

ASPEN IT Enhancement and Support Services

RFP # 22-630-4000-0006

RESPONSES TO QUESTIONS

| | RFP SECTION | SECTION TITLE | PAGE | OFFEROR'S QUESTION | HSD'S RESPONSE |
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| 84. | B.3.B | ASPEN Maintenance and Operations | 35 | What is the current yearly M&O cost for the applications in scope (ASPEN, WorkPath, NM Service Connect, ASPEN Impacts, and ASPEN Insights)? | Please reference current contract with amendments in the procurement library for the costs of specific deliverables. |
| 85. | Appendix J | | 174 | Can HSD confirm the ESB product that is part of the HHS2020 platform and if that is to be used by the vendor for integrating ASPEN with HHS2020? | The ESB product that will be used in HHS2020 is RedHat FUSE. Contractor will be expected to integrate with this product. |
| 86. | Appendix H - | C.10 System Patch and Upgrades Management; Requirements 82 – 88 | 47 | Are COTS upgrades part of the M&O scope in this RFP? If so, can HSD confirm if COTS upgrades are also in the M&O scope of the current vendor's contract? | <p>All tools are licensed to the State; contractor is responsible for ensuring license compliance with regard to number of installations deployed related to number licensed and for ensuring COTS products are kept up to date with patches and updates.</p> <p>Nimsoft, Oracle Enterprise Manager and AWS cloud watch are used for monitoring infrastructure. Atlassian tools (Jira, and Confluence) are used project tracking. Jama is used for requirements.</p> <p>Please see the file Deliverable A4_Technical Architecture Plan-Appendix O ASPEN COTS Versions_v1.3 and Deliverable A4_Technical Architecture Plan_v3.0 in the procurement library.</p> |
| 87. | B.3.C | Decoupling ASPEN to integrate with HHS2020 | 36 | RFP Section B.3.C states <i>"The Contractor shall create a new user interface for eligibility related processes and workflows that exist within the ASPEN system in the</i> | Offerors are expected to include the need to integrate ASPEN with the Unified Portal through the system integrator platform in their proposals. As of this writing the timeline for |

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| | | | | <p><i>Department's internal portal provided by the Salesforce platform."</i></p> <p>Along with this reference, the RFP references "internal portal" in several places. Can HSD please confirm the "internal portal" refers to the Salesforce platform and it is the responsibility of the selected contractor to design, develop, and implement the new ASPEN user interface using the Salesforce platform in this contract?</p> | <p>that work is 5/24/23-6/26/24. The Contractor shall create a new user interface for eligibility related processes and workflows that exist within the ASPEN system in the Department's internal portal provided by the Salesforce platform. The new user interface will conform to requirements and standards determined by the Department and must simplify and streamline the work that eligibility workers and other users of the system perform. The current ASPEN system is fraught with complex data entry screens and manual workflows. The new user interface, provided by the internal portal and built by the Contractor, shall automate much of the work for users and leverage out of the box capability from the Salesforce platform.</p> |
| 88. | Appendix D | Cost Response Form | 115 | <p>The Evaluation Criteria/Factors indicates the bidder with the lowest total cost will receive the most amount of points in the cost evaluation. This would seem to negatively impact those vendors who provide more enhancement hours for use by HSD to enhance ASPEN during the life of the contract. If the vendor provides more enhancement hours for HSD to use, it increase its bid cost, and negatively impacts their score. This would encourage vendors to include the least number of enhancement hours in their submission, in order to be competitive in cost proposal scoring. It</p> | <p>No prescriptive number of hours will be specified. The proposal that is most advantageous for the state may not always be the absolute lowest cost.</p> |

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| | | | | <p>would also constrain the State's hours at its disposal for enhancements.</p> <p>In order for the State to get an apples-to-apples comparison across bids, can HSD specify an amount of hours that vendors should price for the Enhancement category? This will allow the State to truly see which vendor is the least expensive and award points accordingly.</p> | |
| 89. | Section B.1 | Organizational Experience, item a) | 34 | <p>RFP Section B.1.a states "<i>The experience of all proposed subcontractors must be described.</i>"</p> <p>If a vendor uses subcontractors in a staff augmentation role (i.e., a separate, contractual scope of work is not delineated for a subcontractor and they report as member of the contractor's team), does subcontractor's experience need to be provided in Section B.1.a?</p> | Subcontractor experience can be included but it is not required. |
| 90. | III. RESPONSE FORMAT AND ORGANIZATION | | 29 | <p>The RFP states "<i>All information for the Technical Proposal must be combined into a single file/document for uploading</i>" as part of the submission to upload using the Bonfirehub portal. Within the portal, Offerors must also upload four compliance documents individually, which include: Financial Stability, Performance Surety Bond, Letter of Transmittal (Appendix E), and the Contribution Disclosure Form (Appendix B). Can HSD please confirm</p> | Yes please upload these items as specified even if they are duplicated in different sections. |

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| | | | | each of these four (4) documents uploaded separately must also be part of the full single file/document submitted as part of the Technical Proposal? | |
| 100. | Appendix G | A.4 Batch Management | 134 | Within RFP Appendix G, the last requirement for A.4 Batch Management before A.5 Reports Assessment doesn't contain a requirement ID. Can HSD please confirm if Offerors should associate and reference a requirement ID when responding for Batch Quality Management? | Please label it as batch quality management. |
| 101. | | | | What is the estimated funding source, or budget for this project? | Funding will be determined later in the RFP and contract process. ASPEN related work involves both state and federal funding. |
| 102. | | | | Has funding been secured, or is that expected to take place at a later date? | Funding will be determined later in the RFP and contract process. ASPEN related work involves both state and federal funding. |
| 103. | | | | Is this a new requirement? Or is there an incumbent vendor providing these services? If so, what is the contract number, vendor name, and term of the contract? | Please reference existing contract for details on what is currently being provided. |
| 104. | | | | Is there a timeline for when this project must be started or awarded? | The contract will be awarded by the end of calendar year 2022 so that work can begin in January 2023. |