



STATE OF TENNESSEE
DEPARTMENT OF HEALTH

**REQUEST FOR PROPOSALS # 34353-14624
AMENDMENT # 2
FOR WIC MIS OPERATION AND MAINTENANCE**

DATE: June 2, 2023

RFP # 34353-14624 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		April 20, 2023
2. Disability Accommodation Request Deadline	2:00 p.m.	April 25, 2023
3. Pre-response Conference	10:00 a.m.	April 26, 2023
4. Notice of Intent to Respond Deadline	2:00 p.m.	April 27, 2023
5. Written "Questions & Comments" Deadline	2:00 p.m.	May 4, 2023
6. State Response to Written "Questions & Comments"		June 2, 2023
7. Response Deadline	2:00 p.m.	June 29, 2023
8. State Completion of Technical Response Evaluations		July 14, 2023
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	July 17, 2023
10. Negotiations	4:30 p.m.	July 17-21, 2023
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	July 24, 2023
12. End of Open File Period		July 31, 2023
13. FNS Review and Approval of Contract		September 1, 2023

14. State sends contract to Contractor for signature		September 4, 2023
15. Contractor Signature Deadline	2:00 p.m.	September 6, 2023

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP Section	#	Question/Comment	State Response
Proforma Section A	1	Is this for a total replacement of the current WIC MIS technology or just taking over operations and updates to the current MIS?	This RFP is not for total replacement; it is for the purpose of selecting a qualified WIC MIS Operation and Maintenance contractor to operate and maintain the Tennessee WIC MIS Operation and Maintenance.
RFP Attachment 6.2 Section A.4.	2	Requirement A.4 requires that a vendor provide TWO current credit references from states that the respondent has successfully operated a WIC MIS that is operational and interfaced with an EBT processor signed, and dated within the past three months. This requirement seems to limit the number of responses that the State will receive while favoring only a few vendors (or one in particular) who can meet this requirement. Can this be downgraded to a preference or taken out completely so as not to exclude vendors who may have a better solution and can clearly meet all other requirements?	No. It is not the State's intent to limit the number of responses. Section A are mandatory requirements in order for the State to assure the respondent is qualified to meet the required items necessary for the operation and maintenance of the federally approved WIC MIS and assurance that all RFP and Pro forma requirements will be met.
Proforma Section A	3	Please clarify if this RFP is looking for a replacement MIS system.	Please see the answer to question 1 above.
Proforma Section A	4	Please confirm that this is M&O RFP to take over and support the current TN WIC MIS system	Please see the answer to question 1 above.
RFP Section 1.1.	5	Please provide a library with the technical information for the current TN WIC MIS system; including any technical documentation, operational manual, and source code	These are internal documents and will be provided once the contract has been awarded.
	6	Please confirm that there will be a transition in period consisting of an overlap of services between the current vendor and the new vendor. Please provide the timeframe and an updated pricing sheet with transition costs.	Yes, there will be a transition period between the current Contractor and the new Contractor. The timeframe will be the start of the new contract set for September 6, 2023 until July 16, 2024. There is no cost associated with the transition period, see RFP Attachment 6.3, Cost Proposal Schedule.

RFP Attachment 6.2. Section A	7	If this is a takeover of the current TN WIC MIS – please revise or remove the A.5 and A.6 Pass/Fail requirements that reference the respondents proposed MIS being EBT functional (A.5) and Universal Interface compliant (A.6)	Please see RFP Release #2 for changes to A.5. and A.6.
RFP Section 1.1.	8	What technologies are used to build and maintain the WIC MIS? E.g. (.NET, WPF, MVC, Java, WCF, SOAP, REST, SQL Server, Oracle, etc.)	The technologies used for the TN WIC MIS are .Net, ASP.Net, SQL.
RFP Section 1.1.	9	Is the WIC MIS a desktop or web browser application?	The TN WIC MIS is Web Based.
RFP Section 1.1.	10	What is approximate size of the MIS? (E.g. Lines of code, number of User Interfaces, Number of Database tables/views)	The approximate size of the MIS is ~ 480 GB and may increase.
Proforma contract – Attachment 1, Task 8	11	Is there an existing Data Warehouse? If so, what technologies are used to build and maintain the current DW.	There is no existing data warehouse for MIS.
RFP Section 1.1.	12	What is timeline for the HL7-based implementation of the Electronic Health Record Interface?	There is no timeline currently defined. The timeline will be defined based on mutual understanding from the State, Electronic Health Record Vendor, and the TN WIC MIS Contractor.
RFP Section 1.1.	13	Is the EHR interface a point-to-point interface or is there a messaging hub or ESB? (E.g. BizTalk, MuleSoft, etc.)	The State will utilize “Cloverleaf” as a messaging hub between TN WIC MIS and EHR. Interoperability.
Proforma contract – Attachment 1, Task 9	14	Please provide the number of outstanding defects per severity level.	Defect numbers may vary every day based on resolution and discussion. Please see RFP attachment 6.7. in RFP Release #2 for the current defect list.
Proforma contract – Attachment 1, Task 6	15	Please provide a list of and samples of the current training materials.	These are internal documents and will be provided once the contract has been awarded.
RFP Section 1.1.	16	Please confirm the State's intent is for the awarded bidder to operate and maintain the current WIC MIS system that is in production in Tennessee today.	Yes, it is the State's intent for the awarded bidder to operate and maintain the current WIC MIS that is in production in Tennessee. This also includes the data transfer, hosting, and maintenance.
RFP Section 2.1.	17	Will the state please allow a second round of question and answers?	In order to maintain the current schedule of events, the State will not allow a second round of question and answers.
RFP Section 4.8.3.	18	Will the state allow bidders to identify certain response content as confidential, trade secret, or proprietary? If yes, can bidders submit a redacted copy of the technical response along with the unredacted copy?	No, as per RFP section 4.8.1. All materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. By submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public

			inspection in accordance with the laws of the State of Tennessee.
RFP Attachment 6.2. Section A	19	For requirement A.4, will the state remove the requirement to provide four credit references from states since bidders are also required to have states submit reference questionnaires?	No, these are two different requirements.
Proforma contract	20	Please confirm text identified in red will be completed after award during contract negotiations.	The State confirms that all red text in the Proforma contract will be completed upon award.
Proforma contract – Attachment 1, Task 6	21	Does the state require the training environment contain a converted copy of production data?	No, the training environment is stand alone. The contractor must provide a training environment for State and regional users to perform the day-to-day training as needed and contractor must support to keep it up to date as agreed upon frequency between the State and Contractor.
Proforma contract – Attachment 1, Task 6	22	If the state requires production data in the training environment, how often should bidders plan to refresh the environment with updated data?	The contractor must provide support to keep it up to date as agreed upon frequency between the State and Contractor.
Proforma contract – Attachment 1, Task 6	23	Does the state require that the training environment be connected to the EBT processor or other systems?	No, the training environment will not connect to the EBT processor.
Proforma contract – Attachment 1, Task 7	24	What is the expected timeframe for the system to be integrated with the EHR system?	There is no timeline currently defined. The timeline will be defined based on mutual understanding from the State, Electronic Health Record Vendor, and the TN WIC MIS Contractor.
Proforma contract – Attachment 1, Task 8	25	In addition to utilizing the existing universal interface files, does the state plan to have custom exports built to have additional data available?	The Contractor shall provide a data warehouse, allowing creation of custom dynamic reports as approved by the State.
Proforma contract – Attachment 1, Task 8	26	How many years of historical data does the state require imported into the Data Warehouse?	All the data that is available in TN WIC MIS will be imported into the Data Warehouse for a total of 6 years.
Proforma contract E.14.	27	DUNS Number vs. Unique Entity ID (UEI): The RFP states that a DUNS number is required. However, as you may be aware, the DUNS number has been replaced with the Unique Entity ID (UEI) as of April 4, 2022. Given this change, could you please clarify if the DUNS number is still a mandatory requirement? If not, would providing the UEI be sufficient for this RFP? It would be helpful to have this information to	Please see RFP Release #2 for an update to this provision.

		ensure our submission is compliant with your guidelines.	
RFP section 1.1.	28	Software Solution Type: The RFP does not explicitly specify the type of software solution desired. Could you please provide further information on whether you are seeking a custom software development solution tailored to specific needs or an off-the-shelf software solution to be implemented and adapted to your requirements? This information will help us align our proposal with your expectations and offer the most suitable solution to your organization.	This RFP is not requesting new MIS and is being issued for the purpose of selecting a qualified WIC Management Information System (MIS) Operation and Maintenance (O&M) contractor to operate and maintain the Tennessee WIC MIS.
RFP Attachment 6.2. Section A.5 and A.6.	29	Will the state accept a proposal from a vendor that has not operated a WIC MIS but has operated statewide case management and eligibility systems for other benefits programs? (giving them a "pass")	The respondent must meet all mandatory requirements in RFP Attachment 6.2 Section A.
Proforma contract – Attachment 1, Task 10	30	Does the State of Tennessee have a projected go live date targeted?	Since this RFP is only requesting Operation and Maintenance of the current WIC MIS, there will not be an actual go live as the State is expecting no down time of the current WIC MIS during work hours.
RFP Section 2.1.	31	Is there an opportunity to have two rounds of questions since answers to the initial round can often lead to more questions and potential need for clarification?	In order to maintain the current schedule of events, the State will not allow a second round of question and answers.
RFP Attachment 6.2. Section A.5.	32	Requirement A.5 requires that the vendor have an MIS operating in another state. There seems to be a handful of vendors that can claim this which would exclude many vendors who can clearly address this need and maybe have a better solution. Can this requirement be downgraded to a preference or taken out completely as opposed to a requirement?	RFP Attachment 6.2. Section A.5 is revised as follows: Provide a statement that the Respondent is currently providing operation and maintenance successfully to a current functional EBT/MIS system in another State. Please see RFP Release #2 for changes to A.5.
RFP Attachment 6.2. Section A.5.	33	Would you consider a company who has won a competitively bid contract with another state, but is in the process of implementation as being compliant for Requirement A.5?	No. Section A are mandatory requirements in order for the State to assure the respondent is qualified to meet the required items necessary for the operation and maintenance of the federally approved WIC MIS and assurance that all RFP and Proforma requirements will be met.
General	34	What is the current MIS system being used by the State?	The current MIS termed "TN WIC MIS" based on SQL, .NET and ASP.NET.

General	35	What system is the current EBT provider?	The current EBT provider is Conduent, Inc.
General	36	Has the State had discussions or seen demos from any vendors in preparation for this RFP?	No, the State has had no discussions or seen demos from any vendors in preparation of this RFP.
RFP Section 1	37	<p>For the current TNWIC MIS, will the State provide:</p> <ul style="list-style-type: none"> • System architecture document(s) • Technology stack upon which the TNWIC MIS depends to operate (server environment, database, network, cache management, deployment process, etc.) • Number of servers and CPUs supporting the production system today • System code for review • List of known defects • List of enhancements made in the past 3 years, and • List of planned or desired enhancements • Technology used by the vendor mobile app • Technology used by the client portal • Make and model of signature pads • Number of FTEs supporting the system today 	<p>The following items are internal documents and will be provided once the contract has been awarded.</p> <ul style="list-style-type: none"> • System architecture document(s) • Technology stack upon which the TNWIC MIS depends to operate (server environment, database, network, cache management, deployment process, etc.) • Number of servers and CPUs supporting the production system today • System code for review • List of enhancements made in the past 3 years, and • List of planned or desired enhancements • Technology used by the vendor mobile app • Technology used by the client portal <p>Please see RFP attachment 6.7. in RFP Release #2 for the current defect list. The make and model of signature pads is Topaz T-LBK766-BHSB-R. Number of State FTEs supporting the system today are 13.</p>
RFP Section 1.1.	38	Does the current WIC MIS interface with the current PTBMIS system now? If so, which of the desired HL7 interfaces are in production today?	No, the current TN WIC MIS does not interface with PTBMIS.
RFP Section 1.1.	39	Which EBT provider supplies EBT services to Tennessee today?	Please see the answer to question 35 above.
Proforma contract Section A.8.	40	Will the state allow backups to a cloud environment?	Yes, however the vendor must refer to A.11 for the STS policies and review "Enterprise Information Security Policies v2" for cloud services.
RFP Section 5.3.4.	41	Will DocuSign be accepted as an original signature?	Yes.
RFP Attachment 6.2. Section A.5 and A.6.	42	Mandatory Requirements A.5 and A.6 and other Technical Requirements (e.g., training, interfaces, etc.) suggest that the State is open to alternative MIS solutions. There are alternative MIS solutions available which would enable the State to	No, the State is not open to considering an alternate MIS solution as part of this procurement. This RFP is for operation and maintenance of the current TN WIC MIS. Section A are mandatory requirements in order for the State to assure the respondent is qualified to meet the required items necessary for the operation and maintenance of the

		achieve their integrated health objectives and potentially provide greater capability to meet the State's requirements than the current TNWIC MIS. Please confirm that the State is open to considering an alternate MIS solution as part of this procurement.	federally approved WIC MIS and assurance that all RFP and Proforma requirements will be met.
Proforma contract – Attachment 1, Task 3	41	What mobile app and technology is in use today?	The mobile app in use today is WICShopper and WICSmart by JPMA Inc. The WICShoper App provides core services that help WIC participants understand what they can purchase with their prescribed WIC benefits. WICShopper incorporates supporting services such as a mobile version of the Approved Foods List, recipes, 'life- hacks' and vendor locations along with other assets provided by the WIC State Agency. The WICSmart mobile application allows WIC participants to accomplish education contacts through mobile devices and/or website links.
Proforma contract – Attachment 1, Task 8	42	Does the State utilize an operational Data Warehouse today?	No, the State does not have a data warehouse for TN WIC MIS.
General	43	Is Tennessee WIC looking for maintenance, operations, and enhancements to the current TNWIC system, or is Tennessee also evaluating alternate systems for transfer?	Please see answer to question 1 above.
General	44	What pain points or lack of functionality is driving the State to replace the existing MIS?	This RFP is for operation and maintenance of the current TN WIC MIS. Tennessee is not evaluating an alternate system for transfer.
General	45	Who is the incumbent vendor?	The incumbent vendor is CDP Inc.
RFP Section 1.1.	46	"This section says, ""Any functionality added, modified, or deleted from the base transfer application ..."" Is TN looking for a transfer system? If so, which part of the TN system is TN looking to replace?"	Please see answer to question 1 above.
RFP Attachment 6.2. Section A.5	47	"The RFP says, "Provide a statement that the Respondent's proposed WIC Management Information System (MIS) operation and maintenance is a proven EBT functional system currently operating in another State."	Please see answer to question 1 above.

		This requirement suggest that TN is looking for a transfer WIC MIS but the RFP says that it is looking for Maintenance and Operations. Please clarify the scope of RFP?	
RFP Section 2.1.	48	Due to the uncertainty around the RFPs actual scope of work and whether the State is looking for a new/transfer WIC MIS or just a maintenance and operations vendor, would the State consider offering a second round of Q&A once that clarification is made?	In order to maintain the current schedule of events, the State will not allow a second round of question and answers.
General	49	What are the current costs for M&S and hosting of the current TNMIS infrastructure?	The current WIC MIS contractor provides maintenance and support at a cost of \$33,000/month. The State currently hosts the WIC MIS environment and that cost is estimated at \$50,000 a month and may vary depending on number of servers and support needed to operate the system.
RFP Section 1.1.	50	Are maintenance and support of the client-facing portal and mobile application included in the scope of this RFP?	Yes, the maintenance of the Client portal is included in this RFP.
RFP Attachment 6.2. Section C.6.	51	Is the current WIC client-facing mobile application the "WICShopper" that is mentioned in the TECHNICAL RESPONSE & EVALUATION GUIDE section on page 28 of the RFP?	Yes, the current WIC mobile application is the WICShopper application.
RFP Section 1.1.	52	Assuming this RFP is only for the maintenance and operations of the State's current WIC MIS and not the development/transfer of a new system, could the State please provide the most current system documentation that the awarded bidder would be responsible for maintaining?	No. These are internal documents and will be provided once the contract has been awarded.
RFP Section 1.1.	53	Will the State provide a current enterprise relationship diagram (ERD) or data dictionary describing the database schemas and models for the current MIS?	No. These are internal documents and will be provided once the contract has been awarded.
RFP Attachment 6.1. & Proforma contract section E.19.	54	"Contractors are required to certify that their solutions will comply with the Americans with Disabilities Act (ADA)." 1- Is the current system ADA-compliant?	Yes, the current system is ADA-compliant.

		<p>2- Is the State expecting that the new vendor to make existing functionality ADA-compliant if it is not already?</p> <p>3- If the current system is not ADA-compliant, will the State consider modifying the Certifications and Assurances form and Contract section E.19 to specify that only new functionality delivered through enhancements is required to be ADA-compliant?"</p>	
RFP Section 3.1.1.2. & RFP Attachments 6.1., 6.2., 6.3.	55	<p>Section 3.1.1.2 indicates that the technical response must be in 12-point font.</p> <p>Bidders are advised to insert attachments 6.1, 6.2, and 6.3 without modifying them in any way. The forms are in 9-point font.</p> <p>Should bidders modify the font in forms 6.1, 6.2, and 6.3 to use 12-point?</p>	No, the technical itself must be in 12-point font, but any attachments can be in another size.
RFP Attachment 6.2 Sections A.5 and A.6	56	<p>Mandatory Requirement A.5 and A.6 imply that respondents are proposing a new/transfer WIC MIS. If the State is not looking to implement a new system, then can the State please clarify the significance of these requirements and why they would be necessary?</p>	This RFP is for operation and maintenance of the current TN WIC MIS. Section A are mandatory requirements in order for the State to assure the respondent is qualified to meet the required items necessary for the operation and maintenance of the federally approved WIC MIS and assurance that all RFP and Proforma requirements will be met.
RFP Attachment 6.2. Section A.4.	57	<p>The RFP says, "Provide four current positive credit references from States that the respondent has successfully operated a WIC MIS that is EBT operational and interfaced with an EBT processor signed, and dated within the past three (3) months."</p> <p>This requirement appears to restrict competition to only a few vendors. In the interest of competition, will TN accept multiple references from a single state?</p>	No. It is not the State's intent to limit the number of responses. Section A are mandatory requirements in order for the State to assure the respondent is qualified to meet the required items necessary for the operation and maintenance of the federally approved WIC MIS and assurance that all RFP and Proforma requirements will be met.
RFP Attachment 6.2. Section A.4.	58	<p>The RFP says, "Provide four current positive credit references from States that the respondent has successfully operated a WIC MIS that is EBT operational and</p>	"Credit" in this prompt means a reliable reference from another entity that the respondent has successfully operated a WIC MIS that is EBT operational and interfaced with

		interfaced with an EBT processor signed, and dated within the past three (3) months." Please clarify the meaning of the word "credit" in this prompt.	an EBT processor signed, and dated within the past three (3) months
RFP Attachment 6.2. Section A.4.	59	Are the credit references different than the reference questionnaires?	Yes, there is a difference. A credit reference is a document from a party that provides information about how the organization has used credit in the past. A reference is a series of questions asked to an individual or organization to better understand and measure the qualifications of an individual or organization.
RFP Attachment 6.2. Section C	60	The tables goes for C.7 to C.9. Please confirm that C.8 is intentionally missing?	See RFP Release #2
RFP Attachment 6.2. Section C.4. and C.11.	61	C.4 and C.11 Both ask for experience relating to O&M of WIC systems. Does the state want the same information listed twice?	In C.4., the respondent is to provide a narrative description of whether or not the respondent has had experience with the operation and maintenance of a WIC MIS with EBT functionality. In C. 11., the respondent is to provide a narrative description that details the specific experience the respondent has with operation and maintenance for WIC MIS when the respondent has served as the Operation and Maintenance Services Contractor.
RFP Attachment 6.3.	62	If the proposal signer is a co-owner of the company with the title of partner, is evidence of authority to legally bind the respondent still required? If so, what type of evidence is the State looking for?	Yes, as per RFP attachment 6.3. any signer who is not a President or CEO must provide evidence of the authority to legal bind the Respondent. This evidence can take the form of a short written statement.
RFP Attachment 6.4.	63	The instructions for this section are a bit confusing. The bullets suggest that the state is looking for five references, but the paragraph below the bullets says the state is looking for three references. Please clarify the number and type of references the State is seeking.	The State requires at least 5 references that must come from at least 3 different individuals. Two of the references must be from contracts the Respondent is currently servicing that are similar size and scope to this RFP and three of the references must be from completed contracts that are similar in size and scope.
RFP Attachment 6.4.	64	Will the State accept references from projects that are similar in size and function but service other Health and Human Services programs? For example, would the state consider a reference/prior experience for a case management/eligibility determination/care coordination system that we modernized and	According to RFP Attachment 6.4, the respondent will provide references which represent two (2) contracts that the respondent currently services that are similar in size and scope to the services required by this RFP and three (3) completed contracts that are similar in size and scope to the services required by this RFP.

		maintain for another program within DHS?	
Proforma contract – Attachment 1, Task 3	65	Does TNWIC already integrate with their EBT vendor using the WIC Universal MIS EBT Universal Interface (WUMEI) specification? If so, which version?	Yes, TN WIC MIS is already integrated with the EBT system and uses the following versions; UAT: 3.3.2 and, PRODUCTION: 3.2.4.
Proforma contract – Attachment 1, Task 3	66	Who is the current EBT system or who the current EBT system vendor is?	The current EBT system vendor is Conduent, Inc.
Proforma contract – Attachment 1, Task 7	67	Does the TNWIC system already have pre-existing integrations with MPI, her system (including PTBMIS), or TennIIS? If these integrations already exist, are they compliant with the latest HL7 specifications?	No, the TNWIC MIS does not have integration with MPI, PTBMIS, or TennIIS.
Proforma contract – Attachment 1, Task 8	68	Does the State already have an Enterprise Data Warehouse (EDW) in place that it expects would house TNWIC data and be the source of the reporting needs defined here? If so, is any TNWIC data already present in the State's EDW? If the State is expecting the vendor to implement a data warehouse, would the State consider extending the timeline beyond one month?	No, TN WIC MIS does not have a data warehouse, but the State has access to the Database to run queries and generate reports. Yes, the State would consider extending the timeline beyond one month and will work with contractor on a mutually agreed upon timeline.
Proforma contract – Attachment 1, Task 8	69	Is the definition of "the clone production database" the same as the aforementioned data warehouse, or is this a separate database? Does this already exist for TNWIC today?	Yes, in this RFP, "clone" means the replication of the database onto a different Database, so that staff can run larger queries without interrupting the performance of the Production applications.
Proforma contract – Attachment 1, Task 8	70	Does the State have a preferred reporting or business intelligence platform in which to build reports from the data warehouse or cloned production database?	No, the State does not have a business intelligence platform but does have experience with Power BI. The State does have a cloned production database to pull data that is updated real time.
Proforma contract Section A.11.	71	This section says, "As additional State and Federal security and regulatory requirements are imposed, the Contractor shall ensure that the environment content and applications are kept up to date with the emerging requirements." Please clarify that new requirements resulting from State and Federal regulations	These are federal and/or state requirements for security, so they are part of the Contract and not part of a change order process.

		would be handled through the change control process and that the state is not expecting such requirements to be part of the annual or monthly M&O cost.	
Proforma contract Section A.15.	72	Can the state please provide details regarding the volume and types of data to be migrated?	The size of the Databases are as below: PRODUCTION: 480 GB UAT : 70 GB TRAINING: 3 GB
Proforma contract Section E.7.	73	What is the duration of warranty the State is expecting the contractor to provide for enhancement, modifications, bug fixes, or other improvements?	The Term of the Contract.
Proforma contract Section E.7.	74	Typically, a warranty covers repairing defects or repairing functionality that does not meet contractual requirements. Modification or improvement expand scope and, therefore, require a change request and approval. However, this section suggests the State wants modification and improvements to be covered by warranty. Does the State expect "modifications" or "other improvements" to be included in warranty work?	The Contractor shall provide to the State all software upgrades, modifications, bug fixes or other improvements in its software that it makes generally available to its customers. The State may request changes in the Scope that are necessary but were in advertently unspecified in this Contract through the change order process, but that would be separate than what is contemplated by E.7. The State will set the priority for the change order to ensure Contractor allocates for the appropriate resources for the change initiative. Reference Proforma A.7.
Proforma contract – Attachment 1, Task 8	75	Are there other systems that will write to or read from the data warehouse? If so, are those integrations with the data warehouse in scope?	No, this RFP and Contract are specifically for a data warehouse for TN WIC MIS only.
Proforma contract Section C.3.c.	76	Task 9 states "The State may request the Contractor to make enhancements to the existing system. The Contract shall design, develop, test and implement these changes on a schedule mutually agreed upon with the State and shall adhere to the rates in Section C.3.c of the Pro Forma contract." Can the State please confirm that any enhancements/change order work to the system would be done on a Time and Materials (T&M) basis, using the rates provided in Section C.3.c?	All Federally required changes are part of the contract at no cost to State, please reference federal websites cited in Proforma, Attachment 1, Task 3 and also referenced in Exhibit 2: TNWIC Functional Requirements Traceability Matrix. Additional changes in the Scope that the State requests may require a time and materials basis using the rates provided in Section C.3.c.
Proforma contract –	77	This section says, "The Contractor must provide any system	All Federally required changes are part of the contract at no cost to State, please reference federal websites cited in Proforma, Attachment

Attachment 1, Task 9		<p>modification/enhancement required by the federal guidelines free of cost."</p> <p>This stipulation is extremely risky for a vendor providing O&M services on a fixed-price basis. We respectfully request that this clause be stricken from the contract so that enhancements to the system resulting from regulatory changes can be handled through the change order process.</p>	<p>1, Task 3 and also referenced in Exhibit 2: TNWIC Functional Requirements Traceability Matrix.</p> <p>Additional changes in the Scope that the State requests may require a time and materials basis using the rates provided in Section C.3.c.</p>
General	78	<p>Can Tennessee or the incumbent share system documentation to allow for more accurate and competitive pricing among qualified bidders? Helpful documentation might include a database schema, network diagram, MIS-EBT interface specification currently being used between TNWIC and its EBT processor, disaster recovery plan, user manual, functional requirements, etc.</p>	<p>No. These are internal documents and will be provided once the contract has been awarded.</p>
General	79	<p>What technology stack is TNWIC built upon?</p>	<p>TNWIC is built upon .Net, ASP.NET, SQL.</p>
Proforma contract – Attachment 1, Task 9	80	<p>How is the scope of a systems' change determined to be "required" in order to adapt to changing federal regulations? For instance, USDA's proposed rule change supporting online ordering could open the door to TN requiring a complete overhaul of its existing vendor management solution to accommodate online retailers: how would this proposed rule change translate to required system enhancements, and who is the final arbiter of what the scope of the required changes are?</p>	<p>All Federally required changes are part of the contract at no cost to State, please reference federal websites cited in Proforma, Attachment 1, Task 3 and also referenced in Exhibit 2: TNWIC Functional Requirements Traceability Matrix.</p> <p>Additional changes in the Scope that the State requests may require a time and materials basis using the rates provided in Section C.3.c.</p> <p>The example provided (supporting online ordering) would be considered a change request with cost associated per the rates provided in Section C.3.c.</p>

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.