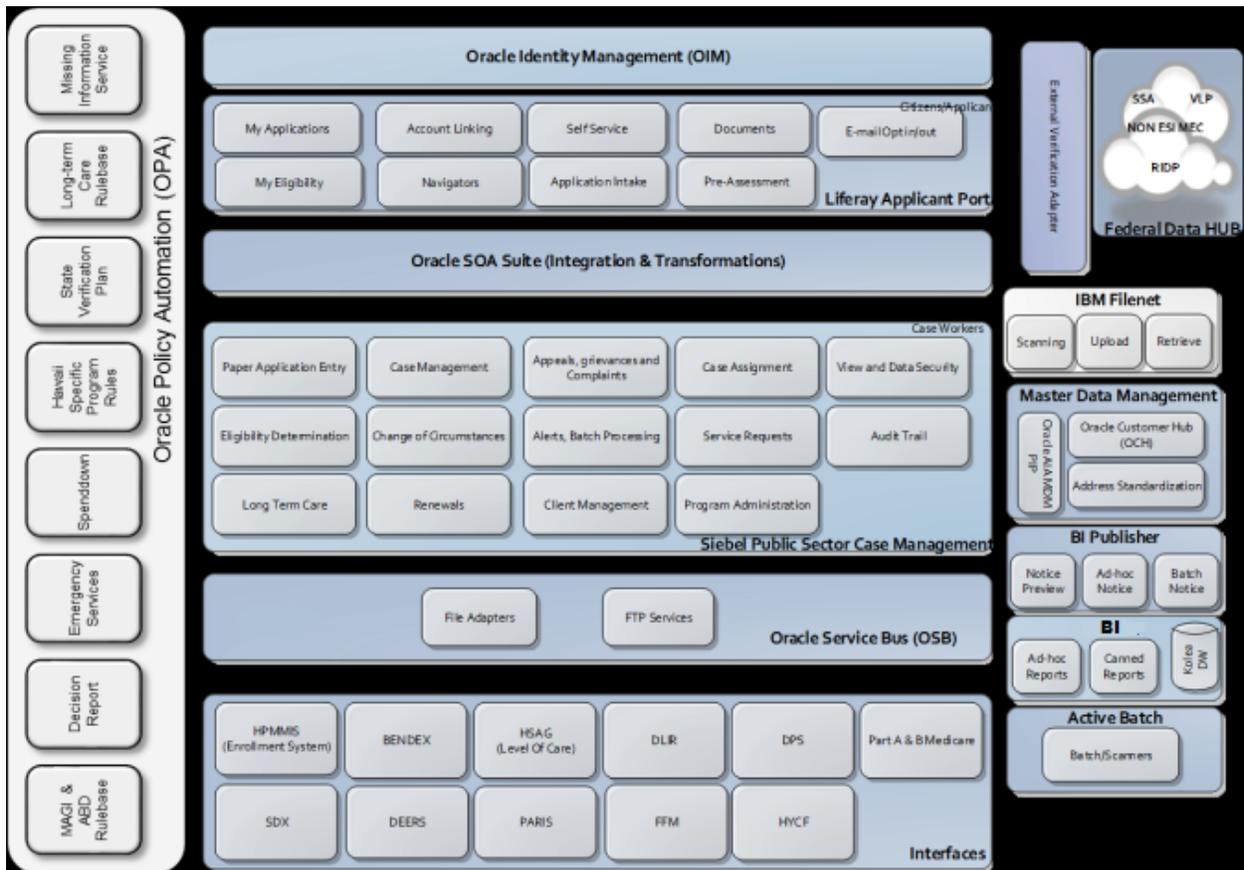


**Addendum No. 1**  
 Department of Human Services  
**BENEFITS ELIGIBILITY SOLUTION PROJECT**  
 Solicitation No. RFP-HMS-904-17-01-S  
 August 15, 2016

This Addendum No. 1 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.

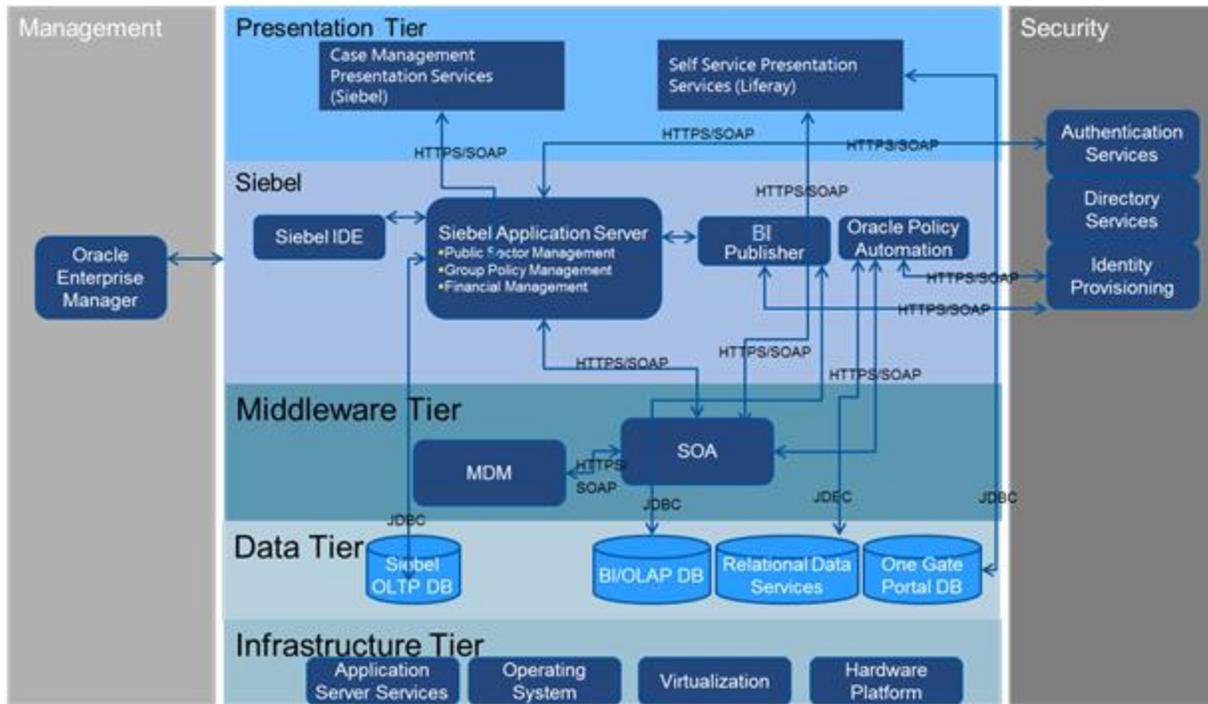
**Section 3.3.2 Overview of MQD’s Current Technology**

Figure 8. High Level MQD Application Architecture has been replaced with the following diagram:



**Section 3.3.3.3.1 Case Management and Customer Relationship Management Component(s)**

Figure 12. CRM Component Overview has been replaced with the following diagram:



**Section 3.3.3.3.7 Business Intelligence Component(s)** has been amended (in Ramseyer format) as follows:

The Medicaid E&E Solution's BI capability includes the use of Oracle BIP and OBIEE. Medicaid E&E Solution will be enhanced by replacing Oracle's OBIEE with the IBM supported Cognos Business Intelligence module. Some of the key BI capabilities and infrastructure that the Medicaid E&E Solution delivers today are as follows:

**Section 3.4.6.2 The DHS Enterprise Platform and Component Reuse Requirements** (first bullet and 2<sup>nd</sup> paragraph on page 88) has been amended (in Ramseyer format) as follows:

- The architecture will make use of high performance, flexible, scalable Exadata and Exalogic hardware platform, and mature software tools such as Siebel Public Sector CRM, OPA, Web Logic application server and Oracle RDBMS (one each for Medicaid E&E and HAWI).

The DHS Enterprise Platform will continue to be architecture and implemented using multiple COTS software components and infrastructure technologies including Liferay Portal, Siebel Public Sector CRM, OPA, OFM, Oracle WebLogic, Oracle MDM Hub (Siebel UCM), OBIEE (at the moment), etc. OBIEE will be replaced with IBM supported Cognos Business Intelligence module.

**Section 3.4.6.2.8 Business Intelligence Components(s)** (first paragraph) has been amended (in Ramseyer format) as follows:

~~[The use of OBIEE and BIP for reporting and dashboards is “Preferred.”]~~

**Section 3.4.7.7 Roll-out the System and Go-Live** (last paragraph) has been amended (in Ramseyer format) as follows:

~~[DHS expects the Benefits Eligibility Solution to be rolled out to end users gradually and avoid a “big bang” roll out, however,]~~ DHS would prefer to retire HAWI early in the project to avoid running two systems in parallel.

**Section 4.3 Minimum Mandatory Qualifications** (first paragraph) has been amended (in Ramseyer format) as follows:

Vendors must demonstrate compliance with the below Minimum Mandatory Qualifications, aligned to the SOW the Vendor is submitting a Proposal, in Template T-1 – Cover Letter and Executive Summary. Vendor Proposals that do not meet the below Minimum Mandatory Qualifications will be categorized as “Unacceptable” (see Section [ ~~4.5~~ ] 4.4) and further evaluation of the Proposal will not be performed.

**Section 6.1.3 Contract Negotiation and Approval** has been amended (in Ramseyer format) as follows:

DHS will require the successful Vendor to participate in contract negotiations regarding the terms and conditions of the Contract within the scope of all Mandatory Response Templates. Upon resolution of the final negotiations, DHS will prepare a final Contract. ~~[If for any reason DHS and the apparent successful Vendor are unable to reach agreement of the terms and conditions of a contract, DHS may then proceed to negotiate a contract with the Vendor with the next highest rated Proposal.]~~ DHS may cancel negotiations entirely at any time at the exclusive discretion of DHS. The contract award is contingent upon both Federal and State of Hawaii reviews and approvals.

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

Cognos IBM's web-based, business intelligence and performance management software. Its capabilities include mining, analyzing, reporting, dashboarding, scorecarding and monitoring.

**Template T-1 Cover Letter and Exec Summary** (Section 7.0 Minimum Mandatory Qualifications, Table 3) has been amended (in Ramseyer format) as follows:

#	QUALIFICATION ITEM	DOES THE VENDOR MEET QUALIFICATION ITEM?		REFERENCE TO PROPOSAL RESPONSE SECTION
1	The ASI Vendor (Prime only) must have at least three (3) years' experience <u>in software development [with projects of similar size and scope to DHS]</u> that includes design, configuration, implementation and operation of an integrated <del>[eligibility and benefits management]</del> solution <del>[in the social services domain]</del> .	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
2	The ASI Vendor (Prime only) must submit at least three (3) references using Template T-3 to verify that ASI Vendor has experience in the design, development, implementation, maintenance and operations of at least three (3) solutions similar in size, complexity and scope to this procurement in the past five (5) years. To meet this qualification, the ASI Vendor must clearly show that each reference has either completed, or is in the process of completing, the DDI phase of a similar project in the past five (5) years.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
[3]	The ASI Vendor (Prime only) must <del>[have]</del> <u>disclose</u> annual revenue <del>[of at least \$100M. The ASI Vendor must include these]</del> details using Template T-2 – Vendor Experience.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

**Template T-9 Technical Requirements Approach** (Section 3.6.7) has been amended (in Ramseyer format) as follows:

### **3.6.7 Case Management and CRM**

Instructions: Describe the CRM and Case Management technologies and design approach supporting the Benefits Eligibility Solution application and the DHS Enterprise Platform. The ASI Vendor's response, at a minimum, must take the following topics into consideration while providing the details:

- How CRM will be leveraged for Benefits and Case Management
- Sharing CRM tools for tracking customer issues and complaints across the Department
- Improving search capabilities
- Enhancing scheduling and alert functionality
- Workflow and task management
- Administration
- Client-Centric information that allows for identification of a citizen and their family across programs and jurisdiction
- Managing complex and long running cases

~~[For Case Management and CRM, DHS has a preference to use the existing instance of Oracle Siebel CRM Public Sector as the standard tool for case management and CRM related functionality.]~~

If the ASI Vendor is proposing to use an alternative product, provide appropriate rationale and justification for the proposed technology component and approach.