



Request for Information

RFI# YH18-0072 HEAplus Enhancement

VENDOR QUESTIONS ANSWERS FORM

Question #	Vendor Name	RFI Section	Vendor Question	Leave Blank for AHCCCS Response
1	Conduent	Attachment A	Is Attachment A Respondent's Information included in the 20-pg limit?	No. Since this is an RFI, the 20 page limit is actually only a guideline and can be exceeded if needed.
2	Conduent	5.2	What's the correct title for Respondent's Information? Section 5.	The title would be the position of the person who is the contact for your company.
3	Conduent		Can the title page, table of contents, transmittal letter be submitted outside of the page count?	See answer to question 1
4	Conduent	1 – History and current state	Can the State please provide a list of the COTS applications currently being used under each of the enhancement categories?	The COTS products currently in use are: 4.3.1. MASTER DATA MANAGEMENT - No Solution 4.3.2. BUSINESS RULES ENGINE - No Solution 4.3.3. MOBILITY SOLUTIONS - No Solution 4.3.4. REALTIME INTERFACES - MuleSoft ESB 4.3.5. NOTICE GENERATION - No Solution 4.3.6. DATA WAREHOUSE / REPORTING - TABLEAU
5	Conduent	2 – Future State	Does the State have a preference of a web hosted SaaS solution or only COTS solutions hosted by the State?	No preference. The State is open to suggestions based on vendor experience.
6	Deloitte Consulting LLP	Section 1	Will the State provide a copy of recommendations made by the third party review of the system?	Two third party reviews of HEAplus were conducted, but neither provided product specific recommendations. Many of the suggestions provided in the reports are outdated and general in nature.
7	Deloitte Consulting LLP	Section 1	Can the State confirm if the current vendor has transition out services covered in the existing M&O contract?	The current M&O contract addresses contract termination, turnover and disentanglement responsibilities of the incumbent vendor. The HEAplus O&M re-solicitation RFP, when it is completed, will describe how the State prefers transition to the new contract should occur for



Request for Information

RFI# YH18-0072 HEAplus Enhancement

				both scenarios where the incumbent is re-selected, and a new vendor is selected.
8	Deloitte Consulting LLP	Section 1	Can the State confirm if the current system is hosted by the State, and if so, is this the plan for the future?	The HEAplus production data center is hosted by Social Interest Solutions in CA. The backup data center is in the process of being moved to a POD in AZ where it will be housed with other AZ state equipment. AZTECS is hosted by DES at a separate AZ based data center. DES and AHCCCS will be discussing hosting options for the future and deciding how best to procure hosting services.
9	Deloitte Consulting LLP	Section 2	Does the State have an anticipated release date for the HEAplus M&O RFP?	No decision has been made regarding an RFP at this time.