

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
1	19	4.1.1 AHIM's Vision for Solution Functionality	1	Can AHIM provide details on their existing IT assets, software and technologies so that these can be leveraged for potential reuse for the proposed SHOP solution?	AHIM does not have any significant assets available for reuse for the SHOP IT system.
2	69	4.8.3 Migration Responsibilities (Migration Requirements Matrix)	2	Can it be assumed that AHIM intends to do a one-time data transfer/migration from FFM to the proposed AHIM SHOP system and that AHIM does not plan to run these two systems in parallel?	Yes.
3	96	5.2.3 Financial Management	2	Could AHIM provide more information about their accounting system, e.g. the technology used and the functionality provided?	AHIM intends to use an off-the-shelf accounting system separate from this solution. The contractor solution will need to have the capability to interface with standard accounting functionality.
4	97	5.4 Technical Requirements	4	Does AHIM have an existing identity and access management solution/software? Is it AHIM's expectation that this capability is to be provided by the Bidder's solution?	No, AHIM does not have an existing identity and access management solution/software.
5	164	Summarized Reporting Requirements Traceability Matrix		The requirement states that "Provide a data warehouse to store all system data in a non-production environment". Can AHIM clarify what they meant by the non-production environment?	AHIM expects that the data warehouse system and data be separated from operational systems and data.
6	N/A	General – External Interfaces		We understand that the proposed SHOP solution will need to interface with multiple external systems. Does AHIM have a list of external systems that need to be integrated?	AHIM does not have a list of external systems that need to be integrated at this time.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
7	N/A	Medicaid Integration		What is the planned integration between the proposed SHOP solution the new Medicaid System? Is AHIM planning to reuse the rule base/rules engine across the IE solution and SHOP/Individual Exchange systems?	AHIM is still assessing the integration approach with Department of Human Services systems and cannot provide additional information at this time. Please see the answer to Question #126 for further context.
8	N/A	General – Current and Projected Enrollment		Can AHIM provide metrics on current and projected enrollment including: 1) How many Small Businesses are currently enrolled in the Arkansas FFM Marketplace? 2) What is the average size of the SHOP employers? 3) What are the projections for next year?	There are fewer than 200 small businesses enrolled in the Arkansas FFM SHOP Marketplace of varying size. AHIM has not completed formal modeling for projected SHOP enrollment. AHIM expects its selected vendor to build a SHOP Marketplace that is scalable to varying enrollment levels and enrollment increases over time.
9	10	2.2 RFP Timeline	3	Would AHIM consider an extension to the RFP submission date to accommodate adequate time for vendors to respond to any potential addendums to the RFP and to AHIM's responses to vendor questions?	The dates in the RFP will not be adjusted.
10		General – Internal Users		How many internal users (State/AHIM/Contractors) will require access to the proposed AHIM SHOP solution?	Fewer than 10.
11	SH-40	Appendix G Functional RTM		AHIM has requested the ability for employers to define contribution amounts for mandatory coverage offered to employees separately from optional coverage. Could AHIM please clarify what is considered mandatory coverage and optional coverage?	Mandatory coverage refers to medical insurance. Optional coverage refers to other products such as vision or dental insurance.
12	FM-30	Appendix G Functional RTM		Please clarify the user in the following requirement: Transmit SHOP market user fee data to exchange accounting system. Is the user the carrier, an employer?	The user of this data will be AHIM.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
13	CA-18	Appendix G Functional RTM		Could AHIM please clarify what documents would be exported in the following requirement: Provide the ability to export documents in a standard format (e.g. .pdf, .doc).	This requirement refers to any documents that would be stored in the EDM system.
14	WP-13	Appendix G Functional RTM		Could AHIM please provide more detail on the following requirement: Provide unverified exchange web portal login accounts. Enable user to save information and return to the site without giving 'official' identity verification data (e.g. SSN, name, etc.)	AHIM does not expect for users to have their identity formally verified by a third-party source in order to access SHOP system functionality.
15	58	4.7.1.5	1	One component of M&O is the resolution of problems and the corresponding corrective plan. Industry best process around this is to use ticket-tracking systems that feed into defect tracking systems. Such systems will of course incarnate each of the elements described in section 4.7.1.5 of the RFP. Is this consistent with your expectations or is it your desire in section 4.7.1.5 to introduce paper-based documents for such M&O activities?	It is not the desire of AHIM to introduce paper-based documents for M&O tracking activities.
16	105	6.6.4	2	Would AHIM consider requiring bidders to only disclose material litigation or financial reversals and omit non-material circumstances that may exist in the ordinary course of business?	Please refer to 6.6.4 for AHIM's requirements related to Company Financial Condition.
17	112	7.2.3	Price Sheet A	With respect to price sheet A, the second column header reads "X Year Total". Is X intended to be the full term of the contract (three years)? Or are you asking for costs to be broken out by year in multiple columns?	Yes, X is intended to be the full term of the base contract. The price sheets have been updated and posted as a separate attachment.
18	AD-1			Please clarify the expected vendor capability to perform periodic analysis of data, as well as the types of reports required.	AHIM expects a high degree of data quality in the SHOP System and welcomes discussion

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
					from bidders as to how data quality can be assured and reported on.
19	Customer Support Center - Page 96	5.3.1	Paragraph 1	What is the expected volume of employers and employees, respectively, served by the SHOP exchange?	Please refer to Question #8 above.
20	Customer Support Center – Page 96	5.3.1	Paragraph 1	Please provide an estimate of the ratio of email, telephone calls, and web chats expected to be used in estimating channel mix. By providing this information, AHIM will be able to apply an apples to apples comparison across all bidders.	AHIM estimates the following: 95% Telephone, 4% - E-mail and 1% Web-Chat
21	Customer Support Center – Page 96	5.3.1	Paragraph 1	Please provide an estimated call length.	As of today, AHIM has no viable data on average call length.
22	Average Speed of Answer – Appendix J	Appendix J	Table 5 – Row 2	Requiring 90% of all calls to be answered within 30 seconds considerably drives up staffing requirements and costs. Would AHIM consider modifying the requirement to achieve a monthly average speed of answer of 60 seconds therefore allowing the contractor to present a best value staffing solution?	AHIM expects vendors to develop a solution and price in accordance with the stated RFP terms. If the Contractor would so desire, AHIM welcomes additional cost models. Note that additional cost models will not be included in the evaluated price.
23	19	4.1.1	AHIM's Vision for Solution Functionality	In AHIM's definition of success, you list "enrollment figures exceeding expectations." Can AHIM please provide information on its projected SHOP enrollment?	Please refer to Question #8 above.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
24	133	9.15.3	Records Retention Requirements	Within the Terms and Conditions, you state that the period of records retention is 5 years. The latest guidance from CMS requires a 10 year retention window. Will this be a change to the contract terms?	Yes, AHIM will adhere to the federal requirements.
25	10	2.2	RFP Timeline	AHIM is planning deployment of the SHOP for Open Enrollment 2016 (October 1, 2015). To meet this deadline and per CMS regulations an Operational Readiness Review (ORR) must be completed by June 2015 (only 3-4 months after project initiation). Will AHIM apply for a waiver on the ORR deadline to have it be closer to the implementation date?	AHIM will continue to work in partnership with CMS/CCIIO to complete all regulations and review requirements on a mutually agreeable timeline.
26	66	4.8.1	Migration Description	Can AHIM provide information on the amount of data to be migrated? What would the earliest date for access to plan details be for import purposes? What information will be required for consumer history on PY2014, PY2015?	AHIM does not have any information related to the amount of data that will need to be migrated. AHIM expects that all information pertaining to clients of the Arkansas SHOP Marketplace currently being operated by the FFM will be migrated to the state-based SHOP system.
27	46	4.5.1.2	SHOP Environments Plan	The SHOP environments plan references a conversion environment separate from development, system testing, training (UAT) and production. The conversion environment is not referenced in the previous section, Section 4.5.1.1 SHOP Environments. Is the required conversion environment separate? Can you please confirm the total number of environments required?	Section 4.5.1.1 is correct, the Contractor does not need to provide a conversion or training environment.
28	46	4.5.1.2	SHOP Environments Plan	Do any of the environments have requirements for dedicated hardware? Are there any requirements for a dedicated network?	As long as it meets AHIM's SLA requirements along with State and Federal security/privacy requirements, AHIM accepts this running in a shared environment.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
29	151	Appendix G, SH-40	n/a	Can AHIM clarify if mandatory coverage refers to full time employees and optional coverage refers to part time employees and/or dependents?	Please refer to Question #11 above.
30	151	Appendix G, SH-48	n/a	How will the vendor know which plans are not open to additional enrollment? How often is that information updated from AID?	AID will inform the vendor of any changes in plan availability as such information becomes available.
31	152	Appendix G, SH-53	n/a	Does AHIM intend to integrate provider search capabilities into the employee plan selection workflow in the near future (as opposed to a link out to carrier sites)?	AHIM welcomes proposals that provide robust and useful tools to assist consumers in the plan selection process and does not have a specific opinion of the integration of provider search capabilities.
32	154	Appendix G, SH-97	n/a	Can AHIM provide an example of an employer's eligibility determination decision tree? Is this the same as the business rules used to determine an employer's eligibility?	Yes. AHIM expects that this decision tree will detail the data used and outcomes of the eligibility determination process.
33	156	Appendix G, PM-6	n/a	Can AHIM provide more details as to the structure of the plan quality ratings? Do plan quality ratings exist for AID certified plans? Is there a requirement for the plan quality ratings to be displayed during employer and/or employee plan selection?	Plan quality ratings do not currently exist for AID certified plans. A pilot program will begin in 2015 that will display plan quality ratings based on data from the previous plan year. The methodology for how this data will be displayed is to be determined. Quality ratings are based on NQF endorsed measures. These quality ratings are not expected to be part of the shopping experience during the time of the pilot program but may be included in the future.
34	156	Appendix G, PM-7 and PM-8	n/a	Can AHIM confirm that SERFF generates and submits reports to CMS for required plan management data?	As a Partnership state (defined here as states using the FFM but performing their own plan management) Arkansas uses SERFF for the certification applications including all required plan management data. SERFF pushes the information to HIOS (the system used by CMS).

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
35	156	Appendix G, PM-13	n/a	Can AHIM provide examples of issuer and plan performance data? Is there a requirement for the plan performance data to be displayed during employer and/or employee plan selection?	No example is available because this data will not be available until data collection is completed by AID in Late August. There is no current requirement for the display of plan performance data during employer and/or employee plan selection.
36	156	Appendix G, PM-16	n/a	Can AHIM please provide examples of periodic monitoring data that will be displayed as part of the SHOP solution?	AHIM is working internally and with its partners to reach a final answer on what periodic monitoring data will be displayed. Possible areas include average length of time to pay a claim, percentage of prior authorizations that were approved, and average number of claims paid verses denied. This list is for example purposes only and subject to final decision making.
37	157	Appendix G, PM-21	n/a	Can AHIM please provide examples of performance and oversight data transactions?	Please refer to Question #36 above.
38	157	Appendix G, PM-27	n/a	Can AHIM please provide examples of issuer and plan complaint data? Can AHIM confirm that collecting this data is outside the scope of this project? Is there a requirement for the issuer and plan complaint data to be displayed during employer and/or employee plan selection?	A complaint department currently exists inside of the Arkansas Insurance Department. This complaint data is collected and coded by AID. There is also a federal complaint system that is collected and coded. AHIM anticipates using data from these and similar sources. Collecting such data is beyond the scope of vendors who respond to this RFP. However, it is anticipated that the SHOP portal will be built in such a way that it is able to display this data.
39	161	Appendix G, CA-39	n/a	Can AHIM please provide examples of Agent / Broker performance metrics required for tracking?	Examples would include, but are not limited to: applications started, applications completed, and completed enrollments.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
40	161	Appendix G, CA-40	n/a	Does AHIM require all agents / brokers to have appointments from all carriers, or will AHIM allow for captive producers?	AHIM has not yet reached a final decision on this policy question.
41	165	Appendix G, AD-3	n/a	Does AHIM agree that FTI data is not necessary to determine SHOP eligibility for employers or employees?	Yes.
42	165	Appendix G, AD-7	n/a	Can AHIM please provide examples of what data may need to be uploaded into the system, and examples of authorized sources of data?	Examples of this data may include, but are not limited to: additional plan data supplied by carriers and provider network data supplied by carriers.
43	166	Appendix G, WP-11	n/a	Can AHIM clarify what user uploaded images will be used for within the system?	Uploaded images may be used to provide verifications for eligibility determination, for example.
44	174	Appendix I, TC-21	n/a	Does this requirement refer to the operating system of the end users? If so, how does this requirement differ from TC-24?	Yes. There is no difference between requirement TC-21 and TC-24.
45	20	4.1.1	Migration description - last sentence on the page.	Reference is made to the fact that Contractor shall complete migration of all SHOP plan data from the FFM to Arkansas' SHOP Marketplace. Is the requirement to just move the plan data, or the plan data and member data? When will the cutoff be for this migration and does AHIM have any projections as to how many accounts will be migrated as that point?	The Contractor shall migrate both the plan data and member data from the FFM. Migration will occur before the SHOP marketplace is launched. AHIM does not have any data related to the number of accounts at this time.
46	21	4.1.4.1	Consumer Support Center	Is the requirement for the Contractor to setup a CSC to support SHOP in Arkansas? Reference is made in the following paragraph for the SHOP CSC to interface with the future Individual Marketplace, and then goes on to mention that the CSC will have the capability to support in person consumer support. Is the initial requirement for the	The SHOP CSC is not required to have a physical location within Arkansas, however, the expectation is the CSC will be within the United States. Additionally, the SHOP CSC does not need to support a walk-in center unless it is in an extreme situation where AHIM expects that

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
				SHOP Contractor to have a physical location in Arkansas?	the system is unavailable for a significant period of time.
47	22	4.2.1	Organization and Staffing Plan	The RFP states that 'key personnel are not required to be located in Little Rock'. Does this include call center and walk-in support staff?	The Project Manager is the only key personnel member required to be in Little Rock full-time. See response to question #46 above for additional information.
48	66	4.8.1	Migration Description	With regard to data migration, what is the extent of prior SHOP financial information that is expected to be migrated? For example, is AHIM asking for all payment history, billing history etc. to be migrated to the new financial management and billing system?	Please refer to Question #26 above.
49	75	4.9.1.12	Contractor Workspace and Hosting Environment/ Facility	With regard to hosting the SHOP solution, can the hosting location be outside the State of Arkansas? We presently host our State Exchange solutions primary location in another state, with a redundant backup facility in a separate state.	The solution does not need to be hosted within Arkansas but must be hosted within the Continental United States.
50	82	4.1	Outsourced Operations	Can Contractor use off-shore resources for IT development related tasks?	The Contractor may use off-shore resources only where related specifically to IT Development tasks. If the Contractor expects to use off-shore resources they shall be clearly outlined and described in detail within their proposal as to how it would benefit AHIM.
51	82	4.10.1.1	Consumer Support Center Description	With regard to the Consumer Support Center, can this be located outside of Arkansas? If so, how would in-person inquiries be done?	Please refer to Question #46 above.
52	95	5.2.3	Financial Management	Reference is made to the AHIM financial accounting system. Please provide more detail in terms of how data from the financial management and billing system will be provided to the financial	Please refer to Question #3 above.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
				accounting system? For example, will the Contractor be required to prepare monthly journal entries for the accounting system? If so, what is the accounting system being used, and is this a manual process?	
53	127	9.9.3	Ownership of Information and Data	Ownership/Intellectual Property. Will AHIM agree to exclude SaaS (Software as a Service) solutions from the ownership requirements noted in this section? For example, if the Contractor is using a financial Management solution that is a SaaS solution, there would be no ownership by AHIM in the software used by the Contractor. Similarly, if the solution uses other COTS products, the ownership of those applications (ex. Microsoft etc.) could not be assigned to AHIM. What is the expectation of AHIM over IP/ownership rights and how can this be applied to previously existing solutions and product?	AHIM will not be requesting any IP or ownership rights for these COTS products as a general rule. However, any modifications or customizations required and paid for by AHIM will result in AHIM retaining those IP rights.
54	168	Appendix H	CC-9	What is the extent of out outbound calling campaigns described for this requirement? Is it expected that Contractor staff will be performing these outbound campaigns, and is this something covered by the pricing model? If it is to be included, please provide more detail on number of campaigns, call volume, etc.?	Our intent with the contact center is to have the capability to place outbound calls to SHOP participants in order to clarify information, to return phone calls from SHOP participants, and satisfy any incomplete information.
55	169	Appendix H	FM1-5	Are FM1 – FM5 intentionally omitted from the RFP?	There are no requirements FM1-FM5.
56	169	Appendix H	FM19	Is the Contractor responsible for contracting with an outside accounting firm to conduct an annual audit? What are the requirements for this task (i.e.:	Yes, this will be an external independent annual contracted audit. The contractor will be responsible for the total cost of this audit and it should include full transactional level audit of

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
				when is this to be performed, what is the extent of the audit, can any CPA firm be used)?	all financial activities associated with the SHOP solution.
57	169	Appendix H	FM20	Are these reports just for the financial management and billing system, or all of AHIM?	These reports only pertain to the financial management activities of the Contractor.
58	16	3.5	Last	Are broker commissions being paid by carriers or the exchange? If the exchange is paying, does this solution need the capability to manage broker commissions and payments?	Broker commissions are to be paid by the carriers.
59		Appendix J	All	Would AHIM consider a grace period regarding SLAs for post go live as well as a potential earn back clause on SLAs (Ex: that if an SLA is hit, the vendor has the ability to earn back the fine if SLAs are not hit in subsequent month.)?	This is an option AHIM would consider negotiating in good-faith with the selected Contractor.
60		Appendix G	FM9	What invoice discrepancy notification methods - email, phone, web form - does the vendor need to provide for employers?	AHIM anticipates that the primary discrepancy notification methods will be e-mail or phone.
61		Appendix G	FM16-18	What are the reporting methods AHIM would require discrepancies to be reported to employers (web form, email, phone call)? What notification methods does AHIM expect to be utilized and stored for Employer and employee notifications?	AHIM anticipates that the primary discrepancy communication methods will be e-mail or phone.
62		Appendix G	FM24	What is the methodology Arkansas plans to use or is using to assess user fees? Will it be per member, per subscriber, a percentage of premium, or something else?	AHIM has not yet determined its methodology for collecting user fees. While a decision is pending, the options presented in the question represent the likely universe of choices from which AHIM will decide.
63	173	Appendix I	TC-12	Is this feature to be made available to AHIM users?	This feature will be made available only to authorized administrators of the system.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
64	173	Appendix I	TC-13	What type of audit is this referencing and who is paying for the audit? What is the frequency?	The Contractor is responsible for delivering an annual assessment of the hosted environment/solution from a full operational/security/network perspective.
65	175	Appendix I	TC-41	Clarification: is AHIM asking for admin access to the contractor's SaaS based solution? If so, what rights and access does AHIM intend to utilize?	AHIM is requesting read-only access to assist in trouble shooting and planning.
66	176	Appendix I	TC-60	Does AHIM have specific 3 rd party authentication services in mind?	No.
67	177	Appendix I	TC-82	In what cases would AHIM require two factor authentication to be used?	AHIM expects that two-factor authentication will primarily be used during Account setup/password recovery, however it should also be offered to consumers as an option for their normal log-in procedure.
68	179	Appendix J	SLA 1.3	Would AHIM consider excluding scheduled releases from the six hours of allowed maintenance per month?	AHIM does not anticipate allowing for such an exclusion.
69	179	Appendix J	SLA 1.4	Can AHIM confirm that this is with regard to local failover or disaster recovery failover?	Disaster Recovery
70	182	Appendix J	SLA 5.4	Would AHIM consider additional options on this requirement as the abandonment rate is not necessarily an indication of contractor's performance with call handling?	This is an option AHIM would consider negotiating in good-faith with the selected Contractor.
71	182	Appendix J	SLA 5.6	Would AHIM be open to reducing the percentage from 100% as this is more aggressive than industry standard and best practice SLAs? For example, if one out of 10,000 chats goes unanswered, this triggers the SLA. Is this AHIM's intent, and if so, can this be discussed?	Yes, AHIM is open to discussing other metrics.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
72	10	2.2	Table 2-1	We understand AHIM's need and goal to begin this project in order to meet federal requirements. AHIM indicates that answers to vendor questions will not be released until at least November 24th. Given the short timeframe between the State's answers and the December 8th response deadline, and given that the Thanksgiving holiday occurs on November 27 and that many state and corporate offices are also closed on November 28, will the Agency consider a modest extension of at least two weeks to the due date to allow adequate time to thoroughly incorporate the related clarifications issued in the response to questions? We believe this will facilitate a higher quality response that is in the best interests of the AHIM and still align with the stated goals of the RFP.	The dates in the RFP will not be adjusted.
73	21	4.1.4.2	1	Please confirm that all costs associated with the bank accounts controlled by AHIM will be borne by AHIM.	Yes, that is correct.
74	21	4.1.4.2	1	How does AHIM intend to grant permissions into an AHIM-controlled Arkansas bank account? Will reports and/or access privileges be made available to the successful vendor for purposes of reconciliation?	AHIM will provide read-only access to the AHIM bank account for reconciliation purposes.
75	21	4.1.4.2	1	How does the State envision the handling of various disbursements from the Arkansas controlled bank account?	AHIM is looking for the contractor's response to include a fully integrated financial SHOP solution.
76	21	4.1.4.2		What is the estimated volume of premium aggregation? What is the expected volume of calls from employers/carriers for financial transactions?	As of today, AHIM has no viable data on premium aggregation and employer/carrier call volume.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
77	22	4.10.1.1	6	As stated in section 4.10.1.1 walk-in support center is needed for a contingency and backup, what are some of the possible situations that AHIM envisions requiring a walk-in center? Please provide the scope of service, including volumes and operational requirements, for this walk-in center.	AHIM's intent is to have a contingency plan should there be a full system failure. In this case, AHIM desires to have the capability to handle manual-paper processing. However, it's anticipated this functionality will be handled by the Agents and Brokers; therefore, there will only be a need for a walk-in center for the state of Arkansas SHOP in extreme circumstances.
78	84	4.10.2.1	1	What payment processing gateway will be used to process online insurance premium payments?	AHIM does not have a preferred payment processing gateway.
79	91	4.12.1.1	3	The RFP indicates that as part of turnover responsibilities, the Contractor is to prepare and submit "a SHOP and related services system requirements statement [that] shall include all facilities and any other resources required to operate the SHOP and related services, including: · SHOP-related equipment;" There is no mention, however, of any requirement to transfer title in, nor physically ship to the Exchange, the SHOP-related equipment. We assume that a Contractor would not be required to do so as part of turnover since such a requirement would be inconsistent with (a) AHIM's vision in Section 4.1.1 of wanting a solution that "minimizes the cost of ownership of IT assets" and (b) the concept a Contractor hosted solution that also leverages existing IT assets that the Contractor may use to support other customers. Indeed, if the Contractor is required to convey ownership to the Exchange in any SHOP-related equipment, bidders will have to use dedicated equipment and increase the costs to	This is correct. AHIM is not looking for the Contractor to transfer the physical assets to the Exchange. The intent is for AHIM or its appointed agent to fully understand the requirements to take over the system, technical, and business functions of the SHOP along with the related services outlined in the contracts.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
				the Exchange. Please confirm that as part of turnover, the Contractor will not be required to convey title and transfer ownership to the Exchange in the SHOP equipment and that the Contractor would not have to physically ship the SHOP equipment to the Exchange?	
80	91	4.12.1.2	1	<p>As part of Turnover, the RFP states that “[T]he Contractor must transfer to AHIM or its appointed agent, as needed, all program code listings”. It is unclear, however, whether a Contractor is required to transfer software licenses in the various software components of the SHOP Solution from the Contractor (who will be the primary licensed user during the term of the Contract) to the Exchange upon Contract termination.</p> <p>If there is such a requirement to transfer the licenses for all SHOP Solution software components, the following should be noted:</p> <p>(1) Such a requirement will drive up bidders costs without necessarily a commensurate benefit to the Exchange since a contractor would first have to charge the Exchange for the license that permits the Contractor to host the Solution and then the incremental cost associated with a license transfer to the Exchange;</p> <p>(2) Many of the software components are commercial, off the shelf (COTS) Products for which the State may be able to acquire more favorable license pricing directly from the applicable COTS manufacturer; and</p>	Yes, AHIM is not requiring the Contractor to purchase and convey to the Exchange, the licenses in the Exchange's name.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
				<p>(3) Upon contract termination, it is not clear whether the Exchange would necessarily want or need all of these licenses transferred since the Contract termination may be a result of the Exchange wanting a different solution that does not require them or where having a license for Contractor proprietary software would not be sufficient since the Exchange would not have access to on –going support for such Contractor proprietary software.</p> <p>For all of the above reasons, would the Exchange please confirm that while the turnover activities require a listing of applicable software components of the SHOP Solution, the Contractor would not be required to purchase and convey to the Exchange licenses in the Exchange’s name?</p>	
81	46 and 47	4.5.1.1 and 4.5.1.2	Section 4.5.1.1, Paragraph 2 Section 4.5.1.2, Paragraph 1	There is ambiguity related to the number and types of environments required. Section 4.5.1.1 lists Development, System Test, UAT and Production (four environments), and Section 4.5.1.2 specifies two additional environments (conversion and training). Please confirm the number and type of environments that each bidder will need to included and priced in their proposal.	Please refer to Question #27 above.
82	56-57	4.7.1.4.		The requirement references the AHIM staff and other users that need to be trained. Please provide the expected number of AHIM staff and other users bidders will be required to train.	Fewer than 10.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
83	66	4.8.1		In order for bidders to accurately scope and price their proposals, please provide more detail on the data that must be migrated from the FFM to the SHOP solution. Specifically, is AHIM requiring all Arkansas-related data that resides on the FFM to be loaded to the SHOP or a subset of that data necessary to support ongoing SHOP functionality?	Please refer to Question #26 above.
84	75	4.9.1.12	1	Please clarify the requirement in 4.9.1.12. Are contractors required to establish office space in Arkansas for their staff during implementation, maintenance, and operations?	AHIM expects that, by contract execution time, the Contractor will acquire a sufficient amount of office space within 10 miles of the AHIM's offices to support project activities which would include meeting / conference space and supporting technology. In addition, AHIM requests that the Contractor provision 4-5 workspaces for AHIM staff to be collocated with Contractor staff. Bidders are expected to include pricing for this space in their cost proposals.
85	75	4.9.1.12	1	Do the facility requirements defined in the 12 bullets relate to the hosting facility (data center) only or do they also apply to general office space provided by the contractor for implementation, maintenance, and operations activities?	The facility requirements listed apply only to the hosting facility.
86	101	6.2	Last Paragraph	The RFP indicates that if the Bidder objects to any term or condition of the RFP, exceptions must be submitted on the form in <i>Appendix K</i> and noted in the <i>Transmittal Letter</i> . Should a bidder include Appendix K immediately after the Transmittal Letter and if not, where in the Proposal should the completed Appendix K be included?	Bidders should submit Appendix K as the last element of their technical proposal.

Question ID	RFP Page #	RFP Section #	Paragraph	Question	AHIM Response
87	120	9.1	1	<p>Section 9.1 states that “[T]he Contract will also be subject to any financial assistance agreement between AHIM and CMS, and all laws, regulations, guidelines, and provisions of the financial assistance agreement will apply to the Contract and will be incorporated by reference as fully set forth herein.”</p> <p>Please clarify what is meant by the “financial assistance agreement between AHIM and CMS”, with a specific emphasis on what terms would apply to the Contractor?</p>	AHIM relies on federal grant funding for the implementation. This statement refers to that financial arrangement between AHIM and CMS.
88	132	9.15		<p>The RFP states that “all work performed as part of this Contract will comply fully with administrative and other requirements established by federal and state laws, regulations, and guidelines, and [Contractor] assumes responsibility for full compliance with all such laws, regulations, and guidelines, and agrees to fully reimburse AHIM for any loss of funds, resources, overpayments, duplicate payments, or incorrect payments resulting from noncompliance by the Contractor, its staff, or agents, as revealed in any audit.</p> <p>Would AHIM provide an example of where the Contractor’s scope of work, if not done in compliance with applicable “administrative requirements” might result in loss of funds, resources, overpayments, duplicate payments or incorrect payments for which Contractor should be liable?</p>	AHIM interprets administrative requirements to include, as an example, the standards as defined within Section 5.4, Technical Requirements.

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89	120	9.3	5 and 6	This Section of the RFP states that “[A]t the discretion of AHIM, this contract may be extended for three subsequent one year periods on a year to year basis.” Yet, Pricing Sheets C and D only require bidders to offer pricing through calendar year 2018, in other words, only for a portion of the first renewal year. In light of the above, in order to extend the Contract during the renewal years, will the parties be required to enter into a written amendment signed by both parties, or will AHIM simply issue a one way letter to the Contractor notifying the Contractor of the extension? If it is the former, will the amendment include the mutually agreed upon pricing for the renewal period? If it is the latter, should the RFP be amended such that the Pricing Sheets have pricing for calendar years 2019, 2020 and part of 2021 to cover all possible extension years?	The price sheets have been updated and posted as a separate attachment to address this question. Bidders should note that only the amounts represented for the initial term of the contract will be used for evaluation purposes.
90	Page 123	9.4.2	2	This Section of the RFP states that “AHIM will reimburse the Contractor for any pass-through expenses proposed in the Cost Proposal and approved in the Contract.” What is meant by “pass through expenses” that would be subject to reimbursement?	Pass-through expenses are expenses borne by the contractor by necessity or convenience that AHIM would be prepared to reimburse the Contractor at cost.
91		Appendix G	Requirement SH-6	The request is to allow for employers to proceed through the application non-sequentially. Please clarify what is meant by “non-sequentially”. Application questions are often dynamically generated based on the responses to prior questions. Given the workflow of the application, please clarify the intent of this requirement.	The intent of the requirement is to provide flexibility to the user in how the application is completed. If the bidder's system includes an application workflow that does not support this requirement, bidders should describe how the application process will be streamlined and user-friendly.

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92		Appendix G	Requirement FM-34	Please confirm that the General Ledger functionality referenced in this requirement is external to the SHOP solution.	Please refer to Question #3 above.
93		Appendix G	Requirement CA-16	Please confirm that bidders are responsible for maintaining a mail room function to receive paper applications, and other documentation, and scan into the EDM component of the SHOP system.	AHIM expects that paper application processing will only be utilized in extreme circumstances where the system is unavailable for a significant period of time. AHIM will work with the vendor during contract negotiations to establish standards for contingency paper processing capabilities.
94		Appendix G	Requirements NO-1 through NO-13	Please confirm that bidders are responsible for providing print fulfillment services for all paper notices and other materials generated by the SHOP solution.	AHIM expects that paper notices and other materials processing will only be utilized in extreme circumstances where the system is unavailable for a significant period of time. AHIM will work with the vendor during contract negotiations to establish standards for contingency paper processing capabilities.
95	1	Appendix G		Appendix G defines “Custom Design and Development” as “the proposed system requires a modification or addition to existing functionality to meet this requirement which requires a source code modification. The system will be modified to satisfy the requirements as stated or in a different format. The bidder must explain the modifications and include the cost of all modifications above and beyond the base cost in the Project Cost Proposal .” Appendix G defines “Out of the Box” as “the proposed system fully satisfies the requirement as stated with no modifications to the base product required. The bidder must explain how the requirement is satisfied by the system. A bidder	No, bidders are expected to respond related to the system as it exists when the proposal is submitted.

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				may have a system where the functionality in existence as of the date of the Proposal does not fully satisfy the requirement but where the requirement would be met based on source code modifications in the bidder's product roadmap at some future date. If a bidder were to accelerate its product roadmap, modify its source code to meet the functional requirement in accordance with the work schedule for this Contract, include the functional requirement as part of its base, COTS offering to all licensees but not pass on that development cost to AHIM, could such functionality be described as "Out of the Box" for purposes of this Proposal?	
96	20	Appendix G	Requirements CA-1 through CA-14	This set of requirements is related to appeals and complaints. Please confirm that bidders are only responsible for providing system functionality to support these requirements and that AHIM will provide the operational support to manage each appeal/complaint.	AHIM anticipates that the CSC will be responsible for handling the complaints and appeals process.
97		Appendix G	Requirements PM-6 and PM-15	Related to the requirement to provide the ability to assign a quality rating for each QHP, please confirm who defines each plans performance data? What quality metrics are the ratings based on, and how often are the ratings provided?	Quality work is currently the domain of the Arkansas Insurance Department. It is not anticipated that the SHOP vendor will have any role beyond displaying quality information that is created by another entity.
98		Appendix G	Requirement CA-39	This requirement states that the solution should track agent/broker performance metrics. Please provide detail on what specific metrics are required to be tracked, and who will be providing these metrics.	Please refer to Question #39 above.

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99		Appendix I	Requirements TC-15, TC-16, and TC-17	<p>There are three technical requirements in Appendix I where the actual requirement is an element that is “defined by the Exchange” but where no definition is included in the RFP. They are:(1) Provide the ability to utilize alternative remote back-up sites that are in a different state or time zone or as agreed upon by the Contractor and the Exchange, and are separate and distinct from primary hosting facility with a ramp up period within the Recovery Time Objective defined by the Exchange.(2) Provide the ability to recover lost or deleted data from backup in accordance with the Recovery Point Objective as defined by the Exchange.(3) Provide scheduled maintenance notification within the limits defined by the Exchange.The RTO, RPO and limits for scheduled maintenance have real cost implications depending upon their definition. Based on this language, each bidder is forced to price this component based on its own ‘worst case’ scenario. Two unintended consequences result: first, AHIM will receive pricing higher than if an alternative approach were chosen and second, each bidder may make different assumptions leading to an inability to compare equivalent offers.Based on the above, would AHIM consider amending the RFP to either specify the definitions for all bidders or permit bidders to price and propose based on definitions that (a) are mutually agreed upon and (b) based, at least initially, on definitions included in the applicable bidder’s proposal?</p>	<p>AHIM's expectations for Recovery Time Objective is defined in the SLA terms as failover. AHIM's expectation for Recovery Point Objective is defined in the SLA terms as database updates and synchronization. The schedule maintenance notification should be made no less than 7 calendar days prior to the expected scheduled maintenance.</p>

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100		General		In order for all bidders to accurately scope and price their solution, please provide a complete list of external interfaces with which the SHOP solution will need to integrate data.	Please refer to Question #7 above.
101		General		Please provide the number of concurrent users anticipated to use the new SHOP system and what is the anticipated peak period of usage of the system?	The peak period is expected to be normal business hours 8:00 a.m. - 5:00 p.m. (CST). As experienced in other SBM SHOP implementations, volumes are not expected to be extreme. As a data point, Arkansas currently has fewer than 200 enrollees in its current SHOP marketplace.
102		General		Is there any restriction on the use of offshore resources? If so, please clarify what those restrictions are.	Please refer to Question #50 above.
103		General		What is the anticipated volume of employees AHIM expects to enroll through the SHOP?	Please refer to Question #8 above.
104		General		We understand that AHIM has engaged the Cicero Group to perform a survey to better understand what would cause employers and employees to use the Arkansas Health Insurance Marketplace. Can AHIM please provide the results of that survey?	The survey results will not be available until January, 2015 and will be shared with the selected Contractor.
105	96	Section 5.3.1 and Section cc 1-15	1	What is the expected number of inbound, outbound calls, emails and chat transactions that the contact center will support?	Please refer to Question #101 above.
106	14	2.14	First	The initial term of the contract is stated to be three years with a tentative award date of March 2, 2015. For pricing purposes, can it be assumed that the contract end date will be March 2, 2018?	Yes, your assumption is correct.

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107	20	4.1.1	Table 4-1	For Financial Management, does AHIM desire the Contractor to provide a lockbox?	AHIM does not require a lockbox, however if the contractor feels this is critical to the security of their financial solution it is their prerogative to implement or not.
108	21	4.1.4.1	First	Does AHIM perceive a need for the SHOP Consumer Support Center to have licensed agents on staff? If so, please provide the desired percentage of staff required to be licensed.	No, AHIM doesn't see a need for licensed agents in the Consumer Support Center.
109	21	4.1.4.1	First	Please clarify which aspects of the SHOP Consumer Support Center the contractor will remain responsible for once the Individual Consumer Support Center is established. (Ex. infrastructure, operations, staff, etc.).	At this time, AHIM is unable to define those specifics, as they will depend on the outcome of the SHOP implementation/launch and the Individual Market RFP process.
110	22-26	4.2.1	All	Table 4-2.1 lists the Project Manager and Test Manager as the only roles requiring 100% allocation to AHIM. Further, the key personnel descriptions state that the Contractor cannot divert the person named to other contracts without AHIM's authorization. Does AHIM intend for the persons operating in the Account Manager, DDI Manager, Operations Manager, and Privacy and Security Manager roles to be 100% dedicated to the SHOP Marketplace project or only initially?	The Project Manager is the only key personnel member expected to be 100% allocated to the project for the life of the contract. Certain key personnel are expected to be allocated 100% during the relevant phases for which they are involved but not for the life of the contract. Table 4-2.1 addresses the expected allocation of key personnel but is not binding.
111	22	4.2.1	Table 4-2.1	In regards to the key personnel identified in Table 4-2.1, does AHIM anticipate that all of these positions will need to remain allocated to the project for the life of the contract?	Please refer to Question #110 above.
112	66	4.8.1	All	Does AHIM anticipate the need for all historical master and transactional data for all functions to be migrated? Please explain what flexibility the	Please refer to Question #26 above.

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				contractor will have in determining the necessary migration functions to be completed.	
113	113	Price Sheet C	N/A	How many employers and employees does AHIM anticipate enrolling and maintaining coverage for through the SHOP Marketplace solution on a monthly basis?	Please refer to Question #8 above.
114	113	Price Sheet C	N/A	What is your five year projected volume of employers, employees, and their dependents enrolling through your SHOP Marketplace?	Please refer to Question #8 above.
115	127	9.9.3	First	Is this provision intended solely for developments resulting from government funds? Or, is this intended to include all developments in connection with the project, including developments at private expense done in connection with the project? Additionally, notwithstanding ownership belonging to AHIM, will AHIM grant a contractor the ability to use, release to others, and distribute or publish developments under this contract provision?	This provision is intended to address all development efforts associated with the AHIM SHOP regardless of funding source. As stated in the RFP, the Contractor is prohibited from using, releasing, distributing or publishing any and all information without the express written approval of AHIM.
116	130	9.12.1	All	Are any of the various indemnity provisions open to negotiation?	AHIM reserves the right whether to or not negotiate in good faith any final contract provisions with the selected Contractor.
117	N/A	Appendix G	Line PM-6	Assumption: Plan Quality Ratings are conducted by outside agencies. The AHIM plan management system will facilitate input/modifications of the rating data only and will not support a complete quality rating methodology. Please confirm/correct.	Yes.
118	N/A	Appendix G	Line CA-40	Will AHIM need a system and process to support continuous learning and periodic exchange certification?	This activity is beyond the scope of this procurement.

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119	N/A	Appendix G	AD-9	Please provide information on the third-party identity verification service the solution will need to integrate with in order to authenticate user identity.	Please refer to Question #4 above.
120	N/A	Appendix H	Lines FM-1-FM-5	Does AHIM have requirements for the contractor governing the financial management operations functionality described in FM-1 through FM-5?	Please refer to Question #55 above.
121	N/A	Appendix I	Line TC-22	Assumption: Browser compatibility for various personal computing devices is expected. This does not include a native application on any platform. Please confirm/correct.	Correct, AHIM is not requiring a Native app. However, if the selected contractor has one developed and working already, AHIM would like to further discuss at a later time.
122	N/A	Appendix I	Line TC-55	Does AHIM expect an identity management system to be included as a part of the overall SHOP Marketplace solution; or, does the solution simply need to be able to integrate with a third-party identity management system identified by AHIM?	Please refer to Question #4 above.
123	N/A	Appendix J	All	Are the service levels and associated liquidated damages in Appendix J open to negotiation?	It is AHIM's intent to negotiate in good faith with the selected contractor.
124	N/A	General – No Reference	N/A	Please expand on the differences AHIM envisions between its State-based Exchange SHOP Marketplace and your current partnership SHOP provided by the Federally Facilitated Marketplace.	Please refer to the requirements in the RFP for AHIM's vision for its State-based SHOP marketplace.
125	N/A	General – No Reference	N/A	In regards to financial management, does AHIM desire the contractor to provide any functionality related to broker commission processing?	Please refer to Question #58 above.

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126	18	4.1.1	1	Does AHIM have any expectations for how the SHOP solution and vendor will interact and/or integrate with the Individual Market solution and vendor?	AHIM is currently exploring the potential to integrate the SHOP solution with the forthcoming Individual Market IT System and/or utilizing components of the SHOP system in the Individual Market solution. AHIM expects that the SHOP vendor will work in good faith to support the implementation of AHIM's selected approach to a complete Marketplace solution including both the individual and small group markets.
127	N/A	Appendices		Can AHIM provide versions of Appendices G, H, and I in a format where bidders can input their responses directly?	Microsoft Excel versions of the referenced appendices have been posted on the web site.