

Addendum No. 2
Department of Human Services
BENEFITS ELIGIBILITY SOLUTION PROJECT
Solicitation No. RFP-HMS-904-17-01-S
September 2, 2016

This Addendum No. 2 includes changes, omissions and clarifications to Solicitation No. RFP-HMS-904-17-01-S, as amended (hereinafter referred to as the “Solicitation”). All other terms, provisions, and conditions of the solicitation published on July 6, 2016, shall remain in full force and effect.

Section 3.4.6.2 The DHS Enterprise Platform and Component Reuse Requirements (Page 89, 5th Paragraph) has been amended (in Ramseyer format) as follows:

The integration and reuse of key shared common technology components and services, and their interoperability across DHS programs and services will be critical to achieving the vision of an integrated DHS. Therefore, the use of certain shared components such as the State Hub, MDM, security (e.g., identity and access management), audit, and ECM will be ~~[mandated]~~ highly preferred for use within the ASI Vendor’s proposed Benefits Eligibility Solution, while other components such as the Enterprise Portal, Rules Engine and the CRM system will be ~~[a DHS preference]~~ preferred. The IE/ BM Vendor is free to propose alternative technologies or approaches when a certain technology is designated as “Highly Preferred” or “Preferred,” so long as appropriate justification is provided. Examples of potentially reusable technology components include:

3.4.8.5.3 Performance and Availability Management Approach (Page 114, 2nd Paragraph) has been amended (in Ramseyer format) as follows:

The entire Solution must be designed to be operational in the State of Hawaii 24 hours per day (hours to be determined by DHS), 7 days per week, and 52 weeks per year. The centralized servers and resources and public facing web site will be designed to be operational 7 days per week and 24 hours per day. No single disruption is anticipated to last longer than 8 hours. The Solution as a whole will be available for use ~~[99.5]~~ 99.9 percent of the time~~[, which translates to no more than 44 hours of unscheduled downtime per year].~~

Section 3.4.9.1.2 Criminal/Civil Sanctions (Page 122, paragraph 4) has been amended (in Ramseyer format) as follows:

~~[Granting a Vendor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Vendors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, Vendors should be advised of the provisions of IRC Sections 7431, 7213, and 7213A (see Exhibit 6, IRC Sec. 7431 Civil Damages for Unauthorized Disclosure of Returns and Return Information and Exhibit 5, IRC Sec. 7213 Unauthorized Disclosure of Information). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the Vendor should sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.]~~

Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A (see Exhibit 4, Sanctions for Unauthorized Disclosure, and Exhibit 5, Civil Damages for Unauthorized Disclosure). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

Section 3.4.9.1.3 Inspection (Page 123) has been amended (in Ramseyer format) as follows:

~~[The IRS and the Agency]~~ Federal Agencies shall have the right to send its officers and employees into the offices and plants of Vendors for inspection of the facilities and operations provided for the performance of any work under the Contract. On the basis of such inspection, specific measures may be required in cases where the Vendor is found to be noncompliant with Contract safeguards.

Section 3.4.9.5 Source Code (Page 124) has been amended (in Ramseyer format) as follows:

With respect to any Vendor Property, any source code related thereto shall be delivered to DHS within 30 days of the acceptance of the applicable deliverable under the Contract. In case of

SaaS solutions, DHS has a preference to have the on premise version of the source code available via an escrow account. If the Vendor is not able to accommodate this request, it must provide reasonable alternative(s) to protect the State against the risks of the Vendor being unable to fulfill its obligations.

Template T-8, G1.50 has been amended (in Ramseyer format) as follows:

The System will be upgraded to ~~Oracle~~ Siebel Open UI (if applicable) to enable support for the most current versions of web browsers (e.g. Internet Explorer and Microsoft Edge).

Template T-8, G4.18 has been amended (in Ramseyer format) as follows:

The System will interface, where possible, with the City and County systems ~~[to validate Real Property ownership]~~. This interface must support both BESSD's and MQD's requirements.

Template T-8, T1.5 has been amended (in Ramseyer format) as follows:

The System will implement, at a minimum, interfaces (real-time and/or batch) with the applications and data sources listed in the section "G4 Interface List". It is preferred that ~~☒~~ these interfaces will be implemented using the DHS Enterprise Platform's integration middleware, Oracle SOA Suite and Service Bus.

Template T-10, I4.3 has been amended (in Ramseyer format) as follows:

~~[Migrate all other BESSD data and migrate into the Medicaid E&E Solution ensuring no duplicate records, where appropriate, in alignment with DHS' data standards]~~

Template T-12, O7-2 Availability (Line 2) has been amended (in Ramseyer format) as follows:

Target	[99.75%] 99.9%
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