



Date 8/25/2026

RFP: HSS-26-081

**RFP Title: MEDICAID INFORMATION TECHNOLOGY ARCHITECTURE STATE
SELF-ASSESSMENT & RELATED SERVICES**

Due Date: September 17, 2026 @ 1 PM EDT

Subject: ADDENDUM #1 – Questions and Answers

Please Note:

THE ATTACHED SHEETS HEREBY BECOMES APART OF THE ABOVE-
MENTION SOLICITATION.

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Management Analyst III

Public Q&A

1. #1 - Re: Mandatory Pre-Bid Meeting

Vendor, Jul 09, 2026 10:30 AM EDT

Do I need to register to attend the Mandatory Pre-Bid Meeting? If so, who should I contact for my request?

Eddie Mui, Jul 09, 2026 11:19 AM EDT, Public - Answered

No registration is needed to attend the Mandatory Pre-Bid meeting on August 13, 2006 @ 1 PM EDT.

Link to the meeting is noted in the RFP document. Also, since it is a Mandatory Pre-bid, your attendance is REQUIRED for us to evaluate your bid submission.

2. Current Vendor

Vendor, Jul 09, 2026 11:53 AM EDT

Is this a new solicitation or a renewal? If it's a renewal, who is the incumbent Prime vendor on the contract?

New Solicitation, PCG

3. Opportunity to contact the Primes after the Pre-Bid Meeting

Vendor, Jul 09, 2026 11:57 AM EDT

Will the attendees have access to the list of the Prime after the Pre-Bid Meeting on August 13th to contact them about a subcontracting opportunity with their company for the solicitation?

Attendance at the Pre-bid will be posted on the State's websites.

The Prime vendors will be those who will be offered a contract—this information will NOT be available until the Award Notice(s) is/are published.

4. Requirements for subcontracting

Vendor, Jul 09, 2026 12:02 PM EDT

What are the requirements to be considered a subcontractor under the solicitation, besides registering to conduct business with the State of Delaware?

Bidders will list primary subcontractor(s) in Appendix C—Attachment 7 – Subcontractor Information Form.

5. Vendor's Reporting System

Vendor, Jul 24, 2026 11:19 AM EDT

What is the reporting system regarding the RFP? Is the reporting system on a monthly or quarterly basis from both the Prime and the Subcontractors?

This sounds like the Usage Report noted as Attachment 8 – Usage Report outlined in the RFP document--which is submitted by awarded vendor outlining the usage of the contract, detail of work done and the cost for those services.

If awarded, you will need to submit those reports on a regular basis--monthly or quarterly as requested by the DMMA

6. User accounts

Vendor, Jul 30, 2026 4:45 AM EDT

Please confirm how many distinct State SME user accounts will require full access to the MITA SS-A tool during the initial assessment year and in subsequent annual updates.

10 or so

7. Evidence repository

Vendor, Jul 30, 2026 4:45 AM EDT

Does Delaware currently maintain an electronic evidence repository or prior SS-A data set that will need to be migrated into the new SaaS platform? If so, please describe format and estimated data volume.

Will discuss at Project Start up

8. Security frameworks

Vendor, Jul 30, 2026 4:45 AM EDT

Aside from HIPAA, are there additional federal or Delaware-specific security frameworks (e.g., CMS MARS-E, State DTI regulations beyond those cited) that the SaaS solution must be independently audited against?

See SLA section of the RFP

9. SMEs and onsite presence

Vendor, Jul 30, 2026 4:46 AM EDT

What is the expected level of onsite presence for vendor subject-matter experts during the Year-1 assessment versus remote facilitation (percentage or number of trips)?

As needed but very rarely needed

10. Question — Confirmation of the Correct Pricing Schedule

Vendor, Jul 30, 2026 11:29 AM EDT

Appendix E requires vendors to price DDI activities, including system design, SIT, UAT, production acceptance, warranty, and milestone holdbacks. It also references Cost Schedules E1 and E3, which were not included in the provided solicitation materials. These requirements do not appear to align fully with the MITA SS-A SaaS and consulting scope.

- a. Please confirm: **Each State Response;**
- b. Whether the provided Appendix E is the correct pricing schedule for RFP HSS-26-081;
Correct
- c. How each Appendix E phase and deliverable should be mapped to the MITA SS-A scope; **Suggest using a mapping grid**
- d. Whether Cost Schedules E1 and E3 or any additional pricing worksheets will be issued;
No
- e. Whether vendors may modify the deliverable names in Appendix E to reflect the actual MITA SS-A deliverables; **Yes, State recognizes App E doesn't support this initiative**
- f. Whether the 20% milestone holdback applies to the SaaS implementation, consulting services, and annual MITA assessment work. **Discuss at Contract negotiations**

11. Question — Required Pricing Structure and SaaS License Quantities

Vendor, Jul 30, 2026 11:31 AM EDT

Please provide the anticipated number of: **10 or so users at most all roles included**

- a. Named users;
- b. Concurrent users;
- c. System administrators;
- d. Read-only users; and
- e. Additional users expected during the contract term.

Please also confirm how vendors should separately price: **Suggest using a mapping grid, State recognizes App E doesn't support this initiative**

- SaaS implementation and configuration contract;
- Year 1 full MITA State Self-Assessment;
- Annual SS-A updates for Years 2 through 5;
- SaaS licenses;
- Hosting;
- Maintenance and technical support;
- Training;

A contract amendment except for MITA Framework changes

- CMS-required product updates;
- Future MITA framework changes;
- Optional enhancements; and
- Each of the five optional one-year renewal periods.

Please clarify whether annual escalation percentages must be included for the optional renewal periods. **Addressed as contract amendments annually**

12. Question — Required Proposal Forms and Submission File Formats

Vendor, Jul 30, 2026 11:32 AM EDT

Appendix A requires the Non-Collusion Statement, Exceptions Form, Confidentiality Form, Business References Form, and, when applicable, the Subcontractor Information Form. The

Non-Collusion Statement must be signed, but the provided worksheet does not contain a clearly identified signature and datrn5file11□

Please confirm:

- a. Whether Attachments 2 through 7 must be submitted in native Excel format, signed PDF format, or both; Appendix C - Attachments 2 to 7 (where 7 if subcontractor(s) are used, is to be submitted per Bonfire in EXCEL format. **Yes, include in Excel**
- b. How the authorized representative should sign and date Attachment 3, the Non-Collusion Statement; **A live signature or electronic is acceptable If you sign electronically, please include in Attachment 3 in the EXCEL file. If you sign manually, please print out Attachment 3-Non-Collusion Statement, sign and upload the signed version PDF version into the designated slot in Bonfire**
- c. Whether electronic signatures are acceptable; **Electronic signature is acceptable.**
- d. Whether Attachment 4 must be submitted with "No Exceptions" selected when no exceptions are proposed; **In Appendix C - Attachment 5 - Exception Form, in cell B4, please select "Yes" or "No" on the drop-down menu to note whether you have or have NOT any "exceptions". If you do have exceptions, please put the detail information in the respective cells starting in row 7.**
- e. Whether Attachment 5 must be submitted with "No Confidential Information" selected when applicable; and **In Appendix C - Attachment 6 - Confidential Information Form, in cell B4, please select "Yes ..." or "No ..." to denote whether you have or have not "confidential" information in your bid submission. If you do, please note the Subject and description of the details starting in row 8 of the worksheet.**
- f. Please submit an unredacted and redacted version of your confidential information in the noted slot in Bonfire. The unredacted version is for DHSS to see what the confidential information is while the "redacted" version will be used if a FOIA request is made for this RFP. **Yes, that is the purpose of redacted and unredacted versioning.**
- g. Whether each subcontractor must provide a separate signed Attachment 7 and separate business references. **A separate form is required for every subcontractor. Please make a copy of Attachment 7 - Subcontractor Information for each subcontractor in Appendix C workbook. These should be the major subcontractor(s) being used. Please sign electronically in the EXCEL file. If you sign manually, please print Attachment 7, sign and submit your PDF file in the slot noted in Bonfire.**

13. Question — BAA and DTI Agreement Submission Requirements

Vendor, Jul 30, 2026 11:32 AM EDT

Appendix B instructs vendors proposing remote or cloud hosting to review, sign, scan, and include both the DTI Terms and Conditions and the Business Associate Agreement with the

proposal. Elsewhere, Appendix D describes these documents as templates or sample agrn5file8□

Please confirm:

- a. Whether the Business Associate Agreement must be signed and submitted with the proposal; **All terms and conditions can be agreed upon after submission of the proposal.**
- b. Whether the DTI Cloud Services and Data Usage Agreement must be signed and submitted with the proposal; **All terms and conditions can be agreed upon after submission of the proposal**
- c. Whether the Professional Services Agreement and Service Level Agreement must also be signed at proposal submission; **All terms and conditions can be agreed upon after submission of the proposal.**
- d. Which vendor, contract, effective-date, and State-controlled fields should remain blank; **This will be discussed during negotiations.**
- e. Whether proposed changes to either agreement must be documented only on Attachment 4 or also marked directly in the agreement; **Marked directly in the PSA, BAA and/or DTI T&Cs for versioning control, CLM (DocuSign) would be used,**
- f. Whether an unsigned acknowledgement of the agreements would be considered nonresponsive. **For the DTI T&C's and BAA, signed at negotiations**

Reminder denote all items on the exception form and submit with your proposal

14. Question — Missing Mandatory Technical Values

Vendor, Jul 30, 2026 11:33 AM EDT

Several mandatory Appendix B provisions appear to contain omitted values. Please provide the missing requirements for the following:

- a. Section 1.5.2: Required turnaround time for distributing Steering Committee meeting minutes; **The RFP states "in the Vendor Proposal, and must respond with their approach to handling"**
- b. each task in the following sections.
- c. Section 3.2.4: Required Recovery Point Objective; **The RFP states "a day Recovery Point Objective (RPO)"**
- d. Section 3.8.4: Minimum number of required application tiers; **The RFP states "see State of Delaware Systems Architecture"**
- e. Section 3.17.5.1: Number of days the vendor may retain DHSS data after contract termination. **Will discuss at contract negotiations**

For Section 3.17.5.1, please confirm whether the 90-day period stated in the DTI Cloud Services and Data Usage Agreement (DUA) controls. **Will discuss at contract negotiations. The DTI Could Services and the DUA has been replaced by the DTI T&C's**

15. Question — Permitted Staffing, Support, and Data-Access Locations

Vendor, Jul 30, 2026 11:33 AM EDT

Appendix B permits certain offsite project work within the United States, its territories, and Canada. Other provisions require U.S.-based hosting, prohibit offshore SaaS support, and prohibit storing or transferring non-public Delaware data outside the United States.

Please confirm:

- a. Whether personnel located in Canada may perform any project work;
- b. Whether Canada-based personnel may access project documents, system information, assessment evidence, or non-public State data;
- c. Whether all SaaS administrators, technical-support personnel, help-desk personnel, maintenance staff, and disaster-recovery personnel must be located within the United States;
- d. Whether subcontractors must comply with the same location restrictions;
- e. Whether all backup and disaster-recovery data must remain within the United States; and
- f. The exact staffing and data-location attestation that must be included in the transmittal letter.

3.17.6.1 DHSS will permit project work to be done offsite, within the United States and its territories and Canada. 3.18.1 Offshore storage and transmission of DHSS data is prohibited.

3.18.1 addresses subcontractors and yes applies to subcontractors too. Back up and Disaster Recovery must remain in the US. See 5.7.21 title MITA SSA RFP for transmittal letter information

16. Question — Year 1 Assessment Scope and State-Furnished Information

Vendor, Jul 30, 2026 11:34 AM EDT

To support a realistic staffing plan, schedule, and firm-fixed price, please provide the State's current estimate of:

- a. The number of State subject-matter experts and stakeholder groups; **10 leads and 10 Functional Areas that may have multiple SMES**
- b. The number of Medicaid Enterprise systems and system vendors included in the assessment; **Will start as 1 system vendor and scale up over time**

- c. The number of MITA business areas and processes requiring full validation; **Year one, All**
- d. The approximate volume of existing SS-A documentation and supporting evidence; **2022 through 2025**
- e. The anticipated number of interviews, workshops, and validation sessions; **Will define at implementation planning/project start up**
- f. The anticipated number of State review cycles for each major deliverable; and **2**
- g. The number of historical SS-A versions to be migrated into the SaaS solution. **2022 through 2025 maybe one more, 2014**

Please also confirm whether the selected vendor will receive the current SS-A, MITA Roadmap, Concept of Operations, scorecards, supporting artifacts, system documentation, APDs, RFAs, architecture documents, and relevant change-order documentation at project initiation. **Will discuss at contract negotiation**

17. Question — Data Classification, PHI, and Expected Data Volume

Vendor, Jul 30, 2026 11:34 AM EDT

The procurement identifies the data classification as Non-Public and requires execution of a Business Associate Agreement.

Please clarify:

- a. Whether the SaaS solution is expected to store PHI or ePHI; **Historically no**
- b. Whether the solution will store only MITA assessment documentation and evidence or also operational Medicaid data; **No Medicaid Data**
- c. The anticipated types and approximate volume of non-public information to be stored; **None**
- d. Whether production Medicaid member-level data will be transferred to the solution; **It will not**
- e. Whether de-identification or masking is required before documents are uploaded; and **No, all data is considered public information**
- f. 6. Whether the selected vendor will be permitted to use State-approved synthetic or masked data for testing and training. **Yes but not needed**

18. Question — Required Interfaces and Integrations

Vendor, Jul 30, 2026 11:35 AM EDT

Appendix B requires the vendor to complete all interfaces necessary for the efficient operation of the MITA SS-A system.

Please identify:

- a. The State systems, repositories, identity platforms, and applications expected to interface with the SaaS solution; **None are known**
- b. Whether integration with the State's identity provider and single sign-on is required; **The State is moving toward SSO**
- c. Whether document-management, SharePoint, SFTP, API, email, reporting, or other integrations are required; **Currently no integrations are needed. Will use a SharePoint**
- d. Whether assessment evidence will be uploaded manually or transferred through automated interfaces; **Uploaded manually. Discuss at contract negotiations**
- e. Whether all known interface costs must be included in the firm-fixed price; and **Yes but doubt there will be a need**
- f. Whether interfaces identified after contract award will be handled through the formal change-control process. **Yes, if needed**

19. Question — First-Year Schedule and CMS Submission Responsibility

Vendor, Jul 30, 2026 11:36 AM EDT

The estimated project start date is January 1, 2027, but the solicitation does not identify the required completion or CMS submission date for the first full MITA SS-A.

Please confirm:

- a. The required completion date for the Year 1 full MITA SS-A; **3rd Q 2027**
- b. The anticipated CMS submission date for each contract year; **3rd or 4th Q**
- c. Whether the contractor or DMMA will formally submit the SS-A to CMS; **Contractor**
- d. Whether the contractor must support CMS review meetings; **Yes, if required by CMS**
- e. Whether the contractor must respond to CMS questions and revise the assessment after submission; **Yes**
- f. The expected number of CMS review and revision cycles; and **Delaware has not had any**
- g. Whether the SaaS implementation and data migration must be completed before beginning the Year 1 assessment. **Yes, before work begins on the 2026 SS-A**

20. Question — Architecture and Network Diagram Requirements

Vendor, Jul 30, 2026 11:37 AM EDT

Appendix B requires architectural diagrams in Visio format that show how DHSS data is secured, including interfaces, ports, protocols, and communication directions. It also states that final environment-specific diagrams will be produced during contract negotiation.

Please confirm:

- Whether a native .vsdx file must be submitted with the proposal; **PDF preferred**
- Whether the same diagram must also be included in PDF or image format within the technical proposal; **Yes**
- Whether separate diagrams for production, UAT, disaster recovery, and other environments are required at proposal submission; **No**
- Whether only a proposed conceptual architecture is required with the proposal; **Yes**
- Whether DHSS or DTI requires a specific diagram template or notation; and **DTI will during contract negotiations**
- Whether detailed IP addresses, internal component configurations, and proprietary security information should be excluded. **Yes unless specifically required by DTI**

21. Question — Production-Maturity Requirement

Vendor, Jul 30, 2026 11:37 AM EDT

Section 6.3 requires proposed hardware, system software, and application software to have been used in production by at least three customers, used for at least six months, and generally available for at least six months.

Please confirm:

- Whether this requirement applies specifically to the proposed MITA SS-A SaaS solution; **Correct**
- Whether the three production customers must be State Medicaid agencies; **Yes**
- Whether each third-party product or component must separately meet the three-customer requirement; **No but the primary end user solution must**
- Whether customer names must be disclosed in the proposal; **Yes**
- Whether references provided on Attachment 6 may also be used to demonstrate this requirement; and **Yes**
- What documentation or evidence the State expects vendors to provide to establish compliance. **Address with detail in your proposal response**

22. Question — Onsite Work and Travel Assumptions

Vendor, Jul 30, 2026 11:38 AM EDT

Appendix B states that work may currently be performed remotely but that the State may require certain key personnel to work from a State location.

Please confirm:

- a. Which roles are expected to work onsite; **None unless needed**
- b. The anticipated number and duration of onsite visits; **None unless needed**
- c. The location where onsite work will be performed; **Herman Holloway Campus, New Castle Delaware**
- d. Whether kickoff meetings, assessment workshops, leadership presentations, training, or acceptance activities must be conducted onsite; **If required**
- e. Whether travel expenses must be included in the firm-fixed price; and **Yes**
- f. Whether separately reimbursable travel will be permitted with prior State approval. **No, this can be discussed further at contract negotiations but historically there has not been a need for travel or on site work**

23. Question — Deliverable Acceptance and Review Timeframes

Vendor, Jul 30, 2026 11:38 AM EDT

Please confirm the review and acceptance process for all project deliverables, including:

- a. The number of business days DHSS will have to review each deliverable; **will discuss at contract negotiations**
- b. The number of revision cycles included in the firm-fixed price; **2 is the goal**
- c. The individuals or governance bodies authorized to approve deliverables; **DMMA ISU members**
- d. The criteria the State will use to determine acceptance; **All State questions and comments addressed**
- e. Whether a deliverable will be considered accepted when the State does not respond within the specified review period; and **defined at project start up**
- f. Whether delays in State review, SME availability, or approval will result in corresponding schedule adjustments. **Will be discussed at project start up**

These questions address requirements that could materially affect proposal compliance, architecture, staffing, schedule, and price. Submit each numbered question as a separate entry in Euna Procurement, so the State's answers can be tracked clearly.

Questions from the Pre-Bid Meeting

24. Is price adjustment acceptable during the contract due to the cost of living adjustment since the solicitation specifies fixed pricing?

Once the base contract expires, contract amendments will occur which could contain cost adjustments

25. Will the list of today's conference include the current vendor's name?

The Pre-bid meeting Register will be published on the State's websites. Please refer to this document under Euna (Bonfire) "Supporting Documentation".

26. Is attendance Required since this is a "Mandatory Pre-bid Meeting", will attending as an "AI Notes taker" suffice?

Presently, you have to be in attendance and NOT logged in as an individual using AI to take notes for you. We normally will see the individual logged in and also signed in using AI to take notes.

Also, the reply to the questions received are "unofficial" at the pre-bid meeting and thus we will provide the final Q&A on 8/27/2026.