

**Cybersecurity, Compliance, and Managed Services: RFP #9302026-2**  
**Responses to Vendor Questions Received by Required Deadline**  
**Responses issued within APHCA's Procurement Communication and Addendum Release, October 21, 2026**

| No. | Question                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Response                                                                                                                                                                                                                                                                                                                              |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | The RFP states the estimated aggregate value falls below APHCA's simplified acquisition threshold. Can APHCA share the threshold amount, or an estimated or not-to-exceed budget for the Year 1 award, so respondents can scope the approaches proportionately?                                                                                                                                                                                             | APHCA's internal procurement thresholds will not be released as part of the RFP. Procurement method and procedure complies with 2 CFR Part 200.                                                                                                                                                                                       |
| 2   | Does APHCA intend to make a single award, or may it award different approaches (A, B, C, D) to different respondents? May a respondent bid one approach only without being scored down on the others?                                                                                                                                                                                                                                                       | APHCA will make a single award covering each service approach in the RFP. A technical revision issued simultaneously with Q/A responses requires Respondents' proposals to provide pricing for each approach.                                                                                                                         |
| 3   | Device count – Section 6.1 says about 1,100 devices and Section 12 says about 1,200. Which number should we use for pricing?                                                                                                                                                                                                                                                                                                                                | Based on survey data, APHCA estimates 1,200 devices within Y1.                                                                                                                                                                                                                                                                        |
| 4   | Which endpoint count (about 1,100 or about 1,200) should offerors use for the Common Year 1 Evaluation Scenario? Can APHCA share an approximate breakdown for each organization (devices, users, care locations, number of Microsoft 365 tenants, and whether each EHR is cloud-hosted or on-premises)? Can APHCA also say whether each organization has a prior HIPAA security risk analysis or a current policy set?                                      | APHCA estimates 1,200 devices within Y1. APHCA will not provide specific software or specific infrastructure information about participating organizations until it awards a service contract and executes appropriate confidentiality and non-disclosure agreements.                                                                 |
| 5   | Attachment 3 device tiers stop at 700 devices, while the Year 1 profile shows about 1,100 devices (Section 6.1) or about 1,200 endpoints (Section 12). Should Attachment 3 be priced per participating organization, with the Attachment 11 Section 4 "All Inclusive Cost" covering all six organizations? Also, may the "Related Subscription/License Expense" column be entered as \$0 or "N/A" when the offeror's methodology needs no software license? | Pricing should be provided in accordance with the pricing tables included in the RFP; e.g., based on the number of devices. Services will be provided at the organizational level, and no individual organization in Y1 has more than 650 devices. Respondents should provide pricing information in accordance with Attachments 3-8. |
| 6   | The device-level schedules stop at Level 28 (700 devices). Should the tiers be read as pricing per participating organization, with the Year 1 scenario priced as the sum of six organizations?                                                                                                                                                                                                                                                             | Pricing should be provided in accordance with the pricing tables included in the RFP; e.g., based on the number of devices. Services will be provided at the organizational level, and no single organization in Y1 has more than 650 devices. Respondents should provide pricing information in accordance with Attachments 3-8.     |
| 7   | The pricing tables go up to 700 devices, but the program total is around 1,100. Should we price each organization separately, or as one combined group? And will you share the sample scenarios you plan to use for comparing prices?                                                                                                                                                                                                                       | Pricing should be provided in accordance with the pricing tables included in the RFP; e.g., based on the number of devices. Services will be provided at the organizational level, and no individual organization has more than 650 devices. Respondents should provide pricing information in accordance with Attachments 3-8.       |
| 8   | The pricing schedules run to Level 28 (700 devices), while Section 12 estimates 1,200 endpoints. Should respondents price per participating organization, or extend the levels to cover the full Year 1 count?                                                                                                                                                                                                                                              | Pricing should be provided in accordance with the pricing tables included in the RFP; e.g., based on the number of devices. Services will be provided at the organizational level, and no individual organization has more than 650 devices. Respondents should provide pricing information in accordance with Attachments 3-8.       |
| 9   | Is there a budget range you can share for Year 1? It would help us recommend the approach that fits best instead of guessing.                                                                                                                                                                                                                                                                                                                               | APHCA's budget information will not be provided. A technical revision issued simultaneously with Q/A responses clarifying APHCA's intent to award a single contract that provides all approaches in the RFP, see corresponding Technical Addendum #2, issued 10/21/2026.                                                              |
| 10  | Section 2 references procuring "revenue cycle software with artificial intelligence" and RFP #9302926-2. Please confirm this language is in error and that the scope is limited to the cybersecurity, compliance, and managed services described in Sections 5 and 6.                                                                                                                                                                                       | APHCA is seeking proposals to procure cybersecurity and related services under RFP #9302026-2 and is limited to the services contained in the RFP. References to revenue cycle were in error.                                                                                                                                         |

|    |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | Section 2 mentions "revenue cycle software with artificial intelligence." We're assuming that's left over from another RFP and this one is just about cybersecurity and managed services. Can you confirm?                             | APHCA is seeking proposals to procure cybersecurity and related services under RFP #9302026-2 and is limited to the services contained in the RFP. References to revenue cycle were in error.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12 | Section 2 refers to "RFP #9302926-2 to procure revenue cycle software with artificial intelligence," and the certifications cite Attachment D and Attachment H. Please confirm these mean RFP #9302026-2 and Attachment 10.            | APHCA is seeking proposals to procure cybersecurity and related services under RFP #9302026-2 and is limited to the services contained in the RFP. References to revenue cycle were in error.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 13 | Is it okay for vendors to include a disclosed margin on third-party licenses, or do those need to be passed through at cost?                                                                                                           | Third-party subscriptions do not need to be passed through at cost. Respondents must disclose any markup or rebate for each third-party item in Attachment 11, Section 10, and identify whether each is a new license, upgrade, add-on, client-owned license, or reseller-provided subscription. Pricing must include only allowable costs, must not include administrative or indirect costs, and must identify all assumptions. All pricing is subject to APHCA's price reasonableness review.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 14 | The RFP names some specific products (like RocketCyber). Is it okay to propose similar tools that do the same job? And for the firewall, would a managed firewall we provide and maintain count?                                       | As specified in the RFP, named product, platform, or features shall be read as "or functionally equivalent," Sections 2, page 5, and 9.3, page 15.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 15 | Please confirm that RocketCyber SOC and the other referenced tools are <i>examples only</i> , and that a functionally equivalent SOC/MDR and EDR stack is fully acceptable without scoring penalty.                                    | As specified in the RFP, named product, platform, or features shall be read as "or functionally equivalent," Sections 2, page 5, and 9.3, page 15.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 16 | Will APHCA sign the contract and pay for all six organizations, or will each one contract separately? Same question for the business associate agreement (BAA). And will you share your contract template ahead of time?               | APHCA anticipates executing a Master Agreement with the selected vendor covering the scopes of work for participating organizations, each with its own scope. As part of the Agreement, APHCA will execute a BAA with the successful Respondent. APHCA anticipates that organizations may also execute individual BAAs as required by their respective policies. APHCA will provide its contract and BAA to the successful Respondent as part of the final negotiation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 17 | Should the Business Associate Agreement be executed with APHCA, each participating organization, or both?                                                                                                                              | APHCA anticipates executing a contract with the selected vendor and, if required based on the services provided and access to protected health information (PHI), a Business Associate Agreement (BAA) between APHCA and the vendor. APHCA will also execute a Memorandum of Understanding (MOU) and an individual BAA with each participating health center. Because the selected vendor will perform cybersecurity assessments, monitoring, and related services directly for participating organizations and may have access to systems that contain PHI, APHCA expects that the vendor will also be required to execute a separate BAA directly with each participating organization to the extent required by HIPAA and the final scope of services. The final contracting structure and BAA requirements will be determined during contract negotiations and implementation planning based on the specific services performed, data access requirements, and applicable regulatory obligations. Vendors should assume that they may need to execute BAAs with both APHCA and participating organizations. |
| 18 | Are you planning to pick one vendor for everything, or possibly different vendors for different approaches? And will each health center get the same approach, or will that be decided later?                                          | APHCA will select one vendor to provide all service approaches contained in the RFP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 19 | Two of the six organizations fall under the same corporation. Do they share the same email system and IT setup, or are they run separately?                                                                                            | APHCA will not provide specific software/infrastructure information for participating organizations until a service contract is awarded and appropriate confidentiality/non-disclosure agreements have been executed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 20 | Can APHCA indicate which participating organizations already hold Microsoft 365 Business Premium or E3/E5 licensing, existing EDR, email security, or backup subscriptions, so respondents can price partial-stack credits accurately? | APHCA will not provide specific software/infrastructure information for participating organizations until a service contract is awarded and appropriate confidentiality/non-disclosure agreements have been executed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

|    |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 21 | Could you share a rough count for each of the six organizations (no names needed)? Mainly the number of locations, staff/users, computers, servers, and firewalls. User counts especially help since a lot of the licensing is priced per person.                                                | APHCA will not provide specific software/infrastructure information for participating organizations until a service contract is awarded and appropriate confidentiality/non-disclosure agreements have been executed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 22 | Do you know which Microsoft 365 licenses each organization has today, and whether they get nonprofit pricing?                                                                                                                                                                                    | APHCA will not provide specific software/infrastructure information for participating organizations until a service contract is awarded and appropriate confidentiality/non-disclosure agreements have been executed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 23 | Which EHR does each organization use, and is it hosted by the EHR company or kept on-site? Also, is either rural health clinic connected to a hospital that handles its IT?                                                                                                                      | APHCA will not provide specific software/infrastructure information for participating organizations until a service contract is awarded and appropriate confidentiality/non-disclosure agreements have been executed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 24 | Are the 29 locations connected to each other, or does each one run on its own?                                                                                                                                                                                                                   | APHCA will not provide specific software/infrastructure information for participating organizations until a service contract is awarded and appropriate confidentiality/non-disclosure agreements have been executed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 25 | Please clarify whether the two-business-day cure for nonconforming deliverables applies to administrative corrections (formatting, missing exhibit) versus substantive re-performance of technical testing.                                                                                      | Section 6.4 does not distinguish between administrative corrections and substantive reperformance. It applies to any incomplete, inaccurate, unsupported, late, or nonconforming deliverable. Such a deliverable not remedied within two business days, or a failure that results in program penalties, reimbursement ineligibility, or other adverse impact on APHCA's ability to deliver program documentation on time, may be treated as a material breach. Respondents should address retesting timelines and dependencies in Section 7 and Attachment 9, and identify any requested modification to Section 6.4 as an exception in their proposal.                                                                                                                                                                   |
| 26 | Will APHCA consider a longer cure period than two business days and a defined cap on liability for "economic injury," particularly where delays result from participating-organization access, change windows, or third-party (EHR, ISP, carrier) dependencies outside the contractor's control? | No. The two-business-day cure period and the contractor's responsibility for economic injury in Section 6.4 remain as stated. Remedies are cumulative and do not limit rights available by law or under the agreement. Respondents requesting a different cure period or a liability cap must identify the request as an exception in their proposal, referencing Section 6.4.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 27 | The two-business-day window to fix a deliverable is pretty tight. Is there any flexibility on that timeline, especially when a delay comes from waiting on a health center?                                                                                                                      | No. Under Section 6.4, APHCA may treat incomplete, inaccurate, unsupported, late, or nonconforming deliverables as a material breach if they are not remedied within two business days, or if the failure results in program penalties, reimbursement ineligibility, or other adverse impact on APHCA's ability to deliver program documentation on time. Respondents should address delays that depend on a participating organization in their proposals by identifying the following: the party responsible for each prerequisite, required client inputs and dependencies, conditions that could delay implementation, the effect of delays on milestones and pricing, and schedule contingencies for foreseeable delays. The contractor will be responsible for economic injury to APHCA as provided in Section 6.4. |
| 28 | What initial term does APHCA anticipate for the Year 1 agreement (for example, November 30, 2026 through a defined end date), and are option years contemplated within this solicitation?                                                                                                        | The term of the Agreement is estimated to be from November 30, 2026, through July 31, 2027, but the effective date is subject to contract approval by the Alabama Department of Economic and Community Affairs (ADECA). APHCA intends to execute the Agreement as soon as ADECA approves the Agreement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 29 | What are the Year 1 start and end dates? Would a 12-month term work? Some licenses (like Microsoft) require a one-year commitment, so we want to know how that would be handled if the contract ended early.                                                                                     | APHCA intends to execute the project agreement with the successful vendor as soon as ADECA approves the Agreement. APHCA anticipates that, upon award, the vendor will purchase annual licenses required under individual organizational scopes of work, as is normal in the course of business. APHCA further anticipates payment in full upon purchase and invoicing to ADECA for related software licenses. Purchasing, invoicing, and payment for all software subscriptions/licensing required in the scope of work will be made before the end of the contract term.                                                                                                                                                                                                                                                |

|    |                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 30 | Attachment 11 says not to include indirect costs, but also says prices should include overhead and profit. Just want to make sure we read that right: normal overhead and profit built into our price is okay?                                                                                                                                                                                           | Standard commercial subscription pricing is acceptable, provided the pricing represents a direct programmatic expense or is properly incorporated within the allowable provisions of the Rural Health Transformation Program, as required by federal procurement and cost principles, and state procurement rules. Vendors should propose its best pricing for nonprofits and federally funded programs.                                                                                                                                                                                              |
| 31 | For firm-fixed and unit-price bids, please clarify what "must not include administrative costs, indirect costs, or indirect cost rate changes" means in practice. Is APHCA asking respondents to exclude a separately itemized indirect rate, or to exclude overhead from fixed-price service rates? Attachment 11 also states that prices include overhead and profit, so we want to reconcile the two. | Standard commercial subscription pricing is acceptable, provided the pricing represents a direct programmatic expense or is properly incorporated within the allowable provisions of the Rural Health Transformation Program, as required by federal procurement and cost principles, and state procurement rules. Vendors should propose its best pricing for nonprofits and federally funded programs.                                                                                                                                                                                              |
| 32 | Does APHCA require minimum limits for general liability, professional/E&O, and cyber liability coverage?                                                                                                                                                                                                                                                                                                 | The RFP does not establish minimum coverage amounts; however, Respondents must certify that they maintain general liability, professional liability/errors and omissions, cyber liability, and workers' compensation coverage (Attachment 2, Section 5). Respondents must also disclose their insurance coverage, limits, deductibles, and carrier ratings (Section 4.3 and Attachment 1, item 10). Required insurance is a pass/fail minimum qualification under Section 11.1, as revised by Addendum B. APHCA will consider the coverage and limits disclosed as part of its responsibility review. |
| 33 | Are there minimum insurance amounts you require?                                                                                                                                                                                                                                                                                                                                                         | The RFP does not establish minimum coverage amounts; however, Respondents must certify that they maintain general liability, professional liability/errors and omissions, cyber liability, and workers' compensation coverage (Attachment 2, Section 5). Respondents must also disclose their insurance coverage, limits, deductibles, and carrier ratings (Section 4.3 and Attachment 1, item 10). Required insurance is a pass/fail minimum qualification under Section 11.1, as revised by Addendum B. APHCA will consider the coverage and limits disclosed as part of its responsibility review. |
| 34 | If we propose the one-time audit (Approach A) along with one of the ongoing options, could we be selected for both? Or would you want a separate company doing the audit?                                                                                                                                                                                                                                | Respondents are required to propose services and pricing for each approach specified in the RFP. Participating organizations will receive services through a designated service approach based on individual needs. The Respondent will not provide more than one service approach to a single organization in Y1.                                                                                                                                                                                                                                                                                    |
| 35 | Does each organization have its own IT staff or an outside IT company today? And are there any security tools or contracts already in place that we should plan around?                                                                                                                                                                                                                                  | All participating organizations have IT support. APHCA will not provide additional information on governance, oversight, and infrastructure until it awards a service contract and executes appropriate confidentiality and non-disclosure agreements.                                                                                                                                                                                                                                                                                                                                                |
| 36 | For the on-site assessment device, are you expecting one per organization or one per location? Would a remote or virtual option work, or do you need someone on-site at each location?                                                                                                                                                                                                                   | APHCA expects one on-site assessment device per organization. Respondents should propose the method of work, e.g., remote or on-site, best suited for their service offerings.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 37 | Attachment 4 says Approach B is a 24/7 program. Does that mean you want round-the-clock security monitoring included, or just ongoing scanning and compliance tracking?                                                                                                                                                                                                                                  | Refer to Section 5.2 for specific requirements of Approach A. Respondents should propose the staffing model they believe most appropriate to facilitate timely identification of risks/alerts and notification of such to the related participating organization.                                                                                                                                                                                                                                                                                                                                     |
| 38 | Should our price include the Microsoft 365 licenses themselves, or just the security add-ons and managing the licenses they already have?                                                                                                                                                                                                                                                                | Pricing should indicate license costs for Microsoft 365 and other comparable operating systems the Respondent proposes to make available.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 39 | Is there a set number of remediation hours you'd like everyone to price? That would keep the proposals easier to compare.                                                                                                                                                                                                                                                                                | APHCA will not provide a proposed number of hours given the individual nature of remediation by organization. Respondent should propose an hourly rate schedule for related personnel.                                                                                                                                                                                                                                                                                                                                                                                                                |
| 40 | Should travel to the approximately 29 care locations be fully bundled into fixed pricing for all approaches? Can APHCA share the general geographic distribution of sites (counties or regions)?                                                                                                                                                                                                         | Travel costs should be specified on Attachment 8 and include mileage and per diem rate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                             |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 41 | For Approach B, is a GRC/compliance-advisory-led model acceptable when continuous SOC/SIEM 24x7 operations are provided through a named subcontractor (or omitted if not selected), provided HIPAA risk analysis, NIST CSF 2.0 assessment, evidence management, training, tabletop, and monthly RHTP-supporting reporting remain in scope?                                                                                                                                                                                                                                                              | Respondents should propose a solution and related pricing that includes the minimum requirements set forth in the RFP for each service approach.                                                                                                                                                                                                            |
| 42 | Is an on-site assessment appliance mandatory for Approach A, or are functionally equivalent remote/agent-based assessment methods acceptable if chain-of-custody, encryption, and data-handling requirements are met?                                                                                                                                                                                                                                                                                                                                                                                   | The Respondent should propose their recommended method of conducting the cybersecurity audit that meets the requirements specified in Section 5.1.                                                                                                                                                                                                          |
| 43 | Is on-site deployment of an inspector/assessment appliance required for Approach A, or optional? May an offeror propose remote data collection instead (for example, document and evidence review, stakeholder interviews, remote Microsoft 365/Entra tenant review, and client-run configuration exports) and enter "N/A" for Item A2?                                                                                                                                                                                                                                                                 | The Respondent should propose their recommended method of conducting the cybersecurity audit that meets the requirements specified in Section 5.1.                                                                                                                                                                                                          |
| 44 | Are all elements listed under Approach A mandatory for a responsive proposal? Specifically, may an offeror propose the HIPAA Security Rule risk analysis, NIST CSF 2.0 maturity/gap assessment, control reviews, and documentation deliverables while excluding (or entering "N/A" for) penetration testing, web application testing, wireless assessment, and phishing simulation? Or must those items be included, whether self-performed or subcontracted? If an offeror excludes them, would the proposal still meet the "complete pricing for each proposed approach" requirement in Section 11.1? | APHCA will select one vendor, without additional subcontractors, to provide the components specified in Section 5.1.                                                                                                                                                                                                                                        |
| 45 | For a proposal limited to Approach A, please confirm which Section 6.2 base activities and Section 6.4 deliverables apply. Several items (tabletop exercise, training, monthly reporting, IR plan development, remediation verification, and the Final Year 1 report) appear to belong to Approaches B-D. Should Approach A deliverables be produced separately for each of the six organizations, as a consolidated APHCA report, or both? What is APHCA's expected completion window for Approach A?                                                                                                  | APHCA will select one vendor to provide all service approaches contained in the RFP. The timeframe for Y1 of APHCA's Rural Health Transformation Program grant is 8/1/2026 - 7/31/2027; the anticipated contract term is 11/30/2026 - 7/31/2027, subject to ADECA contract approval. The contract may become effective earlier depending on ADECA approval. |
| 46 | May the three required references include comparable healthcare engagements performed by proposed key personnel before or outside the respondent firm? For an Approach A-only proposal, please confirm that offerors may answer "N/A" for managed-service items that do not apply, without a scoring penalty under Section 11.2. Examples are the managed-service performance metrics in Section 8 (client retention, alert triage, uptime, MTTD), the SOC/incident-response and help-desk leads in Section 4.5, and monitoring-oriented SLA and dashboard items in Sections 7.1-7.2.                   | APHCA seeks to award a related service contract to a single vendor to provide each approach specified in the RFP. Proposals should include all services as specified in Sections 5.0 and subsections contained within                                                                                                                                       |
| 47 | Approach D lists emergency incident response and digital forensics. May respondents price those as optional unit-rate items in Attachment 8 instead of inside the fixed price?                                                                                                                                                                                                                                                                                                                                                                                                                          | Respondents should propose pricing in accordance with Section 9.                                                                                                                                                                                                                                                                                            |
| 48 | Section 5.3.3 lists a "Managed SOC service" (Attachment 5: "RocketCyber SOC or equivalent"), and Section 5.5 asks for 24x7x365 monitoring options. May a respondent meet the after-hours portion with 24/7 security logging and alerting plus on-call staff paged for high-severity alerts, with a defined after-hours response time (for example, within one, two, or four hours)? If so, what after-hours response time does APHCA expect?                                                                                                                                                            | The Respondent should propose a solution to meet the after-hours portion of the requirement in a manner consistent with industry standards related to criticality.                                                                                                                                                                                          |

|    |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 49 | May a respondent propose Approach C, under either the Full MSP or the Co-Managed model, as prime contractor with a named subcontractor performing tier-1 help desk and end-user support, disclosed under Section 7 with its scope and percentage of work? | APHCA anticipates selecting one vendor to provide all service approaches contained in the RFP without additional subcontractors.                                                                                                                                                                                                                                                                                                                                                                                       |
| 50 | Does APHCA expect all six organizations onboarded concurrently, or may the contractor propose a phased sequence approved by APHCA?                                                                                                                        | Vendors should propose the amount of time required to implement each approach. APHCA anticipates that participating organizations receiving Approach A will complete the scope of work within 60 days; Organizations receiving Approach B will be required software and related support established within 30-days of contract execution and run through the remainder of the project period. Otherwise, Respondent should suggest onboarding schedule based on their capacity and schedule consistent with Section 7. |
| 51 | What are the requirements to be a domestic corporation under the RFP for preference?                                                                                                                                                                      | In order to meet the standard of a domestic corporation under the RFP, a Respondent, pursuant to Ala, Code 10A-1-7.01 et. Seq., must qualify and register to do business in Alabama. Respondents must demonstrate qualification and registration to do business in Alabama as of the date of proposal submission.                                                                                                                                                                                                      |