

No.	PAGE #	Question	Answer
1.		<p>What is the current estimated date on which the primary contractor for the NY-HX will initiate work?</p>	<p>The Department anticipates the primary contractor will start work on or about December 15, 2011</p>
2.		<p>In section VI. Location Requirements, the FAS states that “All QA contractor staff assigned to this contract must maintain a full time, on-site presence in the primary contractor’s primary facility.” In Section IX Staffing it indicates that “All key staff positions must be full-time roles, filled by a single, dedicate person”. Is the statement on Page 15 referring to All staff or is this meant to mean all key staff only? Please clarify. Can the QA contractor assign staff to work on short-term assignments to complete tasks that require specialized skill sets for a short period of time?</p>	<p>The Department requires all staff be on-site. However the contractor may request and supply detailed justification to exempt some staff from this requirement. The Department will review this request and may approve minimal relief from this requirement.</p> <p>Yes, That is one of the purposes of the 16,000 hours</p>
3.		<p>What are the anticipated travel requirements for QA contractor staff? Is travel to locations outside Albany (e.g., Upstate NY, NYC, Washington DC, or other States) anticipated? Can you be specific about the amount of travel required and to what locations? If so, how will associated travel costs be reimbursed?</p>	<p>The Department anticipates there will be minimal travel for the Project Director (e.g., for possible meetings with IDEO or CMS). An offeror should include the pricing for travel in its fixed price.</p>
4.		<p>We understand that a minimum of three key staff (i.e., the three positions identified on pages 18 and 19) are to be proposed. Is it at the discretion of the proposer to identify more than three key staff?</p>	<p>Page 17 of the FAS states “The column entitled “Quantity in the Fixed Price” indicates the <i>minimum</i> key staff required by title. ... The offeror must determine the staff necessary above and beyond this minimum to meet the requirements of the FAS and include those individuals in its Staffing and</p>

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			<p>Organization Plan and in its <i>fixed price</i>. ...The contractor should propose, in their fixed price, any and all staff necessary to perform the tasks associated with this FAS.”</p> <p>The contractor’s Staffing and Organization Plan and the resource loaded PMP will be part of the Department’s evaluation. The number of staff in the Staffing and Organization Plan will show the Department the contractor’s understanding of the scope of this project.</p>
5.		<p>Can you clarify the manner in which Additional Activities will be assigned to the QA contractor and paid for? For the Additional Activities identified on page 12, including the 16,000 hours per “calendar year,” will the funds for those additional hours be built into the original contract? The FAS states on Page 5 that “the Department will amend the QA contract for the additional work based on the labor rates...” Does this mean that the Department will approve a QA contractor work plan for additional activities and then commence the (sometimes lengthy) process for actually amending the contract with Department, Attorney General, and Office of State Comptroller approvals required?</p>	<p>Yes, the 16,000 hours will be part of the base contract and additional work will be authorized through an approved change management process and will not require a formal contract amendment.</p> <p>Consistent with the RFP and in the discretion of the Department, if there is a significant change in scope as a result of additional requirements placed on the NY-HX due to legislation then a formal contract amendment would be required.</p>
6.		<p>Do you mean “calendar year” or “contract year” in describing the term for the use of the 16,000 hours?</p>	<p>Contract Year</p>
7.		<p>In Exhibit 1: QA Contractor Methodology Included As Part of Proposal Requirements (p 12), the FAS does not include a Preliminary QA Plan as part of the proposal submission requirements. However on page 5, the FAS states for the proposal to include a</p>	<p>The proposal must include a preliminary QA Plan</p>

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		Preliminary QA Plan. Please clarify if a preliminary QA plan is required to be submitted with the proposal.	
8.		Is the ST-200-CA form due with the proposal?	No. This form will be required only from the selected contractor.
9.		Can you elaborate on how the PMP and the QA plan should be different since they both appear to be based on the QA Methodology, both including issue/problem resolution and track and risk management, for example?	<p>The PMP is the project plan in Microsoft Project with WBS, resources, tasks and dependencies, etc.</p> <p>The QA Plan is a detailed narrative describing the contractor's QA Methodology and how that will be applied to the tasks in the PMP</p>
10.		Letter of Reference. Can the proposer provide a reference (as described in Section B.3, page 35) in lieu of a letter of reference? We note that some of our clients that would be relevant to this project and our proposal have a policy that they cannot provide written letters of reference, but can serve as a reference to be contacted.	No.
11.		The letter of reference criteria c) state "The services provided for each reference must have included system design, development, implementation, maintenance and operations". Please confirm that that the intent of this criterion is for Quality Assurance (QA) services over projects including system design, development, implementation, maintenance and operations and not providing implementation services in these areas.	Yes, it refers to QA services associated with system design, development, implementation, maintenance and operations
12.		Can you provide the actual MS Excel file referenced on page 44 titled "Attachment 2 – Pricing Schedules NY-HX.xls"?	Offerors are not required to use the referenced spreadsheet. Offerors should submit their pricing in Microsoft Word format within their proposals.
13.		Is the QA contractor scope of work associated with the fixed fee component of this proposal the same scope of work defined for the QA contractor in the Early Innovator Grant?	No, the Scope of Work (Section IV) and Quality Assurance Tasks (Section V) in this FAS constitutes the work associated

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			with the fixed price. The Early Innovator Grant was included for reference.
14.	17. New York State Tax Law Section 5-a, RFP page 30 & Attachment 7, RFP page 54	<p><i>"Section 5-a of the Tax Law, as amended, effective April 26, 2006, requires certain contractors awarded state contracts. . ."</i></p> <p>The requirement on RFP page 30 indicates that the Contractor must complete and submit directly to the New York State Tax and Finance (DTF), the Contractor Certification Form ST-220-TD and Contractor Certification to Covered Agency Form ST-220-CA. Please confirm that these forms (Attachment 7) links to these forms, are required to be included after contract award and not in the bidder's proposal submittal. Also, please confirm if these forms will need to be completed by subcontractors of the prime contractor after contract award.</p>	This form will be required only from the selected contractor. Form ST-220-TD requires the selected contractor to certify the registration status of its subcontractors.
15.	IV - Location Requirements, RFP page 15	<p>This section reads "All QA contractor staff assigned to this contract must maintain a full time, on-site presence in the primary contractor's primary facility which will be within ten (10) miles of the New York State Capitol building in Albany, New York."</p> <p>Please provide clarification for the following questions:</p> <p>1 - Please confirm that the "primary contractor" referred to is the HBE contractor?</p> <p>2 - Does the on-site presence apply to "Key Staff" only and exclude additional full-time NY HBE QA contractor staff that will be providing support to this contract and part-time staff providing support on an as-needed basis (e.g. subject matter experts)?</p> <p>3 - Does the primary contractor's facility have work space available for more than the 3 positions named in the RFP (a Project Manager and two (2) Senior Quality Assurance Business Analysts)? If so,</p>	<ol style="list-style-type: none"> 1. Yes, page 1 of the FAS defines the primary contractor as the contractor selected to provide design, development, implementation and operational services for the NY-HX as defined in the FAS for the NY-HX 2. No, all staff are required to be on-site, however the contractor may request from the Department and the Department may approve minimal relief from this requirement based upon the contractor submitting a request justifying the need for such relief 3. The primary NY-HX contractor will provide space for all positions identified in the NY HBE QA contractor's detailed Staffing and Organizational Plan

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		<p>please provide the number of available work stations that will be provided for the NY HBE QA contractor staff at the primary contractor's facility?</p>	
16.	VIII. Evaluation, Selection and Award, page 16 of the RFP	<p>Can the Department provide specificity as to what the evaluation criteria will be for review of proposals submitted for this RFP.</p>	<p>As stated in Section VIII. 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.</p>
17.	17. New York State Tax Law Section 5-a, RFP page 30 & Attachment 7, RFP page 54	<p><i>"Section 5-a of the Tax Law, as amended, effective April 26, 2006, requires certain contractors awarded state contracts. . ."</i> From reading the requirement on RFP page 30, the referenced Attachment 7 links to these forms are only required to be included upon award and not in the bidder's submittal, correct?</p>	<p>See the answer to question 8.</p>
18.	IV. Location Requirements, RFP page 15	<p>This section reads <i>"All QA contractor staff assigned to this contract must maintain a full time, on-site presence in the primary contractor's primary facility which will be within ten (10) miles of the New York State Capitol building in Albany, New York."</i> From reading this requirement, we have the following questions: 1 - Is the primary contractor referred to the HBE contractor? 2 - Does the on-site presence exclude NY HBE QA contractor staff that will be providing support to this contract on a part time/as</p>	<p>See the answer to Question 15</p>

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		<p>needed basis (e.g. subject matter experts)?</p> <p>3 - Does the primary contractor's facility have work space available for more than the 3 positions named in the RFP (a Project Manager and two (2) Senior Quality Assurance Business Analysts)? If so, how many available work stations would be available at this facility for the NY HBE QA contractor staff?</p>	
19.	VIII. Evaluation, Selection and Award, RFP page 16	<p>Can the Department provide specificity as to what the evaluation criteria will be for review in the proposals submitted for this RFP. For example, the percentages awarded for proposal sections (e.g., X% for staff experience, X% for cost of the proposal).</p>	See the answer to Question 16
20.	Section V. 9 page. 9 2 nd Paragraph	<p>What is "Phase III" of the project? Should this be omitted?</p>	<p>Yes, this should now read "... for each of the six (6) design and development phases identified at the beginning of this Section and which could affect the quality of the product or timely completion of the project. To avert crisis decision making, the QA plan must provide a detailed approach for:</p>
21.	Section C.5 page. 40 SDLC Phases Table	<p>The table depicts an SDLC phase list that does not cross-reference on a one-to-one basis with SDLC phases listed in Exhibit 2, Section 5 on page 13. The chart on page 40 SDLC list omits the Project Initiation and Planning phase shown in Exhibit 2, Section 5, but includes the CMS Operational Review not shown in the Exhibit 2, Section 5 list. Should we assume all SDLC phases from both lists should be included?</p>	Yes, all SDLC phases from both lists should be included
22.	Section C.7	<p>Please clarify Bullet c which states that "the services provided for each of the references must have included system design,</p>	See answer to question 11

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	page. 41 Letters of Reference	development, implementation, maintenance, and operations”. Should “services provided” be interpreted as <i>QA services</i> associated with system design, development, implementation, maintenance, and operations?	
23.	Section C.7 page. 41 Letters of Reference	Must the Letters of Reference be signed by the client?	Yes.
24.	Section C.7 page. 41 Letters of Reference	Must the Letters of Reference be on Client letterhead?	Yes.
25.	15 Exhibit 2 Page 13	In the table describing the primary contract deliverables for the QA vendor to review, the list under “Construction” includes only the “unit tested code and associated documentation”. Can you clarify what the associated documentation entails?	Associated documentation includes but is not limited to test scripts, test results etc.
26.	C.8 Price Company Financial Content Page 41	Due to the large volume of our financial data (over 200 pgs), would the State consider accepting the required financial statements via a website link or on a CD?	No, offerors must submit hardcopy versions.
27.	IX.3 Page 18	There is an inconsistency between the labor category in this section and in Attachment 1, Section C.6. Should the labor category be	Project Director

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		Project Director (as in IX.3) or Project Manager (as in Attachment 1)?	
28.	VII Page 15	Exhibit 3 anticipated a NY Exchange Contract Award 10/1/2011. What is the current status and anticipated award date for that contract?	See the answer to question 1
29.	VII Page 15	Is it still anticipated that the start of the NY HX QA Services will be 12/15/2011?	The Department now anticipates the start date will be January 15, 2012, but this date may vary.