



**REQUEST FOR QUALIFICATIONS # 31865-00630  
 AMENDMENT # 1  
 FOR ADMINISTERING ENTITY (AE) SYSTEMS  
 IN THE AFFORDABLE CARE ACT (ACA) PROGRAM  
 AUDIT SERVICES**

DATE: 10/26/2022

RFQ # 31865-00630 IS AMENDED AS FOLLOWS:

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

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFQ Issued		September 19, 2022
2.	Disability Accommodation Request Deadline	2:00 p.m.	September 22, 2022
3.	Pre-Response Conference	1:00 p.m.	September 27, 2022
4.	Notice of Intent to Respond Deadline	2:00 p.m.	September 30, 2022
5.	Written "Questions & Comments" Deadline	2:00 p.m.	October 12, 2022
6.	State response to written "Questions & Comments"		October 26, 2022
7.	RFQ Technical Response Deadline	2:00 p.m.	November 10, 2022
8.	RFQ Negotiations (if applicable)		November 28-29, 2022
9.	State Notice of Intent to Award Released and RFQ Files Opened for Public Inspection		December 8, 2022
10.	End of Open File Period		December 15, 2022
11.	State sends contract to Contractor for signature		December 20, 2022
12.	Contractor Signature Deadline	2:00 p.m.	December 30, 2022

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

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

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Section 3.2 Response Delivery Location	5	1. Please confirm if vendor can submit the RFP responses electronically via email or a drop box, or in person.	Per Section 3.3 we are not accepting electronic submissions. Responses must be submitted in person or through traditional mail (FedEx, UPS, USPS, etc) and must

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			be received by the deadline in the schedule of events.
RFQ Attachment A, section A.3.	12-13	2. Please confirm, for the bank statement, can we provide a current bank reference indicating the current standing of the Respondent's business relationship with the financial institution.	A.3. asks for documentation regarding cash flows. A bank reference as indicated in the question will not suffice to meet the requirements of the mandatory section.
RFQ Attachments A-D	14,18,20,21	3. Please clarify if we can get the documents digitally signed	Yes.
RFQ Attachment F Pro Forma, Section A.3	27-28	4. Please provide clarification if the provided staff will work as Staff Augmentation under the direction of the State or if the Vendor is responsible for delivery of attestation that ACA systems comply with MARS-E and completing and submitting the Annual Security and Privacy Attestation Report.  A.3 Audit Services says "The Contractor shall work under the direction of the TennCare Audit Director and TennCare IT Audit Manager (collectively referred to as "TennCare Audit Management"). Which implies Staff Augmentation.	Provided staff will work as Staff Augmentation under the direction of the State.
RFQ Attachment F Pro Forma, Section A.9	Page 31	5. Please clarify the following - A.9 Problem Notification indicates the Contractor has full responsibility.  There are other places in the RFP where it could be interpreted either way.	The Contractor has full responsibility to notify the Project Director or designee as outlined in section A.9
RFQ Attachment F Pro Forma, Section A.8	29-31	6. Please confirm if the list of staff members provided to the State by the Contractor, is the list of staff currently working on the Project or " a bench" of potential staff that could work on the project?	The State is looking for a listing of potential staff that are anticipated to work on the Project.
RFQ Section 3.3	Page 5	7. Please confirm if our understanding for the files is correct. We need to submit a paper copy version. We should also include one digital version which not include references and cost.	Per Section 3.3. of the RFQ a response should be submitted as one original Technical Response paper document and should include one digital document in PDF form on a USB. References should be submitted in accordance with Attachment E as amended below. Per RFQ section 3.3 the digital copies should not include copies of sealed customer references or cost information in the general and

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			technical evaluation phase. Cost Proposals will only be asked of in accordance with section 5.2.1 of the RFQ, please also see response to question 1 and item 4 below.
RFQ Section 4.5	Page 8	8. Please suggest if we can redact staffing information like key resources and their details.	The State is not accepting redacted proposals. Per section 4.5 of the RFQ, the Respondent acknowledges and accepts that the full contents and associated documents submitted in response to this request will become open to public inspection in accordance with the laws of the State of Tennessee.
General Pro Forma Question	27	9. Please confirm if [Redacted] can share the exceptions of the Pro forma Contract in red lined version or as a separate document with the list of exceptions	The state is not accepting redlines to the solicitation. Additionally please refer to section 5.6.5. which states that the Contract signed must substantially be the same as the one offered in this solicitation.
General Pro Forma Question	27	10. Please confirm if the Pro forma Contract and its attachments are to be filled and signed at the time of contract.	The pro forma and attachments do not need to be filled out at this time.
RFQ Section 4.6	Page 8-9	11. Please confirm if the following statement is acceptable - The Certificate of Insurance will be issued at the time of contract execution.	The State will only ask for a Certificate of Insurance from the intended awardee.
General Pro Forma Question	27	12. Are exceptions allowed?	Please see response to question 9.
RFQ Section 1.1	2	13. Will the scope for first annual assessment covered by this procurement request be for all Minimum Acceptable Risk Standards for Exchanges (MARS-E) Controls?	Yes.
RFQ Section 1.1	2	14. Does TennCare have cloud hosting vendors that will be included as part of the MARS-E assessment activities?	Yes.
RFQ Section 1.1	2	15. How many physical facilities will be included in the scope of the assessment?	One (310 Great Circle). Assessed information systems have migrated or will be developed in a cloud environment.
RFQ Section 1.1	2	16. Does TennCare require any activities (e.g., interviews and/or documentation reviews) to be performed on-site?	Yes.

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
RFQ Section 1.1	2	17. As part of a typical MARS-E assessment, vulnerability scanning and penetration testing would be performed. Would the selected vendor need to enter an agreement with any other TennCare vendors to complete these activities?	No.
RFQ Section 1.1	2	18. In addition to the Security Assessment Report (SAR) and Security Assessment Workbook (SAW), does TennCare require the selected vendor to maintain and update the Plan Of Actions and Milestones (POA&M)?	No.
RFQ Attachment A, section A.3.	12-13	19. In Attachment A, A.3. states, " Provide documentation disclosing the amount of cash flows from operating activities for the Respondent's most current operating period. Said documentation must indicate whether the cash flows are positive or negative, and, if the cash flows are negative for the most recent operating period, the documentation must include a detailed explanation of the factors contributing to the negative cash flows." Can you please clarify what you are looking for firms to submit here?	The State is looking for documentation that shows the recognition of cash generated during normal business operations. This type of financial information can be provided through a balance sheet, income statement or other financial statement prepared by the vendor's accountant.
		20. Would this contract be for an ATC assessment only, or for an ongoing engagement with yearly assessments including an ATC (3rd year) assessment?	Ongoing engagement with yearly assessments which may include Operational Readiness Reviews (ORRs) for CMS Streamlined Modular Certifications (SMCs). Please see item #11 below.
		21. How many assessments/ audits does TennCare perform each year?	2-4 depending on if System Security Plans are available.
		22. Based on CMS MARS-E requirements, is there a need for continuous security monitoring (SOC-as-a-service) in addition to a controls assessment?	No. SOC Reports are provided by the TennCare cloud vendor.
		23. Is the contractor expected to perform technical testing ( code scanning, vulnerability scanning, penetration testing etc.) for the Mars-E assessments?	No.
		24. Is a contractor currently performing this work for the TennCare program?	No.

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		25. 3.4.5. Indicates that we shall not include our own contract T&Cs. Does this mean that even individual provisions cannot be added?	Correct. Please see the State's response to question 9 as well.
		26. Is the State open to our listing of the exceptions we take to the contract terms provided by the State?	No. Please see response to question 9.
		27. Should "Attachment D – Statement of Certifications and Assurances" be included in a specific location within the proposal? If so, please advise.	It should go with other Attachment A items, as described in the RFQ instructions for Attachment A.
		28. Is the need for IT auditor assistance limited to the testing related to the Affordable Care Act (ACA), as described on page 2 and 28 of the RFQ or does the need expand into other audit areas? If the need expands beyond ACA, please provide examples of the types of audit areas.	Currently, the need is limited to the testing related to the ACA and ORRs as mentioned above.
		29. Is there an estimate of the number of IT Auditor hours needed for the ACA testing and other audit areas?	1550 hours per IT Auditor.
		30. Is there an estimate of the number of IT Auditors needed at any given time?	2.
		31. How far in advance of a project are notifications/request for resources provided to the contractor for planning and scheduling purposes?	30 days.
		32. Is the need limited to the description of an IT Auditor on page 30 and oversight provided by TennCare personnel?	Yes.
		33. Should the winning bidder expect to or have the opportunity to provide other resources with more or less experience to oversee or assist with the assigned IT audit work?	It is possible to provide resources with less experience to assist but not to oversee. Please see Item 13 below.
		34. When is the first ACA report described in this RFQ due? When is the IT Auditor expected to begin assisting with the audit? Has any preliminary planning been performed if work is expected to start in 2023 for	First ACA report is due 6/16/2023; Expected to begin January to allow time to familiarize them with the information system. Preliminary plan has already begun. Please see item 12 below.

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		a June 30, 2023 submission?	
		35. Have the services described in the RFQ previously been provided by a contractor? If so, please provide a summary of projects and annual audit hours under the prior agreement.	No TennCare Contract currently exists for these services.
		36. Is the audit work expected to be done remotely or onsite? If onsite, where is the majority of the work expected to be performed?	Work can be performed remotely but may also have limited work at 310 Great Circle location. Please see item 11 below
		37. Is there a defined/preferred diversity goal for this RFQ?	No.
		38. Is there an expectation that an award may be granted to more than one contractor?	No.
General	1	39. The filename of this RFQ is labeled "draft". Is this RFQ, dated 06/16/22, the final version?	Yes.
General	1	40. Attachment G. Attestation Procedures for ACA Systems not included in RFQ QUESTION: Will the State be providing the aforementioned Attachment G?	TennCare has provided Attachment G Annual Attestation Procedures for ACA Systems along with new Attachment H Framework for Independent Assessment to this Amendment. Please see item 8 below.
RFQ Section 1.2	3	41. Is there a recording or meeting minutes available of the non-mandatory pre-response conference?	Please see the powerpoint attached to this Amendment.
RFQ section 3.2	5	42. RFQ location listed as: Mike Bentheimer 312 Rosa L Parks Ave, 3rd Floor Central Procurement Office 615-532-1922 QUESTION: Will the State confirm City/State/Zip as: Nashville, TN 37243?	Please see Item 5 below.
RFQ Section 4.1	7	43. Have any updates to the RFQ been posted?	No.
RFQ Section 4.4.1.	8	44. Identifies pro forma contract as Attachment G. Pro forma contract is added as Attachment F. Will the State confirm corrected reference?	Please see item 6 below.
RFQ Attachment A, section A.1.	13	45. Requirement to provide Statement of Assurances (Attachment E) - Statement of Assurances is Attachment D Will the State confirm corrected reference?	Please see item 8 below.

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
General Pro Forma	27	46. Will penetration testing be performed by the vendor as part of the MARS-E assessment – or will the vendor be reviewing existing penetration tests already performed?	Reviewing existing penetration tests already performed .
General Pro Forma	27	47. Will vulnerability scans be performed by the vendor as part of the MARS-E assessment – or will the vendor be reviewing existing vulnerability and compliance scans already performed?	Reviewing existing vulnerability and compliance scans already performed.
General Pro Forma	27	48. In conducting technical compliance testing (eg vulnerability scans, compliance scans), is the vendor expected to using existing & pre-approved TennCare tools, or vendor supplied tools (subject to TennCare approval)?	Technical compliance testing is performed by a separate vendor.
General Pro Forma	27	49. Please clarify. Is this RFQ for the performance of the annual MARS-E Assessments only?	The RFQ is for the annual MARS-E annual assessments as well as ORR assessments as needed.
General Pro Forma	27	50. Please clarify: Is this RFQ for TennCare Internal Audit Department staff augmentation – with dedicated ongoing support to include MARS-E assessments (among others)?	Yes.
Pro Forma Section C.3	34	51. Should blended rate pricing be all-inclusive to include travel?	No, travel shall be in accordance with pro forma Section C.4 and included in addition to other invoice requirements of the contract.
Pro Forma Section C.3	34	52. What is the expectation regarding on-site vs off-site?	Work can be performed remotely but may also have limited work at 310 Great Circle location. Please see item 11 below.
Pro Forma Section C.3	34	53. Is this procurement Firm-Fixed Price or Time & Materials?	Time & Materials.

3. Delete RFQ Cover Page in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

#### TABLE OF CONTENTS

##### SECTIONS:

1. Introduction
2. RFQ Schedule of Events
3. Response Requirements
4. General Information & Requirements
5. Procurement Process & Contract Award

##### ATTACHMENTS:

- A. Technical Response & Evaluation Guide – Mandatory Requirement Items
- B. Technical Response & Evaluation Guide – General Qualifications & Experience Items
- C. Technical Response & Evaluation Guide – Technical Qualifications, Experience & Approach Items
- D. Statement of Certifications & Assurances
- E. Reference Questionnaire
- F. *Pro Forma* Contract
- G. Annual Attestation Procedures for ACA Systems
- H. Framework for Independent Assessments



4. Delete RFQ Attachment E in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

## REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment **MUST** be completed by all individuals offering a reference for the Respondent.

The Respondent will be solely responsible for obtaining completed reference questionnaires as detailed below. Provide references from individuals who are not current State employees of the procuring State Agency for projects similar to the goods or services sought under this RFQ and which represent:

- two (2) contracts Respondent currently services that are similar in size and scope to the services required by this RFQ; and
- three (3) completed contracts that are similar in size and scope to the services required by this RFQ.

References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The individual contact reference provided for each contract or project shall not be a current State employee of the procuring State agency. Procuring State agencies that accept references from another State agency shall document, in writing, a plan to ensure that no contact is made between the procuring State agency and a referring State agency. The standard reference questionnaire, should be used and completed, and is provided on the next page of this RFQ Attachment E.

In order to obtain and submit the completed reference questionnaires following one of the two processes below.

Written:

- (a) Add the Respondent's name to the standard reference questionnaire at RFQ Attachment E and make a copy for each reference.
- (b) Send a reference questionnaire and new, standard #10 envelope to each reference.
- (c) Instruct the reference to:
  - (i) complete the reference questionnaire;
  - (ii) sign and date the completed reference questionnaire;
  - (iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;
  - (iv) sign his or her name in ink across the sealed portion of the envelope; and
  - (v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).
- (d) Do NOT open the sealed references upon receipt.
- (e) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.

Email:

- (a) Add the Respondent's name to the standard reference questionnaire at RFQ Attachment E and make a copy for each reference.
- (b) E-mail a reference questionnaire to each reference.

- (c) Instruct the reference to:
- (i) complete the reference questionnaire;
  - (ii) sign and date the completed reference questionnaire;
  - (iii) E-mail the reference directly to the Solicitation Coordinator by the RFQ Technical Response Deadline with the Subject line of the e-mail as “[Respondent’s Name] Reference for RFQ # **31865-00630**”.

NOTES:

- The State will not accept late references or references submitted by any means other than the two which are described above, and each reference questionnaire submitted must be completed as required.
- The State will not review more than the number of required references indicated above.
- While the State will base its reference check on the contents of the reference e-mails or sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.
- The State is under no obligation to clarify any reference information.

**RFQ # 31865-00630 REFERENCE QUESTIONNAIRE**

**RESPONDENT NAME:** RESPONDENT NAME (completed by respondent before reference is requested)

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The “respondent name” specified above, intends to submit a response to the State of Tennessee in response to the Request for Qualifications (RFQ) indicated. As a part of such response, the respondent must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire and follow either process outlined below;

**Physical:**

- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

**E-Mail:**

- e-mail the completed questionnaire to:  
Mike Bentheimer; [mike.bentheimer@tn.gov](mailto:mike.bentheimer@tn.gov)
- 

(1) What is the name of the individual, company, organization, or entity responding to this reference questionnaire?

(2) Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.

<b>NAME:</b>	
<b>TITLE:</b>	
<b>TELEPHONE #</b>	
<b>E-MAIL ADDRESS:</b>	

(3) What goods or services do/did the vendor provide to your company or organization?

- (4) If the goods or services that the vendor provided to your company or organization are completed, were the goods or services completed in compliance with the terms of the contract, on time, and within budget? If not, please explain.
  
- (5) If the vendor is still providing goods or services to your company or organization, are these goods or services being provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.
  
- (6) How satisfied are you with the vendor's ability to perform based on your expectations and according to the contractual arrangements?

**REFERENCE SIGNATURE:**

(by the individual completing this request for reference information)

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(must be the same as the signature across the envelope seal)

**DATE:**

5. **Delete RFQ Section 3.2 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**

### **3.2. Response Delivery Location**

A Respondent must ensure that the State receives a Response to this RFQ no later than the Response Deadline time and dates detailed in the RFQ § 2, Schedule of Events. All responses must be delivered to:

Mike Bentheimer  
312 Rosa L Parks Ave, 3<sup>rd</sup> Floor Central Procurement Office  
Nashville, TN 37243  
615-532-1922

6. **Delete RFQ Section 4.4.1 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**

4.4.1. Each potential respondent must carefully review this RFQ, including but not limited to, attachments, the RFQ Attachment **F**, *pro forma* Contract, and any amendments for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called “questions and comments”).

7. **Delete RFQ Section 5.6.5. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**

5.6.5. The Respondent identified as offering the apparent best-evaluated must sign a contract drawn by the State pursuant to this RFQ. The contract shall be substantially the same as the RFQ Attachment **F**, *pro forma* contract. The Respondent must sign said contract no later than the Respondent Contract Signature Deadline detailed in RFQ § 2, Schedule of Events. If the Respondent fails to provide the signed contract by the deadline, the State may determine the Respondent is non-responsive to this RFQ and reject the response.

8. Delete RFQ Attachment A in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)

ATTACHMENT A

TECHNICAL RESPONSE & EVALUATION GUIDE

All Respondents must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). All Respondents must also detail the response page number for each item in the appropriate space below.

The Solicitation Coordinator will review all responses to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Evaluation Team must review the responses and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFQ requirements.

<b>RESPONDENT LEGAL ENTITY NAME:</b>			
<b>Response Page #</b> (Respondent completes)	<b>Item Ref.</b>	<b>Section A— Mandatory Requirement Items</b>	<b>Pass/Fail</b>
		The Technical Response must be delivered to the State no later than the Technical Response Deadline specified in the RFQ § 2, Schedule of Events.	
		The Technical Response must not contain cost or pricing information of any type.	
		The Technical Response must not contain any restrictions of the rights of the State or other qualification of the response.	
		A Respondent must not submit alternate responses.	
		A Respondent must not submit multiple responses in different forms (as a prime and a subcontractor).	
	<b>A.1.</b>	Provide the Statement of Certifications and Assurances (RFQ Attachment D) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFQ and any resulting contract. The document must be signed without exception or qualification.	
	<b>A.2.</b>	Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual or subcontractor who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict. This shall be inclusive of any proposed subcontractor that hold current effective Contracts with the State of Tennessee.  NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
	<b>A.3.</b>	Provide documentation disclosing the amount of cash flows from operating activities for the Respondent’s most current operating period. Said documentation must indicate whether the cash flows are positive or negative, and, if the cash flows are negative for the most	

<b>RESPONDENT LEGAL ENTITY NAME:</b>			
<b>Response Page #</b> (Respondent completes)	<b>Item Ref.</b>	<b>Section A— Mandatory Requirement Items</b>	<b>Pass/Fail</b>
		<p>recent operating period, the documentation must include a detailed explanation of the factors contributing to the negative cash flows.</p> <p>NOTICE: All persons, agencies, firms, or other entities that provide opinions regarding the Respondent's financial status must be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders the opinions.</p>	
<i>State Use – RFQ Coordinator Signature, Printed Name &amp; Date:</i>			

9. Add RFP Attachment G. Annual Attestation Procedures for ACA Systems attached hereto.

10. Add new RFP Attachment H. Framework for Independent Assessments attached hereto.

11. Delete Proforma Section A.3 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)

- A.3. IT Audit Services. The Contractor shall work under the direction of the TennCare Audit Director and TennCare IT Audit Manager (collectively referred to as “TennCare Audit Management”). Unless otherwise directed by TennCare Audit Management, the Contractor shall do the following:
- a. Perform security and privacy assessments, as assigned by TennCare, to ascertain compliance with federal requirements and compliance with MARS-E framework.
    - i. including, at the direction of the State, Operational Readiness Reviews (ORRs) for CMS Streamlined Modular Certifications (SMCs) and other IT projects as needed.
  - b. Support all TennCare Audit and Investigations team members during security and privacy assessments to provide timely and effective results.
  - c. Develop security and privacy assessment scopes and project plans as directed by TennCare Audit Management.
  - d. Provide recurring project plan updates to TennCare Audit Management in a mutually agreed upon frequency.
  - e. Organize and participate in meetings with TennCare approved key stakeholders to discuss pending and future security and privacy assessments.
  - f. Provide any additional IT consulting services identified and communicated by TennCare in writing.
  - g. Coordinate with TennCare to ensure staff are appropriately allocated for onsite or remote work as mutually agreed upon and approved by the State.

12. Delete Proforma Section A.4 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)

- A.4. Application Assessment Support. The Contractor shall, at the direction of and in coordination with the TennCare Audit Director and TennCare IT Audit Manager, execute the following deliverables:
- a. Develop a strong understanding of TennCare business practices and IT system processes by completing all onboarding identified by TennCare.
  - b. Evaluate security and privacy controls to ensure they are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting the security requirements for the system.
  - c. Identify Artifacts and processes that will be examined for each privacy and security control.
  - d. Identify methods and objects to be used to test each privacy and security control, to be approved by TennCare and if automated tools are suggested, identify which tools were utilized.
  - e. Identify personnel or the role that is responsible for the implementation of each privacy and security control to conduct interviews
  - f. Review and evaluate ACA security and privacy documentation beginning January 2023.
    - i. First ACA report is due June 16, 2023. Dates are subject to change at the direction of the State.
  - g. Determine risk exposure (operational, financial, reputational, systems), and develop remediation strategies



- h. Support the State's Audit and Investigations department team members in the planning and execution of internal audit procedures and the creation of internal audit reports.

**13. Delete Proforma Section A.8.a.ii in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**

- A.8. Staffing. The Contractor shall hire and maintain staff and management in accordance with the terms of this Contract.
- a. **Workforce Requirements.** The Contractor shall provide dedicated staff in sufficient numbers to ensure timely completion of the Contractor's duties under this Contract. In its sole discretion, the State shall have the right to require additional employee staffing levels in order to perform the services required under this Contract.
    - i. The Contractor shall maintain an alphabetical list by last name listing of the titles, responsibilities, location, telephone numbers, and email addresses for all Contractor employees and subcontractors that will perform services under this Contract. The Contractor shall provide the list of the Contractor's employees and subcontractors to the State within thirty (30) days of the commencement of the Contract's term and shall provide an updated list to the State of any changes to the Contractor's employees or subcontractors no later than ten (10) days after changes in staff performing work under this Contract or as otherwise directed by the State.
    - ii. The Contractor shall ensure that all employees, contractors, or subcontractors who perform any services under this Contract shall have the necessary credentials, licenses, and certifications required to perform the work under this Contract. The Contractor shall ensure that all persons who perform work under this Contract have prior IT audit experience as specified in Table 1 Key Personnel below. Other resources with varying levels of IT Audit experience may be utilized by the Contractor to assist with assigned IT Audit work. All employees, contractors, or subcontractors who perform any services under this Contract are to adhere to standards listed in A.8. and are subject to review and approval by the State.

**14. 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.