



Q1. Section 1.71 Acceptance of Standard Terms and Conditions, Page 10

Is it correct to assume that the note in this section is referring only to current ALDHR contractors?

R1. Section 1.71 applies to any contractor that submits a proposal in response to this RFP. The “note” portion of Section 1.7.1 refers to a contractor currently subject to a corrective action plan with ALDHR or any State of Alabama agency.

Q2. Section 3.4 State Project Positions, Page 26

This section does not include staff (other than the Project Director and Project Coordinator) that would support Project Management Office responsibilities. Our experience has demonstrated that many of these responsibilities can be critical to meeting project goals and objectives. Please provide clarification on how ALDHR will manage project management activities that are not specifically included in the QA contractor scope?

R2. DHR will not modify this section and will manage project management activities with the assigned staff.

Q3. Section 3.72 Work Location, Page 28

This section defines the office space that will be provided by ALDHR temporarily, and the DDI contractor must provide the project site for the duration of the project. as specified in the AL SNAP DDFI RFP Section 3.6 states that

“The Vendor will provide office space for the entire project team, including its own staff and subcontractors, a team of up to twenty (20) ALDHR project staff, and space for six (6) Quality Assurance Vendor staff.”

Since there are 8 key positions specified in the AL SNAP QA RFP, will work space availability limit the number of key staff that must be on site at any one time if there is no space available at the project site?

R3. The permanent project site established by the DDI Vendor will accommodate eight (8) QA Contractor staff.

Q4. Section 3.14 QA Contractor Review of DDI Contractor Deliverables, Page 41

Will the Deliverable Expectation Documents (DEDs) submitted by the DDI contractor, as specified in the AL SNAP DDFI RFP Section 3.12.1 need to be reviewed by the QA contractor and ALDHR for acceptance prior to initiation of the deliverable development? Will the QA contractor need to review and recommend approval/disapproval of DEDs? After approval, will the DED serve as the deliverable definition for configuration management purposes?



R4. Yes, the Deliverable Expectation Document (DED) will be reviewed and approved by DHR and the QA Contractor prior to the development of the deliverable which will serve as the deliverable definition for configuration management purposes.

Q5. Section 3.14 QA Contractor Review of DDI Contractor Deliverables, Page 41 AL SNAP DDI RFP Section 3.13.1 DDI performance targets describes a three-cycle review of DDI contractor deliverables. DDI RFP Section 3.12.2 provides review steps for two cycles. What is the review cycle time for those situations where there is a third cycle for deliverable review and acceptance? Should the QA contractor expect to review each deliverable three times

R5. Section 12.2 of the DDI RFP describes the deliverable review process. The number of cycles needed before DHR approves a deliverable cannot be determined as it will vary depending on the quality and completeness of each deliverable submitted. Section 3.13.1 is a performance target provided as a measurement for the performance of the DDI Vendor.

Q6. 3.19.3 Organizational Change Management, Page 52

It is understood that the QA contractor must work closely with the Organizational Change Management contractor, however the responsibilities of the are not clearly described in the RFP. This section states that

“During the life of the Project the QA Contractor must ensure that updated change readiness and communication plans are maintained to provide information about the System to all ALDHR staff, focusing on how the system will help workers serve customers more efficiently and more effectively.”

Please provide clarification on the QA contractor responsibilities for change readiness and communications plans.

R6. The Organizational Change Management (OCM) process will be managed by DHR. The QA Contractor, drawing from its experience and expertise in the OCM area, will provide input and make suggestions to DHR to ensure that the OCM plan follows industry standards and best practices.

Q7. Section 4.2 Proposal Format, page 56

For organizational purposes and to ensure all proposal requirements are met, can we organize the proposal as presented throughout the RFP, but under ordered numbered headings, such as:

- 1. 4.2.2 Table of Contents**
- 2. 4.2.3 W-9 and the Legal Status Letter/Cp575 or Taxpayer Identification Number**
- 3. 4.2.4 Licenses / Certificates / Credentials**
- 4. 4.2.5 Technical Proposal**

R7. Yes.



Q8. Section 4.2.5 Technical Proposal, page 57

This section states that the “Technical Proposal must prescribe to sections 4.2.5.1 through 4.2.5.4.6...” Is section 4.2.5.4.7 Contractor Work Product also part of the Technical Proposal? Otherwise, where should it be placed?

R8. Yes, it is also part of the Technical Proposal.

Q9. 9. Section 4.2.5.2 Contractor Financial Stability, page 59

Our Financial Statements from 2021 are ready. Is the request for the 2020 Financial Statement, and letters from 2018 and 2019 a typo, given that the 2020 report is outdated? Can we submit the 2021 Financial Statement and letters from the auditors for 2020 and 2019?

R9. No.