

## Instructions

*DHSS IT Response Matrix* is the list of questions that prospective vendors must address. The question numbering matches the numbered sections in IT Reference A and IT Reference B. For each question where the Response Required Column is “Yes” refer to the reference section number in the corresponding IT reference document to find background material regarding the question. Provide answers to required questions either in the body of the vendor response to the RFP or the comments column of the spreadsheet. If the response is not entered in the comments column, use the “Page Number of Response” column to indicate where the response is located (document title, page, and paragraph or section

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.1.1.1	Please identify which time zones your will staff operate in. If this remains to be determined within the proposal, please identify all possibilities under consideration.	YES		
	Please identify the daily scheduled hours you plan to have your own staff working outside of the DHSS IT standard support hours defined in this section.	YES		
	Please identify daily scheduled hours you anticipate requiring support from DHSS IT, as well as the DHSS program staff, outside of the standard support hours defined in this section.	YES		
	Please confirm that you will include the final negotiated daily scheduled hours matrix and Offeror vs. State of Alaska holiday comparison table for your staff, DHSS IT staff, DHSS program staff, and any other contractual or stakeholder parties as a deliverable of the planned project activities.	YES		
3.1.2.1	What project operating daily scheduled hours do you anticipate for your staff, DHSS IT staff, and the DHSS program staff outside of the standard DHSS IT Project support hours defined in this section?	YES		
	Do you anticipate needing to periodically schedule project events outside standard DHSS IT Project support hours defined in this section?	YES		
	Please identify daily scheduled hours when your staff is unavailable to operate within the DHSS IT Project support standard hours. If this varies according to unit or individuals, please identify all distinct variations.	YES		
	Please confirm that you will include the final negotiated daily scheduled hours matrix and Offeror vs. State of Alaska holiday comparison table with agreed upon project down days for your staff, DHSS IT staff, DHSS program staff, and any other contractual or stakeholder parties as a deliverable of the planned project activities.	YES		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.1.3.1	If the proposal includes Offeror-managed operations phases, what support hours do you anticipate will be required of your staff, DHSS IT, and the DHSS program staff outside the standard DHSS IT support hours?	YES		
	Please confirm that you will include an Operations Support Model deliverable, with staffing requirements representing: (a) the final negotiated and agreed hours of operations for the production system, (b) the Offeror, DHSS IT and DHSS program support teams' responsibilities and hours, and (c) the system maintenance window.	YES		
	Please confirm you will include technical services training and knowledge transfer as part of the project prior to product implementation, and you will allow appropriate time for training necessary based on the complexity and contingencies necessary to support the product.	YES		
3.1.3.2	What support hours do you anticipate will be required of DHSS IT and DHSS program staff outside the standard DHSS IT support hours?	YES		
	Please confirm your understanding of DHSS IT and DHSS program staff availability outside the 7 a.m. to 5 p.m. AK Time hours.	YES		
	Please confirm that you will include an Operations Support Model deliverable, with staffing requirements representing: (a) the final negotiated and agreed hours of operations for the production system, (b) the DHSS IT and DHSS program support teams' responsibility and hours, and (c) the system maintenance windows.	YES		

# Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	If your proposed solution will require regular on-shift, after-hours system support, please state the lead times your schedule will provide for negotiating and agreeing on this support, as well as the lead times from the point of agreement to the point training for these positions commences. You may answer this question by referencing the appropriate work breakdown schedule (WBS) numbers, if your proposal includes a project plan.	YES		
3.2.1.1	Please confirm your readiness to review the IT elements of the final contract with DHSS IT, Procurement and Program representatives as part of contract negotiations.	YES		
3.2.2.1	Please identify the activities in your proposal that will support the DHSS IT Service Alignment Conference.	YES		
	Please identify the deliverables in your proposal that will document the agreed upon DHSS IT services and any gaps in those services.	YES		
3.2.3.1	Please identify the anticipated activities in your proposal that will support the DHSS IT Service Line Engagement and Planning Workshops.	YES		
	Please identify the deliverables in your proposal that will document the agreed upon schedule roadmap of service line engagements, the identified service line team members and the detailed action plans to address service line support gaps.	YES		
3.2.4.1	Please identify the anticipated activities in your proposal that will support the DHSS IT Service Line Management Processes and Tools Alignment.	NO		
	Please identify the deliverables where decisions about agreed upon alternate tools and processes – including synchronization processes – will be documented.	NO		
	Please describe your anticipated approach to completing Service Line Management Processes and Tools Alignment activities.	NO		
	Please describe your approach for re-aligning with DHSS IT Service Line Management Processes and Tools, if and when needed.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.2.5.1	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		
	Please acknowledge you have read the DHSS Engagement and Service Delivery Management Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.2.6.1	Please identify any elements of your proposed solution that will be fulfilled via Software-as-a-Service delivery models.	YES		
	Please acknowledge you have read the DHSS Engagement and Service Delivery Management Services and Standards section, and your proposal will meet all the requirements defined in this section for Software-as-a-Service delivery model scenarios.	YES		
3.4.1.1	Please describe the artifact version management processes you will employ during project execution. If you anticipate multiple processes based upon artifact type or repository, please distinguish each. Please include basic details about how you would anticipate reconstructing and redeploying a specific release using your artifact management processes, regardless of whom – the Offeror or DHSS – owns the code.	NO		
	Please indicate whether you intend to use the DHSS artifact version management repository	NO		
	If you do not intend to use the DHSS artifact version management repository, please explain your plan to convert the artifacts to the DHSS standard repository format and migrate the artifacts into the DHSS artifact version management repository.	NO		
3.4.2.1	Please identify and describe license agreements and 3 <sup>rd</sup> Party license requirements, as well as any software required to operate the proposed solution that is not included within the proposal.	NO		
3.4.3.1	Please identify what is covered for Guaranteed Access.	NO		
	Please identify what is not covered for Guaranteed Access.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.4.4.1	Please identify which components of your solution proposal have been developed independent of any federal grant funding in such a manner that federal rights do not apply.	NO		
	Please identify which components of your solution proposal have been developed, or will be developed in the scope of the proposal, using federal grant funding in such a manner that federal rights apply.	NO		
3.4.5.1	Please indicate you have read the data ownership requirement and that your proposal will comply with it	YES		
3.4.6.1	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		
	Please acknowledge you have read the DHSS Asset Management Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.4.7.1	If your proposal includes SaaS components, please identify all requirements your proposal does not intend to meet within the Asset Management Services and Standards. For each requirement you will not meet, please list the related SaaS components and describe why you will not meet the requirement.	NO		
3.4.7.2	Please acknowledge that the activities and costs to maintain State owned data in the SaaS, and to negotiate terms of data turnover are included in the scope of work and cost proposal.	NO		
3.5.1.1	What interfaces and data exchange processes do you anticipate implementing with the HIE? If you do anticipate implementing these processes, please describe how the proposed solution would transfer data to and from the HIE, as applicable.	YES		
	What interfaces, data exchange processes and services do you anticipate implementing via the DHSS Enterprise Service Bus (ESB)? If you do anticipate implementing these processes, please describe how the solution would transfer data using this method?	YES		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	Describe your architectural approach to transferring data sets to/from your system. Include both single-record/case and batch transfer scenarios.	YES		
3.5.2.1	Please indicate whether your proposed solution will include demographic records for individuals.	NO		
	Please indicate whether your proposed solution will integrate with the DHSS Master Client Index. If your solution will not integrate with the DHSS MCI, please indicate why.	NO		
	If your solution will integrate with the DHSS MCI, please describe your process to register and merge client demographic information records with the MCI. Include the technical approach and the high-level search, create, update, and synchronization procedures for managing MCI relevant demographic data in your solution.	NO		
3.5.3.1	Please describe at a high-level the finance, accounting, property-asset, and HR management functions your proposed solution addresses.	NO		
	Please describe the activities your proposal includes to avoid duplication of functionality, and to appropriately integrate with IRIS and ALDER.	NO		
3.5.4.1	Please indicate whether your solution can integrate with the DHSS Active Directory to support single sign on for DHSS Active Directory domain accounts. If your solution is a SaaS or managed COTS solution hosted externally, please state "SaaS" for this question and proceed to questions for 3.5.4.2	YES		
3.5.4.2	Please indicate whether your solution can integrate with the DHSS Active Directory Federation Services to support federated single sign on for DHSS Active Directory domain accounts. If your solution will be hosted on-premise in DHSS or State of Alaska datacenters, please answer "on-premise"	YES		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.5.5.1	If your solution does not readily fit into the DHSS IT infrastructure using Attachment D: Alaska Department of Health and Social Services IT Standards, propose what steps would be needed to change the DHSS infrastructure to accommodate and support your solution, or what 3 <sup>rd</sup> party infrastructure options you see as needed.	NO		
	What skills and expertise would be needed to support your proposed infrastructure?	NO		
	Provide a high level Technical Architecture Diagram for your proposed system.	NO		
	Provide the path for upgrade infrastructure patching to support your system and supported 3 <sup>rd</sup> party systems.	NO		
	For each non-DHSS standard software component in the proposed solution: (a) describe the purpose of the non-standard component, (b) propose a component in the DHSS IT standards that could be used instead of the non-standard component, (c) include an optional cost adjustment to implement the solution using that DHSS standard component within the cost proposal section of the RFP, (d) if there is no DHSS standard software component identified that meets the function of the non-standard component proposed, identify a Microsoft component that meets the purpose of the non-standard proposed component, (e) include an optional cost adjustment to implement the solution using that Microsoft component within the cost proposal section of the RFP, and (f) if no Microsoft component exists that meets the purpose of the proposed non-standard component, indicate there is no equivalent component available.	NO		
3.5.5.3	Please indicate how your software development methodology and activities will address the CWE/SANS Top 25 Most Dangerous Programmer Errors.	NO		
3.5.6.1	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		



## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	Please acknowledge you have read the DHSS Systems Integration and DDI Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.5.7.1	Please indicate whether your SaaS solution employs platform components that do not comply with DHSS IT Systems Integration and DDI Services and Standards.	NO		
	If you believe that federal rights do not apply to the non-compliant platform components in (a) of this section, please indicate why federal rights do not apply.	NO		
	If you believe federal rights apply and are proposing non-compliant platform components in 3.5.6.1.1 above, please supply an operational risk mitigation statement to address scenarios where DHSS must assume maintenance of the SaaS solution should you discontinue the service at a future date. This statement should identify what high-level activities DHSS would have to undertake to assume maintenance of the application, quantify how many non-compliant components would have to be maintained, and identify any known vendors at the time of proposal that this maintenance could be contracted out to.	NO		
3.6.1.1	Please identify the anticipated categories of technical and business administration tasks and activities DHSS will be responsible for when the solution is in production.	NO		
	Please identify the anticipated production phases/releases that will occur during the project.	NO		
	Please identify the anticipated technical services training programs you anticipate delivering that corresponding production phases/releases.	NO		
	Please indicate if you plan to provide a dedicated technical services training environment, or if this environment will be shared with other training, development or test activities.			

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	For each non-DHSS standard software component in the proposed solution, propose a DHSS staff training program and administration support model. In the model, include: (a) a 10 year projection of the estimated State of Alaska technical/IT administrative hours per year to support each component, and (b) projected costs of formally training at least 3 DHSS staff to administer each component. This projection should assume, as stated above, that DHSS staff will administer the software, and assume (1) a staff average turn-over rate of 1 staff person per year, and (2) refresh training at least every 2 years.	NO		
3.6.1.2	Please acknowledge you have read the authorized access requirement and will follow DHSS standard operation procedures and the transfer/notification requirement.	NO		
3.6.2.1	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		
	Please acknowledge you have read the DHSS Systems Operations and Administration Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.6.3.1	Please indicate whether your SaaS solution employs platform components that do not comply with DHSS IT Systems Operations and Administration Services and Standards.	NO		
	If you are proposing non-compliant components, and federal rights apply to these, please provide an operational contingency statement the State of Alaska can consider as a viable risk mitigation alternative to assuming the future operational risks.	NO		
	If you believe that federal rights do not apply to the non-compliant platform components in (a) of this section, please indicate why federal rights do not apply.	NO		

## Reference A Required Questions

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	If you believe federal rights apply and are proposing non-compliant platform components in 3.6.3.1 above, please supply an operational risk mitigation statement to address scenarios where DHSS must assume operations of the SaaS solution should you discontinue the service at a future date. This statement should identify what high-level activities DHSS would have to undertake to assume operations of the information system or application, quantify how many non-compliant platform components would have to be maintained, and identify any known vendors at the time of proposal that this operational support could be contracted out to.	NO		
3.7.1.3	Please describe how your proposal will comply with DHSS policies and procedures for record retention and disposal of sensitive information.	YES		
	Please outline the intended schedule of required storage increases due to record retention in your proposal.	YES		
3.7.1.4	Please describe your method for data destruction.	YES		
3.7.2.1	Please state at a high-level how your proposal will address and comply with each of the security control families identified in the table in this section.	YES		
	Please acknowledge you agree to complete the authorization package showing Offeror and system compliance with the Attachment H: Security Standards – NIST800-53 Controls requirements.	YES		
3.7.2.2	State how you will comply with testing and acceptance of the security controls.	YES		
3.7.2.3	State that you are willing to sign and conform to the terms of the DHSS Business Associate Agreement.	YES		
3.7.2.4	Please describe your risk mitigation strategy for ensuring the ATO is obtained prior to business deadlines. Please include your approach to identifying triggered risks and how this will be used in concert with DHSS business deadlines to mitigate risks and address schedule delivery issues.	YES		
3.7.3.1	Please describe how your proposal meets DHSS SPLUNK integration requirements.	YES		

# Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.7.4.1	Define the extract process for extracting the data and returning it securely to DHSS when requested.	YES		
	If your proposed solution leverages public or private data sources, describe how your solution will ensure that all data required to support DHSS business decisions is retained.	YES		
3.7.4.2	Define the minimum and maximum RPO and RTO capabilities your solution can support within the assumptions, scope and cost of your proposal.	YES		
	If there are cost-add RPO and RTO capabilities available that exceed the assumptions, scope and cost of your proposal, please identify what these options are.	YES		
3.7.5.1	Describe your ability and readiness to leverage existing DHSS security controls by integrating with DHSS systems via the DHSS ESB and/or the AeHN HIE. If integration is not required for your proposal, identify why it is not required.	YES		
3.7.6.2	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		
	Please acknowledge you have read the DHSS Information Security Compliance and Privacy Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.7.7.1	What physical security controls do you have in place for the environment in which you are hosting the solution?	YES		
	What security controls do you have in place for encryption?	YES		
	What is your security and operating system cycle for patching?	YES		
	How frequently do you roll out releases?	YES		
	What security controls do you have for your 3rd party plugins?	YES		
	Does this application allow user-defined file purge or archive of data criteria?	YES		
	What browsers are optimal for your solution (and version of browser), as well as those browser in which your solution performs poorly?	YES		
	What browser settings and add-ins will be needed for the solution?	YES		

# Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	What is the process for ensuring your application supports the latest browser versions as they are updated? How do you notify the user?	YES		
3.7.7.2	Does your proposal include information systems that manage confidential data?	YES		
	If confidential data will be managed, describe your auditing and logging solution and how it meets the requirement statements in this section.	YES		
	How does your solution handle logging and auditing? Specifically how are the data access, read, and write operations revealed, recorded, and available for procedural and forensic research?	YES		
	Does your application mask which specific user is accessing which data in the persistence store (database) through the use of service accounts or similar proxy accounts? If so, which logs can be used to correlate and identify the activities of specific user accounts to specific clients, cases and other confidential data?	YES		
	Has your application ever been integrated with SPLUNK in a prior installation of your solution?	YES		
3.8.1.1	Please indicate whether your proposed solution requires elevated privileges beyond a standard "User" level of privilege within the standard DHSS Enterprise Desktop operating system.	NO		
	Please identify any custom desktop software components or applications your solution requires to in order to fully function.	NO		
	If your solution includes custom browser controls, plugins or other desktop software, please indicate whether these will be owned and maintained by you, DHSS or a 3 <sup>rd</sup> party. If you or a 3 <sup>rd</sup> party will be maintaining these, please provide a statement that characterizes the existence and patching and upgrade support for the control(s) over the last 5 years.	NO		
	Please describe your approach to integrating each non-standard software component with the DHSS Enterprise Desktop.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.8.1.2	Please identify the DHSS standard web browser brand and version your proposal supports. If the browser you identify reduces functionality of your proposed solution, please summarize the functional degradation.	NO		
	Please identify end-of-life milestones for the identified browser occurring within 12 months of end of your proposed implementation schedule. If end-of-life milestones are scheduled within this period, include in your proposal a plan to upgrade to a supported browser version of DHSS choice.	NO		
	Please include in your cost proposal the optional contingency cost of one unanticipated browser compatibility version upgrade for the components of the proposed solution where you own the code or are responsible for maintaining it.	NO		
3.8.1.3	Please identify at a functional level all dependencies and uses of desktop productivity software by your proposed solution and indicate whether the DHSS standard supported desktop productivity suite and version is fully compatible with all required functions of proposal. If the DHSS desktop productivity suite reduces functionality of your proposed solution, please summarize the functional degradation.	NO		
	Please identify end-of-life milestones for the desktop productivity suite and version identified occurring within 12 months of end of your proposed implementation schedule. If end-of-life milestones are scheduled within this period, include in your proposal a plan to upgrade to a DHSS supported desktop productivity suite version of DHSS choice.	NO		
	Please include in your cost proposal the optional contingency cost of one unanticipated desktop productivity suite compatibility version upgrade for the components of the proposed solution where you own the code or are responsible for maintaining it.	NO		
3.8.1.4	Please describe the process and method for updating and synching Desktops with any 3 <sup>rd</sup> party desktop software components that must be installed or configured on end user desktops.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.8.2.1	Please describe the activities your proposal includes to support mobile device endpoint integration.	NO		
3.8.3.2	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		
	Please acknowledge you have read the DHSS Enterprise Desktop and Mobility Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.8.4.1	Please indicate whether your SaaS solution employs desktop components that do not comply with DHSS IT Enterprise Desktop Services and Standards.	NO		
	If you believe that federal rights do not apply to the non-compliant desktop components in (a) of this section, please indicate why federal rights do not apply.	NO		
	If you believe federal rights apply and are proposing non-compliant desktop components in section 3.8, please supply an operational risk mitigation statement to address scenarios where DHSS must assume operations of the SaaS solution should you discontinue the service at a future date. This statement should identify what high-level activities DHSS would have to undertake to assume operations of the information system or application, estimate how many non-compliant desktops would have to be maintained, and identify any known vendors at the time of proposal that this operational support could be contracted out to.	NO		
3.9.1.3	For each custom, installable software component required by the solution, identify the component and what year it was internally developed?	NO		
	Describe how the complete solution will meet security requirements outlined in section 3.7 above.	NO		
	If Collaboration business services are included in the proposal, identify the technical components that support these services.	NO		
	If Business Information Management business services are included in the proposal, identify the technical components that support these services.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	If Master Data Management business services are included in the proposal, identify the technical components that support these services.	NO		
	If Reporting and Business Intelligence business services are included in the proposal, identify the technical components that support these services.	NO		
	If System Integration business services are included in the proposal, identify the technical components that support these services.	NO		
	If Job Scheduling business services are included in the proposal, identify the technical components that support these services.	NO		
	If Data-persistence/repository business services are included in the proposal, identify the technical components that support these services.	NO		
	If Domain, Directory, Authentication, Policy business services are included in the proposal, identify the technical components that support these services.	NO		
	If Host Intrusion Prevention, Policy, Anti-virus business services are included in the proposal, identify the technical components that support these services.	NO		
	If Audit-logging business services are included in the proposal, identify the technical components that support these services.	NO		
	If Host Operating System business services are included in the proposal, identify the technical components that support these services.	NO		
	If Security Policy and Compliance business services are included in the proposal, identify the technical components that support these services.	NO		
	If Application Lifecycle Management business services are included in the proposal, identify the technical components that support these services.	NO		
	For any other business services included in the proposal, but not listed above, identify the business service(s) and related the technical components that support those services.	NO		



## Reference A Required Questions

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	For each of the custom components developed in the scope of the proposal: (a) what is the current general release and version number? (b) when was it available for release? (c) what are the current update, upgrade and patch release cycles? (d) does this component contain any 3rd party software that is required? If so, indicate all 3rd party products and if we need to obtain additional contracts or support, (e) does this component allow user-defined file purge or archive of data? (f) is the component scalable – will it allow addition facilities or organizations within the Department to use it and allow separation of data?	NO		
3.9.1.4	If your solution does not readily fit into the DHSS IT infrastructure and platform using the DHSS Hosting and Datacenter Service Standards section of IT Reference D - DHSS Information Technology Standards, include in your proposal the steps needed to change the DHSS infrastructure and platform to accommodate and support your solution, including any 3 <sup>rd</sup> party infrastructure and platform options you see as needed.	NO		
	Describe skills and expertise would be needed to support your proposed infrastructure and platform.	NO		
	Provide a high level Technical Architecture Diagram for your proposed solution.	NO		
	Describe the approach for upgrading and patching all infrastructure and platform components required to support your proposed solution, including both custom solution components developed under the proposal and supported 3 <sup>rd</sup> party components.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	For each non-DHSS standard software component in the proposed solution: (a) describe the purpose of the non-standard component, (b) propose a component in the DHSS IT standards that could be used instead of the non-standard component, (c) If there is no DHSS standard software component identified that meets the function of the non-standard component proposed, identify a Microsoft component that meets the purpose of the non-standard proposed component, and (d) if no Microsoft component exists that meets the purpose of the proposed non-standard component, indicate there is no equivalent component available.	NO		
	For each non-DHSS standard software component in the proposed solution, propose a DHSS staff training program and administration support model. In the model, include: (a) a 10 year projection of the estimated State of Alaska technical/IT administrative hours per year to support each component, and (b) costs of formally training at least 3 DHSS staff to administer each component. This projection should assume, as stated above, that DHSS staff will administer the software, and assume (1) a staff average turn-over rate of 1 staff person per year, and (2) refresh training at least every 2 years.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	For all non-DHSS standard software components in the proposed solution: (a) include an optional cost adjustment to your proposal to implement the solution using DHSS standard components within the cost proposal section of the RFP, (b) if there is no DHSS standard software component identified that meets the function of the non-standard component proposed, include an optional cost adjustment to your proposal to implement the solution using a non-DHSS standard Microsoft software component within the cost proposal section of the RFP, and (c) if no Microsoft component exists that meets the purpose of the proposed non-standard component, include an optional cost adjustment to your proposal to work with DHSS IT to implement the non-standard software components in the DHSS environment, develop procedures for administering the components, and subcontract professional training for at least 5 DHSS staff in administering, operating and maintaining the non-standard component	NO		
3.9.2.2	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		
	Please acknowledge you have read the DHSS Hosting and Datacenter Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.10.1.1	Given the State WAN and Bandwidth constraints what performance degradations do you see if any that will impact the use of your solution?	NO		
	If there are performance issues, what mitigation would you propose?	NO		
	Identify the services within your solution that require communications outside the State WAN and, for each service indicate whether communications are initiated from inside the WAN, outside the WAN, or both inside and outside the WAN.	NO		

## Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
3.10.2.1	Please identify any elements of your proposed solution that will be hosted outside of DHSS datacenters.	NO		
	Please acknowledge you have read the DHSS Wide Area Network, Telecommunications and Perimeter Security Services and Standards section, and your proposal will meet all the requirements defined in this section for DHSS managed off-site hosting scenarios.	NO		
3.11.1.1	<b>How does your application address and meet ADA compliance?</b>	YES		
3.12.2.1	Explain how the system provides modularity such that functionality changes can be made to the system independent from the base functions and deployed without affecting custom functionality within the base system.	NO		
	Explain how the proposed system is built on a Service Oriented Architecture (SOA) so that functionality is divided into smaller components and similar services are or can be shared.	NO		
	Explain how the system will be developed with the use of a defined Software Development Lifecycle (SDLC) methodology such that there are distinct, well-defined phases for Inception through Closeout. Describe the methodology that will be used (Waterfall, Agile, etc.) and provide details about each phase of the SDLC.	NO		
	Describe your use of a Business Rules Engine (BRE) as either a shared service or functionality such that the solution can act as the central repository of rules for the solution.	NO		
3.12.3.1	Provide written response that demonstrates an understanding of the CMS Seven (7) Standards and Conditions and the Department's IT Technology Standards (See IT Reference D).	NO		
	Explain how the proposed system is in adherence to and alignment with the CMS Seven (7) Standards and Conditions and the Department's IT Technology Standards (See IT Reference D) .	NO		
3.12.4.1	Identify all industry standards relevant to the Scope of Work for this project.	NO		
	Identify how the project will incorporate the standards identified above in the Scope of Work.	NO		

## Reference A Required Questions

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3.12.5.1	Identify services included in the proposed solution that can be exposed for reuse by the Department's existing enterprise systems.	NO		
	Describe the process required for the proposed solution to reuse existing Department enterprise shared services to meet requirements of this RFP, describe impacts to the proposed project schedule and budget compared with using services included in the proposed solution.	NO		
	Describe the process required to expose services included in the proposed solution for reuse by existing Department systems, include impacts to the proposed project schedule and budget if services are exposed for sharing.	NO		
	Estimate the impact to the Department's existing enterprise architecture, including the BizTalk ESB and the level of effort required if services included in the proposed solution are exposed for reuse.	NO		
3.12.6.1	Explain the requirements process to be used for this project.	NO		
	Explain the requirements traceability to be used for this project.	NO		
3.12.7.1	Describe how the proposed system will produce transaction data, reports, and performance information required for program evaluation, continuous improvement in business operations, and transparency and accountability.	NO		
	Describe the type and details of data provided by the proposed system that enables oversight, administration, evaluation, integrity, and transparency.	NO		
3.12.8.2	Identify areas of the proposed system that provide <b>foundational</b> interoperability, as applicable to the Scope of Work, and describe how the system provides this functionality.	NO		
	Identify areas of the proposed system that provide <b>structural</b> interoperability, as applicable to the Scope of Work, and describe how the system provides this functionality.	NO		
	Identify areas of the proposed system that provide <b>semantic</b> interoperability, as applicable to the Scope of Work, and describe how the proposed system provides this functionality.	NO		

Reference A Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	Describe the proposed system’s ability to interface with federal data services hubs, if applicable to the Scope of Work.	NO		
	Describe the proposed system’s interoperability with health information exchanges (HIEs), if applicable to the Scope of Work.	NO		

## Reference B Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
1.2.1	Scope Management			
a	State how project and product scope will be managed	YES		
b	State how the Business Requirements Analysis will be performed;	YES		
c	State how Traceability will be done for the WBS deliverable requirements to deliverable acceptance	YES		
d	Provide the Preliminary Work Plan - Work Breakdown/Requirement Breakdown Structure to include: 1) Anticipated Individual project resources by (Contractor, DHSS business, DHSS IT); 2) Anticipated external resource Dependency requirements; 3) Anticipated Effort required for each resource;	YES		
e	Note: If this is an Agile methodology – state how the Requirement Breakdown Backlog (Initiatives, Features, Product Backlog Items (PBIs) with anticipated effort and anticipated velocity), and Release Plan will be managed; 1) State the number of states anticipated for an iteration; 2) State what number of releases are anticipated, the number of iterations and effort expectations; 3) State what resource expectations are anticipated per iteration for contract and DHSS staff; 4) State what velocity expectations you have for DHSS staff.	YES		
1.2.2	Schedule/Task Management			
a	State how the schedule will be managed;	YES		
b	State how you propose Task assignments will be made and tracked;	YES		
c	Note: 1) Internal DHSS IT Developer resources are managed with Team Foundation Server Scrum Template; 2) Internal DHSS IT Infrastructure resources are managed by Service Desk Requests; 3) Propose how you will coordinate with the DHSS project manager to use these resources if DHSS IT resources are needed;	YES		
d	Propose how you will coordinate the overall master schedule;	YES		

## Reference B Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
e	State how Tracking Traceability for Requirements to acceptance for schedule Milestones will be managed;	YES		
f	State what method you will use for Progressing of work	YES		
g	Note: If an Agile methodology is being used 1) State what the boundaries are and what ceremonies will be established for vision, release, iteration and stand up and how they will be used; 2) State what the number of anticipated iterations for Milestones and buffer iterations and how the management of the product backlog be handled against the overarching goals.			
		YES		
1.2.3	Change Management			
a	State how you anticipate Scope, Cost, and Schedule Changes will be managed;	YES		
b	State how Task Discovery Clarification updates that are deemed in scope will be handled.	YES		
1.2.4	Risk Management			
a	Identify any known risks, assumptions, constraints based on this proposal request and your experience with a similar project;	YES		
b	State what method will be used for tracking known and unknown risks and how these risks. if they occur, will be managed and progressed to resolution.	YES		
1.2.5	Issue Management			
a	State how you will handle issue identification, tracking, resolution, and escalation;	YES		
b	State how you will address concerns that may not appear to be issues.	YES		
1.2.6	Quality Management			
a	State how quality will be managed;	YES		
b	State how Traceability for Requirements to acceptance will occur;	YES		
c	State your anticipated Testing and Acceptance process;	YES		
d	If you are using Test Driven Design state how your testing, requirements, and documentation process will be handled;	YES		
e	State your anticipated Training for product process;	YES		
f	State your Training for Maintenance and Operation support.	NO		
1.2.7	Staffing Management			



Reference B Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
a	State what the anticipated roles and responsibilities and subcontractor management are;	YES		
b	State that the Contractor has submitted resumes for all contract resources assigned to the project to the state project manager;	YES		
c	State if the proposed contract resources change at the time of award or during the life of the project the contractor will submit those new resource resumes;	YES		
d	State what assumptions of the DHSS roles and responsibilities and anticipated DHSS resources are;	YES		
e	State what DHSS resource dependent activities are needed for the contractor effort to be successful;	YES		
f	State what assumptions you have about skills and support needs you have for DHSS Staff support;	YES		
	1) Note: DHSS IT standard operation support hours are 7:00 AM to 5:00 Alaska Anchorage Time Zone;			
	2) State what expectations do you anticipate for after work hour support for the project, including Roll out, and post support.	YES		
1.2.8	Communication Management			
a	State how communication will be managed between contractor, project resources, and impacted project stakeholders;	YES		
b	State how you will use DHSS IT Project SharePoint Site for Collaboration and document versioning;	YES		
c	State how notifications and escalation will be handled.	YES		
1.2.9	Implementation Management			
a	State what Integration Dependencies you anticipate;	YES		
b	State how you will manage the implementation;	YES		
	1) Note: DHSS IT standard operation support hours are 7:00 AM to 5:00 Alaska Anchorage Time Zone;			
c	State what expectations you anticipate for after work hour support for implementation;	NO		
d	State how you anticipate Maintenance and Operations to be managed after rollout;	NO		
	1) Note: DHSS IT standard operation support hours are 7:00 AM to 5:00 Alaska Anchorage Time Zone;			
	2) State what expectations you anticipate for after work hour support.	NO		
1.2.10	Master Project Management Plan and Master Work Schedule			

## Reference B Required Questions

SECTION	Question	Response Required	Page Number of Response	Comments (if necessary)
	<i>Note: The high level narrative is required for the proposal; the updated more detailed Plan is required as part of the project deliverables as part of the Planning phase of the project.</i>			
a	State that you will provide the updated Master Project Plan and Master Work Schedule as part of the project deliverables. Those deliverables are noted in the following sections;	YES		
b	If alternative processes to any deliverable process areas below in the Master Project Plan and Master Work Schedule are proposed then state those alternatives as they must be defined in your proposal.;	YES		
c	The preliminary Master Project Work Plan/Schedule should be included with the proposal per Section 6.03 as part of the answer to the Project Methodology.	YES		
2.1.	Provide the Preliminary Work Plan <i>The Master Project Management Plan includes the following areas:</i>			
a	Scope Planning (Section 3.1)	YES		
b	Schedule, Tracking, Change, Risk, and Issue Management Planning (Planning Section 3.2)	YES		
c	Quality (Project and Product) Planning (Section 3.3)	YES		
d	Communication, Stakeholder, and Staffing Management Planning (3.4)	YES		
e	Execution and Monitoring Activities (Section 4)	YES		
f	Closing and Handoff Planning (Section 5)	YES		
g	Post Closure and Handoff (Section 6)	YES		
	Additional Plans related to Planning Section 3	YES		
h	Product Design/Configuration Roadmap (Section 3.1.2)	NO		
i	Security Plan (see IT Requirements section 3.7.2)	YES		
2.2	Master Project Work Plan Schedule The Master Project Work Plan/Schedule should include the high-level milestone timetable regardless of the project management methodology.	YES		
	If an Agile methodology, the anticipated iterations backlog should be provided for the anticipated Feature target dates for milestone release delivery. Provide the backlog that supports the Feature target dates and the anticipated release dates, the standard iteration length, number of iterations per release, anticipated effort.	YES		