Addendum No. 3
Department of Human Services
BENEFITS ELIGIBILITY SOLUTION PROJECT
Solicitation No. RFP-HMS-904-17-01-S
September 16, 2016

This Addendum No. 3 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 and in subsequent amendments, shall remain in full force and effect.

Table 1 RFP Schedule and Significant Dates (page 10) has been amended (in Ramseyer format) as follows:

Procurement Schedule	
Release of the RFP	July 6, 2016
Mandatory Vendor Registration Due	August 5, 2016
Pre-Proposal Conference	August 12, 2016
Questions Due	August 18, 2016
State's Responses to Vendor Questions	September 2, 2016
Letter of Intent to Submit a Proposal Due	September 9, 2016
Proposals Due (4:00 p.m., HST)	[~~September 29, 2016~~] Thursday, October 13, 2016
Vendor Demonstrations / Oral Presentations (anticipated)	[~~October 24, 2016~~] November 14, 2016
Notice of Award (anticipated)	[~~November 22, 2016~~] December 15, 2016
Contract Execution (anticipated)	[~~January 17, 2017~~] February 7, 2017

3.4.7.8 Warranty the System (page 105) has been amended (in Ramseyer format) as follows:

DHS expects functionality to be warrantied for [~~2 years~~] 1 year after the DDI effort is completed and signed off by the DHS…

3.4.8.2 Cross Vendor Coordination (page 107, 4th bullet) has been amended (in Ramseyer format) as follows:

- Provide Service Level [~~Requirements (SLRs)~~] Agreements (SLAs) and chargeback/allocations reporting

3.4.8.5 Operational Process Approach (page 112, 1st bullet) has been amended (in Ramseyer format) as follows:

- Coordinating all DHS Enterprise Platform operational processes including maintaining/updating the process and documentation and coordinating all activities required to perform the processes to ensure the [~~SLRs~~] SLAs are met

3.4.8.5.3 Performance and Availability Management Approach (page 115, 4th paragraph) has been amended (in Ramseyer format) as follows:

The ESI's SI / MVI team is responsible to manage the performance management processes and ensure all vendors are proactively managing their components to meet the [~~SLRs~~] SLAs and lead the efforts to implement any improvement plans, as required.

3.4.8.5.6 Help Desk and Incident Management Requirements Approach (page 117, various bullets) has been amended (in Ramseyer format) as follows:

- Level 2 and 3 support for infrastructure, Enterprise Platform Software and Application Administration technical services in alignment with [~~SLRs~~] SLAs
- Providing reports to DHS capturing the help desk/incident management performance against the [~~SLRs~~] SLAs
- Level 2 and 3 support for items related to the configuration and customizations of the Medicaid E&E Solution and any deployed as part of the Project in alignment with the [~~SLRs~~] SLAs

3.4.8.5.7 Problem Management and Root Cause Analysis Approach (page 118, last bullet) has been amended (in in Ramseyer format) as follows:

- Implementing fixes to the problems to minimize business impact in alignment with the [~~SLRs~~] SLAs

3.4.8.6 Account Management and Quality Assurance Approach (page 120, 5th and 10th bullet) has been amended (in Ramseyer format) as follows:

- Providing service level reporting based on agreed upon [~~SLRs~~] SLAs
- Providing application service level reporting based on agreed upon [~~SLRs~~] SLAs

Table 14. ASI Vendor Key Personnel Roles for the Benefits Eligibility Solution Project (page 129, Project Manager, 5th bullet under Roles and Responsibilities) has been amended (in Ramseyer format) as follows:

Project Manager	■ Hosts [~~bi-~~]weekly onsite status meetings, monthly milestone meetings, as well as interim meetings

Table 16. List of Benefits Eligibility Solution Project Deliverables (page 139)

Task 1 – Manage the Project	BI-5	Project Schedule	[~~Once for the initial release and update for subsequent releases~~] Initial releases, subsequent releases, and monthly updates

Task 3 – Develop the Solution Design, Development & Customization Requirements	BI-13	Security Plan	[~~Once~~] Initial, update as needed and at least annually

Task 4 - Convert and Manage Data	BI-17	Validated Results of Data Conversion [~~Testing~~]	Once per release

3.5.3.2.1 Task 1: Manage the Project (page 143, 1st paragraph) has been amended (in Ramseyer format) as follows:

The ASI Vendor will maintain and update applicable portions of the Project Schedule no less than [~~bi-~~]weekly to reflect the current status of the Project against the Baseline Project Schedule.

Deliverable BI-5 – Project Schedule (page 146)

Required Delivery	Submit for approval no more than 30 calendar days after each release commences and update monthly within 5 working days after the end of each month
Description	This deliverable will include a resource loaded Baseline Project Work Plan and Schedule, including a Work Breakdown Structure, Gantt chart(s), and a Project calendar in Microsoft Project, version 2010 or later. The ASI Vendor shall document any changes from the schedule submitted with the ASI Vendor's original Proposal…

3.5.3.2.2 Task 2: Manage the Environments (page 147, 1st paragraph) has been amended (in Ramseyer format) as follows:

This task includes all activities related to the technology infrastructure environments (e.g., Development, QA, Pre-Production, Production, Training and Disaster Recovery) required for the Project to succeed. The ASI Vendor will review the estimated user population and data volumes and other factors and develop a specification for the infrastructure (that will meet the [~~SLRs~~] SLAs) in the ESI's template…

Deliverable BI-11 Data Integration and Interface Design Document (page 150, Description, 8th bullet) has been amended (in Ramseyer format) as follows:

Description	■ Processes to manage Solution installation and configuration and ongoing monitoring and incident management including items such as: ❑ Agreements with the third party application owner for how to resolve problems ❑ [~~SLRs~~] SLAs / contracts with partner ❑ Documenting roles and responsibilities ❑ Assumptions

BI-12 System Architecture (page 151) has been amended (in Ramseyer format) as follows:

Frequency	[~~Once~~] Initial and as needed.

Deliverable BI-22 Testing Reports (page 158) has been amended (in Ramseyer format) as follows:

Required Delivery	Submitted for approval within 10 business [~~10~~] days of completion of [~~UAT and Pilot~~] End-to-End testing
Frequency	Once per release

Description	The purpose of this deliverable is to ensure the entire Solution has been tested, and all rounds of testing are successful, prior to promoting the Solution to UAT. The ASI Vendor shall provide a formal Test Evaluation Report, which demonstrates the Solution's readiness to proceed to pilot and a Pilot Evaluation Plan which demonstrates readiness to proceed from Pilot to Rollout. The Testing Reports will include, at a minimum: ■ Completed Test Scenarios, Test Cases and Test Scripts ■ Testing Milestone Reports and other status reports ■ Test Phase Final Results Report [~~and Corrective Action(s) Plan~~] ■ Platform readiness test outcome report Each of the above must be successful, and must be approved by DHS and/or FNS.

3.5.3.2.8 Task 8: Warranty the System (page 164, 1st paragraph) has been amended (in Ramseyer format) as follows:

At the end of the Warranty Period, the ASI Vendor will provide a report outlining all Warranty issues identified and fixed along with confirmation these were addressed within the [~~SLRs~~] SLAs outlined in the Response Templates.

Deliverable BI-33 Completion of all Warranty Activities Report (page 164) has been amended (in Ramseyer format) as follows:

Required Delivery	Submitted for approval no earlier than [~~2 years~~] 1 year after a release that is validated and approved by DHS to go-live

3.5.3.4.1 Task 1: Medicaid E&E Transition Planning (page 167, 2nd bullet) has been amended (in Ramseyer format) as follows:

- Approach to Medicaid E&E Solution M&O reporting including status reporting, [~~SLR~~] SLA Performance Reporting and reporting mechanisms

Deliverable BM-2 Transition Status Report (page 168) has been amended (in Ramseyer format) as follows:

Required Delivery	Submitted throughout the transition period ([~~6 months prior to~~] until the end of the incumbent vendor's contract, June 30, 2017) through transition completion.

3.5.3.4.3 Task 3: Provide M&O Services, Report Status and Assure Quality (page 170, 1st paragraph) has been amended (in Ramseyer format) as follows:

For the duration of the M&O period, the ASI Vendor will perform the M&O activities in accordance with the [~~SLRs~~] SLAs. To ensure these activities are performed and the [~~SLRs~~] SLAs are met, the ASI Vendor shall:

3.5.3.4.3 Task 3: Provide M&O Services, Report Status and Assure Quality (page 171, 2nd bullet) has been amended (in Ramseyer format) as follows:

- Provide application service level reporting based on agreed upon [~~SLR~~] SLA targets

Deliverable BM-6 Monthly Status Report and Service Level Agreement Reporting (page 171) has been amended (in Ramseyer format) as follows:

Frequency	Reports generated monthly (specific [~~SLRs~~] SLAs reported according to the [~~SLR~~] SLA reporting schedule)

3.5.3.4.4 Task 4: Implement Enhancements and Changes (page 172, 2nd bullet) has been amended (in Ramseyer format) as follows:

- Implementing submitted maintenance requests in a timeline that satisfies the [~~SLRs~~] SLAs defined in this RFP for this SOW, in a timeline that addresses DHS' business needs. In addition to two (2) major Solution releases a year, off-cycle releases are required to be implemented by the ASI Vendor based on DHS' business needs and the requirement to meet the [~~SLR~~] SLA resolution time standards.

Deliverable BM-12 M&O Turn-Over Plan (page 175) has been amended (in Ramseyer format) as follows:

Required Delivery	[~~Nine (9)~~] Eighteen (18) months prior to Contract expiration or transition date

3.5.4 Performance Measures and Appropriate Remedies (page 175, 2nd and 3rd paragraphs) has been amended (in Ramseyer format) as follows:

For failure by the ASI Vendor to meet an [~~SLR~~] SLA, DHS may require the ASI Vendor to pay Liquidated Damages, and the ASI Vendor must agree to do so, until the [~~SLR~~] SLA is met and accepted as corrected and approved by DHS. [~~Liquidated Damages are not intended to be punitive, however~~] DHS, at its sole discretion, may begin exercising the use of Liquated Damages at any point during the Project or M&O periods (to encourage behavior aligned with the business objectives) during which the ASI Vendor has failed to meet timeliness, performance standard, documentation, work product, or deliverable date(s), regardless of any previous actions.

The ASI Vendor's Proposal must include a response to the implementation [~~SLR~~] SLA (captured in Template T-10 Implementation Requirements) and the M&O [~~SLRs~~] SLAs (captured in Template T-12 M&O Requirements).

6.4.1 Invoicing (Page 191, 2nd Paragraph) has been amended (in Ramseyer format) as follows:

~~[Vendor shall not pass on the Hawaii General Excise Tax to DHS by showing it as a separate line item on Vendor's invoices.]~~

The parties agree that the compensation to be paid shall include all taxes and expenses for performance of the scope of work.

Section 7.0 Glossary (sub-section U) has been amended (in Ramseyer format) as follows:

User Acceptance Testing (UAT) A phase in software development in which the software is tested by the intended audience for functionality. UAT is conducted in order to obtain feedback from users to make any final adjustments before releasing to the public. ~~Also called beta testing, application testing, and end-user testing~~

Template T-5 Staff Experience v5 has been amended. Please replace with the updated v6.3 version.

Template T-10 Scheduled Deliverable, Tab I8 Warranty Support has been amended (in Ramseyer format) as follows:

I8.3	Provide warranty support for [~~24~~] 12 months after the System functionality has been rolled out (from the point of each release) to all users

Template T-10 Scheduled Deliverable, Tab I9 [~~SLRs~~] SLAs

Service Level [~~Requirements~~] Agreements

I9-1 - Scheduled Deliverable	
[~~SLR~~] SLA Description/Objective	To avoid costly delays, all deliverables must be approved according to the baseline schedule
Target	100% of all deliverables are approved on schedule
Measurement	Date approved - planned approval date (captured in the baseline schedule)
SLA Reporting Period	per deliverable
[~~SLR~~] SLA Measurement of Non-Compliance	per day the deliverable is late

I9-2 - Deliverable Quality	
[~~SLR~~] SLA Description/Objective	The deliverables submitted to DHS for review should be to a quality standard that allows for one DHS review, one update and approval
Target	100% approved within 2 review cycles
Measurement	Each review cycle required beyond 2 cycles
SLA Reporting Period	per deliverable
[~~SLR~~] SLA Measurement of Non-Compliance	per review cycle

Template T-11 Implementation Requirements Approach (Table 1, page 14) has been amended (in Ramseyer format) as follows:

Task 1 – Manage the Project	BI-4	Project Management Plan	[~~Once for the initial release and updated for subsequent releases~~] Initial releases, subsequent releases, and monthly updates

Task 3 – Develop the Solution Design, Development & Customization Requirements	BI-13	Security Plan	[~~Once~~] Initial, update as needed and at least annually

Task 4 - Convert and Manage Data	BI-17	Validated Results of Data Conversion [~~Testing~~]	Once per release

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

O7-1 – Transition Execution	
SLA Description/Objective	To avoid costly extensions of existing contracts and/or operational risk, the transition activities must stay on schedule to transition Medicaid E&E M&O services prior to the incumbent vendor's contract expiring. This SLR will be measured against milestones defined in the Transition Plan.
Target	100% of all millstones are completed/approved on schedule
Measurement	Date milestones are completed – planned date milestone is completed (captured in the Transition Plan)
SLA Reporting Period	Per Milestone
[~~SLR~~] SLA Measurement of Non-Compliance	Per day the transition milestone is delayed

O7-2 - Availability	
SLA Description/Objective	The Application must be available to all users of the System
Target	99.75%
Measurement	(# of minutes of uptime during the reporting period) / (total planned uptime during the reporting period)
SLA Reporting Period	Monthly
[~~SLR~~] SLA Measurement of Non-Compliance	Uptime percentage below the target

O7-3 - Performance - Average Response Time	
SLA Description/Objective	System performance must meet end-user expectations to deliver increased customer satisfaction and efficiency gains
Target	Average response time should be [~~2~~] 1.5 seconds (response time from entering command to receiving result)
Measurement	(Sum of all transaction response time) / (number of transactions)
SLA Reporting Period	Monthly
[~~SLR~~] SLA Measurement of Non-Compliance	Time difference between measured average response time and [~~2~~] 1.5 seconds

O7-4 - Performance - Maximum Response Time	
SLA Description/Objective	System performance must meet end-user expectations to deliver increased customer satisfaction and efficiency gains
Target	99.5% of transactions complete (response time from entering command to receiving result) in less than 3 seconds
Measurement	(Transactions completed within required time) / (Total Transactions)
SLA Reporting Period	Monthly
[~~SLR~~] SLA Measurement of Non-Compliance	Percentage of transactions below target

O7-5 - Critical Incident Restoring of Service (break/fix)	
SLA Description/Objective	Critical incidents must be addressed quickly to minimize the business impact of the incident (critical incident is defined as any high severity application issue for which no work around is available and users cannot perform their task)
Target	95% of high severity incidents fixed within 24 hours
Measurement	(number of high severity incidents fixed within 24 hours) / (total number of high severity incidents)
SLA Reporting Period	Monthly
[~~SLR~~] SLA Measurement of Non-Compliance	Per incident not fixed within 48 hours

O7-6 - Security Incidents Response Time	
SLA Description/Objective	DHS needs to be aware of any security incidents as quickly as possible
Target	All of notifications completed in less than 1 hours (all notifications shall occur as soon as possible)
Measurement	Number of incidents not reported within 1 hour
SLA Reporting Period	Monthly
[~~SLR~~] SLA Measurement of Non-Compliance	Per incident not reported within 1 hour

O7-7 - DHS Enhancement Request Response Time	
SLA Description/Objective	After DHS decides to enhance the Benefits Eligibility Solution or Medicaid E&E Solution the ASI Vendor must respond in a timely manner
Target	Proposals/responses (including requirements, cost estimate and schedule) must be received within 15 working days
Measurement	(Time DHS requests enhancements) - (time proposal is provided to DHS), unless pre-approved by DHS due to the scope
SLA Reporting Period	Per request
[~~SLR~~] SLA Measurement of Non-Compliance	Days greater than target

O7-8 - Delivery of Enhancements	
SLA Description/Objective	To avoid scheduling issues and potential end-user issues, all enhancements must be completed in alignment with proposed schedule
Target	Enhancements deployed into production on schedule
Measurement	(Date approved) - (planned production deployment date (captured in the proposal))
SLA Reporting Period	per enhancement DDI effort
[~~SLR~~] SLA Measurement of Non-Compliance	per day the enhancement is deployed to production after the planned date

O7-9 - Customer Satisfaction Survey - Usability	
SLA Description/Objective	Customer (internal and external) satisfaction surveys provide insight into the usability of the solution

Target	90% of all responses must have a satisfaction score of seven (7) out of ten (10) (or equivalent) or higher (10 being the highest score)
Measurement	(# of respondents rating their satisfaction higher than or equal to 7) / (# of respondents received)
SLA Reporting Period	Per survey
[~~SLR~~] SLA Measurement of Non-Compliance	% of surveys below 90% rating their satisfaction lower than seven (7) out of ten (10)

O7-10 - Customer Satisfaction Survey - Internal Vendor/Partners	
SLA Description/Objective	Customer (other DHS Enterprise Platform vendors, DHS management etc.) satisfaction provide insight into whether the vendor is partnering effectively with other vendors to provide services to DHS and its Clients
Target	90% of all responses must have a satisfaction score of seven (7) out of ten (10) (or equivalent) or higher (10 being the highest score)
Measurement	(# of respondents rating their satisfaction higher than or equal to 7) / (# of respondents received)
SLA Reporting Period	Per survey
[~~SLR~~] SLA Measurement of Non-Compliance	% of surveys below 90% rating their satisfaction lower than seven (7) out of ten (10)