Washington Health Benefit Exchange

RFQQ 15-003 Addendum 2

August 7, 2015

TO: Potential Bidders to RFQQ 15-003 and Other Interested Parties
FROM: RFQQ Coordinator
SUBJECT: Addendum 2 to RFQQ 15-003 for "*Web Content Management System*"

CONTENT
1. Addendum 2 – RFQQ 15-003 Vendor RFQQ Questions and WAHBE Responses

    This addendum includes all questions and answers published in addendum 1, plus additional questions that have been received subsequent to that release.

Copies of this Addendum 2 Cover Letter and the above document:

- Available and downloadable from WEBS. Please check WEBS regularly for updates, amendments and other RFQQ addenda.
- Posted to the HBE Web site at http://wahbexchange.org/about-us/what-exchange/ (follow the link "About Us" to "Vendor Procurements").

Please contact the RFQQ Coordinator **only** at contracts@WAHBExchange.org if there are any questions concerning this Addendum 2.

Reminder:
- The last date and time to submit questions is Monday, 8/10/2015, by 3:00 p.m. PST,
- Responses to RFQQ HBE 15-003 are due August 24, 2015 at 3:00 pm

Respectfully,

John Flanagan
RFQQ Coordinator
contracts@wahbexchange.org

Attachments: 1

Question #	Document Name	Section # & Title	Page or Paragraph#	Question	WAHBE RESPONSE
1	RFQ 15-003	General	N/A	Is this a requirement (see link below) and do you have to be on this list or the ECM State Master Contract List? http://jitc.fhu.disa.mil/projects/rma/reg.aspx	Neither are requirements of RFQQ 15-003
2	RFQ 15-003	1.2	pg.	On the Minimum Business Requirements, page 5, Java-based platform is listed. To me this say's, "if the CMS is not built with Java, the solution does not match our needs." Please let me know if I am reading this requirement correctly or not, as it will be the deciding factor to if we respond to your RFP.	Java is a preferred platform for the HBE, not a mandatory requirement. We can consider other platforms
3	RFQ 15-003	General	N/A	is the RFQQ being run under the guise of being a government or quasi-government RFP process?	Yes
4	RFQ 15-003	General	N/A	If appropriate, can our firm engage one of its systems integration partners to assist with the RFP?	Yes
5	RFQ 15-003	General	N/A	Our firm typically uses an implementation partner to head up the Services and resell the software components. Before we determine whether to respond to the RFQQ, I need confirmation that the State would be willing to contract with the Implementation Services Partner / VAR, as there will be two separate software components in the overall solution.	RFQQ 15-003 will result in a single contract. See question and response to #4 above.
6	HBE_15-003-WEB_CMS	N/A	N/A	The WEBS site has the estimated value of $250,000 for this project. How has this number been derived? Is this a not-to-exceed amount?	This is an estimate required as input for WEBS procurement. Please note scoring weight on cost.
7	HBE_15-003-WEB_CMS	1.2	P.2 # 1	To what extent is graphic design an element of the project? Is it anticipated that the vendor deliver a new graphic design for the Healthplanfinder site, or would they simply be expected to replicate the existing site design?	Graphic design is not within scope of this project. However, the functionality to render design is desirable in the CMS product for future consideration

8	HBE_15-003-WEB_CMS	1.2	P.2 # 4	"Integrates with approximately 450 pages" - does this mean those pages will be migrated to the new CMS? What format/CMS is the current content in?	We envision that only a handful of static pages may be migrated to the CMS. Other designated pages will be subject to a "push" technology as described in the example system architecture
9	HBE_15-003-WEB_CMS	1.2	P.3 # 11	The RFP calls for a Java-based platform - is this based on the requirement to integrate with the existing Java applications? Is the HBE open to a CMS based on other languages, provided that the vendor can adequately demonstrate its ability to integrate with other systems in a heterogeneous environment?	Java is a preferred platform for the HBE, not a mandatory requirement. We can consider other platforms
10	HBE_15-003-WEB_CMS	1.2	P.4	What elements of the Example System Architecture already exist? For example, is it a requirement that the proposed CMS run on Weblogic Application Server?	Outside of the CMS servers, all other elements exist. It is not a fixed requirement that the CMS runs on Weblogic Application Server
11	HBE_15-003-WEB_CMS	1.2	P.4	Is it a requirement that the CMS be hosted in a HBE data center? Is the state open to a cloud hosted solution, provided that appropriate security requirements can be met?	Cloud hosted solutions will also be considered.
12	HBE_15-003-WEB_CMS	1.4.1	P.5	To what extent will the vendor be required to work onsite? Will some portion of remote (US based) work be allowed?	The Vendor is expected to make a team available for in-person meetings in Olympia, WA during this project.
13	HBE_15-003-WEB_CMS	1.4.1	P.5	Is User Interface Design in scope? E.g. Information Architecture, wireframes etc.	User Interface Design is not in scope in this project. Current existing design will remain as is
14	HBE_15-003-WEB_CMS	1.4.2	P.5	Please describe the extent of the integration requirements in more detail. Will this be primarily "wrapping" the existing Healthplanfinder application in the new CMS?	We will not be primarily "wrapping" the existing Healthplanfinder application in the new CMS, but primarily employ a "push" technology, as described in the sample system architecture

15	HBE_15-003-WEB_CMS	1.4.4	P.6	Is the vendor providing 1st line support in the scenario described, or will HBE site admins attempt to resolve issues before escalating them to the vendor?	There will be a standard escalation process. HBE admins will first be confronted with any issue, then handle accordingly, depending on the issue. If unable to resolve, then the issue will be escalated.
16	HBE_15-003-WEB_CMS	1.4.5	P.6	How many content editors and administrators does HBE anticipate requiring training?	A maximum of 6
17	HBE_15-003-WEB_CMS	5.1	P.15	"Compensation will be based on work actually performed." Does this mean that HBE is open to a time & materials contract for implementation, or is a firm, fixed price sought?	This will be a deliverable-based/fixed price contract for the implementation period.
18	HBE_15-003-WEB_CMS	5.1	P.16	In order to provide SaaS hosting costs can HBE provide past traffic data for the website?	The HBE can provide some limited past traffic data
19	HBE_15-003-WEB_CMS	5.1	P.16	Given that future maintenance and support requirements cannot be accurately predicted, is it preferable to respond to this requirement in terms of an hourly rate?	This will be a deliverable-based/fixed price contract for the implementation period.
20	HBE_15-003-WEB_CMS	5.3	P.16	Is the vendor encouraged to expand on the proposed systems capabilities within the Business Requirements Table, or confine it's answers to simply, Yes/No and OOTB/Custom?	The vendor is encouraged to respond in any way to satisfy the questions to adequately inform the HBE of its position
21	HBE_15-003-WEB_CMS	5.7	P.18	Is acceptable that Vendor References be the same as the Content Management References presented in section 5.5, or must they be different (thereby requiring 5 references in total)?	The references can be the same
22	HBE_15-003-WEB_CMS	5.8.2	P.19	Is it acceptable that references requested for the team lead potentially be the same as project/business references given earlier in the response?	The references can be the same

23	HBE_15-003-WEB_CMS	5	P.20	Is there an opportunity for vendors to provide alternative technology or architectural suggestions within their proposal?	There is an opportunity for other suggestions. However, the vendor must demonstrate competence in the requested technology in focus, at a minimum, in order to be considered
24	HBE_15-003-WEB_CMS	General		May companies from Outside USA can apply for this (RFQQ)? (From India or Canada)	The Vendor is expected to make a team available for in-person meetings in Olympia, WA during this project. See question and response to #12 above.
25	HBE_15-003-WEB_CMS	General		Whether we need to come over there for meetings?	The Vendor is expected to make a team available for in-person meetings in Olympia, WA during this project. See question and response to #12 above.
26	HBE_15-003-WEB_CMS	1.4.1	P. 5	Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)	No; please see RFQQ Section 1.4.1
27	HBE_15-003-WEB_CMS	4.5	P.12	Can we submit our proposals via email ?	Yes; this is the required form of submittal; please reference RFQQ section 4.1

28	HBE_15-003-WEB_CMS	3.4		Will our responses be made available to everyone responding to the RFQQ, including our competitors?	During the evaluation process, and until an announcement of an apparently successful vendor is made, the bids documents are confidential. Subsequent to that announcement, bid documents are available subject to Washington State public disclosure. Please see section 3.4 of the RFQQ for a more complete explanation.
29	HBE_15-003-WEB_CMS	Question 12 & Section 1.4.1	P. 5	How many in-person meetings per month will be required of your vendor for this project?	The number of in-person meetings per month would be determined after reviewing the work plans of a prospective vendor.
30	RFQQ document	5.3 Business Requirements	page 17 - Permissions and control	Do you refer to security on the CMS or the website?	Both. Security provided by the system architecture, security in terms of user authentication, security of the content managed by the CMS
31	RFQQ document	1.2 Business needs	page 4 - System architecture	Are you envisioning that content will be deployed to the Oracle Database and the Weblogic servers will continue to serve the pages like today or do you see it differently? Like a segregation between content pages (served by a runtime server linked to the CMS) and application pages (served by Weblogic).	There will be a segregation of content linked to the CMS, and those served by WebLogic. In some cases, content on any given page will be served by both at the same time.
32	RFQQ document	1.2 Business needs	page 3 - Minimum Business Requirements	You mention the "Consumers' account home dashboard" in the list of pages to be migrated to the CMS. How can we have a look to it?	At this time, you can browse the site to understand the look and feel. You

33	RFQQ document	1.2 Business needs	page 2 - Minimum Business Requirements	It seems that FAQ, Glossary and Consumer Info Center are using AdobeHelp. Will it stay like this or do you envision to publish this content only through the CMS in the future?	The HBE is looking to publish this content through the CMS
34	RFQQ document	1.2 Business needs	page 2 - Minimum Business Requirements	is there any targeting of the content pages (based on the user profile)?	The HBE would be open to such specific targeting, but it is not a mandatory requirement
35	RFQQ document	1.2 Business needs	page 2 - Minimum Business Requirements	Pages like Create an account, Find a navigator, find a broker, shop for health plan are out of scope of the CMS. Is that right?	Any pages that are completely dynamic in nature, or do not have text/image content to manipulate will be out of scope
36	RFQQ document	5.1 Financial response	page 16 - breakdown of costs	Do you confirm that the financial offer covers only the implementation, training, license, maintenance, support and SaaS for 2015 and 2016? The breakdown for 2017 and ongoing would just then be for information.	All financial information will be accounted for in the assessment of cost.
37	RFQQ document	1.4.3 testing	page 6 - automated test strategy	Is there any automated testing scripts in scope or do you expect only the vendor to assist the HBE test lead to design these scripts?	At this time, we expect the vendor to assist the HBE with testing
38	RFQQ document	5.1 Financial response	page 16 - breakdown of costs	Could you please explain the difference between license+maintenance and SaaS? Are they 2 options that you want to evaluate?	Saas would represent a cloud hosted option, and any associated costs for that particular option. The HBE does not expect a response to any item that is not applicable
39	RFQQ document	5.3 Business Requirements	Page 17 - Multiple authoring capabilities	Can you elaborate on what is required with this statement: Multiple authoring capabilities?	*This question will be addressed in the next Addendum*

40	General question	N/A	N/A	Is this RFQQ available to vendors by invitation only or is it publicly available for anyone to bid?	This RFQQ is "open competitive". Any vendor may submit a bid. It is strongly recommended the vendors register on the Washington WEBS system to assure they receive any notices or addenda relating to the RFQQ.
41	General question	N/A	N/A	Has HBE had the budget for this project signed-off or is there still a possibility that the budget won't be approved?	This is a project under federal grant funding.
42	General question	N/A	N/A	If this RFQQ is available by invitation only, how many vendors will be aprticipating in the bidding process?	This RFQQ is NOT by invitation only. It is "open competitive". Please see responses to questions 40 and 43.
43	General question	N/A	N/A	How many of the vendors participating in the RFQQ are software providers and how many are services providers?	Unknown; as there is no requirement for a "Letter of Intent", WAHBE will not know how many vendors, the types of firms, or the identities of the vendors responding until the bids are received
44	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Is there any preference for a particular CMS Product? Does the exchange have any existing Web Content Management platform licenses for: SDL Tridion, Autonomy TeamSite, Adobe CQ, Oracle WebCenter Sites etc. Or are they looking at any other tools / platforms? Please clarify the preferences.	The exchange does not currently have a CMS system. Please refer to question #3
45	HBE_15-003_WEB_CMS.docx		2 & 3	We understand that generally four types of environments are planned for setup i.e. Development, Testing, UAT and Production environment. For this implementation, how many environments does the exchange wishes vendor to setup? Also, does the exchange require vendor to provide support for all these 4 environments?	There will be 3 environments, DEV, UAT & PROD

46	HBE_15-003_WEB_CMS.docx		2 & 3	Is there any preference for any specific search Engine and analytic tools? If yes, please provide tool names.	No preference
47	HBE_15-003_WEB_CMS.docx		2 & 3	We request exchange to please share the business drivers for this project.	See section 1.2 of RFQQ HBE 15-003. A key business driver is to be able to update content on Healthplanfinder in real time, consistently and directly.
48	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Please provide details of the approximate number of CMS users (Authors, Reviewers, Publishers, Administrators, etc…)? How many authors, reviewers, publishers, administrators would be using the system?	There will be a maximum of 6 users
49	HBE_15-003_WEB_CMS.docx		2 & 3	What is the incident tracking(ticketing) system in place? Is exchange planning to use the same system to handle incident, problem management for this project?	The current incident tracking system is ZenDesk, and this will be the same system used
50	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Does current system have Content Delivery Network like Akamai or some other tool is used for Content Delivery Network?	*This question will be addressed in the next Addendum*
51	HBE_15-003_WEB_CMS.docx		2 & 3	Are there any videos in the current site? If yes, what is the current video rendering platform or Is any third party video cloud planned for video storing and streaming?	No videos in the current site
52	HBE_15-003_WEB_CMS.docx		2 & 3	Is data/content migration in scope? If yes, please provide the data/content source details.	The HBE is looking to migrate certain static pages only to the CMS
53	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Are there any content targeting/segmentation or personalization requirements? If yes, please provide details.	Personalization is not mandatory. Segmentation is expected to take place on pages with targeted content, and dynamic application content as well.
54	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	Please specify, what is the current process for content translation. Is it a manual process or integrated with any automated content translation process by third party translation engines? Please specify.	Content translations are handled outside of the system currently

55	HBE_15-003_WEB_CMS.docx		2 & 3	Are there any defined content retention (purging, archival etc.) requirements? If so please provide details.	There are no defined purging or archiving requirements
56	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	How many incidents were received in the last 6 months pertaining to Content management in the existing Healthplanfinder application. Can you please share the details regarding these incidents.	There is a backlog of suggestions and concerns regarding the site's content pertaining to the requirements we are seeking from an implemented CMS product
57	HBE_15-003_WEB_CMS.docx		2 & 3	We assume that only 12X5 support would be required from the chosen vendor and weekend support (critical support activities) would not be required. Please confirm.	Confirmed
58	HBE_15-003_WEB_CMS.docx	1.2 Business Need Minimum Business Requirements	2 & 3	As per our understanding, we have to integrate new CMP system only with Healthplanfinder application and no other integration is required. Please confirm.	Integrating the CMS product with Healthplanfinder is confirmed
59	HBE_15-003_WEB_CMS.docx	1.4.3 Testing	5	As described in the RFQQ, we understand that the vendor will be responsible for monitoring, oversight and governance of the test activities while HBE SMEs and/or SI vendor will perform the actual testing (including Test case design, execution, defect logging, etc.). Please confirm.	Confirmed
60	HBE_15-003_WEB_CMS.docx	1.4.3 Testing	6	RFQQ document mentions, "The Vendor will work with the HBE Test Lead to develop the overall implementation of an automated test strategy". Are there any specific testing tools (Ex: HP QTP for Automation testing) which exchange already uses/prefers to use?	No specific tools of preference
61	HBE_15-003_WEB_CMS.docx	1.4.3 Testing	6	As per our experience, comprehensive testing of a CMS system will also include non-functional testing (Load, Volume, Security, Accessibility - 508 compliance). Please confirm if the exchange would require the vendor to perform any non-functional testing. If yes, will these non functional testing be performed by HBE SMEs and/or SI or by the WCMS vendor?	Non-functional testing is not desired

62	HBE_15-003_WEB_CMS.docx	5.8 EXPERIENCE AND QUALIFICATIONS OF VENDOR-PROPOSED INSTALLATION TEAM	18	Under experience of an accountable person, the following statement is written "A minimum of ten (5) years of experience in development and/or installation of Web Content Management Systems with existing websites; preferably for banking and healthcare/insurance websites". Could the exchange verify whether 10 years or 5 years of experience is required?	10 years
63	HBE_15-003_WEB_CMS.docx	General		Since the deadline of submission of RFQQ is August 24, 2015 and exchange would publish answers on August 19, 2015, we would urge the exchange to publish answers to our questions sooner than the deadline. If releasing answers before Aug 19 is not possible, then we request exchange to consider extending the RFQ submission deadline to enable us to incorporate the answers in our solution.	August 19th will be the final addendum. The majority of your questions have been addressed in this current addendum Dated August 7, 2015
64	HBE_15-003_WEB_CMS.docx	1.4.2 - IMPLEMENTATION AND INTEGRATION	5	Does the exchange prefer private network or IPSEC VPN to connect to the hosted system? What is the exchange's preference for access requirements?	*This question will be addressed in the next Addendum*
65	HBE_15-003_WEB_CMS.docx		5	We understand that the chosen vendor will need to provide adequate security levels and audit trails to protect the integrity of the content. Are there any additional security requirements such as Firewall services, Network IDS, Log Management, Application Firewalls, DDOS Mitigation etc.?	The security requirements are stated as is, and will need to be presented by the vendor
66	HBE_15-003_WEB_CMS.docx	1.4.2 - IMPLEMENTATION AND INTEGRATION	5	We assume that hosting servers need to be HIPAA compliant and/or SOC compliant. Is there any other compliance required?	*This question will be addressed in the next Addendum*
67	HBE_15-003_WEB_CMS.docx		5	Please describe what is the preferred setup for identity management. If it is active directory, please advise whether a dedicated domain is required for active directory setup.	Identity management will follow the same principles set for the current platform.
68	HBE_15-003_WEB_CMS.docx	1.4.4 - INCIDENT AND PROBLEM MANAGEMENT (SERVICE DESK)	6	Is the vendor expected to use Customer owned tools to monitor and manage the infrastructure components? If yes, what tools exist?	Refer to the system architecture section as far as what currently exists

69	HBE_15-003_WEB_CMS.docx		6	Is there any specific technical requirement w.r.t infrastructure like 1) Computer Telephony Integration(CTI) 2) Toll free number 3) Interactive voice response system (IVR) 4) Data and Voice connectivity (existing, what shall be leveraged, what is expected from the vendor)...etc. 5) Is the Service desk expected to make outbound calls? Please share the existing call flow diagram	*This question will be addressed in the next Addendum*
70	HBE_15-003_WEB_CMS.docx	General	NA	The Vendor understand that WA is utilizing Oracle platform at Enterprise level. Can the same platform be leveraged for WCM?. Can we propose solution using Oracle Fatwire (Oracle Web Center) WCM which is part of Oracle Enterprise?.	All options will be considered