

STATE OF ALASKA

Department of Health

Division of Senior and Disabilities Services



Medicaid Administrative Claiming (MAC) Time Study

RFP NUMBER 2026-1600-0208

Amendment # 2

August 27, 2026

This amendment is being issued to answer questions 1-26 submitted by potential offerors.

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

Name: Anneliese Zlitni

Procurement Officer

Email: anneliese.zlitni@alaska.gov

Questions submitted by potential offerors and answers from the State:

Q #	Req. ID	Questions Received	Response Provided
1	General	Our approach for the Random Moment Time Study (RMTS) is to use a brief survey within a SurveyMonkey-like system to capture what staff are doing at a given random moment. The survey will ask staff to identify what they were doing at that specific moment using activity codes and does not capture any protected health information (PHI) or other client identifying information. However, the IT specifications and requirements contained within this solicitation appear to treat this as a full IT solution, comparable to a Medicaid case management system. Is it possible to reduce or eliminate these requirements given the scope of services?	It is not possible to reduce or eliminate these requirements. However, if controls are not applicable to an offeror's system, their response may be marked "N/A."
2	General	If it is not possible to reduce or eliminate the IT requirements, we have the following questions about which DOH IT requirements apply to this system.	Our standard questions must be answered by offerors even if they are not applicable, as systems vary in applicable requirements.
3	Submittal Form G, Req. ID 2	Many different standards are listed here, including HIPAA, CJIS, IRS, and Medicaid requirements. Which of these would actually apply to an RMTS that is not collecting PHI, criminal justice information, tax information, or similar protected data?	DOH IT utilizes this standardized template required for all IT-related projects. Even if controls are minimal or there are multiple responses of "N/A," all requirements must be addressed. If none apply, mark "N/A."
4	Submittal Form G, Req. ID 3	The State is asking for the ability to review or scan the software's source code. Would this still be expected when the RMTS uses an existing Software as a Service (SaaS) platform that the contractor utilizes to administer the surveys?	Yes. SaaS solution must be identified and justification why the solution meets requirements must be documented.
5	Submittal Form G, Req. ID 4	This item lists several different security standards, including CIS, NIST, ISO, OWASP, and FIPS. Which of these standards are actually required for the RMTS?	Depending on the offeror's proposed solution, different standards may apply. Please provide explanation. If none apply, this would be not applicable.

6	Submittal Form G, Req. ID 5	When an existing SaaS platform is being used, would documentation of the SaaS provider's own security testing satisfy this requirement?	Because the State does not have knowledge of all potential offerors' security details, it is not possible to positively confirm which SaaS solutions would satisfy the requirement. Offeror would need to explain the details of the security solution for it to be assessed by SOA DOH IT.
7	Submittal Form G, Req. ID 8	This requires specific procedures for destroying PHI, PII, and other protected information. What types of PHI, PII, or other protected information does the State expect the RMTS to contain?	The State does not expect any RMTS to contain PII or PHI. If this does not apply to offeror's proposed solution, offeror may choose the "N/A" response from the provided dropdown list.
8	Submittal Form G, Req. ID 9	Is six years of detailed system security logs necessary for the RMTS, or would retaining the RMTS data and reporting records meet the State's needs?	Simply retaining the data is not adequate for regulatory authority retention requirements. Audit records must also be retained for at least ninety (90) days.
9	Submittal Form G, Req. ID 10	It appears that the RMTS would need to go through the State's formal Authority to Operate process. Is an ATO required for this type of RMTS solution, and if so, what would be required to obtain one?	Yes, Authority to Operate (ATO) is required for prevailing offeror. Requirements depend upon prevailing offeror's solution and would be assessed following offeror selection.
10	Submittal Form G, Req. ID 11	Would a formal security plan for tracking and addressing identified security issues need to be in place at implementation, or only if a security issue is identified?	The system will require an approved security plan or ATO at implementation.
11	Submittal Form G, Req. ID 12	If the RMTS does not connect directly with any State systems, is this requirement applicable?	The State does not expect RMTS to connect directly with State systems, therefore this requirement is not applicable.
12	Submittal Form G, Req. ID 13	Is FIPS encryption necessary for the RMTS if the system does not contain PHI or other sensitive State information?	This would depend upon offeror's system solution. Please provide explanation.
13	Submittal Form G, Req. ID 14	Is FedRAMP compliance necessary for this RMTS based on the type and sensitivity of the information that will actually be collected?	Yes, offeror's system solution must be FedRAMP compliant.

14	Submittal Form G, Req. ID 15/	The requirement asks the system to track a wide range of user activity, including when information is viewed, changed, deleted, printed, or searched. Which of these detailed tracking requirements are necessary for an RMTS that is being used to collect brief staff activity responses rather than maintain client records?	This would depend upon offeror's system solution. Please provide explanation.
15	IT16	Which DOH and industry security standards are specifically applicable to the RMTS?	This would depend upon offeror's system solution. Please provide explanation.
16	IT17	What accessibility documentation is required for the RMTS, and what documentation would be sufficient to demonstrate that the platform meets the applicable accessibility requirements?	Reference Submittal Form G, Req. ID 17, "To demonstrate conformance, the Contractor shall, upon delivery, provide one or more of the following: c. A current Voluntary Product Accessibility Template (VPAT®) 2.4 WCAG edition; d. A Website Accessibility Evaluation Report using the Website Accessibility Conformance Evaluation Methodology for WCAG 2.1 Level AA; or e. Equivalent documentation verifying compliance with WCAG 2.1 Level AA."
17	IT20	What minimum level of availability is required for the RMTS?	Reference Submittal Form G, Req. ID 20, "The offeror attests to the level of availability that they will deliver. The highest availability standard for systems is 99.999% or "five nines"—or about 5 minutes and 15 seconds of downtime per year (see table below). To achieve five nines, all components of the system must work seamlessly together. Software applications, compute resources, networking functionality, and physical data center services must be highly available to achieve five nines." Highest level of availability (99.999%) should, at the minimum, be in place during normal business hours, i.e., 08:00 - 17:00

18	IT21	For an RMTS hosted through an existing SaaS platform, can the database security requirements be met through the SaaS provider's standard security measures?	This would depend upon offeror's system solution. Please provide explanation.
19	IT23	Would this apply only to major changes affecting Alaska's RMTS, or also to routine platform updates made by the SaaS solution?	Yes, this would apply also to routine platform updates made by the SaaS solution.
20	IT24	If the RMTS is not expected to directly integrate with another State system, can this item be considered not applicable?	This would depend upon offeror's system solution. If offeror believes this is not applicable to their system solution, they have the dropdown option to choose "N/A" and provide explanation.
21	IT25	Since the RMTS will not create or maintain Medicaid client records, can the State confirm that this does not apply?	This requirement does not apply; this RFP is not asking for solutions that create, read, or update client, consumer, or other person demographic data.
22	IT26	For RMTS participants, is State SSO necessary, or can participants securely access their individual time study surveys through the SaaS solution used by the vendor?	No, State SSO is not necessary. Yes, participants should be able to access their individual time study surveys through the SaaS solution used by the vendor.
23	IT27	Since the RMTS does not serve as a financial, accounting, payroll, or human resources system, can this requirement be considered not applicable?	Yes.
24	IT30	Can the backup requirement be met through the SaaS's standard backup process along with regular vendor downloads and backups of the RMTS data?	This would depend upon offeror's system solution.
25	IT32	If no dedicated mobile application is being proposed for the RMTS, can this item be considered not applicable?	Yes.
26	IT33	For an RMTS, are all of the reporting and data capabilities listed in IT33 necessary, or only those needed to administer the time study, export data, and support MAC claiming?	This would depend on how potential vendor transmits or exports data and other elements. Please provide explanation.

End of Amendment #2