

DEPARTMENT OF HUMAN RESOURCES
REQUEST FOR PROPOSAL FOR
ASSET VERIFICATION SYSTEM SERVICES
FIA/AVS/17-001-S

QUESTIONS AND RESPONSES #1

Question 1: Does the State have a preference for a single solution heading both functional areas one and two or two separate solutions?

Response: The State has no preference for a single solution. Proposals in each of two functional areas will be evaluated separately from each other.

Question 2: The section where it says no alternate proposals; would that include not submitting any recommendations for enhancing the service based on the scope of work?

Response: RFP Section 1.12 provides that alternate proposals will not be accepted. The Offeror's proposal shall address each requirement in the Scope of Work and describe how its proposed services will meet or exceed each requirement. See RFP Section 4.4.2.6 for additional information.

Question 3: What are the normal operating hours for the help desk?

Response: Pursuant to Section 3.2.4 of the RFP, the help desk shall be available during Normal Operating Hours. Normal Operating Hours are defined at RFP Section 1.2(18).

Question 4: Is the State looking for any predictive analytics or decisions for tools that would essentially compare the data we find with the program limits, help the eligibility workers make decisions?

Response: The eligibility determination is made solely by the Department. There is no requirement in the RFP for any information to be compared against program eligibility requirements.

Question 5: Are there any requirements for the system you intend to procure to have been previously used and proven in other states?

Response: No, there is no requirement that the proposed services have been previously used in any other state. Please refer to Section 5.2 of the RFP for evaluation criteria relevant to this RFP.

Question 6: If an Offeror has more than 10,000 prior contracts with various state agencies, do you want all of them listed in the Proposal?

Response: Pursuant to RFP Section 4.4.2.10, the list of prior State contracts refers to prior contracts with the State of Maryland.

Question 7: Under Section 3.25, technical requirements for applications in both functional areas, section "E," auditing. The audit trail shall include type of event. Can you elaborate on "type of event?"

Response: Clarification. This requirement is in Section 3.2.5. "Type of Event" is a general term used to reference the categorization of the identification and authentication activities that must be logged. Examples of include access granted, access denied, bad password, etc.

Question 8: Is the State interested in proposals which include recommendations or additional data besides property and asset data? Additional data that could be used for help in the eligibility and decision making process? I'm thinking of some federal and State data sources that are available at almost no charge.

Response: The Offeror's proposal shall address each requirement in the Scope of Work and describe how its proposed services will meet or exceed each requirement. The Offeror, in its Proposal, should provide a Work Plan that includes the specific methodology and techniques to be used by the Offeror in providing the required services. If additional data sources are part of the Offeror's methodology and techniques, the data source should be described in the Proposal. See RFP Section 4.4.2.6 for additional information. Any costs for the use of the data should be incorporated into the Offeror's Pricing Proposal Form (Attachments F-1 and/or F-2), which provides that the "fully-loaded Fixed Unit Price per Successful Verification shall consist of all direct and indirect costs and profit for any and all work provided on a single verification."

Question 9: Would the State consider—because some of these federal and State data sources require an agency to essentially authorize the contractor to access those sources—would the State consider

authorizing the contractor to add additional, for example, property records through a federal data source?

Response: **The Department would consider whether to authorize a Contractor to use any specific data on behalf of the Department on an as-needed basis. In general, if an Offeror proposes to use an additional data source that requires prior State authorization, the Offeror's Proposal should contain a description of the data, an explanation how the use of the data is related to the scope of work defined in the RFP, and the terms of the authorization required by the data source.**

Question 10: Are there any MBE or VBE requirements for this procurement?

Response: **There are no MBE or VBE participation goals for this procurement. See Sections 1.33 and 1.41 of the RFP.**

Question 11: While we (conduct) annual SSAE 16 SOC 1 Type II independent assessments and comply with NIST/FIPS requirements, we expect to complete our SOC 2 Type II audit by September 2017. We do not maintain these certifications as of this writing. Is the State willing to consider a vendor with these current certifications and a scheduled SOC 2 Type II audit?

Response: **Reference Section 3.10 which outlines the audit requirements the successful Offeror will be responsible for upon contract execution. The SOC audit shall be completed within the 12 month period following Go-Live . The audit report must be submitted to the State Project Manager no later than 12 months following Go-Live and annually thereafter.**

Question 12: Is this a first time solicitation for services to obtain Asset Verification System (AVS) that will deliver electronic data of the liquid assets of Application for Medicaid benefits for aged, blind, or disable persons and Applicants for Medicaid benefits for long-term care? If yes, can the cost to build the AVS be included in the RFP? If this is not a first time procurement, who are the incumbents?

Response: **There is no incumbent currently providing the services defined in this RFP. The cost to build the AVS should be incorporated into the fully-loaded Fixed Unit Price provided in the Offeror's Financial Proposal. Please see the Financial Proposal Forms, Attachments F-1 and F-2, for additional information.**