

Questions and Answers

**RFP Name: AMMP Testing Center of Excellence (TCOE) RFP**

| Question ID | RFI/RFB/RFP Page                                 | RFI/RFB/RFP Section Number  | RFI/RFB/RFP Verbiage  | Question   | Agency/Medicaid Response   |
|-------------|--|---|---|--|--|
| 1           | 32   | 8. DEFECT IDENTIFICATION AND MANAGEMENT   | High priority defects that are identified during the normal business hours of 8:00 AM to 4:00 PM Central time, will be reported to their Agency contact by phone and e-mail that same day. The Contractor shall send an email and text message for high priority defects identified after normal business hours.  | Does this apply to only production, or testing as well?  | Please refer to Amendment 2. High priority defect apply to production environment  |
| 2           | 28   | 2. PMO ARTIFACT SOFTWARE AND STORAGE  | The Contractor shall follow the AMMP Style Guide (PMO-2-k-02) for all deliverable submitted to the Agency for review and approval. AMMP utilizes a Deliverable Management Tool (DMT)  | Will the agency provide a copy of the AMMP Style Guide (PMO-2-k-02) to the vendors?  | This will be provided after the selected vendor contract signing.  |
| 3           | 20   | III.A.7 RAM   | The AMMP COM-6 RAM is a spreadsheet that defines program process and/or activities through all phases of the AMMP from procurements to contract turnover. These processes and/or activities identify the accountable party by role.   | Would the Agency provide an example of the RAM template? The identification of activities as defined by the AMMP in the left column will enhance proposer understanding of the full scope of program level activities beyond just the testing scope.   | This will be provided after the selected vendor contract signing.  |
| 4           | 2.4_AMMP_Appendx C_Pricing_Schedules_5-3-22.xlsx | Sched A Total Evaluated Price Tab   | Column C - Rows 16 - 83   | Some of the deliverables are repeated every year over the 5 year period (i.e., TCOE Testing Quality Management Plan). Is the intent for the team to update to keep the document aligning to changes in the AMMP program, or is the AMMP team expecting the TCOE to create a version of the document for each module to make it module specific?  | The pricing schedule contains deliverable that needs to be created and maintained through out the term of the contract such as TCOE Testing Quality Management Plan. In addition the pricing schedule contains deliverables that are needed to be created for each module such as End-to-End Test Plan - SI.   |
| 5           | 17   | III.A. Contract Startup   | The PL08_AMMP_Plans_Guides_and_Templates_TOC is located in the procurement library (See Appendix C: Procurement Library Contents for more information) and provides a high-level understanding of the following AMMP plans:<br>-Scope Mgt Plan, Risk Mgt Plan, Issue Mgt Plan, Comm. Mgt Plan, Integrated Schedule Mgt Plan, etc....  | The identified AMMP Plans, Guides, and Templates do not align in all references.<br>1) Attestation Agreement Document identifies 12 artifacts to which the proposer must agree to adhere.<br>2) AMMP Plans, Guides, and Templates TOC identifies 54 artifacts to which proposer must agree to adhere.<br>3) RFP has different list.<br><br>Can the Agency provide the most recent TOC for the PL08 and advise if this inventory is applicable to the Attestation Agreement also? | The PL08_AMMP_Plans_Guides_and_Templates_TOC document provides an example of documents used in the AMMP Program.<br><br>Attestation Agreement Document identifies the 12 documents to which the vendor must attest.<br><br>Please refer to III. Scope of Work section A. Contract Start for further information. These plans and guides provide project structure without defining a specific software development methodology. The procurement library contains the PL08_AMMP_Plans_Guides_and_Templates_TOC, which lists all of the AMMP wide plans and guides. This TOC provides a summary expectation and the Table of Contents for each of the AMMP Plans and Guide.<br><br>TCOE Contractor will sign the AMA-01 AMA Attestation and Agreement Document that states they understand the AMMP plans, guides and templates and the TCOE Contractor agrees to follow them. |
| 6           | 12   | I.B   | As part of the proposal submission, the Respondents shall a description of past experiences in architecting and governing a Testing Center of Excellence. Include description of the organization(s) comparative to the described AMMP ecosystem, roadmap, milestones, and outcomes, scope of services provided (Successes and challenges? What worked? Lessons learned?) RfX | Where within the sequence of items in our response should this be included?  | This should fall anywhere within the response but must be clearly identified. It is up to the Vendor to formulate this information in their proposal, but it must be clearly identified.   |
| 7           | 12   | I.B   | As a part of the proposal submission, the Respondents shall include a brief overview of their state of readiness and a high-level plan to begin integrating testing services to AMMP day one. RfX   | Where within the sequence of items in our response should this be included?  | This should fall anywhere within the response but must be clearly identified. It is up to the Vendor to formulate this information in their proposal, but it must be clearly identified.   |
| 8           | 14   | I.D   | As part of the proposal submission, the Respondents shall include their intended strategy for scalability to all Module Contractor Services and with emphasis on SIT, End-to-End, and UAT support services in consideration of a multi-disciplined, staggered   | Where within the sequence of items in our response should this be included?  | This should fall anywhere within the response but must be clearly identified. It is up to the Vendor to formulate this information in their proposal, but it must be clearly identified.   |
| 9           | 14   | I.D   | As part of the proposal submission, the Respondents shall include their intended strategy to plan effectively in consideration of variable solution types, implementation platforms and methodologies, technical specifications, device types, and platforms RfX  | Where within the sequence of items of our response should this be included?  | This should fall anywhere within the response but must be clearly identified. It is up to the Vendor to formulate this information in their proposal, but it must be clearly identified.   |
| 10          | 14   | I.D   | As part of the proposal submission, the Respondents shall include how they plan to incorporate interdisciplinary strategy specific to variables in End-to-End testing efforts RfX   | Where within the sequence of items in our response should this be included?  | This should fall anywhere within the response but must be clearly identified. It is up to the Vendor to formulate this information in their proposal, but it must be clearly identified.   |
| 11          | N/A  | STAARS document   | entirety of document  | Are vendors required to respond to, affirm, or sign this document as part of the response?   | Affirm   |
| 12          | 25   | III.B.2   | The remaining Contractor leads and assigned ancillary personnel shall be offsite  | Is it expected that ONLY the TCOE lead will be required on-site?   | Yes. The TCOE lead will be required to work at the Alabama Medicaid Agency Montgomery Central Office at least 75% of their billable hours.   |
| 13          | 16-50  | Section III Scope of Work -- AND -- 2.4 TCOE RFP AMMP All Requirement Response Matrix (RRM) 5-3-22.xlsx | The Contractor shall meet all the requirements specified in each section and subsection narrative and shall be responsible for delivery of services, activities, artifacts and/or other deliverables to Agency expectation specified in the "Specifications, Requirements and Deliverables" (SRDs) table appended to the end of each section.                                 | Are vendors required to include a completed Requirement Response Matrix (RRM) as part of their response? This document was uploaded to the Alabama Medicaid procurement library for this RFP.  | Yes.   |
| 14          | N/A  | General   |   | Responsible parties for tool licensing fees? For example, if JIRA is the overall TCOE management tool, will AL MES cover licensing fees?   | Each module contractor will have their own tool for testing and test management. AL MES will provide enterprise test management tool that will be used to store data extract from the module contractor.   |

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| 15          | N/A              | General   |  | Who will provide module-specific tool licences for the TCOE team? Will module-specific SI&C contractors be responsible?  | Module specific tool licenses will be provided by module contractor.  |
| 16          | N/A              | General   |  | In any instances where module contractor delays cause issues with overall delivery timeline of the TCOE services, which party or parties are deemed liable & penalized?  | Medicaid reserves the right to extend deliverable timelines as is reasonably necessary when there is a delay by a module contractor.  |
| 17          | 24               | III B.  | Remote work by the Contractor for the AMMP must be performed within the continental United States  | Does this requirement include Hawaii and Puerto Rico?  | No. Hawaii and Puerto Rico are not part of continental United States  |
| 18          | 29               | III.C.2 PMO ARTIFACT SOFTW                                    | AMMP utilizes a Deliverable Management Tool (DMT) to manage deliverables through the review and approval process. Each Contractor will be required to submit their deliverables to the DMT. See the Procurement Library for the DMT Overview.  | We are unable to locate the DMT Overview in the procurement library. As indicated in Appendix C: Procurement Library Contents table, it should be within the 'AMMP Plans, Guides, and Templates TOC' but we do not see the DMT Overview when we open the 'AMMP Plans, Guides, and Templates TOC'. Is it possibly titled something else?  | Please refer to Amendment 2. AMMP Tools document has been updated in the procurement library  |
| 19          | 25               | III.B.2 Resource Management                                   | As part of the response requirement specified in Section VI. Corporate Background and References, the Contractor shall identify and submit in the proposal personnel qualified to serve in the role(s) of primary leads and as Agency point of contacts for each generic role shown for the two (2) Services categories identified in Section I. C. TCOE Services Snapshot | Can the Agency clarify if this means each role needs a primary lead AND an Agency point of contact (2 different people per role) or can the lead and POC be the same person?   | Please refer to III. Scope of Work section A. Contractor Specifications 2. Resource Management and Scheduling<br>The Contractor shall be responsible for quantifying and qualifying sufficient personnel needed to perform the terms of this RFP, in alignment with the project roadmap activities for the term of the contract. This is a critical requirement and shall be closely monitored by the Agency. |
| 20          | 25               | III.B.2 Resource Management                                   | The roles listed above are generalized descriptive terms and are not to be interpreted as official titles of the awarded Contractor organization.  | Are there any requirements or specific expectations regarding any TCOE role or is it up to the bidders to propose?   | Please refer to III. Scope of Work section A. Contractor Specifications 2. Resource Management and Scheduling<br>The Contractor shall be responsible for quantifying and qualifying sufficient personnel needed to perform the terms of this RFP, in alignment with the project roadmap activities for the term of the contract. This is a critical requirement and shall be closely monitored by the Agency. |
| 21          | 16               | III. Scope of Work / 2.4_TCOE_RFP_AMMP_Response_Matrix_5-3-22 | The Contractor shall meet all the requirements specified in each section and subsection narrative and shall be responsible for delivery of services, activities, artifacts and/or other deliverables to Agency expectation specified in the "Specifications, Requirements and Deliverables" (SRDs) table appended to the end of each section.                              | How does the Response Matrix document pertain/relate to the SOW? The SRD tables in the SOW match what is found in the Response Matrix excel doc, but not entirely. Please also confirm this document requires signature.   | Response Matrix document must be complete and must be submitted as part of the proposal submission.<br>Yes. The document requires a signature.  |
| 22          | 92               | Appendix E: Key Personnel Resume Sheet                        | Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.  | In order to expand the Work Experience section on the resume sheets, can the agency provide this form/sheet in Microsoft Word format? If not, is Medicaid intending any additional pages for the Work Experience section to be added at the end of each respective resume?   | Please refer to Amendment 2. The vendor shall use the resume sheet added to the procurement library.  |
| 23          | N/A              | N/A   | N/A  | Will there be an opportunity for oral presentations, prior to the contract being awarded?  | No.   |
| 24          | 93               | Appendix E:   | Authorized Vendor Signature  | In addition to wet signatures on the cover sheet, we need clarification on whether signatures on resume sheets need to be wet.   | Candidate Data Sheets must be <b>signed</b> below by the Vendor.  |
| 25          | 92               | Appendix E:   | Work Experience  | Alabama mandates we use their resume sheet for key personnel. Professional experiences in addition to the one described in the sole spot on the resume form are to be submitted on an additional page copying the formatting from the resume form. How strict will AI be with adhering to that form's formatting if we turn it into a word doc? How strict are they with the additional sheets formatting if we have to keep it all in PDF formatting? | Please refer to Amendment 2. The vendor shall use the resume sheet added to the procurement library.  |
| 26          | 27-28            | III. B. 2   | The Contractor shall provide the following Module Services personnel in the quantity needed to support the responsibilities and tasks defined in this RFP for the term of the contract:<br>1. Project Lead(s)<br>2. Test Technical Engineer(s)<br>3. Tester Specialist(s)<br>4. Project and Quality Assurance Analyst(s)   | Please provide additional details on the Agency's expectations with respect to the responsibilities and tasks of the Test Technical Engineer, Tester Specialist and Project and Quality Assurance Analyst.   | Please refer to I.Introduction C. TCOE Services Snapshot Exhibit: TCOE Services Snapshot Graphic  |
| 27          | 31               | 6   | TCOE Module Test Oversight Plan  | Is there any expectation of test execution by the TCOE, regardless of module or overall system integration.  | No. Please refer to III. Scope of Work D. Module Services 2. Module Test Planning   |
| 28          |                  | RRM   |  | What is the Project schedule template document ID?   | Please refer to Amendment 2.  |