

**New York State Department of Health  
NY-HX Project**

Item	Page#	Section	Question/Comment	Answer
1.	1	Part I, Introduction	<p>The RFP states “ Major goals for the NY-HX are to: ... 5) Design the NY-HX such that it will be able to interoperate with other social benefit programs such as the Supplementary Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Title IVE of the Social Security Act ( Foster Care);”</p> <p>Attachment 5, pg. 10 "In addition, States should ensure they get started early on the necessary coordination of eligibility determinations with Medicaid, CHIP, and other Health and Human Services Programs with which the State may wish to coordinate eligibility, referral, verification or other functions. Early coordination should be carried out to ensure alignment with State health information exchange activities."</p> <ul style="list-style-type: none"> <li>a. What is the expectation of interoperability with other social benefit programs?</li> <li>b. To what extent are these programs aware of the HX project and to what extent will they cooperate?</li> <li>c. What is the timeframe for coordination of eligibility between the NY-HX and other programs both inside and outside of DOH?</li> </ul>	<ul style="list-style-type: none"> <li>a. The initial implementation of the Exchange will have a portal that will allow all consumers to enter. The plan is to initially have the system interface with the social benefit programs such as, Supplementary Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Title IVE of the Social Security Act (Foster Care).</li> <li>b. The Medicaid and CHIP programs are internal to DOH. The other social programs are within OTDA. All are aware of the exchange initiative.</li> <li>c. The timeframe will be determined by the contractor selection and completion of the JAD sessions.</li> </ul>
2.	2	Part II, Background	<p>The RFP states “Major goals for the initial planning year include: ... 7) identify existing technical infrastructure resources and needs;”</p> <p>In Attachment 13 a number of systems operated by other agencies are identified. Many of these systems are already the subject of a large project to replace them (called the</p>	<ul style="list-style-type: none"> <li>a. Collaboration outside of DOH will consist of interfacing with, at a minimum, the following: <ul style="list-style-type: none"> <li>1. NYS Insurance Department</li> <li>2. NYS Taxation and Finance</li> </ul> </li> </ul>

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			<p>FRM or Transformation project).</p> <p>See also Attachment 6, page 2 "This collaboration should also occur within states..."</p> <ol style="list-style-type: none"> <li>a. What is the set of projects requiring collaboration outside of DOH?</li> <li>b. What is the method and timing of collaboration with projects outside of DOH?</li> <li>c. What is the set of projects requiring collaboration inside of DOH?</li> <li>d. What is the method and timing of collaboration with other projects inside of DOH?</li> </ol>	<ol style="list-style-type: none"> <li>3. National Association of Insurance Commissioners (NAIC) System for Electronic Rate and Form Filing (SERFF) system</li> <li>4. Federal Data Hub</li> <li>5. Health Plan Insurers</li> <li>6. Health Plan Administrators</li> </ol> <p>Be advised that the above list will not be finalized until after the JAD sessions are complete.</p> <ol style="list-style-type: none"> <li>b. The timeframe will be determined by the contractor selection and completion of the JAD sessions.</li> <li>c. Projects inside DOH will be Medicaid, CHIP, Call Center and Vital Records.</li> <li>d. The timeframe will be determined by the contractor selection and completion of the JAD sessions.</li> </ol>
3.	3	Part III, Scope of Work	<p>The RFP states "The selected contractor will contract with the Department to design, develop and deliver to the Department an operational ready (DDO) NY-HX Solution based upon the requirements defined in the ACA and the requirements set forth herein.</p> <p>"The operational ready NY-HX Solution delivered by the</p>	<ol style="list-style-type: none"> <li>a. The Department is looking for all the requirements referenced in the FAS to be in the exchange.</li> </ol>

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			<p>contractor must meet all the requirements herein, the requirements of the federal Early Innovator grant award, the requirements in the ACA, all current federal rules and regulations governing exchanges as well as comply with all federal FOAs, guidance and framework documents pertaining to exchanges issued prior to this FAS (Attachments 1 – 13). Since federal rules and regulations governing the DDO of Exchanges have not been finalized, the Department is seeking fixed price proposals from contractors for the delivery of an operational ready exchange, including the key staff and associated hardware and software defined in the FAS.”</p> <p>a. To what extent is the awardee responsible for complying with "recommended" items in the listed governing documents? (Meaning, those requirements stated as “should” rather than as “must”)</p>	
4.	4	Part IV, Term	<p>The RFP states “The Department intends to award a four (4) year contract that shall include all DDO tasks and the delivery of an operational ready system.”</p> <p>a. The period of performance stated goes beyond the period of performance stated in Attachment 5 (page 11). Is the contract 4 years or does it end 12/31/2014?</p>	The initial contract period is 4 years.
5.	4	Part V, Business Requirements	<p>The RFP states “The NY-HX Solution will share and gather information across the enterprise as appropriate...”</p> <p>In the context of the RFP what is the "Enterprise"? DOH? Benefits agencies? New York State?</p>	<p>Then Enterprise consists of but is not limited to:</p> <ul style="list-style-type: none"> <li>• NYS Agencies</li> <li>• Enrollees</li> </ul>

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				<ul style="list-style-type: none"> <li>• Applicants</li> <li>• Small Businesses</li> <li>• Health Plan Insurers</li> <li>• Federal Hub</li> <li>• Navigators</li> <li>• Fiscal Administrators</li> </ul>
6.	4-5	Part V, Business Requirements	<p>The RFP states “All deliverables resulting from this contract, including but not limited to code, procedures, and any and all system documentation including but not limited to training material, job aids, technical architecture, etc. will be within the public domain. As an EI the Department and the selected contractor are required to make these deliverables available to other states at no cost.”</p> <p>and “The contractor cannot reuse any and all deliverables without the written permission of the Department.”</p> <p>a. Which is correct? If the deliverables are in the public domain, then anyone can use them.</p>	All deliverables are in the public domain.
7.	8	Part IX, Business Requirements	<p>The RFP states “The user interface (UI) design of the NY-HX Solution must incorporate a design consultancy known as IDEO, which will be the primary UI design architecture for the NY-HX Solution and the contractor is required to integrate these design concepts into its NY-HX Solution. (See Exhibit 1 and Attachment 2 Section 5) “</p> <p>a. What are the expected deliverables from the IDEO</p>	<p>a. Please see the answer to question 44.</p> <p>b. The costs will be borne by the state.</p> <p>c. Not at this time.</p>

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			<p>consultancy, e.g. design guidelines, wireframes, etc.?</p> <p>b. Are the costs of the collaboration with IDEO borne by the state or are they to be covered by the fixed price?</p> <p>c. Will the design include screens for other programs' eligibility requirements?</p> <p>d. If yes to 7.c, which programs will be included?</p>	
8.		Attachment I, Business Requirements, Subpart 6, ACA Requirements (#43)	<p>The RFP states “The contractor must ensure that the NY-HX provides a secure, electronic interface allowing an exchange of data (including information contained in the application forms described in subsection (b)) that allows a determination of eligibility for all such programs based on a single application. Such interface shall be compatible with the method established for data verification under section 1411(c)(4).</p> <p>“The contractor must ensure that the NY-HX provides electronic matching against existing Federal and State data, including vital records, employment history, enrollment systems, tax records, and other data determined appropriate by the Secretary to serve as evidence of eligibility and in lieu of paper-based documentation.”</p> <p>a. How is this to be measured? (No security SLA has been included.)</p> <p>b. Are there cooperative agreements between DOH and all other applicable state agencies (e.g. Department of Insurance, Office of Temporary and Disability Assistance, Vital Records, etc.).</p>	<p>a. This will be evaluated in the UAT phase of the project.</p> <p>b. At this time there are agreements with some agencies.</p> <p>c. Some agreements will need to be completed.</p> <p>d. The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.</p>

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			<p>c. Will DOH be negotiating these during the contract's period of performance?</p> <p>d. Is DOH seeking to replace or reuse these systems/capabilities?</p>	
9.		Attachment I, Business Requirements, Subpart 6, ACA Requirements	<p>Please reference numbers 44-46; it states that the contractor must ensure electronic matching against existing federal and state data, including vital records, employment history, enrollment systems, tax records and other data in lieu of paper-based systems, ensure simplification of submission of electronic documentation, digitization of documents used for eligibility while providing for the reuse of eligibility formation (including documentation).</p> <p>a. Will the contractor be expected to evaluate existing document image systems that are already implemented in state and local agencies to determine if these systems or any COTS software that they are based on can be reused for this project?</p>	The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.
10.		Attachment I, Business Requirements, Subpart 6, ACA Requirements (#48)	<p>The RFP states "The contractor must ensure that the NY-HX provides the ability to expand the enrollment system to integrate new programs, rules, and functionalities, to operate at increased volume, and to apply streamlined verification and eligibility processes to other Federal and State programs, as appropriate. "</p> <p>a. Would other subsystems (e.g. referral, verification) also be appropriate for potential expansion?</p>	Yes, other subsystems (e.g. referral, verification) could be appropriate for potential expansion.
11.	10	Attachment 5	The RFP states "... States should ensure they get started early on the necessary coordination of eligibility	The timeframe will be determined by the contractor selection and completion of the JAD

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			<p>determinations with Medicaid, CHIP, and other Health and Human Services Programs with which the State may wish to coordinate eligibility, referral, verification or other functions. Early coordination should be carried out to ensure alignment with State health information exchange activities."</p> <p>What is the timeframe for inclusion of other programs as noted in Attachment 5, pg. 10?</p>	sessions.
12.		Attachment 2, Technical Requirements, Subpart 3, Production Ready Architecture	<p>The RFP states "The production ready environment need not be in place until the benchmarking phase of the project schedule. The contractor at that time must install in the prime and disaster recovery data centers all the hardware, software, networking, COTS products, security features, etc. to create a "production ready" environment. "</p> <p>"Benchmarking" is not a phase listed in section 7. System Development Methodology. Where in the SDM does this need to happen?</p>	Benchmarking will take place just before the Operational Readiness Review as shown in Exhibit 1.
13.		Attachment 2, 6 and 4	<p>Attachment 2, Technical Requirements, Subpart 3, Production Ready Architecture states "The production NY-HX Solution must be provided via a private cloud which will provide rapid provisioning of:</p> <ul style="list-style-type: none"> <li>• Software as a Service (SaaS)</li> <li>• Infrastructure as a Service (IaaS)</li> <li>• Platform as a Service (PaaS) "</li> </ul> <p>Attachment 6 (pg. 13), In section 5.3.5 CMS states "CMS will offer cloud environments that already meet all applicable</p>	<p>a. The contractor is required to create a separate cloud.</p> <p>b. Please see the answer for 13a.</p> <p>c. Yes.</p>

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			<p>federal and state security and privacy rules and regulations to all states and federal agencies involved with Exchange IT system development."</p> <p>Attachment 4, the DOHS Grant Application Package, Subpart C, Equipment states "Grant funding in the amount of \$2,500,000 is requested to support the purchase of hardware/software for development, test, production and disaster recovery environments; Web, application and database servers; development tools; application &amp; web server software, enterprise service bus; database management system software; and, report development software."</p> <ul style="list-style-type: none"> <li>a. Is the intent of this requirement to create a separate cloud or to use the CMS provided cloud?</li> <li>b. If the latter, what is the intent of requiring a contractor provided a data center? What is the budget for cloud services (or are those to be included in the fixed price)?</li> <li>c. If the former, will the private cloud undergo a rigorous Certification and Accreditation process as required by FISMA and SP800-53?</li> </ul>	
14.		Attachment 2, Technical Requirements, Subpart 5, IDEO	The RFP states "To support this consumer-centric design, the Department will participate in a unique public/private partnership with CMS, the Robert Wood Johnson Foundation, The Atlantic Philanthropies, Blue Shield of California Foundation, Kaiser Permanente, the Colorado Health Foundation, the California Endowment, the New York Health Foundation, the California Health Care Foundation and IDEO (a design and innovation firm), for the NY-HX	At this time, the UX Project participants are:  New York, Maryland, Oregon, Colorado and California.



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			<p>Solution User Interface (UI). This partnership will include a collaborative design process involving other entities, including other states and philanthropic organizations. This design will support the best-in-class user experience to help ensure that large numbers of eligible consumers successfully enroll in and retain coverage. The selected contractor will be required to interface and integrate its design into the IDEO design effort.”</p> <p>a. Which other state agencies have been invited to participate, so as to gather their eligibility screen requirements?</p>	
15.		Attachment 4, the DOHS Grant Application Package, Subpart C.7, Meeting Consumer Needs	<p>The RFP states “The NY-HX operational environment will also include a Call Center.” Few requirements are identified for the call center.</p> <p>a. What is the timeframe for defining requirements for the call center?</p> <p>b. Is an operational call center a requirement for the “operational solution?”</p> <p>c. Is the awardee responsible for assisting in this requirements definition as part of the fixed price portion?</p> <p>d. To what extent does DOH intend to reuse their existing call center?</p> <p>e. To what extent does the current call center technology enable this additional functionality?</p> <p>f. What languages should the call center support?</p>	<p>a.,b.,d.,e.,f.,g. The contractor will be required to provide interface(s) to the call center (e.g. a UI interface, chat etc.) Further requirements will be determined based on the JAD sessions.</p> <p>c. Yes, the contractor will be responsible for assisting in this requirement definition as part of the fixed price.</p>

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			g. Will the call center include IVR?	
16.			<p>Does the New York State Department of Health (the "Department") intend to require a complete assignment of the successful offeror's rights in the health benefit exchange system to the Department? Section XV.4 of the Solicitation appears to govern the allocation of rights in the health benefit exchange system that the successful offeror will develop. Specifically, the Solicitation provides that;</p> <p>"The Department shall own, and CMS shall have a nonexclusive, royalty-free, and irrevocable license to reproduce or otherwise use and authorize others to use, all software, procedures, files, and other documentation comprising the NY-HX Solution at any time during the period of the Contract and thereafter."</p> <p>This provision in the Department's Solicitation goes well beyond what is required by 45 C.F.R. 92.4 (a). Under these regulations, HHS receives a royalty -free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize other to use, for Federal Government purposes:</p> <p>(a) The copyright in any work developed under a grant, subgrant, or contract under a grant or subgrant.... 45 C.F.R. 92.34.</p>	<p>As referenced in the FAS, the Department and the contractor will be required to comply with all of the requirements in pages 24-27 of the FAS and the following Federal grant award requirements:</p> <p>Under Section VI. AWARD ADMINISTRATION INFORMATION, D. Cooperative Agreement Terms and Conditions of Award of the FOA it states:</p> <p><b>Intellectual Property</b> As a term and condition of a grant award, under 45 CFR 92.34, the Federal awarding agency will retain a royalty-free, nonexclusive, irrevocable license to reproduce, publish or otherwise use and authorize others to use, for Federal Government purposes, the copyright in any work developed under the grant, or a subgrant or subcontract, and in any rights to a copyright purchased with grant support. Grantees must provide HHS with a working electronic copy of the software (including object and source code) with the right to distribute it to others for Federal Purposes throughout the execution of the Cooperative Agreement.</p> <p>The system design and software would be developed in a manner very similar to an open source model.</p> <p>State grantees under this cooperative agreement shall not enter in to <i>(sic)</i> any</p>

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				<p>contracts supporting the Exchange systems where Federal grant funds are used for the acquisition or purchase of software licenses and ownership of the licenses are not held or retained by either the State or Federal government.</p> <p>The award of a contract under this FAS will be subject to the review and approval of HHS.</p>
17.			<p>Has the department reviewed or will the department encourage COTS packages for this project in light of major shared services initiatives with COTS vendors underway at DOB?</p>	<p>The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.</p>
18.			<p>Is the Department aware of the recent CMS qualification on so called "open Source" in that CMS has stated COTS is also encouraged?</p>	<p>Please see the answer to question 26.</p>
19.			<p>Will there be a live "Q and A" or other live event on this FAS?</p>	<p>No, the Department is providing this written question and answer opportunity.</p>
20.			<p>Is the Department encouraging multiple responses to this FAS or is there an intent to sole-source this FAS?</p>	<p>The Department does not intend to sole-source this FAS. By posting this FAS, the Department hopes to receive proposals from all interested bidders.</p>
21.			<p>Has the department talked to or collaborated with other states on this FAS or HIX in general?</p>	<p>New York is participating in the Early Innovator Collaborative Steering Committee.</p>
22.			<p>Is the department aware of the rule sharing encouragement by CMS among states on HIX?</p>	<p>Yes.</p>

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23.			Is DOH aware of any COTS enterprise initiatives in NYS that could be applied to NYS HIX?	The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.
24.			How were the job descriptions in the FAS arrived at? What qualifiers or models were used?	The job descriptions represent the Department's experience as to the types of individuals necessary to perform the work.
25.			Has the NYS Comptroller's office been consulted or played any role in this FAS or NYS HX in general?	Yes, this project has been included in discussion we have had with OSC.
26.			Is DOH aware of any guidance from any federal authority on HIX that rules should be postulated in natural language?	All official guidance documents that were available at the time of the FAS posting have been attached.
27.			Has DOH or any state official consulted with the states of Oregon or Kansas on their "early innovator" solution?	New York is participating in the Early Innovator Collaborative Steering Committee.
28.			Is it the intent of NYS HX to provide for Medicaid, SNAP, TANF determinations for the citizen at the time of application for NYS HX?	Yes.
29.			In regard to IDEO, does the scope of their design apply both to external and internal users of the Exchange? I.e. not only to users of the externally-facing exchange website, but also to an internally-facing user such as a Call Center agent?	The initial scope of the IDEO project is for external users. There continues to be discussions with IDEO to expand the scope.
30.			What is the level of input CSC has had on the current FAS?	CSC had no input into the current FAS.
31.			Why is this the FAS format and not a formal RFP?	Page 1 of the FAS states "This Funding Availability Solicitation (FAS) is being posted

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				<p>by the Department in accordance with Chapter 59 of the Laws of 2011, Section 105 which is set forth below. The Commissioner of the Department is authorized to review all reasonable and responsive proposals submitted in response to this FAS and to select a contractor(s) which in the discretion of the Commissioner is best suited to carry out the purposes set forth in the Early Innovator Grant award to the Department.</p> <p>§ 105. Notwithstanding any inconsistent provision of sections 112 and 163 of the state finance law, or section 142 of the economic development law, or any other law, the commissioner of health is authorized to enter into a contract without a competitive bid or request for proposal process for the purposes set forth in the Early Innovator federal grant awarded to the department of health by the federal centers for medicare and medicaid services pursuant to the Patient Protection and Affordable Care Act (P.L. 111-148) and the Health Care and Education Reconciliation Act of 2010 (P.L. 111-152), provided, however, that:</p> <p>(i) the department of health shall post on its website, for a period of no less than thirty days:</p> <p>(1) a description of the proposed services to be provided pursuant</p>

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				<p>to the contract or contracts;</p> <p>(2) the criteria for selection of a contractor or contractors which shall include but not be limited to the ability of the contractor to meet the federal grant requirements;</p> <p>(3) the period of time during which a prospective contractor may seek selection, which shall be no less than thirty days after such information is first posted on the website; and</p> <p>(4) the manner by which a prospective contractor may seek such selection, which may include submission by electronic means;</p> <p>(i) all reasonable and responsive submissions that are received from prospective contractors in timely fashion shall be reviewed by the commissioner of health;</p> <p>(ii) the commissioner of health shall select such contractor or contractors that, in his or her discretion, are best suited to carry out the purposes set forth in the Early Innovator federal grant awarded to the department of health; and</p> <p>(iii) prior to the execution of any resulting contract, the commissioner of health shall submit a copy to the office of the state comptroller for review and</p>

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				approval.”
32.			Do you have any specific market information, studies or projections that would indicate what numbers of small employers, employees or individuals or families would use the Exchange?	Not at this time. Studies and data analyses are in process and will be shared with the contractor.
33.			Are there existing Navigator programs that state would like bidders to look at as examples?	At this time there are no existing ACA Navigator programs, to our knowledge, since the ACA Navigator requirement is not yet effective. There are existing ACA consumer assistance programs (CAP) in several states, including New York.
34.			States like California and Massachusetts have opted for an active purchaser model with respect to the Exchange, while states like Utah have opted for the role of a market-organizer. Does the state of New York have a preference on which way it wishes to go?	Not at this time.
35.		Attachment 4: Grant Application Package  E. CONTRACTUAL	What is the role of “Computer Sciences Corporation” and “Fox Systems, Inc” in New York State Health Benefit Exchange?	CSC was one of the resources the Department consulted when developing the grant application. Fox Systems has been providing some Technical Assistance to the Department for the NY-HX.
36.		X. Payments/ Attachment 16: Pricing Schedules	For pricing of this project - Is state open to have hosted model for pricing?	The contractor can provide hosting services at a contractor’s data center.
37.		XII. Proposal Requirements	Is there any page limit to the FAS response? Will state accept smaller font size for tables, exhibits, and resumes?	There is no page limit. For presentation materials, as long as it is legible, a smaller font,

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		A. Submission of Proposals		but no smaller than 8 point, may be used.
38.		XIII. Evaluation, Selection and Award	Please provide the criteria and the weights that will be used in scoring the bids / FAS response?	As stated in Section XIII. Evaluation, Selection and Award, “The reviewers will make a recommendation to the Commissioner for the selection of a contractor(s) which is best suited, in the discretion of the Commissioner, to carry out the purposes set forth in the Early Innovator federal grant awarded to the Department and the following requirements of the FAS:...” Consistent with Chapter 59 of the Laws of 2011, Section 105, specific weights are not required and additional detailed evaluation criteria will not be provided.
39.		XV. Terms and Conditions 3. Interpretations, Subcontracting, and Assignments	What is your view of “teaming” partners or subcontractors being included in our proposal? Do you have a preference? Is there a limit?	The Department is requiring that contractors who respond to this FAS be the prime contractor. The Department is allowing the prime contractor to propose sub-contractors consistent with the requirements of the FAS. There is no limit as to the number of subcontractors.  If by “teaming” you are referring to a joint venture then one of the joint venturers must be designated as the prime contractor responsible for performance of the FAS requirements.
40.		Attachment 2: Technical Requirements	What access vendor will have to existing IT systems? This includes both system belonging to State department and	The successful offeror will need only to interface with existing systems.



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			Federal government.	
41.		Attachment 2: Technical Requirements	Who will be responsible to customize the content of existing IT systems?	The successful offeror will need only to interface with existing systems.
42.		Attachment 2: Technical Requirements	Does state has any preference for technology for NY-HX development?	The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.
43.		Attachment 2: Technical Requirements	Could you list the state programs that should be included in our NY-HX design?	The design should contemplate an integrated approach to health insurance coverage eligibility and enrollment determinations, and needs to support enrollment in Medicaid, CHP, any Basic Health Program that might be adopted by the state, Exchange subsidies and Qualified Health Plans, as well as required interoperability with other state human service programs.
44.		Attachment 2: Technical Requirements	Please provide more details on IDEO?	<p><b>What's In Scope</b></p> <p>The IDEO Project will provide the federal and state governments with a human-centered exchange enrollment experience that takes a key step towards making health care reform work. It does so by helping people understand and connect with the coverage they are eligible for and supporting their enrollment decision making and ongoing relationship to coverage. The primary emphasis of the project is in designing an enrollment experience that allows individual consumers to enroll independently,</p>

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				<p>without assistance. The work is built on a foundation of understanding consumer needs and refined through user testing. The project scope includes the user experience of:</p> <ul style="list-style-type: none"> <li>• Filing an application for eligibility</li> <li>• Plan selection and comparison</li> <li>• Visualization of key decision-making tools (e.g., worksheets, calculators)</li> <li>• Enrollment in a plan of choice (digital signature and payment interface)</li> <li>• Account creation and management, including account notices, proxy access, and settings.</li> <li>• Assister caseload management</li> <li>• Support during the enrollment experience</li> </ul> <p><b>Project Deliverables</b> The following deliverables will result from the current project scope:</p> <ul style="list-style-type: none"> <li>• Detailed design implementation manual</li> <li>• Information architecture</li> <li>• Design principles</li> <li>• Detailed design specifications</li> <li>• Description of proposed behavior of key interactions</li> <li>• Wireframe illustrations</li> <li>• Typography, iconography, graphics, color schemes</li> <li>• Functional, key interface elements prototype, which will serve as a design reference for question, flow and order.</li> </ul> <p>These deliverables and this level of guidance is intended for a skilled software development</p>

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				<p>team to implement into a functional web-based system.</p> <p>The design implementation manual is the major deliverable that provides guidance for software developers/vendors selected by the states. This spec is a detailed document that captures both the intent of the design as well as the details of its execution. The comprehensive technical manual is intended for use by the future code and product developer(s). Overarching visual style guidelines and the site information architecture will also be included in this document, making it the definitive resource for understanding the structure and specifics of the new design, and an essential document for any group in the future who will be adding to, augmenting, or adopting the design and its code.</p>
45.		<p>Attachment 2: Technical Requirements</p> <p>3. Production Ready Architecture</p>	<p>Does state has any preference for Cloud vendors like Microsoft, Amazon?</p>	<p>The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.</p>
46.		<p>Attachment 2: Technical Requirements</p>	<p>NY-HX would be a new application developed by us and integrated with MMIS or it will be the extension to MMIS?</p>	<p>The NY-HX will be integrated with the MMIS.</p>
47.		<p>Attachment 2: Technical Requirements</p>	<p>We have our own Change Management System. Is NY state Department of Health fine with using our change management system? Otherwise does NY State department of health wants vendor to use its own change management</p>	<p>The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in</p>

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		7. System Development Methodology e. Change Control Management	system?	this FAS.
48.		Attachment 15, Corporate Organization (Tab 8), "Experience", part a, (p. 165)	Does "health services organizations" include commercial or non-governmental clients?	Both.
49.		Attachment 2, 13. Facilities, 4.1 (p.98)	Does state anticipate staffing operations with state employees, or releasing an RFP to operate the Exchange, and will the successful offeror be required to train these additional staff? Will the successful offeror be excluded from any potential operation RFP?	It is the Department's intent to award the operational phase of the NY-HX Solution to the successful contractor resulting from this FAS.
50.		Attachment 2, #5 (p. 70)	<p>What integration does the state anticipate with the portal design from IDEO, and will this be based on a specific Commercial Off-The Shelf (COTS) web application, or will it be adaptable to any web portal creation and management software?</p> <p>Will this include the internal facing portal as well as the outward facing portal?</p>	<p>IDEO will be providing wireframes to support various use cases (please see the answer to question 44).</p> <p>The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.</p>
51.	8	Main document XIII Attachment 2, #2	"The technical architecture proposed in response to this FAS should leverage to the greatest extent possible the current architecture described in Attachment 4 and interface with it through an ESB."	The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.

Item	Page#	Section	Question/Comment	Answer
	68	diagram	<ul style="list-style-type: none"> <li>For the Enterprise Service Bus, does the state require the re-use of the existing ESB, or is it open to a revised architecture?</li> <li>What additional detail is available on the technical architecture of existing environment services which we may leverage or need to interface to? What are excess capacities of those services currently? What excess licensing is available for re-purpose?</li> </ul>	
52.	part a, p. 165	Attachment 15, Part 2, Corporate Organization (Tab 8), "Experience",	What is the relevance of claims processing to the FAS, given that neither the reference architecture, the business requirements, nor the federal guidance reference the processing of claims as a function of the NY-HX?	The Department is revising the requirement for corporate experience. See Amendment 2.
53.	54	Attachment 1,	What are the analytics / reports required or anticipated as part of the Business Requirements?	These will be developed in the JAD sessions.
54.	14	Section XIII	Does the state have an assigned scoring methodology for the selection criteria?	Please see the answer to question 38.
55.	56	Attachment 1, Financial Management,	Will the NY-HX solution be required to integrate with any state financial system?	The NY-HX Solution will integrate with the MMIS. There are no plans at this time to integrate with any other state financial system.
56.	91	Attachment 2, #12, 3. Key Staff	How will the actuarial staff support the i158mplementation ( <i>sic</i> ) of the solution, or is this for additional services beyond the system implementation?	This is for additional services beyond the system implementation.
57.	137	Attachment 4, C.	Why has the state advanced the timeline from that stated in the Early Innovator grant application?	On December 22, 2010 when the grant application was submitted we anticipated the contractor for the design, development and delivery of an operational NY-HX to begin in February 2011.

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58.	158	Attachment 15, #1, "Non-Collusive"	What is meant by a "joint proposal," and can offerors co-prime the response?	No, the reference to "joint proposal" does not apply for purposes of this FAS. The Department is requiring contractors who respond to this FAS be the prime contractor. The Department is allowing the prime contractor to subcontract. See also answer to 39.
59.	7	Main document VIII, para 5	<p>"Security will be supported through deployment of X509 Public Key Infrastructure (PKI) featuring a Certificate Authority/PKI server. Lightweight Directory Access Protocol (LDAP) will be used for Exchange service access control through username/password authentication support."</p> <p>Are these existing servers/services we will tie into, planned services we will tie into, or are they services that are to be built into and hosted by our proposed solution?</p>	The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.
60.	15,16	Main document, XIII, "NY-HX Availability Schedule"	The FAS states that availability is 24x7 on p. 15, and 98.5% over a month on p.16, and states there is a penalty for every hour (or partial hour) of unavailability. The 24x7 and penalty for every hour down seems to indicate 100% availability but 98.5% contradicts that. How is that SLA to work?	The System must be available 24x7. The Department will pre-approve scheduled downtime for maintenance and other reasons as necessary.
61.	16	Main Document, XIII., "Processing Performance"	There are two items on Electronic Log Files pertaining to retention and time to process. These appear to refer to infrastructure logs or traces that have to do with calculating availability and response time. Is that correct? If data is loaded into a performance warehouse in a tamper-proof way, does that supersede the requirement to keep the original log and count towards processing?	Yes to both questions.

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62.	72	Attachment 2, #7	<p>"The Department is requiring the contractor to provide the IBM Rational Suite (RequisitePro, ClearQuest, ClearCase etc.) to manage requirements, provide requirements traceability throughout the System</p> <p>Development Lifecycle (SDLC), integrate testing (test scripts etc.) and provide configuration management."</p> <p>What specific applications are to be included in the suite?</p>	<p>The Department is open to a variety of solutions. The offeror should discuss in its proposal how the Department's Rational Suite requirement, integrates into its proposed SDLC.</p>
63.	97	Attachment 2, Item 13 Facilities, subitem 4	<p>The FAS states, "The Contractor is responsible for providing a location secured office space, accessible to authorized Department staff and other Department authorized consultant staff twenty-four (24) hours per day, seven (7) days per week without prior notice, admission, escort or other requirements."</p> <p>Attachment 2, page 101 on Physical security says access must be controlled and visitors escorted.</p> <ul style="list-style-type: none"> <li>• Do State employees and contractors other than "the Contractor" count as visitors at these facilities?</li> <li>• Will the contractor be allowed to enforce physical security restrictions on a role-based access approach?</li> </ul>	<p>State employees and contractor staff assigned to the project are not considered visitors.</p> <p>The contractor's physical security restrictions must be submitted to the Department for approval prior to implementation.</p>
64.	14	Main document, XIII, "Evaluation..."	<p>Does the State have any additional information or assumptions from studies already completed that can help size the solution (number of expected users, number of expected customers, number of expected transactions by type, etc.)?</p>	<p>Please see the answer to question 32.</p>
65.		AMENDMENT 1	<p>This RFP calls for a comprehensive solution. Would New York State be willing to extend the due date of the response by three (3) weeks?</p>	<p>Please see Amendment 2.</p>

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66.	5	Main Document, VIII	Does the state require the offeror to utilize existing state data center facilities, or can the offeror utilize a new or existing data center not currently used by the state?	The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.
67.	166	Tab 9	Company's Financials – Who needs to provide these financials? Only the prime or also subcontractors?	Only the prime contractor needs to submit the company financials. Financial information may be requested from the subcontractors for the winning vendor.
68.	167	Tab 10 Vendor Responsibility Questionnaire	Who should complete this? Just the prime or also the subcontractors?	Only the prime contractor should submit this form in the proposal.
69.		Attachment 15, Technical Requirements (Tab 6) (p.164) and Attachment 2 Technical Requirements, Staffing (p. 78)	Attachment 15 table only includes 11 items and does not include "Staffing". Which of these should the contractor submit?	Attachment 15's Tab 6 has 11 items.  Tab 7 is where the offeror includes staffing.
70.		Attachment 15, Tab 8	References – Are references only required from the prime?	Yes.
71.		General	If, in our review of the federal guidance and other source documents we identify additional requirements we believe will be required to meet the applicable federal requirements, how should these be identified, and should they be included in the fixed price?	Any additional requirements the offeror identifies as being required as needed to meet the applicable Federal requirements are to be identified in the proposal and included in the fixed price.



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72.	5	VII Location Requirements	Would the Department consider allowing some development staff to work outside the primary facility within the continental US borders?	All Key and supplemental contractor staff must be located in the primary facility. The Department may pre-approve some developmental staff that are being paid under the fixed price component to be located at another facility within the continental United States. No supplemental staff will be allowed to work outside of the primary facility.
73.	7	VIII Technical Requirements	Section VII Technical requirements mentions anticipated enhancements to the current Medicaid eligibility system. What system is the Department referring to? The Welfare Management System (WMS)? The Healthcare Eligibility Assessment and Renewal Tool(HEART)?	Both.
74.	14-15	XIII Evaluation, Selection and Award	Would the Department consider providing detailed information on the evaluation criteria that will be used to select the winning vendor? For example, how is the scoring of the proposals split between the technical proposal and the cost proposal? What is the total number of points allocated to the technical proposal. What is the total number of points allocated to the cost proposal? How are the technical points allocated to the eight bulleted requirements referenced in this question?	Please see the answer to question 38.
75.	54	Attachment 1 Business Requirements Item 1b	Can the Department clarify and elaborate on the meaning of "to the extent practicable"?	All the requirements in this FAS and requirements coming out of the JAD sessions must be implemented. In its sole discretion, the Department may consider modifications to the Business Requirements in Item 1b under appropriate circumstances.
76.	68	Current System NY HIX	The graphic on page xx of the FAS depicts an Enterprise Service Bus BPM/BPEL. Where does the ESB reside? Who is responsible for its operations and maintenance?	Contractors must propose the technical architecture that is based upon a Service Orientated Architecture that will interface with the depicted ESB by evoking services. The

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				contractor is responsible for the operation and maintenance of only the hardware and software they propose.
77.	67	Attachment 2 Technical Requirements	As written, this requirement is difficult for vendors to price. Would the department consider using the billing rates to allow the selected bidder to estimate the cost of interfacing with the replacement MMIS system?	Bidders should not include cost of interfacing with the replacement MMIS system as part of their amended Pricing Schedules A and/or B in Attachment 16. The cost of these services will be addressed either as an evolution project, or a contract amendment.
78.	71	Attachment 2 Technical Requirements	Can the Department provide detailed specifications and a development timeline for the IDEO solution so that bidder's are able to provide a fixed price bid for a solution that integrates the IDEO into the overall solution in a timeframe that meets the FAS requirements?	Please see the answer to question 44. As shown in Exhibit 1, the IDEO initiative is to go out to April 2012.
79.	79	Attachment 2 Technical Requirements Item 12. Staffing	Based on the work plan activities, would the Department allow additional time beyond the FAS requirement of two weeks to allow vendors to ramp-up key staff on-site in Albany?	No, given the time period between contract award and contract approval, the Department believes two weeks from contract approval is sufficient time.
80.		Referenced throughout the FAS	<p>The Early Innovator Grant (Grant) is mentioned in many places in FAS and is included as attachment 4. The only direct reference to how the Grant should be utilized in formulating proposals relates to the TA "The technical architecture proposed in response to this FAS should leverage to the greatest extent possible the current architecture described in Attachment 4 and interface with it through an ESB."</p> <ul style="list-style-type: none"> <li>• Please describe which other elements of the Grant are to be specifically included in (and if to be included, in what fashion)?</li> <li>• Specifically, are the budgets and schedules identified in the Grant applicable to the FAS?</li> <li>• Some of the technical architecture in Attachment</li> </ul>	<ol style="list-style-type: none"> <li>a. The contractor is responsible for all of the requirements set forth in the FAS with the exception of the Quality Assurance responsibilities and any responsibilities delineated to the State in the Early Innovator Grant Application and Award.</li> <li>b. The contractor must comply with the schedule mandated by the Federal Government. The budget is informational only.</li> </ol>

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			4 differs from the technical architecture in Attachment 2: Technical Requirements and Attachment 6: Guidance for Exchange and Medicaid Information Technology (IT) Systems	c. These are different documents authored at different times in the grant process. The Department has no preference and expects the offeror to propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.
81.	67	Attachment 2: <i>Technical Requirements</i>  Section 1: <i>Interoperability</i> <i>Current Technical Architecture</i>	Would NYS DOH please provide bidders with a description of the capabilities and services available for use by the NY-HX Solution?	All capabilities and services for the NY-HX must be supplied by the offeror consistent with the requirements of the FAS.
82.	68	Attachment 2  Development Architecture	Can the Department confirm that the development environment may be implemented in a public cloud or other environment of the contractor's choosing?	The Department is open to a variety of solutions and the offeror should propose a solution that best meets the needs of the Department and satisfies the requirements in this FAS.
83.	70	Attachment 2  4.a Business Continuity and Disaster Recovery	The NY-HX environments must be designed for 24 hours a day, 7 days a week availability.  Is it the Department's intent that there should be no scheduled downtime for system maintenance or upgrades?	Please see the answer to question 60.
84.	70	Attachment 2  4.b Business Continuity and Disaster Recovery	What are the Department's data retention requirements?	Data must be retained for 7 years after the contract expires. During the turnover of the contract the Department will investigate the possibility of the contractor providing the

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				successor contractor with the appropriate data.
85.	13	XII.A. Submission of Proposals	Should the electronic files be organized like the hard copy, by volume, i.e. tabs rolled together into a technical section/file and a price section/file?	Yes.
86.	13	XII-A.9  Attachment 19: Transmittal Letter Template final paragraph  Page # 182	<p>Requirement to Negotiate with a Corporate Officer</p> <p>9. The responsible corporate officer for contract negotiation should be listed. The undersigned individual affirms and represents that he/she has the legal authority and capacity to sign and submit this offer on behalf of [Insert Offeror's Name] as well as to execute a contract with the Department</p> <p><b>Question:</b></p> <p>There seems to be a discrepancy between these sections of the FAS. The transmittal letter presented in Attachment 19 must be signed by an individual who has legal authority to execute a contract, whereas FAS Section XII-A.9 implies that any "contract negotiation" must be conducted by a corporate officer. Our corporation has a very limited number of corporate officers, and contract negotiations are not done by these individuals, but instead delegated to Contract Administration specialists who are given authority to finalize these negotiations, and bind the corporation. <b>Is this approach acceptable to the Department?</b></p>	Yes.
87.	184-185	Attachment 21	<b>Form A:</b> This report must be completed before work begins on a contract. Typically it is completed as a part of the original bid proposal. The report is submitted only to the soliciting agency who will in turn submit the report to	These forms are required to be submitted as set forth in the FAS.

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			<p>the NYS Office of the State Comptroller.</p> <p><b>Form B:</b> This report must be completed annually for the period April 1 through March 31.</p> <p><b>Question:</b></p> <p>The NY-HX contract is a fixed price services contract with defined deliverables and milestones, which are the sole responsibility of the contractor to deliver using the most efficient mix of employees and vendor personnel. As a result, the work does not seem to be in the nature of “Consultant Services”.</p> <p>Please define the applicability of these forms to the NY-HX procurement.</p>	
88.		<p>FAS §</p> <p>I introduction Page #1</p> <p>Section III Scope of Work Page #3</p>	<p><b>I:</b></p> <p>In December 2010 the New York State Department of Health (the Department) applied for an Early Innovator (EI) federal grant to support the design, development and implementation (DDI) of the business requirements, processes and Information Technology (IT) infrastructure needed to operate a New York State Health Benefit Exchange and a New York State Small Business Health Option Program (SHOP) Exchange (NY-HX) in accordance with the requirements of the Patient Protection and Affordable Care Act (ACA). In February 2011 the Department was awarded an Early Innovator grant. The purpose of this Funding Availability Solicitation (FAS, Request for Proposals (RFP) or posting) is to support the Department’s solicitation of responses from qualified contractors with demonstrated expertise in the implementation of health exchanges. By mid-2013 the selected contractor must deliver to the Department a fully</p>	<p>Section XV Terms and Conditions sub-section 4 Rights to the System describes the Department’s rights of ownership.</p> <p>The Department does not require that the contractor deliver hardware, network or computer facilities with title to the Department. With respect to software, please see the answer to Question 16.</p>

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			<p>functional, “operational ready” NY-HX system (NY-HX Solution) that meets all of the requirements in this FAS, <b><i>along with requisite hardware, software, network and computer facility</i></b> to run the exchange. Due to this compressed timeframe the Department is seeking a contractor that can demonstrate immediate readiness to execute the requirements herein, upon the approval as to the form of the contract by the Office of the State Comptroller (OSC).</p> <p><b>III. Scope of Work</b></p> <p>The selected contractor will contract with the Department to design, develop and deliver to the Department an operational ready (DDO) NY-HX Solution based upon the requirements defined in the ACA and the requirements set forth herein.</p> <p>The operational ready NY-HX Solution delivered by the contractor must meet all the requirements herein, the requirements of the federal Early Innovator grant award, the requirements in the ACA, all current federal rules and regulations governing exchanges as well as comply with all federal FOAs, guidance and framework documents pertaining to exchanges issued prior to this FAS (Attachments 1 – 13). Since federal rules and regulations governing the DDO of Exchanges have not been finalized, the Department is seeking fixed price proposals from contractors for the delivery of an operational ready exchange, <b><i>including the key staff and associated hardware and software</i></b> defined in the FAS.</p> <p><b>Question:</b></p> <p>These two sections of the FAS seem to imply that the Department wants title to hardware and network</p>	

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			<p>infrastructure to be assigned directly to the Department, in addition to the assignment of the core application. A more efficient approach might be to allow the contractor to use existing hardware, supplemented as necessary by new components, and allow the contractor to retain title, and also to comingle these assets with existing network/computing assets in a contractor-owned data center.</p> <p>Does the Department require that the successful contractor “deliver” these assets with title to the Department?</p>	
89.	116	Attachment 4 C.2.4, C.2.5	There is no 140-7 in the NIST standards. Regarding the FIPS-140-7 security standard, was this a typo that should read FIPS-140-2 not FIPS-140-7?	Yes, this was a typo. It should read FIPS-140-2.
90.		FAS §  III Scope of Work Page #4	<p>It is the Department’s intent to award the <b>operational phase</b> of the NY-HX Solution to the successful contractor resulting from this FAS.</p> <p>The Department intends to award a <b>four (4) year contract</b> that shall include all DDO tasks and the delivery of an operational ready system. The Department shall have the option to extend the contract for five additional years with a possibility of an additional one year extension for the operation of the NY-HX.</p> <p>The selected contractor must design, develop and implement the Information Technology (IT) infrastructure needed to operate the NY-HX on the timeline specified in Exhibit 1, to <b>enable anticipated open Exchange enrollment starting in July, 2013.</b></p>	<p>Yes.</p> <p>The Department intends to award a four (4) year contract that shall include all DDO tasks and the delivery of an operational ready system. The Department shall have the option to extend the contract for five additional years with a possibility of an additional one year extension for the operation of the NY-HX.</p> <p>The selected contractor must design, develop and implement the Information Technology (IT) infrastructure needed to operate the NY-HX on the timeline specified in Exhibit 1, to enable anticipated open Exchange enrollment starting in July, 2013.</p>

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		IX Schedule Page #8	<p>Reference is made to Exhibit I, which shows Exchange Open enrollment beginning on 7/1/2013</p> <p><b>2. Fixed Cost Payment Schedule</b></p> <p>The contractor shall be paid a percentage, as shown in the table below, of the total fixed price for each of the milestone as defined in Attachment 2 Technical Requirements, Section 7, System Development Methodology subsections a-d of this FAS. Payment will be made upon the Department's acceptance and approval of the completion of milestone.</p> <p>The distribution of payment for each fixed price portion of the NY-HX Solution is as follows:</p> <table border="1" data-bbox="619 711 1373 1230"> <thead> <tr> <th>Milestone</th> <th>Percentage of Fixed Price</th> </tr> </thead> <tbody> <tr> <td><b>Requirements Definition</b></td> <td>15</td> </tr> <tr> <td><b>System Design</b></td> <td>15</td> </tr> <tr> <td><b>System Construction and System Test</b></td> <td>15</td> </tr> <tr> <td><b>User Acceptance Testing</b></td> <td>25</td> </tr> <tr> <td><b>CMS Operational Readiness Review</b></td> <td>30</td> </tr> </tbody> </table>	Milestone	Percentage of Fixed Price	<b>Requirements Definition</b>	15	<b>System Design</b>	15	<b>System Construction and System Test</b>	15	<b>User Acceptance Testing</b>	25	<b>CMS Operational Readiness Review</b>	30	<p>The Department requires the contractor to provide <b>limited operational support</b> for the NY-HX beginning on July 1, 2013 and continuing until January 1, 2014 at which time the NY-HX must be fully operational. <b>Limited operational support</b> is described as fully operational with the exception of an implemented disaster recovery site. The contractor will be required to provide full operational support (including disaster recovery) from January 1, 2014 until the end of the initial contract term and any subsequent amendments.</p> <p>The definition of fully operational includes but is not limited to providing:</p> <ol style="list-style-type: none"> <li>1. Computer facility</li> <li>2. Operations Support</li> <li>3. Software, hardware and network maintenance</li> <li>4. Systems change management</li> <li>5. Second and third level help desk support</li> <li>6. System monitoring and oversight</li> <li>7. Configuration Management</li> <li>8. Business Continuity and Disaster Recovery</li> <li>9. Backup/Recovery</li> </ol>
Milestone	Percentage of Fixed Price															
<b>Requirements Definition</b>	15															
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<b>User Acceptance Testing</b>	25															
<b>CMS Operational Readiness Review</b>	30															
		IX Schedule Page #9														
		X. Payments Page #9-10	<p>Reference is made to the Pricing schedules on these pages, which do not seem to accommodate submission of pricing for operations activities.</p>													



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		Attachment 16: Pricing Schedules Page #169-176	<p><b>Question:</b> Based on the various FAS references noted above, we are uncertain as to the Department’s intent as to the commencement of the NY-HX Operations Phase. In section IV, the contract term is set forth as being 4 years, and also makes reference to a follow-on 5 year extension period “for the operation of the NY-HX” This language seems to imply that operations would begin only upon execution of a contract extension beyond the base four year period.</p> <p>In Section IX, both the FAS language and the related Exhibit I clearly show that open enrollment will begin during July of 2013, and full operations will begin in January of 2014, both of which are well before the expiration of the base four year contract period, and also before the beginning of the anticipated five year operations period.</p> <p>It should be further noted that the Fixed Cost Payment Schedule presented in Section X exclusively describes percentage payments for development activities such as requirements definition, design, and UAT, which according to the timeline in Exhibit 1 appear to be completed on or about October 1, 2012 in order to be prepared for the CMS Operational Readiness Review — no operations tasks are included in this language or in this timeframe. In a similar manner, the pricing schedules included in Attachment 16 include only development tasks, and are not formatted for bidders to submit any operations pricing.</p> <p>Does the Department want the contractor to provide operations services beginning on or before 7/1/2013, and if so, what operations services are anticipated and will</p>	<p>10. Security and</p> <p>11. Operational Reporting</p> <p>Fully operational activities are to be fixed</p>

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			amended pricing schedules be made available?	price. Please see Amendment 2 for updated pricing schedules.
91.		<p>FAS §</p> <p>VI Project Plan</p> <p>Page #5</p>	<p><b>Topic/Issue:</b></p> <p>Completion Criteria for Development Milestones Within an “Agile” SDLC Approach</p> <p><b>FAS Text:</b></p> <p>As part of its response to this FAS the offeror should provide a fully loaded project plan and schedule based upon the timeframes defined in Section IX Schedule of this FAS. This plan should define all tasks and milestones the offeror feels are necessary to meet the requirements set forth herein. As necessary and applicable, the plan should incorporate all facets of the Exchange Life Cycle model as defined by the Department of Health and Human Services in the <i>Collaborative Environment and Life Cycle Governance – Exchange Reference Architecture Supplement</i> (see Attachment 7). The contractor’s project plan should identify the proposed software development lifecycle methodology (SDLC). <b><i>While the Department believes an iterative or “agile” SDLC approach is warranted for this project, offerors may propose other approaches supported by comprehensive justification.</i></b></p> <p>As necessary and applicable, the plan should incorporate all facets of the Exchange Life Cycle model as defined by the Department of Health and Human Services in the</p>	<p>The Department will determine the percentage of each milestone being delivered based upon the approved Project Plan and any additional information from the contractor that the Department may require.</p>

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		Attachment 15 Project Planning (Tab 4) Page # 162	<p><i>Collaborative Environment and Life Cycle Governance – Exchange Reference Architecture Supplement (see Attachment 9). The offeror’s project plan should identify the proposed software development lifecycle methodology (SDLC). <b>The Department believes an iterative or “agile” SDLC approach is warranted for this project, but offerors can propose other approaches with justification.</b></i></p> <p><b>Question:</b></p> <p>Given that the Department anticipates an iterative or “agile” SDLC approach in the DDO Phase, how will it define completion of each of the payment milestones presented in the percentage payment table on FAS page 10, and in the pricing schedules included in Appendix 16?</p>	
92.	9	FAS § IX Schedule	<p>Given that NY-HX will be fully operational as of the beginning of 2014, should bidders’ fixed price end at that point?</p> <p>If not, what fixed price elements does the Department want to extend for the remainder of contract year three and throughout contract year four?</p> <p>Please provide a detail listing of these functions, staff levels, etc that the Department would like included in the fixed price for periods beyond 1/1/2014.</p>	Please see the answer to question 90.
93.	9	IX Schedule	<p><b>FAS Text:</b></p> <p>Reference is made to Exhibit I, which shows NY-HX to be fully operational as of 1/1/2014</p> <p>Reference is made to the fact the Pricing Schedules do not</p>	Please see the answer to question 90.

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	169-176	Attachment 16 Pricing Schedules	<p>include columns to capture prices other than those intended to provide Supplemental Staff for Contract year 4</p> <p><b>Question:</b></p> <p>If the Department’s response to the previous question indicates that it would like the contractor to provide operations and any other functions, staff, or other resources that are to be included in the fixed price, will the Department provide amended Pricing Schedules to facilitate bidder price submission for these elements during the remainder of Contract year 3 and throughout Contract Year 4?</p>	
94.	9	IX Schedule	<p><b>Topic/Issue:</b></p> <p>Activities and Resources to be included in Implementation Readiness and Operations Phases of the NY-HX</p> <p><b>FAS Text:</b></p> <p>Reference is made to Exhibit I, which shows a blue bar for “Implementation Readiness” and a green bar for “Operations” near the bottom of the graphic.</p> <p><b>Question:</b></p> <p>Although the two referenced phases appear in Exhibit I, the FAS does not seem to include a definition of activities and scope for these contract segments. What activities would the Department contemplate the contractor to support during these segments?</p> <p>How would the contractor be reimbursed for fixed fee resources for these activity groupings, since the FAS seems to limit fixed fee payments to the five implementation milestones presented at the top of FAS page 10, all of which would appear to be completed prior to 10/10/2012,</p>	Please see the answer to question 90.

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			in order to support the CMS Operational Readiness Review?	
95.	172, 176	Attachment 16 Pricing Schedules	<p><b>Pricing Schedule C – Supplemental Staff Price</b></p> <p>In Pricing Schedules C, offerors should submit the fixed hourly rate for each labor category identified and calculate the total annual price for each labor category and the total for each contract year. Using the attached “Attachment 16 - Pricing Schedules NY-HX.xls” spreadsheet, offerors need only complete the shaded cell indicating the hourly rate for each labor category. The hourly rate must be a fully loaded rate and include all personnel, overhead, indirect, travel, profit, equipment usage, and other miscellaneous costs. The contractor will be reimbursed at the hourly rates proposed for time each individual is used on identified and approved Department projects. <b><i>Time spent by these individuals for such activities as training or administrative time is to be included in the Operations annual administrative fee and will not be paid separately.</i></b></p> <p><b>Question:</b> There does not seem to be a mechanism for pricing non-DDO and non-Supplemental Staff costs as part of an “Operations annual administrative fee” —the Pricing Schedules do not include an appropriate category for Operations items or activities, there are only schedules for DDO, and Supplemental Staff.</p> <p>Given that the Supplemental Staff pricing schedule is the only schedule provided for contract year 4, where should offerors present pricing for non-DDO non-Supplemental price elements (such as Supplemental Staff training and</p>	Please see the answer to question 90.



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			<p>labor categories identified this Section of the FAS. The hourly rate must be a fully loaded rate and include all personnel, overhead, indirect, travel, profit, equipment usage, and other miscellaneous costs.</p> <p><b>Question:</b></p> <p>We understands that the NY-HX program will be a dynamic environment where additional work will be needed beyond the scope of the initial agreement. We stand prepared to make additional development staff resources available to support this additional work, at the rates submitted for each labor category presented in the FAS.</p> <p>Should this additional work require incremental resources other than development staff (operations staff, additional servers and data storage devices, etc.) how would the contractor be reimbursed for these non-development resources?</p> <p>Would the Department pursue a formal contract amendment to facilitate this additional work, or is there a different reimbursement mechanism that would be used?</p>	
97.	84	Section 12.3 Development Manager	Can comparable work experience replace the requirement for a BA?	The Department is revising the requirement for development manager. Development Manager: If the proposed staff person does not have a Bachelor’s degree, they must have at least twelve (12) years experience in managing and overseeing large scaled projects comprised of sub-projects and distinct deliverables; and at least nine (9) years experience coordinating

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				and delegating the assignments and tasks for a project staff numbering over 20.
98.	91	Attachment 2 Section 12.3	<p><b>Question:</b></p> <p>Section 12.3 of the New York State Health Benefit Exchange FAS requires Key Staff and Supplemental. Two of the Key Staff positions are “Actuarial”.</p> <p>Some New York State Agencies (such as Insurance) contract Actuarial Services through private commercial firms to provide an independent non- biased assessment of actuarial trends and issues.</p> <p>Would the Department accept an approach to these services proposal that includes contracted services for the Actuarial Staff positions that are the equivalent of two full-time staff, instead of having two employee staff?</p>	Yes.
99.		Amendment 1	<p>The State provided a three week extension to the bid due date approximately two weeks after the FAS release. This effectively resulted in a four week turnaround time for bidders who were otherwise unable to move forward with bid preparation given the scope of the required services and facility requirements and the very aggressive due date. In addition, although a Q and A period was subsequently accommodated the response date with answers is substantially late in the process, thereby not providing vendors a reasonable period of time to understand responses to make a final bid decision.</p> <p>Will the State add four additional weeks to the current due date for bids?</p>	Please see Amendment 2.



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100.	1	FAS Introduction	<p>The FAS indicates “Notwithstanding any inconsistent provision of sections 112 and 163 of the state finance law, or section 142 of the economic development law, or any other law, the commissioner of health is authorized to enter into a contract without a competitive bid or request for proposal process”.</p> <p>In order to be consistent with State finance law, can the State provide the evaluation scoring weights of technical vs. cost? In addition, could the State provide technical evaluation components into a finer level of detail – e.g. scoring for solution, understanding, personnel, firm qualifications, references, etc.? This will allow vendors to better tailor a bid that optimizes best value for the State.</p>	Please see the answer to question 38.
101.	80	FAS Key Staff	<p>The FAS contains a table detailing qualifications/experience of key staff. However, many of the roles described specify mandatory MMIS experience. Since this procurement is focused on a Health Insurance Exchange solution, and not an MMIS solution, can these minimum requirements be removed? Since this is a fixed price project, it may be in the best interests of the State to provide vendors greater latitude in the key staff they propose and the State can still evaluate bids for best value.</p>	<p>The Department is revising the requirement for the Director PMO.</p> <p>The second bullet should now read:</p> <ul style="list-style-type: none"> <li>• At least three (3) years experience in the insurance environment preferably with the architecture being proposed by the offeror</li> </ul> <p>The Department is revising the requirement for the Enterprise Architect. The fourth bullet should now read:</p> <ul style="list-style-type: none"> <li>• At least five (5) years experience in directing performance measurements and performance tuning in Insurance Systems or other large-scale healthcare systems</li> </ul> <p>The qualifications now permit the alternative of experience with other large healthcare</p>

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				systems, <b>or</b> insurance applications in lieu of MMIS experience.
102.	165	FAS, Experience	<p>The FAS describes necessary experience and qualifications of the vendor to perform the services requested. However the described minimum experience seems heavily weighted towards an experience set of an MMIS vendor, i.e. focused on claim processing experience with Medicaid and/or health services organizations.</p> <p>This heavy weighting of minimum requirements on these areas drastically reduces the pool of vendors the State may consider, and may even increase the implementation risk if the State selects a vendor that is strong only in MMIS qualifications. Since this procurement is focused on a Health Insurance Exchange solution, and not an MMIS solution, can these minimum requirements be removed? The State can still evaluate bids to select the vendor it seeks, yet this allows the State to potentially see a greater number of bids.</p>	Please see Amendment 2.
103.	54	FAS Attachment 1, Section 1	In Attachment 1, you indicate that this project will coordinate with work conducted through the Exchange Establishment Grant. With regard to the NY-HX Solution, what is the delineation between the work being done under the Exchange Establishment Grant and this project?	The scope of work for the NY-HX Solution is set forth under the FAS. Establishment grant work that HHS may fund in New York could include a range of activities needed to help “stand up” an Exchange, including, but not limited to, studies of various policy options, consumer assistance services, policy and data analysis, development of policies and procedures needed to help implement an Exchange.
104.	55	Attachment 1, Section 1.C	How many health plan providers/issuers is the State planning to work with? If a specific number is not known, can the State provide an estimate as an assumption to support responses to this FAS?	A specific number is not known at this time. At such time, as it becomes available it will be provided to the contractor.

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105.	55	Attachment 1, Item 1.G	Are there existing/specific tools and technologies that NY-HX needs to adapt/integrate or support to facilitate reporting to HHS, Treasury, the IRS, other appropriate federal and state agencies and/or authorized third parties and enrollees?	At this time, the Department is not aware of any.
106.	41	FAS Section 3 Deliverables	The FAS on p. 41 describes some very general requirements around acceptance of deliverables, however, those requirements do not specify a deliverable acceptance process with specified time frames for review or correction. Could the State please define the deliverable approval and acceptance process in detail including the process for agreeing on the deliverable expectations documentation, the timeframes allowed for review of deliverables, and the process for subsequent update and correction of the deliverable based on review comments?	<p>We believe the general requirements as described in the FAS provide adequate information to permit offerors to submit proposals.</p> <p>The offeror should describe its Work Management Process in its proposal. The Department requires at least ten (10) business days to approve a work product.</p>
107.	1	FAS, Introduction	The introduction in the FAS (p. 1) states that the contractor will also be required to provide the Department with a range of assistance and deliverables, including assessments, analyses, recommendations, options, development of scope of work for subcontracts and/or solicitations and other work products and assistance necessary to design and develop a NY-HX Solution, and enable the Department to achieve all requirements defined herein.	There is no question delineated.
108.	3	FAS	The scope of work states that the operational ready NY-HX Solution delivered by the contractor must meet all the requirements herein, the requirements of the federal Early Innovator grant award, the requirements in the ACA, all current federal rules and regulations governing exchanges as well as comply with all federal FOAs, guidance and framework documents pertaining to exchanges issued prior to this FAS (Attachments 1 – 13). Since federal rules and regulations governing the DDO of Exchanges have not been finalized, the Department is seeking fixed price proposals from contractors for the delivery of an operational ready exchange, including the key	As noted in the FAS, since Federal Rules and Regulations governing the DDO of exchanges have not been finalized, the Department at this time is unable to define the differences in scope of work between that to be proposed in response to the FAS and that described in the EI Grant submission.

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			<p>staff and associated hardware and software defined in the FAS.</p> <p>In view of the above requirement, please confirm that the scope of work to be proposed in response to this FAS, on a fixed price contract basis, by a prospective contractor must be significantly greater than the Scope of Work described and committed to by the State per the Early Innovator Grant Submission?</p>	
109.	3	FAS	<p>The Scope of Work (page 3 of FAS) states that as additional requirements become known and additional funding becomes available the Department will amend the contract for the additional work based upon the labor rates supplied in the contractor’s proposal for the labor categories identified in Attachment 2, Section 12, Staffing. The hourly rate must be a fully loaded rate and include all personnel, overhead, indirect, travel, profit, equipment usage, and other miscellaneous costs.</p> <p>Please confirm that a prospective contractor can identify and bid hourly rates for any new labor categories in addition to those listed in Attachment 2, Section 12 of the FAS, the contractor deems will be required to perform the types of work as additional requirements become known.</p>	Please see the answer to question 96.
110.	3	FAS	<p>The Scope of Work (page 3 of FAS) states the contractor will also assist the Department and/or Exchange entity/ies (“Exchange Operator(s)”) as needed to develop the procedures and standards necessary for successful implementation and operation of the NYHX, and required to support the development of detailed business requirements and processes. Work related to these activities will also be handled as contract amendments utilizing the labor rates provided in Attachment 2, Section 12, Staffing.</p> <p>In view of the above requirement, please confirm that a prospective contractor must not include as part of the fixed price cost component of the bid, any work related to the</p>	The offeror is responsible for the total design, development, reengineering of business processes, procedures and workflows as they may be required for the implementation of the exchange, and should be reflected in the offeror’s fixed cost.

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			<p>definition, design or reengineering of business processes, procedures and workflows that are to be established before the detailed system requirements and functional design deliverables. Instead these activities usually at the beginning of the project SDLC are to be assumed part of a contract amendment utilizing the labor rates provided in Attachment 2, Section 12, Staffing.</p>	
111.	3	FAS	<p>The Scope of Work (page 3 of FAS) states it is the Department's intent to award the operational phase of the NY-HX Solution to the successful contractor resulting from this FAS.</p> <p>Please explain if the bidder's response to this FAS must include the operational phase of the NY-HX Solution, and if so please indicate the SOW activities and any staffing that the State requires for this phase.</p>	Please see the answer to question 90.