

Question and Answer II
Eligibility Verification System (EVS)
DHMH OPASS # 17-17402
December 14, 2016

<u>Date</u>	<u>Assigned Number</u>	<u>Question</u>	<u>Answer</u>
11/30/16	Revised #5	Can projects that perform as a subcontractor count towards the minimum requirement? For certain projects we were the subcontractor so would that experience count towards one of the three years of experience	<p>The requirement is three systems, and not three years of experience. For each system, the experience must include design, development, implementation and hosting. Experience as a subcontractor on one or more system can be counted towards an Offeror’s minimum qualifications. However, the experience must meet all of the stated criteria. Specifically, the subcontractor must have designed, developed, implemented and hosted the system; the system must have been implemented within the last five years; and the subcontractor must have hosted and maintained the system for at least three years. Finally, the Offeror shall provide a reference from the system’s owner for which the services were provided to attest to the experience of the subcontractor.</p>
11/30/16	Revised #6	Will our subcontractor’s past performance also meet as one of the minimum requirements for the three years’ experience?	<p>REVISED ANSWER:</p> <p>An Offeror can meet requirements, including minimum qualifications, either directly or through subcontractors. An Offeror who relies on subcontractor experience to meet minimum qualifications must show that the experience of the subcontractor meets all of the stated criteria. Specifically, the subcontractor must have designed, developed, implemented and hosted the system; the system must have been implemented within the last five years; the subcontractor must have hosted and maintained the system for at least three years; and the Offeror shall provide a reference from the system’s owner for which the services were provided to attest to the experience of the subcontractor. Additionally, the Subcontractor shall be identified and a complete description of the role included in the Offeror’s Proposal.</p>

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12/1/2016	27	Page 29, Section 2.1.1, Offeror Minimum Qualifications – We have implemented systems as a subcontractor, can those projects be used to meet the offeror minimum requirements?	See answer in question # 5.
12/1/2016	28	Page 29, Section 2.1.1, Offeror Minimum Qualifications – If we team with a partner, can some of our subcontractor’s past performance or experience be used to meet the offeror minimum requirements?	See answer in question # 6.

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12/1/2016	29	Page 29, Section 2.1.1, Offeror Minimum Qualifications – Does hosting of systems at a customer’s facility meet the offeror minimum requirements? SII hosts on-premise primarily at customer’s facility, does that meet with the intentions of the RFP?	No.
12/1/2016	30	Page 32, Section 3.3.3.2 D, EVS/IVR Solution Minimum Requirements – Is the offeror responsible for the toll-free number charges?	Yes.

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12/1/2016	31	Page 32, Section 3.3.3.2 J, EVS/IVR Solution Minimum Requirements – Can the system be hosted in a cloud at a third-party site such as Amazon Web Services (AWS) or will the system have to be at the offeror’s facility? Assuming the answer to question (3) is needs to be off-premise, would you consider AWS or another hosted partner of yours meet the requirements?	See answer in question # 4. DHMH does not have a hosted partner.
12/1/2016	32	Page 39, Section 3.3.8.3, Disaster Recovery – Will a system switch over (i.e. backup system is in the same location as the primary system) meet the requirements for disaster recovery or does the offeror have to have a backup system in a different geographic area?	See answer in question # 14.

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12/1/2016	33	Page 161, Attachment X, Customer Application Summary Report – Please provide the maximum number of concurrent calls at any given time.	See answer in question # 11.
12/1/2016	34	Can you please provide the call-flows for the current EVS/IVR application?	See answer in question # 19.

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12/1/2016	35	Does the DHMH own the source code of the current EVS/IVR application? If so, then what development environment or language was the application developed in?	No.
12/1/2016	36	Who is the incumbent?	See answer in question # 2.

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12/1/2016	37	Who is the incumbent?	See answer in question # 2.
12/1/2016	38	To support our abilities to respond appropriately, we request that the proposal deadline to be extended to January 31, 2017.	The extended due date is January 17, 2017. See addendum #1.

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12/5/2016	39	Can you please describe what has happened to drastically change the (call) volume? Are there other services, such as internet or mobile applications, which have offloaded the other 83% of the call volume?	In addition to the telephonic system, DHMH has a web based EVS system.