



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Office of Procurement, Contracts and Grants

Solicitation Addendum

Solicitation Number: 30-22174

Solicitation Description: Interoperability – Patient Access RFP

Purpose of Addendum: Agency Response to Vendor Questions related to Addendum #3.

Proposal Due Date & Time: July 6, 2023, by 2:00PM ET

Addendum Number: 4

Addendum Date: June 16, 2023

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1. **INSTRUCTIONS: RETURN ONE PROPERLY EXECUTED COPY OF THIS ADDENDUM WITH BID RESPONSE OR PRIOR TO THE BID OPENING DATE/TIME LISTED ABOVE.**
 2. **Following are questions received related to Addendum #3 and the Department's responses to the questions. The RFP Addendum sections, page numbers, and questions are presented in the table as provided by the Vendors with no edits.**

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Question #	RFP Addendum Section	RFP Addendum Page Number(s)	Vendor Question	Answer
1	Table 28 and Table 29	Pages 1-3	<p>Regarding Tables 28 and 29, it seems that the NCDHHS Enhanced ePass solution, which incorporates Experian, already has the potential to fulfill the NCDHHS identity proofing requirements. As per SEC-00038 and SEC-00039, the vendor responding to RFP 30-22174 is already mandated to integrate with ICAM/NCID for Member validation and should be able to make use of the Enhanced ePass credential information. Table 28 appears to represent the capabilities outlined in NIST SP 800-63A, while Table 29 corresponds to the Authentication Assurance Level (AAL) 2 and Identity Assurance Level (IAL) 2 requirements from NIST SP 800-63-3, both appear to be met by the NCDHHS member Enhanced ePass enrollment processes.</p> <p>Is it the State's intention for the Vendor to replicate the existing Enhanced ePass member enrollment and security protocol utilized by NCDHHS and incur additional costs associated with duplicating efforts?</p>	The State is aware of the Enhanced ePass initiative but intends to implement an Identity Proofing solution specifically for the Interoperability Solution and with consideration of an identity proofing roadmap at the State level.
2	General	General	<p>Would the State consider an extension to allow the Vendor time to evaluate the additional requirements and respond to questions?</p> <p>The States Identity Proofing requirements represent a large scoping effort if those requirements are left in place. This will require additional time to ensure Vendors meet the needs of this RFP.</p>	Yes. The new Proposal Due Date and Time is extended to 6-Jul-2023 at 2:00pm ET.

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Question #	RFP Addendum Section	RFP Addendum Page Number(s)	Vendor Question	Answer
3	Table 28. Identity Proofing – BUS-00063 – page 2	Page 2	While biometric validation methods, such as fingerprints, play a crucial role in controlling device access, it's important to note that their implementation for this purpose lies within the purview of the cell phone's operating system and the Third Party Application developer, rather than the responsibility of the CMS API provider. It should also be considered that the Third Party Application can potentially be accessed from a desktop computer, which generally lacks the capability to perform biometric validation. To clarify the context, please provide a scenario or business case where the Vendor would be expected to have access to biometric data prior to exchanging the requested data on behalf of the member.	Biometric data is solely utilized for the purpose of Identity Proofing. Once the member's identity has been established, validation of biometric data will not be required for granting access to their healthcare data.
4	Addendum 3	Pg 1	The RFP states that NCDHHS is fulfilling the role as the Identity Provider via ICAM. If that is the case, there will be a significant overlap with the Interoperability Vendor trying to provide the Identify Proofing solution which industry wide is part of the overall identity and credentialing process. How best would NCDHHS delineate these two functions and what is the role of NCDHHS's ICAM with a vendor operated Id Proofing system in place?	The State will employ NCID and ICAM for authentication and authorization of State employees, contractors, providers, and payers. The Identity Proofing solution will be utilized specifically for verifying and managing the identity of members who will access their healthcare data through the Interoperability APIs.
5	Addendum 3	Pg 3	We understand that NCDHHS leverages a certain vendor as the Identity Proofing solution to support the Medicaid member application process in ePASS using Knowledge-Based Verification (KBV), this ID Proofing is optional at the time of application, but required for 'enhanced' services, like reporting a change or uploading a document. While Amendment 3 includes Identity Proofing requirements that exceed the Identity Proofing process in place today, can the State describe why they are looking to NOT leverage (and expand) the current solution and the current identity proofing process as it fits into the application flow?	See response to Questions 1 and 4.

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Question #	RFP Addendum Section	RFP Addendum Page Number(s)	Vendor Question	Answer
6	Addendum 3	Pg 3	Has NCDHHS considered the implications of implementing a second (after ID proofing at the application phase) ID proofing step in terms of beneficiary burden and the resulting drop in participation? Of the total fee-for-service population, what proportion does the state anticipate will complete this second identity proofing step?	Yes. The Identity Proofing solution is exclusively available to fee-for-service members who express an interest in accessing their healthcare data.
7	Addendum 3	Pg 3	How does the state propose to resolve instances where the member's identity cannot be verified for interoperability purposes, but they are receiving benefits and may have underwent the optional ID proofing step at the time of application?	The State expects the Vendor to address the resolution in its proposal.
8	Addendum 3	Pg 3	Does the ID Proofing requirement have any implications on the pricing template? Does this need to be called out separately to show the impact it has on costs?	No, the Identity proofing requirement does not affect the pricing template. The State expects Vendor to propose the total cost for the Interoperability Solution inclusive of the Identity Proofing solution.
9	Addendum 3	Pg 3	The ID Proofing requirement is a significant undertaking and a departure from any known Interoperability install (at least CMS ruling related). Is NCDHHS open to this IDProofing component being proposed as an optional component to allow NCDHHS to take a best of breed approach?	No, the State will not consider the Identity Proofing solution as an optional component.
10	Addendum 3	Pg 1	The cost and risks associated with ID Proofing differ substantially from Interoperability and can be performed by a variety of product vendors. Does the state have a preferred solution provider? Is the state open to structuring costs and contract terms for identity proofing as a pass-through?	The State does not have a preferred Identity Proofing solution provider. The RFP is asking for the Vendor to provide the total Interoperability Solution inclusive of the Identity Proofing solution per Attachment E.
11	Addendum 3	Pg 4	Given the sizable addition to the requirement, will NCDHHS consider an extension for the current submission deadlines?	See response to Question 2.
12	Section 3.5.1 Table 28	Page 2	Given the requirement in Addendum 3 for an Identity verification and identity management solution, will the solution be a replacement for NCID, or is it expected to operate alongside NCID?	See response to Question 4.

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Question #	RFP Addendum Section	RFP Addendum Page Number(s)	Vendor Question	Answer
13	Section 3.5.1 Table 28	Page 2	Will NCID still be required in the solution? Or will NCID be restricted to use for NC employees and contractors and the Vendor Identity solution will be used exclusively for managing beneficiary access to their data via the interoperability solution, as covered by this RFP?	See response to Question 4.
14	Section 3.5.1 Table 28	Page 2	Will the state please describe the work flow that describes the use of NCID and Identity Proofing Solution if both tools are expected to be utilized	See response to Question 4.
15	Addendum 3	Page 1/Page 4	The amended requirement for Identity Proofing is referred to as both 3.10 and 3.1.10. May the Department please clarify which section numbering is correct for placement?	Section 3.1.10 Identity Proofing is the correct section reference.
16	Addendum 3	N/A	Given the additional identity proofing requirements in Addendum 3 and the limited availability of IdPs (identity providers), would the State grant an extension of two additional weeks to the due date to ensure that we are addressing the specific requirements of CMS and NC DHHS?	See response to Question 2.
17	Addendum 3	Page 1	Is the Identity Proofing service intended to be used across the SIP (System Integration Platform) and all other State platforms?	The Identity Proofing solution will only be supporting the Interoperability solution.
18	RFP Attachment U	151	Attachment U: Conceptual Architectural Diagram shows “Identity Proofing” as a capability of the State Systems and Services layer, that will integrate with the System Integration Platform. Can the State confirm that “Identify Proofing” is now expected to be performed by the Interoperability - Patient Access solution vendor? If so, can the State provide an updated Conceptual Architecture?	The RFP is amended as follows: Attachment U is replaced in its entirety with the revised Attachment U provided with Addendum #4.

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Question #	RFP Addendum Section	RFP Addendum Page Number(s)	Vendor Question	Answer
19	Section 3.5.1. Table 28	Addendum 3, Page 2	<p>Can the State confirm that the new requirements (BUS-0059-00066) must be met by the Interoperability - Patient Access solution itself rather than achieved via integration with the State's ICAM solution described in RFP Section 3.4.4?</p> <p>If yes, is it the State's intention to have two identity proofing solutions, thereby requiring users to maintain multiple login credentials?</p>	<p>The Identity Proofing requirements listed in Table 28 in Addendum 3 must be met as part of the Interoperability Solution.</p> <p>See response to Question 4.</p>
20	RFP Section 3.4.4 and Attachment V	Pages 12 and 155 respectively	Given the new requirements can the State please clarify the intended capabilities of the SIP's ICAM solution described in Section 3.4.4 and Attachment V? Is the Interoperability - Patient Access solution vendor's role still to "act as a Service Provider (SP) to SIP ICAM." If not, can the State please amend the description?	See response to Questions 4 and 18.
21	Addendum 3 - 3.5.1	2	BUS-00059 mentions using Authentication Assurance Level (AAL) 2, however in the RFP authentication against NCID was managed at the SIP tier. Is the vendor expected to implement an alternative authentication mechanism?	See response to Question 4.
22	Addendum 3 - 3.5.1	2	If the authentication layer is meant to interact with the NCID, will we need to design any user-facing interface that interacts with NCID?	The interface that interacts with NCID will be addressed during DDI.
23	Addendum 3 - 3.5.1	2	BUS-00063 mentions fingerprints, facial recognition, and voice recognition are required functions. Are these required for identity verification, or authentication on login?	BUS-00063 requirement applies exclusively to identity verification and is not applicable to authentication during login.
24	Addendum 3 - 3.5.1	2	BUS-00065 states we require the ability to issue credentials. What is the relationship between these credentials and NCID?	The State requires the Identity Proofing solution to verify the member's identity and furnish the necessary credentials. This will enable the Interoperability Solution to authenticate the member and grant appropriate access to their data. There is no relationship between these credentials and NCID.
25	Addendum 3 - 3.6.1	2	Will the identity solution need to conform to the security controls of the rest of the IO solution, specifically FedRAMP moderate and/or SOC2 Type 2?	Yes, the security requirements apply to both the Interoperability Solution and the Identity Proofing Solution.

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Question #	RFP Addendum Section	RFP Addendum Page Number(s)	Vendor Question	Answer
26	Addendum 3 - 3.5.1	2	BUS-00059 mentions in-person authentication - is the IO Solution vendor expected to support in-person authentication through staffing?	The identity verification process can be conducted either remotely or in person. The State will be responsible to support in-person authentication.
27	Addendum 3 - 3.5.1	2	Does the state expect an integration between the Identity Proofing Solution and NCID?	The systems to which the Identity Proofing solution will integrate will be discussed during DDI.
28	Addendum 3 - 3.5.1	2	Does the state expect an integration between the Identity Proofing Solution and the SIP?	The systems to which the Identity Proofing solution will integrate will be discussed during DDI.
29	Addendum 3 - 3.5.1	2	If we are integrating with the NCID system, does the state prefer if the IO Solution maintains the proofing status of the member, or NCID?	Yes, the Identity proofing component of the Interoperability solution must store and maintain the proofing status of the members.
30	Addendum 3 - 3.6.1	2	As stated in BUS-00051 (and consent management requirements in general), is the vendor responsible for the 'consent app' in which the patient must consent to allow the app of their choosing to gain access to their data?	Addendum #3 applies only to Identity Proofing and not to Consent Management requirements.
31	Addendum 3: BUS-00063	1	Does the state require that an IAL2 vendor allow for the comparison of biometric data to include Fingerprints AND Facial Recognition AND Voice recognition, or only ONE of the options listed in order to comply with IAL2?	Only one of the options listed is sufficient in order to comply with IAL2.
32	Addendum 3: BUS-00065	2	Please clarify what is meant by the term "member credentials". Our interpretation is that we provide attributes of a verified user at a certain policy that can act as a credential for that particular policy that satisfies a "member credential." Does this align with the expectation?	Yes

End of Agency Response to Vendor Questions

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3. The subject RFP is hereby amended as follows:

- The table in Section 1.0 Anticipated Procurement Schedule is revised as follows:

Action	Responsibility	Date	Time (EST)
RFP Issued	Agency	04/12/23	
Written Questions Deadline	Potential Vendors	04/24/23	2:00 pm
Agency's Response to Written Questions/ RFP Addendum Issued	Agency	05/10/23	
Proposals Due	Vendor(s)	07/06/23	2:00 pm
Evaluation Begins	Agency	07/10/23	
Estimated Contract Award	Agency	11/05/23	
Protest Deadline	Responding Vendors	15 days after award	

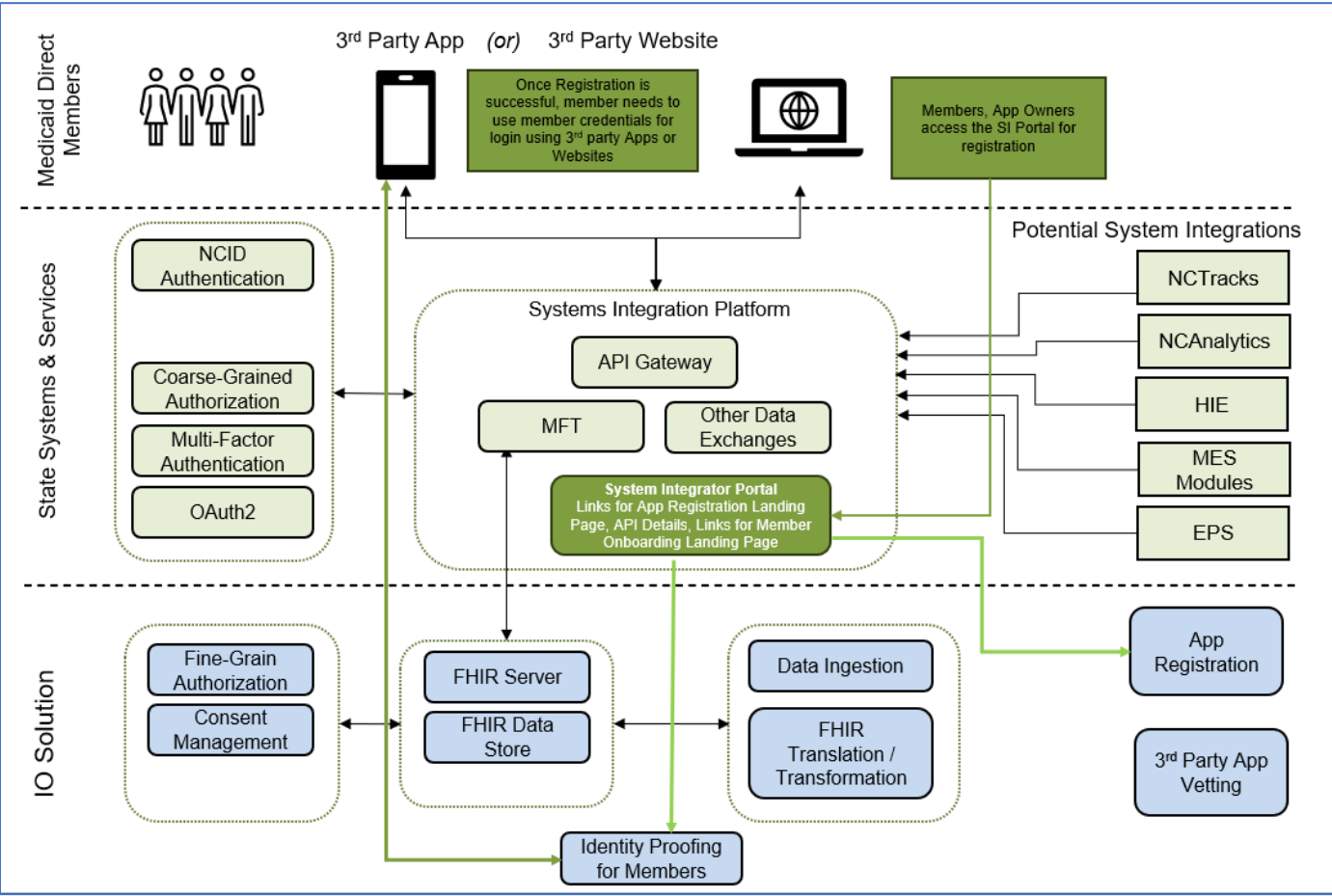
- Section 3.4.4 IDENTITY, CREDENTIAL AND ACCESS MANAGEMENT (ICAM) is amended as follows:

Append paragraph “c. The above approach including NCID Authentication and ICAM for Authorizations is only applicable to State employees, contractors, providers, and payers. The Identity Proofing solution will be utilized specifically for verifying and managing the identity of members.”
- Attachment U: CONCEPTUAL ARCHITECTURAL DIAGRAMS is replaced in its entirety with the following:

ATTACHMENT U: CONCEPTUAL ARCHITECTURAL DIAGRAMS

The following figures show conceptual architectural diagrams relating to the future state of the APIs contained within the Interoperability Solution.

Figure 1: Future State – Conceptual Architectural Diagram



Disclaimer: These future state diagrams are subject to changes made by NCDHHS.

End of RFP Changes.

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

Execute Addendum 4:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____