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 #1

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.

Question Number	Work Order Section Reference	Page #	Question	DHHS Response
1.	III. PRODUCT / SOLUTION PLANNING WORK ORDER #1 COST FORM	9	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 1-7 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 1 efforts or if this list is representative of the requirements should the Bidder determine this is a role needed for WO 1?	See Addendum 2 for WO 1 (Section V.A Mandatory Qualifications).
3.	VI. STAFF EXPERIENCE AND REFERENCES	20	Can the State clarify if each role outlined in the staff references is required for WO 1? For example, the table lists 5 Cloud Developers, are bidders required to	Bidders are only required to submit the roles they deem necessary to fulfill WO 1. The list is a template to be completed based on the Bidder's Staff mix.

			provide 5 developers for WO 1 efforts or is this a template to be 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 1 or is it up to the bidder to determine appropriate staffing and complete the tables accordingly?	See Addendum 2 for WO 1.

See also response to question #2. |
| 5. | VI. Staff Experience and References | 22 | The table provided for the Staff References lists UI/UX Designer on page 22 and also in the table on page 25. Can the State confirm that the table on Page 25 is for the Scrum Master role? | See Addendum 2 for WO 1. |
| 6. | Evaluation Domain 4, Question 5 | 12 | Please confirm that question 5 is a repeat of question 1 and a separate answer is not necessary. | The WO is amended to remove question 5 in Evaluation Domain 4. |
| 7. | B.4 Schedule of events | | Will the state provide an extension until April 10?

4 days from State responses is not enough time to incorporate answers | See Addendum 2 for WO 1. |
| 8. | General | | Will the state provide comment on what the additional work or follow on is anticipated post the 10 week assignment?

We are trying to understand if the state will extend the initial planning work, across other modules | Work Order 1 is discrete. Future Work Orders may or may not contain additional planning work. |
| 9. | 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.
10.	General		What versions of Microsoft Dynamics (on premise or cloud) is the DHHS currently using?	DHHS currently uses Microsoft's Dynamics 365 cloud platform.
11.	B. Schedule of Events		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 response to question #7.
12.	H. Oral Demonstrations		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.
13.	II. Work Order Request Form		Does Nebraska have a preferred technology stack for the iServe Portal such as Power Portals, or is it open to vendor suggestion?	See appendix B in the RFQ. Vendors should evaluate all planning to date as part of this work order and should suggest changes they deem appropriate.
14.	II. Work Order Request Form		"DHHS seeks Bidders who will use the SAFe (Scaled Agile Framework) Methodology" – can DHHS describe how SAFe has been chosen as the method for delivery? How many teams are currently involved with iServe requiring SAFe?	DHHS is introducing SAFe as the framework for the iServe program's delivery. The awarded bidder should bring their SAFe expertise to the program. DHHS currently has capacity to yield up to two delivery teams of its own to work in collaboration with a bidder delivery team(s). DHHS will scale the delivery team(s) as warranted.
15.	E. Product/Solution Planning (PSP) Overview		"PI 1 – UI Research on user experience for existing systems (ACCESS NE) to set baselines, perform application question flow analysis, develop pattern libraries and begin User Journey Maps." – is there overlap with WO1 and WO2 which is more user experience focused?	The reference to PI1 in the PSP overview section is for context only. WO 2 covers the detailed planning and delivery of product increment 1.

16.	G. PSP Acceptance Criteria		Does DHHS have a notional roadmap for the deliverables to be provided?	Yes. DHHS has produced the 8 work products listed in the WO. DHHS expects the successful bidder to review these DHHS planning artifacts and suggest additions, deletions or other changes necessary to create a successful program execution. Any new deliverables should be complete during the 10 week duration of the work order.
17.	III. Production/Solution Planning Work Order #1 Cost Form		Can DHHS please 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 #1. 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.
18.	III. Production/Solution Planning Work Order #1 Cost Form		Does DHHS anticipate any onsite work for this work order, and if so, how shall travel be priced?	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 on-site and price any related travel into their bid.
19.	IV. Evaluation Questions		Questions 1 and 5 in Evaluation Domain 4 are identical. Is there a different question 5 intended?	See response to question number 6.
20.	V. Contractor Staff		What communication protocols (APIs, Transport layers, etc) is the Legacy NFOCUS system currently using?	HTTP/Servlet and or SOAP interfaces exist for some functions. Modernizing those interfaces could be in scope for future work orders.
21.	V. Contractor Staff		There is mention of an ESB (Enterprise Service Bus), does that already exist, and if so, can DHHS share which Enterprise Service Bus is in use?	DHHS currently uses IBM API Connect and IBM App Connect for on premise integrations, but prefers cloud-native alternatives for use where appropriate.
22.	V. Contractor Staff		What communication protocols (APIs, Transport layers, etc) is the new TRX Database using, or is it to be built upon vendor recommendation?	DHHS is open to both SQL and NoSQL databases, hosted in the Azure cloud or on-prem. Vendors should recommend the solution that they believe best fits the requirements.

23.	C. State Roles and Responsibilities		DHHS describes generic roles and responsibilities in this section. Do they represent the specific State Delivery Team that will be working with the contractor? If not, can DHHS please share the makeup of the team that will be collaborating with the contractor?	Yes the roles in subsection C 'State role' are fully staffed and represent DHHS's dedicated delivery team.
24.	VI. Staff Experience and References		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 response to question #2 and Addendum 2 to WO 1.
25.	General	General	Is remote work allowed for these work orders?	See also response to question #9. Yes. Contractors must be able to collaborate with the DHHS iServe program team who work approximately 8AM to 5PM in the US central time zone.
26.	I. F. 3	3	Does the State have any guidance for any Oral Demonstrations that may take place should the State choose to exercise this optional evaluation criteria?	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.
27.	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	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.

			Order RFPs during the Initial Planning Phase?	
28.	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.
29.	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.
30.	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.
31.	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. |
| 32. | II. G. (Deliverable 7) | 8 | Deliverable 7: Does this deliverable include completing PI Planning? Will PI Planning for PI#1 be included in the 10 week initial planning period of performance? | Yes. Yes. |
| 33. | IV. Question 5 | 10 | The State asks "How many resources have external certification in agile Techniques?" Does the response to this question apply to the proposed delivery team or to the vendor's entire organization? | Please respond in terms of the proposed delivery team. |

34.	II. G (Deliverable 2)	8	Deliverable 2 references Microsoft Azure ExpressRoute. Has DHHS implemented Azure ExpressRoute and is it in use today?	The state is using ExpressRoute today, but may need to set up additional instances to support this project depending on the final architecture.
35.	II. G (Deliverable 2)	8	Has an ISP been identified for AzureExpress Route?	See answer to #34. The state would own the responsibility for any additional ExpressRoute setup.
36.	V.	12-13	In several of the roles, there are specific responsibilities for identify/authentication. Does identity/authentication need to be built? Or does it currently exist and is an Integration point for new development?	The Identity & Access Management solution is in the process of being designed. DHHS is planning to leverage Microsoft's B2C offering in this space and will likely have the framework built out as an integration point for new development. If a vendor were required to help build this out, it would be a separate work order
37.	V.	12-13	The State has provided an outline of Team Roles and Responsibilities. Does the vendor need to use all of the roles provided by the State to complete the planning deliverables?	See response to question #2.
38.	V.	12-13	Can the vendor provide alternate staffing using different roles than the roles identified in Section V - Contractor Staff?	The staffing lists are a template across work orders. It is for the bidder to determine appropriate staffing to meet the needs of the Work Order. The bidder can propose different roles than in Section V, so long as the proposed staffing meets the minimum mandatory requirements outlined in the Work Order.

See also response to question #2. |
| 39. | II. D | 5 | MITA Compliant Architecture: Does the State have updated guidance on the compliance requirements from an Agile software development perspective and using a Public Cloud platform? | No. |
| 40. | II. E | 6 | The Work Order states, "The DHHS iServe Portal team has some familiarity with agile and SAFe but additional coaching and support is expected." Based on the agile maturity of the DHHS business teams and SMEs, what is the level of understanding of Agile processes, scope management, capacity | Most members of the DHHS core delivery team have strong agile experience and moderate SAFe framework experience. The extended team, like the larger organization, are only nominally familiar with Agile. |

			planning and negotiating tradeoffs, such as capacity, Feature prioritization, business value delivery, and release dates?	
41.	V. C.	18	Will the State provided dedicated SME, Stakeholders for the Agile roles needed for this project? Are the roles that the State is providing dedicated 100% during this 10 week effort?	The DHHS delivery team is a 100% allocated team, dedicated to this effort. SMEs and other internal resources will be allocated in the context of other work.
42.	V. A. V. C.	14-18	There are roles for the Contractor and Roles or the State that have overlapping responsibilities. For example, the Contractor Delivery Manager (Scrum Master) (Page 14) is listed as a mandatory role, while the State will also provide a Scrum Master (page 18). What is the intent of these two roles, and how will responsibilities be separated between State and Contractor?	The State delivery team(s) may work on development distinct from, but in coordination with, the vendor. For example, DHHS delivery team(s) could focus on development of shared, Enterprise microservices. Additionally, the State maintains its delivery team to allow it to perform its oversight responsibilities. State team resources would not be an extension of the bidder delivery team and thus, no overlap should exist
43.	V. A.	12	For the Lead Cloud App Dev: Will this solution be built using Java? Is experience with PowerApps "required" or "desired"?	It is anticipated that microservices and other custom code would be developed in Java. However, vendors should suggest the solutions they believe best fit the requirements, and should provide resources with the appropriate experience.
44.	V. C.	18	*For the Solution Architect and Technical Architect:* Will these roles be empowered to make architectural and solution design decisions? Should the contractors assume that these roles provide the technical direction of the solution?	Yes the solution and technical architects (along with DHHS's enterprise architect) are empowered to make design decisions and approve technical direction, in consultation with the bidder, whose experience and expertise will inform decisions and direction.
45.	V. C.	18	*Agile Coach:* Will the Agile coach be versed in the backlog management tools like Azure DevOps?	The Agile Coach is versed in backlog management tools. Currently, the team is utilizing JIRA for planning and initial product backlog build
46.	V. C.	18	*QA Lead:* The State QA Lead responsibilities	DHHS is in the process of defining the testing strategy for the iServe program and will look for input in planning

			include: "define testing strategies to ensure standards are met and risks are managed." Have these standards and testing strategies been defined? Are they in use today? Can the state provide these testing strategies?	based on the awarded bidder's expertise where appropriate.
47.	V. C.	18	*Lead Analyst:* Will these Analysts be dedicated to this project 100%? Will they be embedded in the team or sit outside of the Delivery Teams?	Three State Lead Business Analysts are 100% dedicated to, and embedded with the iServe program.
48.	V. D. 2.	19	*Staff and Rates* What is the lead time needed for communicating staff changes to the State?	Per section V.E.3, the Contractor must provide at least seven (7) calendar days' notice.
49.	V. C.	18	Product Owners/Product Manager & team Will they have experience in developing web and mobile applications?	No. The Product Owner has HHS experience, but DHHS may rely on the experience of the successful bidder in this area.
50.			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. 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? **Work Order 1 (initial Planning) - Section V - Contractor Staff:** Service Manager, Scrum Master, Lead Cloud App Developer, Cloud App Developer, DevOps Engineer, Cloud Database Admin, UI/UX Designer	See response to question #31.

			Work Order 2 (Human Factors IU-UX Design) - Section V - Contractor Staff: *Agile Skilled* Service Manager, Scrum Master, *Agile Skilled* Lead Cloud App Developer, *Agile Skilled* Cloud App Developer, *Agile Skilled* DevOps Engineer, *Agile Skilled* Cloud Database Admin, *Agile Skilled* UI/UX	

This addendum will become part of the proposal and should be acknowledged with the Work Order response.