



SOLICITATION AMENDMENT #1		
YH21-0004 MES Modernization Roadmap Consultant RFP	Solicitation Due Date: Friday, June 4, 2021, 3:00 pm Arizona Time	Procurement Officer: Meggan LaPorte Email: procurement@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

The attached Answers to First Round Questions are incorporated as part of this solicitation amendment.

Second round questions, due May 15, 2021, shall be limited to clarifications of these answers only, at the discretion of AHCCCS.

Exhibit A “Proposal Submission Instructions” is revised and attached hereto.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: SIGNATURE ON FILE
TYPED NAME:	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE:



ANSWERS TO VENDOR QUESTIONS ROUND #1

MES Modernization Roadmap Consultant RFP #YH21-0004

Question#	VENDOR NAME	Paragraph # or Title	Vendor Question	AHCCCS Response
1.	BerryDunn	General	Will the States be able to provide their most recent MITA Self State-Assessment reports?	Yes. The states will provide MITA reports to the awarded vendor.
2.	BerryDunn	Scope of Work, 5.3 Current State Assessment Pages 8-9	The following requirement is included in the Current State Self-Assessment: "The Contractor shall also conduct a skills assessment to determine the availability of skills to support the existing environment." In order to accurately scope this effort, could the States please provide additional information regarding this requirement? Do the States desire a comprehensive skills assessment of all staff from both States' Agencies? Or will this be a skills assessment of a smaller, more specific sub-group of stakeholders who will be supporting the modernization efforts?	The assessment will be more by job group. (e.g., Mainframe programmers/System Supports Staff – to include operations, business analysts, operation support, procurement, and contract management.
3.	BerryDunn	Scope of Work, 5.3 Current State Assessment Pages 8-9	Do the completed MITA SSAs provide a comprehensive assessment of all programs? Or are there known gaps that would need to be assessed for the first time?	Both state MITA are comprehensive assessment of the programs.
4.	BerryDunn	Scope of Work, 5.3 Current State Assessment Pages 8-9	Can the States provide any additional information regarding how many programs will need to be assessed?	Refer to requirement CSA-007.
5.	BerryDunn	Scope of Work, 5.3 Current State Assessment Pages 8-9	Have the States completed any business process mapping that will be provided to the contractor? Or should we assume all requested business process documentation will need to be developed from scratch?	We have basic required documentation on all systems, however much of the documentation is outdated. Vendors should assume most of the documentation will need to be developed from scratch.
6.	BerryDunn	SOW, RTM: CSA-007 Page 12	We see both States' eligibility systems are included in CSA-007 (KOLEA and HEAplus). Do the States intend on including the eligibility systems in the roadmap (meaning will they be included in the modernization plans), or is the intention to simply assess how the enterprise interacts with these systems?	For purposes of this response, integration of systems as well as potential options for all systems should be included.
7.	BerryDunn	SOW, RTM: CSA-007 Page 12	Are all systems within CSA-007 candidates for modernization, or will some be maintained and updated, but not modernized or replaced?	All systems in CSA-007 will be evaluated to determine whether to be maintained, updated, or decommissioned. The State will be looking to the MES Roadmap Contractor to assist AHCCCS to make these decisions.
8.	BerryDunn	SOW, RTM: CSA-007 Page 12	Does the project schedule requested in Section 6.2.3 count against the 25 page limit? Or can it be provided as an appendix?	The project schedule (incorrectly listed as 6.2.3 in the RFP but updated in question #10 below as 5.2.3) can be provided as an appendix and will not count against the page limit. See also answer from question 22 below.



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9.	BerryDunn	Special Instructions to Offerors 5.1 Page 28	Should the reference to paragraph 12, be changed to paragraph 11?	Yes, the reference in 5.1, on page 28, should be for Paragraph 11 "Request for Confidential/Proprietary Determination" on page 31.
10.	BerryDunn	Special Instructions to Offerors 5.2 and 5.3 Page 29	The numbering in the subsection for 5.2 and 5.3 are off, does AHCCCS want us to refer to them as "6.2.1, 6.2.2, etc." or (5.2.1, 5.2.2, etc.)? Or will AHCCCS be able to correct in the next Addendum?	The numbering is incorrect in sections 5.2 and 5.3 of the Special Instructions to Offerors on page 29. All lines nested under 5.2 should be 5.2.1, 5.2.2, 5.2.3... etc. All lines nested under 5.3 should be 5.3.1, 5.3.2, 5.3.3 etc.
11.	BerryDunn	Exhibit B 2. AHCCCS Electronic Data Exchange Request Form Page 1	The instructions for completing the AHCCCS Electronic Data Exchange Request Form do not match the form. For example In Section I, there is not an "UPLOAD" or "DOWNLOAD" box to check. Sections II, IV, V do not have the fields listed in the instructions. Is there a different form to use or are there different instructions?	AHCCCS has updated these instructions for more clarity and the updated Exhibit A, Proposal Submission Instructions is attached hereto.
12.	BerryDunn	Exhibit B Fonts and Borders Page 3	Is it allowable to make tables 9 point font?	Yes.
13.	Briljent, LLC	Page 7, Section 4	The RFP states that Contractors may be precluded from future contracts that result from the plan, and that qualifying for this work may need to be "negotiated." How do you recommend vendors address this in our submission? For companies that anticipate this sort of conflict, should we identify these areas as part of our response? If so, will this impact selection in any way?	There is no need to address this in your response. The language included on page 7 of the RFP is meant to prepare Offerors that if awarded this contract, there are potential preclusions from participating in future RFPs that directly result from this contract. Specific preclusions or conflicts of interest will be evaluated at the time of each new RFP.
14.	Briljent, LLC	Page 8, Section 5.1	The RFP states, "Once this mutually agreed upon work schedule, which will identify specific time frames and deliverable target dates for this project, has been developed, it will be incorporated into and made a part of the contract. The dates in the work schedule will define the agreed upon period of performance." Does this mean that project initiation work shall be completed prior to signing a contract, or that an amendment will be created once this schedule has been defined?	The latter statement is correct. An amendment to the contract will be executed once the mutually agreed upon work schedule has been finalized.
15.	Briljent, LLC	Page 8, Section 5.1	What is the desired timeframe for this project's completion?	The State is relying on experienced offerors that understand the level of effort this type of project would take and provide the State with a timeframe.



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16.	Briljent, LLC	Page 8, Section 5.3	Approximately how many business processes per state will need to be reviewed and documented? Are these processes outside of the MITA Assessment business process review?	The State is relying on the MES Roadmap Contractor to conduct the assessment to determine number of business processes.
17.	Briljent, LLC	Page 8, Section 5.3	Pertaining to the skills assessment, is this meant to assess the employee roles in general, or an evaluation of the actual skills of individual current employees?	The state's intent is for the MES Roadmap Contractor to assess the current skillsets and what will be needed. For example, we would want to know can the skills our employees currently have be converted to what skillsets will be needed. And what is the level of effort to do so.
18.	Briljent, LLC	Page 8, Section 5.3	For the skills assessment, the term "availability" is used - does that mean availability in the current incumbent employee population, or general availability in the workforce?	Based on the assessment of #17, we will need advice on what is available for the workforce moving forward.
19.	Briljent, LLC	Page 10, Section 5.5	For the updates needed for the MITA SS-A reports, would all existing process documentation be available to the Vendor to make edits and updates as needed for both AZ and HI?	Yes.
20.	Briljent, LLC	General	What is the established budget limit for this project?	The State is not releasing a budget for this procurement.
21.	Cambria Solutions, Inc.	Pg. 29 - 5.2	Can an appendix be added to Part B1 - Technical Proposal? Would it be included in the 25-page limit?	Requirement 5.2.3 (incorrectly listed as 6.2.3 in the RFP) may be submitted as an appendix and will not count against the page limit. (See also response to Question # 8 above) Other requirements in your technical proposal will count against the page limit.
22.	Cambria Solutions, Inc.	Pg. 29 - 5.3	Can an appendix be added to Part B2 - Experiences/Expertise of the Firm and Key Personnel? Would it be included in the 20-page limit?	The RFP allows for the following that is not considered in the 20 page limit for Experience and Expertise: Resumes, and Samples of Work. AHCCCS will also excuse the organizational chart from the 20 page limit.
23.	Cambria Solutions, Inc.	General	Would a cover page and a TOC be included in the page limits for Part B1 - Technical Proposal and for Part B2 - Experiences/Expertise of the Firm and Key Personnel?	No.
24.	Cambria Solutions, Inc.	General	Will the AHCCCS accept e-signatures on all documents?	Yes.
25.	Grant Thornton	P.10, 5.4.8	What financial data does AHCCCS for the existing environment in order to create the cost-benefit analysis?	We would be able to provide the awarded vendor with access to all existing system cost data.



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26.	Grant Thornton		Does AHCCCS have an estimated completion date for the project?	Refer to the response provided to Question #15.
27.	Grant Thornton		While we understand writing SOWs as described in section 5.6 could preclude us from future work, would creating the MMIS Roadmap (all required activities exclusive of sect. 5.6) preclude us from performing future work, such as Enterprise Project Management Office (EPMO), Systems Integrator (SI), Independent, Validation and Verification (IV&V), and Organizational Change Management (OCM).	See response to question #13.
28.	Grant Thornton		Who completed the SS-A's for Arizona and Hawaii in 2016 and 2019? Have there been any updates to any of that documentation since those times?	Arizona 2016 MITA-SSA was completed by Cognosante Hawaii 2019 MITA-SSA was completed by Cognosante
29.	Grant Thornton		Can you provide the SS-A documentation that resulted from each of those efforts?	Refer to the response provided to Question # 1.
30.	McKinsey & Company, Inc. Washington D.C.	Special Terms and Conditions, Section 3, page 42	Will MES revise Section 3 (Conflict of Interest) of the Special Terms and Conditions to the following in quotations or something similar?	Exceptions to Terms and Conditions are not negotiated through the Q and A process. Please see section Paragraph 3.3, page 23, Uniform Instructions to Offerors for the proper process to submit an exception to terms and conditions with your proposal.
31.	McKinsey & Company, Inc. Washington D.C.	General	Based on the activities outlined in the RFP, Contractors may offer proposals that vary greatly in resource intensity, creating a risk that some may be under-resourced while others may exceed the budget for the project. Would AHCCCS consider providing a "not-to-exceed budget" for the scope of services in order to ensure that it receives a greater number of proposals that deliver the maximum possible support while remaining within established budget goals or limitations?	Refer to response in Question #20.
32.	netlogx	general	Have AZ and HI already concluded their vision of what the new MMIS will look like?	No
33.	netlogx	general	Have AZ and HI already concluded their goals for the new MMIS?	No
34.	netlogx	Page 4, Section 1	Is the State of Arizona / AHCCCS acting as an agent for the State of Hawaii / MedQUEST?	No, AHCCCS is not an agent for Hawaii but rather collaborating with Hawaii for this procurement. (See page 4 of the RFP)



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35.	netlogx	Page 7, Section 4	In developing the Scopes of Work, will the Contractor decide whether this will be implemented by state staff or outsourced?	No, the contractor will make recommendations, but the ultimate decision will be left to the states.
36.	netlogx	Page 7, Section 4	Is it expected that the Roadmap would include specific Statements of Work for each module (Provider Management, PBM) and service offerings (EPMO, IV&V, Quality Assurance)?	Yes, please refer to the requirements in the RFP SOW-001 to SOW-005.
37.	netlogx	Page 8, Section 5.2	Is there a list of the mandated processes and templates? Are those mandated processes and templates available for review during the proposal period (i.e., prior to May 15th)	No.
38.	netlogx	Page 8, Section 5.2	Is there documentation defining deliverables and the associated timelines for completion?	No.
39.	netlogx	Page 8, Section 5.3	Which, if any, of the business processes, technical architecture, and information architecture to be part of the current state assessment are currently documented?	Some of the documentation is out of date, some are complete, and some do not exist.
40.	netlogx	Page 8, Section 5.3	Are there documented process flows available for review of the current business processes?	Yes, however some of the documentation is out of date.
41.	netlogx	Page 8, Section 5.3	Are all the workers State (AZ or HI) employees or are their contractors, as well? To whom will the requirement/deliverable of a skills assessment apply?	All assessments will be of state employees.
42.	netlogx	Page 9, Section 5.4.4	Do the recommendations for maintaining the MES Roadmap include MITA?	Yes.
43.	netlogx	Page 10, Section 5.6	Section 5.6 indicates that the Scopes of Work are optional, while in an earlier section (4), it indicates that scopes of work are required. Would you please clarify?	The development of scopes of work for future procurements is optional at the discretion of the state.
44.	netlogx	Page 12, Section 5.7	Is there a Requirements Traceability Matrix template that AHCCCS prefers the Contractor to use?	No.
45.	netlogx	Page 12, Section 5.7	What tools does AHCCCS utilize? e.g., MS Project, Jira, Confluence?	The states use Microsoft O365 suite, including Microsoft Project and Microsoft SharePoint.
46.	netlogx	Page 12, Section 5.7, Req ID CSA007	Can AHCCCS please provide information about the purpose / service provided of each of the systems denoted in this section? While some of the systems are clear by their name, others are less evident.	See the following documents attached hereto: AHCCCS List of Systems CSA-007 Current State



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47.	netlogx	Page 12, Section 5.7, Req ID KIC-002	What is the estimated number of MES stakeholders?	Stakeholders will be identified during the initiation phase of the project.
48.	netlogx	Page 12, Section 5.7, Req ID KIC-003	What is the expected number of participants? Will facilities be provided by the State to conduct this kickoff meeting? What COVID protocols will need to be considered?	The kickoff meeting will be virtual, and the state expects around 20 participants. Meeting may be hosted on either party's video conferencing software, as mutually agreed upon. The Offeror shall assume that most, if not all, meetings will be held virtually until late 2021 or early 2022 at which time the parties can discuss the best method of meeting, as mutually agreed upon. If any meeting is held in person, the AHCCCS conference rooms are available for use in Phoenix, and any COVID protocols in place at that time will be communicated to the parties.
49.	netlogx	Page 12, Section 5.7, Req ID PM-001	Are the AHCCCS EPMO standards available for review by the bidders?	Yes, we currently follow best practices as advised by the PMI.
50.	netlogx	Page 16, Section 6	Is there a "not to exceed" price?	Refer to the response provided to Question #20.
51.	netlogx	Page 17, Section 8	Has the client defined the number of committees that will be in place for this project? the function of each? and the number of committee members for each? If so, please provide a response for each question.	No.
52.	netlogx	Page 17	Please define the acronyms DMS and DHCM?	DMS (now DMPS) - Division of Member and Provider Services DHCM – Division of Healthcare Management https://azahcccs.gov/shared/Downloads/AHCCCSorgchart.pdf
53.	netlogx	general	Is there a document library that would be available to review the current documentation of the systems?	No.
54.	netlogx	general	The RFP calls for a 3-year contract and 2 one-year extensions. Please share the milestones and associated dates that are anticipated during the contract life.	Please see response to question #15.
55.	netlogx	general	The RFP calls for a 3-year contract and 2 one-year extensions. What services are anticipated during the extension period?	Though the bulk of the work is expected to be completed in the first contract term, extension options are included in case the development of scopes of work are developed in later contract terms.



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56.	The North Highland Company LLC	Paragraph 3.8; page 35	Will the State include language in the Uniform Terms and Conditions, Paragraph 3.8 (Ownership of Intellectual Property) to clarify Contractor's (or its subcontractor's) ownership of pre-existing or independently developed materials.	Exceptions to Terms and Conditions are not negotiated through the Q and A process. Please see section Paragraph 3.3, page 23, Uniform Instructions to Offerors for the proper process to submit an exception to terms and conditions with your proposal.
57.	The North Highland Company LLC	Paragraph 21; page 47	Will the State consider including a Warranty Disclaimer clause in Paragraph 21 (Warranty of Services) in the Special Terms and Conditions to disclaim any warranties not expressly made by Contractor?	Exceptions to Terms and Conditions are not negotiated through the Q and A process. Please see section Paragraph 3.3, page 23, Uniform Instructions to Offerors for the proper process to submit an exception to terms and conditions with your proposal.
58.	The North Highland Company LLC	New paragraph; page 47	Will the State consider including a Limitation of Liability clause in the Special Terms and Conditions customary for professional services agreements?	Exceptions to Terms and Conditions are not negotiated through the Q and A process. Please see section Paragraph 3.3, page 23, Uniform Instructions to Offerors for the proper process to submit an exception to terms and conditions with your proposal.
59.	The North Highland Company LLC	Paragraph 1; page 48	Will the State insert "third party" in Paragraph 1 (Indemnification Clause) of the Special Terms and Conditions Insurance Requirements as indicated below to clarify Contractor's indemnification obligations are limited to third parties?	Exceptions to Terms and Conditions are not negotiated through the Q and A process. Please see section Paragraph 3.3, page 23, Uniform Instructions to Offerors for the proper process to submit an exception to terms and conditions with your proposal.
60.	The North Highland Company LLC	Exhibit B, page 2	Is it the intent for bidders to submit three separate files containing the content of Parts A, B, and C or should each of the bulleted items represent its own separate file submission?	See answer to question #65.
61.	The North Highland Company LLC	Exhibit B, page 3	For the section labeled "Fonts and Borders," can the font type and size used in graphics and tables be different from the 11-pitch Calibri requirement stated in this part?	A different font type is permitted on graphics and tables.
62.	The North Highland Company LLC	Section 5.1, page 7	Could the State confirm that while the Contractor will attend the Kickoff Meeting in person, the Contractor should plan to conduct all other project meetings via videoconference?	See response to question #48.
63.	The North Highland Company LLC	Section 5.7, page 11	Could the State confirm that the requirements compiled into the RTM would be developed/defined as part of the work described in Section 5.6 - Scopes of Work, and the work described in Section 5.7 - Development of Specifications involves compiling and maintaining those requirements in the RTM?	Yes.
64.	NTT DATA State Health Consulting, LLC	P 28 Section 2 Exhibit A	Section 2 of the Exhibit A Proposal Submission Instructions attachment regarding completion of the AHCCCS Electronic Data Exchange Request Form: The instructions as to each section do not align with the form. For instance, there is no	Refer to answer for question #73



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			Section IV, Type of data being exchanged. Also, the form states that any request received without the AHCCCS ID will not be processed; however, the instructions state to leave the AHCCCS ID blank. Is Section VI, Trading Partner Approvals, required to be completed? Does the State have more current instructions for completion of this form?	
65.	NTT DATA State Health Consulting, LLC	P2 Exhibit A	Exhibit A states that "Files names (including the URL path) for electronic files uploaded to the SFTP cannot exceed 255 characters. Each item must be a separate standalone electronic file. Please do not submit the proposal as one (1) large file." Are all documents within parts A, B and C to be uploaded as individual files (10 separate standalone electronic files in total)?	<p>Yes that is correct. You will upload 10 files</p> <p>For example, for Part A:</p> <ul style="list-style-type: none"> • (A1) 1 file for your transmittal letter • (A2) 1 file for your signed Offer and Acceptance • (A3) 1 file for all signed solicitation amendments combined <p>If one of the 10 files does not apply to you, such as C4-Exceptions, the Offeror shall upload a document that simply states that the Offeror submits no exceptions.</p>
66.	Random Bit LLC	Page 7: Section 5.1	<p>"Kick off meeting may be in person in Phoenix, Arizona." Does work on this contract need to be completed onsite or remotely? If work is completed remotely, how much travel is anticipated to Phoenix for meetings?</p> <p>CONSIDER REWORDING:</p> <p>"The kickoff meeting will be held as directed by the Agencies, which may include in person, in Phoenix, Arizona....." and "The Contractor shall have the ability to conduct kickoff meeting and all future meetings via video conferencing provided by the contractor". This is the only reference to potential onsite work in the RFP. Does AHCCCS have expectations on onsite presence for the work performed and meetings?</p>	Refer to the response provided to Question #48.
67.	Random Bit LLC		Will the state provide laptops for the employees on this project? If not, will the state provide access to the state network from contractor laptops?	The state will not provide laptops to the Contractor. The state will provide access to the state's wireless network for access to the Internet. The state will also provide access to the state's project management information system (Microsoft SharePoint).
68.	Random Bit LLC	Page 31 -32: Section 11	If requesting for company financials to be kept confidential, is a detailed legal analysis required?	If the state requests the Offeror's financials, the Offeror may submit a detailed legal analysis at that time.
69.	Random Bit LLC	Page 12 – CSA-009	Which Business Process Management and workflow technologies are currently in use with AHCCCS?	None.



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70.	Random Bit LLC	Page 8 & 9 – Section 5.3 & 5.4	Which technologies are currently in use by AHCCCS to define current state and future state architectures? Are there any diagrams & artefacts that can be used for the purpose of this project or will everything need to be captured new?	Microsoft Visio diagrams and Word documents exist that define current state architectures and will be shared with the awarded vendor.
71.	Random Bit LLC	Page 51 – Section 7.1.3	“All certificates required by this Contract shall be sent directly to the Department.” Is there a contact name and email in the department?	Insurance certificates shall be sent to: Procurement@azahcccs.gov (preferred) or AHCCCS Procurement Office 801 E. Jefferson Street, MD 5700, Phoenix AZ 85034
72.	Random Bit LLC	Page 29 – Section 6.3.7	“The qualifications of the key personnel proposed by the offeror to perform the requirements of this solicitation will be considered in the evaluation” – The RFP does not state which positions are considered key personnel. Are there specific key personnel required from AHCCCS or is this up to the offeror to define?	Key personnel should be defined by the Offeror.
73.	Random Bit LLC	Page 2	For Exhibit A – Proposal Submission Instructions, when downloading and opening the document, the document title is Exhibit B. Is this the same document referenced on page 2 as Exhibit A?	The Proposal Submission Instructions should be labeled Exhibit A. Exhibit A is revised and attached hereto and includes updated instructions to fill out the electronic data exchange request form.
74.	Random Bit LLC	Page 9 – Section 5.3	“The AHCCCS MITA SS-A was last updated in 2016, and the MQD SS-A was completed in October 2019”. Would AHCCCS consider posting these documents as part of the procurement library?	Refer to the response provided to Question #1.