

RFP P-Covid 19.141, Second Round Questions and Answers (6.17.22)

NBR	RFP Reference	Question	Recommended Response
1	Not provided	Can the warranty period extend beyond the 2-year contract period?	No. Please refer to page 1 of RFP - Covid 99.99 Public Health Digital Transformation Enablement Services.
2	Not provided	<p>Can the State provide estimates around license counts needed for internal users of applications?</p> <ul style="list-style-type: none"> Can the State provide additional detail around estimated user counts; how many internal users (e.g. State employees and others accessing core functionality) for LLCS and EDSS? How many users will there be that require more limited access / external to the State (non State or LHD employees who only access a limited subset of the functionality / infrequent.) 	<p>EDSS</p> <ul style="list-style-type: none"> Internal Users: est. 300 External Users: est. 8300 (est. 1300 of these are LLCS users requirement dual access) Total Users: 8600 <p>LLCS</p> <ul style="list-style-type: none"> Internal Users: est. 100 External Users: est. 1500 (est. 1300 of these users will require access to EDSS) Total Users: 1600
3	Not provided	How many of the users will need to access both applications (e.g. are the two counts additive or is there is some overlap)	Potential overlap between EDSS users and LLCS if restricted to LTC external users: 1300.
4	<p>Attachment N – LLCS and EDSS Technical Requirements, Tab T6 Solution Mgmt & Monitoring</p> <p>Rows 58 to 146 (Requirements T5.45 – T5.129)</p>	These requirements appear to be duplicative of the same rows / requirements in Tab T5. Please confirm if Vendors are expected to provide responses to the same requirements in rows 58 - 146 on both Tabs T5 SaaS as a Platform and T6 Solution Management and Monitoring.	Please ignore all repeated items in Attachment N Tab T6 starting in row 58 (T5.45) to row 146 (T5.129) as they have been erroneously duplicated from Tab 5.
5	Attachment K - Performance Management and Service Level Requirements	In addition to noting Exceptions in Packet 3, Section G, should vendors make any redline edits directly within Attachment K when we submit that file?	Preferably, the vendor will annotate the requirements that it is taking an exception to within each attachment as well.
6	Attachment J - Service Requirements and Deliverables	What is the State's definition of "availability testing"? Is it synonymous with accessibility testing?	Testing for availability would be a function of the Performance (Load and Stress) Testing and the Disaster Recovery Testing.

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	Section 2.5 Testing, Requirement TE-2		
7	<p>Attachment N – LLCS and EDSS Technical Requirements, Tab T3 Scalability&Extensibility, Requirement T3.5</p> <p>The LLCS Solution will have 100 internal IDPH users, 1,500 external users, and 300 concurrent users.</p>	Can IDPH provide the breakdown of internal versus external user counts anticipated for EDSS, similar to those provided in T3.5 for LLCS?	Refer to the answer to question # 2.
8	<p>Attachment N – LLCS and EDSS Technical Requirements, Tab T5 SaaS as a Platform</p> <p>Column: Proposed Phase</p>	Will the State provide definitions or instructions on how to respond to the column "Proposed Phase"? Should this be updated to say "Solution Method" like the equivalent column in the other tabs?	The column should say "Solution Method" instead of "Proposed Phase" to align with the other tabs.
9	<p>Attachment O - Offer Template</p> <p>Please note that the Offer (in Packet 1), excluding resumes and appendices, shall not exceed 200 one-sided, single spaced pages using Calibri 11-point font and half inch margins.</p>	Will the State allow 9 point font for graphics and tables?	Yes.
10	<p>RFP, A.18 Forms A or Forms B</p> <p>A.18 FORMS A and FORMS B</p> <p>The following sections (FORMS A, FORMS B, BEP Utilization Plan, VSB Utilization Plan, Letter of Intent) of the solicitation</p>	There is no mention of Letter of Intent other than this section. Is the State requiring a Letter of Intent to be submitted with the proposal?	RFP Section A.1.18 is information on what is required for either Form A or Form B. A Letter of Intent, which is included in the Attached Utilization Plan IS required per Section A.1.16 & A.1.17 to meet the BEP/VBP Subcontracting Goals for this solicitation.

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	<p>may be found on the CPO's website at:</p> <p>https://www2.illinois.gov/cpo/general/Pages/SolicitationandContractTemplates.aspx</p>		
11	<p>Attachment J - Service Requirements and Deliverables</p> <p>Provide a Data Migration Plan, including identification of roles and responsibilities for Offeror and the State staff, and policies and procedures to ensure controls are in place in accordance with the State rules and regulations. This deliverable includes documentation of detail mappings from source to target data fields.</p>	<p>Will the state provide the rules and regulations for which the data migration plan's policies and procedures must account for?</p>	<p>Yes. During the development of the Data Migration Plan, the State will be available to provide required rules and regulations.</p>
12	<p>Attachment N – LLCs and EDSS Technical Requirements, Tab T4 Security & Access Controls, Requirement T4.16</p> <p>T4.16 The Solution will log activity within the system and have the ability to forward log information to the State's security incident and event management system (SIEM). Vendor must meet the State of Illinois' Minimum Logging</p>	<p>What event monitoring tool (SIEM) is being used by State?</p>	<p>The State uses SPLUNK</p>

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	Requirements.		
13	I.4, I.5 Subcontractor Disclosures 52	If the Vendor and all of the Vendor's subcontractors are registered with the State at IPG, must the Financial Disclosures and Conflicts of Interest forms for each subcontractor be submitted with the Forms B?	No. If a vendor or subcontractor has an active registration in the IPG, the vendor or subcontractor should have all required registrations to do business with the State and only Form B is required. The State will collect documentation from the IPG for this specific solicitation. If a vendor or subcontractor does NOT have an active registration in the IPG, Form A is required along with evidence of the vendor or subcontractor's required registrations to do business with the State (i.e. Secretary of State, Board of Elections, and as applicable the IL Department of Human of Rights).
14	RFP Section 1.A.5, Organization Required 5	Since the resumes are excluded from the page limit, can they be included as an appendix to make it easier to evaluate page limit (e.g., Appendix I: Resumes)?	Refer to Attachment O, Section 3.2 for instructions on where to include Key Staff Resumes. Another alternative is to create an appendix for resumes in the Response Template and refer to this appendix from Section 3.2.
15	RFP Section 1.A.5, Organization Required, Packet 3; RFP Section 3 Part J, References and Attachment O, Section 2.3, References; RFP p. 5, 54, and Att. O, p. 7	The table in RFP Section 1, Part A.5, Organization Required lists the References as part of Packet 3 (RFP Section 3 Part J). Should the References be included as part of Packet 3 or Packet 1?	RFP Section 3, Part J refers the reader to the instructions in Attachment O for references questionnaires. Refer to Attachment O, Section 2.3 for instructions on including the Reference Questionnaire.
16	Attachment O, Section 2.3, References, and Attachment H Reference Questionnaire Att. O, p.7	Attachment H Reference Questionnaires will be completed by third party references and it will be difficult to control page count if they are counted toward the page limit. If Attachment H Reference Questionnaire is required to be included in the Packet 1 Attachment O response, can they be excluded from the page limit and attached as an Appendix (e.g., Appendix J: References)?	Refer to RFP Section 1, Paragraph A.5, Table 1, Description of Packet 1 instructions and what is excluded from the page limit. Refer to Attachment O, Section 2.3 for instructions on including the Reference Questionnaire.

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17	Attachment N, Tab T2, Row T2.32	Could the state please confirm what tool they use, and which interfaces are available, for the Enterprise Master Person Index?	No interface to EMPI is anticipated for the two solutions (EDSS and LLCS) at this time.
18	Attachment G Page 2 Re: Dev/Sec/Ops Engineer	The resume template provided for Key Personnel lists a Dev/Sec/Ops Engineer, however the definition listed as “Dev/Sec/Ops Engineer” in Table 1 is that of a Maintenance and Operations Manager. Please confirm whether the State requires a Dev/Sec Ops Engineer or a Maintenance and Operations Manager, or if there should be two positions as key personnel. If they both should be Key Personnel positions, please provide definitions and resume templates for each.	The following is the corrected description of Dev/Sec/Ops Engineer Role “Responsible for automating delivery processes and maintaining the continuous integration and continuous deployment (CI/CD) pipeline and the integration of security at every phase of the software development lifecycle, from initial design through integration, testing, deployment, and software delivery”. Only the Dev/Sec/Ops Engineer is a Key Personnel position.
19	RFP – Section 3 - G. EXCEPTIONS TO SOLICITATION AND CONTRACT TERMS AND CONDITIONS P 37	The RFP States: “The State also prefers that Vendor redline these exceptions within the contract document. Table 7: Offeror's Proposed Changes to the Terms and Conditions” <ul style="list-style-type: none"> • Where should redlines be reflected – Table 7 or ‘Contract Document’? • Please define the ‘Contract Document’ 	Please list any exceptions in Table 7. In addition, it is preferred that redlines be reflected within the document for any requirements for which the vendor is taking an exception.
20	Attachment J, Sect. 2.6 20/21	Does the State have an existing document repository to house deliverables, work products, and other program related artifacts?	Yes.
21	Attachment J, Sect. 2.6 20	Does the State currently document, track, and maintain a repository for completed compliance training?	Yes.
22	Attachment J, Sect. 2.12, OCM-7 20	Does the State currently use existing communication mediums for internal and external messaging to employees and the public?	Yes.
23	Attachment E (LLCS Data Migrations) Pages 9-12	Attachment E pages 9-12 specifies a number of current state NOMAD databases that must be migrated to the new modernized LLCS solution. Can you confirm this, and in addition, specify which specific NOMAD databases require to be migrated?	All databases associated with LTC, and is in NOMAD, must be migrated.

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		<ul style="list-style-type: none"> • NOMAD Licensure Database • NOMAD Complaint Database • NOMAD Survey Database • NOMAD Tables Database • NOMAD Registry Work Log Database • NOMAD Healthcare Facilities & Programs DB • NOMAD Nurse Aid Registry Database • NOMAD Legal Database • NOMAD Life Safety & Construction Database • NOMAD Knowledge Management Database 	
24	Attachment E (LLCS Data Migrations) Pages 9-12	For each of those NOMAD databases, can you provide sizing information for EACH database i.e., <ul style="list-style-type: none"> • Database size (GB) • Database size (# of Records) • # of Transactions per day and per hour • # of Transactions during peak load periods 	Additional details not provided in Attachment E will be identified during the discovery phase of the project.
25	Attachment N (LLCS Interfaces) Tab G4, table entries G4.13 to G4.17	The following systems are explicitly listed as LLCS Interfaces: <ul style="list-style-type: none"> • DHFS ASPEN • Nomad-Nurse Aide Registry DB • Lawbase-Nomad Legal DB • Healthcare Information Exchange (HIE) • Long Term Care Facility (LTFC) Do the interfaces already exist, and are they available via Rhapsody or MuleSoft for us to consume and use as required?	Refer to Attachment N - Tab G4 for a list of existing and new interfaces for EDSS and LLCS. Most of the existing interfaces are not through MuleSoft or Rhapsody.
26	Attachment E (OTHER LLCS Integrations) Pages 9-12	A large # of current state systems and interfaces are listed in Attachment E, pages 9-12. Can you please specify which systems and interfaces will continue to operate vs. which are to be retired or replaced? For those that will continue to operate, can you confirm that the interfaces already exist, and are available via Rhapsody or MuleSoft for us to consume and use as required?	Please refer to Attachment N – LLSC and EDSS Technical Requirements (tab G4 Interface List). The existing interfaces are not through MuleSoft or Rhapsody.

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		<p>FEDERAL SYSTEMS:</p> <ul style="list-style-type: none"> • ASPEN (Automated Survey Process Environment) • ePOC (Electronic Plan of Correction) • ACO (Aspen Central Office) • CMS-670 • ACTS (Aspen Complaint & Incident Tracking) • ASE-Q (Aspen Survey Explorer) • CASPER (Certification and Survey Provider Enhanced Reporting) • COI (Complaint Original Investigation) • QIES (Quality Improvement and Evaluation System) <p>ADDITIONAL SYSTEMS:</p> <ul style="list-style-type: none"> • Docuware • Legal Case Tracking System • Public Health System for Legal Information • Central Complaint Registry • Health Facilities System • Healthcare Worker Registry • Fee Receipt Entry Subsystem • Fee System • Identified Offender System • Hospital Report Card & Commerce Healthcare Guide 	
27	<p>Attachment N (EDSS Interfaces)</p> <p>Tab G4, Rows G4.1 to G4.13</p>	<p>The following systems are explicitly listed as EDSS Interfaces.</p> <ul style="list-style-type: none"> • Geocoder for Address Validation • CDC PHIN Messaging • OSF Healthcare • Bellevue Hospital • State LIMS System • Salesforce • REDCap • ORS • NORS • IVRS • Immunization Registry System • APORS 	<p>All existing interfaces are listed in the status column (Column D) of Tab G4.</p> <p>The existing interfaces are not through MuleSoft or Rhapsody.</p>

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		<ul style="list-style-type: none"> • NNDSS • eICR <p>Please clarify which interfaces already exist, and are available via Rhapsody or MuleSoft for us to consume and use as required.</p>	
28	I-NEDSS to EDSS Data Migrations	<p>What are the quantities of data to be migrated from the legacy I-NEDSS databases to the new modernized EDSS system? Specifically:</p> <ul style="list-style-type: none"> • From I-NEDSS to the ODS (Operational Data Store) • From I-NEDSS to the EDW (Enterprise Data Warehouse) • From I-NEDSS to the OLAP database • Any other Data Migration requirements 	<ul style="list-style-type: none"> • From I-NEDSS to the ODS (Operational Data Store) <ul style="list-style-type: none"> ○ About 20 million records • From I-NEDSS to the EDW (Enterprise Data Warehouse) <ul style="list-style-type: none"> ○ 30+ million • From I-NEDSS to the OLAP database <ul style="list-style-type: none"> ○ 11 million for live reporting • 19 million historical records • Any other data migration requirements
29	Attachment N (EDSS Interfaces) Tab T2	<p>The following systems are explicitly listed as EDSS Interfaces. Which of these interfaces already exist, and are available via Rhapsody or MuleSoft for us to consume and use as required?</p> <ul style="list-style-type: none"> • State-wide Enterprise Data Hub • State-wide EMPI Integration • Security & Access Controls: IAM (Okta) • Security & Access Controls: SEIM platform (TBD) • Anypoint Platform (State-wide Data Integration Hub Tool) 	<p>All existing interfaces are listed in the status column (Column D) of Tab G4.</p> <p>The existing EDSS interfaces are not through MuleSoft or Rhapsody.</p>
30	Attachment E (Horizon System integrations) Section 3, Page 6	<p>Are the following work items described under the heading “Horizon System Integrations” in Scope for this RFP? Specifically:</p> <ul style="list-style-type: none"> • The requirement to create approximately 20 scripts that 	<p>Please refer to RFP Section 1, paragraph D.1.1 for an overview of the scope of this RFP.</p>

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		<p>create HL7, flat files, or other types of batch jobs which create files for delivery.</p> <ul style="list-style-type: none"> • The creation of interfaces for (1) an undefined number of flat file interfaces and (2) an undefined number and type of HL7 interfaces 	
31	<p>Attachment E (Horizon Data Migration)</p> <p>Section 3, Page 6</p>	<p>Are the following work items described under the heading “Horizon Data Migration” in Scope for this RFP? The RFP states:</p> <ul style="list-style-type: none"> • The requirement to migrate StarLIMS data (containing approx. 2TB of data) into the HORIZON database as a separate schema. • The creation of a Final Report template so that StarLIMS data can be queried or reported on from within the HORIZON UI • if the data is clean enough, then the HLS (HORIZON Lab Systems) team can import client/profile data, analyte names, LOINC/SNOMED codes, or inventory into the system if desired. This will be discussed and decided upon. 	<p>No. Please refer to RFP Section 1, paragraph D.1.1 for an overview of the scope of this RFP.</p>
32	<p>Attachment E (Additional LIMS Systems)</p> <p>Section 3, Page 6</p>	<p>Please confirm that these interfaces already exist, and are available via Rhapsody or MuleSoft for us to consume and use as required.</p> <ul style="list-style-type: none"> • Epic LIMS • Environmental Lead (x2) • Environment Lead & Copper Analysis • Adult Blood Lead Reporting • Lab Inventory • Newborn Metabolic Screening • Electronic HIV Reporting System • Perinatal HIV Reporting • HIV/AIDS Provide • HIV/AIDS Surveillance Electronic Document Management • HIV/AIDS ADAP Management System 	<p>See Attachment E, Section 3, Page 8 & 9.</p> <p>“The winning bidder of this RFP will be responsible for providing organizational change management and multi-vendor integration services to the LIMS modernization initiative throughout the concurrent life of both vendor contracts.”</p> <p>Individual status of interfaces will be provided to the successful Offeror.</p>

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33	General	Would the State consider extending the due date by 2 weeks or more to allow vendors to provide the most comprehensive proposal incorporating the responses from the Round 2 questions?	No.
34	Attachment C: Commitment to Diversity, Category III	Category III of Attachment C asks bidders to share their plans associated with a supplier diversity program and mentoring/training program with businesses owned by women, minorities, or persons with disabilities. Will the State consider non-profit entities as a business that meets this criteria?	No. Unless the non-profit is a registered State Use vendor as defined by 30 ILCS 500/45-35 and is listed and active on the CMS BEP portal at the time of Offer submission. Please review the portal at: https://cms.diversitycompliance.com/
35	RFP, Section 1, A.16 and A.17	If a bidder will fully satisfy the BEP and VSB participation requirements in its proposal, must they submit all four parts of the Utilization Plan in the proposal? If so, will these forms count against the 200 page limit for the submission?	Yes. The Utilization Plan (U-Plan) consists of four parts, each of which must be completed and returned as instructed in the U-Plan. No alterations of these forms will be permitted. One set of Parts I-IV must be completed for all subcontractors used to meet the BEP goal and one set must be completed for all subcontractors used to meet the VSB goal.
36	Not provided.	Can the State provide additional detail around estimated user counts; how many internal users (e.g. State employees and others accessing core functionality) for LLCS and EDSS? How many users will there be that require more limited access / external to the State (non State or LHD employees who only access a limited subset of the functionality / infrequent.)	Refer to answer to question # 2.
37	Not provided.	How many of the users will need to access both applications (e.g. are the two counts additive or is there is some overlap)	Refer to answer to question # 3.
38	Not provided.	Can the warranty period extend beyond the 2-year contract period?	Refer to answer to question # 1.
39	Attachment N LLCS and EDSS Tehnical Requirements "T6 Solution Mgmt & Monitoring"	Tab "T6 Solution Mgmt & Monitoring" of attachment N (LLCS and EDSS Technical Requirements) has requirements T5.45 through T5.129 from Tab T5 repeated in it, on row numbers 58 through 146. Is this on purpose or are we missing any of the original T6 requirements that might have overwritten with T5 items above?	Refer to answer to question # 4.
40	Attachments L and M	How many documents will need to be generated per day on the LLCS side and the EDSS side? How many of them will need to be generated automatically vs. by an end user?	Refer to Attachment N, T3 for information on database sizes and number of records. Additional volume requirements will be provided to

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			the successful Offeror.
41	Not provided.	Will resumes count against the 200 page limit?	Refer to answer to question # 14.
42	Not provided.	Would the State please consider an extension to the bid response due date?	Refer to answer to question # 33.
43	<p>Regarding Attachment J Section 2.11 Multi-Vendor Integration (MVI) <i>“Scope of Multi-Vendor Integration services includes the coordination and integration efforts across multiple internal and external service providers across the following solutions:</i></p> <ul style="list-style-type: none"> ● <i>LLCS Modernization</i> ● <i>EDSS Modernization</i> ● <i>IIS Modernization (implementation is within the scope of an incumbent vendor)</i> ● <i>LIMS Modernization (implementation is within the scope of an incumbent vendor)’</i> 	Are detailed requirements, the SOW, or the RFP documents associated with IIS and LIMS modernization projects available for review? If not, is there another source document that can be shared which details the scope, workstreams, timeline, and context of the IIS and LIMS modernization within the overall target digital transformation?	<p>Refer to Attachment E - Technical Background and Target Architecture for a discussion of the technical aspects of IIS, LIMS, LLCS, and EDSS.</p> <p>Refer to Attachment D – Program Background for a description of ISS, LIMS, LLCS, and EDSS from a program perspective.</p> <p>Additional detail will be provided to the successful Offeror.</p>
44	Same reference as question # 44.	Have dependencies between LLCS, EDSS, IIS, and LIMS been documented and is that documentation available to share?	Refer to response to question #43.
45	Same reference as question # 44.	Do the IIS and LIMS project vendors have resources identified and requirements as part of the contract to contribute to the successful alignment between the 4 projects?	Refer to response to question #43.
46	Attachment N – LLCS and EDSS Technical Requirements	Does the State have an existing Copado Instance? If yes, is this instance capable of supporting new use cases/orgs for DPH?	<p>Yes, the state uses Copado.</p> <p>Yes, it can support the addition of new users/org. Additional user licenses may be required.</p>