

# STATE OF ALASKA

Department of Health  
Division of Behavioral Health



## ALASKA OPIOID TREATMENT PROGRAM CENTRAL REGISTRY

RFP NUMBER 2026-1600-0062

### **Amendment #4**

ISSUE DATE: November 10, 2025

**This amendment is being issued to answer additional questions submitted by potential offerors and outlines the update made to the solicitation by adding Attachment #8, Service Level Agreement.**

**Questions 1 through 10 were answered in Amendment #1. Questions 11 through 20 were answered in Amendment #3. This Amendment #4 responds to questions #s 21-62.**

**Note "Updates to the RFP" section of this amendment beginning on page 7 is a singular update made to include Service Level Agreement (SLA) as Attachment 8 to the RFP for Amendment #4.**

**Offerors must use Submittal Form A – Offeror Information to acknowledge this amendment.**

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**Additional questions submitted by potential offerors and answers from the State:**

**RFP 2026-1600-0062 – AMD#4**  
**Alaska Opioid Treatment Program Central Registry**  
**State of Alaska Response to Questions Received**  
**POSTED: 11/10/2025**

Q#	PAGE	SEC	TOPIC	QUESTION	RESPONSE
21			Subcontractors	Is there a preferred or prohibited list of subcontractors or vendors?	There is no list of preferred or prohibited subcontractors or vendors. Subcontractors are allowed for this solicitation if they meet the experience requirements of SEC. 3.15 Subcontractors. Note that SEC. 3.14 Location of Work, states that all work must be performed in the United States.
22			Geography	Does any portion of the work (e.g., hosting, support, development) need to be performed on-site or within government facilities?	Refer to SEC. 3.15 Location of Work. The work must be performed, completed and managed at the contractor's location(s). The offeror should certify that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.
23			Geography	If off-site or remote delivery is permitted, are there additional security controls required (e.g., VPN, dedicated machines, endpoint monitoring)?	Yes, access to SOA Network requires SOA provided VPN software. A security assessment is required for the awarded vendor. Refer to SEC. 3.05 HIPAA Security Assessment Requirements. Refer to SEC. 3.08 Information Technology (IT) Related Contractual Requirements.
24			Cloud	Is the client open to cloud-based solutions for this project?	Yes.
25			Cloud	Are there any restrictions on cloud hosting (e.g., must be hosted in a specific region/state/country)?	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23.)
26			Cloud	Does the agency/client have a preferred cloud provider (e.g., AWS, Azure, Google Cloud)?	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23.)
27			Cloud	Is there an existing cloud strategy or mandate that this work must align with (e.g., cloud-first policy, state contract with a cloud vendor)?	SOA Cloud 1st policy requires all agencies to examine cloud-based opportunities as part of any software/system procurement.
28			Cloud	Are hybrid or multi-cloud architectures acceptable?	Acceptability will be based upon solution proposed by vendor.
29			Cloud	Does the client require FedRAMP, StateRAMP, or other cloud compliance certifications?	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23).
30			Cloud	Are there existing on-premise systems or legacy infrastructure that must be	Solution must be available utilizing current SOA network infrastructure.

Q#	PAGE	SEC	TOPIC	QUESTION	RESPONSE
				integrated with a cloud solution?	
31			Cloud	If the solution must be hosted on government infrastructure, is a move to the cloud anticipated in a future phase?	Utilization of Government Infrastructure is not listed as a requirement in the RFP.
32			Cloud	Who is responsible for cloud infrastructure provisioning— vendor or client?	Cloud implementation is the responsibility of the vendor.
33			Delivery	Is there a preferred delivery methodology for this engagement (e.g., Agile, Waterfall, Hybrid)?	The RFP does not prescribe a preferred delivery methodology.
34			Delivery	Is the agency open to Agile or iterative approaches, particularly for discovery, prototyping, or phased delivery?	The RFP does not prescribe a preferred delivery methodology.
35			Delivery	If Agile is acceptable, are there internal stakeholders (e.g., Product Owners, Scrum Masters) who can participate in ceremonies (standups, sprint reviews, etc.)?	DOH Project staff will be available to work with the successful vendor in system/application implementation.
36			Delivery	Are there existing constraints that require a Waterfall approach (e.g., funding models, regulatory gates, legacy SDLC)?	No.
37			Delivery	Is a hybrid approach (e.g., Agile within defined stage gates) acceptable or encouraged?	The RFP does not prescribe a preferred delivery methodology.
38			Delivery	Will vendors have flexibility to propose the methodology they believe best suits the project's complexity and risk profile?	The RFP does not prescribe a preferred delivery methodology.
39			Delivery	Are there existing tools or platforms the agency uses to support Agile delivery (e.g., Jira, Azure DevOps, Confluence)?	DOH currently utilizes AzureDevOps for Agile delivery. ADO is not required by the RFP.
40			Functional & Business Requirements	How should patient matching be implemented (deterministic vs. probabilistic)? Are there minimum accuracy thresholds or required identity verification sources (e.g., state ID, Medicaid, biometrics)?	DOH Project staff will be able to work with the vendor to determine the best method for patient matching as well as to identify minimum accuracy thresholds and identity verification sources.

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41			Functional & Business Requirements	Will any existing registry data or historical records need to be migrated from a prior vendor or pilot system? If so, in what format?	DOH has not had a registry; and therefore, there will be no data from DOH that will be migrated into the new registry.
42			Functional & Business Requirements	The RFP calls for disaster preparedness but not explicit RPO/RTO.	
			Functional & Business Requirements	What are the Recovery Point and Recovery Time Objectives required for the registry?	Ideally, the RPO should be less than 15 minutes while the RTO should be less than two hours.
43			Functional & Business Requirements	Section 5.07 mentions interoperability with EHRs, PDMP, and correctional systems.	
			Functional & Business Requirements	Does the State expect real-time integration, batch exchange, or periodic synchronization?	DOH Project staff will be able to work with the vendor to determine the best type of interoperability. Batch exchange or periodic synchronization are ideal.
44			Functional & Business Requirements	Many reports are described (daily, weekly, quarterly).	
			Functional & Business Requirements	Does the State require an embedded analytics/dashboard capability, or will it rely solely on static reports?	The state initially relies on static reports but may implement analytics/dashboard capabilities later.
45			Security, Privacy, & Compliance	The RFP references HIPAA and NIST CSF but does not specify whether StateRAMP or FedRAMP Moderate is required for cloud vendors.	
			Security, Privacy, & Compliance	Please confirm any required security certification levels for hosting environments.	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23).
46			Security, Privacy, & Compliance	Will the vendor be required to provide annual penetration tests, vulnerability scans, and remediation reports?	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23).
47			Security, Privacy, & Compliance	How long must audit logs be retained (HIPAA minimum 6 years or State-specified duration)?	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23).
48			Security, Privacy, & Compliance	What cryptographic standards (e.g., FIPS 140-2 validated) are mandated for data at rest and in transit?	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23).
49			Security, Privacy, & Compliance	Does the Department have an incident response plan vendors must integrate with, and what are notification timelines for breaches?	Cloud implementation must meet DOH Security requirements listed in the RFP (SECS. 3.05 - 3.08 referenced above in Question/Answer #23).
50			Technology Architecture / Hosting	Should the proposal include hosting (SaaS) or does the State intend to host the solution in its own environment?	Vendor proposals should include a SAAS solution. Attachment 3 - Submittal Form K - DOH IT Contractual Requirements - SaaS Solutions (v241015).xlsx.
51			Technology Architecture / Hosting	How many environments (dev, test, staging, production) must be provided and supported?	Vendor should propose the environments that will be available. Most DOH applications have Production, User Acceptance and Development environments.

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52			Technology Architecture / Hosting	If third-party components (e.g., database, integration middleware) are used, will the State or vendor hold the license?	Third-party component licenses would be held by the vendor.
53			Operational & Support Requirements	Is a 24x7 help desk required, or only business-hours (AKT) coverage with on-call escalation during emergencies?	Help desk hours would be 6:00 am - 5:00 Alaska Standard / Daylight Time. See SEC. 3.03.05 Operating Requirements, #5.
54			Operational & Support Requirements	Are in-person trainings expected for OTP staff, or will online/on-demand delivery be sufficient?	In-person training is not mandatory for OTP staff. Online/On-demand delivery is sufficient.
55			Operational & Support Requirements	Is there a defined warranty or stabilization period after go-live before maintenance begins?	The defined warrant/stabilization period will be 90 days.
56			Operational & Support Requirements	Are there minimum uptime, response, or resolution SLAs beyond "24/7 availability"?	Service Level Agreement (SLA) requirements are available and are added as Attachment #8.
57			Contract, Legal & Administrative	Section 3.03.9 assigns ownership of communications and data to the State.	
				Does this extend to the underlying software source code, or only deliverables developed specifically for the State	Section 3.03.9 does not extend to application software source code.
58			Contract, Legal & Administrative	Are renewals automatic upon satisfactory performance, or subject to re-procurement/appropriation each term?	Renewals are not automatic and are handled on an individual basis as scheduled in the contract. Renewals are not subject to re-procurement; however, satisfactory performance is a factor that is considered. Budget cycles and legislative approvals of annual appropriations could have an impact. Any renewals issued must be signed timely by all parties to avoid lapse in service, at which point would necessitate re-solicitation if not signed timely prior to expiration date of contract/amendment.
59			Strategic / Future-State Alignment	Is this registry expected to interface with the Alaska Prescription Drug Monitoring Program or any planned Health Information Exchange (HIE) modernization?	This will not be immediate but will be considered during the life of the contract.
60			Strategic / Future-State Alignment	Does the State envision predictive analytics, anomaly detection, or machine-learning-based insights in future phases?	It would be ideal if the vendor could support predictive analytics, anomaly detection, and machine learning-based insights in future project phases but at this point, the RFP does not require these tools.
61			Strategic / Future-State Alignment	Should the solution architecture be adaptable for future use beyond opioid programs (e.g., stimulant or	It would be ideal if the vendor could support future use beyond opioid treatment programs but at this point, the RFP does not require this.

Q#	PAGE	SEC	TOPIC	QUESTION	RESPONSE
				alcohol treatment registries)?	
62		Submit tal Form I	Mandatory Requirements	Could you please confirm whether the Form I – Mandatory Requirements (e.g., "three years operating a central registry in the last five years") may be satisfied by the offeror’s key personnel experience (documented in Form I and resumes), or if it must be corporate experience of the offeror only?	<p>The requirement stated in Form I – Mandatory Requirements (e.g., “three years’ operating a central registry in the last five years”) may be satisfied by the documented experience of the Offeror’s key personnel who will be assigned to the project, provided that the Offeror demonstrates that such personnel possess the relevant experience and that their expertise will be directly applied to the performance of this contract.</p> <p>Supporting documentation (e.g., resumes, project summaries) should be included with Form I as well as the proposal narrative where applicable.</p>

## **Updates to the RFP**

### **Change 1:**

Service Level Agreement (SLA) is added as Attachment 8 in response to Question #56.

### **End of Amendment #4**