| | | | | **AMMP System Integration Services (SIS) Request for Proposal (RFP)** | | |
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| R1 - 001 | 3 | Section B - Schedule of Events | Intent to Attend Mandatory Pre-Proposal Vendor Conference Notification Form Due (PL22 in the Procurement Library)12/22/2022 by 5:00 PM Central Time | Can the Agency correct the discrepancy between Section B - Schedule of Events - Pre-Proposal Vendor Conference Notification Form Due date of 12/22/2022, and the PL22 Intent to Attend Mandatory Pre-Proposal Vendor Conference Notification Form due date listed on the form as 11/30/2022? | Please see Amendment 1 for changes to the due date for the Intent to Attend Mandatory Pre-Proposal Vendor Conference Notification Form listed in Section B - Schedule of Events. Please see Amendment 1 for changes to PL22 - Intent to Attend Mandatory Pre-Proposal Vendor Conference Notification Form. | A-1, #1, and #27 |
| R1 - 002 | 3 | 40 | The SI Contractor shall integrate each Module Contractor's service desk data with the CSDMT during their respective integration phase. | Does the Agency have a preferred Centralized Service Desk Management Tool that the SI vendor should maintain? If so, please describe details of that preferred software environment | The Centralized Service Desk Management tool is a new service. Please see RFP Section II.D.3- Centralized Service Desk Management Tool and requirements 4572, 4837, 4838, 4924, 4931, 4932, 4934, and 4971 listed in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | Not Applicable |
| R1 - 003 | 10 | Table II-1 | • Integrate with an Agency Approved Rules Driven Data Quality (DQ) tool that can be executed against interfaces | Since the enterprise software list in the procurement library says that this tool has not been defined yet, is it the state's intention that SI vendors provide a recommendation? If not, what integration standards should SI vendors take into consideration when proposing integration technology to ensure compatibility with the state's vision for a data quality tool? | Please see Amendment 1 for changes to RFP Section II.C.1.d - Data Governance | A-1, #4 |
| R1 - 004 | 13 | II.B.2.a. | Interfaces with systems external to the MES, which are necessary for AMMIS, are expected to be maintained by the AMMIS Contractor. | Is the SI Contractor responsible for any interfaces to the legacy MMIS? | Yes, please see paragraph II.B.2.a - Alabama Medicaid Information Management System, and II.C.2.a - MES Contractor System Integrations. | Not Applicable |
| R1 - 005 | 13 | II.B.2.a | The AMMP Roadmap plans for data exchange between the MES modules through the system integration solution with the AMMIS. Interfaces with systems external to the MES, which are necessary for AMMIS, are expected to be maintained by the AMMIS Contractor. | Regarding integrating the various systems of the AMMP, could the Government please clarify if this language should read "maintained by the SI Contractor" instead of "maintained by the AMMIS Contractor?" | The text referenced in RFP Section II.B.2.a - Alabama Medicaid Management Information System is correct and stands as written. | Not Applicable |
| R1 - 006 | 21 | System Integration Platform | The Agency identifies System Integration as the critical component for the success of AMMP. The services of the System Integration (SI) Contractor shall comprise a System Integration Platform, Integration of Modules, and Centralized Services. The System Integration Services will serve as the central hub for MES well into the future. As such, System Integration Services are mission-critical to a collaborative, transparent, and fully functional MES. Figure II-3 provides the high-level scope and vision of the MES. | Please provide list of system of records for MES. | Please see the Procurement Library artifact PL07 - MES NTT DEL EA-f MMIS Concept Of Operations. | Not Applicable |
| R1 - 007 | 21 | System Integration Platform | The Agency identifies System Integration as the critical component for the success of AMMP. The services of the System Integration (SI) Contractor shall comprise a System Integration Platform, Integration of Modules, and Centralized Services. The System Integration Services will serve as the central hub for MES well into the future. As such, System Integration Services are mission-critical to a collaborative, transparent, and fully functional MES. Figure II-3 provides the high-level scope and vision of the MES. | What is the breakdown of system of records residency - on-prem v/s cloud? | Please see the Procurement Library artifact PL07 - MES NTT DEL EA-f MMIS Concept Of Operations. | Not Applicable |

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| R1 - 008 | 21 | System Integration Platform | The Agency identifies System Integration as the critical component for the success of AMMP. The services of the System Integration (SI) Contractor shall comprise a System Integration Platform, Integration of Modules, and Centralized Services. The System Integration Services will serve as the central hub for MES well into the future. As such, System Integration Services are mission-critical to a collaborative, transparent, and fully functional MES. Figure II-3 provides the high-level scope and vision of the MES. | What are the list of integrations required to/from federal and state agencies? | Please see the Procurement Library artifacts PL07 - MES NTT DEL EA-f MMIS Concept Of Operations, PL13 - To Be Systems Integration Interfaces – Object Descriptions Table, and PL17 - AMA Enterprise Software List. | Not Applicable |
| R1 - 009 | 21 | System Integration Platform | The Agency identifies System Integration as the critical component for the success of AMMP. The services of the System Integration (SI) Contractor shall comprise a System Integration Platform, Integration of Modules, and Centralized Services. The System Integration Services will serve as the central hub for MES well into the future. As such, System Integration Services are mission-critical to a collaborative, transparent, and fully functional MES. Figure II-3 provides the high-level scope and vision of the MES. | What is the approximate number of integration needed for MES? | Please see the Procurement Library artifacts PL07 - MES NTT DEL EA-f MMIS Concept Of Operations, PL13 - To Be Systems Integration Interfaces – Object Descriptions Table, and PL17 - AMA Enterprise Software List. | Not Applicable |
| R1 - 010 | 24 | II.C.1.a | Not Applicable | Will the SIP architecture include a connection to Alabama One Health record? | No, please see RFP Section II.C.2.a - MES Contractor System Integrations. | Not Applicable |
| R1 - 011 | 25 | 1.a | 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: | Does the state intend for all module vendors to transmit logging data to the SIP-managed centralized logging system? Or does the state envision that all module vendors will allow the SIP system direct access to vendor-managed core systems for collecting log data? | Please see Amendment 1 regarding the changes to RFP Section II.C.1.a. - Architecture. | A-1, #3 |
| R1 - 012 | 25 | 1.a | The SIP architecture uses standard web-service interfaces to enable seamless integration with all modules in the MES. The Agency will not prescribe the architecture of the individual modules that will comprise the MES. Vendors may propose solutions hosted and operated in public or private cloud environments or use an "as-a-service" approach. Thus, the MES will result in an ecosystem containing legacy and modern applications. The resulting architecture may require various middleware and Application Programming Interface (API) layers between the different components to join the software and hardware modules into one cohesive infrastructure, enabling all the pieces to work as a whole. | The intention of the SIP architecture seems to be based on web-services standards existing as loosely-coupled interfaces between modules. However, putting low-level API and an unknown number of legacy middleware layers in the SIP layer itself adds cost and complexity to the SIP layer. Will the state confirm that the SIP platform need only provide common, industry-standard loosely-coupled interface, event, database, and file transfer capabilities? If not, which additional low-level API and middleware standards should be made available by default in the SIP layer—in addition to the common standards? | Please see RFP Section II.C.2 - Integration of MES Contractor Systems. | Not Applicable |

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| R1 - 013 | 25 | 1.a | The SIP architecture uses standard web-service interfaces to enable seamless integration with all modules in the MES. The Agency will not prescribe the architecture of the individual modules that will comprise the MES. Vendors may propose solutions hosted and operated in public or private cloud environments or use an "as-a-service" approach. Thus, the MES will result in an ecosystem containing legacy and modern applications. The resulting architecture may require various middleware and Application Programming Interface (API) layers between the different components to join the software and hardware modules into one cohesive infrastructure, enabling all the pieces to work as a whole. | For module vendors that must rely on low-level API and older middleware standards, is it the state's intention that those module vendors will build standards-based interfaces to the SIP? If not, will module vendors create, test, and manage low level module interfaces on the SIP platform? Or is the state assuming that the SIP vendor will create and manage any low-level interfaces—and that those module vendors must allow the SIP platform deep access to these low-level API calls into each module where required? | Please see RFP Section II.C.2 - Integration of MES Contractor Systems. | Not Applicable |
| R1 - 014 | 27 | II.C.1.b.2.a. | Ensure SIP components are available ninety-nine-point five percent (99.5%), twenty-four (24) hours per day, seven (7) calendar days per week, three-hundred-sixty-five (365) calendar days per year. | Please confirm that the 99.5% availability does not include scheduled maintenance downtime. | Please see RFP Section II.G.1 - SIP Availability Standards. | Not Applicable |
| R1 - 015 | 27 | II.C.1.b | Temporary access to the Medicaid Enterprise Security Policy will be granted to qualified Vendors for preparation of their response to this RFP. | Please clarify how the Contractor obtains temporary access to the Medicaid Enterprise Security Policy. Is this different from the Security Governance SharePoint site? | Please see RFP Section VI.C. - Access Controlled SharePoint and Procurement Library artifact PL21 - AMA IST Governance SharePoint Site Access Request Form. | Not Applicable |
| R1 - 016 | 28 | 1.d | Dynamically retrieve Agency business rules from the Agency's data governance platform/tool. | Will the state confirm that the Agency's Collibra data governance tool is the source that SIP vendors will use to dynamically retrieve Agency business rules? | At this time, the Agency's DG tool is Collibra. Please see RFP Section VI.C. - Access Controlled SharePoint and Procurement Library artifact PL21 - AMA IST Governance SharePoint Site Access Request Form. | Not Applicable |
| R1 - 017 | 29 | II.C.1.e.1. | System Health Dashboard | Do the dashboards need to be streaming analytics dashboards? | Please see requirement 4883 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | Not Applicable |
| R1 - 018 | 29 | II.C.1.d. | 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. | Does Agency data governance platform/tool include a rules engine? If so, what rules engine, and if not, how will the rules be made available? | Please see Amendment 1 for changes to RFP Section II.C.1.d - Data Governance. | A-1, #4 |
| R1 - 019 | 31 | f.4 | The SI Contractor is responsible for operating and maintaining any software needed to establish and sustain the SIP and ensure the software meets Federal and State architectural, security, and privacy requirements. The SI Contractor shall provide ongoing support to:<br>Manage software updates and patches for their solution. | Operating system, COTS or SaaS software, and government regulatory changes are difficult to predict over long contracts and may impact multiple vendor modules as well as the SIP platform. Will the state confirm that major updates and major system software changes, and major changes to Federal or State requirements will be managed under an established change control process? | Please RFP Section II.E.9 - Maintenance and Modification Management. | Not Applicable |
| R1 - 020 | 32 | 2 | In addition, the SI Contractor is not responsible for initial data conversion and load activities at the beginning of the MES Contractor System standup. The conversion and loading activities will be the responsibility of each MES Contractor and the originating data source. | If data quality in normal interfaces are to leverage the as-yet-undefined central data quality tool, will module vendors be expected to leverage the same data quality platform rules during the conversion and load activities, in order to assess the data quality of conversion and load? | The question is not relevant to the scope of work presented within this RFP. | Not Applicable |
| R1 - 021 | 35 | II.C.2.b. | The SI Contractor will use the final, approved roadmap to complete plans/schedules to integrate the modules and components according to the agreed roadmap. | Will an updated roadmap be available before proposal submission? | Please see RFP Section A - RFP Checklist regarding RFP addenda. | Not Applicable |

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| R1 - 022 | 37 | Section II. D. Centralized Services | For purposes of the Centralized Services, all Medicaid Enterprise Systems except AMMIS will utilize Centralized Services; however, it is expected that AMMIS will utilize the Centralized Change Management System to manage change through the end of their contract. | Can the Agency revise and update the text to clarify how AMMIS will integrate with Centralized Services solutions? | Please see the Amendment 1 for the changes to RFP Section II.D. - Centralized Services. | A-1, #7 and #8 |
| R1 - 023 | 37 | Q-08 | Describe your approach to integrating with the Agency data governance tools to enforce data governance rules, and provide data quality metrics | Will the state confirm that the data governance tool is Collibra? Has the state determined a data quality tool yet? | At this time, the Agency's DG tool is Collibra and the Agency's DQ tool is undetermined. | Not Applicable |
| R1 - 024 | 38 | Identity Management | various areas of the RFP | Matching/linking records across the ecosystem does not appear to be in the current scope of the RFP but is a key part of any successful solution. Please clarify how the proposed solution will address matching/linking records across modules/systems in the ecosystem. In other words, how are the records for the same person going to be linked across the ecosystem, both 1) when a share identifier (such as a Medicaid ID) is present and 2) when no shared identifier is present and the match/link needs to be based on demographics. Is there an existing centralized (outside the scope of the envisioned MES solution) Master Person Index (MPI) or similar solution that should be integrated with? If there is not one today, will there be one in the future that the design of the proposed solution should accommodate? Or should SIS vendor propose a MPI or similar solution to meet these needs across the MES solution? | Please see RFP Section II.D.1. The solution for matching/linking personal/patient records across modules/systems in the ecosystem is outside of the scope of work for this RFP. | Not Applicable |
| R1 - 025 | 38 | Identity Management | various areas of the RFP | How does the State envision identifying a person who is returning to request benefits/services and who had previously received benefits years before and potential returning with radically different demographic attributes (for example before and after marriage)? Especially if 1) the returning person does not know/remember their previous Medicaid issued Identifier(s), 2) is unable or unwilling to provide key demographics (such as SSN or date of birth), or 3) if the program they are applying for is not allowed to require such key demographics. | The question is not relevant to the scope of work presented within this RFP. | Not Applicable |
| R1 - 026 | 38 | Identity Management | various areas of the RFP | How will duplicate records within one module/system be identified? For example, a person with more than one login to the MES Portal. | Please see requirements 4856 – 4869, 4872 – 4880, 4901, 4902, 4904, 4911, 4912, 4913, 4915, and 4916 listed in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1 regarding identity management. Please see RFP Section VI.C.2 - Access Controlled SharePoint. | Not Applicable |
| R1 - 027 | 38 | Identity Management | various areas of the RFP | Is there a need to monitor for fraud, waste, and abuse enterprise-wide by flagging previously identified bad actors and watching if they return, even if they reapply with different demographics (new address/phone or married/maiden name) or to a different program? | No, monitoring for fraud, waste, and abuse is outside of the scope of this RFP. | Not Applicable |

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| R1 - 028 | 38 | 1 | Identify Management | Is the expectation that the identity management solution for the SIP is only to control user and role management access between the module and the SIP? Is there a requirement that the identify management solution manage user and role access for non SIP related functions (a true enterprise identify management solution)? | Please see requirements 4856 – 4869, 4872 – 4880, 4901, 4902, 4904, 4911, 4912, 4913, 4915, and 4916 listed in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1 regarding identity management. | Not Applicable |
| R1 - 029 | 39 | 2. MES Portal | The Agency requires the SI Contractor, during operations, to maintain a technical support link located on the self service page of the MES Portal. | What is the anticipated total number of external users that would be accessing and logging in to the MES Portal each month?<br><br>What is the total number of unique monthly visitors that would be accessing and logging in to the MES Portal each month?<br><br>These portal users would be authenticating to the MES Portal via the IDM solution and navigating to applications based on role-based security. | The Agency will not engage in future estimates of usage of the portal. All of the available usage 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 internal administrative users | A-1, #27 |
| R1 - 030 | 39 | 2. MES Portal | The Agency requires the SI Contractor, during operations, to maintain a technical support link located on the self service page of the MES Portal. | Do external users that are accessing and logging in to the MES Portal require full data sharing (access to indirect records; e.g., for householding)? | The SI Contractor is responsible for role-based access and user management. Please see RFP Section II.D.1. – Identity Management and requirements 4856 – 4869, 4872 – 4880, 4901, 4902, 4904, 4911, 4912, 4913, 4915, and 4916 listed in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1 regarding identity management. | Not Applicable |
| R1 - 031 | 39 | 2. MES Portal | The Agency requires the SI Contractor, during operations, to maintain a technical support link located on the self service page of the MES Portal. | Do external users that are accessing and logging in to the MES Portal require access to published reports and dashboards? | The SI Contractor is responsible for role-based access and user management. Please see RFP Section II.D.1. – Identity Management and requirements 4856 – 4869, 4872 – 4880, 4901, 4902, 4904, 4911, 4912, 4913, 4915, and 4916 listed in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1 regarding identity management. | Not Applicable |
| R1 - 032 | 39 | 2. MES Portal | The Agency requires the SI Contractor, during operations, to maintain a technical support link located on the self service page of the MES Portal. | Is there a requirement to provide and display dashboards to anonymous / non-authenticated users on the MES Portal? | The SI Contractor is responsible for role-based access and user management. Please see RFP Section II.D.1. – Identity Management and requirements 4856 – 4869, 4872 – 4880, 4901, 4902, 4904, 4911, 4912, 4913, 4915, and 4916 listed in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1 regarding identity management. | Not Applicable |
| R1 - 033 | 39 | 2. MES Portal | The Agency requires the SI Contractor, during operations, to maintain a technical support link located on the self service page of the MES Portal. | What is the total number of internal full-use users? They are users accessing the core MES system for a variety of tasks and need full create, update, and delete (CRUD) capabilities. | The Agency will not engage in future estimates of internal full-use users. All of the available usage data has been provided in the RFP and/or added to Procurement Library artifact PL10 - Incident and Service Desk Data for Medicaid Ops. | A-1, #27 |
| R1 - 034 | 39 | 2. MES Portal | The Agency requires the SI Contractor, during operations, to maintain a technical support link located on the self service page of the MES Portal. | What is the total number of internal Administrative users? They are users accessing the core MES system for a variety of tasks and need full administrative rights to manage, modify, and administer the system. | All of the available usage data has been provided in the RFP and/or added to Procurement Library artifact Procurement Library artifact PL10 - Incident and Service Desk Data for Medicaid Ops. The Agency will not engage in future estimates of internal administrative users | A-1, #27 |

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| R1 - 035 | 40 | II.D.3. | The Contractor shall ensure that all module-specific Service Desk ticketing information is available in the Centralized Service Desk Management Tool on a near real-time basis (e.g., commensurate with the criticality of the incident). | What is the "Centralized Service Desk Management Tool"? What are the available means to integrate with the "Centralized Service Desk Management Tool"? Is this a "one direction" integration where the "Centralized Service Desk Management Tool" needs to be updated with the newest information, or is the expectation, data changed in the "Centralized Service Desk Management Tool" will require updates in the contract provided system? | Please see Section II.D.3 - Centralized Service Desk Management Tool, and requirements 4572, 4837, 4838, 4924, 4931, 4932, 4934, and 4971 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4572 |
| R1 - 036 | 40 | II.D.3. | As part of Centralized Services, the SI Contractor shall host and maintain an industry standard Centralized Service Desk Management Tool (CSDMT.) | Does the SI need to provide licenses for other MES contractors for the Centralized Service Desk Management Tool (CSDMT) or will they be responsible for their own licenses? If the SI Contractor needs to provide licenses, how many are required? | Please see RFP Section II.D.3.b - Operations. The Agency will not engage in future estimates of number of licenses. All of the available usage data has been provided in the RFP and within Procurement Library artifacts PL07 - MES NTT DEL EA-f MMIS Concept of Operations and PL10 - Incident and Service Desk Data for Medicaid Ops. | Not Applicable |
| R1 - 037 | 40 | II.D.3. | The Contractor shall acquire, configure, and maintain a Service Desk Tool and submit a Service Desk Management Plan. | What is the difference between the Centralized Service Desk Management Tool and the Service Desk Tool? RFP states that the contract shall provide the Centralized Service Desk Management Tool; however, other requirements allude to the Centralized Service Desk Management Tool potentially being State-supplied and managed. | Please see Section II.D.3 - Centralized Service Desk Management Tool, Section II.G.8 - Service Desk Tool, and 4572, 4837, 4838, 4924, 4931, 4932, 4934, and 4971 in Appendix E - AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | Not Applicable |
| R1 - 038 | 40 | II.D.3. | The Contractor shall provide a Centralized Service Desk Management Tool (CSDMT) that has the capability to send automated, configurable communications to Agency defined stakeholders in the event of a qualifying incident. | What is the definition of a "qualifying incident"? | Please see RFP Section II.E.8.a - Service Desk Tool. Please see Amendment 1 for revisions to RFP Section II.C.1.e. - Health and Performance Monitoring and requirement 4924 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #5, #24, and #25 - REQ 4924 |
| R1 - 039 | 40 | 3. Centralized Service Desk Management Tool | As part of Centralized Services, the SI Contractor shall host and maintain an industry standard Centralized Service Desk Management Tool (CSDMT). The Agency requires the tool to provide a single view into all Service requests across the MES while also requiring that the CSDMT be installed as part of the SIP installation. | What is the total number of internal Service Agent users? They are users accessing the core Service Desk Management Tool to manage and work service desk requests. | The Centralized Service Desk Management tool is a new service. Usage data is not available. | Not Applicable |
| R1 - 040 | 41 | II.D.4. | As part of Centralized Services, the Agency mandates that enterprise change management be centralized with the SIS to host a Centralized Change Management System (CCMS). | Does the SI need to provide licenses for other MES contractors for the Centralized Change Management System (CCMS) or will they be responsible for their own licenses? If the SI Contractor needs to provide licenses, how many are required? | Yes, the SI Contractor is expected to provide MES module contractors licenses for the CCMS. The Agency will not engage in future estimation of license needs. | Not Applicable |
| R1 - 041 | 41 | II.D.3. | The Contractor shall acquire, configure, and maintain a Centralized Service Desk Management Tool that is accessible to all MES Contractors to track all technical and stakeholder support tickets (i.e. requests, events, access problems and incidents.) | What is the total number of users? How many users need access to the system to "fulfill" requests, incident, and view reports? | Please see RFP Section II.D.3.b. - Operations. The Agency will not engage in future estimates of number of users. All of the available usage data has been provided in the RFP and within Procurement Library artifacts PL07 - MES NTT DEL EA-f MMIS Concept of Operations and PL10 - Incident and Service Desk Data for Medicaid Ops. | A-1, #27 |

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| R1 - 042 | 41 | 4. Centralized Change Mangement System | As part of Centralized Services, the SI Contractor shall host and maintain an industry standard Centralized Service Desk Management Tool (CSDMT). The Agency requires the tool to provide a single view into all Service requests across the MES while also requiring that the CSDMT be installed as part of the SIP installation. | What is the total number of internal Change Management users? They are users accessing the core Change Management System. | The Centralized Change Management System is a new service. Usage data is not available. | Not Applicable |
| R1 - 043 | 43 | II.E.1 | All AMMP-Program Management Plans, Guides, and/or templates are reviewed and updated every six (6) months by the Contractor PMO. The Agency approves these artifacts before use by the AMMP. During onboarding, the SI Contractor shall be provided the most current version of the AMMP-Program Management Plans, Guides, and templates listed within this RFP. | As an understanding and opportunity to comment on the ANMP Program Plans is critical to the SI Contractor's planning and performance, will the Agency consider scheduling one of the bi-annual Contractor PMO reviews of PMPs, Guides and templates within two months of the SI Contractor's onboarding OR completion of the Contract Discovery Sessions? | Please see Section II.E.1 - Program Management. | Not Applicable |
| R1 - 044 | 44 | II.E.1 | The onboarding begins about two (2) weeks prior to Contract start and is scheduled to end approximately one (1) month after Contract start. | Onboarding begins two (2) weeks prior to Contract start. Is the SI Contractor expected to participate in these initial weeks, or is that preparation time for the Contractor PMO? | Please see Amendment 1 for revisions to RFP Section II.E.1 - Program Management. | A-1, #9 |
| R1 - 045 | 45 | II.E.1.b.1-4 | The SI Contractor shall have representation on the Governance boards, as well as the workgroups that support these boards. | What is the planned meeting schedule for each of these boards? | The Agency AMMP Governance framework, governance board charters, and meeting schedules will be shared with the SI Contractor upon contract award. | Not Applicable |
| R1 - 046 | 46 | II.E.1.b.2 | The CCB reports to the Executive Oversight Committee (EOC) while the Enterprise Architecture Board (EAB) and Business Review Board (BRB) workgroups and the Contractor PMO report to the CCB. | Is the CCB the final decision authority w/regards to decisions made by the Contractor PMO? | Please see RFP Section II.E.1.b. - SI Representation on AMMP Governance. | Not Applicable |
| R1 - 047 | 50 | II.E.2.c.2 | If the Agency identifies a problem with SI Contractor performance, a Corrective Action Plan (CAP) will be requested. | Are requests for Corrective Action Plans the exclusive province of the Agency, or can the Contractor PMO issue them as well? | Please see RFP Section II.E.2.c.2 - Corrective Action Plans. | Not Applicable |
| R1 - 048 | 53 | II.E.6. | The Agency requires an end-to-end integration environment that will coexist with other MES Module Contractors in order to allow for complete testing and certification across all MES components. | Who is responsible for providing this environment? | Please see RFP Section II.E.13 - Testing Management. | Not Applicable |
| R1 - 049 | 53 | II.E.5. | The Contractor shall configure and integrate their Change Management tracking data and processes with the Agency CCMS Tool in support of Agency approved change management processes to track all changes that impact the AMMP and/or MES environment. | What are the available means to integrate with the Agency CCMS Tool? Does the system support REST/SOAP webservices and have the necessary APIs? | There is only one CCMS tool which the SI Contractor provides. Please see the Amendment 1 for the revision to requirement 4498 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4498 |
| R1 - 050 | 56 | II.E.8.a. | The SI Contractor shall acquire and use a Service Desk Tool (SDT) | Does the SI need to provide licenses for other MES contractors for the Service Desk Tool (SDT), or will they be responsible for their own licenses? If the SI Contractor needs to provide the licenses, how many are required? | Please see RFP Section II.D.3.b.- Centralized Service Desk Management Tool, Operations and Amendment 1 for revisions to RFP Sections II.E.8.a - Service Desk Tool. | A-1, #10 |
| R1 - 051 | 57 | II.E.9.a. | System maintenance work includes when the comprehensive solution must be updated/adapted to comply with the new Federal policies, environment, platforms, or operating systems. | Would a system modification encompass any changes to Federal policy rules and regulations? | No, please see Section II.E.9.a - System Maintenance. | Not Applicable |

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| R1 - 052 | 67 | Training Management | General scoping question. | Please break down the Agency staff roles and estimated number of staff in each role. | Please see RFP Section II.E.14 - Training Management. The Agency will not engage in defining Agency staff roles or the future estimation of staff role numbers. All of the available usage data has been provided and/or added to Procurement Library artifact PL10 - Incident and Service Desk Data for Medicaid Ops. | A-1, #27 |
| R1 - 053 | 67 | Training Management | General scoping question. | Please provide the LMS platform available if the agency will supply one for this project. | At this time the Agency has not chosen an LMS platform. | Not Applicable |
| R1 - 054 | 67 | Training Management | The trainings and training materials must be 508 compliant. | What ADA standards does the state assume will apply for instructor led on-site training and virtual delivery? | Please see RFP Section II.E.14 - Training Management.  The SI Contractor should be prepared to comply with all Section 508 standards. | Not Applicable |
| R1 - 055 | 67 | Training Management | General scoping question. | For live in-person training, please list state provided facilities that will be available for training and the maximum number of participants the room can accommodate? | Please see Amendment 1 for revision to RFP Section II.E.14. - Training Management. | A-1, #11 |
| R1 - 056 | 69 | II.E.18 | Not Applicable | Does the State intend to put a change management director in place? | The Agency will be actively engaged in change management. The Organizational Change Management Approach Deliverable has been added to the Procurement Library as artifact PL25 – MES NTT DEL OCM-2-a OCM Approach. | A-1, #26 |
| R1 - 057 | 69 | II.E.18 | Not Applicable | Has the State already identified a strategic vision and business case to guide the OCM work? | The Agency will be actively engaged in change management. The Organizational Change Management Approach Deliverable has been added to the Procurement Library as artifact PL25 – MES NTT DEL OCM-2-a OCM Approach. | A-1, #26 |
| R1 - 058 | 74 | II.F.4. | The SI Contractor shall be held accountable to the draft project schedule provided with the proposal until the project schedule deliverable (PMP-01) has been approved. | Can this schedule be updated to better reflect any changes prior to the actual start of the contract? | No, please see RFP Section II.F.4.a - Project Schedule. | Not Applicable |
| R1 - 059 | 84 | II.F.7. | The discovery phase will work to identify and design all interfaces required for the fulfillment of the AMMP functional requirements including existing interfaces, as well as any new interfaces identified during the discovery phase. | Does the State have an expectation as to the number of new interfaces? | No. | Not Applicable |
| R1 - 060 | 91 | II.F.8.a. | The Contractor shall develop and submit weekly extracts of use cases, user stories, test cases, test scripts and defects data from the contractor's test management tool using the agency approved template to the Agency for all test phases (SIT, End-to-End, and UAT) through the term of the contract. | Is the expectation the Contractor shall use State-supplied Agile/test tools to manage the development/deployment of contractor managed systems? If so, what is this system? | No, please see Section II.F.8 - Testing. | Not Applicable |
| R1 - 061 | 98 | II.F.11.e | The Contractor shall publish a System Health Dashboard that interfaces with the SIP and MES Contractor Systems, to present a near real-time consolidated display of health and performance across the MES. The Contractor shall work collaboratively with the MES Contractors to define data to be reported through the Dashboard and to configure the Dashboard User Interface. | What systems currently make up the SIP and MES Contractor Systems? Do the SIP and MES Contractor Systems need to "pull" data from contractor systems? | Please see RFP Section II.B.2 - Envisioned State of Maturity, RFP Section II.C.1 - System Integration Platform, and requirement 4885  in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. Please also see Amendment 1 for revisions to RFP Section II.C.1.e.1 - System Health Dashboard. | A-1, #6 |

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| R1 - 062 | 102 | | G. Operational Performance – Service Level Agreements 1. SIP Availability Standards 99.9% | The Cloud Services Provider (CSP) uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events. While availability SLAs can be negotiated in a contract, the calculation is measured quarterly and not monthly.<br><br>Can the agency please adjust this requirement and specify that the SLA requirements can be negotiated based on the Service provider chosen? | No, the Agency will not negotiate the SLA. The requirement, and the frequency at which it is measured, stands as written in RFP Section II.G. | Not Applicable |
| R1 - 063 | 106 | V. 2. j) and Appendix G | As part of the Tab 9 response, Vendors (and subcontractor) much furnish three (3) references (using Appendix G – Corporate Reference Worksheet) for each experience requirement listed below in Section B; for a total of nine (9) references." | Would the Government consider adding additional required data points on Appendix G? For example, to more clearly identify the referenced contract each point of contact oversees, could Appendix G also elicit Reference customer agency or organization, reference contract title, and reference contract number? | Please see Amendment 1 for the revisions to RFP Section V. 2. j), and Appendix A - Proposal Compliance Checklist.. | A-1, #16 and #21 |
| R1 - 064 | 106 | V. 2. j) and Appendix G | As part of the Tab 9 response, Vendors (and subcontractor) much furnish three (3) references (using Appendix G – Corporate Reference Worksheet) for each experience requirement listed below in Section B; for a total of nine (9) references." | Does the State require 9 unique references for the experience requirement areas, or can some references be applied to more than one experience area?<br><br>Does this also apply to both Prime and Subcontractors? | Please see Amendment 1 for the revisions to RFP Section V. 2. j), and Appendix A - Proposal Compliance Checklist. | A-1, #16 and #21 |
| R1 - 065 | 106 | V. 2. j) | "Vendors / subcontracts should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address." | Please clarify whether the project descriptions should precede B.1., B.2., and B.3. narrative? Or should project descriptions be supplied in Appendix G, following each table? | Please see RFP Section VI.N.1.h. - Tab 8 – Corporate Background, Experience, and Personnel and RFP Section VI.N.1.i. - Tab 9 – Corporate References. | Not Applicable |
| R1 - 066 | 110 | VI.E. | E. Acceptance of Standard Terms and Conditions<br><br>Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. | In order to enable the Agency to receive innovative responses from a larger pool of vendors with similar references for both this RFP and future RFPs in AMMP Roadmap, would the Agency allow a limited period for negotiations upon contract award? | No. | Not Applicable |
| R1 - 067 | 110 | VI.E. | Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. | The Agency will benefit from a wider pool of contractor responses if offerors were allowed to propose limited redlines that do not expressly conflict with the RFP yet still allow the Agency to receive innovative solutions to support the AMMP Roadmap. Will the Agency consider modifying to the Transmittal letter to allow for those redlines? | No. | Not Applicable |
| R1 - 068 | 110 | VI | Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. | For organizations that are unable to include a statement of attestation in the Transmittal Summary Letter to the terms and conditions as they are currently written, what is the process for vendors to propose alternative language and be deemed responsive? | Please see RFP Section VIII. General Terms and Conditions, Sub-Section E - Acceptance of Standard Terms and Conditions. | Not Applicable |

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| R1 - 069 | 110 | section VI. point E | Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. | Alabama Medicaid and Software AG has existing Software License and Agreement and existing Professional Services Agreement. Software AG proposes leveraging the existing license agreement and existing services agreement for the procurement of software license and services | Vendors interested in obtaining a contract for System Integration Services must submit, or be listed as a Subcontractor within, a proposal response in accordance with the guidelines and requirements laid out within this RFP. | Not Applicable |
| R1 - 070 | 111 | VI.N.1 | Each Proposal must be prepared on standard 8 1/2 x 11 paper using a font no smaller than 11 point | Are graphics also limited to 11-point font size, or will smaller font sizes be accepted for graphics? | Please see Amendment 1 for the revisions to RFP Section VI.N - Proposal Format and Appendix A - Proposal Compliance Checklist. | A-1, #18 and #20 |
| R1 - 071 | 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. | Is it acceptable to use a smaller, still readable font such as 8 pt, for graphics and tables? | Please see Amendment 1 for the revisions to RFP Section VI.N - Proposal Format and Appendix A - Proposal Compliance Checklist. | A-1, #18 and #20 |
| R1 - 072 | 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. | Is it acceptable to use a larger size page (11"x17") for graphics, detailed illustrations or Gantt charts, if it is folded to fit within 8.5"x11"? | Please see Amendment 1 for the revisions to RFP Section VI.N - Proposal Format and Appendix A - Proposal Compliance Checklist. | A-1, #18 and #20 |
| R1 - 073 | 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. | Is it acceptable for pre-printed documents, such as financial statements or other required materials to use their existing margins, size, and fonts? | Please see Amendment 1 for the revisions to RFP Section VI.N - Proposal Format and Appendix A - Proposal Compliance Checklist. | A-1, #18 and #20 |
| R1 - 074 | 124 | VIII.BB. | Contractor shall maintain financial records, supporting documents, statistical records, and all other records pertinent to the Alabama Medicaid Program for a period of three years from the date of the final payment made by Medicaid to Contractor under the contract. | The retention policy doesn't discuss duration or offline storage. Will this process be needed? | Please see Amendment 1 for revisions to requirement 4525 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1, and also see RFP Section VIII, Item BB. - Records, Retention, and Storage which is a Standard Term and Condition that all Contractors must adhere and agree to. | A-1, #24 and #25 - REQ 4525 |
| R1 - 075 | 125 | VIII.DD and VIII.GG | DD. Use of Federal Cost Principles<br>For any terms of the contract which allow reimbursement for the cost of procuring goods, materials, supplies, equipment, or services, such procurement shall be made on a competitive basis (including the use of competitive bidding procedures) where practicable, and reimbursement for such cost under the contract shall be in accordance with 48 CFR, Chapter 1, Part 31. Further, if such reimbursement is to be made with funds derived wholly or partially from federal sources, such reimbursement shall be subject to Contractor's compliance with applicable federal procurement requirements, and the determination of costs shall be governed by federal cost principles.<br><br>GG. Disclosure Statement<br>The successful Contractor shall be required to complete a financial disclosure statement with the executed contract. | The Agency has requested a firm fixed price bid for the base contract and extension years with deliverable based payments. The pricing sheet does not include reimbursable cost elements. Can the Agency confirm that the use of Federal Cost Principles will not be utilized unless the contract billing elements are updated to include reimbursable elements? | Yes, please see RFP Section I - Background. | Not Applicable |

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| R1 - 076 | 126 | VIII General Terms and Conditions | | The contract does not contain a Limitation of Liability (LOL). The lack of a LOL is a significant barrier for large established System Integrator (SI) firms, in submitting a response and will thereby limit competition. Simply put, large professional services firms generally do not provide services without a Limitation of Liability and Alabama is one of only a handful of states nationally that does not have a LOL standard as part of similar IT professional services contracts. There is precedent for the negotiation of a LOL in previous contracts with the State of Alabama. Will the State be willing to include a Limitation of Liability in this contract. | Please see Amendment 1 for the revisions to RFP Section VIII. General Terms and Conditions. | A-1, #19 |
| R1 - 077 | 126 | MM | Contracted Liquidated Damages... Contractor shall receive written notice from Medicaid upon a finding of failure….. | To enable the Agency to receive bids from qualified vendors, we would like the Agency to consider allowing for discussion and negotiation in regards to limitations on liability or a cap for contract breach, data security, and consequential damages. | Please see Amendment 1 for the revisions to RFP Section VIII. General Terms and Conditions. | A-1, #19 |
| R1 - 078 | 127 | VIII.NN | NN. Software and Ownership
In accordance with Federal regulations, the AMA is using CMS enhanced funding COTS configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding state and federal ownership and royalty-free licensing. This regulation for royalty-free, non-exclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product.
The Contractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Product discovered, created, or developed under this Contract shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter, be and remain the sole property of the State and its assignees. Except as specifically set forth in writing and signed by both AMA and Contractor. The Contractor agrees that the State shall have all rights with respect to any Work Product discovered, created, or developed under this Contract without regard to the origin of the Work Product. Additionally, in all instances, the State of Alabama owns any software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Upon payment as stated above, CMS has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use and authorize others to use for federal government purposes, software, modifications to software, and documentation that is designed developed, installed, | Contractors often service and support multiple Medicaid agencies and can transfer the benefits from one program to another at less cost when they are granted the rights to re-use IP. Under VIII.NN, please grant contractors an irrevocable license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of Work Product, to include software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Such a grant would not be inconsistent with 45 CFR 95.617. | Please see RFP Section IV.NN.1. - COTS / Contractor Intellectual Property (IP). | Not Applicable |

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| R1 - 079 | 128 | VIII.NN.1. | (ii) authorize others to do any or all of the foregoing on its behalf. It is expressly understood that "perpetual" Contract Number: license rights shall commence upon delivery of the Work Product and shall exist in perpetuity unless otherwise terminated in accordance with the applicable provisions of the Contract, except as otherwise agreed in this Contract & its Exhibits. | The State references that it is not entitled to ownership rights of the core product. Will the State please clarify what it is asking perpetual licensing for? | Please see RFP Section IV.NN.1. - COTS / Contractor Intellectual Property (IP). | Not Applicable |
| R1 - 080 | 152 | 2.4_AMMP_SIS_Appendix_C_Pricing_11-1-22.xlsx and<br><br>Appendix C.1 Pricing (Schedule) Requirements | This workbook was created and tested using Microsoft Excel 2016, but vendors are responsible for verifying all of their entries and their totals. | Since vendors are responsible for verifying all of their entries and their totals, can the Government please unprotect the file so vendors may edit the formulas?<br><br>2.4_AMMP_SIS_Appendix_C_Pricing_11-1-22.xlsx is protected, and vendors are only able to edit green shaded cells to input data. Some of the totals with formulas that vendors are unable to edit seem to be incorrect:<br><br>•Sched C Operations Price: SIP/MFT Operations Fee Total (cell F10) is missing Years 6-8<br>•Sched C Operations Price: MEVV Second Operations Fee Total (cell F91) is missing Years 6-8<br>•Sched C Operations Price: CARES Second Operations Fee Total (cell F100) is missing Years 6-8<br>•Sched C Operations Price: CARES Second Operations Year 8 Evaluated Price (cell F108) is missing a formula<br>•Sched C Operations Price: EDS Second Operations Fee Total (cell F109) is missing Years 6-8<br>•Sched C Operations Price: PM Second Operations Fee Total (cell F118) is missing Years 6-8<br>•Sched A Total Evaluated Price: Contract Total – Contract Year 4 (cell E14) and Total Contract Operations – Contract Year 4 (cell E47) are missing PM Second Operations Year 4 (cell E164)<br>•Sched A Total Evaluated Price: Contract Total – | No, the Agency will not provide an unprotected worksheet for Vendors to edit the formulas. Please see Amendment 1 for revisions to Appendix C - Pricing. | A-1, #22 and #23 |
| R1 - 081 | 156 | Appendix D | Appendix D: Contract Deliverables Table | There are a total of 52 deliverables in Appendix D: Contract Deliverables Table. Appendix C_Pricing template includes only 36 deliverables. How would offerors price the remaining 16 deliverables? | Please see RFP Section Appendix C Section 4 - Pricing Schedule C - 3rd bullet, and RFP Section Appendix C Section 5 - Pricing Schedule D - 3rd bullet. | Not Applicable |
| R1 - 082 | 157 | Appendix D | Deliverable ID MEA_01 | Deliverable ID for Concept of Operations is MEA_01 in the Appendix D while it is PMP_16 in Appendix C_Pricing Template. Which is correct? | Please see Amendment 1 for revisions to Appendix C - Pricing. | A-1, #22 and #23 |
| R1 - 083 | 105-106 | V. 1. | If a subcontractor is warranted, the Contractor must identify the percentage of work, as measured by the total Proposal price, to be performed by the subcontractor. | Please clarify and provide more defined guidelines for what it considers a "warranted" subcontractor? Does this apply to all subs even if they have a small workshare? Is a "warranted" subcontractor one that provides services specifically related to B. Experience Requirements B.1., B.2., and B.3.? | Please see Amendment 1 for the revisions to Section V.1 - Corporate Background and References. | A-1, #15 |

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| R1 - 084 | 110, 111 | VI, Subsection E, Acceptance of the Standard Terms and Conditions and VI, Subsection K, State's Rights Reserved | *"Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor understands and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive."* and *"Waive any minor irregularity in an otherwise valid proposal that would not jeopardize the overall program and to award a contract on the basis of such a waiver (minor irregularities are those that will not have a significant adverse effect on overall project cost or performance)."* | The RFP contains a discrepancy related to the negotiation of terms and conditions. Page 110, Section VI, Subsection E, Acceptance of the Standard Terms and Conditions of the RFP states that the acceptance of the standard terms and conditions is mandatory. This section is as follows "*Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor understands and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive.*" Page 111, Section VI, Subsection K, State's Rights Reserved, of the RFP indicates an ability to negotiate terms and conditions. The section states that the Agency reserves the right to "*Waive any minor irregularity in an otherwise valid proposal that would not jeopardize the overall program and to award a contract on the basis of such a waiver (minor irregularities are those that will not have a significant adverse effect on overall project cost or performance).*" Allowing for the negotiation of terms and conditions, including LOL, will create a more competitive environment for the Agency to retain the best value SI solution to achieve the goals of the AMMP. Will the Agency clarify the ability to negotiate terms and conditions? | Please see Amendment 1 for the revisions to RFP Section VIII. General Terms and Conditions. | A-1, #19 |
| R1 - 085 | 116.T.2 and 3 | T | 1. One (1) original Proposal with original signatures in ink. Vender must identify the original hard copy clearly on the outside of the proposal.<br>2. Three (3) additional hard copies (of the original proposal) in binder form. | Will the Agency allow the Contractor to submit the three years of financial statements as electronic versions on the jump drive only to reduce the number of printed pages? | Please see RFP Section VI.T. - Copies Required for instructions on submitting the proposal. | Not Applicable |
| R1 - 086 | 1-3 | AMA Enterprise Software List | AMA Enterprise Software List | Please confirm whether or not the State will provide licenses for the required enterprise software. | Please see Procurement Library artifact PL17 - AMA Enterprise Software List. | Not Applicable |
| R1 - 087 | 27; 101 | II.C.1.b.2.a | Ensure SIP components are available ninety-nine-point five percent (99.5%), twenty-four (24) hours per day, seven (7) calendar days per week, three-hundred-sixty-five (365) calendar days per year. | Is the 99.5% Up Time SLA an aggregate SLA or each individual component must support this SLA? | Please see RFP Section II.G.1 - SIP Availability Standards. | Not Applicable |
| R1 - 088 | 60 – 62 | 11.a. Table II-3 | Allocation: 100% allocated to the Agency | In a long tern contract vendors may be able to implement efficiencies in the staffing model that can be passed on to the Agency, will the Agency allow the contractor to propose an alternate staffing allocation that will not impact the Agencies timeline? | No. | Not Applicable |

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| R1 - 089 | 9 & 119 | II Scope of Work C. Term of Contract | The contract shall be let for a total of eight (8) years. The Agency requires solution implementation stand-up activities to commence on or shortly after the contract start date. The live operations for the System Integration solution, as defined in RFP Section II.C – System Integration Services, shall commence at the end of the design, development, implementation (DDI) period, as detailed in Figure II-1 AMMP Roadmap (Version 07.25.2022).<br><br>The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than two (2) years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for two (2) years, with three (3) two-year options for extension. Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period. | The contract term is listed for a total of eight (8) years in section II. Scope of Work and listed as two (2) years with three (3) two-year option years. The Agency may benefit financially from a longer tern base contract which will enable contractors to plan for efficiencies in later years.  Please clarify the full term of the base and option years for the total contract term. | Please see RFP Section VIII.C - Term of Contract. | Not Applicable |
| R1 - 090 | N/A | PL07 | MMIS Concept of Opreations | Has the Agency has updated and replaced Procurement Library artifact PL07 - MMIS Concept of Operations? | Please see the Amendment 1 for a current list of all updated Procurement Library artifacts. | A-1, #27 |
| R1 - 091 | N/A | PL01 | 2022-2023 Holiday Schedule | Has the Agency has updated and replaced the 2022-2023 State of Alabama Holiday document? | Please see the Amendment 1 for a current list of all updated Procurement Library artifacts. | A-1, #27 |
| R1 - 092 | N/A | N/A | N/A | Whether companies from Outside USA can apply for this? (like,from India or Canada) | Please refer to Section VIII. General Terms and Conditions, Item JJ. Qualification to do Business in Alabama. | Not Applicable |
| R1 - 093 | N/A | N/A | N/A | Whether we need to come over there for meetings? | Please refer to Section II. Scope of Work, E. Enterprise and General Services, 11.c. Location of Work Performed. | Not Applicable |
| R1 - 094 | N/A | N/A | N/A | Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) | Please see requirements 4637, 4657, and 4667 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV. | Not Applicable |
| R1 - 095 | N/A | N/A | N/A | Can we submit the proposals via email? | Please see Section VI. Submission Requirements, and specifically Sub-Section T. Copies Required. | Not Applicable |
| R1 - 096 | N/A | N/A | Not Applicable | Will the SI vendor be responsible for implementing the CMS interoperability and Patient Access final rule (CMS-9115-F)? | No.  Please see RFP Section II.E.6. - Certification Management and all certification related requirements 4549 – 4563 and 4952 - 4954 listed in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | Not Applicable |
| R1 - 097 | N/A | N/A | Not Applicable | What security standards will be used to issue the ATO evaluation? | Please see RFP Section VI.C. - Access Controlled SharePoint and Procurement Library artifact PL21 - AMA IST Governance SharePoint Site Access Request Form. | Not Applicable |
| R1 - 098 | N/A | Knowledge Management - General | N/A | What is the total number of knowledge article content writers/creators. These would most likely be a small population of users that are designated to create and maintain the enterprise knowledge base (e.g. FAQ's). | There is not enough information in the question to provide an answer in reference to services requested in the RFP. | Not Applicable |

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| R1 - 099 | N/A | General | N/A | How many Medicaid Members does Alabama Support on an annual basis?<br><br>Approximately how many new applicants apply for eligibility each year? | 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. | A-1, #27 |
| R1 - 100 | N/A | General | N/A | How much is spent of paper mail/notifications a year? | There is not enough information in the question to provide an answer in reference to services requested in the RFP. | Not Applicable |
| R1 - 101 | N/A | General | N/A | How are current members notified on changes in eligibility status?<br><br>How are members notified when recertification is required? | The question is not relevant to the scope of work presented within this RFP. | Not Applicable |
| R1 - 102 | N/A | Att E, Req ID 4652 | The Contractor shall actively participate in the Agency Incident Response Capability which includes but is not limited to:<br>1. Forwarding all system logs to the Agency Security Information and Event Management (SIEM) platform, as requested by Medicaid<br>2. Responding to Agency Security Operations Center (SOC) notifications according to the contractor's Incident Response Plan<br>3. Providing feedback to the Agency SOC regarding all incidents, their root cause, mitigation efforts and effectiveness | a. Would the State please identify the Agency SIEM technology in use today?<br><br>b. Would the State please describe how/what format the feedback to the Agency SOC is required? | Please see RFP Section VI.C. - Access Controlled SharePoint and Procurement Library artifact PL21 - AMA IST Governance SharePoint Site Access Request Form. | Not Applicable |
| R1 - 103 | N/A | Att E, Req ID 4650 | The Contractor Solution shall maintain compliance with the Medicaid Enterprise Security Policy, based on federal standards such as NIST Special Publication 800-53 and subject to changes and updates as the agency Information Security Program matures, or as legislation, regulations, policies, publications, or practices change. Medicaid shall reserve the right to revoke contractor's access to information that it shares with the contractor in the event an audit finds the contractor has not met the security requirements specified in the Medicaid Enterprise Security Policy. | Please specify if this requires NIST 800-53 r4 or r5? | Requirement 4650 stands as written. Please see RFP Section VI.C. - Access Controlled SharePoint and Procurement Library artifact PL21 - AMA IST Governance SharePoint Site Access Request Form. | Not Applicable |

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| R1 - 104 | N/A | Att E, Req ID 4648 | The Contractor shall participate in the Medicaid Risk Management Strategy (through coordination with the Medicaid ISO) by: <br>1. Providing sufficient resources to perform the roles of Information System Security Officer (ISSO) and Information System Security Manager (ISSM) to implement all applicable security controls, to document those implementations, and to maintain security documentation (as policy, procedural, or system changes are made) for the Module using the Medicaid GRC management platform <br>2. Maintaining up to date security documentation <br>3. Facilitate internal and external Security Control Assessments and Audits <br>4. Allow Medicaid reviewers to assess the contractor's implementation of all applicable security controls in the Medicaid Enterprise Security Policy <br> a. continuously as part of the contractor's change management processes; and <br> b. as part of annual assessments <br>5. Providing other system security documentation to the Agency Information Security Office as necessary, including but not limited to System Security Plans, Incident Response Plan, Plans of Action and Milestones, and Authorizations to operate as defined in the Medicaid Enterprise Security Policy. | Please clarify the key differences in the roles of the Information System Security Officer (ISSO) and Information System Security Manager (ISSM). | Please see RFP Table II-5: Key Personnel - Information System Security Manager (ISSM), and Table II-7: Lead Personnel. | Not Applicable |
| R1 - 105 | N/A | Att E, Req ID 4513 | The Contractor shall perform and manage all system backup activities in accordance with the Agency's policies and requirements, including regular testing of restore procedures and perform capacity management related to backup files. | How often is regular testing of the restore procedures? | Please see RFP Section II.E.3. - Disaster Recovery. | Not Applicable |
| R1 - 106 | N/A | Att E, Req ID 4509 | The Contractor shall provide training to Contractor staff and identified Stakeholders on the execution of the DRP/COOP a minimum of twenty (20) business days prior to implementation of the Contractor's module components, and annually thereafter or as directed by the Agency. | Which stakeholders, aside from Contractor staff, are expected to participate in this training? | Please see RFP Section II.F.4.n - Training and Knowledge Plan, RFP Section II.E.3. - Disaster Recovery, and RFP Section II.E.4 - Continuity of Operations. | Not Applicable |
| R1 - 107 | N/A | Att E, Req ID 4508 | The Contractor shall provide an up-to-date copy of the DRP/COOP in a secure, centralized online location and at an offsite location approved by the Agency. | Can the copy of the DRP/COOP be in an electronic format? | Please see the Amendment 1 for the revision to requirement 4508 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4508 |
| R1 - 108 | N/A | Att E, Req ID 4498 | The Contractor shall configure and integrate their Change Management tracking data and processes with the Agency CCMS Tool in support of Agency approved change management processes to track all changes that impact the AMMP and/or MES environment. | The body of the RFP (D. Central Services, page 41) suggests that the SI Contractor needs to provide a CCMS. Is this the same as the Agency CCMS Tool mentioned here? If not, can the Agency please specify which software/solution is used as the Agency CCMS tool? | There is only one CCMS tool which the SI Contractor provides. Please see Amendment 1 for revisions to requirement 4498 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4498 |

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| R1 - 109 | N/A | Att E, Req ID 4489 | The Contractor shall, as part of its participation on the CAB and all governance boards, collaborate with board members to review Agency policy changes, contribute to the impact analysis assessments, and perform assessments, estimates and work changes in the timeframe and priority set by each governing board. | Please confirm the processes referenced in this requirement are set by the PMO organization. | Please see RFP Section II.E.5. - Change Management. | Not Applicable |
| R1 - 110 | N/A | Att E, Req ID 4487 | The Contractor shall utilize all AMMP-approved, scope management plan templates and CAB specific materials/templates for change related material. | Please confirm that the plans and templates referenced in this requirement are templates set by the PMO organization. | Confirmed. Please see RFP Section II.E.1. - Program Management, and Procurement Library artifact PL08 - AMMP Plans Guides and Templates TOC. | Not Applicable |
| R1 - 111 | N/A | Att E, Req 4505 | The Contractor shall provide for back up capabilities at a geographically separate remote site(s) within the CONUS from the Contractor's primary site in accordance with the standards set forth in the DRP/COOP. Recovery Point Objective (RPO) will be a maximum of six (6) hours. | If cloud resources are used, this distance requirement doesn't seem to be germane. Please confirm that this does not apply to cloud-based environments. | The requirement applies to the SI Contractor as written. | Not Applicable |
| R1 - 112 | N/A | Appendix E, REQ 4706 | | Has the Agency revised and updated requirement 4706? | Please see the Amendment 1 for the revision to requirement 4706 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4706 |
| R1 - 113 | N/A | Appendix E REQ 4711 | | Has the Agency revised and updated requirement 4711? | Please see the Amendment 1 for the revision to requirement 4711 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4711 |
| R1 - 114 | N/A | Appendix E REQ 4521 | | Has the Agency revised and updated requirement 4521? | Please see the Amendment 1 for the revision to requirement 4521 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4521 |
| R1 - 115 | p.141 | Apx. B.3 3.12.2 | Pay the costs of the notification for breaches that occur as a result of any act or failure to act on the part of any employee, officer, or agent of the Business Associate. | Will the Agency consider updating the BAA to include a negotiated liability into the BAA? Potential suggested language "Subject to the contract's limitation of liability, Business Associate agrees to pay for "Notification Related Costs" (e.g., actual and reasonable cost of breach notice; government fines or penalties) to the extent caused by Business Associate's breach of the BAA." | No. The agency will not consider updating the BAA to include negotiated liability. | Not Applicable |
| R1 - 116 | Req 4552 | Apx E | The Contractor shall meet each requirement listed in Part 11 of the State Medicaid Manual and the CMS Certification requirements. | Can the State clarify that the Certification requirement is limited to those requirements listed in Part 11 of the SMM and CMS Certification scope applicable to SI vendor and as documented in the Certification Plan, as many of those requirements and components will be required of vendors delivering module(s)? | Requirement 4552 has been removed for the SIS RFP, see revised Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4552 |
| R1 - 117 | Req 4558 | Apx E | The Contractor shall, within three (3) business days of receipt of a request from the State/Federal government or Agency, make all requested data available to the requestor in the format, media type, and quantities designated, at no additional charge. | Can the state clarify that this certification requirement will be limited to those data within the purview and scope of the SIP and NOT those data or supporting materials sourced from modules undergoing CMS certification? | Please see the Amendment 1 for the revision to requirement 4558 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | A-1, #24 and #25 - REQ 4558 |
| R1 - 118 | RRM | II.E.8. | 2.4_AMMP_SIS_Appendix_E Req ID = 4675 | What is an anticipated number of bot chat conversations per user per month? | Chatbot is a new capability. Usage data is not available. The Agency will not engage in estimates of future chatbot conversations. | Not Applicable |

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| | | | | **AMMP System Integration Services (SIS) Request for Proposal (RFP)** | | |
| R1 - 119 | RRM | II.E.8. | 2.4_AMMP_SIS_Appendix_E Req ID = 4675 | Do you wish to offer bot conversations on more channels other than chat (IE SMS, WhatsApp, Facebook Messenger)? | No. | Not Applicable |
| R1 - 120 | RRM | II.E.14. | 2.4_AMMP_SIS_Appendix_E Req ID = 4688 | What is the anticipated number of surveys that you plan on sending? | Please see requirement 4704 in Appendix E – AMMP SI Services RFP Requirements Response Matrix_A-2REV1. | Not Applicable |
| R1 - 121 | Tab Schedule B, DDI Price | Apx. C, Pricing Sched B DDI Price | Lines 21-24 | The state has asked for integration of four replacement systems as firm fixed price. However, these replacement systems have not been procured and there is no timeframe or technology assumptions for these replacement systems. We anticipate that assumptions around these replacement systems will vary wildly and be difficult to fairly evaluate between vendors. To ensure a more reliable baseline estimate for the initial evaluated price, will the state remove the second system integrations from the evaluated price and allow those replacement systems to be priced as future change controls? | No. | Not Applicable |
| R1 - 122 | V Section A | 106 - 107 | 2. Any Contractor who has a current contractual engagement with the Agency for PMO Services, Testing Services, or SI Services is precluded from being awarded any module contract solution (e.g., EDS, CPMS, PM, MEVV, and/or IE&E). | Does the preclusion language apply to subcontractors of the PMO, Testing and SI vendors? To clarify, if a company is a subcontractor to the successful PMO, Testing or SI vendor, are they also precluded from being awarded any module contract solutions (e.g., EDS, CPMS, PM, MEVV and/or IE&E) as a prime or subcontractor? | Please see Amendment 1 for revisions to RFP Section V.A - Vendor Procurement Participation Restrictions. | A-1, #17 |
| R1 - 123 | | Sched. E | Change Orders | How does the state envision managing system or interface changes that will result in changes to SIP software, hardware and storage volume changes, and maintenance changes that may occur as a result of the change orders being produced. These changes may be large as modules are added or replaced over time? | Please see RFP Sections II.E.2.b.1 - Change Order Requests and Scopes of Works, and II.E.9 - Maintenance and Modification Management. | Not Applicable |
| R1 - 124 | | Sched. D | Deliverables Price | PMP documentation milestones are heavily weighted toward many individual planning documents—even though many of those plans will be delivered nearly simultaneously early or late in implementation. Will the state consider a milestone payment plan that combines these PMP planning documents while adding more milestone payments associated with SIP environment rollout? | No. | Not Applicable |
| R1 - 125 | | Sched. C | Operations Price | What changes in annual volumes should all vendors assume during operations? | The Agency will not engage in annual volume estimations at this time. Please see Procurement Library artifacts PL10 - Incident and Service Desk Data for Medicaid Ops and PL26 - 2020 Alabama Annual Medicaid Report. | A-1, #26 and #27 |

| AMMP System Integration Services (SIS) Request for Proposal (RFP) | | | | | | |
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| R1 - 126 | | Sched. B and D | Evaluated Price | Evaluated pricing milestones seem to be heavily weighted towards initial planning documentation, with limited project milestone pricing for module interface implementation and testing. This places an undue burden on the SIP vendor's financial responsibility, especially if module vendors are delayed in providing assistance in design, development, testing, and go-live. Will the state consider interim milestones for all interface development activities? | No. | Not Applicable |
| R1 - 127 | | Sched. B | DDI price | Consider including a DDI price area for software and infrastructure operations, since the environment itself must be in production in order to build and test the different integrations over different timeframes | Please see Schedule C - Operations Price in Appendix C - Pricing. | Not Applicable |
| R1 - 128 | 103 - 104 | II.G. Operational Performance–Service Level Agreements | | How does the agency calculate the discounted payments discussed in this section? | Please see Amendment 1 for revisions to RFP Section II.G. Operational Performance–Service Level Agreements. | A-1, #12, #13, and #14 |