



**Quality Assurance and Quality Control
Services RFP MED-12-014
Bidder Questions/Answers**

Item	Reference	Question	Answer	Submitter
1	Section 3.2.1, Page 21 Bid Proposal Security	Please confirm the vendor submits the bid bond or certified check to the DHS Point of Contract, Joanne Rockey and to the same address as the proposals.	Yes.	SLI Global Solutions
2	Section 3.2.3, Page 21 Information to Include Behind Tab 3: RFP Forms	Could the Agency please clarify if the "Bidder Proposal Certification" Form on page 29 of the RFP is to be included with the others listed?	The Bid Proposal Certification form is required and should be submitted behind Tab 3: RFP Forms of the Proposal. Amendment: The RFP will be amended to incorporate this change.	SLI Global Solutions
3	Section 3.2.5.2.3, Page 23 Project Manager and Key Project Personnel	Please clarify are the key personnel the Test Manager, Rick Manager, and Technical Manager? Or is key personnel all staff working on the QA/QC project?	At a minimum, key personnel include the Account/Project Manager, Testing Manager, Risk Manager and Technical Manager. Additional key personnel can be identified by the Bidder based on the proposed approach to the scope of work. Amendment: The RFP will be amended to incorporate this change.	SLI Global Solutions



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4	Section 3.2, Page 21 Contents and Organization of Technical Proposal	RFP states "sections in the same order provided here" Please clarify if that means the section and subsection numbering on our proposals have to match the RFP?	Yes.	SLI Global Solutions



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5	General	<p>The Iowa MITA SS-A was previously completed for Iowa was conducted under MITA 2.0/2.01. CMS has declared that MITA 3.0 must be used for SS-A beginning January 1, 2012. Given the following significant changes to the SSA based on MITA 3.0, will the State allow 60 additional days time for this task:</p> <ul style="list-style-type: none"> • New Business areas with new business processes and reorganized business processes • Expansion of the Information Architecture to include Information Capability Matrix and Information Architecture Score card (new) as well as requiring logical data models and conceptual data models • Expansion of the Technical architecture with expanded Technical Capability matrix and Technical Architecture scorecard 	<p>If there are significant changes to the framework on the final release of MITA 3.0, the Agency will consider an extension for this task.</p>	SLI Global Solutions



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6	Page 4, Other Healthcare Projects	The RFP mentions that the ICD-10 implementation activities and testing will be aligned to coordinate with the implementation of the new MMIS/POS system. Is there a separate QA/QC vendor for this project, and will the QA/QC Team be expected to oversee the aligned processes?	No.	First Data Government Solutions, LP
7	Section 1.8, Page 5 Scope of Work	Is it the State's expectation that the Testing, Risk and Technical Manager resources will be needed for the entire duration of the project?	Yes, these positions will be actively involved with planning and IME integration efforts.	First Data Government Solutions, LP



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8	Section 1.8.1, Page 7 and 9	<p>Key activities#1 and #6 include a bullet “Transition” in their list. There is not a corresponding “Transition” section in Attachment H to define the scope.</p> <p>Can the State clarify the context for the QA/QC reviews of “Transition”? Is this the transition of the MMIS DDI Vendor to the State following full implementation?</p>	<p>The Transition refers the transfer of the current MMIS and POS systems and services to Operations of the new MMIS and POS systems and services.</p>	First Data Government Solutions, LP
9	Section 1.8.1, Page 12 Key Activity #15	<p>This activity reads: “Provide expertise and administrative support on the MMIS certification process and any legal challenges to the System Services project.” Please define what is meant by “legal challenges” and is the expectation that the QA/QC vendor provide legal advice and expertise to the State?</p>	<p>The QA/QC will support the Agency with any issues related to CMS certification or other QA/QC issues during the DDI or initial Operations. The purpose is to support the Agency in the area of expertise of the contractor.</p> <p>The Agency will utilize the state legal counsel and does not required legal advice from the Contractor.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	First Data Government Solutions, LP



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Item	Reference	Question	Answer	Submitter
10	Sections 2.32 and 3.2.3, Pages 19 and 21	We sometimes contract with individuals or small consulting firms to provide services to us in a staff augmentation role. These independent consultants may provide a portion of the proposed services for this project. Will the requirements of these two sections that apply to subcontractors also apply to our independent consultants?	No, as long as the independent consultants are acting in the same capacity as an employee rather than providing the services as described in Section 1.8, Scope of Work.	First Data Government Solutions, LP
11	Section 3.2.1, Page 21 Bid Proposal Security	Will the State agree to allow a vendor to provide a single Bid Proposal Security if the vendor is submitting a proposal for more than one consulting services RFP associated with the MMIS Project given that if the vendor is chosen they can only participate in one?	Each RFP stands alone and requires a separate Bid Proposal Security Bond.	First Data Government Solutions, LP



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12	Section 3.2.1, Page 21 Bid Proposal Security	Would the Agency also accept an alternate form of security in the form of a corporate or certified check to be returned upon announcement of award?	No, Bidders are not permitted to submit a corporate check. However, Bidders are permitted to submit a bid bond, a certified or cashier's check, or an irrevocable letter of credit as stated in Section 3.2.1.	First Data Government Solutions, LP
13	Section 3.2.4, Page 22	Will the Agency permit vendors to provide samples of work products completed for similar services on other projects?	Bidders can submit sample work products for similar services on other projects as long as the sample work products add value and convey to the Agency the scope of work as described in this RFP.	First Data Government Solutions, LP
14	Section 3.2.5.1, Page 22	The RFP requires vendors to describe "all contracts and projects currently undertaken by the bidder." Could the Agency please amend this requirement to only include contracts of similar services? Some vendor's maybe subsidiaries to a larger corporation that may have current contracts and projects upwards in the 100s.	Yes. Amendment: The RFP will be amended to incorporate this change.	First Data Government Solutions, LP



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15	Section 3.2.5.3, Page 23	The RFP requires vendors to provide "financial statements from independent auditors for the last three (3) years". Due to the size of our financial statements (over 200 pages) would the Agency allow Vendors to provide the last 3 years financial statements only on the Technical Proposal CD-ROM?	Yes, however the last 3 years of financial statements must be provided on the Cost Proposal CD-ROM and identified as a separate file name. Amendment: The RFP will be amended to incorporate this change.	First Data Government Solutions, LP
16	Attachment F, Page 37 Summary Pricing Schedule	Should the costs for the Testing, Risk and Technical Managers be included in the overall QA/QC costs?	Yes.	First Data Government Solutions, LP
17	Section 1.8.1, Page 8 Deliverables, Performance Measures and Monitoring Activities	Key Activity #4 states, "Apply a defined method and set of standards used to identify and report defects, problems, or issues detected in QA/QC reviews." What methodologies and standards have been used successfully by IME in the past?	This is the first time in approximately 15 years that a new MMIS has been procured in Iowa. Therefore, the Agency requires the Bidder to provide a methodology and a set of standards to identify and report defects, problems or issues during the QA/QC reviews.	FourThought Group, Inc.



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Item	Reference	Question	Answer	Submitter
18	Section 1.8.1, Page 8 Deliverables, Performance Measures and Monitoring Activities	<p>Key Activity #5 states, "At the conclusion of the DDI, update Iowa's State Self Assessment (SS-A) under the most current release of the MITA framework." Q1 - When was the last MITA SS-A performed on the IME?</p> <p>Q2 - Can the results of that assessment be released to the bidders?</p> <p>Q3 - If the QA contractor is expected to perform a SS-A upon conclusion of the DDI, does that mean that the IME is not planning to perform a MITA SS-A once MITA 3.0 is released in 2012?</p> <p>Q4 - Please define what IME means by "conclusion of the DDI". Is the expected timeframe to start the SS-A upon implementation of the new MMIS or after certification of the MMIS?</p>	<p>Q1- 2009</p> <p>Q-2 – Please refer the IME Resource Library at the following link: http://www.ime.state.ia.us/IMEResourceLibrary.html</p> <p>Q-3 – Correct</p> <p>Q-4 – Upon transition to Operations it is expected that the MITA SS-A 3.0 will commence. Functionality for the new system and business operations will have been defined during the DDI phase.</p>	FourThought Group, Inc.



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Item	Reference	Question	Answer	Submitter
19	Section 1.8.1, Page 9 Deliverables, Performance Measures and Monitoring Activities	<p>Key Activity #5 Performance Measures states, "At the conclusion of the DDI, update Iowa's State Self Assessment (SS-A) under the most current release of the MITA framework."</p> <p>Q1 - When was the last MITA SS-A performed on the IME?</p> <p>Q2 - Can the results of that assessment be released to the bidders?</p> <p>Q3 - If the QA contractor is expected to perform a SS-A upon conclusion of the DDI, does that mean that the IME is not planning to perform a MITA SS-A once MITA 3.0 is released in 2012?</p>	Please refer to the answer to Question 18.	FourThought Group, Inc.



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Item	Reference	Question	Answer	Submitter
20	Section 1.8.1, Page 10 Deliverables, Performance Measures and Monitoring Activities	<p>Key Activity #7 Deliverables states, "The Communication Management Plan must integrate with the project's master communication plan developed by the Project oversight, management and integration contractor" The Performance Measures state, "Initial Communication Management Plan will be approval ready and delivered to the Agency with 15 business days of the start of the Contract." Q - Will the POMI's Communication Plan be available upon start of the QA/QC contract, so the QA/QC contractor has adequate time to review and integrate the QA/QC Communication Plan deliverable with the POMI Communication Plan within the 15 business day due date?</p>	It is the expectation the QA/QC Communication Management Plan be developed to reflect QA/QC communication streams and activities. This plan will be integrated into the master communication by the POMI.	FourThought Group, Inc.



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Item	Reference	Question	Answer	Submitter
21	Section 1.8.1, Page 11 Deliverables, Performance Measures and Monitoring Activities	<p>Key Activity #10 states "Assist and supplement IME subject matter experts (SME) with performance of user acceptance testing (UAT) and integration testing as identified and needed by the Agency.</p> <p>Q1- What areas of supplemental expertise does the Agency anticipate will be needed for UAT?</p> <p>Q2 - How many staff does IME plan on assigning to UAT?</p> <p>Q3 - What is the skill set of the IME staff assigned to UAT?</p> <p>Q4 - What percentage of time will IME staff be assigned to UAT?</p>	<p>Q1- The Agency expects the QA/QC contractor to be knowledgeable in all areas of testing of a MMIS. However, the IME units will be actively involved in UAT.</p> <p>Q2 – It is the expectation that each IME unit will provide a couple of testing resources for each of their respective functional areas.</p> <p>Q3 – The skill set of the IME staff varies by the following functional areas: Member Services, Provider Services, Medical Services, Pharmacy Medical Services, Revenue Collections, Provider Cost Audit and Rate Setting, Program Integrity and state Policy staff.</p> <p>Q-4 – The percentage of time IME staff will be assigned to UAT will be based upon the needs of the Agency.</p> <p>The Agency expects Bidders to possess the necessary skill sets for all phases of testing based on their experience with this type of project. It is the expectation that the Bidders have the capability to leverage experience from previous projects of similar size and scope.</p>	FourThought Group, Inc.



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22	General	Q - What type of system development lifecycle is planned for the Iowa Medicaid Management Information System Replacement Project (e.g. agile, waterfall, or incremental?)	The Agency is in the process of selecting a MMIS vendor and therefore cannot provide the methodology at this time.	FourThought Group, Inc.
23		Does the State have a project repository tool that we should plan to use on the project, or should we propose one?	Please refer to the MED-12-029 RFP. This vendor is responsible for providing project tools. http://www.ime.state.ia.us/Reports_Publications/index.html	BerryDunn
24		Are other tools used by the State and/or tools that are expected to be provided by the DDI vendor that the State wants the QA/QC vendor to use?	Yes, please refer to the System Services RFP, MED-12-001, RFP, MED-12-029 located at: http://www.ime.state.ia.us/Reports_Publications/index.html	BerryDunn



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25	Page 10 Key Activity #8	Please clarify your expectation with execution of tests plans. Is the QA/QC vendor responsible for providing staff to execute all test scenarios and scripts, or is it more of an oversight role?	This activity requires the Bidder to provide technical assistance. The winning Bidder will provide oversight for the IME units as it relates to testing responsibilities.	BerryDunn
26	Page 11 Key Activity #10	Please clarify the State's expectation for assisting and supplementing IME Subject Matter Experts with regards to UAT and integration testing. Is the QA/QC vendor responsible for providing staff to perform UAT and integration testing and, if so, can you provide an estimate of the number of resources required?	While the Agency understands the challenge to be able to scope the size and effort of this project, it is the expectation that the Bidder has the capability to leverage previous projects of similar size and scope. Additionally, the Agency has provided access to the System Services, RFP- MED-12-001 and many other documents which are located in the IME Resource Library at the following link: http://www.ime.state.ia.us/IMEResourceLibrary.html	BerryDunn
27	Page 11 Key Activity #10	Will the QA/QC vendor be responsible for developing all of the written test cases or a portion of them?	Please refer to Key Activity 8 in the QA/QC Services RFP, MED-12-014.	BerryDunn



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Item	Reference	Question	Answer	Submitter
28	Section 2.13.1 and 3.3.2, Page 16 and 24	Please clarify: should the bid proposal security be provided in the Technical Proposal, Cost Proposal, or both locations?	<p>The bid bond, certified check, cashier's check or irrevocable letter of credit should be provided behind Tab 1 of the Technical Proposal.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	BerryDunn
29	Section 3.1, Page 20	Is PDF an acceptable format for submitting the electronic version of our proposal? The RFP requires several forms, as well as financial statements that are in PDF format and may be multiple pages long: incorporating these into a Word document presents many challenges in trying to make the electronic version identical to the printed version.	Yes.	BerryDunn



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30	Section 3.1, Page 20	As a standard practice, we do not provide electronic versions of documents containing our signatures without password protecting the document. The rationale for this is that if the document is made public, the electronic signature is able to be copied/pasted by anyone with access to the document. Will the State either a) allow for our document to be password protected to limit copying or, b) allow us to provide unsigned versions of letters/forms on the CD?	The Agency will allow Bidders to provide unsigned versions of the letters/forms on the CD-ROM.	BerryDunn
31	General	Would the State please provide a MS Word version of the RFP, or at a minimum, provide Word versions of the required forms?	The Agency will provide the Bidders with the required forms in WORD format (see attached Attachments A, B, C, and F).	BerryDunn



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Attachment A: Release of Information

(Return this completed form behind Tab 3 of the Bid Proposal.)

_____ (name of bidder) hereby authorizes any person or entity, public or private, having any information concerning the bidder's background, including but not limited to its performance history regarding its prior rendering of services similar to those detailed in this RFP, to release such information to the Agency.

The bidder acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The bidder acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the Agency or may otherwise hurt its reputation or operations. The bidder is willing to take that risk. The bidder agrees to release all persons, entities, the Agency, and the State of Iowa from any liability whatsoever that may be incurred in releasing this information or using this information.

Printed Name of Bidder Organization

Signature of Authorized Representative

Date

Printed Name



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Attachment B: Primary Bidder Detail Form & Certification

(Return this completed form behind Tab 3 of the Proposal. If a section does not apply, label it "not applicable".)

Primary Contact Information (individual who can address issues re: this Bid Proposal)	
Name:	
Address:	
Tel:	
Fax:	
E-mail:	

Primary Bidder Detail	
Business Legal Name ("Bidder"):	
"Doing Business As" names, assumed names, or other operating names:	
Parent Corporation, if any:	
Form of Business Entity (i.e., corp., partnership, LLC, etc.):	
State of Incorporation/organization:	
Primary Address:	
Tel:	
Fax:	
Local Address (if any):	
Addresses of Major Offices and other facilities that may contribute to performance under this RFP/Contract:	
Number of Employees:	
Number of Years in Business:	
Primary Focus of Business:	
Federal Tax ID:	
Bidder's Accounting Firm:	
If Bidder is currently registered to do business in Iowa, provide the Date of Registration:	
Do you plan on using subcontractors if awarded this Contract? {If "YES," submit a Subcontractor Disclosure Form for each proposed subcontractor.}	(YES/NO)

Request for Confidential Treatment (See Section 3.1)		
Location in Bid (Tab/Page)	Statutory Basis for Confidentiality	Description/Explanation



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Exceptions to RFP/Contract Language (See Section 3.1)			
RFP Section and Page	Language to Which Bidder Takes Exception	Explanation and Proposed Replacement Language:	Cost Savings to the Agency if the Proposed Replacement Language is Accepted

BID PROPOSAL CERTIFICATION

By signing below, Bidder certifies that:

Bidder accepts and will comply with all Contract Terms and Conditions contained in the Sample Contract without change except as otherwise expressly stated in the Primary Bidder Detail Form & Certification.

Bidder has reviewed the Additional Certifications, which are incorporated herein by reference, and by signing below represents that Bidder agrees to be bound by the obligations included therein.

Bidder does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, or handicap;

No cost or pricing information has been included in the Bidder's Technical Proposal;

Bidder has received any amendments to this RFP issued by the Agency;

Bidder either is currently registered to do business in Iowa or agrees to register if Bidder is awarded a Contract pursuant to this RFP;

The person signing this Bid Proposal certifies that he/she is the person in the Bidder's organization responsible for, or authorized to make decisions regarding the prices quoted and he/she has not participated, and will not participate, in any action contrary to the anti-competitive agreements outlined above;

Bidder specifically stipulates that the Bid Proposal is predicated upon the acceptance of all terms and conditions stated in the RFP and the Sample Contract without change except as otherwise expressly stated in the Primary Bidder Detail Form & Certification. Objections or responses shall not materially alter the RFP. All changes to proposed contract language, including deletions, additions, and substitutions of language, must be addressed in the Bid Proposal;

Bidder certifies that the Bidder organization has sufficient personnel resources available to provide all services proposed by the Bid Proposal, and such resources will be available on the date the RFP states services are to begin. Bidder guarantees personnel proposed to provide services will be the personnel providing the services unless prior approval is received from the Agency to substitute staff;

Bidder certifies that if the Bidder is awarded the contract and plans to utilize subcontractors at any point to perform any obligations under the contract, the Bidder will (1) notify the Agency in writing prior to use of the subcontractor, and (2) apply all restrictions, obligations, and responsibilities of the resulting contract between the Agency and Contractor to the subcontractors through a subcontract. The Contractor will remain responsible for all Deliverables provided under this contract.

Bidder guarantees the availability of the services offered and that all Bid Proposal terms, including price, will remain firm until a contract has been executed for the services contemplated by this RFP or one year from the issuance of this RFP, whichever is earlier; and,

Bidder certifies it is either a) registered or will become registered with the Iowa Department of Revenue to collect and remit Iowa sales and use taxes as required by Iowa Code chapter 423; or b) not a "retailer" of a "retailer maintaining a place of business in this state" as those terms are defined in Iowa Code subsections 423.1(42) & (43). The Bidder also acknowledges that the Agency may declare the bid void



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if the above certification is false. Bidders may register with the Department of Revenue online at:
<http://www.state.ia.us/tax/business/business.html>.

By signing below, I certify that I have the authority to bind the Bidder to the specific terms, conditions and technical specifications required in the Agency's Request for Proposals (RFP) and offered in the Bidder's Proposal. I understand that by submitting this Bid Proposal, the Bidder agrees to provide services described herein which meet or exceed the requirements of the Agency's RFP unless noted in the Bid Proposal and at the prices quoted by the Bidder. I certify that the contents of the Bid Proposal are true and accurate and that the Bidder has not made any knowingly false statements in the Bid Proposal.

Signature:	
Printed Name/Title:	
Date:	



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Attachment C: Subcontractor Disclosure Form

(Return this completed form behind Tab 3 of the Bid Proposal. Fully complete a form for each proposed subcontractor. If a section does not apply, label it “not applicable.” If the bidder does not intend to use subcontractor(s), this form does not need to be returned.)

Primary Bidder (“Primary Bidder”):	
Subcontractor Contact Information (individual who can address issues re: this RFP)	
Name:	
Address:	
Tel:	
Fax:	
E-mail:	

Subcontractor Detail	
Subcontractor Legal Name (“Subcontractor”):	
“Doing Business As” names, assumed names, or other operating names:	
Form of Business Entity (i.e., corp., partnership, LLC, etc.)	
State of Incorporation/organization:	
Primary Address:	
Tel:	
Fax:	
Local Address (if any):	
Addresses of Major Offices and other facilities that may contribute to performance under this RFP/Contract:	
Number of Employees:	
Number of Years in Business:	
Primary Focus of Business:	
Federal Tax ID:	
Subcontractor’s Accounting Firm:	
If Subcontractor is currently registered to do business in Iowa, provide the Date of Registration:	
Percentage of Total Work to be performed by this Subcontractor pursuant to this RFP/Contract.	
General Scope of Work to be performed by this Subcontractor	



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Detail the Subcontractor's qualifications for performing this scope of work

By signing below, Subcontractor agrees to the following:

Subcontractor has reviewed the RFP, and Subcontractor agrees to perform the work indicated in this Bid Proposal if the Primary Bidder is selected as the winning bidder in this procurement.

Subcontractor has reviewed the Additional Certifications and by signing below confirms that the Certifications are true and accurate and Subcontractor will comply with all such Certifications.

Subcontractor agrees that it will register to do business in Iowa before performing any services pursuant to this contract, if required to do so by Iowa law.

Subcontractor does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, or handicap;

The person signing this Subcontractor Disclosure Form certifies that he/she is the person in the Subcontractor's organization responsible for or authorized to make decisions regarding the prices quoted and he/she has not participated, and will not participate, in any action contrary to the anti-competitive obligations agreements outlined above.

I hereby certify that the contents of the Subcontractor Disclosure Form are true and accurate and that the Subcontractor has not made any knowingly false statements in the Form.

Signature for Subcontractor:	
Printed Name/Title:	
Date:	



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**ATTACHMENT F
Iowa Medicaid Enterprise
Summary Pricing Schedule
Independent Verification and Validation Services**

		Year 1 Jan 2012 Dec 2012	Year 2 Jan 2012 Dec 2013	Year 3 Jan 2013 Dec 2014	Year 4 Optional Jan 2014 Dec 2015	Year 5 Optional Jan 2015 Dec 2016	Year 6 Optional Jan 2016 Dec 2017	TOTAL
1	Independent Verification and Validation Price Per Calendar Year	\$	\$	\$	\$	\$	\$	\$

		Jan 2012 Jun 2012	Jul 2012 Jun 2013	Jul 2013 Jun 2014	Jul 2014 Jun 2015	Jul 2015 Jun 2016	Jul 2016 Jun 2017	Jul 2017 Dec 2017	TOTAL
2	Independent Verification and Validation Price Per Fiscal Year	\$	\$	\$	\$	\$	\$	\$	\$

So that the State may better plan by fiscal year, please complete both charts. The total value of the contract will be the same.

NOTE: Bidders may not declare this cost proposal form confidential in any way.