

Question #	RFP Page #	RFP Section #	Question	Response
1	9	1.1	<p>“Providing an Exchange eligibility function is <u>not</u> a requirement of the Contractor.”</p> <p>Observation: Later in section 5.2.1 Eligibility Determination, page 99, the last sentence states: “... this solution must establish and maintain Idaho’s interface with the Federal Data Services Hub (FDSH) in order to perform eligibility verifications and exchange data with the federal government.”</p> <p>Question: Will YHI please clarify whether exchange eligibility is a requirement?</p>	<p>The RFP is amended by deleting the sentence in question: “Providing an Exchange eligibility function is <u>not</u> a requirement of the Contractor.”</p> <p>Exchange eligibility is a requirement of the Contractor. Components of the overall eligibility and enrollment process are in scope for this RFP as described in Table 4-1, Section 5 and Appendix L. These sections collectively detail YHI's functional requirements for the system.</p>
2	9	1.1	<p>The RFP states that providing an exchange eligibility function is not a requirement of the Contractor. Can YHI please clarify in the context of required functionality listed in table 4-1 of the RFP where specific eligibility functionality is outlined?</p>	<p>See Question 1 clarification. The functions listed in Table 4-1 are representative of what the proposed solution will be expected to support. Offerors solutions are expected to provide all eligibility functions described in Table 4-1, Section 5, and Appendix L.</p>
3	9	1.1	<p>In the introduction, it states “providing an Exchange eligibility function is <u>not</u> the requirement of the Contractor” yet in the Functional Requirements it lists specific ‘Individual Eligibility’ requirements needed from the Contractor. Please clarify YHI’s expectations for the awarded team.</p>	<p>See Question 1 clarification. The functions listed in Table 4-1 are representative of what the proposed solution will be expected to support. Offerors solutions are expected to provide all eligibility functions described in Table 4-1, Section 5, and Appendix L.</p>

4	11	2.2	With responses coming out by 10/9, or 8 days before the proposals are due we may be in a position where we can't submit or not be able to have the time to develop the most efficient and cost effective proposed solution. Will the State be willing to consider a 3 week extension (11/7) would allow us and the other bidders to provide the best offerings?	The new proposal due date is October 24th at Noon MT.
5	11	2.2	How flexible is YHI in considering an extension for additional time (proposed new due date of 11/7/2013) for the RFP response? Considering that most participants in the RFP responses are actively launching Exchanges, the additional time to incorporate lessons learned will benefit YHI in the long run.	The new proposal due date is October 24th at Noon MT.
6	11	2.2	Will YHI extend the proposal deadline past October 17th?	The new proposal due date is October 24th at Noon MT.
7	11	2.2	We request YHI to consider extending the response due date by couple of weeks. This would give us sufficient time to utilize the answers to our questions and provide enhanced value proposition for YHI.	The new proposal due date is October 24th at Noon MT.

8	19	3.3.1	<p>The RFP states that “YHI will be working closely with the Medicaid program to ensure proper coordination between the Exchange and Medicaid regarding eligibility determinations and referrals of individuals and families.” Will YHI operate the system of record for citizens applying for coverage through the Exchange, including both MAGI Medicaid eligible applicants and those receiving APTC and Cost Sharing Reductions?</p>	<p>It is anticipated that YHI will operate the system of record for individuals who are determined eligible for APTC / CSR, individuals not receiving any subsidy, and small businesses and their employees. YHI will not be responsible for maintaining the system of record for Medicaid eligible individuals.</p>
9	21	3.4.1	<p>Table 3-1 identifies a Payment Processing system. Is that application available to the YHI application?</p>	<p>No, this application is not available to YHI at this time.</p>

10	21	3.4.1.	<p>“Online payments are made through the Access Idaho website. Users are redirected to the site to complete the payment transaction.”</p> <p>Observation: 5.2.5 Financial Management, page 99, first paragraph states: “This area includes financial management components (billing, receivables, general and subsidiary ledgers, premium aggregation, reporting, and reconciliation) that will be required to operate the SHOP Exchange. In addition, it includes functionality to support the management of issuer user fees and other financial controls of the Exchange. YHI intends to utilize an accounting system separate from this solution; however this system will need to provide data to support Exchange accounting activities.”</p> <p>Question: Will YHI please confirm that the vendor does not need to have its own payment processing system?”</p>	The Offeror will need to provide the financial management functions described in Table 4-1, Section 5 and Appendix L.
11	21	3.4.1	Will YHI use the Individual Payment Processor for SHOP payment processing?	YHI will not be responsible for handling premium payments in the individual marketplace.
12	21	3.4.1	What is the size of source database?	Requirements for data conversion / transition are described in Section 4 of the RFP. Detailed information pertaining to the conversion is not available at this time.

<b>13</b>	21	3.4.1	How many tables are present in the source system from which the new data warehouse has to be populated?	Requirements for data conversion / transition are described in Section 4 of the RFP. Detailed information pertaining to the conversion is not available at this time.
<b>14</b>	21	3.4.1	What is the source architecture in regards to Data Warehouse/Reporting?	Requirements for data conversion / transition are described in Section 4 of the RFP. Detailed information pertaining to the conversion is not available at this time.
<b>15</b>	21	3.4.1	What is the current source environment? Hardware, Operating System	Requirements for data conversion / transition are described in Section 4 of the RFP. Detailed information pertaining to the conversion is not available at this time.
<b>16</b>	21	3.4.1	Are there any external systems from which data is being fed to the source systems? If so how many system are there and how may tables are being populated	Requirements for data conversion / transition are described in Section 4 of the RFP. Detailed information pertaining to the conversion is not available at this time.
<b>17</b>	21	3.4.1	As per Table 3.1 the reports that are currently fulfilled through products such as Business Objects, Adobe Lifecycle Form ES, InetSoft StyleReport Pro, Oracle Reports.  Will there be a requirement for migrating these reports, if so how many of them have to be migrated and can YHI please provide additional clarity in regards to these reports?	The reports described in Table 3-1 are out of scope for this RFP.

18	24 - 97	Section 4.x	<p>Can the YHI clarify if the following modules would be considered within scope of the IVR / call center infrastructure requirements the vendor will be expected to establish?</p> <ul style="list-style-type: none"> <li>- PBX / switch</li> <li>- Routing solution</li> <li>- Email</li> <li>- Chat</li> <li>- Virtual hold / Call Back Assist</li> <li>- Call center reporting</li> </ul>	IVR / Call Center is not in scope for this RFP.
19	24 - 97	Section 4.x	<p>Does YHI have a definitive scope for the IVR services?</p> <ul style="list-style-type: none"> <li>- Are the functions stated below within scope for the IVR solution?</li> <li>- outbound dialer,</li> <li>- voice recorder solution</li> <li>- forecasting / scheduling</li> </ul>	IVR is not in scope for this RFP.
20	24 - 97	Section 4.x	<p>Does YHI require speech recognition feature for IVR? If yes, any specific languages other than English this should be considered?</p>	IVR is not in scope for this RFP.
21	24 - 97	Section 4.x	<p>What is the YHI requirement to provide Maintenance&amp;Operations production support with respect to the time period?</p>	Production support requirements with respect to time are described in Section 4.11.1.3 of the RFP.
22	24 - 97	Section 4.x	<p>Does YHI have existing IVR or CTI solution/infrastructure that can be leveraged? If Yes, please provide the architecture details.</p>	YHI has minimal technology resources at its disposal. Offerors are expected to provide all capabilities that are needed to operate the solutions as described in the RFP.

<b>23</b>	24 - 97	Section 4.x	Is the vendor expected to provide 'Call Center' services? If yes, please provide the details on number of agent seats, operational timings (24 * 7)?	Call Center services are not in scope for this RFP.
<b>24</b>	25	4.11	What are the various channels for receiving enrollment application that Offerors are expected to support as part of this RFP: 1. Web based 2. IVR based 3. Paper based Please provide anticipated percentage split of web based, IVR and Paper based enrollment applications.	In accordance with the "no wrong door" philosophy, YHI anticipates that applications will be received from a variety of channels, including web-based, telephonic, and mail. The solution is expected to provide capabilities to accept applications through these various channels. YHI anticipates that the majority of applications will be received through a web-based channel, however, at this time, more detailed information is not available.
<b>25</b>	26	4.1.1	Financial Management: Is there any YHI crossover between Individual and SHOP Billing or Financial Management processes?	No.
<b>26</b>	26	4.1.1	Financial Management: Does YHI own the entire billing function for SHOP? Are any pieces of the billing function being passed on to the issuers?	Premium processing and aggregation services for SHOP that are required in this solution are described in Section 5 and in Appendix L.
<b>27</b>	26	4.1.1	Does the premium payment for individual occur on marketplace or issuer website?	YHI will not be responsible for handling premium payments in the individual marketplace.
<b>28</b>	26	4.1.1	Financial Management: Does YHI own the entire billing function for Individuals? Are any pieces of the billing function being passed on to the issuers (e.g., Individual binder payments versus ongoing monthly payments)?	YHI will not be responsible for handling premium payments in the individual marketplace.

29	27	4.1	<p>There is mention of migration planning from the FFM for this effort; has there been any preplanning or discussions around this topic and with what parties? Can that information be shared prior to the due date of this RFP?</p>	<p>The Center for Medicare and Medicaid Service (CMS) and Center for Consumer Information and Insurance Oversight (CCIIO) are aware of this procurement. The Offeror is required to conduct all planning and discussions around the migration from the FFM to the procured solution with CMS, CCIIO, YHI, and other stakeholders, as required.</p>
30	27	4.1	<p>Are the YHI's requirements limited to complaints, case management and appeals?</p> <p>If not, please indicate which other modules require to be supported such as Plan Management and Financial Management?</p> <p>What languages should the IVR solution support, other than English?</p>	<p>IVR is not in scope for this RFP.</p>
31	28	4.3	<p>To what extent will YHI be flexible with onsite versus remote for Key Personnel? What percentage do you expect these resources to be onsite versus working at another facility/remotely?</p>	<p>YHI requires that the Project Manager be located in Boise, ID throughout the term of the contract. Other Key Personnel may be located remotely but are required to be onsite, as required by the project phase and/or at the request of YHI.</p>
32	28 and 79	4.3.1.1 and 4.11	<p>Will YHI assume responsibility for supporting and maintaining the existing backend systems such as eCaseFile and IBES that are leveraged in the new SBM implementation?</p>	<p>YHI and related stakeholders will be responsible for maintaining ancillary systems related to the SBM.</p>

33	35	4.4	<p>For the expected status reports and updating activities, is it the YHI expectation that these reports can be provided electronically? As part of an ongoing dashboard? Or do you have a particular status format established for use? Is this a report-out meeting, or can some of this communication be handled electronically and asynchronously?</p>	<p>For all status reports and activities (Project Management and M&amp;O), the Contractor shall propose a format, which must be approved by YHI. Regular status meetings are required during Design, Development, Implementation and Maintenance and Operations, however this does not preclude electronic and asynchronous communication.</p>
34	37	4.4.1.5	<p>The RFP lists requirements for the Software Project Management Plan (SPMP).</p> <p>Question: Will YHI please confirm if this plan needs to be submitted as a part of the technical response? If yes, then we assume a Draft version is acceptable. Will YHI please validate?</p>	<p>The Software Project Management Plan (SPMP) does not need to be submitted as a part of the technical response. The Offeror is only requested to outline their approach to completing tasks within the RFP, unless otherwise specified.</p>
35	56	4.7.1	<p>For data migration from the Federally Facilitated Exchange to State Exchange, could you please provide:</p> <ol style="list-style-type: none"> <li>1. Details on the database inventory for the source data?</li> <li>2. Database and version for the source system</li> <li>3. Data Dictionary</li> </ol>	<p>Data migration from the Federally Facilitated Exchange (FFM) should include data from the FFM database and associated databases. The Offeror shall be responsible for determining and describing the details of data migration, including the database specifications, version, source system and dictionary in their Migration Plan, as described in Section 4.7.1.2 of the RFP.</p>

36	56	4.7.1	<p>“The Contractor shall be responsible for converting all Idaho-specific data maintained in the FFM since October 1, 2013 from the FFM to the Contractor’s Exchange solution.”</p> <p>Question: As Eligibility and Financial Management appear to be out of scope, is the Contractor responsible for migration of data into these systems?</p>	<p>Eligibility and Financial Management are in scope in this project as described in Table 4-1, Section 5 and Appendix L of the RFP. All data maintained in the FFM will be required to be migrated to the SBM as a part of this project.</p>
37	56	4.7.1	<p>Does the migration from Federal Exchange involve migration of any reporting features?</p>	<p>YHI expects that the proposed solution will include reporting features required by federal regulations and as described in Table 4-1 and Attachment 1 of the RFP.</p>
38	56	4.7.1	<p>What are the systems in FFM technology platform from which Item data needs to be migrated to SBM technology platform?</p>	<p>Systems within the scope of this project are described in Table 4-1, Section 5 and Appendix L of the RFP. All data maintained in the FFM will be required to be migrated to the SBM as a part of this project.</p>
39	56	4.7.1	<p>How many tables are available or how many tables are expected to migrate from systems in FFM technology platform to SBM technology platform?</p>	<p>This is not known at this time. The Contractor is required to plan and map out all activities related to the migration from the FFM to the SBM, procured as a result of this RFP.</p>
40	60	4.8.1	<p>It is mentioned in System testing write up that "The testing function must be automated." Can YHI please elaborate on what kind of automation is expected and on what form of Testing?</p>	<p>YHI requires automated system testing to provide efficient system-wide testing, as requirements are modified or configured. System testing is the only form of testing for which YHI is requiring automation.</p>

41	61	4.8.1	Does YHI have a benchmark/SLA for performance testing? If so, can YHI please provide additional details?	There is no specific SLA for performance testing, but the Contractor is required to comply with all SLAs , as described in Appendix N.
42	62	4.8.1.1	<p>Among the test plan inclusions, one of the requirements stated is "Procedures and the YHI-approved defect management tracking tool for tracking and correcting deficiencies/defects discovered during testing including types of statistics compiled on the type, severity, and location of errors, and how errors are tracked to closure".</p> <p>Can YHI please share list of commercial YHI-approved defect management tracking tools.</p>	The Offeror should propose a defect management tracking tool (commercial or proprietary) that records and automates defect tracking, including the defect statistics listed in Section 4.8.1.1 in the RFP.
43	76	4.10.2	<p>"The Contractor shall prepare the following deliverables in support of implementation activities:</p> <ul style="list-style-type: none"> <li>· DEDs</li> <li>· Production environment</li> <li>· Authority to operate (ATO)..."</li> </ul> <p>Question: Can YHI define the process and documentation necessary to obtain ATO?</p>	The Authority to Operate process and documentation are regulated by the Internal Revenue Service as a part of the Exchange Life Cycle.
44	79 and 83	4.11 and 4.11.1.8	<p>Assumption: The Contractor is required to provide customer support for the technical and functional operation of the system only.</p> <p>Therefore, will YHI provide customer support to citizens, issuers, brokers, etc. for issues after the new State-based Marketplace (SBM) goes live? Who will set up and manage the customer call center for the SBM?</p>	This assumption is correct. YHI will provide support to citizens, issuers, brokers, etc. through a customer service center developed in-house or procured.

<b>45</b>	83	4.11.1.8	Is the assumption correct that all citizens, assistor and navigator phone calls be directed to the YHI call center?	A YHI customer service center will handle all phone calls that fall outside of the purview of technical assistance.
<b>46</b>	83	4.11.1.8	What types of on-site support are within scope?	The onsite support requirements of this project are described in Section 4 of the RFP.
<b>47</b>	83	4.11.1.8	Please indicate the types of calls that will be handled by the Technical Help Desk.	The Technical Help Desk will field calls related to technical assistance with the SBM by YHI, consumers, agents, brokers, etc.
<b>48</b>	83	4.11.1.8	“As part of maintenance, the Contractor will address all questions and reported problems related to the technical and functional operation of the system.” Please elaborate on the type of work involved in functional operations.	Functional requirements are described in Appendix L of the RFP.
<b>49</b>	83	4.11.1.8	Are there any seasonal/ intra-day fluctuations in volumes? If yes, can YHI please provide previous patterns?	The average handle/processing time cannot be determined until the SBM, procured as a result of this RFP, is operational.
<b>50</b>	83	4.11.1.8	What is the average handle/processing time on calls, emails, web and chat queries?	The average handle/processing time cannot be determined until the SBM, procured as a result of this RFP, is operational.
<b>51</b>	83	4.11.1.8	Does the Offeror need to provide toll-free number and voice T1s or will the YHI procure them and terminate the voice T1s on our US gateways?	The Contractor should provide a toll-free number for the technical help desk post-implementation.
<b>52</b>	83	4.11.1.8	Apart from Phone, is there any other mode of contact like email, web, chat etc. to contact the helpdesk? If yes, please provide monthly volumes under each.	The Offeror should propose helpdesk contact options as a part of their Technical Cost Proposal. Estimations for monthly volumes are not known at this time.

<b>53</b>	83	4.11.1.8	Please provide the expected monthly volumes of inbound calls to the helpdesk? If outbound calls are required, please mention the volumes.	This estimation is not known at this time.
<b>54</b>	83	4.11.1.8	Can YHI please elaborate on the typical type of issues that the Level 1/ Tier 1 helpdesk needs to resolve?	This is not known at this time. The Offeror may include their assumptions for the Level1/Tier 1 helpdesk issues as a part of their Technical Proposal.
<b>55</b>	84	4.11.1.12	Can hosting be done from any location within US?	Solution hosting can be done in any location that meets the requirements of the RFP and is within the continental United States.
<b>56</b>	87	4.11.3	What Service level Agreements is the helpdesk team expected to meet apart from the ones mentioned in Appendix N?	All Service Level Agreements are outlined in Appendix N of the RFP.
<b>57</b>	94	4.13	We assume Turnover will occur only in the final year, please confirm.	Turnover will only occur in the final year of the contract.
<b>58</b>	98	5.2.1	Assumption: The State-based Marketplace will integrate with the Idaho Benefits and Eligibility System (IBES) and the Federal Data Services Hub (FDSH) to determine eligibility including Medicaid and CHIP, but will not be handling Medicaid/CHIP enrollments. Please confirm/correct.	That is correct. YHI will not be responsible for Medicaid/CHIP enrollments.
<b>59</b>	98	5.2.1	Will the Oracle Policy Administration (OPA) tool be available for integration and access prior to the start of the Exchange project? If not, what is the estimated timeline of OPA's availability?	Yes, it is anticipated that the OPA will be available for integration and access prior to go-live of the Exchange to facilitate operational readiness for October 1, 2014 start of open enrollment.

60	99	5.2.5	The RFP says "YHI intends to utilize an accounting system separate from this solution; however this system will need to provide data to support Exchange accounting activities." How is this accounting system different from financial management function?	The external accounting system will be utilized to provide YHI's own financial controls and management, which are outside of the scope of this RFP.
61	100	5.2.8	Are there any ad-hoc reporting requirements? Is yes, please provide details.	Yes. Ad-hoc reporting requirements are described in the reporting section of Appendix L.
62	100	5.2.8	Does YHI have a preferred reporting platform for exchange Reporting? Please provide the following details on reporting requirements: 1. No. of reports to be developed 2. No. of dashboards to be developed	YHI does not have a preferred reporting platform. Where specific reports have been identified, they have been noted in Appendix L.
63	100	5.3	In addition to the RFP security requirements, and to meet CMS and IRS security requirements, we have found that commercially available enterprise access and identity management software products such as IBM TIM/TAM or Oracle Access Management are needed to meet these complex security and privacy requirements. Please confirm that YHI expects vendors to use these commercially available products?	YHI expects Offerors to present a solution, including software components, that in their knowledge and experience best meets YHI's stated requirements, goals, and vision as well as federal requirements governing a state-based marketplace.
64	100	5.2.8	What are the predictive analytics related expectations on State exchange platform?	YHI's expectations are described in the reporting section of Appendix L.

<b>65</b>	100	5.2.8	Is there a requirement for doing the data migration/data integration from existing system to new Data Warehouse? If so how many tables' data has to be migrated?	Data conversion / migration will be required for data that currently resides in the Federally Facilitated Marketplace. Requirements for that process are described in Section 4 of the RFP. Detailed information pertaining to the conversion is not available at this time.
<b>66</b>	100	5.2.8	Are there any performance requirement (response time, throughput) etc. for reports/ETL and data?	Expected service level agreements are detailed in Appendix N of the RFP.
<b>67</b>	100	5.2.8	Is there any requirement for showing the BI reports on smartphones/tablets? If so which all devices.	No.
<b>68</b>	100	5.2.8	What are the reporting/ quality requirements of the helpdesk?	Operational Problem Management requirements are described in Section 4.11.1.3 of the RFP.
<b>69</b>	100	5.2.8	As part of new development - Will there be additional incoming data to the database?	Requirements for data conversion / transition are described in Section 4 of the RFP. Detailed information pertaining to the conversion is not available at this time.
<b>70</b>	100	5.2.8	Can YHI please clarify on the estimated number of reports that need to be developed?	Where specific reports have been identified, they have been noted in Appendix L.
<b>71</b>	100	5.2.8	Is there any requirement for creation of OLAP Cubes? If so how many?	YHI's reporting requirements are described in Appendix L. Offerors are expected to utilize their accumulated skills and knowledge in determining the best solution to meet YHI's requirements

<b>72</b>	111	6.9	The RFP says "The proposed Work Plan and Schedule must show the ability of the Offeror to develop and test the federally mandated functionality in the solution prior to start of July 2013 and full implementation of federally mandated functionality by October 1, 2014." Did YHI mean July 2014 instead of July 2013?	Yes. The Offeror should develop and test the federally mandated functionality in the solution prior to July 2014, not July 2013.
<b>73</b>	Consumer Assistance	Appendix L	Is call center (for consumer assistance functions) in-scope for this RFP? If yes, please provide details on call-center related requirements.	No, call center functions are outside of the scope of this RFP.
<b>74</b>	PM-6	Appendix L	Assumption: Plan Quality Ratings are conducted by outside agencies. The YHI plan management system will facilitate input/modifications of the rating data only and will not support a complete quality rating methodology. Please confirm/correct.	Correct. This solution will not need to support a quality rating methodology.
<b>75</b>	EL-3	Appendix L	When Your Health Idaho refers to Medicaid in Appendix L: Functional Requirements Matrix and in other areas of the RFP, does this include both MAGI and non-MAGI Medicaid?	Yes.
<b>76</b>	AD - 6	Appendix L	Is Master Data Management feature in scope of this RFP?	Master Data Management is not in scope for this RFP.
<b>77</b>	AD - 6, SH - 16	Appendix L	Does the State plan to integrate with a third party for manual verification of employer size?	YHI does not have any current plans to integrate with a third-party for verification of employer size in the SHOP marketplace.
<b>78</b>	TC-23	Appendix M	Assumption: Browser compatibility for various personal computing devices is expected. This does not include a native application on any platform.	Correct.

79	TC-20	Appendix M	<p>Technical Requirements and Offeror Response Matrix. Ref Code: TC 20. Please clarify if the bidder is responsible for an alternate facility for YHI support staff should the facility become unavailable to YHI, or is the bidder only responsible to route network connections to an alternate facility if a disaster is declared?</p>	<p>In response to TC-20, Offerors are not responsible for providing alternate physical facilities for YHI staff in the event of a disaster, but rather to provide an alternate location in which the system can continue to operate in the instance of a disaster that affects the primary hosting location.</p>
80	TC-23	Appendix M	<p>Please clarify the intent of this requirement. Is it your preference to seek Android and iPhone applications designed natively for the form-factor of a typical cell-phone, or is it your desire that the HIX software applications simply be compatible with small screen interfaces generally?</p>	<p>At this time, YHI is not requesting mobile support in the form of a mobile-specific user interface or application, but rather that the web portal be generally accessible from the web browsing capabilities of prevalent mobile devices.</p>
81	TC-23	Appendix M	<p>Are there any requirements about SMS or Push Notification?</p>	<p>No.</p>
82	28	Appendix N	<p>"Exchange Solution Hours of Operation" are to be a minimum of 99.9% of expected operational time 24x7 and "1. Production Downtime" for the Exchange solution is to be 1% or less. Please elaborate to explain the apparent inconsistency of these two components of the SLA. For instance, Production could have downtime of 0.5% and be within the standard set in 1, but not meet the Exchange Solution Hours of Operation standard.</p>	<p>The standard for production downtime stated in Appendix N is incorrect. That statement is amended to read, "Production downtime for the Exchange solution is to be 0.1% or less.</p>

<b>83</b>	SLA 2, KPI 1	Appendix N	Can you confirm that your SLAs relating to system performance are intended to be measured as server response times, versus measuring the end-end response at the client (or user)? The latter, as you can imagine, is subject to delays, faults and degradation of the client's Internet connection, computer and other variables that the exchange cannot have any reasonable control over.	Yes, those SLAs are intended to cover server response times.
<b>84</b>	SLA - 6	Appendix N	Within the RFP there is mention of a help desk without additional details. Please clarify YHI's expectations of a help desk and what is expected to be provided by the awarded team.	The Technical Help Desk will field calls related to technical assistance with the SBM by YHI, consumers, agents, brokers, etc.
<b>85</b>	SLA 6, KPI 3	Appendix N	With respect to the SLA regarding user support and customer satisfaction, please describe if you have a formal methodology around customer satisfaction measurement or if you expect to work with the Offeror post-award to design such a methodology?	We expect to work with the offeror to develop a mutually agreeable methodology to measure customer satisfaction.
<b>86</b>	N/A	General	Will YHI consider extending the bid response period by 10 business days?	The new proposal due date is October 24th at Noon MT.
<b>87</b>	N/A	General	Would YHI consider extending the proposal due date by (2) weeks?	The new proposal due date is October 24th at Noon MT.
<b>88</b>	N/A	General	Financial Management: Are risk adjustment and premium stabilization programs out of scope for the initial release?	Yes.

89	N/A	General	Is there a turnaround time defined for YHI officials to review and provide feedback once documents/reports are made available to them?	There is no official turnaround time defined by YHI for review/approval of deliverables, but the Contractor will be required to propose adequate time for YHI review and approval of all documents and build that review/approval time into their work plan for design, development, and implementation.
90	N/A	General	<p>Observation: The RFP requires the contractor to include unit testing as part of development activity; however, other sections require to list it as a testing activity.</p> <p>Question: Will YHI please clarify whether unit testing should be classified as development or testing activity?</p>	Unit testing is a testing activity but should commence during the development phase.
91	N/A	General	We assume that the Offerors exchange solution will be able to leverage YHI's existing email exchange and payment gateways. Please confirm.	YHI has minimal technology resources at its disposal. Offerors are expected to provide all capabilities that are needed to operate the solutions as described in the RFP.
92	N/A	General	<p>Does YHI possess/use any testing tool for test/Defect management, automation, performance or any other type of testing?</p> <p>Will the Offerors be allowed to leverage the tools?</p>	YHI does not currently possess any testing tools or defect management tools.
93	N/A	General	Does YHI plan to utilize the already in place Phase I internet connections for Phase II or expect the bidder to supply an Internet connection as part of the hosting and operations bid for all citizens, assistants, and navigators to utilize?	YHI has minimal technology resources at its disposal. Offerors are expected to provide all capabilities that are needed to operate the solutions as described in the RFP.

94	N/A	General	Will the YHI facilities utilize the existing Phase I State network connections already in place for Phase II or expect the bidder to supply these connections as part of the hosting and operations bid? If so, please describe the connections to be included in the bid.	YHI has minimal technology resources at its disposal. Offerors are expected to provide all capabilities that are needed to operate the solutions as described in the RFP.
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