

**ADDENDUM ONE
QUESTIONS AND ANSWERS**

Date: March 18, 2021
 To: All Bidders
 From: Keith Roland and Jennifer Crouse, Buyers
 Department of Health and Human Services
 RE: Addendum for iServe Nebraska Portal Work Order #2

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Work Order (WO). The questions and answers are to be considered as part of the Work Order. It is the Bidder's responsibility to check the project information page for all addenda or amendments.

<u>Question Number</u>	<u>Work Order Section Reference</u>	<u>Page #</u>	<u>Question</u>	<u>DHHS Response</u>
1.	III. PRODUCT / SOLUTION PLANNING WORK ORDER #1 COST FORM	10	As the total fixed price for the WO will be evaluated for scoring and the State has provided the % breakdown across each deliverable of the total price, can the Bidder present staff hours, roles and rates in the Cost Form as a cumulative of the entire WO effort (Deliverables 1-9 using one cost form)?	No. Bidders should provide a separate Cost Form for each Deliverable.
2.	V. A Mandatory Qualifications	12	Can the State clarify if each of these seven roles is required for WO 2 efforts or if this list is representative of the requirements should the Bidder determine this is a role needed for WO 2?	See Addendum 2 for WO 2 (Section V.A Mandatory Qualifications).
3.	VI. STAFF EXPERIENCE AND REFERENCES	19	Can the State clarify if each role outlined in the staff references is required for WO 2? For example, the table lists 5 Cloud Developers, are bidders required to provide 5 developers for WO 2 efforts or is this a template to be	Bidders are only required to submit the roles they deem necessary to fulfill WO 2. The list is a template to be completed based on the Bidder's Staff mix.

			completed based on the Bidder's final staff mix?	
4.	V. and VI. Mandatory qualifications and Staff Experience and References	12 and 20	The roles provided in Mandatory qualifications and the roles listed in the Staff Experience table do not match. Can the State clarify which roles are required for WO 2 or is it up to the bidder to determine appropriate staffing and complete the tables accordingly?	See Addendum 2 for WO 2. See response to question #2.
5.	VI. Staff Experience and References	21	The table provided for the Staff References lists UI/UX Designer on page 21 and also in the table on page 24. Can the State confirm that the table on Page 24 is for the Scrum Master role?	See Addendum 2 for WO 2.
6.	II.G, Deliverable 1	7	What is the scope of this Deliverable? Is the expectation that there will be another separate UI/UX Design Effort?	Constrained to the UI/UX Work within WO 2. Additional UI/UX work will be defined in future work orders.
7.	II.E	6	Does this Work Order represent the scope of P11?	Yes.
8.	General		Does DHHS have a notional roadmap for the deliverables and tasks to be completed?	No.
9.	General		Are the PI objectives in the forecasted roadmap flexible based on real-life/unexpected changes?	Yes, consistent with the principles of SAFe.
10.	General		Is User Research & Design work of the portal limited to only P11? What about continuous research and validation to improve the application? (SAFe vs waterfall?)	No. UX/UI design is anticipated to be an on-going part of future work orders.
11.	General		Will we have access to analytics tools (e.g., Google Analytics, Heap, Pendo)? Are there any existing user analytics that we can leverage?	The existing application is currently limited to basic usage metrics via Dynatrace. The awarded Contractor must identify any additional software or services that may be required
12.	General		Will travel be supported in the case that field studies are necessary for better user understanding in the context of real-work situations? If so, how should this be included in pricing?	Prices on the Cost Form must be all inclusive of all expenses Notwithstanding any local health department or DHHS rules, advice or restriction for in person meetings, DHHS will accommodate the bidders proposed staff engagement model, whether on-

				site or remote. Bidders should outline the activities they believe should happen that require travel and price any related travel into their bid.
13.	General		Are the planning activities defined in WO1 related to the work required in WO2?	No.
14.	General		Will Nebraska provide or support the recruitment of relevant users for user research and validation studies? How will we access the users?	Yes. DHHS will coordinate user communications.
15.	B. Schedule of Events	1	If Q&A are released on March 18, as scheduled, respecting the procurement schedule, would DHHS consider extending the due date at least 48 hours to permit proposal refinements? If so, would DHHS notify Bidders before March 18 whether an extension is made?	See Addendum 2 to WO 2.
16.	H. Oral Demonstrations	4	Does DHHS anticipate orals, and if so, how much time will Offerors have to prepare following notification?	It is to be determined whether Oral Demonstrations will be required. If there are Oral Demonstrations, bidders who qualify for an Oral Demonstration will be notified after the evaluation period.
17.	E. Product/Solution Planning (PSP) Overview	6	Is there a service design requirement outside of the application in lieu of diverse user-base who are/have "limited experience using technology, constrained access to computing devices, physical and cognitive/intellectual disabilities, as well as those for whom English is a second language."	Yes there are accommodation and accessibility requirements related to ESL, reading comprehension (Flesch Kincaid), and ADA standards.
18.	E. Product/Solution Planning (PSP) Overview	6	"The Contractor will collaborate with the existing iServe Nebraska Portal state team in developing new, refining existing, and completing user research" - to what extent does the state expect the incoming team to reuse existing research materials?	Existing research materials should be leveraged refined or augmented only where appropriate in the estimation of the bidder.
19.	Item 6 in table	8	Accessibility requirement "5th grade reading /comprehension" - how will this be measured?	According to the Flesch Kincaid formula.

20.	item 4 in table	8	“Development of candidate stories related to future features that have a UI/UX dependency to deliver a holistic UI/UX design framework for the MVP Portal experience” - Please clarify the level of acceptance of the candidate stories. Do you require a full backlog with Epics, Features, and User Stories? Do user stories need full acceptance criteria?	DHHS anticipates creating a set of ‘shell’ stories void of full acceptance criteria and details which can be placed in the product backlog and pulled in for refinement by delivery teams as the effort iterates.
21.	G. PSP Acceptance Criteria	8	Is this referring to a full on Design System or only a pattern library? If a Design System, where will it live? Will it be external facing?	DHHS is open to a full design system or a pattern library. Decisions have not been made on where to host this asset, but vendors should propose the solution they believe to be most useful for future development work.
22.	III. Production/solution Planning Work Order #1 Cost Form	9	Can DHHS provide a JIRA extract of the product backlog stories including any of those that might have already been completed?	Please see Attachment 1 to Work Order #2. The state expects the awarded bidder to review, validate, and enhance the initial product backlog. Additional backlog grooming will continue throughout the duration of the program.
23.	VI. Staff Experience and References	20-42	The roles that are pre-populated in the VI. Staff Experience and Reference Tables do not align directly with the roles identified in A. Mandatory Qualifications on pp 12-13, and B. Contractor Roles and Responsibilities , on pp 14-17. Can DHHS provide additional clarification with respect to the roles to be evaluated and whether the state envisions specific headcounts for certain roles?	See Addendum 2 to WO 2.
24.	General	General	Is remote work allowed for these work orders?	Contractors must be able to collaborate with the DHHS iServe program team who work approximately 8:00 AM to 5:00 PM in the US Central Time zone. See also response to question #12.
25.	I. F. 3	3	Does the State have any guidance for any Oral Demonstrations that may take place should the	See response to question #16.

			State choose to exercise this optional evaluation criteria?	
26.	General	General	What is the State's intent on issuing the Work Order(s) for the Development/Implementation work to follow the Planning Phase? Will there be any gaps in service between the Initial Planning 10-week phase, and the following implementation phase? Will the State issue Implementation Work Order RFPs during the Initial Planning Phase?	The State intends to minimize gaps between phases of work. This may mean that successor work orders could be developed and or issued while a preceding work order is underway.
27.	II. E	6	In the iServe Initial Planning RFQ document for WO #1, PI 1 includes the description "develop pattern libraries and begin User Journey Maps". In the UI/UX WO #2, Planning Deliverable 5 includes User journey maps to be delivered during planning. Please clarify the sequencing, timing, and responsibilities of this work between the task orders.	The mention of PI 1 and its description is for context only and is not a deliverable in and of itself. In WO 2 user journey maps is a physical deliverable of WO 2.
28.	General	General	How many sprints does the State include in a Program Increment (PI)? Does the State include Innovation and Planning (IP) sprints in their PI?	There are five (5) two-week sprints spanning a duration of ten (10) weeks for each Product Increment. The Product Increment is also aligned to DHHS's legacy code releases, which are every ten (10) weeks.
29.	II. E	6	Is PI 0 planned to start after the initial planning phase or is the Initial Planning WO also considered PI 0?	Product Increment zero (0) foundational technology build (cloud environment, CI/CD pipeline, IAM framework) is running in parallel with this planning effort.
30.	General	General	The Contractor Roles are the same for WO 1 and WO 2. Is this intentional? Should there be different roles for the UI/UX Work Order?	The staffing lists are a template across work orders. It is for the bidder to determine appropriate staffing and complete the tables accordingly for a particular work order. See also response to question #2.
31.			Aside from the addition of 'agile skilled' to the role names within Work Order 2, the roles and descriptions are same as Work Order 1.	See response to question #30.

		<p>However the scope within each work orders differs so we were surprised to the roles match. Can you please confirm the mandatory contractor staff for work order 1 and 2 are correct as shown below?</p> <p>Work Order 1 (initial Planning) - Section V - Contractor Staff:</p> <p>Service Manager, Scrum Master, Lead Cloud App Developer, Cloud App Developer, DevOps Engineer, Cloud Database Admin, UI/UX Designer</p> <p>Work Order 2 (Human Factors IU-UX Design) - Section V - Contractor Staff:</p> <p><i>Agile Skilled</i> Service Manager, Scrum Master, <i>Agile Skilled</i> Lead Cloud App Developer, <i>Agile Skilled</i> Cloud App Developer, <i>Agile Skilled</i> DevOps Engineer, <i>Agile Skilled</i> Cloud Database Admin, <i>Agile Skilled</i> UI/UX Designer</p>	
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This addendum will become part of the proposal and should be acknowledged with the Work Order response.