



Solicitation Addendum

Solicitation Number: 30-22174
Solicitation Description: Interoperability – Patient Access Request for Proposal (RFP)
Purpose of Addendum: Update RFP to include Identity Proofing Functionality
Proposal Due Date & Time: June 28, 2023, by 2:00PM ET
Addendum Number: 3
Addendum Date: June 7, 2023

1. INSTRUCTIONS: RETURN ONE PROPERLY EXECUTED COPY OF THIS ADDENDUM WITH BID RESPONSE OR PRIOR TO THE BID OPENING DATE/TIME LISTED ABOVE.

2. The subject RFP is hereby amended as follows:

- Section 3.1 SCOPE OF WORK is amended as follows:

Section 3.10 Identity Proofing is added as follows:

“The Vendor must implement an Identity Proofing solution to verify the identity of individuals accessing or exchanging healthcare data through CMS-regulated systems and platforms. Implementing identity proofing measures will ensure only authorized individuals and entities can access healthcare data through interoperable systems, protect patient privacy, prevent unauthorized access, and maintain the integrity and security of health information systems.”

- Section 3.5.1 REQUIREMENTS is amended as follows:

Append **Table 28. Identity Proofing**

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Requirement #	Requirement Description
BUS-00059	The Vendor solution identity proofing capabilities must support NIST SP 800-63A and NIST SP 800-63-3 Authentication Assurance Level (AAL) 2 and Identity Assurance level (IAL) 2 requirements, respectively. IAL2 requires identity verification, which can be done remotely or in person.
BUS-00060	The Vendor solution must protect all the Personally Identifiable Information (PII) collected as part of the identity proofing process to ensure confidentiality, integrity and attribution of the information source.
BUS-00061	The Vendor solution must keep a record of all steps taken to verify the applicant's identity, including audit logs, and must record the types of identity evidence presented during the proofing process, as well as end-to-end traceability.
BUS-00062	The Vendor solution must enable the verification of identity documents such as passports, State ID's such as driver's licenses and Medicaid ID's.
BUS-00063	The Vendor solution must allow for the comparison of biometric data to include but not limited to fingerprints, facial recognition, and voice recognition to ensure that the person presenting the identity is the same person whose identity is being verified.
BUS-00064	The Vendor solution must include risk assessment capabilities to assess the level of risk associated with a specific identity and decide whether additional security measures are necessary.
BUS-00065	The Vendor's identity proofing capability must provide member credentials to integrate with its Interoperability solution as well as third party applications.
BUS-00066	The Vendor solution must enable the generation of reports and analytics on identity verification activities as well as access to verification logs, audit trails and customizable reports.

- Section 3.6.1 SPECIFICATIONS is amended as follows:

Append **Table 29. Identity Proofing**

Specification #	Specification Description
BUS-00067	Describe the Vendor's approach to the collection of PII so that it is limited to the minimum required to validate the claimed identity's existence and associate the claimed identity with the applicant providing identity evidence for appropriate identity resolution, validation, and verification. Include in your narrative the approach for determining the accuracy of data with respect to false positives and false negatives and how the process is improved to increase the accuracy of this data. Also include the attributes that correlate identity evidence to authoritative sources, as well as attributes that contractors can use to make authorization decisions.

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Specification #	Specification Description
BUS-00068	Describe how the Vendor solution will identify members before creating login credentials to the Vendor Solution. Please provide in your narrative the methods and processes used to validate an applicant's identity including both manual and automated process elements, risk assessment capabilities, cross referencing member IDs with member credentials, and approach to the protection of PII data.
BUS-00069	Describe the Vendor's approach to integrating the Identity Proofing solution with the Interoperability and Patient Access Solution.

Table 29. Identity Proofing is placed in order of importance following Table 21. Security and Risk Management and before Table 22. Testing in Section 3.6.1. See highlighted section in revised attachment T below.

- Attachment L: A. Service Level Agreements is amended as follows:
 - SLA 012: The metric is changed to read: "Test environments availability must be 99% during scheduled testing."
 - SLA 017: The SLA Description is changed to read: "The Vendor must setup the alternate processing site and the procedures to restore essential services with a Recovery Time Objective (RTO) of eight (8) hours and a Recovery Point Objective (RPO) of twenty-four (24) hours from the time a disaster is declared."

- Attachment T: Technical / Management Proposal

The second table, providing the list of specification tables, is removed in its entirety and replaced with the following table.

RFP Section	Area	Page Limitation
Section 3.6.1: Table15	Interoperability	n/a
Section 3.6.1: Table16	Patient Access API	n/a
Section 3.6.1: Table17	Payer to Payer API	n/a
Section 3.6.1: Table18	Consent Management	n/a
Section 3.6.1: Table19	Interface	n/a
Section 3.6.1: Table20	Operations and Maintenance	n/a
Section 3.6.1: Table21	Security and Risk Management	n/a
Section 3.6.1: Table29	Identity Proofing	n/a
Section 3.6.1: Table22	Testing	n/a
Section 3.6.1: Table23	Transition	n/a

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Section 3.6.1: Table24	Diversity, Equity, and Inclusion	n/a
Section 3.6.1: Table25	Training	n/a

The first table, providing the list of sections for narratives, is amended as follows:

The following row to address Section 3.1.10 Identity Proofing is added.

RFP Section	Area	Page Limitation
Section 3.1.10	Scope of Work: Identity Proofing	10

End of RFP Changes.

3. The written questions deadline for questions, pertaining only to the RFP updates contained within this addendum, is Tuesday, June 13, 2023, at 2:00pm ET. Please follow the guidance provided in Section 6.2.2 of the RFP when submitting questions. An addendum with the Agency’s response to questions will be issued by Friday, June 16, 2023.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Execute Addendum 3:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____