



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER

PEI013002

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

KRISTA FERRELL
304-558-2596

RFQ COPY

TYPE NAME/ADDRESS HERE

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PUBLIC EMPLOYEES INSURANCE
AGENCY
BUILDING 5
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0710 558-7850

DATE PRINTED

07/08/2013

BID OPENING DATE:

07/25/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001		EA		961-20		
CONSULTING (NOT OTHERWISE CLASSIFIED)						
ADDENDUM NO. 02						
THIS ADDENDUM HAS BEEN ISSUED TO AMEND THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.						
0002	1	LS		961-20		
SECURITY RISK AND VULNERABILITY ASSESSMENT						

SIGNATURE

TELEPHONE

DATE

TITLE

FEIN

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: PEI013002

Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

To change the bid opening date to July 25, 2013 at 1:30 PM
To provide answers to the technical questions

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

Question		Answer
1	In reference to PEI13002 section 4.1 Does the State desire extensive/exhaustive technical testing to identify “any and all vulnerabilities”?	Yes.
2	This Section suggests that the State does not possess sufficient documentation of their IT environments, is this case, or will the State provide in-depth documentation about the current IT infrastructure and interfaces?	Please refer to PEI -013002 Exhibits A & B & C. No current documentation exists for the CHIP environment other than PEI -013002 Exhibit D.
3	Who is the intended audience of this presentation, technical teams, operational teams, executive decision makers?	The intended audience will include technical team member(s), operational team member(s), and executive decision makers.
4	Effectiveness of security measures - please detail this requirement?	<p>PEIA/WV CHIP is expecting that the vendor provide a rating – both micro and macro, of the efficacy of security measures currently in place with PEIA and WV CHIP. Each area assessed should be rated separately and then compiled to obtain an overall security efficacy rating.</p> <p>Example: Risk or Vulnerability: Hacker gains access to system(s)</p> <p>For probability, use the following ratings:</p> <ul style="list-style-type: none"> 1 - Very improbable 2 – Improbable - XXX 3 - Somewhat improbable 4 - Neither probable or improbable 5 - Somewhat probable 6 - Probable 7 - Very probable <p>For impact, use these ratings:</p> <ul style="list-style-type: none"> 1 - Very insignificant if it happens

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p>2 - Insignificant if it happens 3 - Somewhat insignificant if it happens 4 - Neither significant or insignificant if it happens 5 - Somewhat significant if it happens 6 - Significant if it happens 7 - Very significant if it happens – XXX</p> <p>Risks can also be grouped into Low Frequency/Low Risk thru High Frequency/High Risk model. The prospective vendor(s) will need to determine what model(s) they are submitting for review.</p>
5	Social engineering - please detail this requirement?	<p>For purposes of this project PEIA/WV CHIP/OT is looking for an assessment of the work environment for Social Engineering exploits that may include, but not be limited to:</p> <ul style="list-style-type: none"> • Familiarity Exploit • Pretexting • Phishing – phone, e-mail, etc. • Diversion / Creating a hostile situation to gain access • Tailgating at entry points • Gathering and using information inappropriately <ul style="list-style-type: none"> a. Parking lot – Cars that are unlocked (or are easily unlocked) might have security badges, uniforms, paperwork, intel, smart phones, wallets, etc. that can be used maliciously. b. Online site like Linked In, Google, Facebook, MySpace, etc. c. Things in workspace area (posters, pictures, books, etc.) d. Asking their friends and colleagues. For example, pretending to be a manager from another office or branch. e. Tailing employees home or to their favorite social spot. Try to figure out their patterns, interests, places they

RFP PEI 013002
ANSWERS TO SUBMITTED BID QUESTIONS

		<p>frequent. These are all good data points a person with malicious intent can use to help make a personal connection to the mark.</p> <p>f. Dumpster diving. Going through trash</p>
6	Physical/Environmental vulnerabilities - please detail this requirement?	<p>PEIA/WV CHIP/OT are looking for an assessment of Physical security that involves measures undertaken to protect personnel, equipment and property against anticipated threats.</p> <ul style="list-style-type: none"> • Passive measures include the effective use of architecture, landscaping and lighting to achieve improved security by deterring, disrupting or mitigating potential threats. • Active measures include the use of proven systems and technologies designed to deter, detect, report and react against threats. • Including appropriate reference or citation of applicable ISO 27001/NIST policies and procedures that, <i>"....protect the organization's assets by properly choosing a facility location, maintaining a security perimeter, implementing access control and protecting equipment."</i>
7	3rd parties - please detail this requirement?	<p>PEIA and WV CHIP are expecting that the interfaces with our primary third party vendors be assessed in terms of their security. The primary third parties to be assessed are: HealthSmart, ExpressScripts, FBMC, Minnesota Life, and Humana. Only the interfaces between these third parties and PEIA-WV CHIP are to be assessed, not the actual security environments of those third parties.</p>
8	Telephone system security - please detail this requirement?	<p>PEIA and WV CHIP are expecting that its telephony be assessed for vulnerability to a malicious attack. By malicious attack we mean an attempt or attempts, launched by a person or people – for any of a range of possible human motivations, but most notably to gain access to PII/PHI, revenge or to show off – to disrupt real-time voice communications. We note that IP telephony, as an application running over the data network, may be the victim, perhaps intentionally, or</p>

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		unintentionally, of a successful attack against an organization's entire data-network infrastructure.
9	Data flow and network usage analysis, please detail this requirement?	<p>PEIA and WV CHIP are expecting the vendor to monitor and/or assess for concealed and/or embedded code or messages inside valid transmissions that could lead to system corruption(s). An attacker can gain important information by monitoring the frequency and timing of network packets. A timing attack on the SSH protocol can use timing information to deduce information about passwords since, during interactive session, SSH transmits each keystroke as a message. The time between keystroke messages can be studied using hidden Markov models. Song, <i>et al.</i> claim that it can recover the password fifty times faster than a brute force attack. Traffic analysis can be used to attack anonymous communication systems like the Tor anonymity network.</p>
10	Please define "realistic" in actionable terms and the depth of the cost analysis needed for this effort?	<p>The Cost analysis for risk remediation and/or mitigation performed as part of the scope of work on this project should be based on qualitative/quantitative cost(s) associated with bringing PEIA, WV CHIP and the WV OT into operational compliance with the scope and intent NIST Special Publication 800-66 viewable at http://www.nist.org/nist_plugins/content/content.php?content.30.</p> <p>The qualitative method rates the magnitude of the potential impact resulting from a threat triggering or exploiting a specific vulnerability. This method allows the covered entity to measure all potential impacts, whether tangible or intangible. The quantitative method measures the tangible potential impact of a threat triggering or exploiting a specific vulnerability, using a numeric value associated with a resource cost.</p> <p>Each identified risk and/or vulnerability should be rated in terms of criticality and accompanied with a cost estimation of remediation and/or elimination. Cost analyses are not expected to be binding quotes and/or exact figures but approximations of costs that could be anticipated</p>

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p>and/or budgeted for as part of the remediation process. PEIA/WV CHIP/OT are under no obligation to purchase and/or select any particular security and/or risk vulnerability remediation solution. Any such purchase and/or acquisition would have to occur under a separate solicitation process.</p> <p>The successful vendor should identify each risk and/or vulnerability and should rate it in terms of criticality. Each identified risk and/or vulnerability should be accompanied by a budgetary estimation of the cost involved with correcting the deficiency. The correction of these identified deficiencies is not included in the scope of this RFP. The budgetary estimation provided will be utilized to solicit competitive bids for the correction of the deficiency/deficiencies. The successful vendor may not bid on the resulting solicitations</p>
11	Please identify the basis under which a bidder must sign the BAA, does the State expect the bidder to be exposed to ePHI?	The successful bidder will be expected to sign the State of West Virginia Business Associate Addendum as they will be performing an, "...administrative function...", to wit: the Security Risk and Vulnerability Assessment, for the covered entities (PEIA and WV CHIP). The successful bidder, should they complete the project as envisioned, will have to test live systems which do contain PII/PHI. The vendor will have access to PII/PHI during the course of the assessment.
12	Will the vendor have no knowledge of the network topology or will details such as IP addresses, Equipment types and vendors and network details be provided after bid award?	Please refer to PEI13002 Exhibits A, B, C, D and E. Additional network documentation including IP addresses will be provided post contract award.
13	The RFP discusses 23K computers, what is the scope of this project in term of offices, locations, & other equipment?	<p>The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- ten (10) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 • WV Office of Technology Offices at the State Capitol Complex

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<ul style="list-style-type: none"> a. Server room(s) – ONLY as they relate to PEIA/WV CHIP operations b. Office(s) – help desk, network(s), telephony, e-mail/communications – ONLY as they relate to PEIA/WV CHIP operations c. The Disaster Recovery Center in Flatwoods – ONLY as they relate to PEIA/WV CHIP operations
14	What DBMS (database) software is in use?	Please refer to PEI 013002 Exhibits A, B, C, D and E.
15	What application systems are in use, are any outsourced and, if so, are they in-scope?	Please refer to PEI 013002 Exhibits A, B, C, D and E.
16	Will WVOT have a security staff that will want OJT training or knowledge transfer?	Yes.
17	How many agencies will be involved in this project?	PEIA, CHIP, and WVOT.
18	How many third-party contractors are a part of this project and, therefore, how many technology interfaces?	The primary third party interfaces to be assessed are: HealthSmart, ExpressScripts, FBMC, Minnesota Life, and Humana. Only the interfaces between these third parties and PEIA-WV CHIP are to be assessed, not the actual security environments of those third parties. Please refer to PEI13002 Exhibits A, B, C, D and E. West Virginia Interactive (WVI) hosts the main PEIA home web page as well as the CHIP web page.
19	How does the WVOT plan to manage the impact of this assessment on the systems they manage?	PEIA, WV CHIP and WVOT are expecting open communication, cooperation, coordination and collaboration with the vendor as it relates to scheduling, implementing, and performing the scope of work defined in this RFP. If this occurs, effective management of potential impacts or risks can be achieved.
20	Since the vendor is expected to examine WVOT systems and processes, what will be the interaction between the vendor and WVOT, WV PEIA, and CHIP for this project? Who will act as the lead agency?	A project management team will work with the vendor on this contract. PEIA will be the lead agency in this effort, however, the project manager may be assigned from the WVOT.
21	What approach is expected for collaboration with WVOT in the process of doing network scans and other security testing?	Effective Project Management and appropriate business analysis communicated through open collaboration and established communication channels.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

22	There are several areas in the Goal 3 list that need more definition. Can the State provide more details and scope around these areas, particularly xv, xvi, xvii, xviii, xxiv, and xxv?	<p>The vendor is expected to list each system/process/policy assessed and properly document the results. For the definition of "Social Engineering" please refer to Question #5 of this document.</p> <p>PEIA and WV CHIP are expecting that the interfaces with our primary third party vendors be assessed in terms of their security. The primary third parties to be assessed are: HealthSmart, ExpressScripts, FBMC, Minnesota Life, and Humana. Only the interfaces between these third parties and PEIA-WV CHIP are to be assessed, not the actual security environments of those third parties.</p> <p>Please refer to PEI 013002 Exhibits A, B, C, D and E. The vendor is expected to employ recognized strategies and tactics for true penetration and intrusion testing including, random number generation, key sequencing, network eavesdropping, and assessing networks and systems for malware that permits unauthorized intrusions or access to data and/or systems.</p>
23	Is the State looking for the vendor to collect the documentation or create it?	Both.
24	The covered entities listed in Section 1.1 are very large. How many of their systems would the vendor be reviewing?	This RFP is for PEIA and WV CHIP only and their related systems hosted, operated and managed by the WVOT – the WVOT is a Business Associate of the Covered Entities and would be subject to the same Security Requirements as the Covered Entities..
25	At the pre-bid conference, WVOT mentioned that staff from WVOT would be dedicated to the project to assist the vendor. Can you tell us how many and what level of staff (e.g. analysts, technical, administrative support) will be available for this project? This may have a considerable impact on overall costs and ability to meet deadlines.	<p>A project management team will work with the vendor on this contract. PEIA will be the lead agency in this effort, however, the project manager may be assigned from the WVOT.</p> <p>The Project Management Team will consist of:</p> <ul style="list-style-type: none"> • PEIA Representative – Privacy Officer • PEIA CFO

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<ul style="list-style-type: none"> • WV CHIP Representative - CFO • WVOT Staff Lead – Project Manager • WVOT Liaison – Administrative Support • WVOT Security Operations Staff Member • WVOT Security Operations Staff Member • WVOT Business Analyst
26	What are the contract dates for this project?	PEIA and WV CHIP anticipate that it will take approximately 90 days to complete the scope of work outlined in the PEI13002 RFP. Please refer to the dates listed in the RFP for contract timelines.
27	Given the very broad scope of this RFP, would it be acceptable to only include a project work plan that can be realistically completed during the expected contract duration and then conduct a further discussion of scope during the contract negotiation process?	No. See Item 11 of the Master Terms and Conditions
28	Is Flatwoods a remote backup site or a redundant data center, if the latter, indicate what functionality related to PEIA/Chip is operating there?	Flatwoods is not a redundant data center.
29	Please identify by protocol what connections have been established between PEIA/Chip and the Business Associates (like Healthsmart), for example: <ul style="list-style-type: none"> • VPN • SSH • FTP • RDP • Citrix • Remote Login to their application 	VPN, SFTP, & Remote application login.
30	Please identify methods used for transmission of data to/from Business Associates (like Healthsmart), similar to previous question.	SFTP, VPN, & secure email
31	Please confirm that there is no other email software in use that is subject to testing other than Microsoft Exchange.	Microsoft Exchange is the only email

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

32	Provide any additional details available about your method of call recording.	Call recording currently not in place.
33	In the pre bid meeting , several web based applications were identified and it was indicated they were programmed in ASP.Net, is this correct? Do they use SQL 2005 as a data store, or define what is in place?	Microsoft SQL server and IBM DB2 are used.
34	Do users authenticate to the web based apps with AD, or by some other means, provide any details you can?	AD is not used to authenticate external websites.
35	Will WVOT provide certain system logs upon request, or is the vendor expected to locate and acquire them directly?	The Office of Technology will be available to provide system logs.
36	Are Policies/Procedures available as PDF or MS Word documents , or only on paper?	In some cases soft copies are available. PEIA's policies are in a PolicyTech Application.
37	Are workstations standardized based on purpose or class, i.e. a "standard build" or "image"?	Yes.
38	Are Servers standardized based on purpose or class, i.e. a "standard build" or "image"?	Yes.
39	Do you maintain an up to date inventory of all devices on the network?	Yes, we can provide an inventory listing but not a detailed user listing.
40	Do you perform any scanning to look for unauthorized devices?	No.
41	Describe any encryption requirements for laptops?	Bitlocker on Windows 7 & Pointsec on XP
42	Describe any Wireless authentication/security employed?	Both secured and unsecured WAPS are available. To access secured, one must first be an authenticated user of the network based on password authentication.
43	Is there an inventory of systems that contain e-PHI?	No.
44	Is full disk encryption used on the laptops?	Yes.
45	Are tablets used in the environment?	Yes.
46	Do you have any estimate of the number of BYOD devices that can connect to your network in a manner that they would be in scope for this project?	No.
47	Is outbound Internet traffic filtered or monitored?	Yes.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

48	<p>In order to prepare our proposal to the RFP, we are respectfully requesting more specific information with regard to PEIA and CHIP's systems, platforms and interfaces. Specifically, we are asking for specific information (application(s), version(s), level of encryption, etc.) about:</p> <ul style="list-style-type: none"> • Network Operating Systems • Web platforms (public access, administrative controls and access, user authentication management, VPN, FTP, Third Party Web Managers, etc.) • Server environment (SQL?, on-site vs. offsite, DRP, etc.) • E-mail and/or communication(s) tools • Disaster recovery and/or redundancy • Wireless access point(s) • User access and authentication protocols • Firewalls • Current security scanning tools utilized • Telephone system (VOIP?, etc.) • Desktop(s) (numbers, security, encryption, etc.) • Portable computing devices (numbers, security, encryption, etc.) • "Bring your own device" (BYOD) utilization (numbers, security, encryption, etc.) • Business Associate Interfaces (direct connect, FTP's, SSLs, etc.) • Other – any other system(s) which may fall under the scope of work of this project 	Please refer to PEI 013002 Exhibits A, B, C, D and E. Telephony is Cisco Call Center.
49	If a company has an existing contract to provide services to PEIA and/or the West Virginia Office of Technology related to equipment or services that is part of this RFP, is that	A vendor may not influence or attempt to influence the specifications for or the award of a contract. If the company's participation in other contracts do not provide for an advantage in this solicitation, the

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	company precluded from bidding on this RFP or would they be perceived to have a conflict of interest?	company would be permitted to bid. Please note all vendors must meet all mandatory requirements of the solicitation. Failure to meet any mandatory requirement will result in the disqualification of the vendor's bid
50	The RFP discusses 23,097 computers in use, the pre bid meeting indicated that PEIA and Chip had less than 100 workstations, is this correct? Can you indicate how many still use XP?	For the scope of work as outlined in this RFP, less than 100 workstations at PEIA and WV CHIP will be assessed. Of those less than 100, 11 workstations currently use XP.
51	Can the PEIA/CHIP workstations be isolated by subnet and are the remaining workstations outside the scope of the project?	Yes except for those employees who work remotely.
52	Will a domain admin user account be available if it would enhance certain test results?	No, but a WVOT liaison will work with the vendor to grant access as needed.
53	Identify the type of DBMS software (SQL, MySql, Oracle, Access) in use at PEIA/Chip that will be part of this project?	Please refer to PEI 013002 Exhibits A, B, C, D and E.
54	Do you have any tracking system to ensure employees have read policies/procedures?	PEIA utilizes PolicyTech for tracking staff review policies and procedures. WV CHIP utilizes a manual sign-off process. The Executive Branch of State Government utilizes an LMS system for tracking and certifying training.
55	Provide any additional details you can about the scope of network usage analysis envisioned.	PEIA and WV CHIP are expecting the vendor to monitor and/or assess for concealed and/or embedded code or messages inside valid transmissions that could lead to system corruption(s). An attacker can gain important information by monitoring the frequency and timing of network packets. A timing attack on the SSH protocol can use timing information to deduce information about passwords since, during interactive session, SSH transmits each keystroke as a message. The time between keystroke messages can be studied using hidden Markov models. Song, <i>et al.</i> claim that it can recover the password fifty times faster than a brute force attack. Traffic analysis can be used to attack anonymous communication systems like the Tor anonymity network.
56	Is your monitoring with Enterasys Dragon limited to the	Public and private IP's are monitored by the SIEM; monitoring is

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	public IP's in use and what is the frequency of monitoring?	constant, as in it will trigger alerts and save traffic for up to 30 days.
57	Do you conduct any vulnerability scanning of your internal network?	Yes. Vulnerability scanning is currently done quarterly for certain agencies. We are planning to schedule scans for more agencies soon. We still need to make contacts with the agencies to gain approval and determine details. After the scan is completed then a report is sent to a contact with the agency. The contact at the agency then typically enters a service ticket to resolve whatever vulnerabilities the scans may find.
58	Do you have software to aggregate logs and what is the frequency and scope of your log reviews?	Frequency and scope of log reviews will vary by system.
59	Identify the volume of firewalls, routers, switches that will be in the scope of the project?	Please refer to PEI 013002 Exhibit E.
60	Identify the number of physical Windows Servers that are in the scope of the project?	Please refer to PEI 013002 Exhibit C.
61	Identify the number of VM host Servers that are in the scope of the project?	8.
62	Identify the number of VM guest Servers that are in the scope of the project?	6.
63	Is premium billing still running on an AS400 with an application designed around Cobol/DB2?	No, the AS400 is Inquiry only.
64	Identify the volume of Linux servers being utilized for PEIA/Chips?	No Linux currently in use.
65	How does the data consultant (Mike Madalena): 1) transfer data from/to the PEIA environment? 2) with what protocols? 3) how often? 4) typical transmission volumes?	1) Via secure FTP 2) Secure FTP protocols including user authentication and verification, end-user access permissions and restrictions 3) Varies depending on project 4) Volume varies depending on project. File sizes have exceeded 500GB
66	Identify the number of laptops that are in the scope of the project?	12 at PEIA and 12 at WV CHIP.
67	Can you provide additional details about the types of	Wireless Networks should be tested using recognized and accepted

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	wireless testing you envision?	practice to assess for vulnerabilities including, eavesdropping, cloning, piracy, and susceptibility to hijacking.
68	In the pre-bid meeting, the scope of social engineering seemed to be auditing for use of BYOD devices, auditing for shoulder surfing, will there be a requirement for phishing attacks, masquerading as an IT admin to obtain logins, dumpster diving, etc? Will there be a requirement for after hours auditing to make sure work spaces are secured regarding ePHI?	<p>For purposes of this project PEIA/WV CHIP/OT is looking for an assessment of the work environment for Social Engineering exploits that may include, but not be limited to:</p> <ul style="list-style-type: none"> • Familiarity Exploit • Pretexting • Phishing – phone, e-mail, etc. • Diversion / Creating a hostile situation to gain access • Tailgating at entry points • Gathering and using information inappropriately <ul style="list-style-type: none"> a. Parking lot – Cars that are unlocked (or are easily unlocked) might have security badges, uniforms, paperwork, intel, smart phones, wallets, etc. that can be used maliciously. b. Online site like Linked In, Google, Facebook, MySpace, etc. c. Things in workspace area (posters, pictures, books, etc.) d. Asking their friends and colleagues. For example, pretending to be a manager from another office or branch. e. Tailing employees home or to their favorite social spot. Try to figure out their patterns, interests, places they frequent. These are all good data points a person with malintent can use to help make a personal connection to the mark. f. Dumpster diving. Going through trash
69	Can you confirm that there will be no onsite requirements other than the offices discussed in the pre bid meeting, namely PEIA offices in the DEP building, CHIP offices on Hale Street, WVOT data centers in Buildings 5 and 6 on the capital complex and the backup location at Flatwoods.	Confirmed.
70	What is the approximate number of services expected to be available through Internet access?	The vendor will be expected to conduct the scope of work on site with a limited amount of work to be performed remotely, e.g. penetration testing.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

71	What is the approximate number of services expected to be available through internal access?	Please see PEI 013002 Exhibits A, B, C, D &
72	What is the approximate number of external facing live IPs?	Please see PEI 013002 Exhibits A, B, C, D &
73	What are the sizes of the public IP address ranges to be tested?	There >25 IP addresses between PEIA and WV CHIP including two (2) hosted by outside vendors.
74	Are there any time restrictions or requirements for the vulnerability assessment testing?	All scans should be coordinated with PEIA, WVCHIP, and WVOT.
75	What is the approximate number of internal devices within the scope of this assessment?	Less than 150 internal devices including PEIA & WVHIP.
76	Approximately how many servers are in the scope of this assessment?	Please see PEI 013002 Exhibits A, B, C, D & E
77	Are the public web servers hosted internally or by a third party provider?	Internally and West Virginia Interactive.
78	Will all internal devices and workstations need to be assessed or will a sampling suffice?	Random sampling of work stations is permissible as long as there is a robust explanation of the logic model behind which work stations were selected.
79	Does your organization follow any specific ISO (or other) framework? RFP lists ISO and NIST, but does not call out specific requirements or current adherence. If so, please list.	ISO/IEC 27001/27002; ISO/IEC 27799; NIST SP 800-53 & 800-66; COBIT 4.1; 45 CFR, Parts 160 and 164 (sections 310, 312, 314, and 316; Federal Register 45 CSR Parts 160 and 164 <i>Guidance Specifying the Technologies and Methodologies That Render Protected Health Information Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements Under Section 13402 of Title XIII (Health Information Technology for Economic and Clinical Health Act) of the American Recovery and Reinvestment Act of 2009</i>

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

80	Approximately how many locations including satellite offices are in scope?	<p>The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 • WV Office of Technology Offices at the State Capitol Complex <ul style="list-style-type: none"> ○ Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ The Disaster Recovery Center in Flatwoods – – <u>ONLY</u> as they relate to PEIA/WV CHIP operations
81	Approximately how many employees/users are in the scope?	PEIA has approximately sixty (60) employees. WV CHIP has between nine (9) employees. The WV OT employees assigned to manage PEIA and WV CHIP systems varies depending on current projects.
82	Do you provide external access to client records?	Yes
83	Has system and data classification (Public, sensitive, confidential) been completed and documented prior to this assessment?	Yes
84	Do partners have access to any client record information?	PEIA and WV CHIP rely heavily on third party administrators as Business Associates. These Business Associates have access to member PII/PHI for purposes of claims management and benefit eligibility. Regular data exchanges occur between PEIA, WV CHIP and the Business Associates.
85	Do patients have remote access to any part of their records?	Members can check EOBs on-line through a secure portal with HealthSmart. Members can also view their coverage(s) through PEIA's Manage My Benefits (MMB) website. Members can also access the Rx data through Express Script's website.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

86	Will the firm selected for assessment be allowed to participate in remediation efforts as a result of the assessment?	The successful vendor should identify each risk and/or vulnerability and should rate it in terms of criticality. Each identified risk and/or vulnerability should be accompanied by a budgetary estimation of the cost involved with correcting the deficiency. The correction of these identified deficiencies are not included in the scope of this RFP. The budgetary estimation provided will be utilized to solicit competitive bids for the correction of the deficiency/deficiencies. The successful vendor may not bid on the resulting solicitations
87	Can you describe the process for dealing with WVOT in terms of access to configurations, policies, and processes?	A Project Team will be in place consisting of a Project Manager and liaisons with the covered entities. WV OT staff will be assigned to the project and made available as needed. The vendor will be given access to WV OT policies, procedures, configurations, and specific IP addresses post contract award for use in completing the defined scope of work for this project.
88	Are there any in-flight projects that will limit the access to the systems that need to be audited?	GP Upgrade, CRM Upgrade, Upgrade SQL 2008R2 and SQL 2012 Enterprise Edition, OASIS (Statewide ERP Project), Hosted VOIP Solution, Office 360.
89	Are there any time constraints that will limit the State's resources availability to support the project or which could affect the project schedule?	No
90	Does the State have a target date or preferred completion date?	First Quarter 2014
91	The section states that there is no payment in advance. During the bidders' conference it was stated that the vendor could develop a payment plan and document the payment milestones in the project schedule. Please confirm.	We don't have a problem with issuing payments at defined points of progress on the project as long as the invoicing details what specific scope of work has been performed and the invoice can be supported with tangible work product. PEIA and WV CHIP are willing to allow the vendor to submit detailed invoicing upon completion of key project milestones and payments will be made based on those invoices. These milestones will be developed in the Project Plan with the vendor post contract award.
92	Please confirm the number and location of all sites to be	The project under this RFP address(es) +/- sixty (60) work

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	included in the physical security evaluation.	<p>stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 • WV Office of Technology Offices at the State Capitol Complex <ul style="list-style-type: none"> ○ Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ The Disaster Recovery Center in Flatwoods - – <u>ONLY</u> as they relate to PEIA/WV CHIP operations
93	For estimating purposes, how many information technology interfaces (WV PEIA and WV CHIP) are there?	Please refer to PEI 013002 Exhibits A, B, C, D and E.
94	For estimating purposes, how many web sites are there?	Approximately 15
95	The section notes that both WV PEIA and WV CHIP have implemented policies and procedures. Is WVOT the governing body? Will the security recommendations be made to the WVOT or to each Agency?	PEIA and WV CHIP have separate policies. WV OT has its own set of policies. All three (3) entities are also covered by policies and/or procedures from the West Virginia State Privacy Office as they relate to incident response and incident reporting. The security recommendations will be made to the project management team and assigned from there to responsible agencies.
96	For estimating purposes: Are the numbers in this section: servers, users, etc. applicable to this engagement or are they applicable to the overall WVOT support (including other agencies)? If not specific to this engagement, can you provide the numbers for this bid?	Please refer to PEI 013002 Exhibits A, B,C,D, and E
97	Does each of the agencies have their own policies and	PEIA and WV CHIP have separate policies. WV OT has its own set of

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	procedures? Will we have one set of policies and procedures to review or multiple sets?	policies. All three (3) entities are also covered by policies and/or procedures from the West Virginia State Privacy Office as they relate to incident response and incident reporting. The security recommendations will be made to the project management team and assigned from there to responsible agencies.
98	Does the WVOT have the authority to enforce policies and procedures?	The WVOT has the authority to enforce certain policies within their scope of authority, e.g. internet filtering, network monitoring, etc. PEIA and WV CHIP are separate and distinct agencies that are responsible for the development and enforcement of their own policies and procedures.
99	Please provide a definition for "Covered Entities". (Please confirm that WV PEIA and WV CHIP are the only "Covered Entities" for this bid)	Please refer to 45 CFR 160.103 for the definition of a Covered Entity viewable at: http://www.gpo.gov/fdsys/pkg/CFR-2010-title45-vol1/pdf/CFR-2010-title45-vol1-sec160-103.pdf . PEIA and WV CHIP are the only two (2) covered entities under this project. The WV OT is a Business Associate of both PEIA and WV CHIP as also defined in 45 CFR 160.103 for the definition of a Covered Entity viewable at: http://www.gpo.gov/fdsys/pkg/CFR-2010-title45-vol1/pdf/CFR-2010-title45-vol1-sec160-103.pdf
100	How many Databases and what type (product and version preferred) will be scanned?	Please refer to PEI 013002 Exhibits A, B, C, D and E.
101	Please provide further information on expectations for Covered Entities documentation. For instance, is the vendor expected to develop the architectural/infrastructure design documents based on the existing systems? Is the vendor expected to provide analysis to build entity relationship diagrams for the databases?	Yes and Yes Please refer to PEI -013002 Exhibits A, B, C, D and E. No current documentation exists for the CHIP environment other than PEI -013002 Exhibit D.
102	For each of the Covered Entities, please provide a listing of the equipment, applications, systems, interfaces, and network included in the requirement for documentation in order for the vendor to properly understand this requirement.	Please refer to PEI 013002 Exhibits A, B, C, D and E. No current documentation exists for the CHIP environment other than PEI -013002 Exhibit D.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

103	In the event that documentation for the IT Environment exists, is the vendor expected to validate and confirm it?	Please see PEI 013002 Exhibits A, B, C, D & E – The vendor is expected to both validate and/or confirm it.
104	Attachment C states that there are 3 physical locations, however in the bidders conference it was stated there were 4 physical locations. Please identify the 4 th location.	<p>The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 • WV Office of Technology Offices at the State Capitol Complex <ul style="list-style-type: none"> ○ Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ The Disaster Recovery Center in Flatwoods -- <u>ONLY</u> as they relate to PEIA/WV CHIP operations
105	We'd like to know if it will be possible for the winning vendor to submit invoices for progress payments at predetermined percentages of completion or monthly for direct labor, for tasks that exceed 2-3 months. We have worked on a previous task where the period of performance was a full year and we were not permitted to submit invoices for direct labor which resulted in us carrying the labor cost for a full year before we could receive payment.	We don't have a problem with issuing payments at defined points of progress on the project as long as the invoicing details what specific scope of work has been performed and the invoice can be supported with tangible work product.
106	Clause 6 states that all bids must be signed and delivered by the Vendor ...are FedEx deliveries (with signature delivery) permitted? If so, what is the typical time-lapse	The vendor can send by Fed Ex and it will be time stamped by the Purchasing Division Office at the time it actually is received in the Purchasing Division Office. The State is not responsible for any delays by

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	between a FedEx delivery and the package being given an official time stamp by the Purchasing Division time clock?	any fax, e-mail, courier or shipper. It is the vendor's responsibility to ensure that the proposal is delivered to the listed address prior to the established deadline.
107	Clause 14: Must the vendor register with the West Virginia Purchasing Division prior to an award notice being made, or can the successful vendor register after being notified of a successful bid/ intent to award?	<p>Prior to an award, a vendor must be in compliance with the following requirements:</p> <p>Properly registered with the Purchasing Division by completing the appropriate form and paying the annual fee, if applicable;</p> <p>Good standing in accordance with the West Virginia Code §21A-2-6, concerning verification of current unemployment fee status and Workers' Compensation coverage. This verification is required to ensure the vendor is not in default with Workers' Compensation and Employment Compensation. Agency personnel must check the following website to verify compliance: Workforce West Virginia's Unemployment Compensation/Workers' Compensation Defaulted Accounts (UC/WC) (http://www.wvcommerce.org/business/workforcewv/unemployment_compensation/employers/default_accounts/default.aspx) to ensure the vendor is listed and in compliance for unemployment compensation or proof that such coverage is not required. Agency personnel must also check the Insurance Commission's Employer Violator System (EVS) (https://icomp.wvinsurance.gov/Login/EmpViolator.asp) and the OIC Defaulted Employer Lookup (http://apps.wvinsurance.gov/defaulted/) for Workers' Compensation defaults owed to the Insurance Commission. If the vendor appears on either of the Insurance Commission's websites, agencies may not do business with them. A copy of the online verification database search is to be maintained in the file. To verify Workers' Compensation coverage, agency purchasers may search the Insurance Commission's Coverage Validation System or obtain a copy of the Workers' Compensation insurance certificate which should be maintained in the file and is also acceptable. (See Appendix L for sample</p>

RFP PEI 013002
ANSWERS TO SUBMITTED BID QUESTIONS

	<p>letter notifying the vendor of the areas for which it is in default);</p> <p>Verification that the vendor is not debarred by the state or federal governments. In accordance with West Virginia Code § 5A-3-33c, the Purchasing Director has the primary responsibility for administering the debarment process. The U.S. General Services Administration maintains the federal website, located at https://www.sam.gov/portal/public/SAM, which must also be checked prior to a contract award. Additionally, the Purchasing Division maintains a list of vendors declared as debarred by the state of West Virginia, which may be accessed at: http://www.state.wv.us/admin/purchase/Debar.html;</p> <p>In accordance with the Code of State Rules 148 CSR 6.1.7, the vendor must be licensed and in good standing with any and all state and local law and requirements, including proper registration with the Secretary of State's office, if applicable. To search for a business or corporation with the Secretary of State's office, visit http://apps.sos.wv.gov/business/corporations;</p> <p>Sign and submit the Purchasing Affidavit which is required on all contracts. (See Appendix B);</p> <p>LICENSING: In accordance with West Virginia Code of State Rules §148-1-6.1.7, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing</p>
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RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		with the above entities.
108	Clause 14: Must a small business that is currently out of state register with the West Virginia Purchasing Division prior to an award notice being made in order to qualify for WV preferences?	<p>No</p> <p>7.3.2 Preference for Non-Resident Small, Woman, and Minority-Owned Businesses: West Virginia State Code §5A-3-37(a)(7) provides that a non-resident vendor certified as a small, women-owned, or minority-owned ("SWAM") business, pursuant to West Virginia State Code §5A-3-59, shall be provided the same preference made available to any resident vendor. This certification may assist resident small, women and minority-owned businesses when soliciting business in other states.</p> <p>The SWAM rules found in West Virginia Code of State Rules §148-22-9 further explain that a non-resident SWAM business will receive the highest preference made available to a resident vendor in the solicitation for which the SWAM business has submitted a bid.</p> <p>In order to obtain this preference, however, a non-resident SWAM business must identify itself as such in writing on the Vendor Preference Certificate available from the Purchasing Division and submit with its bid. Additionally, the vendor must have indicated on the Vendor Registration and Disclosure Statement and Small, Women-, and Minority-owned Business Certification Application (WV-1 or WV-1A) that they qualify for this certification under question 4(A). The vendor must be properly certified under the rules governing certification pursuant in West Virginia Code of State Rules §148-22-1 et seq.</p> <p>In the event that no preference is made available to a resident vendor in a particular solicitation, the non-resident SWAM business will not receive a preference. Additionally, any preference granted to a non-resident SWAM business shall not be applied between or among West Virginia resident vendors and non-resident SWAM businesses</p>

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

109	Clause 41: Must the vendor be licensed with the State of West Virginia prior to responding to the RFP in order for the bid to be valid, or may the vendor obtain all necessary WV state licenses after successful award?	Vendor does not have to be a registered vendor prior to submitting a bid but must be a registered vendor before contract can be awarded. This includes being registered as a vendor with the State Purchasing Division and the West Virginia Secretary of State's Office prior to contract award. This process can take up to sixty (60) days.
110	Clause 5.8, Mandatory Requirements: "The vendor must conduct a comprehensive assessment of the physical and virtual environments of the covered entities". Can you please specify how many physical facilities will need to be assessed?	<p>The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 • WV Office of Technology Offices at the State Capitol Complex <ul style="list-style-type: none"> ○ Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ The Disaster Recovery Center in Flatwoods – – <u>ONLY</u> as they relate to PEIA/WV CHIP operations
111	Attachment A: Is there a page count limitation for responses using the outline in Attachment A?	No
112	Attachment B - Mandatory Specifications Checklist: Are you expecting Yes/No responses for each section, or a written narrative for each section in Attachment B?	The State is expecting each item to be answered clearly and concisely. Vendors are allowed to provide explanations and/or any exceptions for their responses. Vendors are reminded that all mandatories must be met in order to be eligible for contract award.
113	Will there be a dedicated Project Manager assigned by the State?	Yes
114	Section 4.3.1.iv: This section references "Summary of	The State is looking for an assessment of how Business Associates are

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	organizations monitoring and response program and its effectiveness on outside sources." Please explain this requirement	and/or can be realistically assessed for potential vulnerabilities that could compromise the security and/or integrity of State systems and/or applications. Examples would be the use of incompatible software applications that have inherent vulnerabilities, unsecured ports, etc.
115	Section 4.3.1.xvi: This section references "Policy and Procedures review of all parties that have access to protected and/or critical information." Does the State expect a review of all parties, or a review of all policies and procedures?	Yes
116	Section 4.3.1.xix: This section references "System Inventory and Documentation Collection." Please explain this requirement.	Please refer to PEI -013002 Exhibits A, B, C, D and E. No current documentation exists for the CHIP environment other than PEI -013002 Exhibit D. The State is wanting complete, comprehensive, up-to-date, and accurate documentation of its network(s) and operating system(s).
117	Regarding the External Penetration testing and Vulnerability Assessment, does the State need us to perform discovery scans on the given subnets to identify active devices on the network or will all active IP's be provided? If so please provide how many subnets and their size (e.g., 20 Class 'C' or /24 networks)?	There >25 IP addresses between PEIA and WV CHIP including two (2) hosted by outside vendors.
118	Regarding the External Penetration testing and Vulnerability Assessment, how many "active" devices within the provided networks will be included in the network assessment? (An active device is an accessible IP address with at least one TCP/UDP service/port available or a Protocol such as ICMP).	There >25 IP addresses between PEIA and WV CHIP including two (2) hosted by outside vendors.
119	Regarding the External Penetration testing and Vulnerability Assessment, will the results be used for PCI compliance purposes? NOTE: If this assessment is for PCI compliance then any hosts or systems that have access to a PCI system is also	This assessment is for compliance with the most recent Privacy and Security Rule requirements and guidance for the Health Insurance Portability and Accountability Act of 1996 (HIPAA), including the Health Information for Economic and Clinical Health Act (HITECH), as part of the American Reinvestment and Reauthorization Act of 2009 (ARRA). PCI compliance is not the focus of this assessment.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	within scope of PCI. So for example if a PCI system is on a flat internal network then your scope for the PCI assessment is not one active device, but for all your devices on the internal flat network.	
120	Regarding the External Penetration testing and Vulnerability Assessment, does the State need us to exploit vulnerabilities or just validate and report their existence?	The vendor is expected to identify the vulnerability and, depending on the methodology of their assessment, may exploit the vulnerability to (a) confirm the presence of the vulnerability, (b) demonstrate the criticality of the vulnerability, and (c) determine if the vulnerability can be replicated and/or duplicated.
121	Regarding the External Penetration testing and Vulnerability Assessment, how many web applications will be tested from an unauthenticated point of view (i.e. no credentials to be provided to the applications as we are testing as an external attacker would) during the external assessment? For example a customer portal, corporate website, banking application, etc. should be included but please don't include applications such as OWA, SSL VPN interfaces, etc. (Please also list/identify the applications URL's here to be assessed, if available)	<p>The external facing sites are:</p> <p>peia.state.wv.us peiapathways.com wvchip.org wvpeia.com ftp.wvpeia.com oldftp.wvpeia.com openenrollment.wvpeia.com www.wvpeia.com wvpeia.org www.wvpeia.org www.peiaf2f.com</p> <p>The OWA and VPN sites are:</p> <p>Webmail.wv.gov ra.wv.gov</p>
122	Regarding the External Penetration testing and Vulnerability Assessment, does the State need us to retest the discovered vulnerabilities after you have had a chance to remediate them?	No – remediation and re-assessment will be part of a secondary procurement process.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	Note: If this is a penetration test for PCI compliance then retesting is required once the exploitable vulnerabilities have been remediated/corrected.	
123	Regarding the Internal Network Penetration test and Vulnerability Assessment, does the State need us to perform discovery scans on the given subnets to identify active devices on the network or will all active IP's be provided, if so please provide how many subnets and their size (e.g., 20 Class 'C' or /24 networks)?	The selected vendor will be provided with IP addresses available but there is an expectation that a discovery scan be performed to identify if there are any unauthorized and/or unknown users on the network(s).
124	Regarding the Internal Network Penetration test and Vulnerability Assessment, how many "active" devices within the provided networks will be included in the network assessment? (An active device is an accessible IP address with at least one TCP/UDP service/port available or a Protocol such as ICMP). NOTE: If this assessment is for PCI compliance then any hosts or systems that have access to a PCI system is also within scope of PCI. So for example if a PCI system is on a flat internal network then your scope for the PCI assessment is not one active device, but for all your devices on the internal flat network.	This assessment is for compliance with the most recent Privacy and Security Rule requirements and guidance for the Health Insurance Portability and Accountability Act of 1996 (HIPAA), including the Health Information for Economic and Clinical Health Act (HITECH), as part of the American Reinvestment and Reauthorization Act of 2009 (ARRA). PCI compliance is not the focus of this assessment.
125	Regarding the Internal Network Penetration test and Vulnerability Assessment, does the State need us to exploit vulnerabilities or just validate and report their existence?	The vendor is expected to identify the vulnerability and, depending on the methodology of their assessment, may exploit the vulnerability to (a) confirm the presence of the vulnerability, (b) demonstrate the criticality of the vulnerability, and (c) determine if the vulnerability can be replicated and/or duplicated.
126	Regarding the Internal Network Penetration test and Vulnerability Assessment, please provide the address where the internal penetration testing and vulnerability	The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	<p>assessments will be performed.</p> <p>Note: If the devices to be assessed are at different physical locations but can all be fully accessed remotely from one location, then just provide the one address. If testing will need to take place from multiple physical locations then please indicate the addresses of all the locations.</p>	<p>assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 (Approximately five (5) miles from the PEIA building) • WV Office of Technology Offices at the State Capitol Complex (Approximately three (3) miles from the PEIA building) <ul style="list-style-type: none"> ○ Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ The Disaster Recovery Center in Flatwoods – – <u>ONLY</u> as they relate to PEIA/WV CHIP operations (Approximately 72 miles from the PEIA building)
127	<p>Regarding the Internal Network Penetration test and Vulnerability Assessment, does the State require a basic sensitive data discovery of all compromised/exploited hosts during the penetration test? This would include searching local file systems using an automated tool as well as manually of all exploited devices for sensitive information (if we can gain administrator-level access). Sensitive data discovery adds more business impact to an assessment instead of just findings that say system X is susceptible to vulnerability Y.</p>	<p>Yes</p>
128	<p>Regarding the Wireless Vulnerability Assessment, please provide the address of each building and describe the locations. Such as the approximate distance between each building, the number of buildings at each location, the approximate size or estimated square footage of each</p>	<p>The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	<p>building, and the number of floors at each location:</p> <p>(For example, 100 Test Lane, Test, NC 28104/ 3 buildings within 3 city blocks of each other/ 10,000 sq. feet total/5 floors)</p>	<ul style="list-style-type: none"> • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 (Approximately five (5) miles from the PEIA building) • WV Office of Technology Offices at the State Capitol Complex (Approximately three (3) miles from the PEIA building) <ul style="list-style-type: none"> ○ Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ The Disaster Recovery Center in Flatwoods - – <u>ONLY</u> as they relate to PEIA/WV CHIP operations (Approximately 72 miles from the PEIA building)
129	Regarding the Wireless Vulnerability Assessment, how many SSID's are configured at each location (for example location1 has 2 SSIDs accessible, location2 has 1 SSID, etc.)?	PEIA does not have a dedicated wireless network. They are part of the DEP agency's wireless infrastructure.
130	Regarding the Wireless Vulnerability Assessment, is rogue access point detection desired at each location?	Yes - Wireless Networks should be tested using recognized and accepted practice to assess for vulnerabilities including, eavesdropping, cloning, piracy, and susceptibility to hijacking.
131	Regarding the Wireless Vulnerability Assessment, would you like a security configuration review of a wireless access point and associated wireless client?	Yes
130	Regarding the VOIP Assessment, how many devices and locations will be a part of the assessment? Please provide the onsite address(s) that will be a part of the assessment.	<ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 – approximately sixty (60) users • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 (Approximately five (5) miles from the PEIA building) – nine (9) active users
131	Regarding the VOIP Assessment, please provide the vendor, type, and model of devices that are associated with the	Telephony is Cisco Call Center.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	assessment.	
134	Regarding the VOIP Assessment, do you want the VoIP endpoints (phones) to be part of the network assessment and if so approximately how many?	Yes – approximately sixty (60) at PEIA and nine (9) active users at WV CHIP
135	Regarding the VOIP Assessment, as part of the network assessment did you want us to exploit vulnerabilities or just report on their existence?	The vendor is expected to identify the vulnerability and, depending on the methodology of their assessment, may exploit the vulnerability to (a) confirm the presence of the vulnerability, (b) demonstrate the criticality of the vulnerability, and (c) determine if the vulnerability can be replicated and/or duplicated.
136	Regarding the VOIP Assessment, do you want the VoIP architecture and Design reviewed? If yes do you have physical and logical data flow diagrams of the VoIP Infrastructure?	Yes Please refer to PEI 013002 Exhibit E.
137	Regarding the VOIP Assessment, do you want a configuration review of the supporting VoIP infrastructure? If yes, please provide how many routers, switches, and/or firewalls you would like to be reviewed as it pertains to VoIP security (QoS, port security, filtering, segmentation, etc.) and how many configuration lines of each device?	Yes The PEIA VoIP traverses five (5) switches and one (1) ASA firewall. However, the infrastructure used is not PEIA's
138	Regarding the VOIP Assessment, do you want a security configuration review of the VoIP components (call manager, Unity, IP Phones etc.)? If so please provide which components and how many?	Yes The VoIP components are on WVOT and DEP Call Managers.
139	Regarding Site Security (Physical Penetration Test), please provide the address of each building, approximate distance between each building, the number of buildings at each location, the approximate size or estimated square footage of each building, and the number of floors: (For example, 100 Test Lane, Test, NC 28104/ 3 buildings within 3 city blocks of each other/ 10,000 sq. feet total/5 floors).	The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed: <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 (Approximately five (5) miles from the PEIA building)

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<ul style="list-style-type: none"> WV Office of Technology Offices at the State Capitol Complex (Approximately three (3) miles from the PEIA building) <ul style="list-style-type: none"> Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations The Disaster Recovery Center in Flatwoods – <u>ONLY</u> as they relate to PEIA/WV CHIP operations (Approximately 72 miles from the PEIA building)
140	<p>Regarding Site Security (Physical Penetration Test), are all the buildings to be assessed solely occupied by the State or are they multi-tenet buildings such as a high rise building? If it is multi-tenet (sic) building, are any of the common areas or floors shared with other companies?</p> <p>Regarding Site Security (Physical Penetration Test), if it is a shared facility is there a receptionist or security that is provided by the facility owner or property manager?</p>	<p>The PEIA offices at 601 57th Street, SE and the WV OT offices at the Capitol Complex are solely occupied by the State. PEIA shares its building with the West Virginia Department of Environmental Protection. The WV OT shares its building with various other State agencies, primarily the West Virginia Department of Transportation. Both of these buildings have security and/or a receptionist – access is restricted by egress points are not closely monitored and/or supervised.</p> <p>WV CHIP's building is leased by the State and is shared with other non-State entities. There is a receptionist and visitors must be allowed in to access "core offices".</p>
141	Regarding Site Security (Physical Penetration Test), is this a Data Center that is solely owned or occupied by the State or is it third party data center that you lease out a cabinet or cage from?	The Data Center to be assessed is solely owned and operated by the State.
142	Regarding Site Security (Physical Penetration Test), as part of the assessment we can attempt to gain unauthorized access to the internal network by multiple techniques. These can include accessing open Ethernet ports, deploying	Each vendor is expected to present the methodology of their assessment process and those methodologies will be evaluated and scored in the review of Technical Proposals. Vendors are asked to be as detailed as possible when describing their methodologies and the State is wanting a

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	a secured wireless access point (fake rogue AP) to determine if it would be detected and accessible remotely by our consultants, accessing unsecured terminals, and potentially remotely accessing terminals within the facility by plugging in a specially configured USB device to Desktops USB ports. Would you like us to include all or some of these tests within the scope of work?	thorough and complete assessment of its environments. The proposal evaluations will be conducted by the evaluation committee as defined in the RFP documents.
143	Regarding Social Engineering, what type of social engineering assessments would you like performed (telephone or phishing email or both)?	<p>For purposes of this project PEIA/WV CHIP/OT is looking for an assessment of the work environment for Social Engineering exploits that may include, but not be limited to:</p> <ul style="list-style-type: none"> • Familiarity Exploit • Pretexting • Phishing – phone, e-mail, etc. • Diversion / Creating a hostile situation to gain access • Tailgating at entry points • Gathering and using information inappropriately <ul style="list-style-type: none"> g. Parking lot – Cars that are unlocked (or are easily unlocked) might have security badges, uniforms, paperwork, intel, smart phones, wallets, etc. that can be used maliciously. h. Online site like Linked In, Google, Facebook, MySpace, etc. i. Things in workspace area (posters, pictures, books, etc.) j. Asking their friends and colleagues. For example, pretending to be a manager from another office or branch. k. Tailing employees home or to their favorite social spot. Try to figure out their patterns, interests, places they frequent. These are all good data points a person with malicious intent can use to help make a personal connection to the mark. <p>Dumpster diving. Going through trash</p>
144	Regarding Social Engineering, how many employees will be targeted as part of the assessment for both (ex: up to 20 employees for both telephone and phishing email)	The vendor is expected to assess a representative sample of employees based on job description and their access to PII/PHI. The vendor will determine their methodology for accomplishing this deliverable.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

	techniques)?	
145	Regarding the Secure Network Architecture, how many sites (including remote offices, hubs, Data Centers, etc.) are within your network?	<p>The project under this RFP address(es) +/- sixty (60) work stations/computers at PEIA and +/- fifteen (15) work stations/computers at WV CHIP. As discussed, there are four locations that will need assessed:</p> <ul style="list-style-type: none"> • PEIA Offices at 601 57th Street, Charleston, WV 25304 • WV CHIP Offices at #2 Hale Street, Charleston, WV 25301 (Approximately five (5) miles from the PEIA building) • WV Office of Technology Offices at the State Capitol Complex (Approximately three (3) miles from the PEIA building) <ul style="list-style-type: none"> ○ Server room(s) – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ Office(s) – help desk, network(s), telephony, e-mail/communications – <u>ONLY</u> as they relate to PEIA/WV CHIP operations ○ The Disaster Recovery Center in Flatwoods - – <u>ONLY</u> as they relate to PEIA/WV CHIP operations (Approximately 72 miles from the PEIA building)
146	Regarding the Secure Network Architecture, approximately how many routers, core switches (not access layer switches), and firewalls are in your environment?	In the secure network there are two (2) core switches and one (1) ASA firewall.
147	Regarding the Secure Network Architecture, do you have logical, physical, and data flow diagrams already created and up to date?	Please refer to PEI13002 Exhibits A, B, C, D and E.
148	Regarding the Secure Network Architecture, approximately how many users do you have?	PEIA has approximately sixty (60) users and WV CHIP currently has nine (9) active users.
149	Regarding the Secure Network Architecture, how many internet connections does your organization have?	There is one (1) Internet connection through the WVOT core infrastructure.

RFP PEI 013002
ANSWERS TO SUBMITTED BID QUESTIONS

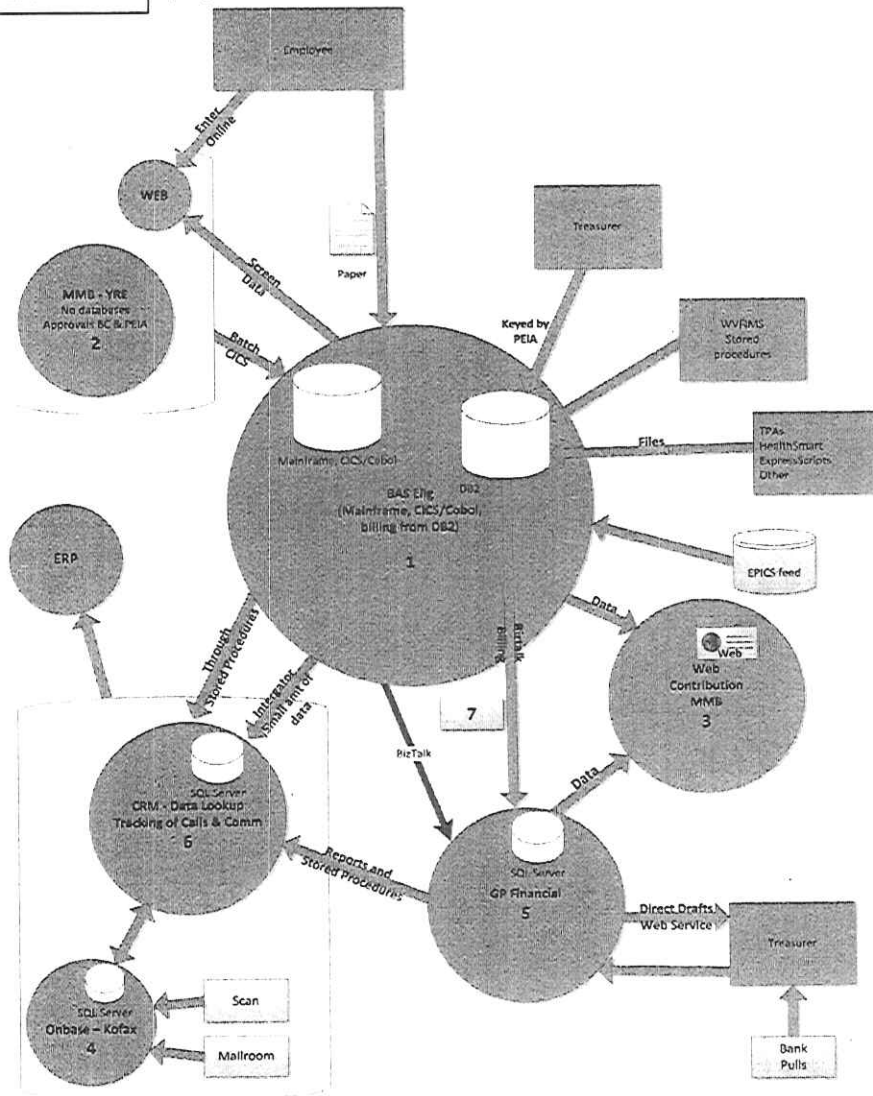
150	Regarding the Secure Network Architecture, approximately how many extranet/3rd party connections do you have to business partners or service providers?	The primary third party interfaces to be assessed are: HealthSmart, ExpressScripts, FBMC, Minnesota Life, Humana, EPICS, FIMS, Rational Drug Therapy, RAPIDS, BAS, and the State Auditor's Office. Only the interfaces between these third parties and PEIA-WV CHIP are to be assessed, not the actual security environments of those third parties. Please refer to PEI13002 Exhibits A, B, C, D and E. West Virginia Interactive (WVI) hosts the main PEIA home web page as well as the CHIP web page.
151	Will the winning Vendor of this RFQ be precluded from bidding on the remediation plan?	Please see the responses to Questions #10 and #49 of this Addendum.
152	Will the State grant an extension of the Bid Opening to allow Vendors to receive the Addendum (answers to questions) and prepare a comprehensive response?	The due date for all proposals has been pushed back to 1:00 p.m. (EST) on Thursday, July 11, 2013. Proposals will be due in the West Virginia Division of Purchasing Offices by that time. Again, the State is not responsible for any delays in shipping, mailing, faxing, or e-mailing. It is the vendor's responsibility to see that proposals are delivered to the defined location at the time set forth in this Addendum.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

EXHIBIT A

(explanation to numbered references on following page)



RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

1. BAS – Benefits Administration System – this DB contains all Eligibility information for PEIA
 - a. Mainframe, CICS/Cobol
 - b. DB2 Version 10
 - c. BlueZone – emulator web based
2. MMB – YRE – Manage My Benefits - Year Round Enrollment for Policy Holders to access
 - a. Approximately 55,000 Policy Holders access MMB-YRE site
 - b. ColdFusion 9
 - c. Stored Procedure pulled from DB2
 - d. SQL 2005
3. Web Contribution MMB – for Payments and Billing purposes
 - a. ColdFusion 9
 - b. Stored Procedure pulled from DB2
 - c. SQL 2005
 - d. Benefit Coordinators
4. Onbase/Kofax – Document Scanning/Mailroom faxing service
 - a. Onbase - resides on SQL 2005 server
 - b. Kofax – Express Version of SQL Server 2005
5. GP – Great Plains Financial
 - a. GP V9
 - b. SSRS Reports Server
 - c. SQL 2005
6. CRM Dynamics Application
 - a. CRM 4.0
 - b. MS Client Outlook
 - c. SQL 2005
 - d. Used by 20-30 Benefit Coordinators

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

7. Biztalk – middleware – data migration tool
 - a. 2006 R2

Additional PEIA Applications/Sites

1. PITS – PEIA Issue Tracking System
 - a. ColdFusion 7
2. PEIA FTP Site
 - a. IP Switch
3. Face to Face Diabetes & Weight Management System
 - a. SQL 2005
 - b. Asp.net
 - c.

PEIA Processing Details

1. **Eligibility Enrollment and Adjustments:** All adjustments made through the Member Enrollment screens will be reflected in the BAS Eligibility DB2 Tables.
2. **Member Enrollment Screens:** The Current Open Enrollment System will be expanded into the Year Round Member Enrollment Screens. Employees will be able to use this web site to enroll as a new policyholder or make changes to their existing data. This site will also be used to control the access of a Benefit Coordinator and the Benefit Coordinator will be able to control the approval process of the entries that the employees make.
3. **Benefit Coordinator Payment/ Adjustment Screen:** These web screens will be accessible through the Member Enrollment Screens. Benefit Coordinators, that have payment approvals, will link from the Member Enrollment Screens to this portion of the system. Agencies will submit the ACH, Lockbox or IGT transactions to PEIA through these screens.
4. **Payment Details:** The payment details will be passed to the BAS DB2 tables through the Benefit Coordinator Payment/Adjustment Screen as well as sending the summary payment information to the Treasurer's office. The Details will remain in BAS as pending until notified by the Treasurer's office that the remittance was received. The data is then sent to Dynamics GP.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

5. **Eligibility Information:** Eligibility information will be pulled from the Eligibility DB2 tables, through Stored Procedures, to build the Benefit coordinator's Payment/ Adjustment Screens. The Member Enrollment screens will also have to be modified to get the information from the Eligibility DB2 tables.
6. **Account Balance Information:** Financial information will be pulled from GP Dynamics, through Stored Procedures, to build the Benefit Coordinator's Payment/Adjustment Screens.
7. **BAS Eligibility System:** This system is being developed in CICS. The data will be stored in DB2. The database contains all Eligibility information for PEIA.
8. **Billing, Billing Adjustments and Detail Payments:** PEIA premiums are determined by using the Eligibility Information. Billing is calculated in the BAS Eligibility System and will be sent to Dynamics GP through BIZTALK. The detail payments collected from the Benefit Coordinator Payment/Adjustment Screen will also be sent to Dynamics GP through the same procedure.
9. **Dynamics GP:** Dynamics GP will maintain all of PEIA's Financials. This part of the system is being developed by Microsoft using Microsoft Dynamics GP software.
10. **Direct Pay Payment Detail and Agency Summary Data:** Payment information received by the Treasurer's Office will be sent to a FTP site for Biztalk to use to update Dynamics GP. This interface is being developed by Microsoft.
11. **State Payroll Deductions Payment Detail:** State Payroll Details will be transferred to a FTP site for Biztalk to use to update Dynamics GP. This interface is being developed by Microsoft.
12. **Summary Revenue/Expenditures:** Various financial information will be collected from the FIMS warehouse. This information will be used to update Dynamics GP. This interface is being developed by Microsoft.
13. **PEIA Expenditures:** Expenditure information will be sent from Dynamics GP to WVFIMS. This interface is being developed by Microsoft.
14. **EPICS Eligibility Data and Premiums:** PEIA will receive daily changes from EPICS to update the Eligibility DB2 Tables. PEIA will also send premium deductions to EPICS.
15. **Treasurer's Data:** Data being provided by the WV State Treasurer's Office.
16. **Auditor's Data:** Data being provided by the WV State Auditor's Office.
17. **WVFIMS:** Data being provided by the WVFIMS system.

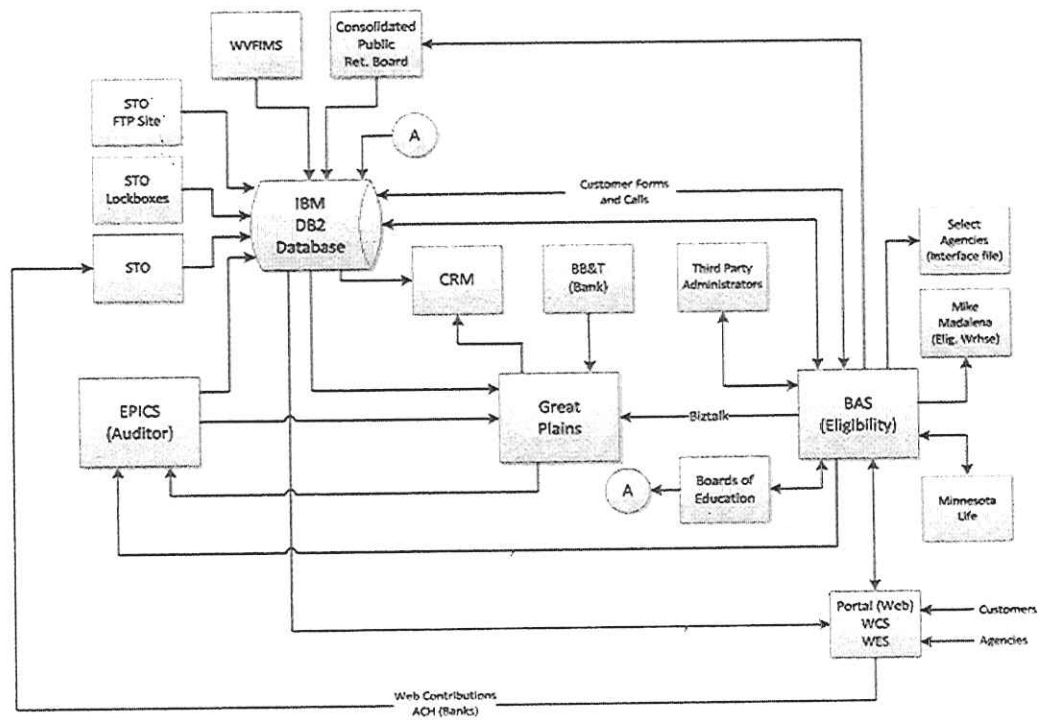
RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

EXHIBIT B

PEIA INTEGRATIONS Version: 01/24/12
Overview Diagram

Page 1 of 6

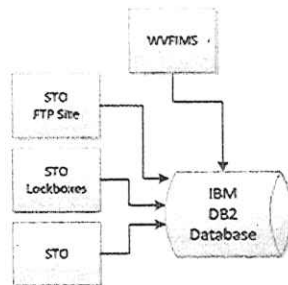


RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

PEIA INTEGRATIONS Version: 01/24/12 Treasurer's Office / WVFIMS / Database Detail Diagram

Page 2 of 6



State Treasurer's Office (STO):

Lockbox (Retirees) – Tammy Haynes receives an email from the STO when there is a batch. This email includes the total and the FIMS D-doc number. A nightly mainframe job pulls the file from the STO's FTP site and loads it to the PEIA FTP site. A BizTalk orchestration (AR6 treasurer Checks) then pulls the data from the PEIA BizTalk FTP site and processes it to GP. The next day the totals in GP are compared to the totals sent from the STO.

Agency Payments – Agency payments are made through PEIA's Web Contributions System (WCS). Agencies have three payment options: ACH, Lockbox, or IGT.

1. **ACH** – When an agency chooses to pay by ACH, details on the individual level are sent to DB2 and are flagged to be sent to GP. The WCS then links into the STO's web system to process the ACH. No banking information is stored by PEIA. A BizTalk orchestration (AR6) is scheduled to run every 3 hours to pull the payment data and process it into GP.

2. **Agency Lockbox** – Tammy Haynes receives an email from the STO when there is a batch. This email includes the total and the FIMS D-doc number. A scheduled mainframe job pulls the file from the STO FTP site and matches the summary data totals by agency payment to the details in DB2. If the totals match, the payments are set to go to GP. A BizTalk orchestration (AR6) is scheduled to run every 3 hours to pull the payment data and process it into GP.

3. **IGT payments** – This process is defined under WVFIMS (below).

Retiree Direct Draft Payments

1. **Direct Draft request file (AR8)** – Direct Drafts to the STO are processed on the 5th and 20th of each month. A stored procedure is submitted in SQL Server that creates an .xml direct draft file (includes ID, name, premium amounts by category, etc.). The resulting file is imported into Microsoft Excel, saved, and sent to PEIA's Premium Accounts section for review. If approved, a BizTalk parameter is manually set in the BizTalk Params table in SQL Server, and then this integration is activated in BizTalk to process the file and send it automatically to the STO for processing, using a Web Service. The STO is notified via email that it has been processed by PEIA, includes count and dollar amount.

2. **Direct Draft processed file from the STO (AR9)** – This integration is usually completed one to two days after the AR8 process. A BizTalk parameter is set in the BizTalk Params table (SQL Server), and then this integration is activated by BizTalk calling a Web Service to process the STO file and load it into GP.

WVFIMS

IGT payments – When IGT payments are submitted through the WCS, the details of payments on the individual level are sent to DB2. A scheduled daily mainframe job pulls the IGTs processed for PEIA from the WVFIMS warehouse database. These are matched to the totals of the details in DB2. If the totals match by FIMS document number, the payments are set to be sent to GP. A BizTalk orchestration (AR6) is scheduled to run every 3 hours to pull the payment data and process it into GP.

PEIA / WVFIMS reconciliation – A weekly mainframe job pulls PEIA transactions from WVFIMS, and loads them to the PEIA FTP site, where a SQL Server job is scheduled to load these transactions to the SQL Server Recon files. These files are used to run the recon process.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

PEIA INTEGRATIONS Version: 01/24/12

Page 3 of 6

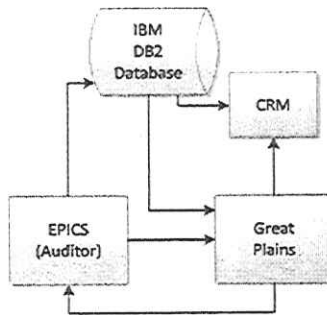
EPICS / Great Plains/ CRM / Database Detail Diagram

CRM - Synchronizations – Synchronizations send data from DB2 to CRM to be stored in the CRM tables. The data (basic information such as demographics, address, and account information) is sent to CRM by BizTalk calling a DB2 stored proc. BizTalk then processes the data and sends it to CRM.

CRM - Look Ups – Some of the forms in CRM require information that is not stored in CRM. In this case CRM sends a command to BizTalk in which BizTalk calls a DB2 Stored Proc and sends the data to CRM.

CRM - Direct Stored Procs – There are also cases where CRM calls a DB2 stored proc by using a Web Service on the BizTalk servers

CRM - SSRS Reports from GP – There are reports that are presented in CRM by calling a SSRS report against the GP database.



EPICS to GP integrations

The payroll deduction files must first be processed through WVFIMS because D-Doc numbers come from WVFIMS, and the money is not considered received until this point. PEIA receives four files per month: two supplemental and two payroll files. During the time that the files are expected to be there, a job is run to see what payrolls/supplementals exist in FIMS for that month. This usually happens in the middle of the month and at the end of the month.

After processing through FIMS, the Auditor's Office places the four payroll deduction files on PEIA's FTP site. A nightly job searches the FTP site for a file. Existing EPICS files are loaded to DB2 and the total dollar amount and total count is emailed to GP. The job that processes the files and sends them to GP is manually submitted for each document in FIMS.

Kickouts may occur, usually there SSN mismatches or the eligibility transactions for that person have not yet been received. Kickouts are put to a suspense file and not processed through GP. The kickouts are sent over periodically for the next 60 days to see if the SSN issue has been resolved. After 60 days, any SSN mismatches that have not been resolved are posted as unapplied money to the agency level. Then a total is taken from the file from the Auditor's office and compared to the GP tables' total.

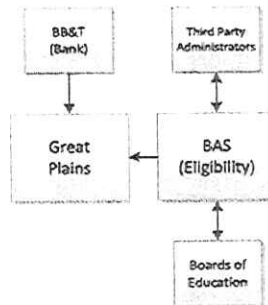
Once the total is sent to GP, the count is compared to the count from DB2. If the counts match, the transactions are posted.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

PEIA INTEGRATIONS Version: 01/24/12 BAS / Great Plains / BOE / TPA Detail Diagram

Page 4 of 6



Third Party Administrators (TPA) – Each adjustment made in BAS affects what is sent to the TPAs (HealthSmart, Humana, and Health Plan) by directly affecting whether an enrollee's claims are processed. This has a direct effect on Health Plan and Humana, because an error could leave an enrollee or dependent standing at a pharmacy unable to fill their prescriptions.

BB&T – This is pulled from the BB&T bank site to GP. Chip Myers of PEIA is notified when there is a batch, and he compares the BB&T total to the GP total. If the totals match, a D-Doc is created in FIMS and Chip Myers changes the batch number to that D-Doc.

BB&T (on-line banking) sends a file each weekday that includes payments for retiree premiums. These files are put into a secure folder on PEIA's FTP site where an automated batch job from the mainframe retrieves and formats the file, and puts it into another folder on PEIA's FTP site. From there, Biztalk retrieves nightly the file for processing and loading into GP. Missed files must be manually downloaded from BB&T's AR Box website and manually processed as described above.

Boards of Education (BOE) Deductions file – PEIA receives a daily mainframe file from the state Department of Education (DOE) that contains county Boards of Education's payroll deduction information. Each county submits payroll information by 'run number,' and each county can submit one or multiple run numbers a month. A nightly mainframe job retrieves the file, processes the data, and loads the results into the DB2 tables. Each BOE payroll coordinator reconciles their bill with PEIA by entering the portal's Web Contributions System, and selects the run number(s) (available by stored procedure) to be processed for a given month. The coordinators will use this information to submit payments by check or ACH.

Boards of Education Premium file - Premium files are sent to those county Boards of Education that request it for reconciliation of employee premium deductions. BOEs use a DOE program to reconcile.

Third Party Administrators: PEIA sends or receives:

Health Plan - send weekly eligibility change file
 Health Plan - send full file once a month - automated
 HealthSmart - send weekly eligibility file (FULL) - automated
 HealthSmart - send weekly DSM attribute file (FULL) - automated
 Express Scripts (Commercial) - send daily eligibility file (CHANGES) - automated
 Express Scripts (Commercial) - receive quarterly eligibility file (recon) - manual
 Express Scripts (PDP) - send weekly eligibility file (CHANGES) - automated
 Express Scripts (PDP) - send weekly reinstatements file (FULL) - automated
 Express Scripts (PDP) - send weekly surviving dependents file (FULL) - automated
 Express Scripts (PDP) - receive weekly disenrollment file (update BAS) - automated
 Express Scripts (PDP) - receive weekly HICN change file (update BAS) - automated
 Express Scripts (PDP) - receive weekly address change file (update BAS) - automated
 Express Scripts (PDP) - receive monthly eligibility file (recon) - manual
 Humana - send weekly eligibility file (FULL) - automated
 Humana - send weekly reinstatements file (FULL) - automated

Third Party Administrators: PEIA sends or receives:

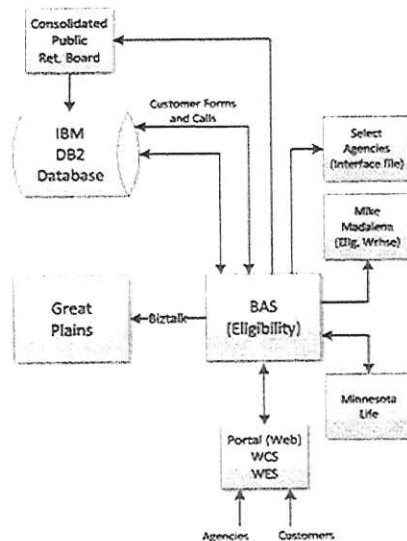
Humana - send weekly surviving dependents file (FULL) - automated
 Humana - receive weekly disenrollment file (update BAS) - automated
 Humana - receive weekly HICN change file (update BAS) - automated
 Humana - receive weekly address change file (update BAS) - automated
 BeBetter - send weekly eligibility file (FULL) - automated
 BeBetter - receive WEEKLY screenings file to update BAS - automated
 WVU - send monthly eligibility file (FULL) - automated
 WVU - receive weekly weight management file (update BAS) - automated
 Marshall - send monthly eligibility file (FULL) - automated
 Fairmont - send monthly eligibility file (FULL) - automated
 HDMS - send weekly eligibility file and DSM attribute file (FULL files) - automated
 HMS - send monthly eligibility file (FULL file) - automated
 AUDITOR - send EPICS file as per pre-defined calendar (CHANGES) - automated
 AUDITOR - send special EPICS file each June to review the premium changes due to salary updates (FULL) - manual

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

PEIA INTEGRATIONS Version: 01/24/12
BAS Integrations Detail Diagram

Page 5 of 6



Mike Madalena – This vendor maintains the warehouse that combines eligibility and claims together. Any changes to BAS are sent to him in ten monthly files.

Minnesota Life- Eligibility data - Currently, Mike Madalena forwards the eligibility data that PEIA sends him to Minnesota Life. However, because of the current implementation of the Underwriting process, this data will come from PEIA to insure more up to date data.

Minnesota Life- EOI Notification file – Life insurance information entered into BAS is subjected to rigorous code in the update program that decides whether it should be flagged to go to Minnesota Life for Underwriting. Flagged data is written to the EOI notification file and sent to Minnesota Life every Friday.

Decision file – a file is returned to PEIA from Minnesota Life for updating the Underwriting status of the EOI file. Those decisions are updated in BAS every Friday as either approved or disapproved. If they are not on the decision file, the record stays flagged in BAS.

CPRB – When the file is received from CPRB it is loaded into DB2. At this time two totals are emailed to Tammy Haynes: the total of what is in the CPRB file and the total that is loaded to DB2. Tammy verifies that the totals match. After the transactions are sent to GP, the total in GP is compared to the total that was emailed to Tammy. Tammy searches the FIMS for the Edoc that CPRB initiated. The total is compared to FIMS. If the totals match, the batch number is changed to the Edoc and the transaction is posted that night.

Portals – WCS - The Web Contribution System is used by the agency to manage and pay their employee's premiums. The WCS processes data to and from both BAS and GP.

Portals – WES – The Web Enrollment System is used by the employees to request adds or modifications to their data in BAS. It also allows the agencies to approve the request. The WES processes data to and from BAS.

Customer Forms and Calls – information from customers' mailed forms and phone calls is entered directly into the BAS application.

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

PEIA INTEGRATIONS Version: 01/24/12 Interfaces Text

Page 6 of 6

These are interfaces, not integrations:

PEIA sends files weekly to Comprehensive Care providers (Cabin Creek, Community Care, and Valley Health). This file consists of only those members who have enrolled with one of these providers. The information includes Demographic, Attribute, Employer, and the CCP location.

PEIA sends a monthly premium file (full file, 04 file) to CCRC actuaries. Must be in Microsoft Access 2000 version.
PEIA also create this file for its own internal use in Microsoft Access 2007 format.

Each year in the month of May, PEIA receives salary files from different entities that are used to update the salary index code for the next plan year. The index codes are one of the attributes that determines an employee's premium. PEIA receives these files and they are filtered/formatted and merged into one file that is processed via a mainframe batch job which updates the employees index code (only index codes that change are edited).

PEIA receives salary files from the following sources:

PIMS	Mainframe flat file
Dept. Of Education Certified List	Mainframe flat file
WVU	Mainframe flat file
SBA (School Building Authority)	Hard Copy (11 employees)
Legislative Services (Joint Comm. on Govt. & Finance)	Excel
Kanawha County Library	Excel
Parkways Authority	Excel
WV State Research and Development	Excel
WV Secondary Schools Activities Commission	Hard Copy (10 employees)
WV Job Investment Trust Board (Housing Dev. Fund)	Excel (3 employees)

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

EXHIBIT C

Server	Operating System	Configuration
B6PEIASCN01	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	1E NomadBranch 1E WakeUp Agent Adobe Flash Player ActiveX Adobe Reader XI (11.0.03) ATI Display Driver Backup Agent for Windows Cluster Group B6PEIACFS01 Broadcom Gigabit Integrated Controller Configuration Manager Client EMC PowerPath 5.1.0 (32bit) Emulex EMC Storport Miniport Driver Kit Package 1.30a9-1e Emulex HBAnyware Utility Version 3.1A8 Emulex OCManager Enterprise 6.0.19.1-1 IBM Director Core Services IBM Tivoli Storage Manager Client IBM_msi_server lsi_ir_hhr LT Auditor+ Security Management Framework Microsoft .NET Framework 3.5 SP1 Microsoft .NET Framework 4 Client Profile Microsoft .NET Framework 4 Extended Microsoft Application Error Reporting Microsoft Endpoint Protection Management Components Microsoft Forefront Endpoint Protection Microsoft Forefront Endpoint Protection 2010 Server Management Microsoft Internationalized Domain Names Mitigation APIs

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		Microsoft Security Client Microsoft Silverlight Navisphere Agent Navisphere CLI 6.26.0.2.24 RDC System Center Operations Manager 2007 R2 Agent WIMGAPI Windows Driver Package - LSI C System (12/08/2006 1.0.1.0) Windows Driver Package - LSI Corporation (LSI_SAS) SCSIAdapter (01/20/06) Windows Imaging Component Windows Internet Explorer 7 Windows Internet Explorer 8 Windows Management Framework Core Windows Presentation Foundation Windows Server 2003 Access-based Enumeration XML Paper Specification Shared Components Pack 1.0
PEIAB6CRM01	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAB6CRM02	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAB6CRMDEV1	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	1E NomadBranch Acrobat.com Adobe AIR Adobe Reader XI Configuration Manager Client HP Array Configuration Utility HP Array Configuration Utility CLI HP Array Diagnostic Utility

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		HP ProLiant Integrated Management Log Viewer HP ProLiant IPMI WMI Provider HP System Management Homepage HP Version Control Agent MagicDisc 2.7.106 Microsoft Application Error Reporting Microsoft Document Explorer 2005 Microsoft Silverlight Microsoft SQL Server 2005 Books Online (English) Microsoft Visual C++ 2005 Redistributable Microsoft Visual Studio 2005 Premier Partner Edition - ENU Microsoft Visual Studio 2005 Team Explorer - ENU Neodynamic Barcode Professional 4.0 for Reporting Services PrimoPDF -- by Nitro PDF Software Visual C++ 8.0 SP1 Runtime DLLs (x86/release) VMware Server WIMGAPI WinZip 12.0
PEIAB6CRMDEV2	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	Microsoft SQL Server Compact 3.5 SP1 Design Tools English Windows Mobile 5.0 SDK R2 for Pocket PC Microsoft .NET Compact Framework 2.0 SP2 Microsoft Visual Studio Web Authoring Component Microsoft Document Explorer 2008 Microsoft SQL Server 2008 Management Objects Microsoft Report Viewer Redistributable 2005 Visual C++ 2008 x86 Runtime - (v9.0.30729) Visual C++ 2008 IA64 Runtime - v9.0.30729.01 Microsoft Visual Studio 2008 Professional Edition - ENU

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p> VC Runtimes MSI Crystal Reports Basic for Visual Studio 2008 Microsoft Visual Studio 2008 Professional Edition - ENU Microsoft Silverlight Microsoft SQL Server Compact 3.5 for Devices ENU Visual C++ 2008 IA64 Runtime - (v9.0.30729) Microsoft SQL Server 2005 Microsoft SQL Server Compact 3.5 SP1 English Microsoft SQL Server Database Publishing Wizard 1.3 Microsoft Visual Studio 2008 Team Explorer - ENU SQL Server System CLR Types Visual C++ 2008 x86 Runtime - v9.0.30729.01 Microsoft .NET Compact Framework 3.5 Visual C++ 2008 x64 Runtime - (v9.0.30729) Microsoft Visual Studio 2008 Team Explorer - ENU Visual C++ 2008 x64 Runtime - v9.0.30729.01 Microsoft Application Error Reporting Microsoft Device Emulator version 3.0 - ENU Windows Mobile 5.0 SDK R2 for Smartphone WIMGAPI Microsoft SQL Server 2005 Tools Express Edition Microsoft Document Explorer 2008 Microsoft Visual Studio 2008 Shell (integrated mode) - ENU OnWeb Web-to-Host Security Service Client OnWeb Web-to-Host Express Client HASP SRM Run-time Microsoft Visual C++ 2005 Redistributable Kofax VirtualReScan 4.20 </p>
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RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		MSXML 4.0 SP2 Parser and SDK Kofax Capture 8.0 - Workstation Sentinel Protection Installer 7.4.0 Fiddler2 HP Array Diagnostic Utility HP Array Configuration Utility CLI MSXML 4.0 SP2 (KB954430) HP System Management Homepage HP ProLiant IPMI WMI Provider HP Version Control Agent HP ProLiant Integrated Management Log Viewer HP Array Configuration Utility FetchXML Builder Cisco Unified CallConnector for Microsoft Dynamics CRM Server WinRAR archiver Adobe AIR Adobe AIR Adobe Reader 9.1 Acrobat.com Adobe Flash Player 10 ActiveX Microsoft Visual C++ 2005 Redistributable Microsoft ASP.NET 2.0 AJAX Extensions 1.0 Microsoft XML Parser Microsoft Primary Interoperability Assemblies 2005 Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17 Microsoft Silverlight 3 Toolkit July 2009 Kofax Transformation Modules 4.5 Crystal Reports Basic Runtime for Visual Studio 2008
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RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p>Hyland Server Components</p> <p>MSXML 4.0 SP2 (KB973688)</p> <p>Microsoft Report Viewer Redistributable 2008 (KB971118)</p> <p>GDR 4053 for SQL Server Tools and Workstation Components 2005 EN U (</p> <p>Visual C++ 2008 x86 Runtime - v9.0.30729.4148</p> <p>Microsoft Report Viewer Redistributable 2008 (KB971118)</p> <p>Visual C++ 2008 x86 Runtime - (v9.0.30729.4148)</p> <p>Microsoft Host Integration Server 2006</p> <p>Microsoft Chart Controls for Microsoft .NET Framework 3.5 (KB2500110)</p> <p>Microsoft Chart Controls Add-on for Microsoft Visual Studio 2008</p> <p>Hyland OnBase Client</p> <p>Microsoft SQL Server 2005 Express Edition (ASCENTCAPTURE)</p> <p>Open XML Format SDK 1.0</p> <p>1E NomadBranch</p> <p>WinPcap 4.1.2</p> <p>Wireshark 1.6.5</p> <p>Neodynamic Barcode Professional 4.0 for Reporting Services</p> <p>Microsoft Report Viewer Redistributable 2005</p> <p>Configuration Manager Client</p>
PEIAB6CRMINT1	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	<p>1E NomadBranch</p> <p>Adobe Flash Player 10 ActiveX</p> <p>Adobe Reader XI</p> <p>Configuration Manager Client</p> <p>HP Array Configuration Utility</p> <p>HP Array Configuration Utility CLI</p> <p>HP Array Diagnostic Utility</p> <p>HP ProLiant Integrated Management Log Viewer</p> <p>HP ProLiant IPMI WMI Provider</p>

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		HP System Management Homepage HP Version Control Agent Microsoft Application Error Reporting Microsoft Silverlight Microsoft SQL Server 2005 Books Online (English) Microsoft Visual C++ 2005 Redistributable Microsoft Visual Studio 2005 Premier Partner Edition - ENU VMware Remote Console Plug-in VMware Server WIMGAPI WinPcap 4.1.2 Wireshark 1.6.5
PEIAB6CRMINT2	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	Configuration Manager Client Crystal Reports Basic Runtime for Visual Studio 2008 HP Array Configuration Utility HP Array Configuration Utility CLI HP System Management Homepage HP Version Control Agent Hyland Client Components Hyland OnBase Client Hyland Server Components Kofax Capture 8.0 - Server Kofax Transformation Modules 4.5 Kofax VirtualReScan 4.20 Microsoft Application Error Reporting Microsoft Report Viewer Redistributable 2005 Microsoft Report Viewer Redistributable 2008 (KB971119) Microsoft Silverlight

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		Microsoft SQL Server 2005 Microsoft SQL Server 2005 Express Edition (ASCENTCAPTURE) Microsoft Visual C++ 2005 Redistributable Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17 Microsoft Visual C++ 2010 x86 Redistributable - 10.0.30319 MSXML 4.0 SP2 (KB954430) MSXML 4.0 SP2 (KB973688) Sentinel Protection Installer 7.4.0 VirtualCloneDrive WIMGAPI
PEIAB6CRMKFC	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAB6CRMKFX	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAB6CRMOBAP	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAB6CRMOBFS	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAB6CRMSQLDEV	Microsoft(R) Windows(R) Server 2003 Enterprise x64 Edition	
PEIAB6CRMSR01V	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	Adobe Reader XI Configuration Manager Client Microsoft Application Error Reporting Microsoft Report Viewer Redistributable 2005 Microsoft Silverlight VirtualCloneDrive WIMGAPI
PEIAB6SQLCN01	Microsoft(R) Windows(R) Server 2003 Enterprise x64 Edition	

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

PEIAB6SQLCN02	Microsoft(R) Windows(R) Server 2003 Enterprise x64 Edition	
PEIABIZTALKDEV	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	1E NomadBranch Acrobat.com Adobe AIR Adobe Reader XI AdventureWorksBI AdventureWorksDB BizUnit 3.0 Configuration Manager Client CRMLookups getPlus(R) for Adobe HP Array Configuration Utility HP Array Configuration Utility CLI HP Array Diagnostic Utility HP ProLiant Integrated Management Log Viewer HP System Management Homepage HP Version Control Agent MagicDisc 2.7.106 Microsoft .NET Compact Framework 1.0 SP3 Developer Microsoft .NET Compact Framework 2.0 SP2 Microsoft .NET Compact Framework 3.5 Microsoft .NET Framework 1.1 Microsoft ADOMD.NET 8.0 Microsoft BizTalk Adapters for Host Systems Microsoft BizTalk Server 2006 Developer Edition Microsoft BizTalk Server Adapter for Microsoft Dynamics CRM 4.0 Microsoft BizTalkServer Setup Bootstrap Files for SXS

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p>Microsoft Business Solutions - Great Plains eConnect 9.0</p> <p>Microsoft Device Emulator version 3.0 - ENU</p> <p>Microsoft Document Explorer 2005</p> <p>Microsoft Document Explorer 2008</p> <p>Microsoft Dynamics GP 9.0</p> <p>Microsoft eConnect Adapter for Biztalk 2006</p> <p>Microsoft Enterprise Single Sign-On</p> <p>Microsoft LoadGen 2007</p> <p>Microsoft Primary Interoperability Assemblies 2005</p> <p>Microsoft Silverlight</p> <p>Microsoft SQL Server 2000 Sample Database Scripts</p> <p>Microsoft SQL Server 2005</p> <p>Microsoft SQL Server 2005 Books Online (English)</p> <p>Microsoft SQL Server 2005 Mobile [ENU] Developer Tools</p> <p>Microsoft SQL Server 2005 Reporting Services</p> <p>Microsoft SQL Server 2005 Tools</p> <p>Microsoft SQL Server Compact 3.5 Design Tools ENU</p> <p>Microsoft SQL Server Compact 3.5 ENU</p> <p>Microsoft SQL Server Compact 3.5 for Devices ENU</p> <p>Microsoft SQL Server Database Publishing Wizard 1.2</p> <p>Microsoft Visual C++ 2005 Redistributable</p> <p>Microsoft Visual J# 2.0 Redistributable Package</p> <p>Microsoft Visual Studio 2005 Team Edition for Software Developers - NL</p> <p>Microsoft Visual Studio 2005 Team Explorer - ENU</p> <p>Microsoft Visual Studio Web Authoring Component</p> <p>MSDN Library for Visual Studio 2005</p> <p>MSXML 4.0 SP2 (KB954430)</p> <p>MSXML 4.0 SP2 (KB973688)</p>
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RFP PEI 013002
ANSWERS TO SUBMITTED BID QUESTIONS

		NUnit 2.4.8 SQLXML 3.0 SP3 VirtualCloneDrive Visual C++ 8.0 SP1 Runtime DLLs (x86/release) Visual Studio 2005 extensions for .NET Framework 3.0 (WCF & WPF) Visual Studio Team System 2008 Database Edition - ENU WIMGAPI Windows Mobile 5.0 SDK R2 for Pocket PC Windows Mobile 5.0 SDK R2 for Smartphone Windows SDK Intellidocs WinMerge 2.12.0 WVPEIA
PEIACRMTFS01V	Microsoft(R) Windows(R) Server 2003, Standard Edition	1E NomadBranch 1E WakeUp Agent Adobe Reader XI Backup for Windows Configuration Manager Client Microsoft .NET Framework 3.5 SP1 Microsoft Antimalware Microsoft Application Error Reporting Microsoft Document Explorer 2008 Microsoft Forefront Endpoint Protection 2010 Microsoft Forefront Endpoint Protection 2010 Server Management Microsoft Internationalized Domain Names Mitigation APIs Microsoft Security Client Microsoft Silverlight Microsoft SQL Server 2005 Microsoft SQL Server 2005 Analysis Services

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p>Microsoft SQL Server 2005 Backward compatibility</p> <p>Microsoft SQL Server 2005 Books Online (English)</p> <p>Microsoft SQL Server 2005 Reporting Services</p> <p>Microsoft SQL Server 2005 Tools</p> <p>Microsoft SQL Server 2008 Management Objects</p> <p>Microsoft SQL Server Native Client</p> <p>Microsoft SQL Server VSS Writer</p> <p>Microsoft Visual Studio 2005 Premier Partner Edition - ENU</p> <p>Microsoft Visual Studio 2008 Shell (integrated mode) - ENU</p> <p>Microsoft Visual Studio 2008 Team Explorer - ENU</p> <p>Microsoft Visual Studio 2008 Team Foundation Server - ENU</p> <p>Microsoft Visual Studio Web Authoring Component</p> <p>Microsoft Windows SharePoint Services 3.0</p> <p>Microsoft Windows SharePoint Services 3.0 1033 Lang Pack</p> <p>RDC</p> <p>SQL Server System CLR Types</p> <p>SQLXML4</p> <p>System Center Operations Manager 2007 R2 Agent</p> <p>VC Runtimes MSI</p> <p>Visual C++ 2008 IA64 Runtime - (v9.0.30729)</p> <p>Visual C++ 2008 IA64 Runtime - v9.0.30729.01</p> <p>Visual C++ 2008 x64 Runtime - (v9.0.30729)</p> <p>Visual C++ 2008 x64 Runtime - v9.0.30729.01</p> <p>Visual C++ 2008 x86 Runtime - (v9.0.30729)</p> <p>Visual C++ 2008 x86 Runtime - v9.0.30729.01</p> <p>VMware Tools</p> <p>WIMGAPI</p> <p>Windows Imaging Component</p>
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RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		Windows Internet Explorer 7
PEIAGPBIZTALK01	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAGPBIZTALK02	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
PEIAGPPROC01	Microsoft(R) Windows(R) Server 2003, Standard Edition	
PEIAGPSQL01	Microsoft(R) Windows(R) Server 2003 Enterprise x64 Edition	
PEIAGPSQL02	Microsoft(R) Windows(R) Server 2003 Enterprise x64 Edition	
PEIAGPSQLRPT01	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	
QAGPBIZTALK	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	1E NomadBranch Adobe Reader XI BizUnit 3.0 Configuration Manager Client CRMLookups CRMSynchronizations DB2InOutParamsTestApp HP Array Configuration Utility HP Array Configuration Utility CLI HP Array Diagnostic Utility HP Array Diagnostics and SmartSSD Wear Gauge Utility HP Protect Your Data HP System Management Homepage HP Version Control Agent MagicDisc 2.7.106 Microsoft ADOMD.NET 8.0 Microsoft BizTalk Adapters for Host Systems

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p>Microsoft BizTalk Server 2006 Developer Edition</p> <p>Microsoft BizTalk Server Adapter for Microsoft Dynamics CRM 4.0</p> <p>Microsoft Business Solutions - Great Plains eConnect 9.0</p> <p>Microsoft Document Explorer 2005</p> <p>Microsoft eConnect Adapter for Biztalk 2006</p> <p>Microsoft Enterprise Single Sign-On</p> <p>Microsoft LoadGen 2007</p> <p>Microsoft Primary Interoperability Assemblies 2005</p> <p>Microsoft Silverlight</p> <p>Microsoft SQL Server 2005 Books Online (English) (September 2007)</p> <p>Microsoft Visual C++ 2005 Redistributable</p> <p>MSXML 4.0 SP2 (KB927978)</p> <p>MSXML 4.0 SP2 (KB936181)</p> <p>MSXML 4.0 SP2 (KB954430)</p> <p>MSXML 4.0 SP2 (KB973688)</p> <p>NUnit 2.4.8</p> <p>SQLTranTest</p> <p>SQLXML 3.0 SP3</p> <p>WIMGAPI</p> <p>WVPEIA</p>
QAGPPROC	Microsoft(R) Windows(R) Server 2003, Standard Edition	<p>HP Smart Array SAS/SATA Event Notification Service</p> <p>Audit Trails 9.0</p> <p>HP Insight Management Agents</p> <p>Lexmark Printer Software Uninstall</p> <p>HP Protect Your Data</p> <p>Microsoft SQL Server Native Client</p> <p>HP Array Configuration Utility</p>

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		<p>Microsoft Dynamics GP 9.0</p> <p>Windows Internet Explorer 7</p> <p>Microsoft Internationalized Domain Names Mitigation APIs</p> <p>HP Array Diagnostic Utility</p> <p>WIMGAPI</p> <p>HP Lights-Out Online Configuration Utility</p> <p>HP System Management Homepage</p> <p>HP Array Configuration Utility CLI</p> <p>ATI Display Driver</p> <p>HP ProLiant Integrated Management Log Viewer</p> <p>HP ProLiant Remote Monitor Service</p> <p>HP Version Control Agent</p> <p>RDC</p> <p>HP Insight Diagnostics Online Edition for Windows</p> <p>Microsoft Silverlight</p> <p>The Process Scheduler</p> <p>Microsoft .NET Framework 3.5 SP1</p> <p>Windows Imaging Component</p> <p>Microsoft .NET Framework 3.5 SP1</p> <p>1E WakeUp Agent</p> <p>Windows Management Framework Core</p> <p>Microsoft .NET Framework 4 Extended</p> <p>Microsoft .NET Framework 4 Client Profile</p> <p>Microsoft .NET Framework 4 Client Profile</p> <p>Microsoft .NET Framework 4 Extended</p> <p>Microsoft Application Error Reporting</p> <p>Microsoft Forefront Endpoint Protection</p> <p>1E NomadBranch</p>
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RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		Configuration Manager Client WIMGAPI Microsoft Forefront Endpoint Protection 2010 Server Management Microsoft Security Client Microsoft Endpoint Protection Management Components Adobe Reader XI
QAGPSQL	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	1E NomadBranch Adobe Flash Player 10 ActiveX Adobe Reader XI Configuration Manager Client HP Array Configuration Utility HP Array Configuration Utility CLI HP Array Diagnostic Utility HP ProLiant Integrated Management Log Viewer HP ProLiant Remote Monitor Service HP Protect Your Data HP System Management Homepage HP Version Control Agent Microsoft .NET Framework 1.1 Microsoft .NET Framework 1.1 Microsoft Dynamics GP - Integration Manager 9.0 Microsoft Dynamics GP 9.0 Microsoft Silverlight Microsoft SQL Server 2005 Books Online (English) (May 2007) Microsoft Visual C++ 2005 Redistributable Microsoft Visual J# 2.0 Redistributable Package Microsoft Visual J# 2.0 Redistributable Package Microsoft Visual Studio 2005 Premier Partner Edition - ENU

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		MSXML 4.0 SP2 (KB954430) MSXML 4.0 SP2 (KB973688) SQL Compare 6 SQL Data Compare 6 SQL Dependency Tracker 2 SQL Doc 1 SQL Log Rescue 1 SQL Multi Script 1 SQL Packager 5 SQL Refactor 1 SQL Toolkit 6 WIMGAPI WIMGAPI Windows Resource Kit Tools WinRAR archiver
QAGPSQLRPT	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	Microsoft Visual Studio 2005 Premier Partner Edition - ENU WIMGAPI HP Array Configuration Utility HP Array Diagnostic Utility HP Version Control Agent HP System Management Homepage Microsoft SQL Server 2005 Books Online (English) MSXML 4.0 SP2 (KB936181) MSXML 4.0 SP2 Parser and SDK HP Protect Your Data HP ProLiant Remote Monitor Service HP ProLiant Integrated Management Log Viewer HP Array Configuration Utility CLI

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

		Neodynamic Barcode Professional 4.0 for Reporting Services MSXML 4.0 SP2 (KB927978) Microsoft Silverlight MSXML 4.0 SP2 (KB954430) MSXML 4.0 SP2 (KB973688) 1E NomadBranch Configuration Manager Client WIMGAPI Adobe Reader XI
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Software
1E NomadBranch 1E WakeUp Agent Acrobat.com Adobe AIR Adobe Flash Player 10 ActiveX Adobe Flash Player ActiveX Adobe Reader 9.1 Adobe Reader XI Adobe Reader XI (11.0.03) AdventureWorksBI AdventureWorksDB ATI Display Driver Audit Trails 9.0 Backup Agent for Windows Cluster Group B6PEIACFS01 Backup for Windows

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

BizUnit 3.0
Broadcom Gigabit Integrated Controller
Cisco Unified CallConnector for Microsoft Dynamics CRM Server
Configuration Manager Client
CRMLookups
CRMSynchronizations
Crystal Reports Basic for Visual Studio 2008
Crystal Reports Basic Runtime for Visual Studio 2008
DB2InOutParamsTestApp
Display Name
EMC PowerPath 5.1.0 (32bit)
Emulex EMC Storport Miniport Driver Kit Package 1.30a9-1e
Emulex HBAnyware Utility Version 3.1A8
Emulex OCManager Enterprise 6.0.19.1-1
FetchXML Builder
Fiddler2
FileZilla Server
GDR 4053 for SQL Server Tools and Workstation Components 2005 ENU (KB970892)
getPlus(R) for Adobe
HASP SRM Run-time
HP Array Configuration Utility
HP Array Configuration Utility CLI
HP Array Diagnostic Utility
HP Array Diagnostics and SmartSSD Wear Gauge Utility
HP Insight Diagnostics Online Edition for Windows
HP Insight Management Agents
HP Lights-Out Online Configuration Utility
HP ProLiant Integrated Management Log Viewer

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

HP ProLiant IPMI WMI Provider
HP ProLiant Remote Monitor Service
HP Protect Your Data
HP Smart Array SAS/SATA Event Notification Service
HP System Management Homepage
HP Version Control Agent
Hyland Client Components
Hyland OnBase Client
Hyland Server Components
Hyland Web ActiveX Controls
IBM Director Core Services
IBM Tivoli Storage Manager Client
IBM_msi_server
Ipswitch WS_FTP Server 7.5.1
Ipswitch WS_FTP Server Web Transfer Module 7.5.1
Kofax Capture 8.0 - Server
Kofax Capture 8.0 - Workstation
Kofax Transformation Modules 4.5
Kofax VirtualReScan 4.20
Lexmark Printer Software Uninstall
Isi_ir_hhr
LT Auditor+ Security Management Framework
MagicDisc 2.7.106
Microsoft .NET Compact Framework 1.0 SP3 Developer
Microsoft .NET Compact Framework 2.0 SP2
Microsoft .NET Compact Framework 3.5
Microsoft .NET Framework 1.1
Microsoft .NET Framework 3.5 SP1

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

Microsoft .NET Framework 4 Client Profile
Microsoft .NET Framework 4 Extended
Microsoft .NET Framework 4 Multi-Targeting Pack
Microsoft ADOMD.NET 8.0
Microsoft Antimalware
Microsoft Application Error Reporting
Microsoft ASP.NET 2.0 AJAX Extensions 1.0
Microsoft BizTalk Adapters for Host Systems
Microsoft BizTalk Server 2006 Developer Edition
Microsoft BizTalk Server Adapter for Microsoft Dynamics CRM 4.0
Microsoft BizTalkServer Setup Bootstrap Files for SXS
Microsoft Business Solutions - Great Plains eConnect 9.0
Microsoft Chart Controls Add-on for Microsoft Visual Studio 2008
Microsoft Chart Controls for Microsoft .NET Framework 3.5 (KB2500170)
Microsoft Device Emulator version 3.0 - ENU
Microsoft Document Explorer 2005
Microsoft Document Explorer 2008
Microsoft Dynamics GP - Integration Manager 9.0
Microsoft Dynamics GP 9.0
Microsoft eConnect Adapter for Biztalk 2006
Microsoft Endpoint Protection Management Components
Microsoft Enterprise Single Sign-On
Microsoft Forefront Endpoint Protection
Microsoft Forefront Endpoint Protection 2010
Microsoft Forefront Endpoint Protection 2010 Server Management
Microsoft Host Integration Server 2006
Microsoft Internationalized Domain Names Mitigation APIs
Microsoft LoadGen 2007

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

Microsoft Operations Manager 2005 Agent
Microsoft Primary Interoperability Assemblies 2005
Microsoft Report Viewer 2012 Runtime
Microsoft Report Viewer Redistributable 2005
Microsoft Report Viewer Redistributable 2008 (KB971118)
Microsoft Report Viewer Redistributable 2008 (KB971119)
Microsoft Report Viewer Redistributable 2008 SP1
Microsoft Security Client
Microsoft Silverlight
Microsoft Silverlight 3 Toolkit July 2009
Microsoft SQL Server 2000 Sample Database Scripts
Microsoft SQL Server 2005
Microsoft SQL Server 2005 Analysis Services
Microsoft SQL Server 2005 Backward compatibility
Microsoft SQL Server 2005 Books Online (English)
Microsoft SQL Server 2005 Books Online (English) (May 2007)
Microsoft SQL Server 2005 Books Online (English) (September 2007)
Microsoft SQL Server 2005 Express Edition (ASCENTCAPTURE)
Microsoft SQL Server 2005 Mobile [ENU] Developer Tools
Microsoft SQL Server 2005 Reporting Services
Microsoft SQL Server 2005 Tools
Microsoft SQL Server 2005 Tools Express Edition
Microsoft SQL Server 2008 Management Objects
Microsoft SQL Server 2008 R2 Management Objects
Microsoft SQL Server 2008 R2 Policies
Microsoft SQL Server Browser
Microsoft SQL Server Compact 3.5 Design Tools ENU
Microsoft SQL Server Compact 3.5 ENU

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

Microsoft SQL Server Compact 3.5 for Devices ENU
Microsoft SQL Server Compact 3.5 SP1 Design Tools English
Microsoft SQL Server Compact 3.5 SP1 English
Microsoft SQL Server Compact 3.5 SP2 ENU
Microsoft SQL Server Compact 3.5 SP2 Query Tools ENU
Microsoft SQL Server Database Publishing Wizard 1.2
Microsoft SQL Server Database Publishing Wizard 1.3
Microsoft SQL Server Migration Assistant for MySQL
Microsoft SQL Server Native Client
Microsoft SQL Server System CLR Types
Microsoft SQL Server VSS Writer
Microsoft Visual C++ 2005 Redistributable
Microsoft Visual C++ 2008 Redistributable - x86 9.0.21022
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4148
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4974
Microsoft Visual C++ 2010 x86 Redistributable - 10.0.30319
Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219
Microsoft Visual C++ 2010 x86 Runtime - 10.0.40219
Microsoft Visual J# 2.0 Redistributable Package
Microsoft Visual Studio 2005 Premier Partner Edition - ENU
Microsoft Visual Studio 2005 Team Edition for Software Developers - ENU
Microsoft Visual Studio 2005 Team Explorer - ENU
Microsoft Visual Studio 2008 Professional Edition - ENU
Microsoft Visual Studio 2008 Shell (integrated mode) - ENU
Microsoft Visual Studio 2008 Team Explorer - ENU
Microsoft Visual Studio 2008 Team Foundation Server - ENU
Microsoft Visual Studio 2010 Shell (Isolated) - ENU

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

Microsoft Visual Studio Tools for Applications 2.0 - ENU
Microsoft Visual Studio Web Authoring Component
Microsoft Windows SharePoint Services 3.0
Microsoft Windows SharePoint Services 3.0 1033 Lang Pack
Microsoft XML Parser
MSDN Library for Visual Studio 2005
MSXML 4.0 SP2 (KB927978)
MSXML 4.0 SP2 (KB936181)
MSXML 4.0 SP2 (KB954430)
MSXML 4.0 SP2 (KB973688)
MSXML 4.0 SP2 Parser and SDK
MySQL Connector/ODBC 5.2(w)
MySQL Workbench 5.2 CE
Navisphere Agent
Navisphere CLI 6.26.0.2.24
Neodynamic Barcode Professional 4.0 for Reporting Services
Notepad++
NUnit 2.4.8
OnWeb Web-to-Host Express Client
OnWeb Web-to-Host Security Service Client
Open XML Format SDK 1.0
PrimoPDF -- by Nitro PDF Software
RDC
Sentinel Protection Installer 7.4.0
SQL Compare 6
SQL Data Compare 6
SQL Dependency Tracker 2
SQL Doc 1

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

SQL Log Rescue 1
SQL Multi Script 1
SQL Packager 5
SQL Refactor 1
SQL Server System CLR Types
SQL Toolkit 6
SQLTranTest
SQLXML 3.0 SP3
SQLXML4
System Center Operations Manager 2007 R2 Agent
The Process Scheduler
VC Runtimes MSI
VirtualCloneDrive
Visual C++ 2008 IA64 Runtime - (v9.0.30729)
Visual C++ 2008 IA64 Runtime - v9.0.30729.01
Visual C++ 2008 x64 Runtime - (v9.0.30729)
Visual C++ 2008 x64 Runtime - v9.0.30729.01
Visual C++ 2008 x86 Runtime - (v9.0.30729)
Visual C++ 2008 x86 Runtime - (v9.0.30729.4148)
Visual C++ 2008 x86 Runtime - v9.0.30729.01
Visual C++ 2008 x86 Runtime - v9.0.30729.4148
Visual C++ 8.0 SP1 Runtime DLLs (x86/release)
Visual Studio 2005 extensions for .NET Framework 3.0 (WCF & WPF)
Visual Studio Team System 2008 Database Edition - ENU
VMware Remote Console Plug-in
VMware Server
VMware Tools
VMware vCenter Converter Standalone

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

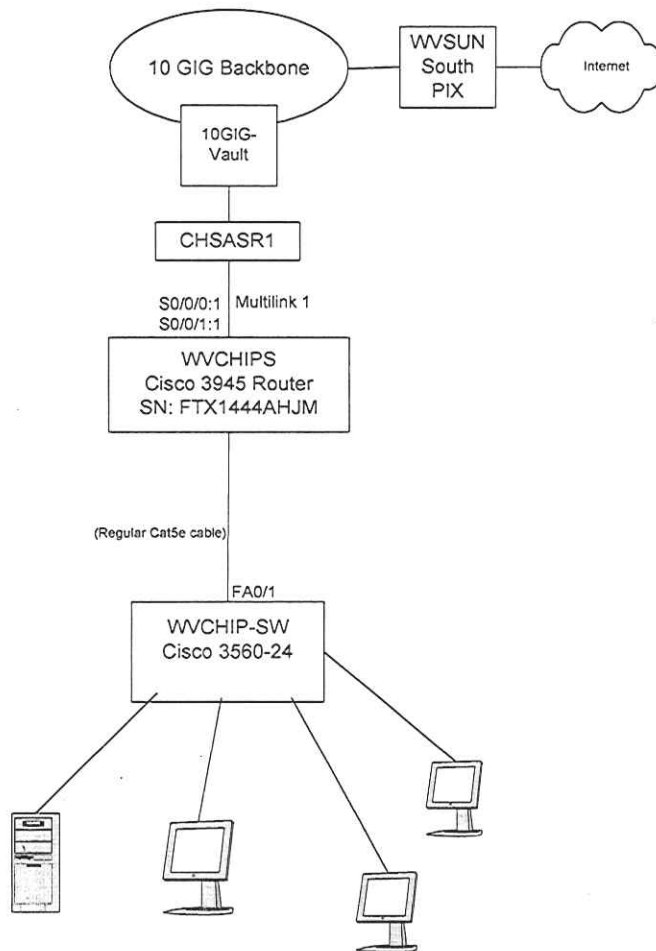
WebEx
WIMGAPI
Windows Driver Package - LSI C System (12/08/2006 1.0.1.0)
Windows Driver Package - LSI Corporation (LSI_SAS) SCSIAdapter (09/20/2007 1.25.10.07)
Windows Imaging Component
Windows Internet Explorer 7
Windows Internet Explorer 8
Windows Management Framework Core
Windows Mobile 5.0 SDK R2 for Pocket PC
Windows Mobile 5.0 SDK R2 for Smartphone
Windows Presentation Foundation
Windows Resource Kit Tools
Windows SDK Intellidocs
Windows Server 2003 Access-based Enumeration
WinMerge 2.12.0
WinPcap 4.1.2
WinRAR archiver
WinZip 12.0
Wireshark 1.6.5
WVPEIA
XML Paper Specification Shared Components Pack 1.0

RFP PEI 013002

ANSWERS TO SUBMITTED BID QUESTIONS

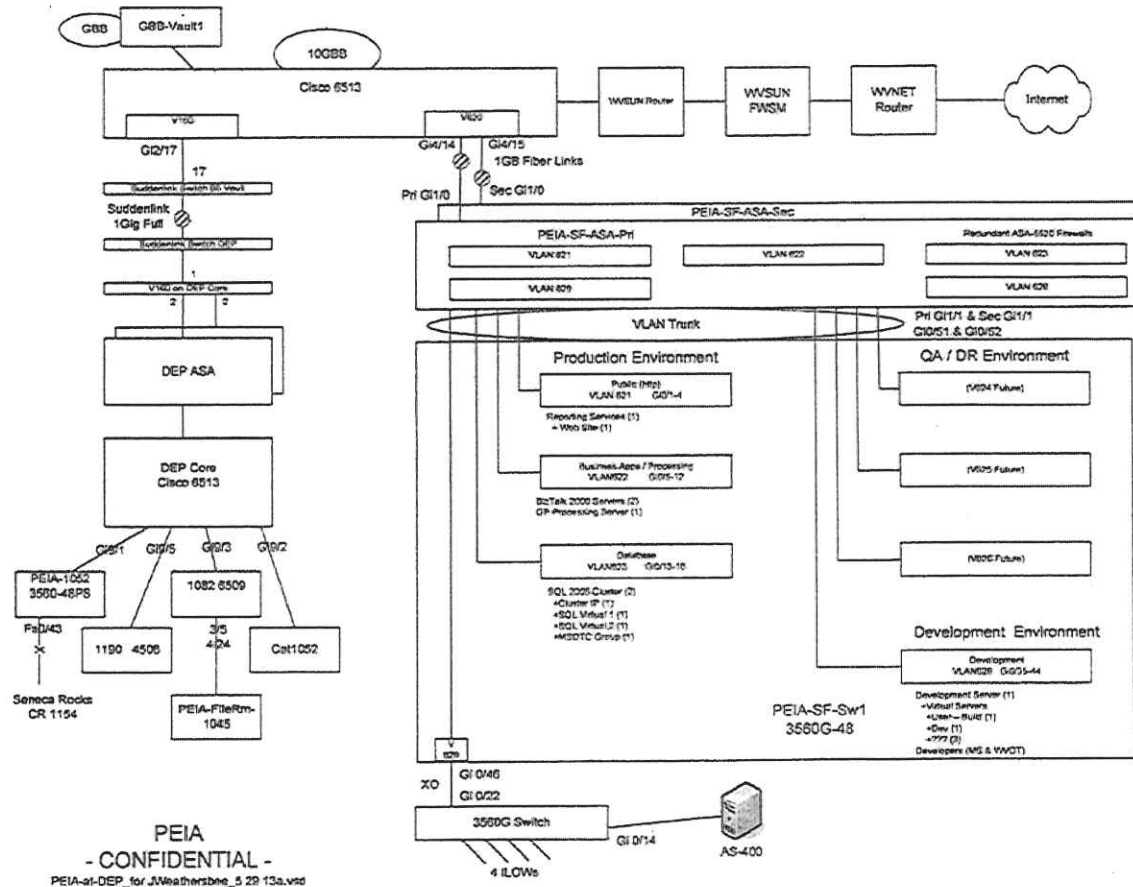
EXHIBIT D

WVCHIP
2 Hale Street



ANSWERS TO SUBMITTED BID QUESTIONS

EXHIBIT E



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: PEI013002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
 Revised 6/8/2012