

# ASPEN IT Enhancement and Support Services

RFP #22-630-4000-0006

## RESPONSES TO QUESTIONS

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1.	I.A	Purpose of this Request for Proposals	1	Per the RFP, ASPEN is hosted in Amazon Web Services (AWS) cloud environment. While the Contractor will manage and support the cloud environment, can the State clarify whether the Contractor or State has scope for purchasing and incurring cost for the cloud hosting services?	The State is responsible for costs related to AWS infrastructure. Contractor is expected to make recommendations for changes and improvements and will not implement any changes that incur additional cost without preparing and estimate of potential costs and submitted to State for approval.
2.	I.F.46	"Statement of Concurrence"	10	RFP Section I.F.46 includes the following definition for "Statement of Concurrence" : "means an affirmative statement from the Offeror to the required specification agreeing to comply and concur with the stated requirement(s). This statement shall be included in Offerors proposal. "  Please clarify where Offerors should include such a statement.	Statement of Concurrence should be placed in the section in which it is requested.
3.	II.A	Sequence of Events	12	Given the complexity associated with Eligibility and Enrollment solutions, it is not uncommon to have 2 rounds of questions and answer periods within the procurement process. Would the State consider adding a 2nd round of questions and adjusting the proposal calendar to reflect the additional clarification opportunity?	No, the procurement timeline does not allow for a second round of questions.

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4.	II.B.6	II.B.6	14	RFP Section II.B.6 states proposals are due "no later than 5:00 PM MST/MDT on the date indicated in section II.A, sequence of events (June 6, 2022)". However, the Submission page in the bonfirehub procurement system indicates the closing time is 4:00. Please clarify whether the proposal is due at 4:00 PM or 5:00 PM Mountain time on June 6, 2022.	Proposals are due June 21, 2022, 5:00pm MST/MDT. Bonfire has been updated.
5.	III.C.1	Proposal Content and Organization	26	RFP Section III.C.1 prescribes the content and organization of the technical proposal and advises that the proposal must be organized and indexed in the format provided, in the sequence indicated. According to Section III.C.1, the signed letter of transmittal, signed campaign contribution form, financial stability information, and performance surety bond acknowledgement should be included as part of the technical proposal. However, the Submission page in the bonfirehub procurement system has separate uploads for financial stability, performance bond, letter of transmittal, and campaign contribution disclosure form, in addition to the technical proposal upload. Please clarify: should these documents (financial stability, performance bond, letter of transmittal, and campaign contribution disclosure form) be uploaded separately	Please include the documents in the specified sections as requested – even if that means submitting them in two separate places.

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				in addition to being included with the technical proposal?	
6.	IV.C.2	Performance Surety Bond	34	Please confirm that a performance surety bond, as described in RFP Section IV.C.2, is not required with the proposal and that a Statement of Concurrence as defined in I.F.46, is adequate to satisfy this requirement.	A Statement of concurrence is adequate.
7.	V.A. Evaluation Point Summary and B.B Evaluation Factors	V.A. Evaluation Point Summary and B.B Evaluation Factors	36	The first paragraph in RFP Section V.B Evaluation Factors indicates the Oral presentation is worth 100 points while Table 7 in V.A. notes it is worth 50 points. Please clarify how many evaluation points the oral presentation is.	It is 50 points, and the RFP amendment reflects that.
8.	Appendix C Draft Contract, Exhibit A	Scope of Work. I. Purpose, Performance Measures	77	Appendix C Draft Contract, Exhibit A – Scope of Work. I. Purpose, Performance Measures, Item 2 requires "The Contractor shall develop appropriate training and operations documentation, in accordance with Procuring Agency requirements." However, Appendix I identifies Trainers as HSD representatives. Can DHS please clarify the scope responsibilities for creating ASPEN-functionality related training curriculums and delivery of training sessions?	Contractor input will be needed for training. This will include but not be limited to: providing screenshots, drop down menus, process flows, and release notes related to enhancements.
9.	Appendix C Draft Contract	Exhibit A – Scope of Work. II. The Deliverables, A. Sample Deliverable Number 1: ASPEN Enhancements	81	In Appendix C Draft Contract, Exhibit A – Scope of Work. II. The Deliverables, A. Sample Deliverable Number 1: ASPEN Enhancements, the RFP states "Procuring Agency shall provide	Yes, VPN access will be provided.

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				approved contractor staff the capability to perform ASPEN related duties remotely via VPN access." Will DHS make similar provisions for the M&O portion of work?	
10.	Appendix C Draft Contract, Exhibit A – Scope of Work. II. The Deliverables, A. Sample Deliverable Number 1: ASPEN Enhancements	Scope of Work. II. The Deliverables, A. Sample Deliverable Number 1: ASPEN Enhancements	83	Other than the Production Environment, how many separate non-production environments are maintained? (Example: System Test, Integration Test, Time Travel, UAT, Training, Production Staging)	There are 27 non-production environments
11.	Appendix C Draft Contract, Exhibit A – Scope of Work. II.	The Deliverables, A. Sample Deliverable Number 2: ASPEN M&O	86	How many tickets each month (on average) are assigned and what is the average number of phone calls routed to current Contractor's Help Desk?	An average of 250 to 300 tickets per month are sent to the contractor. All tickets are triaged by the State help desk and routed to contractor for follow up if State staff cannot resolve. Contractor will follow up directly with State help desk and users if necessary.
12.	Appendix C Draft Contract, Exhibit A – Scope of Work. General Responsibilities of the Contractor.	II. The Deliverables, A. Sample Deliverable Number 2: ASPEN M&O; General Responsibilities of the Contractor.	86	Appendix C Draft Contract, Exhibit A – Scope of Work. II. The Deliverables, A. Sample Deliverable Number 2: ASPEN M&O; General Responsibilities of the Contractor, Item ee states: "Support HSD ASPEN Help Desk to prioritize and resolve tickets including participation in Interim Business Process (IBP) recommendations and approvals."	Contractor help desk should be available from 7am to 6pm each day or as needed as business requirements change.

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				Does the State have specific hours of availability expected for Help Desk, for non-emergency issue response?	
13.	Appendix C Draft Contract, Exhibit A – Scope of Work. II.	II. The Deliverables, A. Sample Deliverable Number 2: ASPEN M&O	87	<p>The RFP says: “The CONTRACTOR must provide maintenance and operations services during normal working hours. Services will be provided regardless of CONTRACTOR staff absences. Staffing levels will be maintained consistent with the services required under this contract.</p> <p>Contractor will perform any system changes or modifications in a manner that will not reduce system access during HSD client business hours unless approved by HSD representative “</p> <p>Are "normal working hours" and "client business hours" the same as the page 7</p>	<p>The call center accepts calls from 7:00am to 6:30pm. Hours of operation are subject to change per the needs of the agency. Availability of the application should be continually expanded. Off hours availability for certain functions and critical issues is expected. Contractor should be reachable 24/7/365. Although normal business hours are 8am to 5pm, there are activities and work that fall outside of this range, such as the call enter mentioned above.</p>
14.	Appendix C Draft Contract, Exhibit A – Scope of Work. II.	The Deliverables, A. Sample Deliverable Number 2: ASPEN M&O; QA Tools	90	Can the State provide a list of the licensed tools that will be provided by the State for Contractor's use on this project, including application monitoring tools, requirements repository and project tracking tools? For example, on pages 15, 33, 58 & 90 various tools are	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.

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				identified; please clarify whether these are to be State or Contractor provided.	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.  Please see the file Deliverable A4_Technical Architecture Plan-Appendix O ASPEN COTS Versions_v1.3 in the procurement library.
15.	Appendix C Draft Contract, Exhibit C	Service Level Agreements and Liquidated Damages	106	The "Key Milestone Dates" description says: "The key milestones include the following: [blank]". Can the State clarify whether the Offeror should propose key milestones or will key milestones be identified during the Transition Period?	Offerors should propose key milestones and some milestones will be identified during the transition period; milestones and deliverables will also be negotiated the state and the selected offeror.
16.	Appendix C Draft Contract, Exhibit C	Service Level Agreements and Liquidated Damages	106-107	The "Key Deliverable" description says: "The deliverables include the following: [blank]". Can the State clarify whether the Bidder should propose key deliverables or will key deliverables be identified during the Transition Period?	Offerors should propose their key deliverables and the State will specify some as needs evolve; milestones and deliverables will also be negotiated between the State and the selected offeror.
17.	Appendix D			Can the State provide an Excel workbook of the cost sheet?	We do not have an excel version of the cost sheet at this time.
18.	Appendix E		Appendix E, Page 6	Please confirm that "FED ID#" in the Letter of Transmittal Form refers to the Offeror's Federal Tax ID Number (FEIN)	Yes that is correct

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19.	Attachment H and subsequent sections			Beginning in Appendix H, the pagination differs between the PDF and word versions of the RFP document (ASPEN IT Enhancement and Support Services RFP 22-630-4000-0006 as 1.docx differs from ASPEN IT Enhancement and Support Services RFP 22-630-4000-0006 as 1.pdf). This could potentially pose problems when referencing requirements or citing RFP pages. Please advise which version is considered "final" for purposes requirement references and page citations.	The pages on the posted versions to not appear to be out of alignment. Please reference the specific section if there is a need to clarify.
20.	Appendix J			What is the State's target start date for decoupling from existing MMIS and integrating to new HHS 2020 modular platform?	Beginning in calendar year 2024.
21.	Appendix K, ASPEN Technical Environment and Functions		70	Can the State provide the complete technology stack for ASPEN, with product, manufacturer and rev level? The RFP mentions Corticon Rules Engine, WebSphere and Oracle DB.	Please see the file Deliverable A4_Technical Architecture Plan-Appendix O ASPEN COTS Versions_v1.3 in the procurement library.
22.	Appendix K, ASPEN Technical Environment and Functions		70	Can the State provide the current Technical Architecture Plan	Please see the file Deliverable A4_Technical Architecture Plan_v3.0 in the procurement library.

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23.	Appendix K, ASPEN Technical Environment and Functions		70	On average, how many self-service online applications are received each month for ASPEN processing? How many applications are processed from HSD office/call center data entry?	<p>Between 35,000 and 45,000 new applications are registered each month.</p> <p>Of the net new applications per month – 10,000 of those are paper</p> <p>There are 30,000 renewals of existing benefits per month – 19,000 of those are paper.</p>
24.	Detailed Scope of Work		28	How many open defects are there in backlog? How many enhancement requests have been approved and are in backlog? Please provide the backlog list including details?	<p>Current total defects in the backlog: 69</p> <p>Please reference the Backlog Status Detail spreadsheet in the procurement library.</p>
25.	C.2 Performance Surety Bond		34	Will a performance surety bond be required?	Offerors must submit a statement of concurrence in the proposal that they can acquire a performance surety bond if required.
26.				How many staff members in what roles does the incumbent contractor currently have working on the current contract? Of the total number, how many staff are currently located in Santa Fe or Albuquerque and is the State providing the office/facilities?	<p>The M&amp;O staff count is 29. Scrum Team composition changes based on the work being performed in that sprint. Generally, there are developers, testers, technology support staff, and Human Centered Design staff on the team. Enhancements Staff, depending on the work being performed, has varied between 100 and 130 staff over the last 3 years. 80% of the staff are local (Santa Fe) but they have been given the flexibility to work remotely during the pandemic.</p> <p>Acquiring in town office space is the responsibility of the contractor. The office space referenced in the RFP is allocated for</p>



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					workspace to be used when contractors staff are meeting in person with State staff.
27.				Will the successful apparent contractor be allowed to retain incumbent staff?	A new contractor will not be expected to retain current contractor's staff.
28.	Work Location and Oversight		81	The RFP states that there are four offices available at 1301 Siler Road, Suite B/C in Santa Fe. How many staff can be accommodated in those four offices? Does the Department expect or require onsite staff through the term of the contract? Will the Department supply more office space if the contractor elects to have more onsite presence?	Staff are currently allocated to one person per office. Most work should be able to be completed remotely although the ability to be in person for some meetings is expected.  Acquiring in town office space is the responsibility of the contractor. The office spaced referenced in the RFP is allocated for workspace to be used when contractors staff are meeting in person with State staff.
29.				Is the contractor responsible for the acquisition of hardware and software for its staff resources or will the Department provide or reimburse?	Contractor is responsible for acquiring hardware such as workstations / laptops for staff and must use an HSD supplied / approved build that is compliant with security rules.
30.	Appendix G	A.4 Batch Management		How long do the current nightly and monthly batch cycles run?	10 to 11 hours per workday. Other activities such which occur at specified times may take longer on scheduled weekend days.
31.				Does the Department hold the AWS contract? If not, what entity is responsible for the AWS contract?	The State is responsible for costs related to AWS infrastructure. Contractor is expected to make recommendations for changes and improvements and will not implement any changes that incur additional cost without preparing and estimate of potential costs and submitting that to the State for approval.

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32.				<p>Are all system related software licenses held by the State? Is the Contractor expected to hold/provide these licenses and if so, will the State reimburse the Contractor?</p>	<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 in the procurement library.</p> <p>The State will not reimburse contractor for purchases.</p>
33.				<p>Please provide a complete list of all the COTS software and licenses currently in use in the ASPEN environment</p>	<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>

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					<p>Please see the file Deliverable A4_Technical Architecture Plan-Appendix O ASPEN COTS Versions_v1.3 in the procurement library.</p> <p>The State will not reimburse contractor for purchases.</p>
34.	Exhibit C			Please provide a list of assessed penalties for SLAs (numbered 1 through 6) over the last 24 months?	No SLA penalties have been assessed. This will be a feature of the new agreement.
35.	Work Location and Oversight		81	Will the State accept remote onshore staffing?	Onshore remote staff are acceptable.
36.	Work Location and Oversight		81	Will the State accept offshore staffing as part of the hybrid model in support of the contract?	No offshore remote staffing is permitted.
37.				Please provide a consolidated list of all tools, software, operating systems, etc. in one single document. Information is mentioned in various sections	<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>

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					Please see the file Deliverable A4_Technical Architecture Plan-Appendix O ASPEN COTS Versions_v1.3 in the procurement library.
38.	Section A	PURPOSE OF THIS REQUEST FOR PROPOSALS	11	What COTS product is used to implement ASPEN functionality?	<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 in the procurement library.</p>
39.	Appendix J			Appendix J - Decoupling ASPEN to Integrate with HHS2020 What work has been performed to de-couple data access from ASPEN to HSD2020? Has all the data mapping been completed?	No decoupling work has yet been completed. Some interfaces have been mapped.
40.	Appendix J	Decoupling ASPEN to integrate with HHS2020	66	What software is used to implement ESB?	Redhat FUSE will be used for the ESB

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41.	Appendix J	Decoupling ASPEN to integrate with HHS2020	66	What software is used to implement identity and access management (IdAM)?	ForgeRock will be used for IdAM
42.	Appendix J	Decoupling ASPEN to integrate with HHS2020?	67	What software is used to implement EDM?	Hyland ImageNow will be migrated to Hyland OnBase
43.	Appendix J	Decoupling ASPEN to Integrate with HHS2020	68	How is Salesforce used? Is Salesforce used only for the Portal or for other purposes? Does the State expect all new functionality to be implemented in Salesforce or the current system?	The State is looking to leverage Salesforce as part of an internal portal effort and to have the UI of the ASPEN system be handled by Salesforce in the future with the ASPEN system primarily becoming an eligibility engine in the future. Please see section B.3.C.
44.	Appendix K	ASPEN Technical Environment and Functions	70	We have reviewed ASPEN_AWS_Architecture & NMSERVICECONNECT_AWS_NETWORK_Architecture documents. The section refers to operating system (OS), which we could not find any references to. Please clarify.	<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>

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45.	COST RESPONSE FORM #2		55	Please clarify the following statement, "Offerors shall include all components, licensing costs, and maintenance and operations costs." What licensing costs should the vendor account for? Is the expectation that all software and associated costs will be taken over by vendor (e.g., WebSphere, Oracle, etc.)?	<p>The State manages the annual license and maintenance renewals of COTS software for ASPEN. Contractor is responsible for managing the installation, operation, and administration of the products and for ensuring license compliance and maintaining security updates and patching on the products. If offerors are proposing additional software be used related to this work, then offerors should include the estimated cost to the State of acquiring the new software.</p> <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>
46.	B.1 Organizational Experience		30	Is it acceptable to integrate the experience of any subcontractors into our response to the items in this section in addition to those of the Offeror?	Yes
47.	B.2 Organizational References		30	Is it acceptable to also submit organizational references of subcontractors that as long as they are "similar projects/programs performed for private, state or large local government clients within the last three (3) years?"	Yes

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48.	APPENDIX G	ASPEN Application Maintenance and Support Activities A.3	18	List of outstanding defects including the severity levels List of average number of defects that are generated in a week or month	<p>Current defect count is 69.</p> <table border="1" style="width: 100%;"> <tr> <td>major</td> <td style="text-align: right;">12</td> </tr> <tr> <td>minor</td> <td style="text-align: right;">18</td> </tr> <tr> <td>low</td> <td style="text-align: right;">39</td> </tr> <tr> <td>total</td> <td style="text-align: right;">69</td> </tr> </table> <p>Per sprint the number new defects is usually less than 10</p>	major	12	minor	18	low	39	total	69
major	12												
minor	18												
low	39												
total	69												
49.	Exhibit C	Service Level Agreements and Liquidated Damages over the last 24 months?	105	Is the current vendor or ASPEN parameters meeting all the SLAs outlined? If not, what are these SLAs that are being missed or not managed? Will the State please provide a list of assessed penalties for SLAs (numbered 1 through 6) over the last 24 months?	Liquidated damages and SLA penalties will be a new feature in the next contract.								
50.				Please provide an organizational chart of the governance structure for the ASPEN project (e.g., Steering Committee, Architectural Review Committee, Change Review Committee, etc.)?	<p>Please reference the Change Request Process Flow document in the procurement library.</p> <p>There are scheduled meetings for ASPEN leadership which includes division stakeholders. There is also a periodic steering committee meeting. All notes are tracked in Atlassian tools.</p>								
51.				Please describe the training responsibilities of the Contractor. Is classroom training ever required? If so, does the Department have the training facility and equipment or is that	Contractor is will be expected to provide input including but not limited to: workflow, screenshots, release notes, and other details or knowledge sharing related to new enhancements. HSD has a training team and some assistance from the contractor on providing information on changes to the user								

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				something the Contractor would have to provide?	experience related to ASPEN changes is expected.
52.	System Transition		29	What is the current contract transition plan?	A transition plan should be proposed by the offerors.
53.	Appendix D	Cost Response Form #1	4	Since there is an incumbent that will have no one-time transition-in costs, how does the State plan to evaluate this cost and level the playing field for other Offerors?	All potential offerors must submit transition costs.
54.				What regression and/or load test scenarios are currently in place?	There are 2,103 regression test scenarios and 76 load test scenarios
55.				What technical environments are currently available (e.g., development, test, staging, etc.)?	There are 27 non-production environments
56.	Appendix H –	ASPEN Maintenance & Operations Technical Requirements Matrix and Tables	39/40	This section delineates the database management activities between ASPEN Enhancements and ASPEN M&O. Can you outline the database responsibilities between the State and the Contractor?	<p>In general, the list below reflects the breakdown. A RACI will need to be updated to reflect evolving needs.</p> <p><b>State staff DBAs</b></p> <ul style="list-style-type: none"> <li>• Provide oversight for ASPEN and YES NM</li> <li>• Create all Oracle users for ASPEN and YES NM</li> <li>• Help with or develop queries in ASPEN and YES NM</li> <li>• Support Oracle database vault in ASPEN and YES NM</li> </ul>



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					<ul style="list-style-type: none"> <li>• Report on Oracle users to the security team</li> <li>• Monitor and participate in data fixes in ASPEN and YES NM</li> <li>• Create and manage database user profiles</li> <li>• Support Deloitte DBAs during database patching</li> </ul> <p><b>Contractor DBAs</b></p> <ul style="list-style-type: none"> <li>• Create and manage new databases</li> <li>• Index databases</li> <li>• Manage database backups</li> <li>• Support database patching</li> <li>• Support OS patching</li> <li>• Manage test databases</li> <li>• Support the ASPEN applications regarding the databases</li> <li>• Support Oracle Enterprise Manager</li> <li>• Manage Oracle release upgrades</li> </ul>															
57.				<p>What are the current online performance statistics? What are the transaction times for key processes?</p>	<p>Average time for staff member to complete the final eligibility steps is less than 16 seconds.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%;">Apr-22</th> <th style="width: 20%;">seconds</th> </tr> </thead> <tbody> <tr> <td>UI/front end response time</td> <td></td> <td style="text-align: center;">0.0004</td> </tr> <tr> <td>business objects response time</td> <td></td> <td style="text-align: center;">0.38</td> </tr> <tr> <td>database read transactions</td> <td></td> <td style="text-align: center;">0.24</td> </tr> <tr> <td>database update transactions</td> <td></td> <td style="text-align: center;">0.53</td> </tr> </tbody> </table>		Apr-22	seconds	UI/front end response time		0.0004	business objects response time		0.38	database read transactions		0.24	database update transactions		0.53
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58.				Please provide a diagram of the entire ASPEN ecosystem. Is the entire system hosted on AWS?	Please see Deliverable A4_Technical Architecture Plan_v3.0 in the procurement library.
59.				Please provide a diagram of all the interfaces/integrations including the interface type.	There is not a diagram however please reference the ASPEN interfaces list in the procurement library.
60.	APPENDIX D	COST RESPONSE FORM #1	4	Is the one-time transition cost on Cost Response Form #1 for transition in or transition out costs?	Transition costs in or out should be reflected in the responses.
61.				Is the ASPEN documentation current?	Please reference Deliverable A4_Technical Architecture Plan_v3.0 in the procurement library. It has been updated with the amendment to the RFP.
62.	Appendix J	Decoupling ASPEN to integrate with HHS2020	67	The RFP States: "The selected contractor will migrate legacy COTS products to other products determined by the state to be shared services in use by multiple applications. ". What are the legacy COTS products referenced here and what technologies were used to implement these legacy COTS products?	As an example, ImageNow will be migrated to a newer version of Hyland OnBase software that will be used across different applications.  Other examples include moving away from WebSphere, options for moving away from Oracle and to utilize the software that will be implemented for HHS2020 related projects.
63.	Appendix J	Decoupling ASPEN to integrate with HHS2020	68	The RFP States "HSD intends to expand the use of ASPEN for eligibility and enrollment for other programs within and outside of the Department. ". Please provide a complete list of programs that are to be integrated or built within	The programs identified on page 68 are known at this time. Offerors should describe how their solution and proposal will provide eligibility and enrollment functions with bi-directional data exchange for those programs as well as other HHS programs their solution supports.

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				vendor scope? This will help us price the response.	
64.	Section IV.A.1			Please clarify if the state is looking for a bucket of hours on the enhancements or rate card. We understand we need to balance resources as needed	The state is interested in the hourly rate for the roles listed to know how the rate might change over time and how many of each role are being proposed.
65.	Section IV.A.1			Please provide enhancement hours in the past few years utilized by the current vendor	Base enhancement contract is about 60,000 hours per year.
66.	Section 1.B			Please provide technology stack of the entire program	Please see Deliverable A4_Technical Architecture Plan_v3.0 in the procurement library.
67.	Appendix G			Please provide the historical data of tickets (by L1, L2, L3 tier) for application for the past few years	On average, between 250 and 300 tickets per month are routed to the contractor help desk. All tickets are triaged by the State help desk and routed to contractor for follow up if State staff cannot resolve. Contractor will follow up directly with State help desk and users if necessary. State help desk is L1, Contractor help desk is L2.
68.	Appendix G			We understand the SLAs the state wants the future vendor to adhere to; Please provide information on the current SLAs and adherence percentages	Penalties for SLAs will be new feature added to the new contract.
69.	Appendix G			Will state provide L1 support? We understand state has a ASPEN helpdesk	On average, between 250 and 300 tickets per month are routed to the contractor help desk. All tickets are triaged by the State help desk and routed to contractor for follow up if State

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				support currently available. Please provide RACI for incidents, if possible.	<p>staff cannot resolve. Contractor will follow up directly with State help desk and users if necessary. State help desk is L1, Contractor help desk is L2.</p> <p>Contractor staff is expected to provide resolution to state helpdesk for distribution of resolution to requestor. Contractor helpdesk staff will be primary triage for the following items -ASPEN Technical, WorkPath, NM Service Connect, Impacts and Insights metric dashboards and account transfers to the state based exchange.</p>
70.	Appendix G			Please provide details on various functional modules and components	Please see Deliverable A4_Technical Architecture Plan_v3.0 in the procurement library.
71.	Appendix G			Please provide details on number of batch jobs, frequency, time taken, # of records processed and a brief overview of the batch.	<p>For last 2 years:</p> <p>Total distinct jobs run: 1,488</p> <p>I the corresponding PDF, jobs ending with:</p> <p>DLY are run daily</p> <p>MLY are run monthly</p> <p>QLY are run quarterly</p> <p>ALY are run annually</p>

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					<p>ONR are run on request jobs or are based on when a file is received from a trading partner.</p> <p>Number of records processed by a job varies widely based on various factors like day of the week, day of the month, worker actions performed that day/month, data received from trading partners, etc.</p> <p>The ASPEN Batch Jobs Data document in the procurement library contains the list of batch jobs run in the last 2 years and the respective average run times.</p>
70.				<p>Please clarify the length of each Sprint and Release, and how many releases have occurred in the past few years to production?</p>	<p>Sprints are on a 7-week cycle with a functional or technical release generally planned for the Sunday of every 7<sup>th</sup> week. Since January 2021, releases 13-21 have been deployed. Immediate releases are also scheduled as needed and happen inside the 7-week sprint cycle. There have been 60 immediate releases since January 2021.</p>
71.	Section IV.B			<p>Please provide an organizational chart of the current support team and the total count of the current team split by M&amp;O and Enhancements</p>	<ul style="list-style-type: none"> <li>• M&amp;O staff count is 29.</li> <li>• Scrum Team composition changes based on the work being performed in that sprint. Generally, there are developers, testers, technology support staff, and HCD staff on the team.</li> <li>• Enhancements Staff, depending on the work being performed, has varied between 100 and 130 staff over the last 3 years.</li> </ul>

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					<ul style="list-style-type: none"> <li>80% of the staff are local (Santa Fe) but they have been given the flexibility to work remotely during the pandemic.</li> </ul>
72.	Appendix G			Please provide the number of historical monthly average count of incidents, problem, and service requests	An average of 250 to 300 tickets per month are sent to the contractor. All tickets are triaged by the State help desk and routed to contractor for follow up if State staff cannot resolve. Contractor will follow up directly with State help desk and users if necessary.
73.	Appendix G			Please provide details on the current backlog of items. For example, the story points estimated for each item, story points completed, technical debt, etc.	Please see the backlog status detail document in the procurement library.
74.	Appendix G			Please provide details on the external interfaces or services that are in scope. Please provide a workflow, if possible.	Please reference interface list in the procurement library. No diagram is available.
75.	Appendix G			Please provide current application sizing including lines of code, number of users, transaction volume counts etc.	Lines of code: 16M Number of User records in ASPEN: 7,218 Average monthly transactions (last 2 years): 19M
76.	Section IV.A.1			Please provide list of enhancements completed in the system for the past few years?	Sprints are on a 7-week cycle with a functional or technical release generally planned for the Sunday of every 7 <sup>th</sup> week. Since January 2021, releases 13-21 have been deployed. Immediate releases are also scheduled as needed and happen inside the 7-week sprint cycle. There have been 60 immediate releases since January 2021.

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77.	Appendix G			Please provide the number of environments that are in scope for the support	There are around There are 28 environments.
78.	Section 1.B			<p>This RFP does not include implementation, management, or support of YNM or the UP, but the selected offeror will develop, manage, enhance, and support interfaces with YNM and/or UP"</p> <p>Is the understanding correct that the development, management, enhancement, and providing support to interfaces with YNM and/or UP will be done via change requests and offerors do not have to consider these activities as part of current RFPs scope estimation?</p>	<p>Offerors are expected to include the need to integrate ASPEN with the Unified Portal in their proposals. 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>
79.	Section 1.B			<p>"Migration from ImageNow to OnBase is within the scope of this RFP"</p> <p>Can we get more details on ImageNow like number of documents currently stored, kind of metadata stored, types of</p>	<p>There are close to 25M documents as of 5/9/2022.</p> <p>Beyond what ImageNow has as standard metadata internal to the product, based on the document type, additional metadata like individual ID, Case Number, First Name, Last name, Scanned date and user name are stored.</p>

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				files supported, number of applications it interfaces with, etc.?	Image Now supports a wide variety of file types like .txt, .jpg, .gif, .bmp, .pdf, etc.  ImageNow is used by ASPEN, NM Service Connect, and WorkPath.
80.	Section 4 A			"The Contractor will recommend the number and mix of staff it deems necessary to enhance the ASPEN System in the Staffing Model and in alignment with bullet points above as well as the technical specifications in APPENDIX G, H, and I"  There's not enough information on the enhancements to be implemented to estimate the number of staff as required in appendix D. Is there a list of enhancements along with some details of each enhancement that will help the offerors to estimate?	Please see backlog status detail document in the procurement library.
81.	Section 4 A.1			"All defects will be addressed at no additional cost to the costs proposed in Appendix D"  Can the state consider the suggestion that instead of all defects, it can be limited to critical, high, and medium defects.	The state expects existing defects to be handled by the Contractor as part of M&O and without subtracting from other M&O needs/requirements. New defects introduced into the system will be addressed without the need to add funding to the contract.



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82.	Section 4 A.1			<p>“All defects will be addressed at no additional cost to the costs proposed in Appendix D”</p> <p>What defects are being referred here as part of system transition?</p>	<p>The state expects existing defects to be handled by the Contractor as part of M&amp;O and without subtracting from other M&amp;O needs/requirements. New defects introduced into the system will be addressed without the need to add funding to the contract.</p>
83.	Exhibit A			<p>Work location: Considering data privacy rules, Is the state open for some positions being offshore? These positions will NOT have access to PROD data.</p>	<p>No offshore staffing is permitted.</p>