference to Implementation costs? For example, is the sum of items 1 a. – f. in the Implementation Deliverables tab expected to be the same amount as cell B7 in the Implementation tab?	Yes, the cost for the implementation deliverables should be equal to the amounts listed on the implementation tab
32.	GovWebworks	General	N/A	What are the state's expectations regarding onsite performance of the work? Does the state	No objection to remote (within the Cont US) work.

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				have any objection to development work being performed remotely (although still within the continental US)?	
33.	GovWebworks	General	N/A	Does the state have experience with Agile project management? Any objection to pursuing this an Agile approach?	The state does not have an objection to a specific project management approach however the vendor is expected to fulfill the requirements of the scope of work and to provide all deliverables outlined in the RFP in accordance with the timeframes indicated and within budget.
34.	Accenture	3.2 -- Experience and Expertise of the Firm and Key Personnel:	31	The RFP States: "The Offeror shall describe if is an EQRO currently in operation in at least one other State Medicaid Agency. AHCCCS intends to give preference to Offerors who have an EQRO contract with another State Medicaid Agency. Submit Attachment C." Question: Analysis and evaluation by an EQRO consists of aggregated information on quality, timeliness, and access to the health care services that an MCO, or their contractors, furnish to Medicaid recipients. We are unaware of system implementers having EQRO contracts.	This is not a requirement

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				The scope of work described in the RFP does not relate to the services that would be provided by an EQRO agency. Is this a requirement for the respondent? Also, there is not currently an Attachment C in the RFP.	
35.	Deloitte	Section 5.1.1 – General Requirements for the Portal	5	Is Spanish support required for the non-customer (state worker, assistor, customer service users etc.,) portal also?	No. Spanish is only needed for customer-facing sections of the portal.
36.	Deloitte	Section 5.12 – DOCUMENT MANAGEMENT	12	Which Document Management System is currently integrated with HEAplus? Is it a custom solution or COTS product?	HEAPlus uses a third party tool and is a combination of custom storage and third party tools – Hylafax, Cadiff teleforms
37.	Deloitte	Section 5.12.5 – DOCUMENT MANAGEMENT	12	Could you provide list of forms that need to be hosted on the new portal (AW Portal) with barcode functionality? Are these forms different from the forms that HEAplus will send/host?	The State does not have a specific number of forms identified at this time. However we do not anticipate there will be more than 20.
38.	Deloitte	Section 5.15 – Non Customer Permissions	14	Approximately how many Assistors, State Workers, Customer Service Users would need access to the Arizona Works portal to support the requirements under Section 2.1.5?	1962 Assistors 2873 DES Users 1023 AHCCCS Users 122 Conduent Users ~5980 (non-customers)

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39.	Deloitte	Section 5.2.1 System Architecture Document	16	Can the state identify expected interfaces with PMMIS/HPMMIS for the Arizona Works Portal?	None. The only interface will be with the HEAplus system. HEAplus interfaces with PMMIS.
40.	Cognosante	5.19.1	16	How many different surveys will the State need? Does the State anticipate changing questions on a scheduled basis?	At this time it is unknown how many surveys might be needed or if the questions will change.
41.	Cognosante	5.22.6	17	What is the frequency of status meetings during implementation and operations?	Frequency of meetings is TBD however the expectation is meeting frequency is to be agreed upon by both the contractor and the state and should be identified in the workplan. The state also has the right to request a meeting outside of any scheduled reoccurring meetings by given the vendor 48 hour notice. Please refer to section 5.22.20 of the RFP
42.	Cognosante	5.22.9	17	Will AHCCCS provide an electronic document repository for project documentation and deliverables? If the Contractor is to provide this repository, is SharePoint acceptable?	The State will provide a document repository. SharePoint will be used for this purpose. AZHIX SharePoint site where we already have external users. We can limit their access.
43.	Cognosante	3	4	Will the state please describe current interface or web services capabilities of HEAplus and	The only interface from the AW Portal will be with HEAPlus.

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				AZTECS?	
44.	Cognosante	5.1.5	5	Will the State make the most recent Arizona MITA SS-A contract available to bidders?	No, the State does not have plans to make that information available.
45.	Cognosante	3.2	32	Will the State provide Attachment C, as mentioned in the Special Instructions for Experience and Expertise?	An EQRO contract is not a requirement therefore attachment C is not needed.
46.	Cognosante	5.3	5	Does the State have an enterprise identity and access management system that should be integrated for role-based user management?	Not relevant to this RFP.
47.	Cognosante	5.12	12	For document management – if the state accepts paper forms, will the State or the Contractor be responsible for image processing?	The State will scan and upload the paper forms into the AW Portal
48.	Cognosante	5.12	12	If the State is responsible for image processing of paper forms, what mechanism will be used to transfer those documents, and will they be barcoded during imaging?	Please refer to section 5.12.6 of the RFP where it asks that the contractor solution propose document storage solutions.