



Department of Administration
Shared Services of Alaska
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THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: 09/10/19

RFP TITLE: 2020-0200-4326 Integrated Pension and Health Benefits Solution

AMENDMENT 4

IMPORTANT NOTE TO OFFERORS: Only the following items referenced in this amendment are to be changed. All other sections of the RFP remain the same.

NOTE: It is the proposer's responsibility to review and acknowledge receipt on Submittal form A

- 1. This amendment serves to include and make part of the following questions and answers received.**

Question: Will the DRB be seeking IV&V services for the Integrated Pension and Health Benefits Solution project?

Answer: No

Question: SUBMITTAL FORM H - Infrastructure Requirements, Infrastructure B – Cloud-based Hosting Solution, T5.42 - We have offshore support staff who may access the data and process it. However, no data is transferred or stored offshore. Is this acceptable to Alaska?

Answer: Yes, this is acceptable. Offshore support staff may access only a test and/or system development environment with PII data masked.

Question: SUBMITTAL FORM H - Infrastructure Requirements, Infrastructure B – Cloud-based Hosting Solution, T5.52 - Will a SOC 2 Type II attestation suffice instead of information requested?

Answer: No. The goal of T5.52 is to give DRB the right and the data to perform independent solution utilization and performance analysis. It is not about whether the hosting provider is logging this information, which is covered by other requirements, but rather access to the data.

Question: SUBMITTAL FORM H - Infrastructure Requirements, Infrastructure B – Cloud-based Hosting Solution, T5.58 - Is AWS Gov Cloud on your list of approved cloud providers?

Answer: Using an AWS government cloud environment that meets DRB's technical requirements would likely meet State approval criteria.

Question: Interfaces: 20 High Complexity, 10 Medium Complexity – Please provide the number of interfaces that are for health vs. pension benefits. If possible, please name each interface.

Answer: The numbers provided in the RFP are for the purpose of estimating the work to be done and

are not intended to be prescriptive. The list of interfaces needed will be developed as part of the project; however, the following are anticipated:

- Insurance Carriers/TPAs
- Bank
- State general ledger
- State financial and payroll systems
- State benefits portal
- DRB general ledger
- Death verification vendor
- USPS or other interface for checking mailing addresses
- Actuary
- IRS
- CMS (Centers for Medicaid and Medicare Services)

Question: RFP, Section 3.01, page 13. The RFP identifies training requirements for DRB staff at four levels: Regular users, Power users, Business Administrator and Technical Administrator. Please confirm the number of individuals requiring training according to each level.

Answer: Recognizing that not every user in each type will require the same level of training or number of classes (e.g., some regular users will only require system overview training and some will require in-depth training in several areas), the following numbers are anticipated:

- Regular users – 110-130
- Power users – 15-20
- Business Administrator – 4-6
- Technical Administrator – 4-6

Question: RFP, Section 3.07, page 17. Would the State accept the services provided by the contractor and subcontractors may also be performed in Canada without a requirement to obtain a waiver for the location of work?

Answer: Please reference RFP Sec. 3.07 paragraph 5-7.