

AMMP System Integration Services (SIS) Request for Proposal (RFP)

Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-001				Can you walk through and explain the required narrative format? The example provided indicated Q1-Q14 within Tab 06 being answered within the response to E. Enterprise and General Services. Can this structure be reviewed?	Please see Amendment 1, Items 18 and 20, Amendment 2 for revisions to RFP Section VI. Submission Requirements, Sub-Section N. Proposal Format, Item 1. Proposal Structure, f. Tab 6 – Scope of Work and Narrative Response and Procurement Library artifact PL23_SIS RFP Tab 6 – Tab 10 Response Example Structure for the overall required narrative format.	A-2; #10
R2-002	140	Appendix B.3; Section 3.8		Please confirm w/respect to this section vendor shall only be required to provide such information as provided to the secretary and vendor may redact its confidential information in regards to request.	No. The Agency cannot confirm the Vendor's interpretation of 45 CFR. Please see RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations along with 45 CFR.	N/A
R2-003				Can you please indicate how many transactions are processed per month? Also - any peak times / month or year?	All of the available transaction data has been provided in the RFP and/or added to Procurement Library artifact PL10_Incident and Service Desk Data for Medicaid Ops. The Agency will not engage in future estimates of transactional peak times.	N/A
R2-004	4	C	Vendors will have the opportunity to ask questions during the conference. The Agency may respond to questions asked during the conference and will post written responses as part of Round 1 of questions and answers.	Please provide a date when written responses to questions asked during the bidders conference will be posted?	Please see Amendment 1, Item 1 for revisions to Table B-1: Schedule of Events.	N/A

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R2-005	124	VIII CC	Contractor agrees that representatives of the Comptroller General, HHS, the General Accounting Office, the Alabama Department of Examiners of Public Accounts, and Medicaid and their authorized representatives shall have the right during business hours to inspect and copy Contractor's books and records pertaining to contract performance and costs thereof. Contractor agrees this includes authorization from any parent, affiliate, or subsidiary organization, for any of the agencies listed above to have access to pertinent records, if such a relationship exists as would impact upon the Contractor's performance under the proposed contract. Contractor shall cooperate fully with requests from any of the agencies listed above and shall furnish free of charge copies of all requested records. Contractor may require that a receipt be given for any original record removed from Contractor's premises.	Please confirm this section covers only records specific to the MES Systems Integration Services scope of work, and vendor may redact its confidential information in regards to this request.	No. The Agency cannot confirm the Vendor's interpretation of applicable State and Federal Regulations. Please see RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations.	N/A
R2-006	140	Appendix B.3; Section 3.8	Make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of, Covered Entity, available to Cover Entity or to the Secretary within five (5) business days after receipt of written notice or as designated by the Secretary for purposes of determining compliance with HIPAA Rules.	Please confirm with respect to this section vendor shall only be required to provide such information as provided to the Secretary and vendor may redact its confidential information in regards to this request.	No. The Agency cannot confirm the Vendor's interpretation of 45 CFR. Please see RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations along with 45 CFR.	N/A
R2-007	141	Appendix B.3; Section 3.12.2	Work with Covered Entity to ensure the necessary notices are provided to the recipient, prominent media outlet, or to report the breach to the Secretary of Health and Human Services (HHS) as required by 45 C.F.R. Part 164 Part D.	Please confirm the vendor is not required to provide any breach notification directly to the individuals, entities or other authorities.	No. The Agency cannot confirm the Vendor's interpretation of 45 CFR. Please see RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations along with 45 C.F.R. Part 164 Subpart D.	N/A
R2-008	107-8	B.1	"...where the Vendor was the prime contractor for another State Medicaid agency or other health/human services organization . . ."	Would you clarify that SIP work for health payer organizations would meet this requirement?	The Agency will not revise the experience requirements. Please see RFP Section V. Corporate Background and References, Sub-Section B.1. Experience Requirements - SIP Experience for the Agency's experience requirements.	N/A

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R2-009	150	Appendix B.9 – Governor’s Additional Contract Questions		Due to the competitive nature of this procurement, can the Agency provide a clarification on the purpose of the Appendix B.9 documentation?	Please see RFP Appendix B: Contract Attachments and Appendix B.9 - Governor's Additional Contract Questions.	N/A
R2-010	116	T. Copies Required	Vendors must submit the following in response to this RFP: 1) One (1) original Proposal with original signatures in ink. Vender must identify the original hard copy clearly on the outside of the proposal. 2. Three (3) additional hard copies (of the original proposal) in binder form.	Will the Agency accept the RFP response in a binder, three-hole punched? Also is there a preference for single-sided or double-sided paper?	Please see Amendment 2 for revisions to RFP Section VI. Submission Requirements, Sub-Section T. Copies Required.	A-2; #11, #12, #13, & #17
R2-011	18	Section II.B.3.c.1 Scope of Work - Project Roles and Responsibilities - AMMP Entities - Project Portfolio Management Office (PPMO)		Would the agency please share those AMMP-wide project management policies, governance, standards, processes, and procedures?	Please see Procurement Library artifact PL08_AMMP_Plans_Guides_and_Templates_TOC.pdf which provides summary expectations and the table of contents for each of the AMMP-Program Plans, Guides, and Templates. Further details will be provided to the awarded Contractor during initiation and onboarding activities as defined in RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 1.a.1. Program Management - Establishing Relationships with the Agency - Initiation and Onboarding.	N/A
R2-012	25	Section II.C.1.a	The SIP shall maintain logs per the Agency retention policies.	Would the agency please share any retention policies specifically related to logs?	Please see RFP Section VIII. General Terms and Conditions, Sub-Section BB. Records, Retention, and Storage.	N/A
R2-013	31	Section II.C.2 - Scope of Work - System Integration Services - Integration of MES Contractor Systems	The SI Contractor is required to act in the best interests of the Agency in developing detailed integration plans and standards that other MES Contractors will follow as they implement and operate their modules.	Will the Agency confirm that the intent of this statement is that plans and standards developed by the SI should be written in a way that best meets the requirements of the agency?	Please see RFP Section II. Scope of Work, Sub-Section C. System Integration Services, Item 2. Integration of MES Contractor Systems.	N/A
R2-014	118	E. Scoring	According to the scoring table, the Pricing Schedule accounts for 40 out of a possible 100 points.	Would the agency please share the formula for scoring the cost?	The Agency will not share the formula for scoring the cost. Please see RFP Section VII. Evaluation and Selection Process.	N/A

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R2-015	Page 41; Q&A Round 1 R1-040	Section II.D.4 - Scope of Work - Centralized Services - Centralized Change Management System	Centralized Change Management System (CCMS) - Per Q&A, the SI Contractor is expected to provide MES module contractors licenses for the CCMS.	Will the Agency entertain other means of providing CCMS access to MES module contractors (e.g., through API)?	Yes. Please see Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section D. Centralized Services, Item 4.a. Centralized Change Management System - Operations.	A-2; #5
R2-016	64	Section II.E.11.c - Scope of Work - Enterprise and General Services - Personnel - Location of Work Performed	SI Contractor personnel shall adhere to all applicable Agency policies, procedures, and training required annually by the Agency.	Can the Agency provide the applicable policies, procedures, and annual trainings to allow contractors to review and align to this requirement?	Further details will be provided to the selected vendor during initiation and onboarding activities as defined in the RFP. Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 1.a.1. Program Management - Establishing Relationships with the Agency - Initiation and Onboarding.	N/A
R2-017	64	Section II.E.11.c - Scope of Work - Enterprise and General Services - Personnel - Location of Work Performed	Contractor personnel having access to an Alabama Medicaid Agency building or office shall be subject to background checks at the Contractor's expense.	Please confirm that background checks will be performed according to the scope described in the following website: https://www.alea.gov/sbi/criminal-justice-services/criminal-records/alabama-background-check?	Please see Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 11.c. Personnel - Location of Work Performed.	A-2; #6
R2-018	86	Section II.F.7.e - Scope of Work - Project Deliverables by Phase - Design, Develop and Implement - Continuity of Operations Plan	the COOP must address essential aspects of continuity of operations, people, processes, technology, and infrastructure, as well as align with and address all applicable State and Federal (e.g., CMS, Health and Human Services (HHS), Office of Information Technology [OIT]) Government standards, essential functions, and services.	On Page 86, in section II.F.7.e Continuity of Operations Plan, the RFP says the plan must address and align with "Office of Information Technology [OIT]) Government standards." Will the agency please share those standards?	Please see RFP Section VI. Submission Requirements, Sub-Section C. RFP Documentation, Item 2. Access Controlled SharePoint and Procurement Library artifact PL21_AMA IST Governance SharePoint Site Access Request Form.	N/A

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R2-019	106	Section V.2.i - Corporate Background and References	The Contractor and subcontractor(s) must have all necessary business licenses, registrations and professional certifications at the time of the contracting to be able to do business in Alabama.	Can the Agency identify specific licenses, registrations, certifications required of the SI contractor?	Please see RFP Section V. Corporate Background and References, Item 2.a.i. and RFP Section VIII. General Terms and Conditions, Sub-Section JJ. Qualification to do Business in Alabama.	N/A
R2-020	111	RFP Section V.A - Vendor Procurement Participation Restrictions	The RFP states that any Contractor for AMMP or MES modules is precluded from being the awarded SI Contractor. It's clear the current MMIS will transform into a major module in the future AMMP solution.	Is the current MMIS Contractor precluded from performing the SI role, as other AMMP module contractors are precluded?	Yes. Please see Amendment 1, Item 17 and RFP Section V. Corporate Background and References, Sub-Section A. Vendor Procurement Participation Restrictions, including Table V-1: Vendor Procurement Restrictions.	N/A
R2-021	106	Section V. Corporate Background and References, Item 2.j)	The section mentions having "contract type" for performance references.	Does this refer to the contract pricing structure (e.g. firm fixed price) or the contract service type (e.g. IV&V, PMO, TAS, SI, etc.)?	Contract Type refers to the type of contract for the reference you are submitting. For example, this is a Firm, Fixed Price Professional Services Contract.	N/A
R2-022	10	Section II A - Business Goals	Table II-1 in Section II A indicates that the Agency expects the SIP to "enable the Agency's vision for data quality (DQ) and master data management" and sets forth KPIs for the SI including "SI executing Agency-defined Business Rules for all Master Data Elements' and "Establishment of Centralized Master Data repository".	Please confirm the SIP should include both data quality and master data management components to support these goals?	Please see RFP Section II. Scope of Work, Sub-Section C. System Integration Services, all subsequent revisions as listed in Amendment 1, Items 3, 4, 5, 6, and requirements 4762, and 4847-4890 in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-023	20	Section 3 Project Roles and Responsibilities Subsection c.6.a	The SI Contractor shall collaborate with the TCOE Vendor. The TCOE Vendor's responsibilities include: Coordination and support of test bed data and environments coupled with oversight and support of System Integration Testing (SIT), End to End testing (E2E), and User Acceptance Testing (UAT)	Please confirm the SI Contractor will be leading the activities (kick-off, defect triage calls, etc.) for SIT, E2E, and UAT.	Yes, the SI contractor will be leading the activities (kick-off, defect triage calls, etc.) for SIT, E2E, and UAT. Please see RFP Section II. Scope of Work, Sub-Section B. Alabama Medicaid Enterprise Systems Modernization Program, Item 3.c.6.a. Project Roles and Responsibilities - AMMP Entities - AMMP Enterprise Quality Program (EQP) - Testing Center of Excellence (TCOE).	N/A

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R2-024	N/A	N/A	N/A	Please provide the approximate number of existing total users and concurrent users for each category that is in scope for Identity Management integration. - State users (employees, contractors, vendors in State Active Directory) - Individuals - Providers - Alabama Coordinated Health Networks (ACHN) users	All of the available usage data has been provided in the RFP and/or added to Procurement Library PL10 - Incident and Service Desk Data for Medicaid Ops.	A-2; #17
R2-025		Appendix E II.D.1. Centralized Services > Identity Management	Req ID: 4856 "The Contractor shall provide a system that has a messaging retrieval mechanism that will enable the recall of archived messages in accordance with Agency approved timeframes."	As document recall is not a typical function of an IAM system, would the agency please clarify this requirement?	Please see Amendment 2 for revisions to requirement 4856 listed within Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	A-2; #14 & #15
R2-026	68	II.E.17.	AMMP created a program-wide Quality Management Plan (PMO-2-k) and Quality Control (QC) Checklist (PMO-2-k-01). The SI Contractor shall be required to perform QC for all artifacts and deliverables prior to submission. A completed QC checklist will be required for each deliverable submission and must follow the deliverable process defined in Configuration Management and Document Validation Plan (PMO-2-r).	The State created documents for offerors to utilize as reference in order to comply with submission requirements. The following are not included in the Procurement Library: Quality Control Checklist (PMO-2-k-01) Configuration Management and Document Validation Plan (PMO-2-r) Will the State be providing these documents?	No. Further details will be provided to the selected vendor during initiation and onboarding activities as defined in RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 1.a.1. Program Management - Establishing Relationships with the Agency - Initiation and Onboarding.	N/A
R2-027	72	II.F.2	The following sections provide detailed expectations of each deliverable and associated artifacts. A full listing of deliverables required for submission under the System Integration Platform project can be found in Appendix D – Contract Deliverables Table, which provides the Deliverable Identifier, Name, Description, RFP reference, Initial Delivery Due Date, and the required delivery frequency.	Many elements related to Project-Specific Deliverables by Phase can be addressed within the response to Section E. Can the State clarify whether the approach to the deliverables presented are embedded within the Section II.E. response or separately?	Please see Procurement Library artifact PL23_SIS RFP Tab 6 - Tab 10 Response Example Structure.pdf which provides guidance for responding to the RFP including the ability to cross-reference duplicative or repetitive answers for brevity.	N/A
R2-028	100-104	II.G.1-2	The SI Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the Identity Management and MES Portal Services. (II.G.2.a.; pg. 103)	Related to SLAs, can the State clarify whether the section G response can be embedded within the Q-11 response in II.C.19 or be submitted separately?	Please see Procurement Library artifact PL23_SIS RFP Tab 6 - Tab 10 Response Example Structure.pdf which provides guidance for responding to the RFP including the ability to cross-reference duplicative or repetitive answers for brevity.	N/A

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R2-029	111	VI.N.1.	1. Each proposal must be prepared on standard 8 ½" x 11" paper, using a font no smaller than 11 point with 1" margins, and must be bound.	Requirements are included for font size and margins. Can the State clarify if Times New Roman font, as used in the solicitation, is required for the response?	The font type is not specified. Please see Amendment 2 for revisions to Section VI. - Submission Requirements, Sub-Section N. - Proposal Format and as amended in Amendment 1, Item 18.	A-2; #9
R2-030	116	VI.T.3.	Vendors must submit the following in response to this RFP: ... 3. A jump drive clearly labeled with the Vendor name with the following content. a) Four(4) electronic copies of the Proposal on jump drive clearly labeled with the Vendor name. b) Two electronic copies (Word and searchable PDF format) MUST be a complete version of the Vendor's response c) Two electronic copies (Word and searchable PDF format) MUST have any information asserted as confidential or proprietary removed. d) Completed copy of the Pricing Schedule file as submitted in the Vendor's response. e) Completed copy of the Requirement Response Matrix (RRM) file as submitted in the Vendor's response	Can the State clarify that the electronic copy of the complete vendor response as required in Section VI.T.3b, excludes a copy of Appendix C and Appendix E? We assume Appendix C and Appendix E will be submitted in their native Excel electronic format as part of the electronic submission and not included as a PDF/word file.	Please see Amendment 2 for revisions to RFP Section VI. Submission Requirements, Sub-Section T. Copies Required.	A-2; #11, #12, & #13
R2-031	116	VI.T.3.	Vendors must submit the following in response to this RFP: ... 3. A jump drive clearly labeled with the Vendor name with the following content. a) Four(4) electronic copies of the Proposal on jump drive clearly labeled with the Vendor name. b) Two electronic copies (Word and searchable PDF format) MUST be a complete version of the Vendor's response c) Two electronic copies (Word and searchable PDF format) MUST have any information asserted as confidential or proprietary removed. d) Completed copy of the Pricing Schedule file as submitted in the Vendor's response. e) Completed copy of the Requirement Response Matrix (RRM) file as submitted in the Vendor's response	We understand electronic copies are required for the pricing schedules. It is difficult to submit in Word/searchable PDF due to the Excel native format. Can the State confirm if Vendors can provide the requested items per Appendix C - Price (Schedule) as an Excel worksheet?	Please see Amendment 2 for revisions to RFP Section VI. Submission Requirements, Sub-Section T. Copies Required. for clarification of copies required.	A-2; #11, #12, & #13

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R2-032	N/A	2.4_AMMP_SIS_Response_Example_Structure	Vendor must describe their proposed approach, providing applicable examples of evidence supporting the proposed approach, to completing all of Section II - Scope of Work. The Vendor must also demonstrate a clear understanding of the services and support requested within Section II - Scope of Work. The Narrative Response to the entire SOW must be laid out, organized, and flowed in accordance with the order/manner as it is presented and laid out, within this RFP.	Can the State clarify whether the response to Tab 6 includes only the Narrative Questions Q-01-Q-14 citing Scope of Work subsections as applicable? If not, can the State clarify that Q-01-Q-14 are embedded in the entire response to Section II - SOW?	Please see Procurement Library artifact PL23_SIS RFP Tab 6 - Tab 10 Response Example Structure.pdf which provides guidance for responding to the RFP including the ability to cross-reference duplicative or repetitive answers for brevity.	N/A
R2-033	20	II.B.3.c.	<p>Testing Center of Excellence (TCOE) Through the oversight of the EQP, the Agency is procuring the services of a vendor to manage testing efforts across projects by creating a Testing Center of Excellence (TCOE). The SI Contractor shall collaborate with the TCOE Vendor. The TCOE Vendor's responsibilities include:</p> <ul style="list-style-type: none"> • Oversight of AMMP/MES Contractor's planned test activities • Monitoring of vendor actionized test activities • Coordination and support of test bed data and environments coupled with oversight and support of System Integration Testing (SIT), End to End testing (E2E), and User Acceptance Testing (UAT) • Creation and maintenance of program test plans and templates <p>The SI Contractor shall work with both the TCOE Vendor and the EQP team. The SI Contractor shall provide test resources to:</p> <ul style="list-style-type: none"> • Manage schedule, process, and tools • Design and execute testing • Provision test environments and test bed data for all stages and phases of testing 	We reviewed the TCOE RFP, and our interpretation is that the TCOE Vendor is not executing testing but performing oversight of all the testing. Our review of the SI RFP indicates the SI Vendor will be responsible for integration testing (all integration testing points) - Are we correct to assume that functional end to end testing will be performed by the module vendors (for their respective modules)?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 13. Testing Management.	N/A

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R2-034	66	II.E.13	<p>The SI Contractor must provide testing support across MES for purposes of testing interfaces. It is required for the SI Contractor to collaborate with Module Contractors to support their development of valid test documents specific to the module interfaces. The SI Contractor shall continue to support testing efforts for Change Orders and Incident management resolution efforts during operations.</p> <p>It is imperative that the SI Contractor adapt and align its methodologies to focus on reducing defects and rework across the MES. The SI Contractor must develop a solid Test Evaluation and Management Plan (TEMP) and incremental Detailed Test Plan(s) as specified in RFP Section II.F. – Scope of Work – Project Deliverables by Phase7 Project Deliverables by Phase. The SI Contractor shall collaborate with all AMMP Contractors throughout the testing schedule and planned activities of the project to review test cases and environment(s) as needed. Also, the SI Contractor shall develop all test documentation according to industry best practices and Federal standards.</p>	<p>Are we correct to assume the SI Vendor is only responsible for execution of testing as it relates to the integration points with the modules?</p>	<p>Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 13. Testing Management.</p>	N/A

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R2-035	119	Round 1 Q&A Document VIII / Sub-Section OO	<p>Limitation of Liability. Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause</p>	<p>Will the Agency consider adding a clear and express disclaimer of consequential damages?</p>	<p>No. The Agency will not add further interpretations to this Sub-Section. Please see Amendment 1, Item 19 Section VIII. General Terms and Conditions, Sub-Section OO. Limitation of Liability.</p>	<p>N/A</p>

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R2-036	119	Round 1 Q&A Document VIII / Sub-Section OO	<p>Limitation of Liability. Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause</p>	<p>Can the Agency clarify what is meant by "claims under other Contractor responsibilities," which are excluded from the proposed Limitation of Liability? As written, this could be interpreted to apply to claims from the Agency (making the Limitation of Liability meaningless), as an indemnity obligation for claims from the listed federal or state agencies, or to simply state that any liability between the Contractor and the listed agencies is not limited by the proposed liability cap.</p> <p>Reference: This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation.</p>	<p>No. The Agency will not add further interpretations to this Sub-Section. Please see Amendment 1, Item 19 Section VIII. General Terms and Conditions, Sub-Section OO. Limitation of Liability.</p>	N/A

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R2-037	119	Round 1 Q&A Document VIII / Sub-Section OO	<p>Limitation of Liability. Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause</p>	<p>Will the Agency consider defining the terms "bad faith," "willful misconduct," and "fraudulent conduct" in order to clearly define what damages are excluded from the proposed liability cap?</p> <p>Reference: This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.</p>	<p>No. The Agency will not add further interpretations to this Sub-Section. Please see Amendment 1, Item 19 Section VIII. General Terms and Conditions, Sub-Section OO. Limitation of Liability.</p>	N/A
R2-038	4	C	<p>Vendors will have the opportunity to ask questions during the conference. The Agency may respond to questions asked during the conference and will post written responses as part of Round 1 of questions and answers.</p>	<p>Please provide a date when written responses to questions asked during the bidders conference will be posted?</p>	<p>(Duplicate Question: R2-004) Please see Amendment 1, Item 1 for revisions to Table B-1: Schedule of Events.</p>	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-039	124	VIII CC	Contractor agrees that representatives of the Comptroller General, HHS, the General Accounting Office, the Alabama Department of Examiners of Public Accounts, and Medicaid and their authorized representatives shall have the right during business hours to inspect and copy Contractor's books and records pertaining to contract performance and costs thereof. Contractor agrees this includes authorization from any parent, affiliate, or subsidiary organization, for any of the agencies listed above to have access to pertinent records, if such a relationship exists as would impact upon the Contractor's performance under the proposed contract. Contractor shall cooperate fully with requests from any of the agencies listed above and shall furnish free of charge copies of all requested records. Contractor may require that a receipt be given for any original record removed from Contractor's premises.	Please confirm this section covers only records specific to the MES Systems Integration Services scope of work, and vendor may redact its confidential information in regards to this request.	(Duplicate Question: R2-005) No. The Agency cannot confirm the Vendor's interpretation of applicable State and Federal Regulations. Please see RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations.	N/A
R2-040	140	Appendix B.3; Section 3.8	Make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of, Covered Entity, available to Cover Entity or to the Secretary within five (5) business days after receipt of written notice or as designated by the Secretary for purposes of determining compliance with HIPAA Rules.	Please confirm with respect to this section vendor shall only be required to provide such information as provided to the Secretary and vendor may redact its confidential information in regards to this request.	(Duplicate Question: R2-006) No. The Agency cannot confirm the Vendor's interpretation of 45 CFR. Please see RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations along with 45 CFR.	N/A
R2-041	141	Appendix B.3; Section 3.12.2	Work with Covered Entity to ensure the necessary notices are provided to the recipient, prominent media outlet, or to report the breach to the Secretary of Health and Human Services (HHS) as required by 45 C.F.R. Part 164 Part D	Please confirm the vendor is not required to provide any breach notification directly to the individuals, entities or other authorities.	(Duplicate Question: R2-007) No. The Agency cannot confirm the Vendor's interpretation of 45 CFR. Please see RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations along with 45 C.F.R. Part 164 Subpart D.	N/A

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R2-042	11	Amendment 1	1. Each proposal must be prepared on standard 8 ½" x 11" paper, using a font no smaller than 11 point with 1" margins, and must be bound. The Agency will only allow the following exceptions: o Graphics may contain font no smaller than 8 point	We appreciate the Agency clarifying that graphics may contain font no smaller than 8 point. Will the Agency please apply the 8 point font to tables?	Please see Amendment 2 for revisions to Section VI. Submission Requirements, Sub-Section N. Proposal Format as well as subsequent revisions provided in Amendment 1, Item 18.	A-2; #9
R2-043	116	VI.T	3. A jump drive clearly labeled with the Vendor name with the following content. a) Four(4) electronic copies of the Proposal on jump drive clearly labeled with the Vendor name.	Please confirm if the expectation is for vendors to provide a single jump drive with four (4) copies of the proposal, or four (4) jump drives each containing an electronic copy of the proposal?	Please see Amendment 2 for revisions to RFP Section VI. Submission Requirements, Sub-Section T. Copies Required.	A-2; #11, #12, & #13
R2-044	116	VI.T	b) Two electronic copies (Word and searchable PDF format) MUST be a complete version of the Vendor's response c) Two electronic copies (Word and searchable PDF format) MUST have any information asserted as confidential or proprietary removed.	Given that not all of the native source files will be in Word (some will be Excel, Project, or PDF), and Word, Excel and Project do not have the capability to redact confidential or proprietary information, will the Agency accept searchable PDF formats for both the complete version as well as the redacted version of our response?	Please see Amendment 2 for revisions to RFP Section VI Submission Requirements, Sub-Section T. Copies Required and RFP Section II. Scope of Work, Sub-Section F. Project Deliverables by Phase, Item 13. Requested Deliverables / Artifact Samples for clarification surrounding copies required and native source files accepted.	A-2; #11, #12, & #13
R2-045	50127	II.E.2.c; VIII.MM	Amounts owed the Agency due to liquidated damages shall be deducted by the Agency from any money payable to the Contractor pursuant to this Contract. These amounts may be deducted from any actual damages claimed by the Agency in the event of litigation for non-compliance and default. The Contractor shall have an approved Corrective Action Plan (CAP) within 5 business days of a Medicaid request.	Will the Agency rename "Corrective Action Plan" (CAP) to "Remediation Plan" in the RFP and resultant Contract?	No. The Agency will not add further interpretations to this Sub-Section.	N/A
R2-046	100126	II.E.2.c; VIII.MM	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency consider including a cap of maximum monthly liquidated damages amount of 10% of the monthly invoice set forth under Section MM, Contract Liquidated Damages, in the resultant RFP and Contract? If the Agency is willing to consider a cap, but prefers a different percentage, please provide that cap amount.	No. The Agency will not add further interpretations to this Sub-Section.	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-047	100126	II.E.2.c; VIII.MM	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency include an "earn back" provision on the liquidated damages referenced in the RFP under Section MM, Contract Liquidated Damages? For example, if the vendor is responsible for a liquidated damage under Section MM, Contract Liquidated Damages, then the vendor has an opportunity to earn back that liquidated damage dollar amount if the vendor meets or exceeds the Service Level Agreement set forth in Section G, Operational Performance-Service Level Agreements for two (2) consecutive periods.	No. The Agency will not add further interpretations to this Sub-Section.	N/A
R2-048	100126	II.E.2.c; VIII.MM	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency include in the RFP and resultant Contract the Service Level Credits/Liquidated Damages set forth in the RFP under Section MM, Contract Liquidated Damages shall be the Agency's sole and exclusive monetary remedy for failures by the vendor to achieve the service level requirements as laid out in Section G, Operational Performance-Service Level Agreements?	No. The Agency will not add further interpretations to this Sub-Section.	N/A
R2-049	100126	II.E.2.c; VIII.MM	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency include in the RFP and resultant Contract that the vendor shall not be liable for any associated Service Level Credit/Liquidated Damages as set forth in Section MM, Contract Liquidated Damages, resulting from events, causes, or responsibilities that are outside of vendor's direct control?	No. The Agency will not add further interpretations to this Sub-Section.	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-050	12	Amendment 1	<p>Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability</p>	<p>Will the Agency add an industry standard waiver of consequential, special, indirect, incidental damages?</p>	<p>No. The Agency will not add further interpretations to this Sub-Section. Please see Amendment 1, Item 19 for revisions to RFP Section VIII. General Terms and Conditions, Sub-Section OO. Limitation of Liability.</p>	<p>N/A</p>

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R2-051	12	Amendment 1	This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.	Will the Agency amend the RFP language cited in Column F to read as follows: "This Limitation of Liability is only applicable to claims for damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims brought by third parties against Contractor for which Contractor may have contractual or legal liability. These include but are not limited to any fees, damages, penalties, etc. which may be assessed against Contractor by a third party arising due to rules and regulations of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not apply to damages arising as a result of the Contractor's actions causing damage to a third-party possessing standing to bring such a cause of action against the Contractor. The parties agree that there shall be no third party beneficiaries to this Agreement. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct."?	No. The Agency will not add further interpretations to this Sub-Section. Please see Amendment 1, Item 19 for revisions to RFP Section VIII. General Terms and Conditions, Sub-Section OO. Limitation of Liability.	N/A
R2-052	110	VI.G	In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail.	Will the Agency change the order of precedence to move the vendor's response higher than the RFP in the order of precedence?	No. The Agency will not add further interpretations to this Sub-Section.	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-053	119	VIII.B	Contractor shall perform all services under the contract in accordance with applicable federal and state statutes and regulations. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the federal statutes and regulations as the same may be amended from time to time.	Will the Agency update the language in Column F to read as follows: "Contractor shall comply with federal and state statutes and regulations to the extent applicable to Contractor in its performance of the services. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the federal statutes and regulations as the same may be amended from time to time"?	No. The Agency will not add further interpretations to this Sub-Section.	N/A
R2-054	67	Training Management	General scoping question.	Can the state please clarify the role of the SI Contractor with regards to supporting the module vendors from a training perspective?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 14. Training Management and all related requirements located in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-055	67	Training Management	General scoping question.	Will the SI have any responsibility for developing training material for the module vendors solutions/products? If yes, please clarify.	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 14. Training Management and all related requirements located in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-056	67	Training Management	General scoping question.	Will the SI provide oversight and collaboration to the module vendors to ensure that their training development and delivery is coordinated with the overall project schedule?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 14. Training Management and all related requirements located in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-057	67	Training Management	General scoping question.	Will the SI provide oversight and collaboration to the module vendors by providing training quality assurance?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 14. Training Management and all related requirements located in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-058	67	Training Management	General scoping question.	Will the SI provide oversight and collaboration to the module vendors by providing training best practices and ensuring that each vendor is implementing a comprehensive role based training solution that integrates with all training?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 14. Training Management and all related requirements located in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-059	67	Training Management	General scoping question.	Can you please confirm the agency WILL by supplying an LMS for the vendor to utilize?	At this time the Agency has not chosen an LMS platform.	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-060	67	Training Management	General scoping question.	Will the SI provide oversight and collaboration to the module vendors by providing templates to support instructor led training, quick reference guides and online virtual training?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 14. Training Management and all related requirements located in Appendix E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-061	28	II.C.1.d	The data governance strategy envisioned for the MES requires all modules support the DGO and enforce Agency policies regarding the ownership, structure, and criticality of data.	(1) What is the vendor's responsibility vs. other vendors (Collibra)? Can the State clarify the SI's responsibility around Data Governance vs. what Collibra is responsible for? (2) What data is the vendor expected to store and retain in regard to Data Governance?	Please see Amendment 1, Item 4 and Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section C. System Integration Services, Item 1.d. System Integration Platform - Data Governance.	A-2; #2
R2-062	28 --- 25 --- Req ID 4921	II.C.1.d --- II.C.1.a --- App E	While the SI Contractor is not responsible for creating the data management rules, the Agency's expectation is the SIP will include functionality to: <ul style="list-style-type: none"> • Dynamically retrieve Agency business rules from the Agency's data governance platform/tool. • Apply those rules to data interfaces between MES modules and the Agency and take appropriate actions as needed. • Log all data transmitted across the SIP, including errors and rejections. • Collect data quality metrics and transfer to the Agency upon an agreed-upon schedule. --- The SIP architecture shall include capabilities that aggregate logging across the various MES modules and components. Aggregating logs across the MES supports tracing transactions across multiple systems, as well as auditing, reporting, and other business needs. The SIP must capture logs containing at a minimum: <ul style="list-style-type: none"> • Security messages • Incoming and outgoing requests and responses • Internal processing messages • Descriptive Error messages • SIP Availability --- The Contractor shall monitor and log all MFTS activity and make available for Agency review	Please confirm that the SIP needs to log the metadata and information about the transaction and files, but does NOT need to log the data content of the transactions or files.	Please see Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section C. System Integration Services, Item 1.d. System Integration Platform - Data Governance.	A-2; #2

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-063	33	II.C.2.a.3	The MES Portal shall be the gateway for access to all Medicaid Enterprise Systems and Services and provide notifications/system messages relevant to the authorized MES User Base.	Would the State please provide the current number of Provider accounts which access to the current CARES system?	Providers do not have access to the CARES system. Please see RFP Section II. Scope of Work, Sub-Section B. Alabama Medicaid Enterprise Modernization Program, Item 1.c. Overview of Alabama's Roadmap to AMMP - Centralized Alabama Recipient Eligibility System; and Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section D. Centralized Services, Item 2. MES Portal, as well as updates to PL10_Incident and Service Desk Data for Medicaid Ops.	A-2; #4 & #17
R2-064	38	II.D.1	<p>The SI Contractor must provide an identity management solution that, at a minimum, is inclusive of the following capabilities:</p> <ol style="list-style-type: none"> 1. Active Directory Services (that must integrate with the Agency Active Directory) 2. Access Management 3. Password Administration 4. Identity Authentication 5. User Provisioning 6. Compliance Auditing 7. Role Management 8. Self Service Functionality <p>The Agency envisions each Module Contractor shall be responsible for their own role-based access; roles will be maintained by the Module Contractor and communicated with the Identity Management (IdM) solution for each unique ID. The SI Contractor is responsible for role-based access and user management for SIS-specific applications, including the SIP and Centralized Services. Access to MES modules is anticipated to be from the MES Portal. Module access must be authenticated with the IdM to register the session, authenticate, and log the user access.</p>	<p>RFP Requirement D.1, Identity Management, states that MES module vendors bear responsibility for maintaining their own user roles and communicating them to the SI Contractor. In this case, would the Agency consider removing item 7 "Role Management" from the scope of responsibilities of the SI Contractor?</p> <p>Likewise, if we assume that MES module vendors are responsible for defining the privileges and permissions that should be allocated to specific user roles, would the Agency consider removing item 5 "User Provisioning" from the scope of responsibilities of the SI Contractor?</p>	No. The Agency will not further revise RFP Section II. Scope of Work, Sub-Section D. Centralized Services, Item 1. Identity Management.	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-065	38	II.D.1	As part of Centralized Services, the SI Contractor shall host and maintain an industry standard Identity Management solution that enables Single Sign-On (SSO) capabilities. The Agency defines Identity Management as a solution that creates, modifies, disables, and deletes user accounts and their profiles across the MES.	For the accounts that already exist in the State's system, will they be directly migrated into the new Identity Management system, or will all accounts need to be re-created?	The Vendor's proposed solution should satisfy all the requirements in Amendment 1, Items 7 and 8, RFP Section II. Scope of Work, Sub-Section D. Centralized Services and all associated requirements in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-066	40	II.D.2	The MES Portal shall be the gateway for access to all Medicaid Enterprise Systems and Services and provide notifications/system messages relevant to the authorized MES User Base.	Would the State please provide the current total quantity of users which currently have access to the existing CARES system?	Vendors are advised that Procurement Library artifact PL10_Incident and Service Desk Data for Medicaid Ops has been edited and revised to include this information; please see the Medicaid Procurement website (https://medicaid.alabama.gov/content/2.0_newsroom/2.4_Procurement.aspx).	A-2; #17
R2-067	40	II.D.2	The MES Portal shall be the gateway for access to all Medicaid Enterprise Systems and Services and provide notifications/system messages relevant to the authorized MES User Base.	Would the State please provide the current number of recipients who have a current login to the CARES system today?	Vendors are advised that Procurement Library artifact PL10_Incident and Service Desk Data for Medicaid Ops has been edited and revised to include this information; please see the Medicaid Procurement website (https://medicaid.alabama.gov/content/2.0_newsroom/2.4_Procurement.aspx). Please see RFP Section II. Scope of Work, Sub-Section B. Alabama Medicaid Enterprise Modernization Program, Item 1.c. Overview of Alabama's Roadmap to AMMP - Centralized Alabama Recipient Eligibility System and Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section D. Centralized Services, Item 2. MES Portal, as well as updates to PL10_Incident and Service Desk Data for Medicaid Ops.	A-2; #4 & #17

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-068	40	II.D.3	The SI Contractor shall integrate each Module Contractor's service desk data with the CSDMT during their respective integration phase. The Agency requires the service desk data would be aggregated near real-time throughout day-to-day operations to provide an enterprise-wide view of service desk data for management and reporting. The Agency requires the tool to have capabilities sufficient to aggregate and maintain the relationships between related tickets opened with each Contractor into a single record, as appropriate, to facilitate collaboration between multiple Contractors on ticket resolution.	The proposal makes several references to integrations between the new ticketing system and the legacy/contractor-owned ticketing system. Can you please clarify the requirement and desired flow of information? If integrations are desired, what are the available integration techniques available with the legacy/customer owned systems?	The contractor's proposed solution should satisfy all associated requirements listed within both RFP Section II. Scope of Work, Sub-Section D. Centralized Services, Item 3. Centralized Service Desk Management Tool and Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-069	42	II.D.5	The SI Contractor shall make the MFTS available to each Agency approved external stakeholders.	Who will be responsible for which organizations have access to the Managed File Transfer System?	The Agency is responsible for determining which organizations have access to the MFTS..	N/A
R2-070	42	II.D.5	As part of the Centralized Services, the SI Contractor shall include a Managed File Transfer Service (MFTS) to exchange data reliably and securely between systems. The Agency requires core functionalities to be provided by the MFTS to include the ability to receive and distribute files, extracts, reports, and similar data to MES modules, as well as approved external stakeholders.	Will the module vendors be responsible to maintain Trading Partner Agreements to permit access to the Managed File Transfer System?	No. Please see RFP Section II. Scope of Work, Sub-Section D. Centralized Services, Item 5. Managed File Transfer Services. All data exchanges for MFTS are required to have ICDs. The Module Contractors can document any Trading Partner agreements as necessary in the ICD.	N/A
R2-071	56	II.E.8	The Agency will not provide basic service desk services (aka Tier 1, or similar to) for MES. Callers to the Agency or Medicaid Agency Service Desk will be referred to the SI Contractor's technical support services.	Will the SI vendor be responsible for Tier 1 Service Desk calls for just the SI or all MES components?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 8. Technical and Stakeholder Support Management. The SI Contractor shall provide a technical and stakeholder support structure and services to stakeholders (all users and MES Contractors) who need assistance with the SI solution.	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-072	97	II.F.11.d.2.a	Service Desk Equipment/Systems Manuals a. Service Desk Channels, which may include, but not be limited to phone, email, physical mail, e-fax, webchat, or web-form	The proposal states multiple forms of communication channels (i.e., voice, chat, e-mail, web forms, etc.) however, the proposal also has some conflicting wording on the required communication channels. What are the desired communication channels for the service desk? Will all forms of web communication (Chat, email, web forms) need to be hosted/managed through the Centralized Service Desk Management Tool (CSDMT) or an external site/location?	Please see RFP Section II. Scope of Work, Sub-Section F. Project Deliverables by Phase, Item 11.d. Operations and Maintenance - Service Desk Standard Operating Procedures and requirement 4675 listed in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-073	135	Appendix B: Contract Attachments	The following are the documents that must be signed AFTER contract award and prior to the meeting of the Legislative Contract Oversight Committee Meeting. Appendix B.1: Sample Contract Appendix B.2: Contract Review Report for Submission to Oversight Committee Appendix B.3: Business Associate Addendum Appendix B.4: Immigration Status Appendix B.5: Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Appendix B.6: Letter Regarding Reporting to Ethics Commission Appendix B.7: State of Alabama Disclosure Statement Appendix B.8: Beason-Hammon Certificate of Compliance Appendix B.9: Governor's Additional Contract Questions	Please clarify which forms from Appendix B are to be submitted with the RFP response. For example: • Appendix B says all the documents (B.1 through B.9) are signed after contract award. • File 2.4_AMMP_SIS_Response_Example_Structure says we have to provide signed versions of appendices B.1 through B.7. • File 2.4_AMMP_SIS_STAARS_11-1-22 says we have to provide one original of the disclosure statement (which is B.7)	As per the instructions detailed within Appendix B - Contract Attachments, Appendices B.1 through B.9 are to be signed AFTER contract award and prior to the meeting of the Legislative Contract Oversight Committee Meeting. Please see Amendment 2 for revisions to Procurement Library artifact PL23_SIS RFP Tab 6 – Tab 10 Response Example Structure.	A-2; #17
R2-074	Appendix E Req Matrix	Appendix E, Requirement 4485	The Contractor shall provide a system that has a messaging retrieval mechanism that will enable the recall of archived messages in accordance with Agency approved timeframes.	Appendix E Requirement 4485 is identified for the RFP Subsection on Identity Management; however, this requirement appears to be related to another Subsection. Can the Agency confirm the appropriate RFP Subsection to which this requirement should be assigned?	Requirement 4485 is classified correctly.	N/A

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-075	Appendix E Req Matrix --- 3	Appendix E Req# 4612 --- 2.4_AMMP_SIS_AMA_Enterprise_Software_List	The Contractor shall utilize automated tools approved by the Agency to formally track all requirements and related design, configuration, testing, and certification artifacts. The tools must maintain requirements traceability to approved change requests, test cases, and defects for the term of the contract. The Contractor's tools shall export the detail information to an extract file in a format defined and approved by the Agency. --- Source: PMO Team Software/Tool Name: iServer Purpose: Project Software - Requirements Management, Testing, and Enterprise Architecture Tools Description: The tool is the Agency's approved application to manage requirements, testing, and enterprise architecture. The SI Contractor shall review, monitor, and provide data that can be integrated and/or imported to the tool. Provided By: Medicaid Number of Accounts: The Agency will provide up to 3 read-only accounts	Will the vendor be provided with read/write access to the iServer software for the RTM requirements?	No, the Agency will provide up to 3 read-only accounts. Please see Procurement Library artifact PL17_AMA Enterprise Software List.pdf.	N/A
R2-076	Appendix E Req Matrix	Appendix E, Req 4682	The Contractor shall work in collaboration with the Agency, PMO, and other AMMP Contractors to update training materials, schedules, and plans based upon module integrations.	Please confirm the SI vendor is responsible for training on SI solution components only and is NOT responsible for training and developing training materials for other module vendors.	Requirement 4682 is correct and stands as written.	N/A
R2-077	4	Amendment 1	The paragraph has been removed in its entirety. The data governance strategy envisioned for the MES requires all modules support the DGO and enforce Agency policies regarding the ownership, structure, and criticality of data. The SI Contractor shall create interfaces for individual modules so that they can access the DG platform/tool. The interface must allow the modules to run the data governance rules, respond with results, and provide results to the Agency on an agreed-upon schedule.	One of the first set of answers regarding data governance struck out a paragraph of requirements. A number of data governance requirements were not struck from the RTM. Would the State please clarify that the requirements removed in the answer applies to both the RFP and RTM?	No. Amendment 1 revisions applied only to the RFP text. The requirements in the RRM still apply to the RFP text that was not removed. Please see Amendment 1, Item 4 and Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section C. System Integration Services, Item 1.d. System Integration Platform - Data Governance.	A-2; #2

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference
R2-078	8	Questions and Answers Round 1 Question R1-053	At this time the Agency has not chosen an LMS platform.	Will the State provide the Learning Management System?	At this time, the Agency is not aware of any State-provided Learning Management System.	N/A
R2-079	8	Questions and Answers Round 1 Question R1-053	At this time the Agency has not chosen an LMS platform.	Will the State provide a central (consolidated) Learning Management System platform from which all vendors will provide training?	At this time, the Agency is not aware of any State-provided Learning Management System.	N/A
R2-080	8	Questions and Answers Round 1 Question R1-053	At this time the Agency has not chosen an LMS platform.	Will the SI vendor be responsible for setting the standards, requirements, and expectations for each module vendor to follow as each module is incorporated into the SI?	Please see RFP Section II. Scope of Work, Sub-Section C. System Integration Services, Item 2.b.1. Integration of MES Contractor Systems - Integration Sequencing - Partner Integration Guide and RFP Section II. Scope of Work, Sub-Section F. Project Deliverables by Phase, Item 7.g. Design, Develop, and Implement - Partner Integration Guide.	N/A
R2-081	8	Questions and Answers Round 1 Question R1-053	At this time the Agency has not chosen an LMS platform.	Would the State please explain which training will be permitted to be virtual vs onsite?	The Agency will not engage in prescribing future training methods or locations for the SI Contractor's proposed solution.	N/A
R2-082	7	2.4_AMMP_SIS_Medicaid_Risk_Management	The Agency will perform Security Assessments on its systems within the development, implementation, and operations phases of each system's System Development Lifecycle (SDLC). Alabama Medicaid Agency has documented its System Development Life Cycle standards in the Organization's implementation of the NIST 800-53, SA-3: System Development Life Cycle control. Assessment reports will be added to and updated within System Security Plans or Authorization packages (as described in PM-10: Authorization Process) for each individual Medicaid System.	Will a complete ATO/Security compliance audit need to be completed prior to processing customer/production data? Will conditional/provisional approvals be provided prior to full ATO completion?	Please see RFP Section II. Scope of Work, Sub-Section F. Project Deliverables by Phase, Item 5.b. Security - Authorization Package. and Procurement Library artifact PL02_ Medicaid Enterprise Security Policy – Full Set – Moderate v1.4.	N/A
R2-083	116	VI.T.3	A jump drive clearly labeled with the Vendor name with the following content.	Will the State accept an encrypted (i.e., password protected) version of the files on the jump drive? The password would, of course, be provided.	Please see Amendment 2 for revisions to RFP Section VI. Submission Requirements, Sub-Section T. Copies Required.	A-2, #11
R2-084	3	Table B-1 :Schedule of Events	Posting of Questions and Answers (Round 2)	Could the Agency consider posting answers on a flow basis? This will help us submitting a quality response.	The Agency will not further revise Table B-1.	N/A

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R2-085	32	Table 11-2: Planned MES Contractor System Integrations	Table II-2: Planned MES Contractor System Integrations	Please confirm that there is only a one-way integration from the SIP Integration Source to SIP Integration Target.	The intent of Table II-2: Planned MES Contractor System Integrations is to define the timing of the MES systems and provide a short description of the integrations. Additional detailed descriptions of MES systems and their data exchanges are discussed in RFP Section II. Scope of Work, Sub-Section B. Alabama Medicaid Enterprise Systems Modernization, Item 2. Envisioned State of Maturity and RFP Section II. Scope of Work, Sub-Section C. System Integration Services, Item 2. Integration of MES Contractor Systems.	N/A
R2-086	Excel row - 294	Centralized Services - Req Id 4842 - II.D.4.	The Contractor shall collaborate with MES module contractors to integrate Change Management data into the CCMS as agreed upon by the Agency.	Could the Agency provide details on data volume metrics of AAMIS, CARES and MEVV, the existing applications?	All of the available usage data has been provided in the RFP and/or within Procurement Library artifact PL10_Incident and Service Desk Data for Medicaid Ops. The Agency will not engage in future estimates of data volume metrics for modules operating within the MES.	N/A
R2-087	Excel row - 392	Centralized Services - Req Id 4934 - II.D.3.	The Contractor shall provide a Centralized Service Desk Management Tool (CSDMT) that has the ability to integrate module vendor service desk ticket information, bi-directionally, on a near real-time basis (e.g.; commensurate with the criticality of the incident).	Could the Agency provide details on service desk and/or defect management tools and data volume metrics of AAMIS, MEVV and CARES, the existing applications?	All of the available service desk data and/or defect management data volumes has been provided in the RFP and/or within Procurement Library artifact PL10_Incident and Service Desk Data for Medicaid Ops. The Agency will not engage in future estimates of service desk data or defect management data for modules operating within the MES.	N/A
R2-088	Excel row - 158	Enterprise and General Services - Testing Management - II.E.13.	g. User Acceptance Testing (UAT)	Please provide approximate numbers of UAT Testers for each integrations. Numbered UAT testers will help with estimating UAT duration for each integrations. Is TCOE contractor responsible for managing UATs?	The agency will not engage in future estimates of the number of testers for UAT of each AMMP module integration. Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 13. Testing Management and all related requirements listed within Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A

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R2-089	Excel row - 197	Enterprise and General Services - Warranty - II.E.16.	The Contractor shall provide a Warranty Period for each module or interface implementation, effective for one year, which shall begin on the day on which the module or interface becomes operational and terminate one (1) calendar year later.	Requirements in column D contradicts with "The Contractor shall warrant that the SI solution meets contract requirements as defined in this RFP, the DTAP, and the Agency-approved system documentation for one (1) year from go-live of the CPMS, whichever comes first" stated in section 16. Warranty in page # 68 of the RFP. Could the pleas clarify your position?	Please see Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 16. Warranty.	A-2; #8
R2-090	12	Figure II-1: AMMP Roadmap (Version 07.25.2022)	Line item, - E&E (CARES) DDI	It appears that E&E CARES DDI - Consolidation of E&E into CARES is part of AAMP roadmap. Please confirm if CARES modernization, if the Agency wants to embark on, will not be subject to A. Vendor Procurement Participation Restrictions as (refer to page 106).	The awarded SI Contractor will be subject to all Vendor Procurement Participation restrictions, for future modules, as detailed in Amendment 1, Item 17 and RFP Section V. Corporate Background and References, Sub-Section A. Vendor Procurement Participation Restrictions, including Table V-1: Vendor Procurement Restrictions.	N/A
R2-091	107 - 108	1. SIP Experience; 2. Integration experience	The Agency will accept demonstrated, qualified experience from current project engagements and/or completed project engagements where the Vendor was the prime contractor for another State Medicaid agency or other health/human services organization that resulted in the successful integration of multiple Contractor solutions within a large-scale, enterprise-wide system similar to the scope of work described in this RFP.	Could you please consider adding a public or private sector project as described in 3. Identity Management Experience (refer to page 107)?	The Agency will not revise the experience requirements. Please see RFP Section V. Corporate Backgrounds and References, Sub-Section B. Experience Requirements, Items 1, 2, and 3.	N/A
R2-092	Row # 212	Req ID: 4742, RFP Section: II.F.7.c	The Contractor shall develop and submit Interface Control Documents (ICD) for all interfaces between modules and outside entities to the Agency for review and approval during the Design, Configuration, and Build phase for each MES Module using Agency approved templates. The contractor shall keep current the ICDs and an update every twelve (12) months.	Could the Agency help define outside entities referred in Req ID: 4742, for which ICD's are to be developed and submitted	The Agency defines outside entities as "systems outside the MES." Please see RFP Section II. Scope of Work, Sub-Section D. Centralized Services, Item 5. Managed File Transfer Services; RFP Section II. Scope of Work, Sub-Section F. Project Deliverables by Phase, Item 7.c. Design, Develop, and Implement - Interface Control Document; and all associated Managed File Transfer Services requirements listed within Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A

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R2-093	Schedule B	Schedule B, DDI Price	Pricing Details for Implementation of SIP and Integration across modules	Based on RFP Table II-2, Planned MES Contractor System Integrations, the SIP and the Integration to MEVV will need to be implemented by Q4 (assuming FY), 2024 which is by September 30, 2024. We interpret Years (1 through 8) in all Pricing Schedules coincide with the State FY (October through September) cycle. Hence, Year 1 duration will be December 2023 - September 2024. Please confirm our understanding.	Table II-2 is based upon calendar years. Please see Amendment 2 for revisions to RFP Table II-2: Planned MES Contractor System Integrations	A-2; #3
R2-094	1	Section B.	RFP Due Date and Time: March 17, 2023, by 5:00pm Central Time	Please provide a 3 week extension as we anticipate the impact of the answers to second round of questions to our response.	The Agency will not further revise Table B-1.	N/A
R2-095	57	PMP_14a	Training Materials (and Delivery)	For the SI Vendor, training audiences will be those who are involved in system administration and support. It is assumed that the Vendors for the other modules will be developing and delivering their own end user training. Please advise if that assumption is correct.	Please see RFP Section II. Scope of Work, Sub-Section F. Initiation and Planning, Item 4.n. Initiation and Planning - Training and Knowledge Plan; and requirement 4697 listed within Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A
R2-096	37	D. Centralized Services	We understand that the following Centralized Services Package is part of the SI scope and the SI Contractor should provide the tools and services necessary to enable a cohesive enterprise. <ul style="list-style-type: none"> • Identity Management • MES Portal • Centralized Service Desk Management Tool (CSDMT) • Centralized Change Management System (CCMS) • Managed File Transfer Service (MFTS) 	Will the existing Service Desk Management Tool (CSDMT), Change Management System (CCMS) and Managed File Transfer Service (MFTS) components be retired?	The System Integration Services, including all Centralized Services, are new. Please see both Amendment 1, Items 7 and 8, along with RFP Section II. Scope of Work, Sub-Section D. Centralized Services.	N/A
R2-097	37	D. Centralized Services		Is data migration (Users, CSDMT data, CCMS data and MFT Files) part of the SI scope?	The Vendor's proposed solution should satisfy all the requirements in Amendment 1, Items 7 and 8, RFP Section II. Scope of Work, Sub-Section D. Centralized Services and all associated requirements in Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2).	N/A

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R2-098	37	D. Centralized Services		Is the SI required to reuse any current state investments? a. What are the current State's technology investments made on the envisioned MESF?	No. Please see Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section B. Alabama Medicaid Enterprise Systems Modernization Program, Item 1. Overview of Alabama's Roadmap to AMMP. The Agency does not have enough information to respond the question regarding the State's technology investments made on the envisioned MESF, and therefore cannot provide an answer in reference to services requested in the RFP.	A-2, #1
R2-099	13	Amendment 1	Appendix A	Will the State provide a complete updated Proposals Compliance Checklist and /or RFP with all amended language at least 2 weeks prior to submission date.	Yes, please see Amendment 2 for revisions to Appendix A - Proposal Compliance Checklist	A-2; #13
R2-100				Does the Agency have the Technology choices for ANMP modernization for each module of RFP which will be integrated separately with SI Platform	Please see Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section B. Alabama Medicaid Enterprise Systems Modernization Program, Item 1. Overview of Alabama's Roadmap to AMMP and see RFP Section II. Scope of Work, Sub-Section B.2. Alabama Medicaid Enterprise Systems Modernization Program - Envisioned Future State of Maturity.	A-2, #1
R2-101				Is Agency open to considering customer build solution on PaaS platform for SI Integration platform?	Please see Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section B. Alabama Medicaid Enterprise Systems Modernization Program, Item 1. Overview of Alabama's Roadmap to AMMP; and all subsequent revisions as listed in Amendment 1, Items 3, 4, 5, 6, along with all associated requirements listed within Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2 (REV2). The Contractor's proposed solution should satisfy all the requirements in RFP Section II. Scope of Work, Sub-Section C. System Integration Services.	A-2, #1
R2-102				For CMS Audit, Will Vendor need to conduct a CMS audit of their solution or AMNP team will carry out audit ?	Please see RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 6. Certification Management; and RFP Section VIII. General Terms and Conditions, Sub-Section B. Compliance with State and Federal Regulations.	N/A

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R2-103				Can Agency provide number of users who will be using centralized Services Management system ?	The Centralized Service Desk Management tool is a new service. The Agency will not engage in future estimates of users.	N/A
R2-104				Will the State provide number of Users and transactions executed on this platform?	All of the available user data and transaction data volumes has been provided in the RFP and/or within Procurement Library artifact PL10_Incident and Service Desk Data for Medicaid Ops. The Agency will not engage in future estimates of users and transactions to be executed on the this platform.	N/A
R2-105		Section II.E.12 - Scope of Work - Enterprise and General Services - System Compliance and Security Management	The current policy for proposal purposes will also be available in an access-controlled SharePoint site, as discussed in RFP Section II.E. – Scope of Work – Enterprise and General Services, Sub-Section 11 – Personnel, Item a) Key Personnel.	Can the Agency verify this reference is correct?	See Amendment 2 for revisions to RFP Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 12. System Compliance and Security Management.	A-2; #7
R2-106		Appendix F. RFP Documentation		Can the Agency provide newly updated Procurement Library artifacts?	See Amendment 2 for updates to Procurement Library artifacts as listed in Appendix F of the SIS RFP.	A-2; #16 & #17