



Washington Health Benefit Exchange

RFQQ 15-003 Addendum 1

July 23, 2015

TO: Potential Bidders to RFQQ 15-003 and Other Interested Parties
FROM: RFQQ Coordinator
SUBJECT: Addendum 1 to RFQQ 15-003 for *"Web Content Management System"*

CONTENT

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

Copies of this Addendum 1 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 if there are any questions concerning this Addendum 1.

Reminder:

- The last date and time to submit questions is 3:00 p.m. PST, 8/10/2015
- 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://jitic.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 |

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| 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 |

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| 15 | HBE_15-003- WEB_CMS | 1.4.4 | P.6 | Is the vendor providing 1 st 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 |

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| 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. |