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**Solicitation Information  
November 15, 2012**

**ADDENDUM # 2**

**RFP#7458167**

**RFP Title: IV & V for the Unified Health Infrastructure Project**

**Bid Opening Date & Time: 11/26/12 @ 10:00 AM (Eastern Time)**

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**Notice to Vendors:**

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES, AS WELL AS THE RHODE ISLAND UNIFIED HEALTH INFRASTRUCTURE PROJECT BIDDERS LIBRARY AND UNIFIED HEALTH INFRASTRUCTURE PROJECT APPENDICES A-X (RFP# 7449637).

NO FURTHER QUESTIONS WILL BE ANSWERED.

**David J. Francis  
Interdepartmental Project Manager**

*Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.*

**Vendor Questions for RFP #7458167 -IV&V for the RI Unified Health Infrastructure Project**

**Question 1: What is the process for submission of proposed contract exceptions? (Exceptions to Terms and Conditions)**

Answer Q1: Please submit a document containing your proposed contract exceptions with your RFP Technical Proposal submittal. Any pages with exception information are not to be counted towards the maximum page limit.

**Question 2: Vendor understands that sections 32 and 33 are not applicable to this award. Will the State please confirm? (Bid Surety and Performance Bond 32-33)**

Answer Q2: That is correct – Sections 32 and 33 are not applicable to this project.

**Question 3: Will the State agree to a mutual indirect damages disclaimer? (Limitation of Liability)**

Answer Q3: No

**Question 4: Will the State agree to a mutual direct damages cap that is appropriate to the Services being provided under the Contract? (Limitation of Liability)**

Answer Q4: Yes, at the amount of three times the amount of the contract.

**Question 5: Will the State agree to the insertion of a standard warranty disclaimer?**

Answer Q5: No

**Question 6: Can you provide us with a phone number for Fed Ex delivery of the RFP to the address listed in the RFP?**

Answer Q6: Please see the answer to Question #42.

**Question 7: Confirm that the Technical Proposal cannot exceed 30 pages of content and when printed double sided would not exceed 15 physical pages?**

Answer Q7: That is correct.

**Question 8: Has the Implementation Vendor – Bid 7449367 – been contracted and underway with the implementation?**

Answer Q8: Contract negotiations are underway. Implementation will start immediately after the contract is signed.

**Question 9: Can you provide us with the name of the vendor? (Bid 7449367)**

Answer Q9: Yes. The State is in discussions with Deloitte, the tentative award winner of the UHIP implementation RFP 7449637.

**Question 10: Can you provide a copy of the preliminary or approved IAPD for the IV&V project?**

Answer Q10: No. Please see the Appendices and Bidders Library of RFP 7449637 to get an overall view of the UHIP project. Also see Question Q32 showing the “Not-To-Exceed” cost amount that covers the entire UHIP project, including Medicaid (EOHHS), the Exchange, and DHS.

**Question 11: Can you confirm expectations of resources being onsite or offsite for the duration of the project?**

Answer Q11: There will be a need for consistent on-site presence by the implementation vendor, the EOHHS PMO, state staff, with some vendor personnel located off-site. The same holds true for the IV&V vendor, so it is expected the IV&V vendor will have substantial presence on-site. It is up to the proposer to propose the time spent onsite and offsite by personnel, with authority resting with the State to approve or deny the vendor’s proposal.

**Question 12: Can you confirm that all UAT testing will be conducted at the implementation vendor’s data center, or state data center?**

Answer Q12: The software being tested during UAT will be hosted at the data center. It is likely that the testers will be located remotely and access the site over the internet.

**Question 13: Reference 5.2 Technical Proposal – ‘The technical proposal submission should contain the following sections below 5.2.1 – 5.2.5 clearly delineated and labeled’ - the section numbering stops at 5.2.4 – there does not appear to be a 5.2.5 – can you confirm if there is an error in the directions or an omission of content?**

Answer Q13: Yes, Section 5.2 should read 5.2.1 – 5.2.4. No content has been omitted from the RFP

**Question 14: Have the PMO vendors been contracted with and underway for the PMO activities for the Exchange and EOHHS? If these bids are still active or to be scheduled may the IV&V vendor bid on either of these? If qualified may the IV&V vendor be awarded the PMO assignments as well?**

Answer Q14a. Yes.

Answer Q14b: There is no PMO content in the IV&V RFP. EOHHS, DHS, and the Exchange have contracted with vendors to supply PMO services. Thus vendors should only submit proposals for the IV&V work as specified in the RFP. If any agency releases an RFP in the future for additional project management services or other services related to this project, the IV&V vendor selected through this RFP would not necessarily be precluded from bidding on or being awarded that contract.

**Question 15: Can you confirm that the implementation vendor is responsible for developing the content of UAT plan and test case scenarios? And that the IV&V vendor is responsible to ensure the plan and test case scenarios are sufficient to meet guidelines, metric and other successful criteria?**

Answer Q15a: Yes. Please read Sections 3.4.5 and 3.5.5 for details on the expected IV&V vendor UAT work.

Answer Q15b: Yes. Nonetheless, the State expects the IV&V vendor to provide substantial input towards the UAT plan contents and test case scenarios, but they are ultimately the implementation vendor's responsibility.

**Question 16: Confirm that all proposals must be a fixed fee?**

Answer Q16: Yes. The vendor must also supply Rate Card information in the Appendix K "Rate Card" spreadsheet tab.

**Question 17: Confirm the definition of "assess the software code" for the IV&V vendor?**

Answer Q17: The RFP states "Assess the software code and architecture to ensure accordance with fundamental software design principles." The vendor is

expected to review the vendor's entire software architectural designs. The IV&V vendor must also inspect the code written by the implementation vendor to ensure industry-standard software development practices are followed. The vendor is expected to document its findings in written form.

**Question 18: Technical Proposal references ...including completion of Appendix B. The only Appendix B found is within the file named Appendix A-I.pdf -Appendix B. Notice to Department of Human Services Service Providers of Their Responsibilities under Title VI of the Civil Rights Act of 1964.**

**Can you provide the Appendix B and required content guidelines you reference as part of the Technical Proposal?**

Answer Q18: Please see PDF page 14 in filename "Appendix A-I.pdf." The page is titled "Appendix B. Notice to Department of Human Services Service Providers of Their Responsibilities under Title VI of the Civil Rights Act of 1964"

**Question 19: Page 52 states....The Technical Proposal shall be limited to 30 pages, excluding resumes, references.**

**Page 53 states...The sum total of pages in the Technical Proposal shall not exceed 30 pages, with the exception of resumes and projects plans.**

**Please confirm if the 30 pages exclude resumes, references and project plans?**

Answer Q19: Yes, the 30 page limit excludes resumes, references and project plans.

**Question 20: Page 11, Section 2.5: Are current eligibility system requirements documented?**

Answer Q20: The eligibility system relevant to this project is the new IES - not the current InRhodes eligibility system. Many requirements are detailed within Implementation RFP 7449637 provided in Appendix L. However, a large portion of the IES involves the migration of existing InRhodes functionality to the IES. In response to your question, the State will provide the Appendices and Bidder Library for RFP 7449637 containing more requirements information and material concerning the legacy InRhodes system. Additional IES eligibility Business Requirement Definition documents are now being analyzed and composed but are not available now.

**Question 21: Page 11, Section 2.5: Has the State developed/documented any functional requirements for the UHIP or is this pending award of the implementation contract?**

Answer Q21: The state has developed initial functional requirements for UHIP, which were published as part of the technology RFP (#7449637, appendices M and N). The state is continuing to define these requirements and will work with the implementation vendor to complete requirements during JAD sessions.

**Question 22: Page 11, Section 2.5: Will requirements used to design and configure the solution be reviewed by business owners and formally approved by State prior to development?**

Answer Q22: Yes.

**Question 23: Pages 26-27, Section 3.4.2, and pages 35-36, Section 3.5.2: Will the IV&V contractor have responsibility for reviewing project management artifacts developed by the State's project management team and/or the PMO vendor?**

Answer Q23: Please see RFP page 27, Section 3.4.2, Item 5. "In the course of assessing the quality control for UHIP deliverables, the IV&V vendor shall assess the UHIP implementation vendor's project management, resources, processes, and internal controls are sufficient to meet the quality attributes described above for each deliverable." However, the IV&V vendor should also supply its independent assessment of the State's project management performance including its PMO vendor(s). The assessment work will be conducted during the course of the project.

**Question 24: Page 27, Section 3.4.2 #2: Will the past project performance analysis address the UHIP project as a whole (including work conducted to date by the State and any of its contractors) or only of the UHIP implementation contractor's work to date?**

Answer Q24: The past performance work is part of Task #8 "Perform a System Audit." The IV&V vendor should address the UHIP project as a whole, including work conducted to date by the State and any of its contractors. As stated in Question #Q29, two post-project implementation audits will be performed: 1) after Phase 1 is completed and 2) after Phase 2 is completed.

**Question 25: Page 27-28, Section 3.4.3: Does the State know what tool the UHIP implementation contractor will use for preparing automated code review results?**

Answer Q25: The automated code review or regression testing tools to be used by the vendor are not known at this time.

**Question 26: Page 28, Section 3.4.5: Will the State have resources available to participate in UAT that are expected to utilize components of the UHIP solution once it is implemented? If so, what level of involvement can we expect with respect to State testing resources?**

Answer Q26a: Yes.

Answer Q26b. State personnel will be available as necessary to participate in, review, and approve UAT results.

**Question 27: Pages 28-29, Sections 3.4.4 and 3.4.5: What mechanism(s) will the State utilize to maintain the integrity of the test process (i.e., SIT exit and UAT entrance criteria)?**

Answer Q27: RFP Section 3.5.5, Coordinate and Oversee User Acceptance Testing, lays out the IV&V vendor's responsibilities. Also see Sections 3.4.5.1 (Develop UAT Strategy and Plan), 3.4.5.2 (Oversee UAT), and 3.4.5.3 (Follow-up on UAT). The State expects the IV&V vendor to perform those Task #5 functions. The State will work in conjunction with the IV&V vendor to ensure the System Integration Test (SIT) exits and the UAT entrance criteria are clear and maintainable, but the State will rely on the IV&V vendor's expertise to propose a system to "maintain the integrity of the test process."

**Question 28: Pages 29-30, Section 3.4.5.1: What commitment does the UHIP implementation contractor have towards training in regards to materials development, timing of materials preparation, and training the UAT team on the system?**

Answer Q28: RFP 7449637 requires the implementation vendor to perform training on the system, including development of training materials.

**Question 29: Page 32, Section 3.4.8: During what stage of the project does the State expect the system audit to be performed?**

Answer Q29: At two times: after Phase 1 is implemented and after Phase 2 is implemented. Please also see the answer to Question Q24. The State expects the IV&V vendor to continuously monitor the quality of the implementation's vendor work using the Audit requirements of Task #8. The IV&V vendor is charged with notifying the State throughout the project when issues are noted.

**Question 30: Page 41, Section 3.6.2: Are key personnel required to be full-time onsite resources or is it up to the proposer to recommend the level of effort for these positions?**

Answer Q30: Key personnel are required to be full-time. It is up to the vendor to propose the time spent onsite and offsite by the personnel, with the State having the authority to approve or deny the proposal.

**Question 31: Page 47, Section 4.1: Please clarify the independence requirements with respect to “any relationship or interest” with the UHIP implementation contractor. For example, if a prospective IV&V contractor is partnered with the UHIP implementation contractor or one of its subcontractors on a project in another state, would this be viewed as a conflict for the Rhode Island UHIP Project?**

Answer Q31: The purpose of the independence requirement is to assure that the IV&V vendor can offer *independent* advice and counsel to the State, even though that information may go against the interests of other vendor on the project. The State recognizes the intensive nationwide efforts by many vendors in HIX and IES systems, but expects the vendor to prove it has the independence it needs to provide “Independent Validation and Verification” to the State of Rhode Island.

**Question 32: Page 47, Section 4.1: Is the State’s PMO vendor eligible to propose on this IV&V RFP or would this be viewed as a potential conflict of interest under 45 CFR 95.626?**

Answer Q32: Yes the State’s vendors who are doing PMO for the project are eligible to bid. The “Not-To-Exceed” IV&V cost for Phase 1 and Phase 2 is \$7,132,906, representing the amount available to perform the RFP work for the entire UHIP project.

**Question 33: Pages 47, Section 4.1: Please confirm that the minimum and preferred qualifications can be met by the prime IV&V contractor together with any proposed subcontractors.**

Answer Q33: Yes, the minimum and preferred qualifications can be met by the prime IV&V contractor together with proposed subcontractors - assuming all capabilities are thoroughly documented.

**Question 34: Was page 20 intentionally left blank?**

Answer Q34: Yes.



**Question 35: Has a tool selection been made for a tool to manage integration, regression and UAT Testing?**

Answer Q35: A tool has not yet been selected.

**Question 36: Please clarify the State's expectation as to who will participate in the execution of UAT test cases. Is it State SME staff and other stakeholders in UAT or is it the primarily responsibility of the Implementation Contractor?**

Answer Q36: The implementation vendor is expected to develop the UAT test cases with oversight by the IV&V vendor and the State as needed. State SME staff, the IV&V vendor, and the implementation vendor will participate in the final formal UAT testing.

**Question 37: Is the IV&V Contractor to provide the State support through federal certification of the HIX/IES? If so, which IV&V task is this inclusive in?**

Answer Q37a: Yes

Answer Q37b. The functionality is described within the RFP but not included in one of the ten defined tasks. Therefore, the RFP language for Task #7 should be modified as follows:

- Change Item #7 under Section 3.4 to: "Verify Component Reusability & Provide Federal Certification Assistance."
- Re-title Section 3.4.7 to: "Verify Component Reusability & Provide Federal Certification Assistance"
- A new Item 4 will be inserted under 3.4.7 as follows: "The IV&V Contractor will assist in the efforts to attain the required CCIIO/CMCS federal certifications and accreditation of the HIX/IES system to be implemented. The Contractor will also assist in providing required artifacts and support to allow the State to meet the CMS gate review requirements."
- Retitle Section 3.5.7 to "Verify Component Reusability & Provide Federal Certification Assistance."
- A new Item 2 will be inserted under 3.5.7 titled "Federal Certification Assistance" with the following text: "a) The IV&V Contractor shall develop artifacts and provide needed support on-site or at CMS, to attain the required CCIIO/CMCS federal certifications. b) The IV&V Contractor shall develop artifacts and provide support needed on-site or at CMS, to assist in the accreditation of the HIX and IES system. c) The IV&V Contractor shall develop artifacts and provide support needed on-site or at CMS, to assist in the CMS Gate Review process"

**Question 38: What is the anticipated start date of the IV&V contract? What is the term of the contract?**

Answer Q38a: The IV&V work should commence immediately after the State signs the contract with the IV&V vendor.

Answer Q38b. Please see RFP Section 4.3.2 “Duration” for details.

**Question 39: We have been unable to locate a section 3.3.8. Please clarify this reference.**

Answer Q39: Please change the reference to RFP Section 3.4.8.

**Question 40: Should the deliverable schedule and payment amounts be included in the Cost Proposal? If so, is this schedule excluded from the 10 page limitation?**

Answer Q40a: Yes.

Answer Q40b. The deliverable schedule and amounts are excluded from the 10 page Cost Proposal maximum.

**Question 41: The RFP states “Any payment due under the terms of the contract resulting from this RFP may be withheld until all applicable deliverables and invoices have been accepted and approved by EOHHS.” Please clarify the intent of this statement and what it means. Please define “applicable deliverables”.**

Answer Q41: Section 3.5 defines the RFP deliverables. “Applicable deliverables” refers to the artifacts produced for a particular item in the Deliverable schedule.

**Question 42: For shipping requirement purposes only, could the State provide a contact name and phone number?**

Answer Q42: Please see Section 5: Proposal Submission of the RFP

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**Question 43: Are the following included in the page limitation: transmittal letter, RIVIP certification form, table of contents, list of exhibits, graphics, exhibits, and forms and templates from the RFP appendices?**

Answer Q43: No.

**Question 44: Please clarify the reference to enhancements and what these are enhancements are to.**

Answer Q44: The enhancements refer to potential future Change Order requests that require additional implementation vendor work not specified in RFP 7449637.

**Question 45: Is the Appendix J Rate Card to be included in the Technical Proposal or the separately sealed Cost Proposal?**

Answer Q45: The Rate Card is to be included in the Cost Proposal using Appendix K. The tab in the Technical Proposal Appendix J for "Rate Card" can be ignored.

**Question 46: Please clarify which IV&V costs as presented in Appendix K relate to: Initial Build; to Implementation and to Ongoing Costs?**

Answer Q46: "Initial Build" is referenced in "Cost" Section 6.3.4 of the RFP, not in Appendix K. The costs should be itemized per Appendix K without regard to providing a separate breakout of "Initial Build; to Implementation and Ongoing Costs."

**Question 47: The Task Cost Summary lists the IV&V role as #5. Coordinate and Conduct User Acceptance Testing. On page 25 within the Scope of Work the IV&V task is listed as #5 Coordinate and Oversee User Acceptance Testing. Please clarify if the IV&V role is one of coordination and oversight or whether the IV&V is to execute the UAT test cases?**

Answer Q47: Please see Section 3.4.3 of the RFP where it states "The HIX/IES Implementation Contractor will be responsible for conducting automated code tests and manual code tests where appropriate." The IV&V role is one of

coordination and oversight. Please change the Appendix J wording to read “Coordinate and Oversee User Acceptance Testing.”

**Question 48: Is this Rate Card for Hourly Rates? This appears to be the same as the Rate Card included in Appendix J other than the column for CY2016 rates. Should the Appendix K Rate Card have a column for CY2016 also?**

Answer Q48a: Yes.

Answer Q48b. No. Please also see the answer to Q45. Please ignore the CY2016 column.