



RICK SCOTT
GOVERNOR

JUSTIN M. SENIOR
SECRETARY

February 27, 2017

Prospective Vendor(s):

Subject: Solicitation Number: AHCA ITN 001-16/17

Title: Strategic Enterprise Advisory Services (SEAS)

Addendum No. 3

The enclosed information has been provided for consideration in the preparation of your response to the above mentioned solicitation.

All other terms and conditions of the solicitation remain in effect.

To the extent this Addendum gives rise to a protest, failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Sincerely,
Jennifer Barrett
Jennifer Barrett, Chief
Bureau of Support Services

Enclosures: Addendum No. 3 (8 Pages)
Questions and Answers (25 Pages)



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ADDENDUM NO. 3

Item #1

The 2012 MITA SS-A and the 2014 Updated MITA SS-A documents are provided at the following link:

<http://ahca.myflorida.com/Procurements/index.shtml>

Item #2

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 3**, Corporate Background and Experience, **SRC#3C**, Sanctions, the first paragraph, is hereby deleted in its entirety and replaced as follows:

The Respondent shall list and describe any sanctions levied against the Respondent, the Respondent's affiliates, its subsidiaries, its parent company, the affiliates and subsidiaries of its parent company, its affiliate's subsidiaries and subcontractors (handling sub-contracts related to consultant services when the sub-contracts are for \$250,000.00 or more annually), within the five (5) years preceding the date of its Response to this solicitation, that have been imposed by: 1) the Agency; 2) a Medicaid program in another state; 3) Medicare; 4) any Federal government regulatory body, regardless if the sanction was related to Medicaid; or 5) any regulatory body in any state, regardless if the sanction was related to Medicaid. The answer to this question shall include the company that the sanction was levied against, the state in which the sanction was levied, the type of sanction, including a statement indicating whether the sanction was administrative or non-administrative, the date of the sanction, the regulatory body issuing the sanction, the specific reason for the sanction, a description of the Contracts for which the sanction was levied (if the sanction was contractual), and the timeline, if applicable, to resolve or correct the deficiency for which the sanction was levied, or, if currently in dispute, indicate that the sanction is in dispute. An administrative sanction means the issue pertains to timeliness or the use of an incorrect format, i.e., report, deliverable or other required item submitted late or submitted in the wrong format. A non-administrative sanction means the issue pertains to performance in accordance with the contract scope of services, i.e., incomplete or inaccurate deliverable or services.

Item #3

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 3**, Corporate Background and Experience, **SRC#3D**, Terminated Contracts, is hereby deleted in its entirety and replaced as follows:

The Respondent shall state whether, in the five (5) years preceding the date of its Response to this solicitation, it has voluntarily terminated all or part of a contract under which it provided consultant services to a local, state, or federal government, or has had such a contract partially or fully terminated before the Contract end date with cause. If so, describe the Contract; the month and year of the Contract action; the reason(s) for the termination; the parties involved; and provide the address and telephone number of the client/other party. If the Contract was terminated based on the Respondent's performance, describe any corrective action taken to prevent any future occurrence of the problem leading to the termination. Include information for the Respondent as well as the Respondent's affiliates and subsidiaries and its parent organization and that organizations' affiliates and subsidiaries.

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Item #4

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4C**, Strategic Innovative Solutions, is hereby deleted in its entirety and replaced as follows:

Attachment B, Scope of Services, Section B.3., Services to be Provided by the Vendor, Sub-Section A., Advisory Services, provides an opportunity for the Respondent to propose best practices and innovative, cost-effective solutions and options for performing strategic enterprise advisory services that: (a) are not duplicative of the traditional Independent Verification & Validation (IV&V) services or other MES services, covered under separate Agency contracts; and (b) are beneficial to the Agency in completing the strategic enterprise advisory services described in this solicitation. The Respondent shall describe its proposed best practices and innovative, cost-effective solutions, and implementation experience to providing strategic advisory services.

Item #5

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4C**, Strategic Innovative Solutions, *Evaluation Criteria*, is hereby deleted in its entirety and replaced as follows:

The adequacy of the Respondent's proposed best practices and innovative, cost-effective solutions, and implementation experience to providing strategic advisory services.

Item #6

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4D**, Programmatic Advisory Services, **Item f.**, is hereby deleted in its entirety and replaced as follows:

- f. Approach to acquiring and implementing a non-proprietary or transferable commercial off-the-shelf (COTS) tracking tool or license for automatically tracking, maintaining, and updating MITA-related artifacts;

Item #7

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4D**, Programmatic Advisory Services, *Evaluation Criteria*, **Item 6.**, is hereby deleted in its entirety and replaced as follows:

6. *The adequacy of the Respondent's proposed approach to acquiring and implementing a non-proprietary or transferable commercial off-the-shelf (COTS) tracking tool or license for automatically tracking, maintaining, and updating MITA-related artifacts.*

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Item #8

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4D**, Programmatic Advisory Services, **Item x.**, is hereby deleted in its entirety and replaced as follows:

- x. Approach to implementing, maintaining and updating a non-proprietary tracking tool or transferable COTS product, or license for monitoring the progress of documentation and evidence required for CMS certification, addressing all requirements in **Attachment B**, Scope of Services, **Section B.5.**, Programmatic Advisory Services Domain, **Sub-Section D.**, Medicaid Enterprise Certification Management, **Item 6.**

Item #9

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4D**, Programmatic Advisory Services, *Evaluation Criteria*, **Item 24.**, is hereby deleted in its entirety and replaced as follows:

- 24. *The adequacy of the Respondent's proposed approach to implementing, maintaining and updating a non-proprietary tracking tool or transferable COTS product, or license for monitoring the progress of documentation and evidence required for CMS certification, addressing all requirements in **Attachment B**, Scope of Services, **Section B.5.**, Programmatic Advisory Services Domain, **Sub-Section D.**, Medicaid Enterprise Certification Management, **Item 6.***

Item #10

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4E**, Programmatic Innovative Solutions, is hereby deleted in its entirety and replaced as follows:

Attachment B, Scope of Services, Section B.3., Services to be Provided by the Vendor, Sub-Section A., Advisory Services, provides an opportunity for the Respondent to propose best practices and innovative, cost-effective solutions and options for performing strategic enterprise advisory services that: (a) are not duplicative of traditional Independent Verification & Validation (IV&V) services or other MES services, covered under separate Agency contracts; and (b) are beneficial to the Agency in completing the strategic enterprise advisory services described in this solicitation. The Respondent shall describe its proposed best practices and innovative, cost-effective solutions, and implementation experience to providing programmatic advisory services.

Item #11

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4E**, Programmatic Innovative Solutions, *Evaluation Criteria*, is hereby deleted in its entirety and replaced as follows:

The adequacy of the Respondent's proposed best practices and innovative, cost-effective solutions, and implementation experience to providing programmatic advisory services.

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Item #12

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4F**, Technical Advisory Services, **Item bb.**, is hereby deleted in its entirety and replaced as follows:

- bb.** Approach to acquiring and implementing a non-proprietary or transferable commercial off-the-shelf (COTS) data security tracking tool or license, addressing all requirements in **Attachment B**, Scope of Services, **Section B.6**. Technical Advisory Services Domain, **Sub-Section E.**, Enterprise Data Security, **Item 3.**;

Item #13

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4F**, Technical Advisory Services, *Evaluation Criteria*, **Item 28.**, is hereby deleted in its entirety and replaced as follows:

- 28.** *The adequacy of the Respondent's proposed approach to acquiring and implementing a non-proprietary or transferable commercial off-the-shelf (COTS) data security tracking tool or license, addressing all requirements in **Attachment B**, Scope of Services, **Section B.6.**, Technical Advisory Services Domain, **Sub-Section E.**, Enterprise Data Security, **Item 3.***

Item #14

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4G**, Technical Innovative Solutions, is hereby deleted in its entirety and replaced as follows:

Attachment B, Scope of Services, Section B.3., Services to be Provided by the Vendor, Sub-Section A., Advisory Services, provides an opportunity for the Respondent to propose best practices and innovative, cost-effective solutions and options for performing strategic enterprise advisory services that: (a) are not duplicative of traditional Independent Verification & Validation (IV&V) services or other MES services, covered under separate Agency contracts; and (b) are beneficial to the Agency in completing the strategic enterprise advisory services described in this solicitation. The Respondent shall describe its proposed best practices and innovative, cost-effective solutions, and implementation experience to providing technical advisory services.

Item #15

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), **Category 4**, Scope of Services Requirements, **SRC#4G**, Technical Innovative Solutions, *Evaluation Criteria*, is hereby deleted in its entirety and replaced as follows:

The adequacy of the Respondent's proposed best practices and innovative, cost-effective solutions, and implementation experience to providing technical advisory services.

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Item #16

Exhibit A-5A, Detailed Budget, is hereby deleted in its entirety and replaced with **Exhibit A-5A-1**, Revised Detailed Budget, attached hereto and made a part of this solicitation. All references in this solicitation to **Exhibit A-5A**, Detailed Budget, shall hereinafter refer **Exhibit A-5A-1**, Revised Detailed Budget.

Exhibit A-5A-1, Revised Detailed Budget, is available for Respondents to download at <http://ahca.myflorida.com/Procurements/index.shtml>.

Item #17

Attachment B, Scope of Services, **Section B.3.**, Services to be Provided by the Vendor, **Sub-Section C.**, Task Orders, **Item 1.**, is hereby deleted in its entirety and replaced as follows:

1. Excluding Initial Deliverables, the Vendor shall provide services described in this solicitation, which shall be authorized as task orders. The Vendor's work will be managed by the Agency Contract Manager who shall issue written authorization to work in the form of individual task orders. Each task order shall include: project or service requirements (scope of services); activities; activities the Vendor expects the Agency to perform; timelines; staffing plan; total allowable project costs, hourly rate, and hours breakdown for staff positions authorized to perform work on the task (consistent with **Exhibit B-I**, Staff Positions); and specific deliverables, milestones and delivery dates. Total allowable project costs shall not include travel costs. The Vendor is not authorized to initiate work on any task order prior to approval by the Agency. The Vendor is also not authorized to perform work on any task order beyond the services completion date as identified in the individual task order unless approved by the Agency. Task orders shall be paid by hourly rate and shall not exceed the hourly rate and number of hours authorized on the task order approved in advance by the Agency. The format and processes associated with task orders shall be developed during contract initiation activities.

Item #18

Attachment B, Scope of Services, **Section B.3.**, Services to be Provided by the Vendor, **Sub-Section C.**, Task Orders, **Item 3.**, is hereby deleted in its entirety and replaced as follows:

3. Unless otherwise stated in this solicitation, the Vendor shall assess completed initial deliverables on at least an annual basis or as directed by the Agency, in order to identify required revisions to such deliverables. Assessments of initial deliverables conducted on at least an annual basis or as directed by the Agency in order to identify required revisions shall be authorized as task orders. Proposed revisions to completed initial deliverables will be authorized as task orders.

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Item #19

Attachment B, Scope of Services, **Section B.3.**, Services to be Provided by the Vendor, **Sub-Section F.**, Pass-Through Items, the first paragraph, is hereby deleted in its entirety and replaced as follows:

The actual cost for electronic tools or applications, or licensure cost as specified in this solicitation shall be a pass through cost and shall be invoiced to the Agency. Services associated with the COTS tracking tools such as research, procurement, contract negotiation, installation, support and vendor management shall be authorized as task orders. The Vendor cannot add profit and overhead to these pass through expenses. Pass through items shall be delivered to the Agency within the first year of the Contract resulting from this solicitation, and ownership of the pass through items or license shall be transferred to the Agency upon payment by the Agency for the acquisition pass-through cost. **Table 2**, Pass Through Items below, provides the pass through items and the solicitation reference.

Item #20

Attachment B, Scope of Services, **Section B.5.**, Programmatic Advisory Services Domain, **Sub-Section A.**, MITA State Self-Assessment (SS-A) Updates and Tracking, **Item 6.**, is hereby deleted in its entirety and replaced as follows:

6. The Vendor shall acquire and implement a non-proprietary or transferable commercial off-the-shelf (COTS) tracking tool or license for automatically tracking MITA-related artifacts, subject to prior-approval by the Agency, and to be reimbursed by the Agency as a pass-through cost. The Vendor shall transfer ownership of the tracking tool or license to the Agency. The Vendor shall utilize the tracking tool for maintaining and updating MITA-related artifacts.

Item #21

Attachment B, Scope of Services, **Section B.5.**, Programmatic Advisory Services Domain, **Sub-Section D.**, Medicaid Enterprise Certification Management, **Item 6.**, is hereby deleted in its entirety and replaced as follows:

6. The Vendor shall implement, maintain, and update a non-proprietary tracking tool or transferable COTS product, or license for monitoring the progress of documentation and evidence required for CMS certification, subject to prior-approval by the Agency, and to be reimbursed by the Agency as a pass-through cost. The Vendor shall transfer ownership of the tracking tool or license to the Agency. The non-proprietary tracking tool shall be maintained and updated on the Agency's SharePoint repository. The Vendor shall document instructions for Agency use of the tracking tool. The Vendor shall deliver the non-proprietary tracking tool or license to support current and future CMS certifications.

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Item #22

Attachment B, Scope of Services, **Section B.6.**, Technical Advisory Services Domain, **Sub-Section E.**, Enterprise Data Security, **Item 3.**, is hereby deleted in its entirety and replaced as follows:

3. The Vendor shall acquire and implement a non-proprietary or transferable commercial off-the-shelf (COTS) data security tracking tool or license, subject to prior-approval by the Agency, and to be reimbursed by the Agency as a pass-through cost. The Vendor shall transfer ownership of the tracking tool or license to the Agency. The Vendor shall develop templates for managing cyber security and HIPAA incident/breach investigation and resolution management and reporting, in coordination with the Agency's Information Security Manager and the Agency's HIPAA Compliance Office, respectively.

Item #23

Attachment B, Scope of Services, **Section B.9.**, SEAS Management, **Sub-Section C.**, Deliverable Management, **Item 4.**, is hereby deleted in its entirety and replaced as follows:

4. In addition to specific deliverable requirements, all deliverables are subject to the following Approval Criteria:
 - a. The deliverable meets the Agency's requirement for timeliness meaning the deliverable is completed and submitted by the required due date;
 - b. The deliverable meets the Agency's requirement for completeness meaning the deliverable required components are present in the deliverable; and
 - c. The deliverable meets the Agency's requirement for accuracy meaning the deliverable conforms to the Agency-approved DED, as applicable, and the deliverable functions as expected and is fit for use.

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Item #24

Attachment B, Scope of Services, **Section B.9.**, SEAS Management, **Sub-Section D.**, SEAS Turnover, **Item 2.**, is hereby deleted in its entirety and replaced as follows:

2. The Vendor shall develop and document a SEAS Turnover Plan, due twelve (12) months before the end of the Contract term, to transition services to a new vendor or other designated entity at the end of the Contract term resulting from this solicitation. The development of the SEAS Turnover Plan shall be authorized as a task order. The Vendor shall develop and document its approach to the SEAS turnover and the SEAS Turnover Plan must include processes and procedures for the following:
 - a. Documenting inventory and migrating to an Agency-hosted SharePoint repository for any applicable documentation not stored on an Agency-hosted SharePoint repository at the time of turnover, including transferring any paper copies to electronic format for transfer, and shredding all remaining hardcopies;
 - b. Resource requirements for turnover and the retention of resources through the end of the resulting Contract term;
 - c. Off-boarding and on-boarding of transitioning resources;
 - d. Process shadowing to accelerate knowledge transfer;
 - e. Documenting skillsets and training needs required for transitioning resources;
 - f. Financial reconciliation of the resulting Contract, including liquidated damages, if applicable;
 - g. Project plan and activity list for the turnover activities; and
 - h. Proposed schedule for the turnover activities.

Item #25 – Technical Correction

The e-mail address in **Attachment A**, Instructions and Special Conditions, **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 10.b.**, is as follows:

solicitation.questions@ahca.myflorida.com

Item #26 – Technical Correction

Table 3 in **Attachment A**, Instructions and Special Conditions, **Section A.1.**, Instructions, **Sub-Section C.**, Response Evaluation, Negotiation and Contract Award, **Item 2.d.2)**, is named as follows:

TECHNICAL RESPONSE SCALE

**AHCA ITN 001-16/17
STRATEGIC ENTERPRISE ADVISORY SERVICES (SEAS)
QUESTIONS AND ANSWERS**

AGENCY REFERENCE NO.	VENDOR NAME	SOLICITATION ATTACHMENT IDENTIFIER	ATTACHMENT EXHIBIT IDENTIFIER (IF APPLICABLE)	SECTION/SUBSECTION CITE REFERENCE	PAGE NUMBER	QUESTION	ANSWER
1	Deltek					Has a timeline been set already for the IV&V services, and Systems Integrator Services RFP?	IV&V services are tentatively scheduled to begin at the time the SEAS Contract begins. The Systems Integrator (SI) solicitation is scheduled to be released after the SEAS Contract begins, and it is expected that the SEAS vendor will provide input into the SI solicitation.
2	Deltek					What other FMMIS Module Procurements should we expect and is it possible to list their estimated timelines?	<p>Please refer to the MES Procurement Strategy referenced with a link in Attachment B, Scope of Services, Section B.1., General Overview, Sub-Section A., Background.</p> <p>Please also refer to the CMS State Medicaid Director (SMD) letter no. 16-010 referenced in Attachment B, Scope of Services, Section B.1., General Overview, Sub-Section B., Purpose, for a list of potential modules.</p>
3	Seven Outsource					Whether companies from Outside USA can apply for this? (like, from India or Canada)	<p>In accordance with Exhibit A-2, Required Statements and Certifications, and Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section B., General Instructions for Response Preparation and Submission, Item 8., Mandatory Response Content, Sub-Item d., Exhibit A-2, Required Statements and Certifications, the following certification are required and must be submitted with the Response:</p> <p>Performance of Services – certifying that the Vendor shall make a documented good faith effort to ensure all services, provided directly or indirectly under the Contract resulting from this solicitation, will be performed within the State of Florida.</p> <p>Performance of Services - certifying that the Vendor shall ensure all services, provided directly or indirectly under the Contract resulting from this solicitation, will be performed within the borders of the United States and its territories and protectorates.</p> <p>In accordance with Attachment A, Instructions and Special Conditions, Section A.2., Special Terms and Conditions, Sub-Section K., Work Authorization Program, The successful Vendor shall only employ individuals who may legally work in the United States (U.S.) – either U.S. citizens or foreign citizens who are authorized to work in the U.S. In accordance with Attachment A, Instructions and Special Conditions, Section A.2., Special Terms and Conditions, Sub-Section P., Information Technology, Item 6., State-owned Data will be processed and stored in data centers that are located only in the forty-eight (48) contiguous United States.</p>

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AGENCY REFERENCE NO.	VENDOR NAME	SOLICITATION ATTACHMENT IDENTIFIER	ATTACHMENT EXHIBIT IDENTIFIER (IF APPLICABLE)	SECTION/SUBSECTION CITE REFERENCE	PAGE NUMBER	QUESTION	ANSWER
4	Seven Outsource					Whether we need to come over there for meetings?	Yes.
5	Seven Outsource					Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	<p>In accordance with Exhibit A-2, Required Statements and Certifications, and Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section B., General Instructions for Response Preparation and Submission, Item 8., Mandatory Response Content, Sub-Item d., Exhibit A-2, Required Statements and Certifications, the following certification are required and must be submitted with the Response: Performance of Services – certifying that the Vendor shall make a documented good faith effort to ensure all services, provided directly or indirectly under the Contract resulting from this solicitation, will be performed within the State of Florida. Performance of Services - certifying that the Vendor shall ensure all services, provided directly or indirectly under the Contract resulting from this solicitation, will be performed within the borders of the United States and its territories and protectorates.</p> <p>In accordance with Attachment A, Instructions and Special Conditions, Section A.2., Special Terms and Conditions, Sub-Section K., Work Authorization Program, The successful Vendor shall only employ individuals who may legally work in the United States (U.S.) – either U.S. citizens or foreign citizens who are authorized to work in the U.S. In accordance with Attachment A, Instructions and Special Conditions, Section A.2., Special Terms and Conditions, Sub-Section P., Information Technology, Item 6., State-owned Data will be processed and stored in data centers that are located only in the forty-eight (48) contiguous United States.</p>
6	Seven Outsource					Can we submit the proposals via email?	<p>In accordance with Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section B., General Instructions for Response Preparation and Submission, Item 7., Response Submission Requirements, Sub-Item d.1)b), Responses may be submitted via United States (U.S.) Mail, Courier, or hand delivery. Responses sent by fax or email will not be accepted.</p>
7	Grant Thornton, LLP					The PDF is password protected and we cannot copy text from it or convert it to a word document. Could you please provide a word version or a non-password protected PDF so that we can create the compliance matrix and outline for our proposal?	No.

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8	The North Highland Company, LLC	A	N/A	A.9. Restriction on Communications	5	Clarify that contact with employees and officers of executive or legislative branch are not allowed on Saturdays, Sundays and State Holidays during the procurement period.	Contact regarding the procurement is not allowed on any day.
9	The North Highland Company, LLC	A	N/A	A.13.a. Type of Contract Contemplated	7	Clarify if payment terms for task orders can be made upon task order completion or on a monthly basis based on hourly rates as opposed to on a quarterly basis.	Contract terms for invoicing may be discussed during the negotiation process.
10	The North Highland Company, LLC	A	N/A	A.14.d Term of Contract Renewal Payment Reduction	7	Clarify "It is Department policy is to reduce the overall payment amount by 5% during the period of Contract renewal ..." Does this mean 1) total renewal payments cannot exceed 95% of Base contract overall payments 2) vendor renewal rates will be reduced by 5% 3) subsequent renewal years payments will be reduced after the first renewal year 4) something else?	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Sub-Item 14.d. , if the resulting Contract is renewed, it is the Agency's policy to reduce the overall payment amount by the Agency to the successful Vendor by at least five percent (5%) during the period of the Contract renewal, unless it would affect the level and quality of services.
11	The North Highland Company, LLC	A	N/A	A.1.B.8.a	13	Please confirm there is no Exhibit associated with the Transmittal (Cover) Letter and the Respondent shall supply the Transmittal (Cover) Letter on its own letterhead.	That is correct.
12	The North Highland Company, LLC	A	N/A	B.8.d.1.b Certification Regarding Future Procurements	16	To prevent conflict of interest that could influence or undermine services provided, please consider including the requirement that vendors attest that they are not currently and will not until the end of the contract provide MMIS modules or MITA business aligned modules to other states.	Recommendation noted.
13	The North Highland Company, LLC	A	N/A	B.8.f.2 Exhibit A-4 Submission Requirements	20	The original form of Exhibit A-4 is in Microsoft Word format, however the submission requirements require submission in PDF format. Which format should the electronic copies of the form be submitted in to comply with "...the Form must be submitted in original format."	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , General Instructions for Response Preparation and Submission, Item 7.4b) , each electronic copy of the Technical Response (Exhibit A-4 , Submission Requirements and Evaluation Criteria Components) shall be submitted as a single Portable Document Format (PDF) that contains the complete Response. The PDF document must be searchable, allow printing and must not be password protected.
14	The North Highland Company, LLC	A	N/A	B.9 Optional Content Submission	22	Please clarify when in the ITN evaluation process the Agency will incorporate the preference for a Respondent who has implemented a Drug Free Workplace.	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , General Instructions for Response Preparation and Submission, Item 9. , Optional Response Content, where identical tie Proposals are received, preference shall be given to a Proposal received from a Respondent that certifies it has implemented a drug-free workplace program.

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15	The North Highland Company, LLC	A	N/A	B.9 Optional Content Submission	22	Is the Certification of Drug Free Workplace the only allowable Optional Content that can be submitted?	Please refer to Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , General Instructions for Response Preparation and Submission, Item 9. , Optional Response Content.
16	The North Highland Company, LLC	A	N/A	P.8 Network Monitoring	45	Is this provision only applicable if and when Vendor facilities are used to support Department Data Exchanges?	Refer to the Business Associate Agreement (Exhibit A-8).
17	The North Highland Company, LLC	A	N/A	P.10 Vendor Security Rating	46	Is this provision only applicable if and when Vendor facilities are used to support Department Data Exchanges?	No.
18	The North Highland Company, LLC	A	N/A	U. Smartphone Applications	50	Is this provision applicable to anticipated services under this contract? Is Vendor expected to or allowed to provide smartphone applications?	These provisions are applicable if the solutions need Smartphone applications and if contracted with the Agency.
19	The North Highland Company, LLC	A	N/A	V. Social Networking	50	Is this provision applicable to anticipated services under this contract? Is Vendor expected to or allowed to provide social networking applications?	These provisions are applicable if the solutions need a social media presence and if contracted with the Agency.
20	The North Highland Company, LLC	Exhibit A-4	N/A	Submission Requirements and Evaluation Criteria Components (Evaluation Criteria)	1	Please explain the difference between an attachment and supplemental information.	In accordance with Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Respondents shall name and label attachments to refer back to the number identifier for the respective SRC, as outlined in this Exhibit A-4 . Attachments must be included behind the respective SRC response. In accordance with Exhibit A-6 , Respondent Attestation for Response Submission, the Agency will not consider supplemental Response narrative for evaluation which is not contained within the Response Sections contained in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response).
21	The North Highland Company, LLC	Exhibit A-4	N/A	Submission Requirements and Evaluation Criteria Components (Evaluation Criteria)	1	Where would the vendor submit graphics such as an organization chart? Also, based on the answer as to where graphics will be submitted, will this be scored?	In accordance with Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Respondents shall name and label attachments to refer back to the number identifier for the respective SRC, as outlined in this Exhibit A-4 . Attachments must be included behind the respective SRC response. SRCs will be scored.

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22	The North Highland Company, LLC	Exhibit A-4	N/A	Submission Requirements and Evaluation Criteria Components (Evaluation Criteria)	1	Will attachments be scored?	In accordance with Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Respondents shall name and label attachments to refer back to the number identifier for the respective SRC, as outlined in this Exhibit A-4 . Attachments must be included behind the respective SRC response. SRCs will be scored.
23	The North Highland Company, LLC	Exhibit A-4	N/A	Submission Requirements and Evaluation Criteria Components (Evaluation Criteria)	1	What is the character limitation size within each SRC?	Unlimited.
24	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#3B - Experience	4	Please clarify your preference for the vendor to have both Public Sector and Private Healthcare/IT Experience.	The Agency will utilize the evaluation criteria stated in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 3 , Corporate Background and Experience, SRC#3B Experience, Evaluation Criteria, Items 1. through 5.
25	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#3B - Experience	4	Are you preferential to a vendor who brings experience in old MMIS certification as well as with new modular certification experience?	The Agency will utilize the evaluation criteria stated in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 3 , Corporate Background and Experience, SRC#3B Experience, Evaluation Criteria, Item 5.
26	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#3B - Experience	5	There is no evaluator guidance for items 2, 3, and 5. Will all area's which are being evaluated, have evaluator guidance, and if yes, can the Agency provide?	In accordance with Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), no points will be awarded for SRC#2 , Executive Summary and SRC#3A , Organizational and Structure History. Evaluators will utilize the information contained in the respective SRCs in order to score. In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Evaluation, Negotiation and Contract Award, Item 2. , Evaluation Criteria, Sub-Item d.1) , each Response determined to be in compliance with all mandatory criteria will be independently evaluated and awarded points based on the criteria and points scale indicated in Table 3 , Technical Response Scale, unless otherwise identified in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response).

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27	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#4B - Strategic Advisory Services	12	Please identify if stakeholders are internal to the agency only, or if stakeholders also includes external stakeholders to the agency. Please distinguish between internal and external stakeholders and indirect/direct stakeholders.	The stakeholders referenced in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 4 , Scope of Services Requirements, SRC#4B , Strategic Advisory Services, Items g. and h. , primarily includes internal Agency stakeholders directly related to Medicaid Enterprise Systems, and may include external stakeholders directly related to Medicaid Enterprise Systems.
28	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#4D.f COTS Tracking Tool	17	Please confirm response is to describe approach to acquire a tracking tool and should not propose a specific COTS in this response.	Submit the requirement stated in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 4 , Scope of Services Requirements, SRC#4D , Programmatic Advisory Services, Item f. , by describing the approach to acquiring and implementing a non-proprietary or transferable commercial off-the-shelf (COTS) tracking tool for automatically tracking, maintaining, and updating MITA-related artifacts.
29	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#4F.z Security Management	28	Please clarify if the Department expects the Vendor is to perform enterprise security management activities and operate security management systems using "the approach to enterprise security management for systems within MES..." defined by the Vendor.	Please refer to Attachment B , Scope of Services, Section B.6. , Technical Advisory Services Domain, Sub-Section E. , Enterprise Data Security. The Vendor is not expected to operate security management systems.
30	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#4F.bb Security Tracking Tool	28	Please confirm response is to describe approach to acquire a tracking tool and should not propose a specific COTS in this response.	Submit the requirement stated in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 4 , Scope of Services Requirements, SRC#4F , Technical Advisory Services, Item bb. , by describing the approach to acquiring and implementing a non-proprietary or transferable commercial-off-the shelf (COTS) data security tracking tool.
31	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#5.a Staffing Organization Chart	33	The required Exhibit 4 template does not allow inclusion of graphics, fonts within the response field. Please clarify the desired organization chart is to be a text based narrative description of the organization chart as opposed to a graphical depiction.	In accordance with Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Respondents shall name and label attachments to refer back to the number identifier for the respective SRC, as outlined in this Exhibit A-4 . Attachments must be included behind the respective SRC response. The organization chart should be an attachment.

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32	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#5.a Staffing Organization Chart	34	Will the Agency provide co-located space for the vendor at the Agency's location, or will the vendor be responsible for space to conduct daily work?	No. The Agency will not provide co-located space for the Vendor at the Agency's location. The Vendor will be responsible for providing space to conduct daily work for Vendor staff. Please refer to Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 5 , Staffing Requirements, SRC#5 , Staffing, Items e. and f.
33	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#10 Security Score	43	Please clarify if it is a requirement to submit a proposal that the vendor must have received a security rating score prior to submission of a response or if it is a requirement of the contract to receive a security rating score?	Attachment A , Instructions and Special Conditions, Section A.2. , Special Terms and Conditions, Sub-Section P. , Information Technology, Item 10. , requires the successful Vendor must annually obtain a security rating score from a vendor information security rating service which is approved by the Agency. The Respondent's Security Rating Score will be evaluated (Please refer to Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Responses), Category 10 , Security Rating Score Requirements, SRC#10 , Security Rating Score). If the Respondent does not submit an Agency approved Security Rating Score with its Response, the score for this SRC will be 0.
34	The North Highland Company, LLC	Exhibit A-5A	N/A	Pass-Through Costs	3	Are costs to include estimated or proposed costs of specific COTS product recommendations? Are costs to include software licensing, maintenance, installation, support and other costs attributable to expected COTS products?	Please see Addendum No. 3. Please submit the estimated costs of COTS tracking tools in the pass-through costs field in Exhibit A-5A-1 , Revised Detailed Budget, including all associated costs payable to the COTS vendor.
35	The North Highland Company, LLC	Exhibit A-5A	N/A	Pass-Through Costs	3	Will a vendor be disadvantaged by proposing a year one purchase cost that might be higher than a one year license cost?	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Evaluation, Negotiation and Contract Award, Item 2. , Evaluation Criteria, Sub-Item g. , Cost Proposal Evaluation, cost proposals will not be evaluated during the evaluation phase. The Agency will review and consider the cost proposals submitted by Respondents who are invited to negotiations during the negotiation phase for reasonableness and cost-effectiveness.

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36	The North Highland Company, LLC	Exhibit A-5A	N/A	Renewal Rates	4	Should renewal rates be net rates or be rates prior to described department policy in A.14.d of reducing payments by 5% during renewal period?	The Respondent shall propose its costs for the available renewal years as indicated in Exhibit A-5A-1 , Revised Detailed Budget. In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Sub-Item 14.d. , if the resulting Contract is renewed, it is the Agency's policy to reduce the overall payment amount by the Agency to the successful Vendor by at least five percent (5%) during the period of the Contract renewal, unless it would affect the level and quality of services.
37	The North Highland Company, LLC	Attachment A	N/A	A.2.P.10 Security Score	46	Is the security rating to be performed for the entire Vendor organization or for the Vendor project related organization, facilities, processes and infrastructure?	Ratings are based on the entire vendor organization.
38	The North Highland Company, LLC	Attachment A	N/A	A.2.P.10 Security Score	46	Is ISO 27001:2013 certification an adequate security rating to meet this requirement?	The ISO 27001:2013 is a certification, not a rating.
39	The North Highland Company, LLC	Attachment B	N/A	B.3.C.3.7 Deliverable Updates	7	Please confirm the Agency will create a Task Order for the Vendor to assess completed deliverables annually?	Please see Addendum No. 3.
40	The North Highland Company, LLC	Attachment B	N/A	B.3.F Pass-through Items	9	Please confirm services associated with pass-through items (procurement, contract negotiation, installation, support, vendor management) will be performed as contract services via a task order or defined contract deliverable.	Please see Addendum No. 3.
41	The North Highland Company, LLC	Attachment B	N/A	B.4.B.3 Strategic Planning Training	11	How many Agency stakeholders are to be trained and how many training sessions is the Vendor to provide?	The strategic planning training sessions described in Attachment B , Scope of Services, Section B.4. , Strategic Advisory Services Domain, Sub-Section B. , Strategic Planning, Item 3. , pertains to no more than fifty (50) stakeholders. The number of training sessions shall be proposed by the Vendor in the Enterprise Systems Strategic Planning Training Program (Initial Deliverable No. S-2), and in the proposed schedule for the strategic planning training sessions.
42	The North Highland Company, LLC	Attachment B	N/A	B.5.A.6 MITA COTS Tool	15	Is the transfer of ownership of the COTS tool to the Agency be made upon acquisition or as part of contract termination?	Please see Addendum No. 3.
43	The North Highland Company, LLC	Attachment B	N/A	B.6.E.4 Security Assessment	26	Please confirm the tools and analysis of MES and MES vendor security practices are to include application and infrastructure vulnerability assessment tools.	Please refer to Attachment B , Scope of Services, Section B.6. , Technical Advisory Services Domain, Sub-Section E. , Strategic Data Security, Item 4. The tracking tool will be used for the documented analysis of systems within the MES and MES vendor security policies and practices, which includes compliance of MES vendors' application and infrastructure vulnerability assessment tools with MES IT standards.

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44	The North Highland Company, LLC	Attachment B	N/A	B.9.D.2 SEAS Turnover	35	Please clarify that the SEAS Turnover Plan is to be developed at the end of the contract, but the execution of the plan is to begin 6 months prior to contract termination.	Please see Addendum No. 3.
45	The North Highland Company, LLC	Attachment B	N/A	B.11.B.3 Preclusions	40	To prevent conflict of interest that could influence or undermine services provided, please consider including the requirement that vendors attest that they are not currently and will not until the end of the contract provide MMIS modules or MITA business aligned modules to other states.	Recommendation noted.
46	The North Highland Company, LLC	Attachment A-4	N/A	SRC#4B - Strategic Advisory Services	12	Please provide information on the Agency's Sharepoint Repository with respect to organizational layout, use of metadata, and technical information for the platform.	Organizational layout will be determined at the resulting Contract begin date. The Agency does not have governance in place for metadata specifications for SharePoint. The platform is migrating to SharePoint 2013 in the near future. Currently, the platform is SharePoint 2010.
47	The North Highland Company, LLC	A	N/A	B.8.b.1)	14	The value of the Proposal Guarantee is significant and we appreciate and understand the importance of the SEAS engagement. Please consider reducing the value of the Proposal Guarantee.	No.
48	The North Highland Company, LLC	A	N/A	Section A.1., Instructions, Sub-Section C., Response Evaluation, Negotiation and Contract Award, Item 7., Insurance	31-32	Will the Agency accept modifications to Item 7b and 7c in order to comply with the Vendor's existing insurance policies? For example, with respect to Item 7b, Vendor's CGL policy will not contain a Hold Harmless in favor of the State of Florida but it does have a Waiver of Subrogation in favor of the State if it is required in a written contract. Additionally, with respect to Item 7c, Vendor's policies do not contain a provision that the insurance will not be cancelled "for any reason" and instead contain a provision that the insurance will not be terminated or non-renewed except after thirty (30) calendar days written notice. If Agency will accept modifications, how should Vendor document its proposed modifications in its Proposal?	No.

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49	The North Highland Company, LLC	A	A-8	Section I, The Vendor Hereby Agrees, Sub-Section N., Insurance	10-11	Will the Agency accept modifications to Item N2 and N3 in order to comply with the Vendor's existing insurance policies? For example, with respect to Item N2, Vendor's CGL policy will not contain a Hold Harmless in favor of the State of Florida but it does have a Waiver of Subrogation in favor of the State if it is required in a written contract. Additionally, with respect to Item N3, Vendor's policies do not contain a provision that the insurance will not be cancelled "for any reason" and instead contain a provision that the insurance will not be terminated or non-renewed except after thirty (30) calendar days written notice. If Agency will accept modifications, how should Vendor document its proposed modifications in its Proposal?	No.
50	The North Highland Company, LLC	A	N/A	Section A.2., Special Terms and Conditions, Sub-Section N., Patents, Royalties, Copyrights, Right to Data and Sponsorship Statement	41-43	Will the Agency accept modifications to Sub-Section N in order to tailor the language to protect Vendor's ownership of Vendor's (and its subcontractor's) pre-existing and/or independently developed materials that may be utilized during the engagement? If so, how should Vendor document its proposed modification in its Proposal?	No.
51	The North Highland Company, LLC	A	A-8	Section I, The Vendor Hereby Agrees, Sub-Section W 9.	15-18	Will the Agency accept modifications to Sub-Section W9 in order to tailor the language to protect Vendor's ownership of Vendor's (and its subcontractor's) pre-existing and/or independently developed materials that may be utilized during the engagement? If so, how should Vendor document its proposed modification in its Proposal?	No.
52	The North Highland Company, LLC	A	A-8	Section III, The Vendor and Agency Hereby Mutually Agree, Sub-Section C3., Preferred Pricing	22-23	Will the Agency accept modifications to Sub-Section C3 in order to tailor the language to make it more consistent with how Vendor does business. If so, how should Vendor document its proposed modification in its Proposal?	No.
53	BerryDunn	AHCA ITN001-16/17	Attachment B	Section F	9	What MITA Tracking, Medicaid Enterprise Certification Tracking, and Enterprise Data Security Tracking Tools does the Agency currently use?	The Agency does not currently use MITA Tracking, Medicaid Enterprise Certification Tracking, or Enterprise Data Security Tracking tools.

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54	BerryDunn	AHCA ITN001-16/17	Attachment B	Section A, #4	11	In Section A, number 4 of Attachment B, it states, "The Vendor shall provide any other report or analysis requested by the Agency." Does the Agency intend to use the task order process to request other reports or analyses beyond the deliverables in Section B, Table 1 of Attachment B?	Yes. In accordance with Attachment B , Scope of Services, Section B.3. , Services to be Provided by the Vendor, Sub-Section C. , Task Orders, Item 1. , excluding Initial Deliverables, the Vendor shall provide services described in this solicitation, which shall be authorized as task orders.
55	BerryDunn	AHCA ITN001-16/17	Attachment B	Section B, #3	11	How many stakeholders will participate in the initial strategic planning training sessions?	The strategic planning training sessions described in Attachment B , Scope of Services, Section B.4. , Strategic Advisory Services Domain, Sub-Section B. , Strategic Planning, Item 3. , pertains to no more than fifty (50) stakeholders.
56	BerryDunn	AHCA ITN001-16/17	Attachment B,	Section B, #4	12	How many stakeholders will participate in the bi-annual strategic planning training sessions?	The biannual strategic planning training sessions described in Attachment B , Scope of Services, Section B.4. , Strategic Advisory Services Domain, Sub-Section B. , Strategic Planning, Item 4. , pertains to no more than fifty (50) stakeholders.
57	BerryDunn	AHCA ITN001-16/17	Attachment B,	Section D, #3	19	Will the Agency create a task order for each project requiring certification management and support?	Yes. In accordance with Attachment B , Scope of Services, Section B.3. , Services to be Provided by the Vendor, Sub-Section C. , Task Orders, Item 1. , excluding Initial Deliverables, the Vendor shall provide services described in this solicitation, which shall be authorized as task orders.
58	BerryDunn	AHCA ITN001-16/17	Attachment B,	Section B.9, D	35	Does the Agency have a current contract with a Vendor or Vendors to perform similar services described in the Strategic Enterprise Advisory Services (SEAS) RFP? If so, when does this contract/contracts expire?	No.
59	BerryDunn	AHCA ITN001-16/17	Exhibit B-1		5	Please clarify if the Agency is looking for staff to develop new or modify existing applications?	In accordance with the Attachment B , Scope of Services, Section B.1. , General Overview, Sub-Section B. , Purpose, the Agency, through the Contract resulting from this solicitation, shall procure a Strategic Enterprise Advisory Services (SEAS) Vendor. The SEAS Vendor shall provide the expertise needed to develop the technical standards and propose solutions for the Medicaid Enterprise System (MES) in accordance with the CMS Conditions and Standards, including MITA 3.0, and provide strategic, programmatic, and technical advisory services for the Agency.
60	BerryDunn	AHCA ITN001-16/17	Attachment B,	Section B.5, A#3	15	In conjunction with the MITA SS-A, please describe the extent to which the current business process models and maps are complete.	The Agency completed the MITA State Self-Assessment (SS-A) in 2012 and completed an update in 2014.

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61	BerryDunn	AHCA ITN001-16/17	Attachment B,	Section B, Table 1	6	Please describe how much has changed in the current FMMIS since the last MITA SS-A update.	The Agency will provide a list of system changes implemented in the FMMIS since the last MITA SS-A update. The list will be posted on the Agency's website at http://ahca.myflorida.com/Procurements/index.shtml when it is available.
62	BerryDunn	AHCA ITN001-16/17	Attachment B,	Section B, Table 1	6	Will the Agency provide the most recent MITA SS-A to vendors interested in this RFP?	Please see Addendum No. 3.
63	BerryDunn	AHCA ITN001-16/17	Attachment B,	Section B, Table 1	6	Will the Agency consider extending the due date for the initial MITA SS-A deliverable (P1)?	Yes, Respondents invited to participate in negotiations may propose alternate due dates for Initial Deliverables.
64	BerryDunn	AHCA ITN001-16/17	Attachment A	Section B	14	Is there a specific bond form we should use?	No.
65	BerryDunn	AHCA ITN001-16/17	Attachment A	Section B	14	When would the bond get called in the event of termination by the vendor?	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Evaluation, Negotiation and Contract Award, Item 6. , Performance Bond, Sub-Item d. , should the successful Vendor terminate the resulting Contract prior to the end of the resulting Contract period, an assessment against the bond will be made by the Agency to cover the costs of issuing a new solicitation and selecting a new Vendor. The successful Vendor agrees that the Agency's damages in the event of termination by the successful Vendor shall be considered to be for the full amount of the bond. The Agency need not prove the damage amount in exercising its right of recourse against the bond.
66	BerryDunn	AHCA ITN001-16/17	Attachment A	Section B	14	What happens if the surety does not issue a subsequent bond? Does that constitute a loss under the prior bond?	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Evaluation, Negotiation and Contract Award, Item 6. Performance Bond, Sub-Item b. , the performance bond shall remain in effect for the full term of the resulting Contract, including any renewal period.
67	BerryDunn	AHCA ITN001-16/17	Attachment A	Section 6	31	What if the vendor decides to terminate the contract due to non-payment, project mismanagement by the state or any project vendor, or other conditions outside of the contract? Can there be conditions under which there is no assessment made against the bond?	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Evaluation, Negotiation and Contract Award, Item 6. , Performance Bond, Sub-Item d. , should the successful Vendor terminate the resulting Contract prior to the end of the resulting Contract period, an assessment against the bond will be made by the Agency to cover the costs of issuing a new solicitation and selecting a new Vendor. The successful Vendor agrees that the Agency's damages in the event of termination by the successful Vendor shall be considered to be for the full amount of the bond. The Agency need not prove the damage amount in exercising its right of recourse against the bond.

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68	BerryDunn	AHCA ITN001-16/17	Attachment A	Section X	60	We believe that liquidated damages are inappropriate in a professional services contract given the many checks and balances that are already in place to guarantee performance. Will the Agency be open to removing these clauses from the contract?"	No.
69	Ernst & Young LLP	Attachment B		B.2 Services Provided by the Agency	4 of 46	Will the Agency identify a key decision maker to work directly with the following roles: * SEAS director * Strategic Project Manager * Programmatic Project Manager * Technical Project Manager/Enterprise Architect	Yes, The Agency will identify staff to work directly with the Vendor's key staff at the time the resulting Contract begins.
70	Ernst & Young LLP	Attachment B		B.2 Services Provided by the Agency	4 of 46	What activities, roles, amount of time and deliverables (if any) does the Agency expect to be involved in beyond the role of review/approval in the following services: * Strategic Advisory Services * Programmatic Advisory Services * Technical Advisory Services * Procurement of system vendor(s)	The Agency will review, edit, provide Subject Matter Expert (SME) input, and approve all deliverables produced by the Vendor in the performance of strategic, programmatic, and technical advisory services, and procurement of system vendors.
71	Ernst & Young LLP	Attachment B		B.5 Programmatic Advisory Services Domain: B - Project and Program Management; 7	17 of 46	Can you clarify what the "broader program management efforts" are and how they may relate to SEAS Vendor services provided?	In accordance with Attachment B , Scope of Services, Section B.5. , Programmatic Advisory Services Domain, Sub-Section B. , Project and Program Management, Item 7. , the Vendor shall conduct project management activities in a manner that is coordinated with the Agency's broader program management efforts. In this context, "broader program management efforts" means Agency projects aimed at accomplishing Agency objectives. The Vendor shall ensure that project plans are integrated into the Agency's broader program management plans.
72	Ernst & Young LLP	Attachment B		B.6 Technical Advisory Services Domain - D	24 of 46	What expectations or limitations does the Agency have for the role it will play in the following activities described in Deliverable No. T-7: * Requirements * Design * Development and Integration * Implementation	The Agency will review, edit, provide Subject Matter Expert (SME) input, and approve Initial Deliverable No. T-7, Design and Implementation Management Standards.
73	Ernst & Young LLP	Attachment B		B.6 Technical Advisory Services Domain - D	24 of 46	What role will Agency resources have in testing activities? Specifically will Agency key decision makers review and sign-off of test plans, test scripts and test results; or will Agency resources be defining and executing User Acceptance Testing (UAT)?	Agency resources will participate in testing activities. Agency resources will review and approve test plans, test scripts and test results. The Agency reserves the option to define UAT test cases. The Agency does not anticipate that Agency resources will execute UAT.

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74	Ernst & Young LLP	Attachment A		8 Mandatory Requirements - C Financial Statements - 1.	15 of 65	Many privately held companies and partnerships do not release detailed financial statements, however, release other forms of financial information to evidence financial stability. This has previously been deemed responsive to other state agencies' procurement requirements. Considering the uniqueness of the financial structure of such entities, will the Agency accept these alternate forms of financial disclosure in lieu of detailed financial statements requested in this ITN, so as to ensure the broadest and most competitive pool of responses to the Agency's ITN?	The Agency will only accept financial statements that include income statement, balance sheet, statement of cash flows and notes to the financial statements. If audited financial statements are not available, unaudited statements can be submitted.
75	Ernst & Young LLP	Attachment A		8 Mandatory Requirements - C Financial Statements - 1.	15 of 65	Can you please identify the financial ratios or measures that will be used by the State CPA to determine "financial stability"?	Short-Term Ratios (Current Ratio, Cash Flow to Current Liabilities, and Working Capital) Long-Term Ratios (Long-Term Debt to Equity, Operating Cash Flow to Assets, Total Margin)
76	Ernst & Young LLP	Attachment A		8 Mandatory Requirements - C Financial Statements - 1.	25 of 65	Can you please provide your scoring metrics for what constitutes financial stability "Excellent, Above Average, Average etc." in Table 2?	There is not a set scoring metric. The scoring methodology gives equal weight to the ratios reviewed but there is no set ratio that is predetermined to result in a specific score. This is because the reviewer will consider not just the financial ratios but items in the notes to the financial statements, relative size of the procurement, and differences in ratios between year one and year two.
77	Cognosante Consulting, LLC	Exhibit A-4	Technical Response	Instructions	1	Certain SRC responses will necessitate responses beyond plain text (e.g., images for org chart), which are not allowed in the form field responses. Please confirm that (a) such content is to be submitted as attachment, and (b) inserting these either physically or electronically behind the appropriate SRC response is not considered a prohibited modification of Exhibit A-4. Is this correct?	(a) Confirmed. (b) As long as the terms of Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) are not modified or contradicted by the attachment.
78	CSG Government Solutions	N/A	N/A	N/A	N/A	Are KPMG, CSG Government Solutions, and/or North Highland precluded from contract award for this ITN based on work previously conducted for AHCA?	Please refer to Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , General Instructions for Response Preparation and Submission, Item 8. , Mandatory Response Content, Sub-Item d.1)h.

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79	CSG Government Solutions	A	Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response)	All	All	Will AHCA consider removing restrictive settings in the Microsoft Word "Response" form fields in Exhibit A-4? The current Exhibit A-4 Form Microsoft Word "Response" form fields allow only for plain text to be entered, which has the effect of reducing bidders' capability to more succinctly present their responses using things such as bolding, italics, bullet points, architecture diagrams, org charts, word tables, etc. (Note: We are not requesting a change to how the content must be presented as described in the ITN - just the form field settings.)	No.
80	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#4F.bb Security Tracking Tool	28	Please confirm response is to describe approach to acquire a tracking tool and should not propose a specific COTS in this response.	Submit the requirement stated in Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 4 , Scope of Services Requirements, SRC#4F , Technical Advisory Service, Item bb. , by describing the approach to acquiring and implementing a non-proprietary or transferable commercial off-the-shelf (COTS) data security tracking tool.
81	The North Highland Company, LLC	Exhibit A-4	N/A	SRC#10 Security Score	27,61	The Security Score component of the evaluation and the contract references an ambiguous or subjective criteria, i.e., "Top-tier" and tends to favor technical organizations who, as a core function, engage in IT related activities including, and not limited to: 1) application development; 2) technical integration; 3) hosting and other IT intensive services. The perspective of the required scope seems more consultative and advisory in nature. Notwithstanding good business practice (e.g., ISO 27001) and existing state and federal required compliance, please will the Agency consider eliminating the Security Score as an evaluated component and as a Performance Standard with Liquidated Damage. If the Agency will not remove the requirements, please will the Agency consider adding more specific language and clarification for "Top-tier" or include recognition for a common standard, e.g., ISO 27001.	ISO is a certification, not a rating. The rating score thresholds as described below would be considered. Security Scorecard is an 'outside-in' report card of the security risk posture of an organization. The platform continuously gathers security intelligence data and instantly grades companies from A to F across ten crucial security categories. Bitsight Security - Security Ratings, ranging from 250 to 900, are similar to consumer credit scores, with higher ratings indicating better security postures. Ratings are updated daily and presented via the BitSight Security Ratings Platform. Historical ratings and industry indices enable benchmarking and trend analysis. Alerts are generated upon significant changes in ratings, and actionable information is provided to mitigate risk.
82	Deloitte	Attachment A		A.1 Instructions; A. Overview; Item 13. a.	7 of 65	RFP states that variable and intermittent MES project related or ongoing tasks referred to as task orders, will be paid at an hourly rate on a quarterly basis. We request that payments be made on a monthly basis, 30 days from invoice date.	Contract terms for invoicing may be discussed during the negotiation process.

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83	Deloitte	Attachment A		A.1 Instructions; C. Response Evaluation, Negotiation and Contract Award; Item 2.b Financial Evaluation	25 of 65	We understand that the state is concerned about financial strength of the selected vendor; as such we recommend that criteria be made more specific to determine whether financial stability is excellent, or above average, or average, or below average, or inadequate.	Recommendation noted.
84	Deloitte	Attachment A	Table 4	A.1 Instructions; C. Response Evaluation, Negotiation and Contract Award; Item 2.d. Technical Response Evaluation	27 of 65	Experience currently has a Maximum Raw Score Possible of 25 and Weight Factor of 2. Given the critical nature of this stream of MES work to establish the standards and technologies which lie at the core of AHCA's modular MES solution, we highly recommend that Experience be considered at a level similar to Programmatic and Technical Advisory Services AND that Experience criteria be expanded to consider corporate experience in the integration of modular MMIS/MES including planning, design, architecture, and solutions.	Recommendation noted.
85	Deloitte	Attachment A		Performance Standards and Liquidated Damages	60 of 65	Will the Agency acknowledge and clarify that the referenced Performance Standards are those listed in Table 6 of Attachment A, Section X.7, and that the Agency and Vendor will agree on reasonable exemptions to the Performance Standards for circumstances beyond the Vendor's reasonable control?	Performance Standards and Liquidated Damages are described in Attachment A , Instructions and Special Conditions, Section A.2. , Special Terms and Conditions, Sub-Section X. , Performance Standards and Liquidated Damages; and Attachment B , Scope of Services, Section B.10. , Performance Standards and Liquidated Damages.
86	Deloitte	Exhibit A-4			1 of 43	The RFP requires vendors to submit their response utilizing AHCA's Word template which utilizes form fields that do not allow for graphics, tables, and other standard document development capabilities available in Word to provide a clear and understandable response. For such a critical vendor selection, we request that AHCA allow vendors to utilize the Exhibit A-4 structure, but remove the requirement to population responses in the form fields.	No.

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87	Deloitte	Exhibit A-4		RC#3B Experience	4 of 43	Given the critical nature of this stream of MES work to establish the standards, architecture, and technologies that lie at the core of AHCA's modular MES solution, we highly recommend that an item f. be added to include prime contractor's corporate experience in the integration of modular MMIS/MES solutions including module definitions, implementation roadmaps and planning, design and architecture, and technologies.	Recommendation noted.
88	Deloitte	Exhibit A-4		RC#3B Experience	5 of 43	Given the importance of the selected vendor's role in the implementation of AHCA's modular MES solution, we recommend that SRC#3B Evaluation Criteria items 1 through 4 include reference to MMIS/MES experiences as well as general technical and programmatic experiences.	Recommendation noted.
89	Deloitte	Exhibit A-4		SRC#3D Terminated Contracts	9 of 43	The scoring approach of "all or nothing" for this evaluation criteria unfairly provides advantages to vendors who perform a few low risk projects versus a vendor that contracts with many customers on high risk, complicated system integration and implementation projects. This approach actually increases the Agency's risk profile and may lead to the selection of vendors unable to architect, design, and manage multiple large scale module vendors and the integration of those solutions into the envisioned MES solution. Would the Agency clarify that the scope of this requirement is limited to those relevant to state government contracts?	Please see Addendum No. 3.
90	Deloitte	Exhibit A-4		SRC#4A Scope of Services Requirements	11 of 43	We would recommend that the evaluation criteria for Standards be expanded to include additional standard approaches and methods that have been proven in multi-vendor solution implementations and multi-vendor solution integration projects. Doing so will make this evaluation criteria more relevant to the needs of AHCA.	Recommendation noted.

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91	Deloitte	Exhibit A-4		SRC#4D Programmatic Advisory Services	17 through 23 of 43	The RFP asks for approaches and evaluates based on "adequacy" of response. Given the significant role of the SEAS Vendor, we recommend that the Agency also evaluate vendor response based on program management advisory skills and examples for each element of Programmatic Advisory Services so the Agency is able to select a vendor that has full insight to the complexities of a modular MES implementation.	Recommendation noted.
92	Deloitte	Exhibit A-4		SRC#4E Programmatic Innovative Solutions	24 of 43	Recommend that evaluation criteria be expanded to consider implementation experience of innovative programmatic solutions as well as proposing best practices and solutions.	Recommendation noted.
93	Deloitte	Exhibit A-4		SRC#4F Technical Advisory Services	25 through 31 of 43	The RFP asks for approaches and evaluates based on "adequacy" of response. Given the significant role of the SEAS Vendor, we recommend that the Agency also evaluate vendor response based on technical implementation skills and examples for each element of Technical Advisory Services so the Agency is able to select a vendor that has full insight to the complexities of a modular MES architecture and implementation.	Recommendation noted.
94	Deloitte	Exhibit A-4		SRC#4G Technical Innovative Solutions	32 of 43	Recommend that evaluation criteria be expanded to consider implementation experience of innovative solutions as well as proposing best practices and solutions.	Recommendation noted.
95	Deloitte	Exhibit A-4		SRC#10 Security Rating	43 of 43	<p>Please clarify the need for a security rating for the advisory services to be performed by the SEAS Vendor. Our understanding is that the SEAS Vendor will not host any of the envisioned MES solution for the Agency. Therefore, there is no technical environment to be rated.</p> <p>Alternatively, the Agency may wish to request information regarding a vendor's Certified Identity Management Professional (CIMP) program and/or assessment by independent organizations such as Gartner, Kennedy and Forrester.</p>	<p>Attachment A, Instructions and Special Conditions, Section A.2., Special Terms and Conditions, Sub-Section P., Information Technology, Item 10., requires that the successful Vendor annually obtain a security rating score from a vendor information security rating service which is approved by the Agency.</p>

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96	Deloitte	Exhibit A-5A		Detailed Budget - Pass-through Costs	3 of 5	We recommend that pass-through cost line items be added for project and program management tools; requirements traceability tools, configuration and change management tools; data modeling and management tools; etc. as well as associated hosting costs.	Recommendation noted.
97	Deloitte	Exhibit A		Section 8.d.1.c	17 of 65	We understand the Agency seeks a qualified vendor with the breadth of experience and financial stability to deliver the request services. To that end, would the Agency please clarify that it intends to follow the Invitation to Negotiate process and will negotiate the terms and conditions of the Agency Standard Contract?	In accordance with Exhibit A-2 , Required Statements and Certifications, and Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , General Instructions for Response Preparation and Submission, Item 8. , Mandatory Response Content, Sub-Item d.c) , the prospective Vendor, if awarded a contract resulting from this solicitation, will comply with all terms and conditions as specified in this solicitation and in the Agency Standard Contract, Exhibit A-8 .
98	Deloitte	Attachment B Scope of Services		B.2. Services Provided by the Agency	4 of 46	Item A states that the Agency will provide access to appropriate enterprise systems. Does this include the ability to host technologies needed to perform the roles defined in the SEAS RFP (e.g., project/program management tools, data modeling tools, requirements management tools, etc.)?	No. The Agency envisions that the Vendor's project/program management tools, data modeling tools, and requirements management tools and the Agency's tools will be maintained separately.
99	Deloitte			F. Pass-Through Items	9 of 46	We recommend that pass-through cost line items be added for project and program management tools; requirements traceability tools, configuration and change management tools; data modeling and management tools; etc. as well as associated hosting costs.	Recommendation noted.
100	Deloitte	Attachment B		B.4 Strategic Advisory Services Domain, B. Strategic Planning, Item 3	11	How many staff are expected to participate in the instructor-led sessions?	The strategic planning training sessions described in Attachment B , Scope of Services, Section B.4. , Strategic Advisory Services Domain, Sub-Section B. , Strategic Planning, Item 3. , pertains to no more than fifty (50) stakeholders.
101	Deloitte	Attachment B		B.4 Strategic Advisory Services Domain, B. Strategic Planning, Item 4	12	Will the strategic planning sessions conducted after the initial strategic training sessions be funded under a Task Order?	Yes. In accordance with Attachment B. , Scope of Services, Section B.3. , Services to be Provided by the Vendor, Sub-Section C. , Task Orders, Item 1. , excluding Initial Deliverables, the Vendor shall provide services described in this solicitation, which shall be authorized as task orders.
102	Deloitte	Attachment B		B.9 SEAS Management, C. Deliverable Management, Item 4 e	33	What are the Agency's requirements for completeness, timeliness and accuracy for each deliverable defined? Please provide a copy of these specifications.	Please see Addendum No. 3.

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103	Electronic Health Resources, LLC	General	N/A	N/A	N/A	Who are the AHCA Medicaid Planning and Research and PMO vendors?	The Research and Planning vendor contract with CSG Government Solutions began in August 2014 and ended on July 31, 2016. The Project Management Office (PMO) vendor contract with The North Highland Company began in December 2014 and ended on September 2, 2016.
104	Electronic Health Resources, LLC	General	N/A	N/A	N/A	The June 6, 2016 Medicaid Enterprise System Procurement Strategy document included the Enrollment Broker (Phase II) and Provider Enrollment and Management (Phase III) as part of the Medicaid Enterprise. Neither of these procurement/contracts is mentioned in the SEAS ITN. Is it safe to assume the SEAS contract does not have responsibilities for these two project or if the SEAS contractor does have responsibility a change/task order will be issued.	Please refer to the current Medicaid Enterprise System (MES) Procurement Strategy (November 2016) available at this website: http://ahca.myflorida.com/Medicaid/Operations/Fiscal/FA_Procurement_Activities.shtml . Please also refer to Attachment B , Scope of Services. During the term of the resulting Contract, the Vendor shall develop and document initial deliverables and shall perform variable and intermittent MES project-related or ongoing tasks, referred to as task orders. The Vendor shall also initiate MES projects and complete the project initiation documentation at the direction of the Agency, and utilize the enterprise governance structure to initiate and obtain a decision for proposed MES projects. The Vendor shall provide project management oversight for MES projects through Integration, Test, and Implementation Phases.
105	Electronic Health Resources, LLC	A.1.B.8.g	Attachment A	Exhibit A-5, Cost Proposal	20 of 65	Should the Cost Proposal be separately bound from the technical proposal? If yes, are we safe to assume the same instructions for the technical proposal should be followed; i.e. 3 ring binder, etc.?	No.
106	Electronic Health Resources, LLC	A.1.B.8.g	Attachment A	Exhibit A-5, Cost Proposal	21 of 65	Should the Cost Proposal be boxed separately from the technical proposal?	No.
107	Electronic Health Resources, LLC	A.1.C.2.a	Attachment A	Review of Mandatory Criteria	22 of 65	Should bidders include Table 1 - Mandatory Criteria Questions in the response?	No.
108	Electronic Health Resources, LLC	A.1.B.8.d.1.b	Attachment A	Certification Regarding Future Procurements	16 of 65	The ITN clearly states the selected SEAS contractor is prohibited from bidding on FUTURE Medicaid Enterprise procurements. Are the Planning and Research, the PMO or any other EXISTING Medicaid Enterprise vendors prohibited from bidding/responding to the SEAS ITN?	Please refer to Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , General Instructions for Response Preparation and Submission, Item 8. , Mandatory Response Content, Sub-Item d.1)h.
109	Electronic Health Resources, LLC	A.1.B.8.b.1	Attachment A	Original Proposal Guarantee	14 of 65	The \$2.5 Million proposal guarantee seems excessive. Would the State consider reducing or cancelling this requirement?	No.

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110	Electronic Health Resources, LLC	A.1.C.6.d	Attachment A	Performance Bond	31 of 65	Are we correct to assume the performance bond will only be used should the contractor terminate the agreement to cover the cost of a replacement procurement? If not, please provide more detail about when the Agency could assess the performance bond.	In accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Evaluation, Negotiation and Contract Award, Item 6. , Performance Bond, Sub-Item d. , should the successful Vendor terminate the resulting Contract prior to the end of the resulting Contract period, an assessment against the bond will be made by the Agency to cover the costs of issuing a new solicitation and selecting a new Vendor. The successful Vendor agrees that the Agency's damages in the event of termination by the successful Vendor shall be considered to be for the full amount of the bond. The Agency need not prove the damage amount in exercising its right of recourse against the bond.
111	Electronic Health Resources, LLC	A.2.G.6	Attachment A	Subcontracting	38 of 65	Please provide more detailed requirements for the "monitoring" and "reported results" of the subcontractor performance. What criteria should be monitored?	In accordance with Attachment A , Instructions and Special Conditions, Section A.2. , Special Terms and Conditions, Sub-Section G. , Subcontracting, Item 3. , the successful Vendor is responsible for all work performed under the Contract resulting from this solicitation. No subcontract that the successful Vendor enters into with respect to performance under the resulting Contract shall in any way relieve the successful Vendor of any responsibility for performance of its duties. The successful Vendor shall assure that all tasks related to the subcontract are performed in accordance with the terms of the resulting Contract. Please refer to Attachment A. , Instructions and Special Conditions, Section A.2. , Special Terms and Conditions, Sub-Section X. , Performance Standards and Liquidated Damages; and Attachment B , Scope of Services, Section B.10. , Performance Standards and Liquidated Damages.
112	Electronic Health Resources, LLC	A.2.G.7	General	N/A	N/A	Will the Agency accept an electronic signature as original for the electronic submission of the response forms?	Yes.
113	Electronic Health Resources, LLC	B.1.A	Attachment B	Background	3 of 46	What is your current MITA maturity score and what is the projected MITA maturity score when all of the MES projects are certified?	Please see Addendum No. 3.
114	Electronic Health Resources, LLC	B.2.B	Attachment B	Services provided by the Agency	4 of 46	It would be helpful to review the 2012 and 2014 to estimate the fixed price to update the SS-A. Please publish the 2012 and 2014 SS-As?	Please see Addendum No. 3.

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115	Electronic Health Resources, LLC	B.3.3	Attachment B	Services provided by the Vendor	5 of 46	Please provide additional detail concerning the Vendor "Current MITA Framework" deliverable. Please define the specific requirements; i.e. the current status of the MES MITA Framework or the CMS current MITA framework, the CMS certified MES MITA Framework, etc.	The current MITA Framework is the most recent version 3.0 released by CMS.
116	Electronic Health Resources, LLC	B.3.A.3	Attachment B	Advisory Services	5 of 46	Since this requirements states "ongoing strategic, technical and programmatic advisory services" should we assume that AHCA has completed the Medicaid Enterprise Certification Lifecycle (MECL) Planning and Initiation Phase, including the R1 Progress review? If so, will you provide the MITA/MMIS ConOps? If not, please provide detail of the current status of the Planning and Initiation Phase activities.	No. The Agency has not initiated any Medicaid Enterprise Certification Lifecycle (MECL) activities at this point. In coordination with the selected SEAS Vendor, the Agency will initiate the Planning and Initiation Phase activities. The description in Attachment B , Scope of Services, Section B.3. , Services to be Provided by the Vendor, Sub-Section A. , Advisory Services, Item 3. , of ongoing strategic, technical, and programmatic services refers to future MES projects initiated by the SEAS Vendor and approved by the Agency.
117	Electronic Health Resources, LLC	B.3.C	Attachment B	Task Orders	7 of 46	Are we correct to assume that task order do not require CMS approval?	Yes.
118	Electronic Health Resources, LLC	B.3.F/B.5.A.6	Attachment B	Pass Through Items/MITA SS-A Updates and Tracking	9 of 46/15 of 46	"and the ownership of the pass through items (TOOLS) shall be transferred to the Agency." How can a vendor pass-through a tool that is licensed? Does the Agency want the license transferred or the data contained in the tools transferred? Please provide detail concerning the transfer of ownership.	Please see Addendum No. 3.
119	Electronic Health Resources, LLC	B.4.B.6	Attachment B	Strategic Planning	12 of 46	Are we correct to assume the Agency's Concept of Operations is the MMIS ConOps not the MITA COO? If not please clarify.	No. The Agency's Concept of Operations referred to in Attachment B , Scope of Services, Section B.4. , Strategic Advisory Services Domain, Sub-Section B. , Strategic Planning, Item 6. , means the MITA Concept of Operations as described in the MITA Framework 3.0.
120	Electronic Health Resources, LLC	B.5.A.7	Attachment B	MITA SS-A Updates and Tracking	15 of 46	Will the Agency consider a MITA Tracking tool that contains a repository, if it meets the requirements defined in this citation?	Yes. The Vendor may propose this solution in response to Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 4 , Scope of Services Requirements, SRC#4E , Programmatic Innovative Solutions.
121	Electronic Health Resources, LLC	B.5.B.2	Attachment B	Project and Program Management	16 of 46	Please provide a list of the current "Agency's existing project management tools".	The Agency uses standard project management tools including Microsoft Project 2016 and SharePoint.

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122	Electronic Health Resources, LLC	B.5.D.6	Attachment B	Medicaid Enterprise Certification Management	19 of 46	Would the Agency consider the use of a cloud-based Certification tracking tool that contains a secure repository? If so, will the maintenance or updated in the Agency's SharePoint repository still be required?	Yes. The Vendor may propose this solution in response to Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 4 , Scope of Services Requirements, SRC#4E , Programmatic Innovative Solutions. The Agency will evaluate the need for the successful Vendor to maintain and update the SharePoint repository at the time of contracting if a proposed innovative solution is accepted by the Agency.
123	Electronic Health Resources, LLC	B.5.D.6	Attachment B	Medicaid Enterprise Certification Management	19 of 46	We cannot transfer the ownership of our proposed Certification tracking but we can transfer the license for the tool. Will the Agency consider this option? If not, will the agency accept and hard and soft copy of the data updated into the SharePoint Repository?	Please see Addendum No. 3.
124	Electronic Health Resources, LLC	B.7.B.3	Attachment B	Qualification Documentation Requirements	30 of 46	Are we correct to assume Key Personnel resumes are not submitted in the bidder's proposal response?	Please refer to Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 5 , Staffing Requirements, SRC#5 , Staffing, Item d . The Respondent shall provide the proposed key staff and all additional positions identified by the Respondent, including their name; qualification documentation requirements addressing all requirements in Attachment B , Scope of Services, Section B.7. , Vendor Staffing, Sub-Section B. , Qualification Documentation Requirements; physical location; working hours; and percentage of work time allocated to the Contract resulting from this solicitation. The Qualification Documentation Requirements include a resume including educational experience and work experience with detailed descriptions.
125	Electronic Health Resources, LLC	Exhibit A-4	N/A	Technical Response	2 of 43	Category 1: Table of Contents requires section heading and subheadings however the template does not allow a bidder to use common formatting structures including section headings or subheadings. Will the Agency modify the template to allow these functions?	No.
126	Electronic Health Resources, LLC	Exhibit A-4	N/A	Technical Response	1 of 43	Exhibit A-4 template responses are plain text only and does not allow the insertion of tables, graphic, or rich text (bold, underline, italics). Will the Agency modify to template to allow these functions?	No.

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127	Electronic Health Resources, LLC	Exhibit A-4	N/A	Technical Response	2 of 43	Exhibit A-4 template for categories 1 and 2 only has one response field. These two sections are very different in nature. Would the Agency consider adding a second response field to separate the Table of Contents from the Executive Summary?	No.
128	Electronic Health Resources, LLC	Exhibit A-4	N/A	Technical Response	1 of 43	Exhibit A-4 form fields have a maximum character allowance. Please provide the allowances for the fields. What should a bidder do if they reach the field limit before completing their response?	The form field allowance for the SRCs is unlimited.
129	Electronic Health Resources, LLC	Exhibit A-5 SRC#3A.b		Technical Response	3 of 43	This requirement requests a "corporate organizational chart" however the template does not allow a graphic. Should the bidder provide the corporate organization chart as an attachment? If not, please provide instructions how to submit the chart.	In accordance with Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Respondents shall name and label attachments to refer back to the number identifier for the respective SRC, as outlined in this Exhibit A-4 . Attachments must be included behind the respective SRC response. The organization chart should be an attachment.
130	Electronic Health Resources, LLC	Exhibit A-5 SRC#5a	N/A	Technical Response	33 of 43	This requirements request a "staff organization chart..." however the template does not allow a graphic. Should the bidder provide the staff organization chart as an attachment? If not, please provide instructions how to submit the chart.	In accordance with Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Respondents shall name and label attachments to refer back to the number identifier for the respective SRC, as outlined in this Exhibit A-4 . Attachments must be included behind the respective SRC response. The organization chart should be an attachment.
131	Electronic Health Resources, LLC	Exhibit A-5 SRC#5d	N/A	Technical Response	34 of 43	We assume the "name" is not a person's name but the additional position(s) job title. Please confirm. If not, are bidders expected to associate a person's name for the Key and associated positions?	The Respondent shall provide the person's legal name and must associate and propose a person's legal name for each of the key staff and additional positions identified by the Respondent.
132	Electronic Health Resources, LLC	Exhibit A-5	N/A	Detailed Budget	2 of 5	How should a bidder account for administrative support? For example, an Office Manager/Administrative Assistant is a necessary support person that will be shared across all deliverables?	A program and administrative support position is included in Exhibit B-1 , Staff Positions. Please refer to Exhibit A-5A-1 , Revised Detailed Budget. You may insert the program and administrative support position under the Staff Costs - Hourly Rates Section under the SEAS Organization Category.
133	Electronic Health Resources, LLC	Exhibit A-5	N/A	Detailed Budget	2 of 5	Should the hourly rate be quoted as an all-inclusive rate; i.e. include travel and living expense?	Please see Addendum No. 3.

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134	Electronic Health Resources, LLC	Exhibit A-5	N/A	Detailed Budget	3 of 5	How should a bidder account for required system administrator support for the required tools? Should the job title be added to the Staff costs on page 2 of 5? If not please provide instructions.	The Respondent shall propose staff in response to Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response), Category 5 , Staffing Requirements, SRC#5 , Staffing and Exhibit A-5A-1 , Revised Detailed Budget. Please refer to Exhibit B-1 , Staff Positions, Applications Development Analyst, Job #1250.
135	Electronic Health Resources, LLC	Exhibit A-5	N/A	Detailed Budget	5 of 5	If Office Space, Telecommunications, Travel and Other expenses are non-reimbursable items why is a bidder required to submit these costs?	The Agency desires transparency in the total cost of the Vendor's proposal, in order to identify efficiency and savings for the state.
136	Electronic Health Resources, LLC	Exhibit A-5	N/A	Detailed Budget	5 of 5	What travel expense should be quoted for non-reimbursable items? Please provide details of the what/how many trips should be included required travel costs.	Please see Addendum No. 3.