

State of Arkansas Department of Human Services

BID: 710-19-1021R

Attachment B

Written Questions

**Instructions**

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

**Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

| Question ID    | RFP Reference (page number, section number, paragraph)                       | Specific RFP Language   | Question  | Answers  |
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| <i>Example</i> | <i>Page 7, section 1.15, C</i>   | J. Vendors may submit multiple bid  | <i>May vendors submit more than one bid?</i>  | <i>yes See section 1.15, J</i>   |
| 1              |  |   | What is the estimated cost of the IV&V for IEBM?  | Not relevant for bid.  |
| 2              |  |   | Has the Department allocated funding for the IV&V for IEBM yet? If so, through which source (budget, CIP, state/federal grant, etc.)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?  | Not relevant for bid.  |
| 3              |  |   | When does the Department plan on releasing a subsequent solicitation for the IV&V for IEBM?   | The State has no plans to issue subsequent solicitations for IVV services.   |
| 4              |  |   | When does the Department want this solution to be implemented by?   | Immediately upon contract approval or agreed upon timeline.  |
| 5              |  |   | What other systems will have to integrate or interface with the IV&V for IEBM, and what vendor provides each system?  | Please refer to RFP Sections 2.1-2.4 and the IEBM RFP.   |
| 6              |  |   | Does the Department need to replace or upgrade any of the integrated systems in the next 5 years? If so, which system and when?   | Please refer to RFP Sections 2.1-2.4. and the IEBM RFP.  |
| 7              |  |   | What vendor provides the current Solution? When does the contract expire?   | Dellotte is the current SI vendor and the contract expires in March of 2022.   |
| 8              |  |   | At the point of the closure, who will be the technical point of contact for the IV&V for IEBM project?  | The State will provide the informaiton upon contract award. The State has dedicated resources for both Technical and Business needs assigned to the project for the next 3 years |
| 9              |  |   | Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate to procure? | Not relevant for bid.  |
| 10             |  |   | Aside from this solicitation, is the Department looking into any other technology projects within the next 3 years? If so, what kind?<br><br>•What are the drivers for these project(s)?<br>•How does the Department plan to procure the potential project(s)?<br>•When does the Department want them to be implemented?                | Not relevant for bid.  |
| 11             | Page 13, Section 2.3.B, Paragraph 1  | The Vendor (Prime) must have annual revenue of at least fifty million dollars (\$50M) | Would the state consider vendors with annual revenues of at least \$35 million so that competition from qualified vendors is not limited?   | No. Please refer to Section 2.3 Minimum Qualifications   |
| 12             | Technical Proposal Packet - Proposal Signature Page and Sections 1 - 5 Forms | General   | Will the State verify that it is acceptable to embed these forms within our response document which will include a custom header and footer?  | This is acceptable.  |

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| 13 | Page 13, section 2.3, D and Technical Proposal Packet Page 1-Background and Qualifications | Section 2.3 D states -- The Vendor (Prime) must have experience with five (5) projects similar in size, complexity and scope to this RFP in the past five (5) years. One (1) project must have included traditional and modified adjusted gross income (MAGI) Medicaid eligibility and one (1) project must have included SNAP eligibility, case management and benefit issuance. As proof of meeting this requirement the Vendor (Prime) must submit with their proposal a detailed listing with the following information: Project name and brief detail of provided services, client name, client contact person(s) name, email address and current phone number of contact person(s), project timeframe and the projected amount. Technical Proposal Response Packet states -- Describe three (3) examples of projects similar in size, complexity and scope to this RFP your company has completed within the past five (5) years. Response must include the following information: Project name and brief detail of provided services, client name, client contact person(s) name, email address and current phone number of contact person(s), project timeframe and the projected amount. (Sec. 2.3-D) | Can the State please clarify if the requirement is (3) or (5) references?  | 5 references. See updated Technical Response Packet.  |
| 14 | Page 14, section 2.3 Minimum Qualifications, E   | The work history resume submitted for the proposed IV&V Lead on this project must show past IV&V work on at least one (1) eligibility system that supported multiple benefit programs. Skills limited to single program eligibility will not be acceptable for this project.   | Is the intent of this requirement to demonstrate the proposed IV&V Lead's experience with multiple benefit programs or specifically experience with an eligibility system with multiple benefit programs? Would experience with multiple, single benefit program projects (varied benefit programs from project to project) meet this requirement?                         | Experience must show integrated eligibility solution experience.  |
| 15 | Pages 16 & 17, Section 2.4 Scope of Work, G & H  | IV&V Risk Report and IV&V Issues Log   | Please describe how DHS intends to integrate/coordinate the documentation and monitoring of IV&V risks and issues with the IEBM PMO, if at all. Will IV&V maintain separate records or will IV&V risks and issues be integrated into a project-wide system?  | We currently utilize JIRA for Risk and Issue tracking. The IV&V team will enter R&I into JIRA and then those R&I will be addressed by the IEBM PMO accordingly. The state will educate the winning vendor on this process |
| 16 | Page 17, Section 2.4 Scope of Work, I  | Meetings and Interviews  | Please confirm that IV&V staff may participate in meetings and DDI deliverable walkthroughs through remote access means (i.e., video or teleconference) in addition to in-person participation.  | All meetings have content sharing and teleconferencing capabilities.  |
| 17 | Page 15, Section 2.4 Scope of Work, B & C  | "...each member of the IV&V team must present a portion of the content."   | Does this mean each IV&V team member "participating" in the meeting, each IV&V team member named in the proposal, or each "Key Personnel"?   | All Key Personnel must present.   |
| 18 | Page 20, section 2.5 Key Personnel, F  | The Vendor shall provide additional IV & V team members upon request by DHS and subject to Federal Financial Participation   | Can the state confirm how many additional staff they would anticipate adding?  | No. However, the State does not anticipate additional requests at this time.  |
| 19 | Official Bid Price Sheet   | AR DHS is requesting a fixed cost for all IV&V activities specified in this solicitation, invoiced monthly with fixed hourly rates per job title:  | Is the State requesting a fixed price per deliverable? If so, please clarify where the projective vendor is to price the deliverables using a fixed price. If the total of the contract is to be based solely off of weekly costs to deliver all requested services, are we to use the hourly rate table provided for weekly costs by role? Can additional roles be added? | The State is requesting a fixed monthly cost per approved FTE ,with an expectation of mimum forty hour per week participation . See updated Bid Price Sheet.  |
| 20 | Official Bid Price Sheet   | The table includes "IV&V Subject Matter Experts" with an estimated hours per week of 40 hours.   | To indicate multiple SMEs, should we add rows to the table or increase the number of ours per week.  | See Updated Bid Price Sheet.  |
| 21 | Page 4, section 1.7, 3.c   | Voluntary Product Accessibility Template VPAT if applicable  | Is the VPAT required for this contract?  | No.   |
| 22 | Page 5, Section 1.13, A  | Contractor(s) shall include all pricing on the Official Price Bid Sheet only. Any cost not identified by the successful contractor but subsequently incurred to achieve successful operation shall be borne by the Contractor. The Official Bid Price Sheet is provided as a separate PDF file posted with this Bid Solicitation.  | The "Official Bid Price Sheet" requires an hourly rate for the "IV&V Lead" and "IV&V Subject Matter Experts". The price sheet also requires vendors to submit a "...detailed budget as a separate attachment." Does the Section 1.13 language stating "Contractor(s) shall include all pricing on the Official Price Bid Sheet only " include the required budget?         | The state is requesting a rate table listing approved FTE monthly cost by role. For example, IV&V Manager, IV&V Analyst, etc.   |
| 23 | Page 8, section 1.22, A  | Pursuant to Arkansas Code Annotated § 19-11-105, prior to the award of a contract, selected Contractor(s) must have a current certification on file with OSP stating that they do not employ or contract with illegal immigrants. If selected, the Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.   | Is the current certification required to be on file before contract award or once the contract is awarded?   | Refer to RFP Page 8, section 1.22, A  |

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| 24 | Page 10, section 1.26  | The Contractor's solution must comply with the State's shared Technical Architecture Program which is a set of policies and standards that can be viewed at: <a href="http://dis.publishpath.com/policies-standards">http://dis.publishpath.com/policies-standards</a> . Only those standards which are fully promulgated or have been approved by the Governor's Office apply to this solution  | Are bidders to confirm their compliance in the technical approach section?   | <i>Yes. A clearly labelled statement of compliance shall be included in the bidder response.</i>  |
| 25 | Page 11, Section 1.32 State Holidays / Official Bid Price Sheet  | Holidays are those days as declared legal state holidays by authority of Act 304 of 2001.  | Should bidders assume that the State Holidays listed in section 1.32 and other employee entitled paid time off are billable hours? For instance, a full-time employee would have 52 weeks equating to 2080 hours in a year. Should vendor's assume that all 2080 hours are billable in a year, or should 2080 be reduced by time out of the office for holiday, vacation, etc.? Please confirm what the expected billable annual hours are per fully dedicated individual. | <i>Not relevant for bid.</i>  |
| 26 | Page 12, section 2.1   | The successful Bidder under this RFP must agree to follow the current Medicaid Eligibility and Enrollment Life Cycle (MEELC) and complete all IV&V portions of the Medicaid Eligibility and Enrollment Toolkit (MEET) checklists published at <a href="https://www.medicaid.gov/medicaid/data-and-systems/meet/index.html">https://www.medicaid.gov/medicaid/data-and-systems/meet/index.html</a> .  | Where in the proposal should bidders provide their agreement to this requirement?  | <i>Technical Response Packet, page , "Section 2-Vendor Agreement and Compliance."(KB)</i>   |
| 27 | Page 12, Section 2.1   | When the IEBM system is fully deployed, it is intended to manage a broad range of eligibility functions for MAGI Medicaid, traditional Medicaid, the Child Health Insurance Program (CHIP), the Supplemental Nutrition Assistance Program (SNAP, formerly known as "Food Stamps"), the Employment and Training Program (E&T) supporting SNAP, the Low Income Home Energy Assistance Program (LIHEAP), Child Care Assistance, Child Support Enforcement, Temporary Assistance to Needy Families (TANF), Arkansas' Transitional Employment Assistance (TEA), Women Infants and Children (WIC), and Veterans Services. The IEBM functionality varies across these programs, but generally spans the functions of pre-screening, consolidating application data, qualifying eligibility, performing benefits management, performing case management, confirming redeterminations, handling changes of circumstances, and tracking overpayments to clients. | Please elaborate on the system functionality required for Child Support Enforcement. Is the functionality primarily focused on collection of data and sharing that information through an interface to a separate child support system?  | <i>Yes, the system functionality is primarily focused on collection of data and sharing that information through an interface to the child support system. See IEBM RFP for additional information.</i> |
| 28 | Page 12-13, Section 2.1, Introduction                            | DHS has made a significant investment in implementing an eligibility determination solution that supports MAGI Medicaid leveraging the IBM Curam platform's Health Care Reform module.<br><br>The selected SI is Deloitte Consulting LLP, who has proposed to build out the IEBM with some their NextGEN solution.   | Does the ongoing DDI effort include the IBM Curam solution, or is this being replaced by Deloitte's NextGEN solution.  | <i>Yes. See IEBM RFP for additional information.</i>  |
| 29 | Page 13, section 2.3, D  | The Vendor (Prime) must have experience with five (5) projects similar in size, complexity and scope to this RFP in the past five (5) years.   | In this section bidders are required to provide information on 5 relevant projects. In the Technical Response Packet, bidders are required to providing information on 3 relevant projects. Which is correct?  | <i>See answer to question 13.</i>   |
| 30 | Page 17, sections 2.4, J-Q                                       | Scope of Work  | The Technical Response Packet requires bidders to discuss their approach to items A-I of Section 2.4. Do bidders also need to discuss their approach to items J-Q of Section 2.4?  | <i>See updated Technical Proposal Packet.</i>   |
| 31 | Page 17, Section 2.4 SOW, K. Project Management Support          | Vendor shall participate in the IEBM requirements gathering and shall provide experienced staff to document the analysis results, their minimum acceptance criteria, and other relevant quality factors in a format approved in advance by DHS.  | Please clarify what DHS anticipates in terms of "...document the analysis results, their minimum acceptance criteria...". Is it DHS's intent to utilize IV&V Contractor staff in a Business Analyst capacity?  | <i>No, the IV&amp;V team will monitor and report on the activities. They are not to be in a BA role, simply must understand the role in order to effective report on it.</i>                            |
| 32 | Page 19, Section 2.4 SOW, N. Ongoing IV&V Activities, Bullet 1.a | Provide a document repository for all IV&V work products produced during this contract that includes reliable version control and provides efficient records retrieval to the DHS staff.   | Typically, IV&V documentation is maintained with general project work products. Does the IEBM Project maintain a document repository such as MS SharePoint, or similar solution?   | <i>Yes, the IEBM project utilizes Sharepoint and JIRA.</i>  |
| 33 | Page 20, Section 2.5 Key Personnel, Bullet F                     | The Vendor shall provide additional IV & V team members upon request by DHS and subject to Federal Financial Participation   | How does DHS require additional staffing requirements to be reflected in the <i>Official Bid Pricing Sheet</i> ?   | <i>See Updated Bid Price Sheet.</i>   |

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| 34 | Page 20, Section 2.6 Staffing, Bullet A           | DHS shall provide the following staffing positions:<br>1. Project Manager (serves as the primary contact).<br>2. Subject Matter Experts (SMEs) familiar with the program.  | Contractor assumes the DHS provided positions are IEBM focused and are not allocated to the IV&V effort. Please confirm.   | <i>Confirmed.</i>  |
| 35 | Page 20, Section 2.6 Staffing, Bullet B           | The Vendor shall provide a proposed organizational profile showing all proposed personnel by job title, lines of supervision, and indicating whether each person will be assigned full-time or part-time capacity to the IEBM IV&V contract.   | How does DHS require detailed staffing to be reflected in the <i>Official Bid Pricing Sheet</i> ?  | <i>See Updated Bid Price Sheet.</i>  |
| 36 | Page 25, section 4.5, A.1                         | The amount of the performance bonds shall be one hundred percent (100%) of the original contract price, unless the State determines that a lesser amount would be adequate for the protection of the State.  | Is the performance bond only for 100% of the amount of the initial 1-year contract term?   | <i>The performance bond is 100% of the annual cost for the contract year. If the annual contract amount changes during the year, or changes upon renewal, the bond amount will change to match.</i>  |
| 37 | Technical Proposal Packet                         | Information for Evaluation   | Can bidders use their own format to respond to the Information for Evaluation, understanding that we must address each requirement in the order requested?   | <i>Yes, provided that each requirement is addressed and clearly identified.</i>  |
| 38 | Page 17, sections 2.4, K, 1                       | Vendor shall participate in the IEBM requirements gathering and shall provide experienced staff to document the analysis results, their minimum acceptance criteria, and other relevant quality factors in a format approved in advance by DHS.  | Has Cognosante (the current IV&V vendor) participated in the collection or assessment of any IEBM requirements to date? Are the results of any assessments available for review.   | <i>Yes and the winning vendor will have access to all prior IV&amp;V state provided reports and materials.</i>   |
| 39 | Official Bid Price Sheet                          | All bid pricing must be in United States dollars and cents. Please provide a detailed budget as a separate attachment.   | Will DHS consider all costs in the detailed budget attachment in its overall cost evaluation and price score?  | <i>See answer to question 22.</i>  |
| 40 | Official Bid Price Sheet                          | Weekly cost table  | If multiple SME are required during certain critical phases of the project, how does AR DHS require vendors complete the weekly cost table?  | <i>If mutually agreed upon, the monthly rate table will be followed.</i>   |
| 41 | Page 14, Section 2.4 (Scope of Work), Paragraph 2 | DHS shall provide hardware and software sufficient for project tracking, reporting, management, and production of IEBM deliverables. The IV&V Contractor shall provide any/all specialized hardware or software required by the IV&V team.   | RFP language states the contractor shall provide any/all specialized software required by the team. The IV&V team will be reviewing and analyzing the project team's issues, risks, status reports, etc. QUESTION: Please confirm the IV&V Contractor is not required to move the IV&V reviewed information to contractor-owned software.  | <i>Confirmed.</i>  |
| 42 | Page 12, Section 2.1 (Introduction)               | In 2015 DHS performed an assessment of the eligibility determination progress and paused all implementation to assess the best approach for future work.   | We know that "...one of the key recommendations from the 2015 assessment was for Arkansas to contract with a single vendor who will provide system integration for the larger scope of multiple programs in the IEBM..." QUESTION: When will the State share the recommendations directly impacting the IV&V scope of work?  | <i>Not relevant for purposes of bid.</i>   |
| 43 | Page 13, Section 2.1 (Introduction)               | The key deliverables Cognosante Consulting provided during State Fiscal Year 2017 were the following:<br>•Monthly IV&V Assessment Report.<br>•Monthly IV&V Report for the Governor's Office Information Technology Governance Committee.   | How do we request copies of Cognosante's Monthly IV&V Assessment Report and Monthly IV&V Report for the Governor's Office Information Technology Governance Committee to date?   | <i>The winning vendor will have access to all previous IV&amp;V created reports that have been delivered to the state.</i>   |
| 44 | Page 20, Section 2.7 (Personnel Requirements)     | Vendor shall disclose to the AR DHS Project Manager any other projects or regular duties outside of the IEBM IV&V work included in this RFP to which key personnel will be assigned, and shall indicate the time allocated for each project. Vendor shall not assign any projects or duties outside the scope of work for this RFP without the written consent of the DHS Project Manager. | Based on the provision 2.7.A., if the DHS Contract Manager has consented to a Vendor employee having a percentage of time allocated to a non-IEBM IV&V project, and such employee's assignment later changes to a different non-IEBM IV&V project. QUESTION: Please confirm the IV&V Contractor does not need to seek additional DHS Project Manager consent provided that IV&V Contractor employee's work commitment percentage remains unchanged and unaffected? | <i>The state requires the vendor inform and receive prior approval from the state.</i>   |
| 45 | Page 14, Section 2.4 (Scope of Work), Paragraph 1 | The format of each IV&V deliverable must be approved by DHS before delivery, and the quality of each IV&V deliverable must be approved by DHS before being considered complete.  | How many business or calendar days before the IV&V deliverables due date must the IV&V Contractor submit to DHS for approval?  | <i>The IV&amp;V deliverable will be subject to the 10 -5-5 rule that all IEBM vendors adhere to. Document delivered then a 10 day State review, 5 day vendor recovery/update, 5 day state review</i> |

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| 46 | Page 17, Section 2.4 (Scope of Work), Subsection I  | 1. Vendor shall continuously participate in ongoing project meetings and DDI deliverable walkthroughs, and conduct stakeholder interviews to understand the processes, procedures, and tools used in the IEBM project environments.<br>2. A list of the meetings attended, and interviews conducted shall be included in the monthly IV&V Assessments. | Please provide the list of all IEBM-related meetings the SI provider has established.  | <i>Project Status meeting, RAID (Risk, Issue, Action Item, Decision) meeting, ESC (Executive Steering Committee), IVV and DHS weekly meeting, PMO and IVV monthly meeting, BRB (Business Review Board meeting), TWG (Technology Workgroup), IVV and CMS monthly meeting, Requirement and Design meetings, others as needed</i> |
| 47 | Page 17, Section 2.4 (Scope of Work), Subsection K  | 1. Vendor shall participate in the IEBM requirements gathering and shall provide experienced staff to document the analysis results, their minimum acceptance criteria, and other relevant quality factors in a format approved in advance by DHS.   | Please share the dates of the IEBM requirements gathering sessions scheduled by the SI provider, according to their project schedule.  | Please see Schedule I - ARIES Timeline   |
| 48 | Page 19, Section 2.4 (Scope of Work), Subsection N. | 1. The Vendor shall continuously deliver the following services:<br>a. Provide a document repository for all IV&V work products produced during this contract that includes reliable version control and provides efficient records retrieval to the DHS staff.  | Has DHS identified a preferred document repository location?   | <i>Yes: Sharepoint, JIRA and JAMA.</i>   |
| 49 | Page 19, Section 2.4 (Scope of Work), Subsection N. | 1. The Vendor shall continuously deliver the following services:<br>c. Review and suggest any improvements required in the IEBM change request process or the change request tracking system.  | When will the State share the information on how the SI provider plans to calculate change requests and incorporate those estimates into their Testing and Release Mgmt processes?   | <i>Not relevant for bid.</i>   |
| 50 | Page 17, Section 2.4 (Scope of Work), Subsection K  | 1. Vendor shall participate in the IEBM requirements gathering and shall provide experienced staff to document the analysis results, their minimum acceptance criteria, and other relevant quality factors in a format approved in advance by DHS.   | Please confirm the intent of the IV&V Contractor participation with requirements documentation. We cannot determine if the intent is to verify and validate the DDI's requirements or to replace the DDI's requirements.   | <i>The intent is verification and validation of the DDI's requirements.</i>  |
| 51 | Section 4, pg. 24-27 of 30,                         | Section numbering  | Section 4 appears to have duplicate subsection numbers 4.1 – 4.5 which is repeated on page 26 instead of having consecutive numbering for all subsections in Section 4. Would the State correct this and reissue?  | <i>See updated RFP</i>   |
| 52 | None  | General  | In addition to this described IV&V eligibility bid, we understand the State plans to release an RFP to implement an Electronic Visit Verification System for personal care and home based care.<br><br>Will the State allow Vendors to bid on both procurements, or will bidding on one preclude the Vendor from bidding on the other?   | <i>DHS has not yet determined the requirements for a future Electronic Visit Verification System procurement.</i>  |
| 53 | Section 2.E, Page 14                                | Resumes shall include the following information:<br><br>e. Names, positions and current telephone numbers of persons who can provide information on the proposed individual's performance on the project   | This language appears to require a named reference for every project on each proposed individual's resume. This can impede the ability to include someone believed to be the best candidate for a role because time and job changes can create challenges identifying a reference in every instance.<br><br>Because it is in the State's best interest to prevent an administrative requirement from having an unintended consequence that eliminates the best possible candidate - or prevents the inclusion of extremely relevant experience - would the State consider altering this language to: "Names, positions, and current telephone numbers of three (3) references associated with projects identified in the resume" or something other variant that achieves the same result? | <i>See answer to question 13.</i>  |

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| 54 | Page 16; Section 2.4 - F Document Transparency  | Documentation of all IV&V procedures shall be clear and concise enabling future contractors to re-create the same reports if needed.  | Will the State provide the 3 most recent reports with the answers to these questions?   | <i>Transitional services will be provided from the incumbent vendor to the winning vendor.</i>  |
| 55 | Technical Proposal Packet, Information for Evaluation, pg. 1 of 2 and 1.17 Caution to Contractors, item B., pg. 7 of 30 | Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.  | Would the State confirm it's permissible for bidders to place the Information for Evaluation table/template on our proposal template which includes headers/footers to include our organization name and proposal page numbers.   | <i>See answer to question 12.</i>   |
| 56 | Technical Proposal Packet, Information for Evaluation, pg. 1 of 2   | Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.  | Would the State confirm that bidders should only be addressing questions outlined in the Information for Evaluation table of the Technical Proposal Packet and not every item in 2.4 Scope of Work?   | <i>See answer to question 30.</i>   |
| 57 | Section 1, 1.7 Response Documents, A.3.c, pg. 4 of 30   | c. Voluntary Product Accessibility Template (VPAT), if applicable. (See Technology Access)  | Would the State remove the VPAT form requirement for a bidder who is performing IVV services and not actual SI or DDI since it would be not applicable to IVV services?   | <i>See answer to question 21.</i>   |
| 58 | Section 2.3 Minimum Qualifications, pg. 13 of 30, items B   | The Vendor (Prime) must have annual revenue of at least fifty million dollars (\$50M). As proof of meeting this requirement the Vendor must include a copy of their most recent, last three (3) fiscal years' Independent Auditor's Report and audited financial statements, including any management letters associated with the Auditor's Report with the applicable notes, OMB A-133 Audit (if conducted), balance sheet, statement of income and expense, statement of changes in financial position, cash flows and capital expenditures.  | Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only or provide a link in our proposal response?   | <i>Bidders may provide electronic copies on USB flash drive or data CD/DVD. A link is not acceptable. Email transmission is not acceptable.</i>   |
| 59 | Section 2 Minimum Qualifications, pg.s 12-14  | General   | Would the State clarify whether bidders need to address each of the minimum requirements outlined in sections 2.1, 2.2 and 2.3? As only section 2.1 and 2.3 D are mentioned in the Information for Evaluation table of the response packet.                                   | <i>Yes. Although all minimum requirement items may not be mentioned in the Evaluation Table vendors must meet the minimum requirements in the RFP in order to bid. All requested minimum requirement documents must be submitted with the Vendor's response packet.</i> |
| 60 | Section 2 Minimum Qualifications, pgs. 12-14  | General   | If bidders are to reply to all components of the minimum qualifications sections (2.1, 2.2 and 2.3), where in the bidders proposal should responses to these requirements be placed? For instance, 2.3 A or 2.3 B are not identified in the Information for Evaluation table. | <i>As long as they are clearly identified these documents can be placed anywhere in the Vendor's response packet.</i>   |
| 61 | Attachment D, pg. 1 of 11   | Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written. DHS has determined that any attempt by any vendor to reserve the right to alter or amend the terms and conditions via negotiation, without the approval of DHS, is an exception to the terms and conditions that will result in rejection of the proposal. <b>A statement accepting and agreeing to the terms and conditions set out in this section, or to alternate terms and conditions upon approval of DHS, is required to be submitted with the respondent's proposal.</b> | Would the State clarify where in the Bidders proposal that this statement should be placed?   | <i>The statement may be placed anywhere in the Vendor's response packet and clearly identified.</i>   |
| 62 | Attachment E  | General   | Would the State confirm that bidders <u>do not</u> need to submit a completed Attachment E with proposal submission but will be required after award?   | <i>Pro forma contracts are included so that the bidder can state that they are able to sign it if selected. They should not sign a contract unless they are the selected vendor.</i>  |
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