

Addendum No. 1

Web Application Development, Maintenance, and Related Services RFP Questions & Answers November 4, 2019

1. **Question:** What is the anticipated budget for this project?

Answer: We anticipate a budget range of \$2.5M - \$3M per year.

2. **Question:** I am hoping you can email me a copy of any specifications and/or documents associated with this project?

Answer: The Scope of Work is included with the RFP. The Exchange will define specifications as engagement letters are issued under the Contract.

3. **Question:** Are we using this title or the title on the cover page of the RFP?

Answer: Please reference: Request for Proposals (RFP) for Web Application Development, Maintenance, and Related Services.

4. **Question:** Are you accepting proposals from firms based outside of the US (i.e., India)?

Answer: Primarily, we are looking to engage firms in the United States.

5. **Question:** What is the frequency of in-person meetings? Is there a teleconferencing option?

Answer: The Exchange will require in-person meetings, as needed, or as otherwise requested. The allows for teleconference on occasion but interested firms should have the ability to meet in person if requested.

6. **Question:** Is there an exception for small businesses or can we use an umbrella policy in addition?

Answer: Given the nature of the proposed work, we will require E&O coverage with either an endorsement for Network Liability on the E&O, or as a separate policy. If your firm is unable to meet the requested coverage amounts, please indicate what level of coverage you can meet in your Proposal.

7. **Question:** Can we still receive preference if we're actively looking to open an office in Hartford and can provide assurance that one will be opened upon receiving the NOA?

Answer: The preference is for local vendors who are already actively working in the area; however, you should submit a Proposal with your noted assurances and that will be considered along with the rest of your firm's response.

8. **Question:** Are you expecting local staff?

Answer: Yes.

9. **Question:** Are you interested in exploring international firms who are highly ranked in the world for this technology?

Answer: Primarily, we are looking to engage firms in the United States.

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10. **Question:** Is it a requirement that the company be five years old, or will RFPs from companies incorporated fewer than 5 years ago be considered?

Answer: The Exchange will consider all Proposals received by the deadline including from firms that have been incorporated for less than five (5) years. Preference, however, is reserved for firms with at least five (5) years' experience performing the requested services.

11. **Question:** Are resources required to work on-site, or are off-site consultants acceptable?

Answer: It depends on the role and scope of work for a project. Some roles will require business interaction and will need to be on-site and some roles, such as technical delivery, may be allowed to work off-site.

12. **Question:** Are there any required technical certifications to work on this project?

Answer: Relevant certifications are a plus.

13. **Question:** I have read the RFP you have published and believe my firm has very strong credentials in this area. I wish to respond to the RFP and have put together a list of questions per the instructions in the document. My question for you – to stay informed on the progress, answers to questions and other updates, do I need to register as a vendor or provide any other notification to you? I will appreciate your acknowledgement of this email and look forward to hearing from you.

Answer: There is no registration requirement. Interested firms should check <https://agency.accesshealthct.com/solicitations> for updates to this RFP.

14. **Question:** I have received 2 different versions of this RFP. I have attached both. Please let me know which one is the correct one and what is the difference? Application Development vs Security & Compliance.

Answer: Web Application Development and Security & Compliance are two separate RFPs with distinct scopes of work and projects.

15. **Question:** On page 8 under Submission of Sealed Proposals, it states that the submission should be clearly marked with "RFP-Actuarial Services". Is that the correct name of the RFP?

Answer: Please reference: Request for Proposals (RFP) for Web Application Development, Maintenance, and Related Services. The typo has been corrected in the posted RFP.

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16. **Question:** On page 9, #2 under Contents of Proposals, it is stated that a Certificate of Insurance that meets the Insurance Requirements laid out in the Contract must be included. Would it be acceptable to state that if awarded, specific components that may not meet the level requested today, will meet them if awarded?

Answer: Yes.

17. **Question:** Please provide a list of all applications and scope of functionality that will require management, administration and monitoring under this proposal? Are there any technologies being used for any of these applications that are not listed in section 2.1 of the RFP?

Answer:

- i. Accesshealthct.com (custom/on-premise)
- ii. Worker Portal (custom/on-premise)
- iii. Carrier Plan Management Portal (custom/on-premise)
- iv. Carrier Reconciliation System (custom/on-premise)
- v. CRM system Integration (custom/on-premise)
- vi. JIRA (custom/on-premise)
- vii. AWS (off the shelf/cloud based)

18. **Question:** How many of the applications/systems are cloud-based vs on-premises? How many are custom built vs off-the-shelf implementations?

Answer: See previous response.

19. **Question:** How many users does each application support? Please provide a rough estimate of % Internal vs External for each application?

Answer: Accesshealthct.com is 100% External. All other applications are 100% internal.

20. **Question:** How do you manage Help Desk tickets? What are your support tiers (i.e. 1, 2, or 3) and corresponding SLAs?

Answer: We use JIRA as a tool to monitor production issues and outages they are ranked by criticality and severity and responded to accordingly.

Sev1: Under 30 minutes.

Sev2: Under 60 minutes.

Sev3: 24 hours.

Sev4: 72 hours

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21. **Question:** What are the average number of tickets each month and time worked for each of the tiers?

Answer: On Average 15-20 tickets are worked each month.

Sev1: On Average 24 hours.

Sev2: On Average 80 hours.

Sev3: On Average 96 hours.

Sev4: On Average 40 hours.

22. **Question:** Do you have documentation for the current applications and processes including Run Guides, API/Web Services created or used, Error Lists, On-line Help, etc.?

Answer: Yes, we have documents such as BSD, Technical Design, Run books.

23. **Question:** Is there a consistent release schedule for new features and fixes?

Answer: Major Releases: 3-4 time/year; Minor Releases: 10-12 times a year. The time of year of each release varies.

24. **Question:** How are the releases tracked?

Answer: In the JIRA application.

25. **Question:** What type of testing is done prior to the release?

Answer: Unit Testing, QA Testing, UAT, Performance and Security Scan.

26. **Question:** Are database backups stored off-site?

Answer: Yes.

27. **Question:** Is there any sensitive/confidential information stored in the database?

Answer: Yes.

28. **Question:** Is there any data encryption in place currently?

Answer: No.

29. **Question:** Is application authentication self-contained or external (OAuth, SSO, etc.)?

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Answer: External - IBM SIM/ SAM

30. **Question:** What external platforms do you integrate with?

Answer: Oracle CRM

31. **Question:** What notification mechanisms do you use to communicate integration and connectivity issues?

Answer: New Relic

32. **Question:** What is your primary platform of notification for these types of errors?

Answer: Email/ SMS

33. **Question:** How is Redis being used?

Answer: Redis is used in System Level Caching of Web pages.

34. **Question:** For which processes are you using EDI?

Answer: EDI is used to send plan subscriber data to insurance carriers.

35. **Question:** In section 2 you mention that you use several different database platforms. Are those databases used to support internal applications or are some of them just data sources managed by other vendors/companies?

Answer: Databases are used to support internal applications/ DW.

36. **Question:** Who is responsible for testing bug fixes and the deployment process to Development, QA and UAT/Pre-Prod environments for additional features to the existing system and to new functionality?

Answer: Development team (Selected Vendor) will be responsible for deploying and testing in Development Environment.

i. Infrastructure team has the authority to move the deployment to QA, UAT and Production Environment.

ii. QA Team is responsible for testing in QA environment.

iii. Development team (Selected Vendor) will responsible for performance testing in performance environment and deployment in Production Environment.

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37. **Question:** How many data sources are currently present? How many companies do you connect to and pull data from? How many API's are currently in use?

Answer: 4-5 data sources and approximately 15 API's/batch jobs.

38. **Question:** How is automated testing currently taking place?

Answer: Limited automated testing is being performed at this time.

39. **Question:** What software is used to support the automation?

Answer: Selenium.

40. **Question:** For which systems has automated testing been implemented?

Answer: Worker Portal and EDI.

41. **Question:** What tools do you use to coordinate and manage the development and testing efforts?

Answer: JIRA and JAMA

42. **Question:** Do you follow an agile or waterfall methodology?

Answer: Agile and Waterfall (iterative Approach) models are both used currently.

43. **Question:** Do you use any DevOps platforms/software currently?

Answer: We are planning to start using Dev Ops tools.

44. **Question:** Do you have any automated build processes?

Answer: We are planning to start using automated builds/deployments.

45. **Question:** Automated Deployment?

Answer: We are planning to start using automated builds/deployments.

46. **Question:** Which applications need to be modernized (UI, database, language, framework) and which require just on-going maintenance?

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Answer: UI applications and DB's needs to be modernized as well as perform on-going maintenance.

47. **Question:** Who drives these changes and who are the stakeholders/departments involved for each application?

Answer: The Exchange's business departments, such as Operations, are the main stakeholders (Product Owners) which drives the requirements.

48. **Question:** Are you currently using any Data Visualization tools for Business Intelligence?

Answer: We are currently using Google Analytics and Tableau.

49. **Question:** How do your users rank IT services today? What are the key challenges existing in (1) Application Development; (2) Application Support; (3) Quality Assurance.

Answer: We face very common challenges seen with small companies, including lack of vendor resources (i.e. qualified pool), lag in technological advancement due to a variety of internal/external factors, a growing backlog of items needing attention, and fluctuations in availability of qualified QA resources with knowledge of our Applications

50. **Question:** Is it possible to share any IT technology roadmap aligned to business changes and priorities that has been developed?

Answer: Road Map Items: Dev Ops Implementation, CI/CD.
Open Source migration

51. **Question:** What are the key Technologies for the applications referred in the RFP. There is a smaller breakdown provided but can you provide a % age breakdown of major applications by technology.

Answer: 80% Applications: Java, J2EE, Angular, JQuery, FileNet, DB2, and MS SQL Server, Web Sphere
20% Application: Informatica ELT, EDI

52. **Question:** Could you please provide the strength of the current support and development teams by Application area:

i. Application Support:

Answer: Approximately 15 resources well versed in Java, J2EE, Angular, JQuery, FileNet, DB2, and MS SQL Server, Web Sphere

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ii. Application Development:

Answer: It varies from project to project. Approximately 15-30 resources.

iii. Quality assurance

Answer: Approximately 6-8 resources with JIRA, JAMA and Selenium experience.

iv. ETL and data

Answer: 3-4 resources in Informatica, DB2, SQL Server and Java experience.

53. **Question:** What is the no of release cycles in a calendar year?

Answer: Major Releases: 3-4 time/year; Minor Releases: 10-12 times a year. The time of year of each release varies.

54. **Question:** Are there any frameworks or tools currently being used for automation, test management, Test Data Management? Please share the same

Answer: Selenium, JAMA, JIRA.

55. **Question:** Can you please share a ticket dump of last 12 months by application queue

Answer: As we consider this confidential information, we cannot share that information at this time.

56. **Question:** Are there any instances currently hosted in the public cloud? Can you please share the breakout of workloads hosted across the various cloud providers?

Answer: Yes. 5 Development Instances/ sandbox instances are hosted on AWS.

57. **Question:** What are the short term and long-term strategic initiatives currently prioritized at Access Health CT? Is there a roadmap for Access Health CT IT departmental goals and objectives for both legacy and mobile Apps?

Answer: Road Map Items: Dev Ops Implementation, CI/CD, Open Source migration

58. **Question:** Please provide the % age breakup of Agile vs Waterfall projects

Answer: 30 % Agile; 70% Waterfall

59. **Question:** What are the key support locations (as of today)

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Answer: Hartford, CT.

60. **Question:** Will this contract be awarded to one or multiple entities?

Answer: We anticipate awarding contracts to multiple firms.

61. **Question:** Is this a full replacement of a current incumbent entity or augmentation of an existing service provider? If this is augmentation of an existing service provider, what are the responsibilities of the existing entity and how will coordination occur amongst entities? If this is a full replacement, is current incumbent bidding on this contract?

Answer: It depends on whether our existing vendors respond to this RFP and are awarded a contract. If they are not awarded a contract, then it is a full replacement; otherwise it is an augmentation. Responsibilities and required coordination will be determined once contracts are awarded.

62. **Question:** Can you please provide more context of the applications and processes to be developed and supported within this scope?

Answer:

- i. Accesshealthct.com: Web portal which is used by customers to shop for health insurance plans.
- ii. Worker Portal: Web portal used by internal staff to support customer enrollment into health insurance plans.
- iii. Carrier Plan Management Portal: Web portal used by internal staff to setup layout and details of insurance plan data.
- iv. Carrier Reconciliation System: Used by internal staff to reconcile plan premium and applicable premium tax credit amounts.
- v. CRM system Integration: Oracle CRM interface.
- vi. JIRA: Used for defect and release management.
- vii. AWS: Development environment.

63. **Question:** Scope appears to be core processing systems and not end user environments (desktop, local networks, location support), is this correct?

Answer: Yes. The scope of this RFP is focused on the processing system.

64. **Question:** Does this RFP encompass support of existing Production applications, or the build/maintenance of new applications? If both, is it mostly legacy support and new development?

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Answer: This RFP encompasses both new development/enhancements to the existing system as well as maintenance.

65. **Question:** Existing technologies appear to be largely a Java technology stack, is the vendor expected to build new applications consistent with that stack or are other technology stacks (ex. Microsoft C#, Windows, IIS) suitable as long as the business deliverables are met?

Answer: The vendor is expected to have expert knowledge of existing stack for the existing system. However, we are interested in adopting newer technologies such as Open Source (e.g. Jboss, Selenium, Mulesoft)

66. **Question:** Can you provide more definition concerning “both legacy and mobile apps” and what that statement refers to?

Answer: Legacy Applications are web portals on the world wide web as well as internal websites. We also have a website for mobile application.

67. **Question:** Is this infrastructure currently hosted with a cloud service provider, in a proprietary data center, or both?

Answer: Development environment is on AWS. QA, Performance Testing and Production environments are in a proprietary data center.

68. **Question:** Are infrastructure assets owned by Access Health CT or are assets with virtual implementations?

Answer: Mix of both.

69. **Question:** For new systems to be developed, are they required to be housed in an existing Cloud/Datacenter or can they be housed within the Vendors Cloud/Datacenter?

Answer: Hybrid approach.

70. **Question:** Please define what is meant by “Specialized print services” in Section 2.1.4

Answer: Our system generates notices that are sent to customers. These notices contain static text and dynamic data.

71. **Question:** Improvement, Strategic Planning Assistance?

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Answer: These are flexible for agile projects. A standard set of documents are required for projects that follow the waterfall model; standard set of documents are required.

72. **Question:** Can you provide an architecture diagram/narrative of the environments subject to this request?

Answer: Each environment comprises 16-20 servers with different technology stack with redundancy and clusters in some cases.

- i. Development Environments: We have 6 development environments on AWS.
- ii. UAT Environment: 2
- iii. Staging: 1
- iv. Production: 1

73. **Question:** Can you provide any quantification of the levels of processing volumes these systems and user interfaces perform today?

Answer: Consumer Portal - Concurrency - 700 Users
Worker Portal - Concurrency - 500 Users
All other applications - Concurrency below 100 users.

74. **Question:** Can you provide additional information on the type(s) of EDI transactions being processed today?

Answer: EDI is used to send plan subscriber data to insurance carriers.

75. **Question:** Are there any significant changes in these volumes expected during the performance period of this contract?

Answer: No.

76. **Question:** What are the peak periods of activity for these systems? (Per annual calendar and per 24-hour period)

Answer: Open Enrolment period (usually November 1 through December 15) has peak volumes of transaction and user traffic. During the deployment cycle outside the Open Enrollment period, volume lessens while Production Support peaks.

77. **Question:** Can you please explain what would be encompassed in the anticipated RFP for "Managed Services Provider for IT Infrastructure" that varies from this RFP?

Answer: That would be for back office infrastructure for our Hartford location.

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78. **Question:** What will be encompassed in the anticipated RFP for “Security and Compliance Services”? How does it relate to this RFP? (Is scope both business and technical or just one of those?)

Answer: Security RFP is posted at: <https://agency.accesshealthct.com/solicitations>.

79. **Question:** Pricing proposals states about an RFP for ‘Managed Service Provider’. We have not seen this RFP yet. Can you please provide the link if this was posted earlier?

Answer: Not posted yet.

80. **Question:** What will be the project length (Tenure) for each of these roles specified in scope?

Answer: We anticipate a contract term of three (3) years.

81. **Question:** Will AHCT considers client references from Healthcare clients who are not from Public Sector?

Answer: Yes.

82. **Question:** Do you need resumes samples for each of these technologies along with our response?

Answer: That is preferable.

83. **Question:** For pricing, what types of discount AHCT expects from respective respondent/s?

Answer: We expect competitive discounts.

84. **Question:** Is the intention to award to a single vendor, or is there consideration of splitting the work across multiple vendors?

Answer: We anticipate awarding contracts to multiple firms.

85. **Question:** Can you provide additional details on expectations for maintenance and support? Is the intention that the vendor provides a technology help desk (e.g., calls/ tickets, etc.)?

Answer: Area of Maintenance Services are:

- i. Server Operations and Support (e.g. App hosting, DBA, Security Access Management, content management, backups, cloning, masking etc.)
- ii. Network Support (e.g. manage, operate and support the network infrastructure).
- iii. Disaster Recovery

Expectation of Maintenance Services is based on SLA's attached to severity of issues.

86. **Question:** Would Access Health CT consider short-term Site Reliability Engineering (SRE) support with transition of ongoing maintenance to a third party or partner organization? Is

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the respondent required to specify a partner in the response, or is it possible that Access Health CT would select separate SRE and maintenance vendors from the pool of responses?

Answer: Yes - partner organization must be disclosed in response.

87. **Question:** Does Access Health CT have a longer-term plan which describes which platform components will move the modern cloud architecture vs. those which are expected to remain on-prem or hosted as multi-tier web application architecture vs. those to be decommissioned? Is the end-goal to move to a full cloud infrastructure, hybrid, and or/ multi-cloud?

Answer: End goal is to move into hybrid cloud infrastructure.

88. **Question:** Can you provide any additional insight into any other system integrations that are in scope for this effort (e.g., interfaces with payors, CMS, Medicaid eligibility)?

Answer: CMS, IRS, FDSH, EMPI systems

89. **Question:** Can you describe your current release process?

Answer: Release process follows standard SDLC process of Development, SIT, QA, UAT, Performance testing, security scan and Production Deployment.

90. **Question:** What are the major technology and business pain points Access Health is facing today?

Answer:

i. Keeping up with latest technological advances

ii. Expanding list of backlog items.

iii. Scaling up and Down with qualified QA staff knowledgeable with our Applications

94. **Question:** Do you already have a backlog of enhancement requests?

Answer: Yes.

95. **Question:** What are the key dates that we should be aware of from a code freeze perspective?

Answer: Ideally one (1) week Before the Production Deployment

96. **Question:** Are there any compliance or funding deadlines that we should be aware of?

Answer: AHCT was built on regulations per CMS/IRS guidelines and must follow their security and compliance for system and operations. We also work very closely with Department of Social Services who relies on funding from the federal government as part of Medicaid operations.

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97. **Question:** On page 7, the RFP references a second infrastructure RFP “The Exchange anticipates issuing two (2) additional RFPs for: (i) Security and Compliance Services and (ii) Managed Services Provider for IT Infrastructure. On page 5, under Scope, Infrastructure Support is included. Can you clarify the difference between item ii and Infrastructure support included in this RFP?

Answer: Infrastructure support in the current RFP is related to servers and database which support Software Development Life Cycle of Applications. The RFP for Managed services is more focused on Help Desk support for the enterprise.

98. **Question:** Is it acceptable to use courier service for deliver rather than mail/ overnight delivery as specified in the RFP?

Answer: Yes

99. **Question:** Are there specific projects/ initiatives that are planned for the contract period? Do what extent is the State looking for portfolio planning/ prioritization as part of this contract? Is there an existing technology roadmap, strategy, or plan summary that you can share?

Answer: Road Map Items: Dev Ops Implementation, CI/CD, Open Source migration