

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
<i>Example</i>	<i>Page 7, section 1.15, C</i>	J. Vendors may submit multiple bid	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15, J</i>
1	Page 17, exhibit 3	Anticipated Future Modules *First year for anticipated future modules will entail a full comprehensive assessment, followed by a three-year partial assessment cycle as outlined above. Dates are TBD. Core Medicaid Management Information System (MMIS) New Decision Support System (DSS) Electronic Visit Verification (EVV) System Managed Care Patient-Centered Medical Home (PCMH) Provider Enrollment Customer Service Center Prior Authorization and Utilization Review (PA/UR) *This system is related to beneficiary needs determination and is not related to security and privacy assessments.	Patient-Centered Medical Home (PCMH) is listed as an Anticipated Future Module. What specific application is considered the module for PCMH?	<p>The PCMH module is now live. However, this does not change the assessment schedule listed in RFP Exhibit 3, AME Modules Requiring Security and Privacy Assessments. PCMH will be considered among the modules that may be assessed, subject to the maximum expected assessments per year indicated in Attachment E, Cost Proposal Template.</p> <p>The PCMH solution is an off-the-shelf solution that hosts and operates metrics tracking and an analytic portal. The analytic portal performs as an analytic engine for configuring, implementing, and tracking a metric-based performance system to track provider performance in PCMH and other programs.</p> <p>The solution has one interface for providers, and a separate interface for DHS and DHS-contracted customer service staff.</p> <p>The solution interfaces and is interoperable with the Arkansas Medicaid Management Information System (MMIS), and other DHS user systems.</p>
2	Page 12, Section 1.25	Technology Access	Would the department please confirm that this section does not apply to this procurement given it is a service delivery and not a product?	If the bidder's solution does not include a technology product that would be used by DHS employees, Medicaid beneficiaries, or Arkansas citizens, this section does not apply.
3	Page 13, Section 1.26	The Contractor's solution must comply with the State's shared Technical Architecture Program, which is a set of policies and standards that can be viewed at: https://www.dfa.arkansas.gov/intergovernmental-services/state-technology-cost-analysis/architecture-compliance/ .	Can the department please clarify the compliance requirements? The link provided does not seem to indicate policies and standards.	If the winning bidder proposes a solution, the solution will be subject to oversight and approval during the contract period by the Department of Transformation and Shared Services (DTSS) Division of Information Systems (DIS) and/or by DHS.
4	Page 18, Section 2.3 B	Minimum Qualifications	Our organization brings extensive experience with security assessments, implementation and operations. Given this background, will the State be open to considering both our broader assessment experience (E.g., NIST 800-53, HIPAA, FedRAMP, SOC 2 Type 2) and MARS-E experience in lieu of the six (6) MARS-E assessment requirement in the past five (5) years?	See Addendum 1.

5	Page 18, Section 2.3 C	Minimum Qualifications	Will the State be open to considering our experience in performing assessments for systems or in industries (e.g., other government systems or healthcare) that are subject to regulations (e.g., NIST 800-53, HIPAA) similar to what MARS-E requires?	<i>See answer for Question 4.</i>
6	Page 18, Section 2.3.A	Minimum Qualifications	Will the State accept a letter of bondability from our parent company (on letterhead) as proof of meeting this requirement?	<i>No. The Letter of Bondability must be from an admitted Surety Insurer as outlined in the solicitation.</i>
7	Page 26, Section 2.10.E	Penetration Testing	Please elaborate on the middleware systems and/or APIs that may be in scope?	<i>Consider DHS to have the typical middleware systems and APIs that a typical State Medicaid Agency might have.</i>
8	Page 28, Section 2.10 F	Penetration Testing	Where are the DHS information systems hosted ? Are they on-prem, in the cloud, hybrid etc ? Please provide details.	<i>DHS information systems are primarily Azure or AWS cloud hosted, but there are a few instances of hybrid and on-premises systems.</i>
9	Page 28, Section 2.10 F	Penetration Testing	Can we get detailed volumetrics of system sizing (number of end points, systems etc.) of existing ARIES and MCI, Existing DSS, CORE MMIS, Independent Assessment System (Optum), New Pharmacy, EVV, PCMH, Customer Service Center, Prior Authorization and Utilization Review(PA/UR) information systems ?	<i>Please see Exhibit 6, System Sizing for Penetration Testing, and Exhibit 7, Estimate of System Sizes. Also see Attachment E, Cost Proposal Template, regarding estimated quantities of assessments and penetration testing.</i>
10	Page 28, Section 2.10 F	Penetration Testing	Will the shortlisted vendor be provisioned access to the source code repository for performing the static code analysis or the static code analysis results would be provided for analysis ?	<i>No.</i>
11	Page 28, Section 2.10 F	Penetration Testing	What assets need to be assessed as the part of scope for the penetration testing for e.g. Endpoint (Laptop, Desktop, Mac), F/W, N/W devices (Switch, Router, UTM, Load Balancer), Servers (App, Web, DB, DMZ), VOIP (Cisco Phones, Avaya) ? Could you please share the asset inventory or Configuration Management Database (CMDB) with us?	<i>The assets listed in the question must be assessed.</i> <i>No. DHS will not share the asset inventory or CMDB with bidders.</i>
12	Page 28, Section 2.10 F	Penetration Testing	How many websites and web applications can be factored for the source code testing, dynamic code testing scope?	<i>DHS does not understand the question.</i>
13	Page 28, Section 2.10 F	Penetration Testing	Please specify the sizing of all the in-scope web application in terms of the number of dynamic pages, refer to the below-mentioned sizing criteria Small (up to 50 web pages) Medium(up to 100 web pages) Large (up to 150 web pages) Extra Large (up to 200 web pages)	<i>Please see answer for Question 9.</i>

14	Page 28, Section 2.10 F	Penetration Testing	What type of testing approach is preferred as part of the dynamic code testing for the in scope web applications, for example, BlackBox testing, Gray Box testing, or both?	<i>See RFP Section 2.10 F.</i>
15	Page 28, Section 2.10 F	Penetration Testing	Is there a dedicated test environment available for conducting dynamic testing on web applications?	<i>DHS uses the system's applicable UAT environment, when the system has a UAT environment.</i>
16	Page 28, Section 2.10 F	Penetration Testing	<p>Please specify the sizing of all the in-scope applications factored for static code testing in terms of the number of Line of Code (LOC), refer to the below-mentioned sizing criteria</p> <p>Small (up to 25K LOC) Medium(up to 50K LOC) Large (up to 100K LOC) Extra Large (up to 150K LOC)</p>	<i>Please see answer for Question 9.</i>
17	Page 28, Section 2.10 F	Penetration Testing	Please confirm if the Vulnerability Assessment and Penetration testing activities can be conducted remotely from our offshore location/ near shore locations ?	<i>No. Per RFP Section 2.8, Project Staffing, offshore staff is prohibited. Per RFP Section 1.30, Data Location, Arkansas data cannot be relocated, transmitted, hosted, or stored outside of the continental United States.</i>