

**ADDENDUM TWO
QUESTIONS AND ANSWERS**

Date: May 26, 2021
 To: All Bidders
 From: Holly Glasgow and Jennifer Crouse, Buyers
 Department of Health and Human Services
 RE: Addendum for iServe Nebraska Portal Work Order #3

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Work Order. The questions and answers are to be considered as part of the Work Order. It is the Bidder's responsibility to check the project information page for all addenda or amendments.

<u>Question Number</u>	<u>Work Order Section Reference</u>	<u>Page #</u>	<u>Question</u>	<u>DHHS Response</u>
1.	1.F.2.C	3	We were awarded Service areas 2, and 6 but not Service area 3—please confirm we are able to bid—we will abide by the 90 day warranty request period	No. See section 1.F.2.C, bidders must qualify for all service areas to be able to bid on this Work Order.
2.	F.2 Mandatory Requirements	Page 3	Per the Mandatory Qualifications, will the state accept a response to Work Order 3 from vendors qualified for Serve Area 2 & 3 but who have not yet qualified for Service Area 6: Legacy System Integration?	No. See section 1.F.2.C bidders must qualify for all service areas to be able to bid on this Work Order.
3.	F.2 Mandatory Requirements	Page 3	Might a vendor qualify for Service Area 6: Legacy System Integration by submitting of a response to Work Order 3?	No.

4.	General	General	May we partner with another Prime vendor in the Nebraska iServe vendor pool approved in Service Areas 2, 3 and 6?	Yes. DHHS reserves the right to know the legal relationship between the partnering parties.
5.	General	General	Can we propose a team that includes organizations that do not hold an existing iServe contract with the State of Nebraska?	The Contractor may use subcontractors, if approved by DHHS, to perform work set forth in the Work Order, as provided in the RFQ.
6.	General	General	If we propose subcontractors that do not hold an existing iServe contract, does the state of Nebraska have any business certification requirements for these organizations as well?	All subcontractors shall be governed by the same requirements set forth in the contract as the Contractor. It is unclear what document is being referenced as an "iServe contract"
7.	General	General	Is the assumption that the Work Order 3 vendor will be implementing the MVP approach defined in the Work Order 1 deliverables including the refined MVP Roadmap (Work Order 1 Deliverable 7)? Work Order 1 Deliverables 1-5 impact staffing and level of effort estimates for Work Order 3. Please provide these Work Order 1 deliverables to all vendors eligible to bid on Work Order 3 so all vendors have access to the same information for Work Order 3 proposals. If they are not completed, please advise how the Work Order 3 response should be developed without these deliverables and be in alignment with the Delivery Team Roles (Deliverables 1-4) and Effort Estimate Refinement (Deliverable 5) decisions made in Work Order 1. What is DHHS's plan to align the successful Work Order 3	No, all bidders should use the information available to all parties found here: https://das.nebraska.gov/materiel/purchasing/106928%20O3%20iServe%20RFQ/iServe.html DHHS does not believe work order 1 outcomes will impact work order 3 responses.

			vendor's proposed staffing and pricing with Work Order 1 outcomes and decisions?	
8.	General	General	Did the successful Work Order 1 vendor (Genesis Consulting) have access to the state-produced Epic Cost Estimate (IAPD funding and Lean Business Case) identified in the Work Order 1 Request during Work Order 1 execution? If so, please provide those documents to all vendors eligible to bid on Work Order 3 to allow all vendors to have access to the same information for Work Order 3 proposals.	No. Epic Cost Estimate and Lean Business Case does not exist.
9.	General	General	When are the Work Order 1 deliverables expected to be completed?	Target date of completion is July 16, 2021. See response from question 7.
10.		Page 6	Our understanding is that MITA 3.0 is an enterprise architecture framework that states apply to assess the maturity of their Medicaid enterprise, and that a specific system cannot be "MITA 3.0 compliant." Please elaborate on your definition of "MITA 3.0 compliant." Please share Nebraska's most recent MITA State Self-Assessment.	Section II. B. (Page 6) Paragraph 7, Sentence 2, is modified to read "The system should be designed in accordance with CMS's seven standards and conditions issued under sections 1903(a) (3) (A) (i) and 1903(a) (3) (B) of the Social Security Act."
11.	B	Page 6	Please provide a reference for "applicable CMS Streamlined Modular Certification Appendix B outcomes."	See "Work Order 3, Attachment 2 – Reference Document" here: https://das.nebraska.gov/materiel/purchasing/106928%20O3%20iServe%20RFQ/iServe.html
12.	B	Page 6	Please provide a reference for "System Integration Requirement Toolkit guidelines from Federal partners."	https://www.fns.usda.gov/snap/system-integrity-review-tool
13.	Section E.1.c Section V	Page 3 Page 19	Must we provide a name and complete a Staff Experience and Qualifications Form	Yes.

			for every proposed team member? Work Order 1 Deliverables 1-5 impact Work Order 3 staffing roles and level of effort estimates, thus Work Order 3 staffing and level of effort may change based on the Work Order 1 deliverables as they are completed. How will DHHS account for this in their review of proposals?	See response to question 7.
14.	E.1.c. Section V	Page 2 Page 19	What information would you like for team members we have proposed for roles not listed in V.A? Would resumes suffice?	Please use the roles defined in work order 3, Section V.A. If the role the bidder suggests cannot be aligned with the Section V.A., provide a resume and written explanation of the role you propose.
15.	Section IV	Page 16	The Service Area questions are the same as those in the original Vendor Pool RFQ, particularly Service Areas 3 and 6. What additional or different information are you expecting in the Work Order 3 answers?	At the bidder's discretion, they may provide the same answers from the RFQ, or provide updated or additional information.
16.	Section IV.2	Page 16	Work Order 1 Deliverable 7 is Product Increment Scheduling and Product Roadmap Refinement based on collaborative planning. With that work underway, what information would you like to see in the Work Order 3 response related to "planning approach to defining the functionality via Product/Solution Increment planning"? Is it correct to assume the Work Order 3 vendor will follow the Roadmap and other PI planning refined in Work Order 1?	See response to question 7.
17.	Section IV.6	Page 16	What do you mean by "alternative approaches and frameworks"?	Technical solution alternatives to Microsoft Dynamics 365.
18.	Question 2	Page 17	Who will be writing the user stories?	DHHS, with the assistance of the winning bidder, as appropriate.

19.	Agile UI/UX Designer	Page 29	MQ#4 and MQ#5 both list "Experience in risk taking." Would you like that experience listed in both sections?	Yes.
20.	D.7	Page 9	Can we propose an alternative set of schedule milestones and dates to those provided in Work Order 3 based on our experience developing complex web applications using agile and modern delivery best practices, as long as the prioritized features go live on April 30, 2022? If so, please confirm that proposing an alternative schedule that includes all critical milestones listed in the Work Order would not disqualify or disadvantage our proposal.	Bidders may propose an alternative schedule, which the state may or may not accept. However, bidders should be prepared to meet the schedule as defined in the Work Order 3 if directed by DHHS.
21.	D.7.d	Page 9	What is driving the April 30, 2022 Go-live date? Which of the milestone dates are "hard" (firm requirements), and which are "soft" (able to shift in order to improve delivery value and limit risk)?	DHHS must achieve an MVP for this project by or before April 2022 to meet targets set by state leadership. Interim milestone dates may shift as necessary, at the discretion of DHHS.
22.	D.7.e	Page 9	Does the state require Warranty Services to be provided in the final three months of the period of performance, or can we propose the Warranty Services be provided through an alternative proposed schedule and agile delivery methodology?"	Refer to Section D.7.e. An alternative proposed warranty services schedule is not acceptable to DHHS.
23.	Question 9	Page 17	Who are the key stakeholders that will decide what technology stack will be used? What criteria will they use to determine which technology stacks are acceptable or preferred? Will the vendor selected for Work Order 3 have the opportunity to be involved in the decision-making process?	The technology stack decision are made by members of the information service and technology leadership. Decisions are made following modern architecture and development best practices.

				DHHS has defined technology stack direction, however, as stated on page 11 of work order 3, the technology stack "...is subject to change in collaboration with contractor, at the sole discretion of DHHS."
24.		Page 12	Can you please provide Attachment 1 with the Initial Backlog Stories?	Yes. See "Work Order 3, Attachment 1 – Initial Backlog Stories" here: https://das.nebraska.gov/materiel/purchasing/106928%20O3%20iServe%20RFQ/iServe.html
25.			Does a vendor have to be already awarded a contract as a result of REQUEST FOR QUALIFICATIONS NUMBER 106928 O3 to bid on SOLICITATION NUMBER: 106928 O3 – Work Order 3?	Yes.
26.	Work Order Deliverables, Line g	Page 5	What developer training is being requested? Agile methods? Technical Stack needs? Operational Best practices?	Bidders should include developer training, agile methods, technical stack needs and operational best practices that best represent their proposal.
27.	Work Order Deliverables	Page 5	Can the State please provide further details regarding the expected training activities?	See response to question 26.
28.	Work Order Deliverables, Line j	Page 5	What certification processes will be required? Can more details be provided in terms of "assistance"?	Certification processes are determined in coordination with federal partners and have not been identified at this time. No.
29.	General	Page 5	Will new operational toolsets/platforms be implemented in this phase or will existing tools be used for operational needs? If so, can a list be provided?	A combination of new and existing operational toolsets will be used. No.
30.	General	Page 5	Will the operational toolsets/platforms utilized and/or implemented include	The architecture defined for Work Order 3 includes a broad use of Azure services.

			emerging technologies such as Artificial Intelligence and Blockchain?	DHHS has not yet identified any specific needs for AI or Blockchain technologies as part of the iServe Portal MVP.
31.	Work Order Deliverables and PSI	Pages 5-8	Is there a rollout approach preferred by the State for mobile and web?	Bidders should propose the rollout approach best suited to their proposal.

This addendum will become part of the proposal and should be acknowledged with the Work Order response.