



<b>SOLICITATION AMENDMENT #1</b>		
<b>YH 18-0033 PROVIDER MANAGEMENT SYSTEM</b>	Solicitation Due Date: <b>MARCH 15, 2018 3:00 pm Arizona Time</b>	Procurement Officer: Alice McLain <a href="mailto:alice.mclain@azahcccs.gov">alice.mclain@azahcccs.gov</a>

**A signed copy of this amendment must be returned with the proposal and received by the State of Arizona on or prior to the Solicitation due date and time.**

1. The attached Answers to Questions are incorporated as part of this solicitation amendment.
2. The Scope of Work, Purpose of the RFP, page 5, Paragraph three (3) is hereby clarified as follows:

The system ~~should~~ shall be COTS-based and in operation in, at least, one other State Medicaid Agency. AHCCCS/Med-QUEST will not consider any solution that is an on premise deployment.

3. The following Questions to Offeror's and Offeror's responses are hereby incorporated into this solicitation amendment.

Offerors shall check the appropriate box below each statement to indicate their answer:

A. Our proposed system is a COTS-based (Commercial Off-the-Shelf) software solution.

YES

NO

B. Our proposed system is operational and functioning as intended in at least one other State Medicaid Agency.

YES

NO

List State(s): Attach separate sheet if necessary

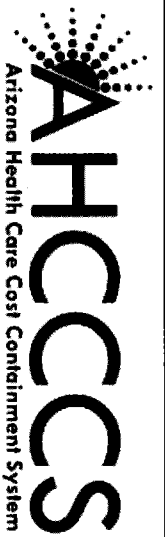
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C. Our proposed solution/system is an on premise deployment.

YES

NO

<b>OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.</b>	<b>THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.</b>
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: <b>SIGNATURE ON FILE</b>
TYPED NAME:	TYPED NAME: Meggan Harley, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE: February 14, 2018

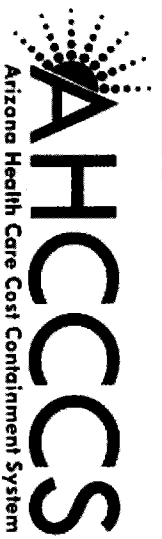


**AHCCCS ANSWERS TO VENDOR QUESTIONS**

**RFP YH18-0033 Provider Management System**

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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
1. BerryDunn	Section 5.17	16	This section details the need of the selected contractor to coordinate with the IV&V contractor. Has an IV&V contractor been selected? If not, is there a target date for releasing an RFP for IV&V services?	Yes an IV&V contractor has been selected and waiting CMS approval
2. BerryDunn	Section 5.18.14	18	This section details the need of coordination of module deliverables. Is AHCCCS/Med-QUEST planning additional modular procurements? If so, does AHCCCS/Med-QUEST intend to procure a systems integrator and a project management vendor as part of their modular modernization efforts?  Should proposals be delivered to the address and point of contact provided on the Notice of Request for Proposal cover sheet?	Not at this time
3. Conduent	Uniform Instructions to Offerors 4.1 Sealed Envelope or Package	Pg. 28 of 61	ARIZONA HEALTH CARE PRICING SCHEDULE CONTAINMENT SYSTEM ADMINISTRATION (AHCCCS) Attn: Alice McLain, Procurement Manager Procurement Office (First Floor) 701 E. Jefferson, MD 5700 Phoenix, AZ 85034	Yes.
4. Conduent	Special Instructions to Offerors	Pg. 30 of 61	Can tabs be included as part of the proposal response and do those tabs count towards a page limit?	Yes, tabs may be included. No, they don't count towards a page limit.
5. Conduent	Uniform Instructions to Offerors, Submission of Offer	Pg. 28 of 61	Should proposals be hand delivered or is courier via overnight delivery services (e.g, UPS or FedEx) acceptable to the Physical Delivery?	Either is acceptable.



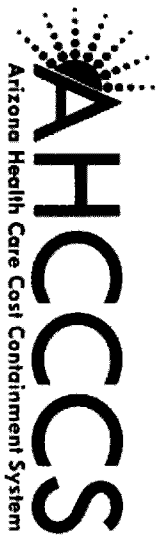
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
	4.1 Sealed Envelope or Package			
6. Conduent	Uniform Instructions to Offerors 3.8 Disclosure 5.4 Disqualifications	Pg. 27 of 61 Pg. 28 of 61	Sections 3.8 Disclosure and Section 5.4 Disqualification show conflicting information in regards to disqualification due to current/previous disbarment. Which section statement is correct? Can an offeror still be considered if the requested letter as noted in Sec. 3.8 is provided with their proposal submission thoroughly explaining the circumstances of preclusion or will the offeror's submission be rejected?	<b>3.8 Disclosure</b> relates to <u>previous</u> debarments and any suspension or debarment that is <u>currently pending</u> . <b>5.4 Disqualifications</b> relates to <u>currently</u> debarred firms and individuals.
7. Conduent	Special Instructions to Offerors 3. Proposal Information	Pg. 30 of 61	Should the CD contain two separate files, a Technical volume and a Pricing schedule, or should those files be submitted in a combined PDF format?	Offeror Checklist: Items 2,4,6,7 should be included in one document. The rest of the items can be separate files.
8. Conduent	Special Instructions to Offerors 3.2 Experience and Expertise of the Firm and Key Personnel	Pg. 31 of 61	Do any page limits apply to this section?	No. Paragraph 3.1 <b>Proposed Method of Approach</b> , section 3.1.4 defines the 55 page limit for the Proposed Method of Approach and applies strictly to that portion of the response.
9. Conduent	Special Instructions to Offerors 5. Additional Information (Optional)	Pg. 31 of 61	Do page limits apply to any additional information that a proposer would like to include?	No. Please see the answer to question #8.



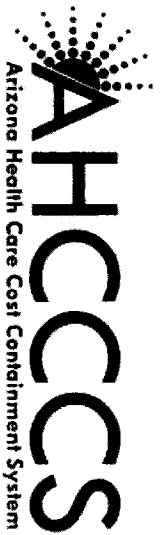
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
10. Conduent	Special Instructions to Offerors 5. Additional Information (Optional)	Pg. 31 of 61	Should this information be included as part of section 3.2, Experience and Expertise of the Firm and Key Personnel?	Label it Section 5.0, however you may include after Section 3.2.
11. Conduent	Scope of Work 5.3 Regulatory System Compliance Requirements 5.3.2	Pg. 7 of 61	Is a Section 508 plan required to comply with Section 508 of the Federal Rehabilitation Act and the World Wide Web Consortium (W3C) Web Accessibility Initiative or just a statement?	Statement of acceptance/acknowledgment
12. Conduent	Attachment D: Offeror's Checklist	Pg. 60 of 61	Should only one volume be submitted that includes both the technical response and pricing schedule or should the technical and pricing schedule (attachment B) be submitted in as two separate volumes? "Provided separately on the AHCCCS website under Open Solicitations. The Offeror shall complete this Attachment and submit with its Proposal."	Offeror Checklist: Items 2,4,6,7 should be included in one document. The rest of the items can be separate files.
13. Conduent	Attachment A	Pg. 57 of 61	This document is quite large with many columns and would not fit in a readable format on either 8.5 x 11, or a folded tabloid sheet. Can this Attachment be provided in the CD/thumb drive version only?	Yes.
14. Conduent	General Question		Do any font limitations apply?	Acceptable formats are provided in the Uniform Instructions to Offerors, Paragraph 3, Offer Preparation. However, font size is not specified. Font size shall be 10.
15. Conduent	Attachment D Submittal Cover	Pg. 60 of 61 Pg. 32 of 61	A reference in section 12. Request for Confidential/Proprietary Determination, states that	Reference to any Requests for Confidential/Proprietary portions of the



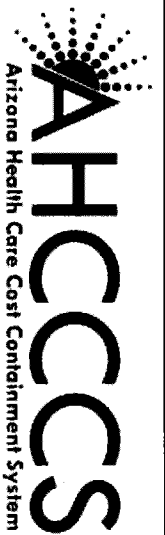
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
	Letter		the proposer should summarize the distinct portions, including exact page numbers, of their document is requested to be kept confidential. Does this only apply to the cover letter of the redacted submission or should this information be reflected on the cover letter of the original submission as well? What additional information is required on the submittal cover letter?	proposal shall be provided in the Submittal Cover Letter of the proposal per Paragraph <b>12, Request for Confidential/ Proprietary Determination.</b> Include a separate letter that is prepared by legal counsel to request consideration for determination.
16. Conduent	5.18.15	Pg. 18 of 61	Please elaborate on the System Enhancement Pool. Are there a set number of hours the successful bidder is responsible for at no cost to the State? If so, please provide the details necessary to price for this pool.	To be negotiated between the states and the awarded contractor.
17. Conduent	5.18.20.5	Pg. 18 of 61	Please confirm the State only requires 5 environments: System Test, Integration Test, Data Migration, Training and Production. Also, please confirm that these are all supposed to be separate environments and all full production mirrors.	Yes to all
18. Conduent	3.2.1	Pg. 31 of 61	In section 3. Purpose, the RFP states, "The system should be COTS-based and in operation in, at least, one other State Medicaid Agency." Section 3.2.1 of the Special Instructions to Offerors seems to indicate that this is not a requirement, only a preference. Is this a requirement or just a preference impacting the score?	This is a requirement
19. Conduent	General	n/a	Please confirm the State handles all provider communications, including helpdesk support and that no provider relations staff are being requested in this solicitation.	The states will handle all provider communication, helpdesk support and is not requesting provider relations staff.
20. Conduent	General	Pg. 30 of 61	Please provide the scoring criteria by line item and relative weight of each line item for the overall score	All information regarding Evaluation Criteria is found in Special Instruction to Offerors,



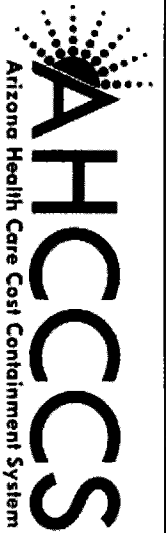
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
			Considering the solution is COTS based, and operates the same in any environment, would the State please consider amending the following sentence to read; "AHCCCS/Med-QUEST intends to give preference to Offerors who have a system in place, in operation, in another State Medicaid Agency or Commercial environment"	Paragraph 2, Evaluation Criteria
21. Conduent	3.2.1	Pg. 31 of 61	Please add a second round of questions to address any follow up questions as a result of answers received in round 1	Not at this time
22. Conduent	General	n/a	"Be hosted and executed from a virtualized environment. The entire system's virtual environments shall be capable of being re-hosted at a AHCCCS/Med-QUEST data center on request."	AHCCCS is not planning another Q & A at this time.
23. Conduent	5.1.10	6	As a true SaaS offering, under what circumstances would the solution be required to move from our host to your host?	AHCCCS functions in response to state and federal mandates. Currently the state is focusing on cloud based tech but this could change and the agency may be required to maintain the solution onsite as a single example.
24. Conduent	5.1.12	6	"Be described in such detail that AHCCCS/Med-QUEST can create the virtualized environments necessary to house and operate the system in a selected Data Center." As a true SaaS offering, under what circumstances would AHCCCS/Med-QUEST create virtualized environments for the solution?	See item #23.



**AHCCCS ANSWERS TO VENDOR QUESTIONS**

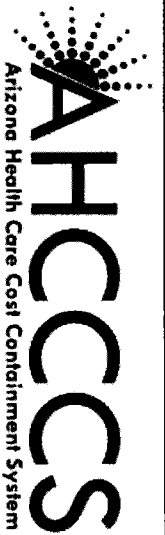
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
25. Conduent	5.1.20	6	As a true SaaS offering, what licenses is AHCCCS/Med-QUEST referring to?	The states are only requesting "applicable" system licensing
26. Conduent	5.1.25		Who controls the ESB and how is the two second metric measured?	The expectation is that the Contractor will be able to provide metrics to validate the time from data request to return in the online environment
27. Conduent	3.	5	Please provide the total number of new enrollments and re-validations for AHCCCS & Med-QUEST.  What is the schedule for re-validation for AHCCCS & Med-QUEST?	Arizona registered approximately 17,015 new enrollments in 2017 & revalidates approximately 78,000 providers based on a five year cycle. Hawaii registered approximately 700 new enrollments in 2017 & revalidated approximately 400 providers Based on a 5 year revalidation cycle. Both states are 100% paper-based.
28. Conduent	5.1.2	5	What percentage of applications are currently paper?  Will AHCCCS & Med-QUEST continue to accept paper applications?  Will AHCCCS & Med-QUEST consider only accepting paper applications in extreme cases only?	AZ-Yes. HI – Yes.  Both States will continue to accept paper applications. HI process paper applications for FFS providers only. For Managed Care, we accept an electronic file (called HPA) from our MCOs if they want to enroll new MN providers in HPMNMS.
29. Conduent	5.1.5	6	Is this section related to the "business continuity and disaster recovery" plan  Please define "refresh functionality".	Yes. Refresh functionality would primarily be related to the test environments to insure current data is always available.





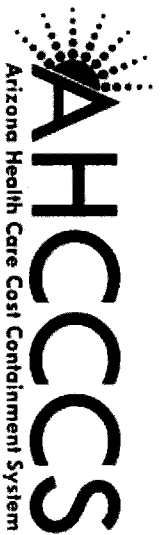
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30. Conduent	5.1.7	6	Would AHCCCS/Med-QUEST consider changing this requirement to read; "Accept all secure recognized electronic document formats."	Not at this time.
31. Conduent	5.3.5	7	We do not recommend the submission of Word (.doc or .docx) submissions as they can contain viruses. Will the AHCCCS and Med-QUEST be delegating PECOS access to the successful bidder?	The States will be delegating PECOS access to the successful bidder.
32. Conduent	5.5.9	9	Is "real-time license verification" limited to Arizona and Hawaii?	This is NOT limited to Arizona and Hawaii
33. Conduent	5.5.20	9	Please confirm this applies to currently enrolled providers with valid and sufficient data	Yes
34. Conduent	5.6.2	9	Please list the payment modalities accepted by AHCCCS & Med-QUEST	Arizona accepts credit card only that is redirected to Bank of America gateway.  Hawaii accepts only checks.
35. Conduent	5.16.4	14	Does the program have a proposed encryption standard?	Not at this time
36. Conduent	Uniform Terms and Conditions 3.7	35	Does this apply to improvements made to an existing SaaS solution?	Yes
37. Conduent	Special Terms and Conditions 20 (Warranty)	46	Please describe in detail the State's hardware and software environment	Current system is mainframe based using CA-Datcom
38. Conduent	3. Offer Preparation	26	Please confirm that the submission of an offer does not in itself constitute a binding offer and that if	Please see the Uniform Instruction to Offerors, <b>Paragraph 6.2, and Contract</b>



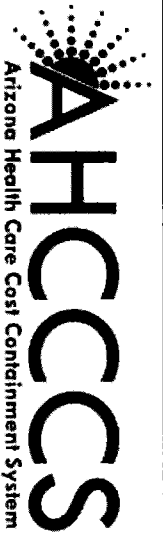
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	10. Negotiations		negotiations are not successful an awarded bidder is not required to contract with the State.	<b>Inception:</b> Please see Special Instructions to Offerors, Paragraph 10, Negotiations and Paragraph 11, Final Proposal Revisions/ Best and Final Offers.
39. Conduent	3.3. Audit	32	Please confirm that the State intends to hold negotiations with the awarded vendor prior to the Contract becoming effective.	An audit could include any number of documents in addition to invoices. This is required per state law. The Arizona Revised Statutes, ARS §35-214, is the law regarding State audits.
40. Conduent	3.4 Facilities Inspection and Materials Testing	35	Please confirm that prior to a facility inspection the State will provide no less than 48 hours' notice and that inspections will be held on business days during business hours.	Paragraph 3.4, Facilities Inspection and Materials Testing states that the Contractor shall permit access to its facilities "at reasonable times". "Reasonable times" would be determined on a case-by-case basis.
41. Conduent	3.4 Facilities Inspection and Materials Testing	35	Please confirm that any third parties that are conducting inspections on the Contractor or their Subcontractor's facilities, that those third parties will execute a non-disclosure agreement.	AHCCCS does not contract with any third parties for inspections.
42. Conduent	3.8 Ownership of Intellectual Property	35	Please confirm that this provision does not apply to the Contractor or their subcontractor's pre-existing intellectual property or any modifications made to that IP to conform to the State's systems.	AHCCCS Ownership of Intellectual Property pertains to any and all intellectual property "created or conceived pursuant to or as a result of this contract".
43. Conduent	6.2 Indemnification	37	Will the State agree that claims related to the Contractor's indemnification obligations are limited to the direct negligence of its acts or that of its subcontractors?	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's
44. Conduent				



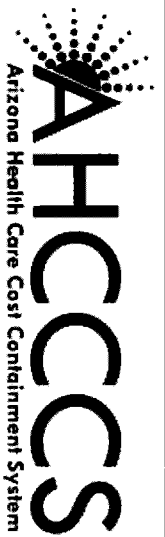
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				susceptibility for award.
	6.2		Will the State agree that claims related to the Contractor's indemnification obligations are limited to the willful misconduct of its acts or that of its subcontractors?	Please see the answer to question #44.
45. Conduent	Indemnification	37	Will the State please allow indemnification negotiations prior to contract execution to discuss mutually agreed upon caps on damages?	Please see the answer to question #44.
46. Conduent	6.2	37	Will the State please allow indemnification negotiations prior to contract execution to discuss mutually agreed upon caps on damages?	
47. Conduent	7.3. Fitness	39	Please confirm that this provision is limited to the specifications of the product as specifically outlined in this RFP and for no other potential purpose.	Yes.
48. Conduent	7.5 Compliance with Applicable Laws	39	Please confirm that this provision is limited to those laws in effect at the time of the start date of the agreement.	Yes.
49. Conduent	7.5 Compliance with Applicable Laws	39	Please confirm that if a change in law triggers a corresponding change in scope, resources, or price that this change will be handled through the contract amendment or change order process.	Yes.
50. Conduent	8.2. Stop Work Order	39	Please confirm that if a stop work order lasts longer than ninety (90) calendar days that the Contractor will have the ability to renegotiate the terms of the agreement, including, giving the Contractor the right to terminate the agreement.	Timelines for cure would be negotiated by AHCCCS and Contractor.
51. Conduent	8.4 Nonconforming Tender	40	Please confirm that prior to terminating the contract for breach of contract due to nonconforming tender that the State will allow the Contractor a period of no less than thirty days to cure any deficiencies of the delivered materials.	



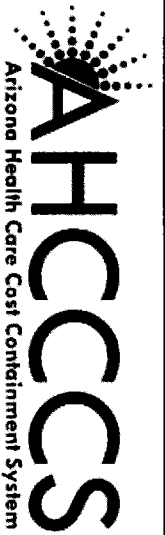
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52. Conduent	9.4 Termination for Convenience	41	Please confirm that the State will give the Contractor adequate notice (e.g. no less than thirty (30) calendar days prior written notice) prior to a termination for convenience to allow for the adequate cessation of services.	Yes.
53. Conduent	9.4 Termination for Convenience	41	Please confirm that the State will reimburse any unamortized, wind-up, or sunk costs incurred by the Contractor as a result of a termination for convenience.	Yes.
54. Conduent	9.5.1	41	Please confirm that the State will only terminate the Contract for default for a failure to comply with a material term or condition of the contract.	Yes.
55. Conduent	9.6 Continuation of Performance through Termination	41	Please confirm that the Contractor will paid for all services provided through the date of termination regardless of the grounds for termination.	Yes.
56. Conduent	16.1 Ownership of Information and Data	45	Please confirm that this section does not apply to any modifications to the Contractor or their subcontractor's proprietary software made to comply with the State's system requirements.	Proprietary software which is provided at established catalog or market prices and sold or leased to the general public shall not be subject to the ownership or licensing provisions of this section.
57. Conduent	16.3 Ownership of Information and Data	45	Please confirm that this section is limited to copyrightable or patentable material developed for the State under this agreement and directly paid for with remuneration from the performance of services under this agreement.	Yes.
58. Conduent	21. Indemnification	46	Will the State agree that claims related to the Contractor's indemnification obligations are limited to	Yes.



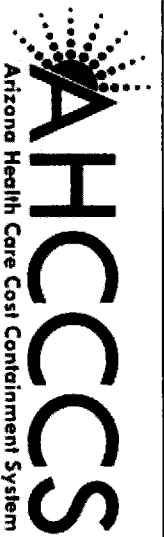
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			the direct negligence of its acts or that of its subcontractors?	
	21.		Will the State agree that claims related to the Contractor's indemnification obligations are limited to the willful misconduct of its acts or that of its subcontractors?	If "willful" is removed, AHCCCS can agree.
59. Conduent	Indemnification	46	Will the State please allow indemnification negotiations prior to contract execution to discuss mutually agreed upon caps on damages?	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.
60. Conduent	21. Indemnification	46	Will the State please allow indemnification negotiations prior to contract execution to discuss mutually agreed upon caps on damages?	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.
61. Conduent	22. Limitation of Liability	47	Will the State please consider limiting liability to the total amount of fees paid to the Contractor during the twelve (12) month period leading up to the occurrence for which liability is established?	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.
62. Conduent	22. Limitation of Liability	47	Would the State please consider allowing for subsection (i), (ii), and (iii) to be subject to the cap on liability?	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.
63. Conduent	22. Limitation of Liability	47	Will the State please consider adding the following language to the Limitation of Liability clause?  <u>IN NO EVENT SHALL THE CONTRACTOR BE LIABLE UNDER THIS AGREEMENT TO THE STATE OR ANY THIRD PARTY FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL OR PUNITIVE</u>	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.



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			<p><b>DAMAGES, INCLUDING ANY DAMAGES FOR BUSINESS INTERRUPTION, LOSS OF USE, DATA, REVENUE OR PROFIT, WHETHER ARISING OUT OF BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT THE CONTRACTOR WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.</b></p>	
	23. Intellectual Property Indemnification	47-48	<p>Will the State please consider modifying this provision to only require indemnification for the <u>intentional or negligent</u> infringement or violation of any patent, trademark, copyright or trade security, by such Materials or the State's use thereof?</p>	<p>AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.</p>
	6.1. Indemnification	56	<p>Will the State please consider removing the indemnification provision under the business associate agreement as it is not a requirement under HIPAA?</p>	<p>AHCCCS must submit any modification request to AHCCCS Privacy Officer for approval.</p>
65. Conduent	General	N/A	<p>Please confirm that proposers may include a list of exceptions with their proposal.</p>	<p>Yes, however, exceptions may impact an Offeror's susceptibility for award.</p>
66. Conduent	General	N/A	<p>Please confirm where proposers may include a list of exceptions with their proposal.</p>	<p>Label it as exceptions and include as a separate file.</p>
67. Conduent	General	N/A	<p>Please confirm that the State is willing to negotiate a non-solicitation provision to be included in the final contract.</p>	<p>No.</p>
68. Conduent	General	N/A	<p>Would the State be able to provide the required production like data to the vendor to verify the match/merge scenarios? If not, would it be acceptable if the vendor team mocks/prepares the data and uses the same for verification during System Testing. UAT etc.</p>	<p>The state will be able to provide the awarded contractor the production data necessary.</p>
69. Cognizant Technology Solutions	Section 5.20 - Testing - 5.20.6 / 5.20.6.5	19		



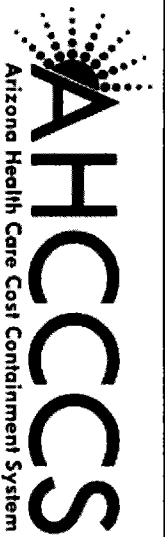
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70. Cognizant Technology Solutions	Section 5.20 - Testing - 5.20.2	19	Could you please provide more details about the testing scope for inbound and outbound interfaces? Does it require any downstream integration testing as well?	Downstream testing of internal interfaces would be conducted by AHCCCS/Med-QUEST testing resources.
71. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Could you please confirm if there will be any requirement to maintain rejected records while loading data from source to MDW and the corresponding testing requirements?	Rejected records would need to be identified and reported on but not maintained.
72. Cognizant Technology Solutions	Section 5.20 - Testing - 5.20.1	19	Please confirm our assumption that there will be a full round of system testing as part of Cycle 1 in system the testing environment and Cycle 2 would cover defect retesting and high level regression testing in the Regression Testing environment. Also once the defects are fixed and validated one round of integration testing will be done in the Integration testing environment.	That is correct.
73. Cognizant Technology Solutions	Section 5.4 - Other System Architecture (5.4.2)	8	The following is mentioned under Point 5.4.2 - "Require that all business processes defined for the System guarantee process and data integrity (including asynchronous activities, reliable messaging, transactional processing, and timely restoration of service after. " This requirement seems to be incomplete. Could you please provide the completed requirement?	"Require that all business processes defined for the System guarantee process and data integrity (including asynchronous activities, reliable messaging, transactional processing, and timely restoration of service after technology failure.)"
74. Cognizant Technology Solutions	Section 5.21 - Maintenance and operations	20	The following is mentioned under 5.21.14 - "Meet Service Level Agreements per AHCCCS/Med-QUEST requirements." Could you please share the list of service level agreements if available?	Refer to Section 5.15.17 for proposed SLA of system errors.



**AHCCCS ANSWERS TO VENDOR QUESTIONS**

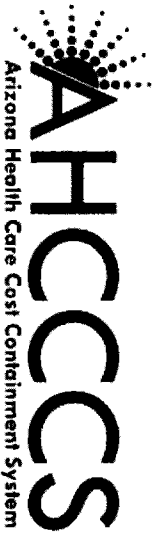
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75. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Is there a document which lists the following:? a) all the target user groups b) Features/functionality of each user group Does the UI change significantly for different user roles?	The states do not have a list of all target user groups at this time. User interface design would be dependent upon the Contractor's proposed solution.
76. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	a) Are there any UI branding guidelines available? Should the new application follow existing application guidelines and technology stack? If yes, please list the same.	Not at this time.
77. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Do you have any preference on the technology stack for Front End of the application?	No preference provided performance metrics are met
78. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	a) What is the size of the user base and geographically dispersed are they? Do current users have any profile data captured (including profile image etc.?)	The states' providers may be located anywhere throughout the US. The states' have basic profile criteria.
79. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Is the vendor expected to build a Native Mobile App, Hybrid App or just a web based Responsive App.	A web based app accessible by various devices, PC, tablet, smart phone, etc.
80. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Will the web site need to support any other language other than English. If so which languages.	Not at this time.
81. Cognizant Technology Solutions	Section 5.19 - Training	18	Does the State have a preference for the mode of training (For E.g.: e-learning modules, webinars, demo nuggets, classroom trainings etc.)? If classroom training is required, please list the locations where the training needs to be conducted and if training is required for multiple languages	Classroom with hands on training initially and e-learning modules would be beneficial for ongoing training. Classroom training could be required in both Phoenix, Arizona and Honolulu, HI.





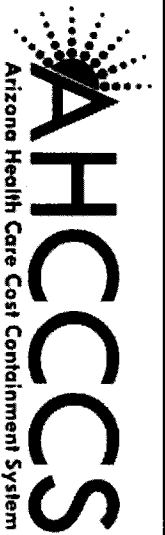
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82. Cognizant Technology Solutions	Section 5.19 - Training	18	In case of e-learning, does the training have to be multiple device compatible? (For E.g.: PC/Laptop, iPads, Tablets, Smartphones etc.)	Yes
83. Cognizant Technology Solutions	Section 5.19 - Training	18	Please list the user roles to be trained, for both, the State and the providers.	The States anticipate classroom and e-learning training for state personnel, and e-learning and train-the-trainer materials for providers
84. Cognizant Technology Solutions	Section 5.19 - Training	18	Is there a Learning Management System (LMS) in place at the State? If yes, please provide details around the same.	Delivery method for e-learning modules will be mutually agreed upon with the awarded contractor.
85. Cognizant Technology Solutions	Section 5.3 - Regulatory System Compliance Requirements	7	How many web applications are in scope for Accessibility?	All applications provided to the states as part of this RFP are in scope.
86. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	We are assuming that the State is looking for Responsive Web application. Please confirm	Yes
87. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Are there any links to other external applications also? Please mention any integration to other applications and third party sites.	These requirements are outlined in the RFP.
88. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	a) Does the site also include Non-HTML – PDF files? b) Are those documents also in scope for accessibility compliance? If yes, can you provide the format and the page count for these documents?	a) The contractor's solution will define the design requirements of how the solution will be constructed b) See a)
89. Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Please share a) the number of existing systems to be consolidated in the overarching provider enrollment management system b) the approximate number of	The States are looking for a COTS solution to perform all CMS-mandated functions for a provider registration module as outlined in



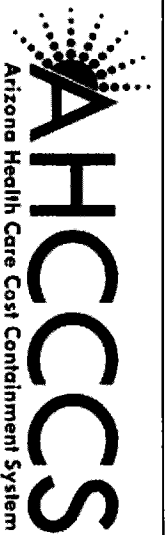
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			pages in each system and c) the number of new pages to be created in the consolidated system.	this RFP. The contractor solution design will define the structure of such a system.
90. Cognizant Technology Solutions	Section 5.3 - Regulatory System Compliance Requirements	7	a) Could you please provide the details of the current AS-IS MMIS process including the system architecture and relevant documents? Provide a listing of the current systems that need to be consolidated into a single enrollment process	Current system is mainframe based using CA-Datacom
91. Cognizant Technology Solutions	Section 5.1 - Overall Requirements - 5.1.7	6	The requirement states – "Accept all recognized electronic document formats". We are assuming that the requirement is to accept all the supportive documents that may be uploaded by the Provider during enrollment, re-enrollment, termination, recertification, or revalidation. Please confirm.	Yes
92. Cognizant Technology Solutions	Section 5.1 - Overall Requirements - 5.1.16	6	We are assuming that there will be a provider master covering both the organizational and individual providers. Does the State envisage any other master as part of the solution? If yes, please provide the details.	The states intent with 5.1.16 is to describe the data source and data architecture. Master data in this context is the verified system of record.
93. Cognizant Technology Solutions	Section 5.1 - Overall Requirements - 5.1.16	6	We understand that the provider enrollment management system will be integrated with the provider master. Does the State envisage any other source or downstream for the provider master? If yes, please provide the details along with the integration mechanisms.	See 92.
94. Cognizant Technology Solutions	Section 5.1 - Overall Requirements - 5.1.18	6	Our understanding is that the data for AHCCCS/Med-QUEST will be captured through the same channels but will be physically segregated and maintained separately in the system. Please confirm.	The states expect separate access sites for each state with appropriate branding and segregation of data.

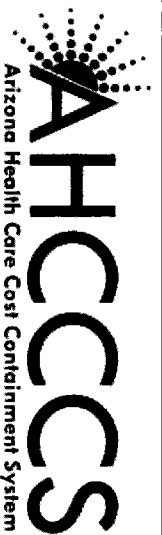


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95. Cognizant Technology Solutions	Section 5.1 - Overall Requirements - 5.1.18	6	<p>It is mentioned that "All data must be transferred to AHCCCS/Med-QUEST upon request"</p> <p>What are the mechanisms for transferring the data to AHCCCS/Med-QUEST?</p>	Secure FTP or other proposed secure solution agreed upon by the states and the offeror.
96. Cognizant Technology Solutions	Section 5.1 - Overall Requirements - 5.1.18	7	<p>a) What is the expected number of concurrent users? What will be the peak usage patterns?</p>	The states have never had a solution like this and would have no way to approximate. We would rely on the offeror's past experience with integrating at another State Medicaid agency as reference.
97. Cognizant Technology Solutions	Section 5.5 - Determine Provider Eligibility - 5.5.19	9	<p>It is mentioned that "Provide Medicare and Medicaid match of providers"  Please provide the details including the matching attributes and expected outcome.</p>	The system should interface with PECOS.
98. Cognizant Technology Solutions	Section 5.5 - Determine Provider Eligibility - 5.5.20	9	<p>We understand that the objective of this requirement is to bypass the initial registration process for the existing providers.  We are assuming that it is acceptable to accomplish this objective by a data migration process from existing AHCCCS/Med-QUEST MMIS system and that the creation of a separate provider type is not mandatory. Please confirm.</p>	Yes.
99. Cognizant Technology Solutions	Section 5.5 - Determine Provider Eligibility 5.5.20	9	<p>Once the existing data has been migrated to the new system, Provider enrollment, re-enrollment, termination, recertification, or revalidation will be undertaken in the new system and the existing functionalities will be sunset. – Please confirm – <b>Not</b></p>	The proposed solution must integrate data to the legacy system.

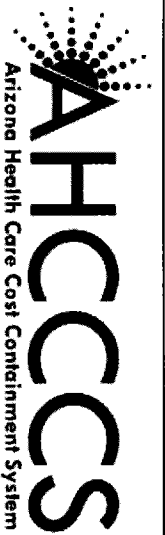


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			<b>required</b>	
100 Cognizant Technology Solutions	Section 5.9 - Manage Provider Information - 5.9.3	10	As part of the "ongoing information transfer" requirement, we are assuming that only the outbound interfaces from the new provider enrollment system will be considered. Please confirm. If not, please provide details of other expected integrations.	See 99.
101 Cognizant Technology Solutions	Section 5.9 - Manage Provider Information -	10	Please confirm if the documents will be uploaded by the provider or the back office staff or both.	Documents can be uploaded by both the provider and state staff.
102 Cognizant Technology Solutions	Section 5.9 - Manage Provider Information - 5.9.6	10	We are assuming that the annotation for notes and comments will be added to the document as a whole and not on any part or section/sub-section of the document. Please confirm	The states are requesting for a comment section as a whole and for the ability to make annotations to the documents uploaded.
103 Cognizant Technology Solutions	Section 3 - Purpose of the RFP	5	It is mentioned that the system should provide a platform to supply and receive required information to MMIS. Could you please let us know the number of interfaces currently in use to share the information to MMIS? We are assuming that if the MMIS is upgraded to a new solution in the future, these interfaces will be modified or recreated as per the new MMIS needs. Please confirm.	There are currently no interfaces in place. This would be new development This is correct – future MMIS upgrades which impact Provider Management will be assessed for impact to the proposed solution.
104 Cognizant Technology Solutions	Section 5.15 - System Availability - 5.5.18	14	a) Could you list the number of downstream and upstream systems that requires interfacing with the provider management application?	MMIS Provider System. The states anticipate a near real time integration to the existing system.



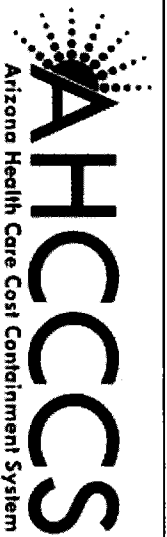
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105 Cognizant Technology Solutions	Section 5.13 - Reporting - 5.13.19	12	How many years of historical data should be retained in the system?	Historical data should be retained up to ten (10) years.
106 Cognizant Technology Solutions	Section 5.13 - Reporting - 5.13.1	11	What is the expected data refresh frequency between production and reporting server?	Daily
107 Cognizant Technology Solutions	Section 3 - Purpose of the RFP	5	What is the complete list of program/agencies in scope for the AHCCCS Provider Management system?	Refer to Section 1 AHCCCS/Med-QUEST Overview.
108 Cognizant Technology Solutions	Section 5.4 - System Architecture Requirements - 5.4.14	8	What are the audit policies and procedures (error diagnosis, and performance management) adopted by the AHCCCS Medicaid agency?	Refer to CMS Website ( <a href="http://www.cms.gov">www.cms.gov</a> )
109 Cognizant Technology Solutions	Section 5.4 - System Architecture	8	What master data management models does AHCCCS have in place and can they be shared?	The states do not have master data management models.
110 Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Does this solution need to integrate with an APCD (All Payers Claims Database) in Arizona now or in the future?	This is not a requirement at this time.
111 Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Does AHCCCS have any Earned Value Management System (EVMS) requirements; e.g. ANSI-748 compliance standards?	No.
112 Cognizant Technology Solutions	Section 5.1 Overall Requirements	5	Does AHCCCS reward RFP respondents for innovation in their response; if so how?	Special Instructions to Offerors, Section 5. <b>Additional information</b> , innovative initiatives can be cited.



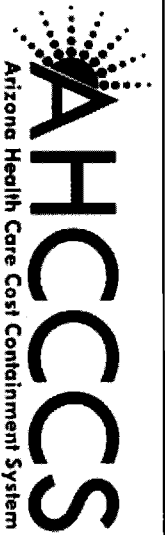
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113 Cognizant Technology Solutions	Section 5.13 - Reporting	11	Can AHCCCS provide sample copies of any or all of the Reports in scope for this RFP?	The state will be able to provide reports to the awarded contractor.
114 Cognizant Technology Solutions	Section 5.1 Overall Requirements 5.1.9	6	Does Arizona have an Azure Cloud Subscription? If yes, can it be leveraged? If so, what type of network connectivity is there with Azure Cloud from Data Center? E.g. Express Route or VPN	No
115 Cognizant Technology Solutions	5.16 Security The Contractor /System shall: 5.16.11.12	15	Will the vendor be required to provide an authentication/authorization solution and/or a single sign-on solution.	Offerors may propose single sign-on solutions as part of their offer.
116 Optum	5.18.20.4	18	What is the anticipated Required Implementation Date?	6/1/2019
117 Optum	5.1-5.4	5-7	The RFP requires that the proposed system be COTS-based, use cloud-based technologies where advantageous, and be hosted and executed from a virtualized environment. It also states that a proposed on-premise solution will be rejected. These requirements are in line with a services-based approach where the State purchases technology services instead of customer software licenses and hardware infrastructure. Many vendors offer their solutions through this services-based approach, and CMS has indicated its acceptance of this model. This approach has proven to be more cost-effective and keeps the State's investment current through product enhancements and releases.	See Item #23
The following RFP requirements seem to contradict				



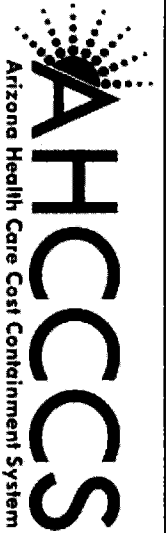
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Optum 118	5.4	8	<p>the desire for a services-based approach:</p> <ul style="list-style-type: none"> <li>- 5.1.11, 5.1.12: Re-hosting the virtualized environments in an AHCCCS/Med-QUEST data center on request. Vendors who provide a services-based solution will not likely be able to provide a re-hosted option.</li> <li>- 5.1.20, 5.2.3, 5.4.13: Turn over system-related licenses to AHCCCS/Med-QUEST on request.</li> </ul> <p>Vendors who provide a services-based solution provide usage-based licenses rather than licenses to the individual system components that comprise the service.</p> <p>Given the desire to utilize a services-based approach for the provider management system, please confirm that bidders who propose that type of system are not required to adhere to the requirements cited above.</p> <p>Failure to remove these requirements may prevent some qualified bidders with a services based offering from responding to this RFP.</p> <p>In a services-based offering, the exposed SOA services are typically limited to those required for interfacing with legacy systems or data interfaces. Requirement 5.3.11 requires that all SOA services are exposed using standard WSDL and industry best practices. Please confirm that for a services-based offering it is acceptable to expose only those SOA services that are necessary to connect to any required legacy system or</p>	<p>For a services-based offering it is acceptable to expose only those SOA services that are necessary to connect to any required legacy system or other external data source.</p>



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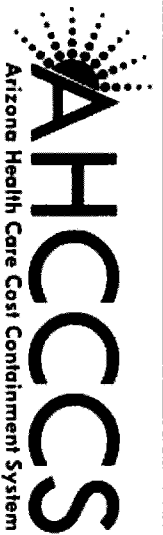
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Optum	3.1.1	30	<p>other external data source.</p> <p>Failure to modify this requirement as requested above may prevent some qualified bidders with a services based offering from responding to this RFP.</p> <p>The RFP contains the following language:            In addition to describing how the Offeror will provide all requirements listed in the scope of work (Section 5), the method of approach shall describe in detail the method of approach for the items listed below:</p> <ul style="list-style-type: none"> <li>▪ Business Process Redesign</li> <li>▪ Requirements Confirmation</li> <li>▪ Software Configuration</li> <li>▪ Software Development (if applicable)</li> <li>▪ Security Configuration</li> <li>▪ Documentation</li> <li>▪ Knowledge Transfer</li> <li>▪ Cultural Change Management and Communication</li> <li>▪ Deployment and roll out support</li> <li>▪ Production transfer</li> <li>▪ Post-Implementation Support</li> </ul> <p>Some these items are also included in the requirements identified in the RFP Scope of Work, Section 5 Contractor Responsibilities. In view of the page limitation on the Method of Approach narrative, please clarify if AHCCCS desires a detailed response for each of the 3.1.1 items, or how these should be</p>	<p>See Special Instructions to Offerors, section 3.1.2 for narrative integration.</p>
119				





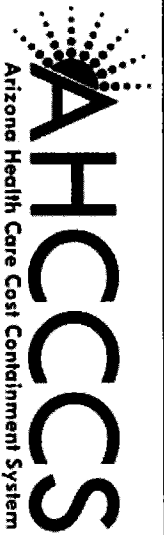
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			integrated with the Scope of Work Section 5 Contractor Responsibilities narrative.	
Optum	4. AHCCCS/Med-QUEST OVERVIEW	4	Please provide a listing of the volume of providers by provider type.	Arizona has approximately 78,000 registered providers. A complete list of providers broken down by provider type can be provided to Offeror's awarded contract.
Optum	5.5.15	9	Please explain the vendor's responsibility with regard to fingerprinting. For example, is the vendor simply required to notify the provider of the need to conduct a fingerprinting and background check or is the vendor required to mail or collect fingerprinting material to/from providers?	The state is requesting the Offeror to send appropriate notification requesting the fingerprint & ability to track in system as part of the screening requirement.
Optum	5.6.2	9	Is the vendor required to collect payments?	The state is requesting the Offeror to notify & track provider enrollment fees.
Optum	5.15.7 - 5.15.9	12	These sections reference both three seconds and two seconds for performance. Will AHCCCS please amend 5.15.9 to contain a three-second standard consistent with 5.15.7 and 5.15.8?	3 seconds
Optum	5.13.1	11	Does the reporting and analytics data currently reside on separate servers? Does all production data need to be replicated or just the reporting and analytics data?	Most reporting comes directly from the mainframe system. Currently no analytical tools.
Optum	Questions	1	We anticipate AHCCCS will receive numerous questions due to the complexity of the RFP. Offerors will require time to review answers and potentially modify the scope of their proposals and properly price. When will AHCCCS provide answers to vendor questions and will AHCCCS consider extending the proposal due date (if necessary) to ensure Offerors have at least three weeks after all answers are	Not at this time.
Optum	Questions	1		
125				



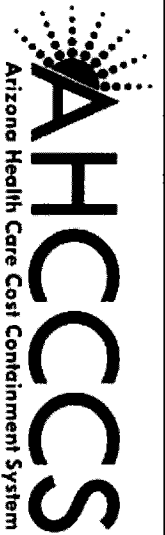
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			published to submit their proposals?	
Optum	Questions	1	Will Offerors have an opportunity to ask additional questions or request clarifications to any RFP amendments or after AHCCCS provides its answers to the questions submitted on January 26, 2018?	Not at this time.
126				
127	5.1.2	5	What are the historical and anticipated volumes of paper applications?	Arizona received 65,000 paper-based documents in calendar year 2017.
128	5.1.18	6	The Contractor is required to "segregate all data" and the "system shall not mix data between states or with any other customer data." Will AHCCCS please elaborate on this requirement and confirm that the industry standard of logical separation of data with no co-mingling is sufficient?	No co-mingling is sufficient.
129	5.2.4	7	The RFP requires the Contractor to "ensure" Module Federal Certification. The Contractor's role in connection with Certification is to assist the State but the State, under applicable federal regulations, has the responsibility for obtaining it. In addition, Certification may not have been granted but not due to any failure by the Contractor to provide the required assistance and not due to the Contractor's acts or omission. In light of the foregoing, will AHCCCS amend the RFP (or otherwise clarify its willingness to negotiate mutually acceptable language) to clarify Certification means either that Certification has been granted or has not been granted for reasons other than the failure of Contractor to provide the required assistance or the Contractor's acts or omissions?	AHCCCS will be willing to discuss language with the awarded offeror.



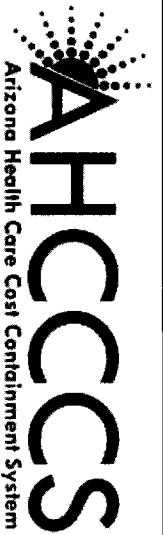
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130	Optum	5.15.12	13	The RFP requires the Contractor to restore availability within four (4) hours from the start of unscheduled downtime. This requirement has a material impact on pricing. Would AHCCCS consider negotiating this requirement in the interest of having a more cost-effective solution?	This could be negotiated
131	Optum	5.16.8	14	The RFP requires the Contractor to “Perform patching and corrections related to security vulnerabilities of a critical nature within three (3) business days and those of a major nature within ten (10) business days. AHCCCS/Med-QUEST shall determine the level of criticality in consultation with the The [sic] Contractor.” Since Offerors may use COTS software, there might be delays in receiving patches from commercial companies. Will AHCCCS change the requirement to insert the following additional underscored language or otherwise commit to negotiating mutually acceptable language that addresses the issue? “Perform patching and corrections related to security vulnerabilities of a critical nature within three (3) business days of availability of patches and those of a major nature within ten (10) business days of availability of patches. AHCCCS/Med-QUEST shall determine the level of criticality in consultation with the The [sic] Contractor.”	This could be negotiated
132	Optum	5.16.11.2	14	Will AHCCCS please confirm the requirement to meet “AHCCCS/Med-QUEST of Arizona security standards and policies set by ADOA/ASET” applies only to such	It would also apply to all supporting infrastructure

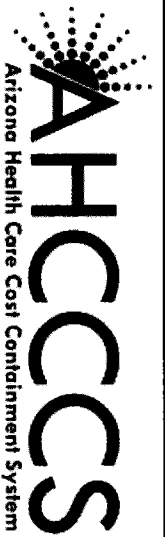


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Optum	5.16.11.6	15	standards and policies that are applicable to the provider management system?	
133			The RFP says an "annual security assessment covering vulnerability testing, penetration testing, and process and procedures shall be conducted each." Will AHCCCS please clarify the requirement should read "each year"? If this is intended to be an annual requirement, will AHCCCS amend the RFP to clarify and require the first assessment should be conducted after the first twelve months of the contract have been completed and annually thereafter on a recurring basis?	AHCCCS will not be amending the RFP.
134	10. Negotiations	32	This is a complex RFP which will require detailed discussions and may require potential contract modifications with the successful Contractor based upon such discussions. Will AHCCCS please confirm it will conduct negotiations?	AHCCCS will conduct negotiations and issue Best and Final Offers. (See Special Instructions to Offerors, section 9 and 10.)
135	Optum 8.5 Right of Offset	40	The RFP contains a broad unilateral right for the State to offset against any sums due to the Contractor. Will AHCCCS please amend the RFP or otherwise clarify that the Contractor will first have an opportunity to review, respond, and offer a good faith dispute of any adverse findings and proposed offset before such offset is imposed?	AHCCCS will not amend this section.
136	Optum 9.5.1 Termination	41	Will AHCCCS please confirm that the minimum ten (10) days cure period for contract cancellation provided in section 4.5 of the Special Terms and Conditions will apply to the section 9.5.1 Termination for Default provision contained in the Uniform Terms	Yes.



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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
Optum	17.2 Records	45	<p>The RFP contains a broad requirement to "make available at its office at all reasonable times during the term of this contract and the period set forth in in this section, any of its records for inspection, audit or reproduction by any authorized representative of AHCCCS, Med-QUEST, State, or Federal government."</p> <p>Will AHCCCS please confirm that any inspection, audit or reproduction rights will be limited to those records necessary to verify the correctness of the Contractor's invoices and would not extend to access to the internal financial books and records of the Contractor? In addition, will AHCCCS confirm the Contractor may require third parties to execute a non-disclosure agreement in order to protect the Contractor's confidential and trade secret information and provide Offerors with reasonable assurance to respond to the RFP that it will be able to protect its sensitive information from third parties?</p>	<p>AHCCCS does not contract with any third parties for inspections.</p>
Optum	21. Indemnification	47	<p>The Contractor is required to indemnify the State from any and all claims, losses, and damages. Standard industry practice often specifies indemnification applies to third party claims and requires prompt notification of a claim. Will AHCCCS please either amend the RFP to specify indemnification only applies to third party claims and requires the State to promptly notify the Contractor of the claim, or</p>	<p>AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.</p>
138				



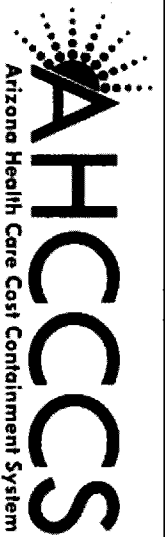
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Optum	22. Limitation of Liability	47	<p>otherwise clarify its willingness to negotiate language mutually acceptable that addresses the issues?</p> <p>The RFP does not contain a mutual exclusion of liability for consequential, incidental indirect, or special damages. The presence of such an exclusion would benefit AHCCCS by:</p> <ol style="list-style-type: none"> <li>1. Encouraging financially responsible and responsive Offerors to bid where they might not otherwise out of concern for the open ended nature of their liability;</li> <li>2. Receiving lower pricing as an Offeror does not have to "price" their unlimited liability risk into their bid; and</li> <li>3. Limiting the State's own liability in so far as the exclusion of damages would be mutual in nature.</li> </ol> <p>In light of the foregoing will AHCCCS please either amend the RFP to contain a mutual exclusion of consequential, incidental indirect, and special damages, or otherwise clarify its willingness to negotiate something mutually acceptable that addresses this issue?</p>	<p>AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.</p>
139				
Optum	1.6.a Network Security (Cyber)and Privacy Liability	50	<p>The RFP says a Contractor's insurance "should also include breach notification costs, credit remediation and credit monitoring, defense and claims expenses, regulatory defense costs plus fines and penalties, cyber extortion, computer program and electronic data restoration expenses coverage (data asset protection), network business interruption, computer fraud coverage, and funds transfer loss."</p>	<p>AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.</p>
140				



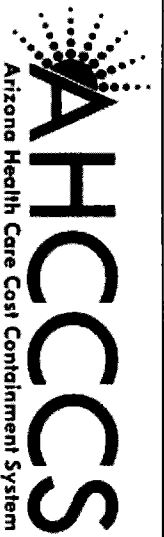
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			<p>Financially responsible and technically responsive offerors may not have first party coverage.</p> <p>Will AHCCCS please amend this RFP requirement to insert the following additional underscored language or otherwise commit to negotiating mutually acceptable language that addresses the issue?  <u>“This should also include coverage for Contractor’s legal liability to third parties for claims and losses with respect to breach notification costs, credit remediation and credit monitoring, defense and claims expenses, regulatory defense costs plus fines and penalties, cyber extortion, computer program and electronic data restoration expenses coverage (data asset protection), network business interruption, computer fraud coverage, and funds transfer loss.”</u></p>	<p>AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror’s susceptibility for award.</p>
141	Optum 1.6.c	50	<p>Financially responsible and technically responsive Offerors may not include other parties as additional insureds on their cyber liability policies due to policy restrictions and standard industry practice. Will AHCCCS please amend the RFP to delete this requirement or clarify it will grant an exception and waive this requirement during contract negotiations for such offerors if the State has the ability (if necessary) to make a claim against the Contractor for which the insurance would respond?</p>	<p>AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror’s susceptibility for award.</p>
142	Optum 1.6.d	50	<p>Most cyber insurance policies and carriers will not waive their rights to subrogation. In light of this standard industry practice, will AHCCCS please amend</p>	<p>AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification</p>



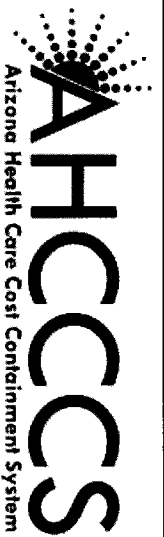
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			the RFP to delete this requirement or clarify it will grant an exception and waive this requirement during contract negotiations for such offerors?	requests may impact an Offeror's susceptibility for award.
Optum	5.3 Verification of Coverage	51	The State reserves the right to require copies of insurance policies. Similar to other financially responsible and technically responsive offerors, we consider our policies to be proprietary and confidential. Will AHCCCS please amend the RFP to delete this requirement or clarify it will grant an exception and waive this requirement during contract negotiations for such offerors?	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval. Modification requests may impact an Offeror's susceptibility for award.
143				
Optum	2.3.1	53	The HIPAA addendum requires the Business Associate to report unauthorized use or disclosure "not more than twenty-four (24) hours after Business Associate learns of such unauthorized use or disclosure." Will AHCCCS please amend the RFP or otherwise clarify its willingness to negotiate a notification period of five business days? The law permits even longer periods before notification is required and does so in order that the notice can have more meaningful content.	AHCCCS must submit any modification request to AHCCCS Privacy Officer for approval.
144				
Optum	5.3.2	56	The HIPAA addendum requires PHI to be destroyed or returned upon termination of the contract. We request the following clarifying language be added to this section as follows: "If destruction, deletion or return is not reasonably feasible, then Contractor shall continue to protect the information in accordance with the safeguards contained herein."	AHCCCS must submit any modification request to AHCCCS Privacy Officer for approval.
145				





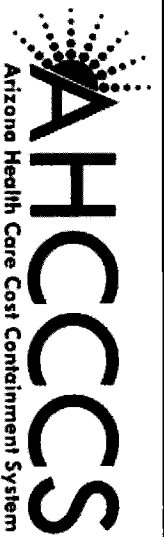
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			This additional language is sought to clarify the Contractor will not be expected to commit unlimited resources to destroy "all" PHI which would otherwise increase costs. Will AHCCCS either amend the RFP with this clarifying language or otherwise state its willingness to negotiate mutually acceptable language that addresses the issue?	
Optum	5.15.17	13	In order to provide a more cost-effective solution, will the AHCCCS consider revising the requirement in 5.15.17.4 from thirty (30) minutes to one (1) hour for notifications during scheduled business hours?	Please provide what the cost variance would be
146				
Optum	5.21	20	Please provide an estimated number of priority tickets relating to mass updates, research and configuration based on current trends. Is the AHCCCS's expectation that these would occur daily, weekly, monthly?	The states current process is paper based and we have no historical reference to provide. Mass update event priority and cost would be negotiated at the time of the event.
147				
Optum	3. Purpose of the RFP	5	Can AHCCCS provide monthly call volumes for the past 3 years which the current Provider Relations Call Center fields?	AHCCCS received an average of 3,107 calls per month for calendar year 2017.
148				
Optum	5.21	20	Does AHCCCS currently have an IT service management tool for tracking incidents, changes, problems, etc. which the contractor can or should use, or does the contractor need to provide their own tool?	Cherwell is the current ticketing software
149				
Optum	5.15.17	13	Please provide additional details on AHCCCS expectations for the notification process. Are there current tools and processes in place for these notifications?	There are no current tools and processes in place for notifications with an outside vendor.
150				
IBM Watson Health	1	4	AHCCCS has over 70,000 providers and Med-Quest has over 8,100 providers.	AHCCCS utilizes MIMIS & Fortis database to manage provider network.
151				



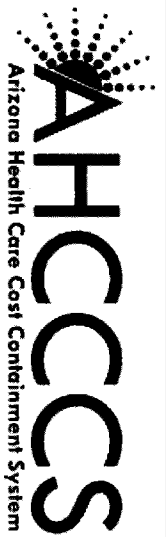
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			What system(s) is used currently for managing programs/providers?	
152 IBM Watson Health		4	What information does the State need converted from the current system to the new system?	The state will need all existing provider demographics, addresses, licensure, owners/personnel, enrollment & revalidated completion dates converted.
153 IBM Watson Health	3	5	Additionally, the System shall provide a platform to supply and receive required information to the various components of the MMIS, including but not limited to the users of the MMIS.  Please provide more detail for requirements to send/receive information with the State's MMIS.	The proposed module will supply information via the developed interface to the Mainframe provider system.
154 IBM Watson Health	5.1.2 & 5.5.11	5	The system shall also support various means of registration such as cell phone, tablets, as well as PC's.  Does the State envision a separate, secure Provider Portal for Provider self-service? If not, please describe the process envisioned for providers 'enrolling'. 5.5.11 states there should not be automatic approvals: is it envisioned that a State user will authorize or deny each provider one by one?	The state envisions one system for the provider to submit an automated application for enrolling, reenrolling, & revalidating. This system will not auto-approve the application but identify and generate exceptions requiring the state to review and make the final decision on each application.
155 IBM Watson Health	5.5.7	9	What interfaces will be required in addition to licensing and certification entities?  Can the State describe the data formats for each?	CMS data matching for provider screening and monitoring, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPES), the List of Excluded



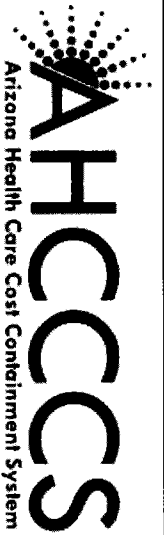
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				Individuals/Entities (LEIE), the Excluded Parties List System (EPLS) PECOS System), SAN (CMS Sanctions) and MCSIS (Medicaid & Children's Health Insurance Program Information Sharing System) files.
156 IBM Watson Health	5.5.9	9	Please provide more detail as to real-time license database checks. What is envisioned, for example, types of data?	The state envisions real-time license database checks for providers issued a license and/or certification entities e.g Medical boards, nursing boards, etc.
157 IBM Watson Health	5.5.10	9	What data sources are to be used to conduct pre-checks, such as conflicts of interest?5.	CMS data matching for provider screening and monitoring, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPPES), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS) PECOS System, SAN (CMS Sanctions) and MCSIS (Medicaid & Children's Health Insurance Program Information Sharing System) files.
158 IBM Watson Health	5.5.20		Conversion of data – please provide more detail as to what is expected. For example, simple data fields, complex relationships?	Refer to Item #152
159 IBM Watson Health	5.6.3		Please provide more detail as to document management system. Does the State already have a DMS or is one envisioned as part of the proposed solution?	AZ utilizes Fortis as the document management system. The state is envisioning the Offeror's solution to upload required documents.



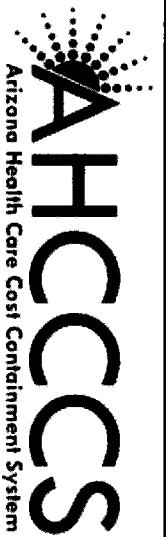
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160 IBM Watson Health	5.7.1		Configurable business rules to limit enrollments. How many interfaces/integrated systems are needed? Further, is it anticipated that rules will generate automated enrollment statuses?	1 interface will be needed. Tricia are you expecting any auto enrollments
161 IBM Watson Health	5.10.6		Provide a way to customize provider communication messages based on system triggers and provider types. Please expand – the earlier requirements request an out-of-the-box solution whereas this implies a custom approach here.	The expectation is that the COTS system purposed will include these user set triggers as a part of the offering.
162 IBM Watson Health	5.10.5		Have the ability for a provider to submit a request for action to AHCCCS/Med-QUEST to include text and upload of attachments. Does the State have a document management system or is the proposer to include this in the proposal response?	Refer to Item #159
163 IBM Watson Health	5.1.18	6	The state is seeking a solution which can “Segregate all data used by AHCCCS/Med-QUEST. The system shall not mix data between states or with any other customer data”. Does the data need to be segregated at a database level (separate databases) or a row level (same database, but distinguishable)?	The state is requiring segregated data used by AHCCCS/Med-Quest at a separate database level.
164 IBM Watson Health	5.5.10	9	Is the pre-check function only available to internal staff, or would it also be available to external providers?	Internal staff only.
165 IBM Watson Health	5.6.2	9	Can the state elaborate on the type of payment information they'd like to track during enrollment, reenrollment and revalidation process? Is this limited to information related to payment of fees from the provider to the agency or would they also like to track	The state is requesting Offeror to bill & track the provider enrollment fee required during the screening process.



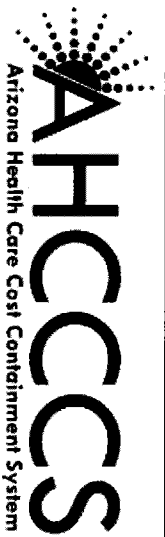
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			outgoing payments from the MMIS system?	
166 IBM Watson Health	5.12.1	11	Regarding appeals, will the entire appeal process be managed by the system or only the initial appeal complaint filed by the provider? Will the system be required to track processes related to hearings, scheduling, tracking decisions, etc., and will these workers be using the system?	The state is requesting Offeror to document & track appeals filed. This function would be used by the Production user as a status reference.
167 IBM Watson Health	5.1.7	6	Is this requirement assumed to be in reference to the upload functionality in requirement 5.1.6?	Refer to Item #30
168 IBM Watson Health	5.1.14	6	The requirement states "Be web-based and require no installation on client workstations."	That is negotiable with the awarded offeror.
169 IBM Watson Health	5.1.16	6	Certain functions (not all) may require web browser plugins. Is that acceptable to the state? The requirement states "Define the Master Data to include at a minimum...". Is this a requirement to include Master Data Management software as part of the proposal?	Refer to Item #92
170 IBM Watson Health	5.1.21	6	The requirement states "Ensure that the data integrity error rate and routing errors of any transaction is less than .001%."	Yes.
171 IBM Watson Health	5.3.10	8	Is this about errors during workflow routing and decisions? Express business rules using a technology-neutral standard format corresponding with the core data elements identified through the National Information Exchange Model (NIEM).	Yes

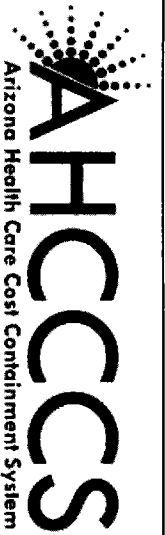


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			Because NIEEM does not explicitly reference rules definition, would the State consider rewording the requirement to read "Express business rules using a technology-neutral standard format that can interoperate with the core NIEEM data elements"?	
IBM Watson Health	5.3.14	8	The requirement states "Conform to World Wide Web Consortium (W3C) standards and practices."  Can the state clarify or specify which of the standards to conform to?	Refer to <a href="http://www.w3.org/standards/">http://www.w3.org/standards/</a>
IBM Watson Health	5.5.11	9	The requirement states "Not provide automatic approval of providers but will require human quality review of application before going forward."  Is this intended for all provider enrollments or only exception cases?	Refer to Item #154
IBM Watson Health	5.5.18	9	The requirement states "geographical-based scheduling"  What is Geographical-based scheduling?	Geographical-based scheduling is able to determine which providers are located within a specific number of miles of each other. The state envisions the Offeror to be able to coordinate site visits according to service address.
IBM Watson Health	5.8.2	10	The requirement states "Provide query capability: naming convention, multiple times, date + time stamp documents from submission to completion."  Can the state provide examples of querying by	Example of querying "multiple times";  A provider begins an application, but doesn't submit the document, call is received on status and state is able to confirm date and



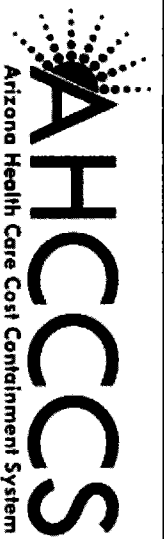
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			“multiple times”?	time the application was started, but not submitted.
			Also, is the requirement to provide query capability on the content of the document or on the timestamp of a particular document?	To provide a query capability of the timestamp of a document.
176 IBM Watson Health	5.9.6	10	Is the requirement about performing a color scan of the front and back of documents in duplex mode or the ability to store images of documents?	The state is envisioning the Offeror to allow upload of the document in duplex mode as well as store images of the document.
177 IBM Watson Health	5.9.8	10	Is this a requirement for a specific type of report or is it part of a business process?	The state envisions the Offeror to supply a report based on our business process.
178 IBM Watson Health	5.9.9	10	The requirement states “Provide an auto-generated comments section with executed actions logged by the system.”	The state envisions the Offeror to track and log any transactions made by the system user.
		10	It’s not clear what’s meant by “auto-generated comments section”. Does this mean certain transactions will have a default comment attached to them?	HI: In addition, the Tracking Log section could include notes HI would input
179 IBM Watson Health	5.13.15	12	The requirement states “The report shall include specifics regarding the issues encountered, the measures taken to resolve the anomalies and the resources (selected regarding the issues encountered, the measures taken to resolve the anomalies and the resources (selected Contractor, AHCCCS/Med-QUEST and third-party, if applicable) participating in the process.”	Yes.
			Is this requirement meant to read “The report shall include specifics regarding the issues encountered, the	



## AHCCCS ANSWERS TO VENDOR QUESTIONS

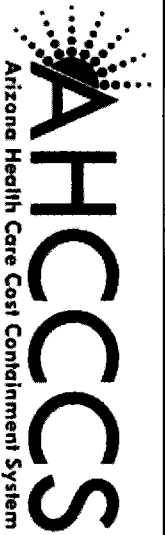
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IBM Watson Health	5.13.19		measures taken to resolve the anomalies and the resources (selected Contractor, AHCCCS/Med-QUEST and third-party, if applicable) participating in the process."?	The state envisions the Offeror to convert all data including history.
180		12	The requirement states "Provide Reports of statistics; pull historical trending data for AHCCCS/Med-QUEST, such as revalidation completed over past # of years, number of providers registered, terminated or suspended."	Restated as "Contain verification mechanisms that are capable of authenticating the authority (as well as identify) of the source for the use or disclosure requested in order to have a log of the source at the time of validation."
IBM Watson Health	5.16.11.12		Is the state expecting a full data conversion with history of all providers?	Arizona currently uses MS Outlook Pro 2010.
181		15	The requirement states "Contain verification mechanisms that are capable of authenticating authority (as well as identify) for the use or disclosure requested."	Hawaii uses Outlook 2013.
IBM Watson Health	5.21.12		Can the state please clarify and/or restate the requirement? It's not clear what is being requested.	Detailed instructions for Method of Approach are outlined in Special Instructions, Section 3.1. Yes, the response shall include detailed requirement-by
182		20	The requirement states "Support integration with AHCCCS/Med-QUEST current calendar and e-mail environment."	
IBM Watson Health	Submission Requirements #6	60	What email and calendar tools are currently used (for both AHCCCS and Med-QUEST)?	
183			The text reads "Method of Approach - Written narrative in response to requirements with reference to requirement paragraph number."	





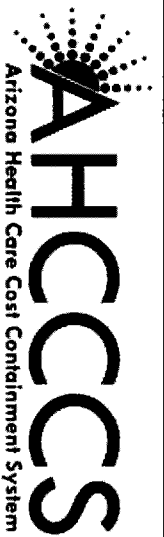
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MAXIMUS	General	1	Is the written narrative expected to a requirement-by-requirement response?  We have found that answers to questions lead to follow up questions. Will the State consider a follow up question period?	requirement response.  Not at this time.
MAXIMUS	SOW 5.1	5	The RFP says the Contractor shall meet the following minimum requirements separately for AHCCCS/Med-QUEST. Does the State envision a single system that handles both programs and two configurations that are kept separate but can share data?	PMIMIS and HPMIMIS are separate systems and do not share provider data
MAXIMUS	SOW 5.1.18	6	Can the data for AHCCCS and Med-QUEST reside on the same database or do these databases need to be separate?	Separate
MAXIMUS	SOW 5.1.18	6	This section requires Contractors to segregate all data used by AHCCCS/Med-QUEST. The system shall not mix data between states or with any other customer data. Does this mean that AHCCCS and Med-QUEST data must be segregated from each other?	Yes
MAXIMUS	SOW 5.1.10	6	If the State elects to re-host the Contractor system in an AHCCCS/Med-QUEST data center, how will the parties negotiate the detailed scope, cost, and schedule for the move?	Those details will be negotiated with the awarded offeror.
MAXIMUS	SOW 5.1.25	7	Can the State define what ESB is currently being used? Will the MMIS interface be included in the ESB?	The design and integration of the proposed system to the MMIS will be determined during the design phase of the project following award.
MAXIMUS	SOW 5.4.15	8	The requirement says, 'Support rapid failover or redeployment in the event of planned or unplanned interruptions'. Please define what timeframe would be	The states are open to proposals of varying timeframes and costs.



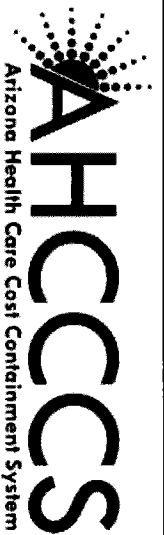
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			acceptable to meet this requirement.	
191	MAXIMUS SOW 5.5.9	9	Does the State have access to online Arizona license data to enable real-time database checks?	No, the state doesn't have access to online Arizona license data.
192	MAXIMUS SOW 5.9.3	10	Can the State provide metrics related to the number of documents and the overall size of the repository to be converted?	Yes, the state will provide the Contractor, at the time of award, metrics related to the number of documents.
193	MAXIMUS SOW 5.9.3	10	Does the existing AHCCCS have a document management system? Will existing documents be required as part of data conversion?	Yes, the state has a document management system (Fortis), existing documents will not be converted.
194	MAXIMUS SOW 5.10.6	10	Does the State envision the inclusion of a COTS-based correspondence management solution?	Yes.
195	MAXIMUS SOW 5.15	12	In cloud-based infrastructure solutions, many of the performance monitoring tools are a part of the infrastructure. If the data center is moved to the AHCCCS site, will AHCCCS provide the tools needed to perform performance monitoring and reporting?	If physical location needs to be moved to an onsite environment AHCCCS/Med-Quest will supply necessary monitoring tools.
196	MAXIMUS SOW 5.16.11.1	14	While we understand that we will be providing services on behalf of a Covered Entity, we do not believe that we will receive, maintain or transmit Protect Health Information (PHI) as defined in 45 CFR § 160 Definitions. If this understanding is correct, can the State comment on the applicability of a Business Associate Agreement?	This document has been included in the RFP and will cover current and future Contractor requirements.
197	MAXIMUS SOW 5.18.13	17	Does the State have an implementation timeline in mind? Should vendors proposed the appropriate timeline for implementing their solution?	The Offeror should propose their timeline for implementation subject to Offeror and AHCCCS negotiations.



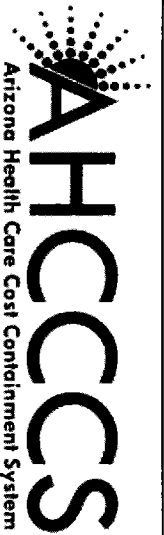
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198	MAXIMUS SOW 5.18.15	18	This section references a "System Enhancement Pool" of hours. However, there is no mention elsewhere of the expected amount of hours in this pool. Further, there is no place in within the cost forms (Attachment B) to provide hourly bill rates for the System Enhancements. We ask that the State provide further guidance and detail regarding this pool.	See Item #16.
199	MAXIMUS SOW 5.19.2	19	Can the State provide additional details about the training requirements including the types, number of staff and locations? Will the State or the Contractor lead the training sessions?	The state envisions that the contractor will lead the in-person training sessions and create CBT and/or train-the-trainer material for ongoing training of state staff and providers.
200	MAXIMUS SOW 5.21.14	20	Many requirements incorporate a service level requirement (e.g., 5.13.20.2 – Distribute meeting agendas to invitees at least twenty-four (24) hours before the start.....) Does this requirement refer to other SLAs not included in the Scope of Work section? Can you provide a comprehensive list all SLAs?	All SLA's will be discussed and negotiated with the awarded offeror
201	MAXIMUS SOW 5.21.12	20	The requirement says, "Support integration with AHCCCS/Med-QUEST current calendar and e-mail environment." What is the software and version of the State's email system?	Arizona uses MS Office Pro 2010 Hawaii uses Outlook 2013
202	MAXIMUS Uniform Inst. 6.3	29	Does the State have an estimated contract start date that can be used for planning purposes?	August/September 2018
203	MAXIMUS Uniform Inst. 6.1, SOW 3	29, 4	Uniform Instructions 6.1 says, "AHCCCS/Med-QUEST reserve the right to make multiple awards or to award a Contract by individual line items or alternatives, by group of line items or alternatives, or to make an	The intent of the state is to have a single source award meeting all requirements of the RFP.

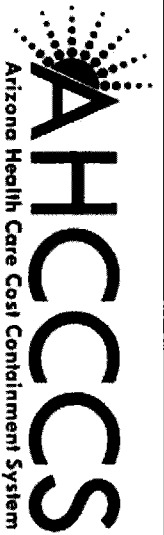


**AHCCCS ANSWERS TO VENDOR QUESTIONS**

**RFP YH18-0033 Provider Management System**

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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
			<p>aggregate award, or regional awards, whichever is deemed most advantageous to AHCCCS/Med-QUEST." The SOW Section 3 says, "The purpose of this RFP is to solicit proposals from Contractors to establish one overarching provider enrollment management system ("the system")."</p> <p>If more than one award is made, please describe how the State will determine which Contractor system will be used. Or is it the State's intention to have more than one system in the event of multiple awards?</p>	
MAXIMUS	Spec Inst. 3.3, Attachment B	31	Attachment B does not offer areas for vendors to provide ongoing operational support and maintenance outside of software costs. Please provide guidance as to how vendors should submit ongoing costs that may be necessary and are not related to software.	Post Implementation Support on Tab "Implementation" and Tab "Software" Other line should be used to submit additional costs.
205	MAXIMUS Spec Inst. 12.1	32	The beginning of Special Instructions, 12.1 under Request for Confidential / Proprietary Determination seems to be missing text. Please provide the missing text.	If an Offeror believes that a specific portion of its bid, proposal, offer, specification, or protest contains.....
206	MAXIMUS 12.6	33	Will the State IV&V vendors be subject to written confidentiality agreements that protect the Contractor's confidential and proprietary information and trade secrets?  Will the State assist the Contractor in enforcing those confidentiality protections?	Yes
207	MAXIMUS Spec Inst. 13.8	33	If the State believes a condition is unreasonable, will the State seek clarification from the Offeror before	A clarification request will be issued in writing to the Offeror prior to excluding the



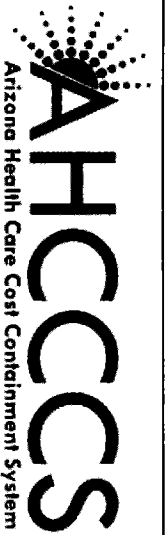
## AHCCCS ANSWERS TO VENDOR QUESTIONS

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			excluding the offer from consideration for the award of a contract?	offer from consideration.
208	MAXIMUS Uniform T&Cs 2.2	34	If a provision of law that is not included in the RFP materially impacts the contract price or other contract terms, will the State add that provision as a change Under <i>Contract Section 5 Contract Change</i> and negotiate an equitable adjustment to the price and other affected Contract terms?	Yes.
209	MAXIMUS Uniform T&Cs 3.8	35	Will the State please add a provision that explicitly confirms the Contractor's continuing exclusive ownership in any pre-existing Contractor intellectual property?	Uniform Terms and Conditions, 3.8 limits State Ownership to intellectual property created or conceived pursuant to this contract and any related subcontract.
210	MAXIMUS Uniform T&Cs 9.5	41	Is termination under this provision subject to the terms of <i>Special Terms and Condition, Section 4 Contract Cancellation (Minimum 10 Day)?</i>	Yes.
211	MAXIMUS Special T&Cs 4	42	Will the State increase the minimum period for cure to 20 days?	Procurement officer may increase the cure period based upon Contractor negotiation of issue.
212	MAXIMUS Special T&Cs 22	47	Will the State add an exclusion of consequential, incidental, and punitive damages, including lost profits or revenues, to this limitation of liability?  In lieu of that, would the State simply exclude liability for lost profits, or lost revenues?	The State will not modify the indemnity clause at this time.
213	MAXIMUS Insurance Requirements	49-51	Will the State negotiate the modification of certain insurance terms to align with the specific language in the awardee's corporate insurance policies, provided that the final agreed terms must still meet the required coverage types and amounts as referenced in	AHCCCS must submit any modification request to AZ Department of Administration, Risk Management for approval.

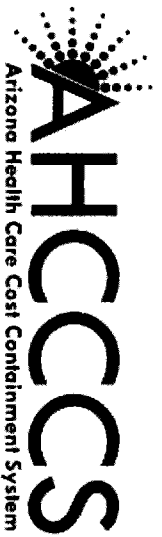


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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
			the RFP?	
MAXIMUS	Attachment D / Spec Inst, 3.2	60 / 31	Would the State allow us to include the Organizational Chart discussion prior to the Key Personnel discussion (address 3.2.4 before 3.2.2 in the proposal)?	Yes.
214			Based upon responses to questions from the State, will the State allow an opportunity for a second round of questions?	Not at this time.
215	General	n/a	Please provide the current MITA State Self-Assessment for AHCCCS and Med-QUEST.	The states will provide the relevant MITA State Self Assessment to the chosen Offeror following award.
216	General	n/a	Does the State have plans of releasing a procurement library in an addendum?	No. AHCCCS website <a href="https://www.azahcccs.gov/">https://www.azahcccs.gov/</a> can be used as a resource.
217	General	n/a	Can the State release vendor responses to the Provider Management System RFI?	No, the RFI responses are held confidential for two (2) years.
218	General	n/a	Please provide the State's Independent Verification and Validation (IV&V) vendor?	See Item #1
219	General	n/a	Please provide the volume/proportion of paper vs web portal applications?	The states are currently paper based. HI process paper applications for FFS providers only. For Managed Care, we accept an electronic file (called HPA) from our MCOS if they want to enroll new MN providers in HPMMIS.
220	5.1.2	5	Are there any specific data elements needed to support these functions that are not currently present in your provider enrollment system?	No
221	5.1.3	5		



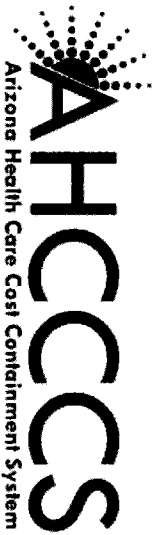
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
222	Infocrossing 5.1.15	6	Please provide an interface diagram, along with any other available information available you may have about the data exchanges/systems.	Development of the interface diagram is part of the development for this project
223	Infocrossing 5.1.21	6	Please define the calculation methodology used to determine the data integrity error rate?	Rate was based on industry standard best practices
224	Infocrossing 5.1.24	7	Please provide the concurrent users the solution must support.	The states have never had a solution like this and would have no way to approximate. We would rely on the offeror's past experience with integrating at another State Medicaid agency as reference.
225	Infocrossing 5.2.3	7	Please provide the concurrent/total users who will be requiring licenses?	The states have never had a solution like this and would have no way to approximate. We would rely on the offeror's past experience with integrating at another State Medicaid agency as reference.
226	Infocrossing 5.5.13	9	Is it the State's preference to replace the existing credentialing system? How will this impact vendor proposal evaluations?	The state envisions the Offeror to incorporate a credentialing system along with the provider enrollment system.
227	Infocrossing 5.5.13	9	Please provide the current credentialing system(s)- name and version?	The state delegates credentialing to the Managed Care Organizations (MCOs).
228	Infocrossing 5.5.18	9	Does the State currently use a GIS mapping software tool? If so, please provide the current name and version. Please clarify if the vendor is to provide a GIS mapping software with the proposed solution.	The state does not currently use a GIS mapping software and is looking to the proposed solution for such capability.
229	Infocrossing 5.5.17	9	Please provide a copy of your current templates and checklists used for document site visits.	The state will provide templates and checklists at the time of award.



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**RF# YH18-0033 Provider Management System**

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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
230	Infocrossing 5.13.3	11	Please provide a list of standardized operational reports and samples.	The state will provide reports and samples at the time of award.
231	Infocrossing 5.13.16	11	Please provide the tool(s) does the State use for change request management?	Arizona is 100% paper based; refer to online forms <a href="https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html">https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html</a> HI: For Managed Care providers, our MCOS can request some provider info chgs (addr, NPI, add a Credential record, reactivate terminate provider) via our electronic HPA file. FFS providers request chgs thru paper forms.
232	Infocrossing 5.18.6	12	Is it expected that the Implementation team be onsite to attend status meetings or will they be remote telephone or on-line meetings?	Yes, the state requires the Implementation team to be onsite and/or available remotely for status meetings. Location requirements include Arizona and Hawaii.
233	Infocrossing 5.18.15	16	Please elaborate on the location requirements of implementation team resources.	See Item #16
234	Infocrossing 5.19.8	18	Please identify the number of hours anticipated to be reserved in the pool of System Enhancement Hours as referenced in this requirement.	The offeror should propose what they believe is necessary to work onsite with both Arizona and Hawaii.
235	Infocrossing 3.1.4	19	Please elaborate on the assumptions for estimating travel against this requirement.	3.1 Proposed Method of Approach 3.1.4 The Offeror shall limit its written response in this section to fifty five (55) pages. The method of approach shall be





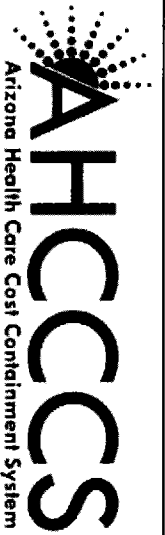
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
				limited to fifty (50) pages and the timeline shall be limited to five (5) pages. (This includes all items under Method of Approach)
236	Infocrossing 3.1.4	31	The limit of 50 pages for the Method of Approach does not allow for a detailed response, would the State consider changing this restriction?	No.
237	Infocrossing 3.2.1	31	Given the CMS's directive to bring the best of breed COTS solutions available in the commercial environment to State Medicaid agencies, will Arizona be open to a solution that is deployed for over 400 clients via a cloud deployment model? How will scoring be impacted if the solution is not now deployed in a state Medicaid Agency?	Current operations within another state Medicaid is a requirement for consideration.
238	Infocrossing 13.5 & 4.5.4.2	33 & 42	A Performance Bond is cited in the two paragraphs listed. Please clarify if a performance bond is required for contracting? If yes, please identify the amount.	This contract does not require a Performance Bond.
239	Infocrossing Attachment D: Offer's Checklist	60	Please clarify, should the electronic copy to include all required items (table items 2-10) in one document? It is acceptable for Attachments A and B submitted in separate Excel files?	Offeror Checklist: Items 2,4,6,7 should be included in one document. The rest of the items can be separate files.
240	Infocrossing Attachment D: Offer's Checklist	60	Please clarify, should Attachment A in hard copy format?	Attachment A can be submitted electronically. Please note in the Checklist.



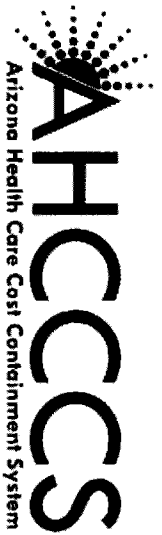
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
CNSI	Special Instructions to Offerors, Section 12.1	32 of 61	<p>If so, is it acceptable to print columns A-B (for identification) and columns I-N (for our response) for easier viewing purposes?</p> <p>The RFP states: "contains information that should be withheld from public inspection due to confidentiality, the Offeror shall submit to the Procurement officer a detailed legal analysis, prepared by legal counsel, which sets forth the bases for the requested non-disclosure and the specific harm or prejudice which may arise if disclosed. The analysis shall be presented to the Procurement Officer at the same time as the bid, proposal, offer, specification or protest."</p> <p>The solicitation text for this requirement seems to be missing some words at the beginning of the first sentence of the paragraph. Will the State provide the missing text?</p>	<p>If an Offeror believes that a specific portion of its bid, proposal, offer, specification, or protest contains.....</p>
CNSI	Scope of Work, Section 5.1.15	6 of 61	<p>The RFP states: "Provide a System Architecture Document. The System Architecture Document includes a technical explanation of all aspects of the system including detailed architectural diagrams, data flows, component specifications, SaaS, COTS products and hosting environment details. The documentation shall detail all identified interfaces required for the proposed system to exchange data/information with the PMMIS/HPMIS Provide Subsystems, documentation and imaging storage systems."</p> <p>The State has requested system architecture</p>	<p>The offeror should provide the level of detail they believe is necessary for the state to have a complete understanding of the proposed solution.</p>



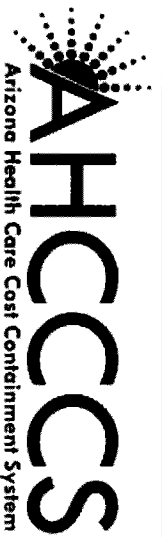
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			documents; however, some of the specific details addressed in these requirements (e.g., components specifications) are not relevant for typical SaaS or COTS implementations. Will the State please revise the requirement to allow offerors to provide the level of detail as appropriate, if the Offeror is proposing a COTS or SaaS solution?	Yes
CNSI	Special Instructions to Offerors, 3.1.3 Proposed Method of Approach	31 of 61	The RFP states: "The Offeror shall include a proposed timeline and description for standard implementation and other proposed major milestones. The timeline shall include the option for AHCCCS and Med-QUEST to have different release schedules as part of the final plan."  Should offerors include a separate Attachment B - Pricing Proposal Worksheet for the option of AHCCCS and Med-QUEST to have different release schedules?	Please include a brief narrative within Attachment B immediately next to the section of the spreadsheet that requires additional information. This may be entered as an additional column to the right of "Proposed Timeline".
CNSI	Scope of Work, 7. Pricing	21 of 61	The RFP states: "Offeror should include additional information as necessary to explain the Offeror's price."  Please confirm offerors may submit the additional narrative to explain its price behind Attachment B: Pricing Proposal Worksheet.	
CNSI	Uniform Instructions to Offerors, Section 3.7 Identification of Taxes in Offer;	27 of 61; 28 of 61	Sectin 3.7 of the RFP states: "AHCCCS/Med-QUEST is subject to all applicable AHCCCS/Med-QUEST and local transaction privilege taxes. All applicable taxes shall be identified as a separate item offered in the solicitation. When applicable, the tax rate and amount shall be	



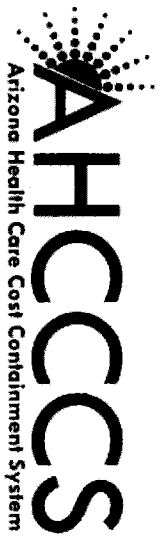
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
	Section 5.2 Taxes		<p>identified on the price sheet." Section 5.2 of the RFP states: "If the products and/or services specified require transaction privilege or use taxes, they shall be described and itemized separately on the offer. Arizona transaction privilege and use taxes shall not be considered for evaluation."</p> <p>(1) Please confirm that offerors should include product taxes and respective tax rates on the "software pricing" worksheet in Attachment B as a separate line item under "other."</p> <p>(2) Please confirm that offerors should include services tax rates on the "implementation pricing" worksheet under "other" and any applicable taxes to maintenance services should be included on the "software pricing" worksheet under "other."</p>	<p>Yes.</p> <p>Yes.</p>
246	CNSI Attachment B, Summary tab	N/A	<p>In the Pricing Proposal Worksheet, where should maintenance and operations costs be provided? Are they to be bundled as a subscription cost?</p> <p>Section 5.15.3 of the Scope of Workstates: "Provide and support non-disruptive rules-based data archival and subsequent retrieval. The system must not be unavailable for EXTENDED PERIODS OF TIME during the archival process as defined by AHCCCS/Med-QUEST." Section 5.15.4 of the Scope of Work states: "Provide and support non-disruptive rules-based data purging. The system must not be unavailable for EXTENDED PERIODS OF TIME during the purge process</p>	<p>Tab "Software" should be used to include all of the offeror's cost.</p> <p>The system should be available 24/7 outside of agreed upon maintenance windows. Archiving, backups, etc should be conducted based on a schedule negotiated between the states and the Offeror to preclude interruptions of normal business operations during these hours.</p>
247	CNSI Scope of Work, Sections 5.15.3, 5.15.4, and 5.15.5	12 of 61		



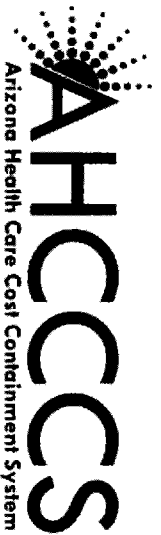
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			<p>as defined by AHCCCS/Med-QUEST." Section 5.15.5 of the Scope of Work states: "Provide and support non-disruptive rules-based data restoration. The system must not be unavailable for EXTENDED PERIODS OF TIME during the purge restore process as defined by AHCCCS/Med-QUEST."</p> <p>Under §§5.15.3, 5.15.4 and 5.15.5 reference is made to "extended periods of time" Can the State please be more precise by providing a specific time period or range of time?</p>	
248	CNSI Scope of Work, Section 5.1.2	5 of 61	<p>The RFP states: "Receive provider applications through a web based provider self-service tool and on paper."</p> <p>Please confirm that OCR is not required for Provider Enrollment paper submission.</p>	<p>The state would like to explore OCR options; An OCR option may be beneficial.</p>
249	CNSI Scope of Work, Section 3.1.1	30 of 61	<p>The RFP states: "The Offeror should respond to all of the Sections outlined in the Scope of Work explaining how their proposed system will accomplish each task listed."</p> <p>Please confirm that offerors need only respond to Section 5, Contractor Responsibilities, of the Scope of Work.</p>	<p>Per 3.1.1 "In addition to describing how the Offeror will provide all requirements listed in the scope of work (Section 5), the method of approach shall describe in detail the method of approach for the items listed below:" The items listed includes eleven bulleted topics. A written narrative must be included <b>additionally</b> to Section 5 covering these eleven bulleted topics.</p>
250	CNSI Attachment B, Software tab	N/A	<p>The RFP states: "Provide a line item for all software costs."</p> <p>Does the State want each individual software</p>	<p>Totals by type of license</p>



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CNSI	Scope of Work, Section 5.16.11.18	15 of 61	<p>component cost listed as a separate line item or just totals by type of license?</p> <p>The RFP states: "Provide AHCCCS/Med-QUEST authorized entities access to source code, libraries and other project artifacts."</p> <p>Will the "authorized entities access to source code" be accomplished via a third party escrow arrangement?</p>	<p>AHCCCS/Med-QUEST would make arrangements that would be in the best interest of the states, which may include hiring a third party.</p>
CNSI	Scope of Work, Section 5.4.11	8 of 61	<p>Please clarify if processing of X12 or NIEM transactions are part of this scope. If yes, please provide some examples.</p>	<p>Section 5.4.11 states X12 and NIEM are part of the scope if a proposed solution would require these formats.</p>
CNSI	Special Terms and Conditions, Section 22	47 of 61	<p>The RFP states: "First Party Limitation of Liability Contractor's liability for first party damages to the State arising from this Contract shall be limited to two (2) time(s) the maximum not-to-exceed amount of this Contract. The foregoing limitation of liability shall not apply to: (i) liability, including indemnification obligations, for third party claims, including but not limited to, infringement of third party intellectual property rights; (ii) claims covered by any specific provision of the Contract calling for LIQUIDATED DAMAGES or other amounts, including but not limited to performance requirements; or (iii) costs or attorneys' fees that the State is entitled to recover as a prevailing party in any action."</p>	



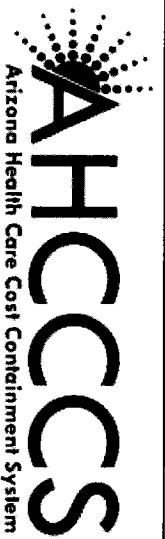
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CNSI	Uniform Instructions to Offerors, Section 3.6	27 of 61	<p>Paragraph (ii) above references "liquidated damages." Will liquidated damages be a feature of the contract to be awarded under this solicitation.</p> <p>The RFP states: "Offerors are required to provide their Arizona Transaction Privilege Tax Number and/or Federal Tax Identification number, if applicable, in the space provided on the Offer and Acceptance Form."</p> <p>1. The RFP mentions the "Arizona Transaction Privilege Tax License." Does the offeror need to obtain such a Tax License for purposes of submitting its response to this RFP?</p> <p>2. There also seems to be a general requirement elsewhere under Arizona law to register as a "Vendor" in ProcureAZ at &lt;a href="http://procure.az.gov"&gt;<u>http://procure.az.gov</u>&lt;/a&gt;. Do offerors need to register as a vendor in advance of submitting its proposal?</p>	<p>No.</p> <p>No, however, ProcureAZ registration is recommended because it allows Offerors to receive notification of future projects.</p> <p>The awarded Contractor will be required to complete Arizona Substitute W-9.</p> <p>If a Hawaii registration requirement is not listed in the RFP as a requirement for response, then it is not a condition of submitting a proposal.</p>
CNSI	Uniform Instructions to Offerors, Section 3.6	27 of 61	<p>The RFP states: "Offerors are required to provide their Arizona Transaction Privilege Tax Number and/or Federal Tax Identification number, if applicable, in the space provided on the Offer and Acceptance Form."</p> <p>Are there any registration requirements (e.g., vendor, tax, or otherwise) for Hawaii with which offerors must also comply as a condition of submitting its proposal?</p>	<p>The awarded Contractor will be required to complete Arizona Substitute W-9.</p> <p>If a Hawaii registration requirement is not listed in the RFP as a requirement for response, then it is not a condition of submitting a proposal.</p>



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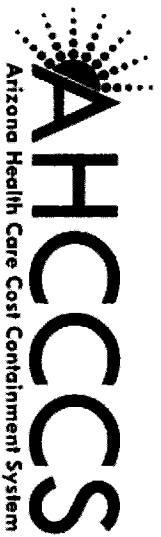
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CNSI	Scope of Work, Section 5.15.12	13 of 61	<p>The RFP states: "In the event of an unscheduled module downtime, restore availability, using procedures approved in the Business Continuity and Disaster Recovery Plan within four (4) hours from the start of the unscheduled downtime."</p> <p>This requirement provides an Recovery Time Objective (RTO) of 4 hours. But it does not provide the requirement for Recovery Point Objective (RPO). Please provide the RPO SLA.</p>	<p>Offerors should propose RPO and costs.</p>
CNSI	Scope of Work, 5.19 Training	19 of 61	<p>The Section 5.19.1 of the Scope of Work states: "5.19.1 Provide systems training for AHCCCS/Med-QUEST and Provider Registration staff in alignment with the implementation schedule in a format and at times as determined by AHCCCS/Med-QUEST." Section 5.19.2 of the Scope of Work states: "Assist and participate with AHCCCS/Med-QUEST in conducting education, training, and communications during implementation and transition to the new provider enrollment management system, and going forward as needed to support System changes." Also, Section 5.19.3 of the Scope of Work states: "Provide technical training to agency project resources and designated Contractors to develop an understanding of how to monitor the system using available tools and dashboards while leveraging technical and functional documentation and/or reports."</p> <p>Will the State provide the number of users (both state</p>	<p>The states expect staff training for 6-10 technical staff, 15-20 users in Arizona and Hawaii separately. The states anticipate provider training to be a number of different modalities and audiences which cannot be quantified at this time.</p>





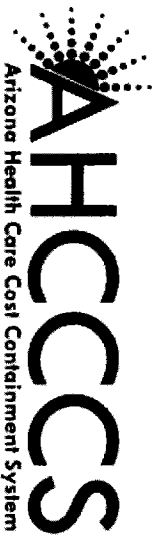
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OFFEROR NAME	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
CNSI	Attachment A		and providers) that require training?	Yes.
258		N/A	Please confirm that offerors are required to only respond to the requirements in column H, which should only have responses in columns I through N. If other columns require a response, will the State please provide instructions on completing this Attachment?	
259	CNSI Attachment B, Implementation Deliverables tab	N/A	In the column labelled "Proposed Timeline," please clarify what is expected to be included under Proposed Timeline. Should this be in a month/year format or a start/end date?	Month year
260	CNSI Cover Page	1 of 61	The RFP states: "Questions concerning this solicitation shall be submitted to the procurement officer named above, in writing, via e-mail by January 26, 2018 5:00 Pm Arizona time on the questions and answers form provided with this RFP."  Given the detail of information to be provided and the nature of the work to be performed under the resulting contract, will the State consider extending the due date for questions or permit a second round of questions?	Not at this time.
261	CNSI Scope of Work, Section 5 (5.1.24, 5.15.11); Uniform Instructions to Offeror, Section 3.11; Uniform	7 of 61; 13 of 61; 27 of 61; and 34 of 61	Throughout the Scope of Work, there are several references made to "specifications." For example, in Section 5.1.24, the RFP states: "Ensure access for the required number of concurrent users, according to the Specifications, necessary for the administration of AHCCCS/Med-QUEST's business	Specifications are part of the Offeror's proposed solution. Other references to Specifications within the RFP are standard contract terminology.



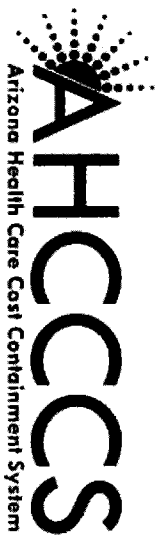
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	Terms and Conditions, Section 2.3.5		<p>functions without limitation of user access and compliance with Performance Standards.” Additionally, in Section 2.3 of the Uniform Terms and Conditions, the Contract Order of Precedence includes Section 2.3.5, Specifications, which is listed as a separate section from 2.3.4, Statement or Scope of Work.</p> <p>We could not find any section in the RFP or any attached documentation titled or containing the "Specifications." Can the State please clarify what it is referring to? Is there any document that offerors can reference for obtaining the State's Performance Standards?</p>	<p>State Medicaid Manual can be found on CMS website at: <a href="https://www.cms.gov/Regulations-and-Guidance/guidance/Manuals/Paper-Based-Manuals-Items/CMS021927.html">https://www.cms.gov/Regulations-and-Guidance/guidance/Manuals/Paper-Based-Manuals-Items/CMS021927.html</a></p>
262	CNSI Scope of Work, Section 5.3.1	7 of 61	<p>Can the State please provide offerors with a link to the State Medicaid Manual?</p>	
263	CNSI Special Instructions, Section 3.1.4	31 of 61	<p>The RFP states: "The Offeror shall limit its written response in this section to fifty five (55) pages." Given the page limitation of the Proposed Method of Approach section, will the State allow offerors to submit supporting screenshots in the non-constrained response sections (e.g., in the section Additional Information (OPTIONAL))?</p>	<p>Yes, the "Additional Information" portion of the proposal is the appropriate place to include supporting documentation.</p>

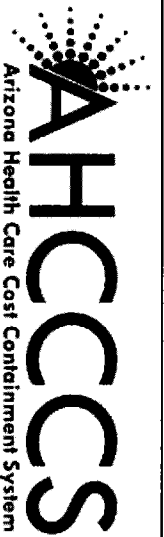


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264 HHS Technology Group, LLC	General	NA	Does the state have an intended project timeline including go-live expectations that can be shared with vendors?	Yes, the state has an intended project timeline; the go-live expectation is June 2019.
265 HHS Technology Group, LLC	General	NA	In order to provide a more comprehensive solution, will the state share the legacy technology stack with vendors?	The legacy system is a mainframe architecture running on CA Datacom and programmed in IDEAL
266 HHS Technology Group, LLC	General	NA	With the understanding that this system will not be an on premise deployment, will the state clarify on-site and work-site expectations?	The state currently has no requirements or expectations of on-site representation from the chosen Offeror for the project duration.
267 HHS Technology Group, LLC	Cover Page	1	Will the state provide a date when the vendors can anticipate answers to submitted questions?	The week of 2/12/2018
268 HHS Technology Group, LLC	Cover Page	1	Does the state have an expected award date that can be shared with vendors?	The states expect to conclude the RFP and select a chosen Offeror in May 2018, afterwards the proposed contract must be approved by CMS through the MECL process and must also be approved by Arizona Department of Administration.
269 HHS Technology Group, LLC	Cover Page	1	Does the state have an expected contract start date that can be shared with vendors?	August/September 2018
270 HHS Technology Group, LLC	Cover Page	1	Does the state have an expected date for demonstrations that can be shared with vendors?	Late April 2018, early May 2018
271 HHS Technology Group, LLC	Scope of Work: 1	4	Will the state share the project budget for this initiative?	Not at this time. It will be shared with the awarded Offeror
272 HHS Technology	3. Purpose of RFP	5	Will the state please confirm that the following language "The system should be COTS-based and in	COTS-based is a preference. "in operation in, at least, one other State

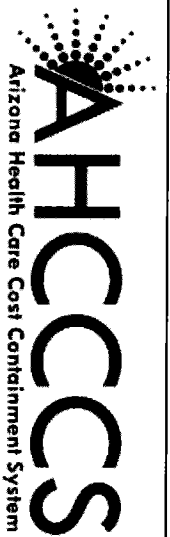


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Group, LLC			operation in, at least, one other State Medicaid Agency" is recommended/a preference by the RFP Definitions (should) and as stated on p.31 (Paragraph 3.2.1)?	Medicaid Agency" is a requirement
273 HHS Technology Group, LLC	Definitions	24	Will the state please clarify the definition of expected "work day"?	A "work day" is considered to be Monday through Friday, 8:00 AM – 5:00 PM. Note: AZ and HI on different time zones.
274 HHS Technology Group, LLC	Uniform Instructions: 4.3	28	Will the state please clarify if all released amendments to the RFP are required to be signed in ink and submitted with the vendor proposal?	All solicitation amendments must be signed and submitted with the proposal. Scanned signatures will be accepted.
275 HHS Technology Group, LLC	Uniform Instructions: 4.3	28	Would the state consider amending the signature requirements to an original ink signature for the most recent amendment prior to submission and scanned copies of the ink signature for amendments that have been superseded by the final amendment release?	All solicitation amendments must be signed and submitted with the proposal. Scanned signatures will be accepted.
276 HHS Technology Group, LLC	Special Instructions: 2	30	Will the state share a more detailed evaluation criteria or score weighting beyond "relative order of importance"?	Not at this time.
277 HHS Technology Group, LLC	Special Instructions: 1	30	Will follow up questions to the state's responses to initial submitted questions be allowed?	Not at this time.
278 HHS Technology Group, LLC	Special Instructions: 3.2.2	31	The state does not specify key personnel requirements. How does the state intend to evaluate key personnel submitted?	Please see page 31, paragraphs 3.2.2 and 3.2.3 of Experience and Expertise of the Firm and Key Personnel.
279 HHS Technology Group, LLC	Special Instructions: 3.2.1	31	To foster open and equitable competition, receive innovative and cost-effective solutions from newer providers in the market, and increase competition, will the State consider removing the preference intended for vendors with systems "in operation in, at least, one	Not at this time.

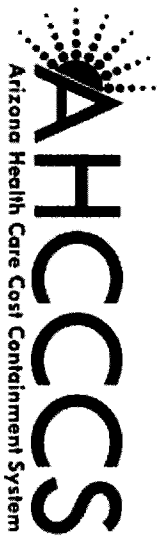


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			other State Medicaid Agency".	
280 HHS Technology Group, LLC	Attachment B: Pricing Schedule Attachment D: Offeror Checklist	58/60	Will the state please confirm that the cost worksheet should be included in and submitted within the same document as the technical response?	The Attachment A Pricing Schedule can be included as a separate attachment.
281 Public Consulting Group, Inc.	N/A	N/A	Are providers required to revalidate every 5 years? And if so, do you have historical numbers for the average number of providers revalidating monthly and annually?	Yes, the state revalidates every 5 years; historical information will be provided at the time of award.
282 Public Consulting Group, Inc.	N/A	N/A	Is a customer service toll-free number required and if so do you have historical or projected weekly, monthly and annual call volume numbers?	The states will handle all provider-generated calls and will escalate to the chosen Offeror any technical issues in the Offeror's system. We would expect a toll-free number for our staff to contact the chosen Offeror's customer support desk, 24/7.
283 Public Consulting Group, Inc.	5.1.2	5	Do you have historical or projected numbers for the number paper provider applications submitted monthly and annually?	Arizona is 100% paper based; 65K documents were processed in 2017. Hawaii is 100% paper based.
284 Public Consulting Group, Inc.	5.5.15	9	Fingerprinting and Criminal Background checks is stated for "moderate" or "high" risk provider types. It's PCG's understanding that fingerprinting and Criminal background checks are only required for "high" risk provider types, is that correct? How many moderate and high risk providers types are currently enrolled?	Yes, the state requires Fingerprinting and Criminal Background checks for "high" risk provider types, the state has three (3) "high risk provider types and thirteen (13) "moderate" risk provider types.

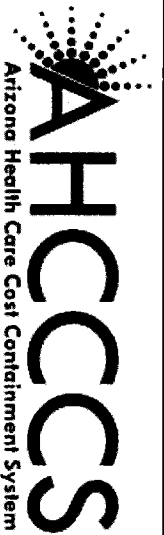


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285 Public Consulting Group, Inc.	5.5.18	9	The requirement states, "Provide reviewers with geographical-based scheduling and mapping for provider site visits." Is the vendor required to complete site visits for moderate and high-risk provider types? If so, what is the anticipated monthly volume for provider site visits?	The state currently performs site visits and will continue to do so.
286 Public Consulting Group, Inc.	5.10.2	10	The requirement states, "Provide both electronic and paper correspondence/guidance". Would you please clarify what is required for "paper correspondence/guidance"?	The state envisions the ability to re-generate and print and/or e-mail notices upon provider request.
287 Public Consulting Group, Inc.	Attachment B – Pricing	N/A	There is no line item(s) for ongoing Operational support (e.g. customer support, conducting site visits, processing provider applications, etc.) within the Pricing worksheets. Where do Vendors enter pricing for ongoing Operational support?	See #246.
288 3WON, LLC	2.	4	Is the intent of the RFP to identify and acquire software to augment current internal enrollment and credentialing processes?	Refer to Sections 2 and 3 of the RFP.
289 3WON, LLC	Not addressed		Does a responder need to be an approved vendor for the AHCCCS prior to submission of proposal?	No.
290 3WON, LLC	3.	4	Does the RFP procurement scope for "the system", contemplate outsourcing the enrollment and credentialing function to a Software-as-a-Service (SaaS) and Credentials Verification Organization (CVO) vendor who does not sell or license software?	No. The states are seeking a software solution to integrate into its existing environment and to be operated by current state staff.
291 3WON, LLC	3.	5	What is the breakdown of active providers and newly registered providers between facilities and medical professionals? Do the number of providers listed as "revalidated" annually refer only to medical	No, the number of providers listed as "revalidated" includes facilities and medical professionals; the state will provide breakdown at the time of award.

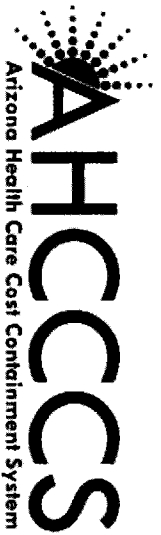


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			professionals?	
3WON, LLC	3.		Approximately how many medical professionals are processed annually for either initial credentialing/enrollment or for re-credentialing?	Arizona processed 65K documents in 2017; documents include initial and existing provider requests. Hawaii processed about 5,600 new enrollments and about 3,500 re-credentialled in 2017.
292		5		
Mediware Information Systems	Attachment A	Item 40	Can the State clarify the State's requirements for a continuous monitoring strategy?	The state has no further clarification of the statements made in Column H.
293				
Mediware Information Systems	Attachment A	Item 48	In the case of a SaaS solution, can the State clarify that vendors can comply with the State of Arizona Configuration Baseline by developing baseline configuration for SaaS infrastructure based on our risk assessment, application of associated security controls, and industry practices for the SaaS deliver infrastructure platform?	The state will evaluate responses made in Attachment A as part of our RFP evaluation.
294				
Mediware Information Systems	Project or Service Overview /Background	4	Please provide additional details on credentialing capability requirements. What specific functionality is required by the State?	The state delegates credentialing to the Managed Care Organizations (MCOs); the state envisions aligning the provider enrollment and credentialing processes.
295				
Mediware Information Systems	5.1.7	6	Please provide a list of the electronic document formats that are required to be supported. Please also provide an average size of file attachments/documents. Will there be a need to migrate historical documents as part of the implementation? If so, please provide details around size and number of documents.	All valid electronic document formats should be allowed in the system. Current file size is a max 64 mb The states do not require any historical document migration.
296				



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297 Mediware Information Systems	5.1.25; 5.15.18	7; 14	Reference is made to an ESB; please provide details around the ESB. Is the ESB currently functional? What services are available and planned on the ESB?	See Item #189
298 Mediware Information Systems	5.3.5	7	Please confirm that the in-scope interfaces are limited to the Social Security death master file, NPPES, LEIE, and EPLS and the AHCCCS/Med-QUEST Information Management System. Are these systems already interfaced with the ESB? If so, please provide any available documentation.	See Item #189
299 Mediware Information Systems	5.9.3	10	Interface with the AHCCCS/Med-QUEST information Management System is required for information and document conversion (if needed) and ongoing information transfer. Is there an API or other documentation that can be shared?	The API will be part of the development process
300 Mediware Information Systems	1. AHCCCS/Med-QUEST Overview	4	Please provide the expected budget for this project. Please also provide the expected timeline for this project, including expected contract award date, project initiation, and anticipated go-live. Please provide any insight about drivers for this timeline.	See Items #271, 264, 268 and 269. The states timeline follows the MECL and state budgeting requirements and resource availability.
301 Mediware Information Systems	5.1.3	5	Does the State expect providers to bill from within the system or do they expect the system to receive claim data from an outside source (e.g., MMIS)? How does the State expect to use claims data (e.g., pay providers, use a ref for audit and certification)? Would service authorizations be created within the system (and potentially shared with other systems such as the MMIS) or will the system receive authorizations created in other systems?	The state is seeking only a provider registration and credentialing system. Billing and other functions will occur outside this system.