

**RFP #: 2022-MCPCR-01****Alabama Medical Cannabis Commission****Alabama Medical Cannabis Patient and Caregiver Registry System RFP****VENDOR Questions and AMCC Answers****November 30, 2022**

<b>Question ID:</b>	1
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	<p>Cloud Services Provider (CSP) uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events. While availability SLAs can be negotiated in a contract, the calculation is measured quarterly and not monthly.</p> <p>Can your organization please adjust this requirement and specify that the SLA requirements can be negotiated based on the Service provider chosen?</p>
<b>Section Number:</b>	5.1.6.1.2
<b>RFP Page Number:</b>	45
<b>AMCC Answer:</b>	AMCC will work with the Selected Vendor to develop schedules, escalation, and consequences for SLAs.
<b>Question ID:</b>	2
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	What is the anticipated total number of external Caregivers that would be accessing and logging in to the Alabama Medical Cannabis Patient and Caregiver Registry System each month?
<b>Section Number:</b>	
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	The AMCC makes no representation or estimation as to the number of patients or caregivers that will participate in the Alabama program.
<b>Question ID:</b>	3
<b>Date Question Asked:</b>	November 23, 2022

<b>Question:</b>	What is the anticipated total number of external Patients that would be accessing and logging in to the Alabama Medical Cannabis Patient and Caregiver Registry System each month?
<b>Section Number:</b>	
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	The AMCC makes no representation or estimation as to the number of patients or caregivers that will participate in the Alabama program.
<b>Question ID:</b>	4
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Do external users that are accessing and logging in to the Alabama Medical Cannabis Patient and Caregiver Registry System require full data sharing (access to indirect records; e.g., for householding)?
<b>Section Number:</b>	
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	The AMCC will coordinate with the selected Vendor to define user roles and access controls. Refer to Attachment 8.10 line 34.
<b>Question ID:</b>	5
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Do external users that are accessing and logging in to the Alabama Medical Cannabis Patient and Caregiver Registry System require access to published reports and dashboards?
<b>Section Number:</b>	
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	The AMCC will coordinate with the selected Vendor to define user roles and access controls. Refer to Attachment 8.10 lines 4 and 34.
<b>Question ID:</b>	6
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	What is the total number of internal full-use users? They are users accessing the core Alabama Medical Cannabis Patient and Caregiver Registry System for a variety of tasks and need full create, update, and delete (CRUD) capabilities.

<b>Section Number:</b>	
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Unknown at this time
<b>Question ID:</b>	7
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	What is the total number of internal Administrative users?. They are users accessing the core Alabama Medical Cannabis Patient and Caregiver Registry System for a variety of tasks and need full administrative rights to manage, modify, and administer the system.
<b>Section Number:</b>	
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Unknown at this time.
<b>Question ID:</b>	8
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Is it anticipated that backup procedures will be automated and run on a schedule? What is the desired frequency to run backup schedules? Does each environment have a different backup frequency and schedule? If so, please elaborate
<b>Section Number:</b>	5.1.9.3
<b>RFP Page Number:</b>	47
<b>AMCC Answer:</b>	The Vendor must describe the proposed solution's backup and recovery requirements and processes in response to Section 5.2.2.11.1
<b>Question ID:</b>	9
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Does AMCC have an established budget for this project? If so, can you please share budget figures?
<b>Section Number:</b>	1.1
<b>RFP Page Number:</b>	6
<b>AMCC Answer:</b>	No.
<b>Question ID:</b>	10

<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	The RFP indicates that the proposed system track “the dates of sale, amounts of types of medical cannabis that were purchased by registered qualifying patients at licensed dispensaries.” However, it our understanding Metrc was selected to provide seed-to-sale software to AMCC (as detailed on page 51) which includes the ability to track sales at dispensaries. Can you please clarify which system will be primary and utilized to track these transactions? Additionally, is it desired that the systems integrate for data exchange versus separate tracking?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	103
<b>AMCC Answer:</b>	The minimum system requirements for the patient and caregiver registry system are set by statute. See Ala. Code Section 20-2A-34. Proposals must include a System Interface Plan. See RFP section 5.2.2.6.
<b>Question ID:</b>	11
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Would the AMCC please consider extending the question deadline?
<b>Section Number:</b>	2
<b>RFP Page Number:</b>	16
<b>AMCC Answer:</b>	No.
<b>Question ID:</b>	12
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	“Please confirm that “each major Section must be bound separately” means that each of the 3 sections defined in RFP Section 3.1.1 should be bound separately in their own volume for the hard copy and they should be separate files for the complete softcopy on USB.
<b>Section Number:</b>	3.1.5
<b>RFP Page Number:</b>	18
<b>AMCC Answer:</b>	Confirmed.
<b>Question ID:</b>	13
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	This section stipulates that the system must be delivered within 120 days after the award of contract. Can you please better define “delivered”? Is the

	AMCC open to a phased implementation whereby mission critical items (such as new patient application forms) are delivered within 120 days and less urgent items (such as patient renewal forms) are delivered later?
<b>Section Number:</b>	4.2.5.2
<b>RFP Page Number:</b>	27
<b>AMCC Answer:</b>	The Commission is open to a phased approach for deliverables. Timeline: The Commission is scheduled to issue initial medical cannabis business licenses on July 10, 2023. The Alabama Board of Medical Examiners will begin to certify physicians for recommendation of medical cannabis once one of each license type has been issued.
<b>Question ID:</b>	14
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Section 5 Technical states that the response to the “The response to the VENDOR Qualifications and Experience Section must be ...”. Please confirm that the response to items in Section 5 would be included in the Vendor’s “Requirements” major section, as listed in Section 3.1.1, and not the VENDOR Qualifications and Experience section.
<b>Section Number:</b>	5
<b>RFP Page Number:</b>	38
<b>AMCC Answer:</b>	Confirming that is a typo. Please include Section 5 in the Requirements section.
<b>Question ID:</b>	15
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	It is our understanding that the AMCC is a brand-new agency that does not possess any legacy data/systems. Can you help us understand what data or images require conversion?
<b>Section Number:</b>	5.1.1.2.5 and 5.2.2.9
<b>RFP Page Number:</b>	41 & 54
<b>AMCC Answer:</b>	No data or image migration is necessary.
<b>Question ID:</b>	16
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Our system is offered as Software-as-a-Service (SaaS). As such, our source code is proprietary and cannot be shared outside of our organization, including with clients. We kindly ask that AMCC revisit requirements related to sharing of proprietary information such as source code.

<b>Section Number:</b>	5.1.7.1.9
<b>RFP Page Number:</b>	46
<b>AMCC Answer:</b>	Section 5.1.7.19 states VENDOR shall provide to AMCC the source code for all current software and subsequent source code updates that comprise the entire new Solution, based on a schedule to be defined by AMCC. <u>If the VENDOR'S solution's source code is proprietary, the VENDOR is not required to provide it as a part of the response to the RFP.</u>
<b>Question ID:</b>	17
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Can you help us understand the nature of the types of questions the call center is expected to answer? Technical support questions (i.e. "How do I reset my password?"), compliance/policy questions (i.e. "Am I allowed to take my medical cannabis out of state?"), or both?
<b>Section Number:</b>	5.2.3.2
<b>RFP Page Number:</b>	62
<b>AMCC Answer:</b>	Both.
<b>Question ID:</b>	18
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Would the agency consider an extension to the submission deadline to mid January?
<b>Section Number:</b>	2
<b>RFP Page Number:</b>	16
<b>AMCC Answer:</b>	No.
<b>Question ID:</b>	19
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Would the agency consider meeting the mandatory minimum requirement of an operational medical cannabis patient and caregiver registry system, one that has been selected in a competitive procurement and is operational in a testing environment but not yet live to the public?
<b>Section Number:</b>	4.2.5
<b>RFP Page Number:</b>	27
<b>AMCC Answer:</b>	No.

<b>Question ID:</b>	20
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Has the agency seen any vendor solutions within the last year? If yes, which solutions?
<b>Section Number:</b>	1.9.5
<b>RFP Page Number:</b>	12
<b>AMCC Answer:</b>	The AMCC is aware of several patient and caregiver registry solutions. However, any decision of the AMCC, including whether to hold oral presentations and the recommendation of a Vendor, will be made based solely on review of proposals submitted in response to the RFP. The official evaluation of submitted proposals will be conducted by evaluators independent of the AMCC.
<b>Question ID:</b>	21
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Does the agency have a preferred platform model?
<b>Section Number:</b>	3.2.3.1
<b>RFP Page Number:</b>	19
<b>AMCC Answer:</b>	The State does not have a preferred platform model.
<b>Question ID:</b>	22
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	What is the agency's preferred platform as a service provider? Or, what is the agency's preferred cloud based platform technology?
<b>Section Number:</b>	5.1.9
<b>RFP Page Number:</b>	47
<b>AMCC Answer:</b>	The State does not have a preferred platform or cloud based platform technology.
<b>Question ID:</b>	23
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	How does the state anticipate handing the collection of fees associated to patient cards? Please confirm the type of payments accepted i.e.. credit card, electronic or paper check, or all? Will the State be using an existing vendor to manage this and if so, what is the vendor's name? If not, will a future RFP or solicitation be advertised in the future?

<b>Section Number:</b>	1.2
<b>RFP Page Number:</b>	6
<b>AMCC Answer:</b>	The AMCC will only accept electronic payment of fees (i.e., credit cards and ACH payments). The Vendor may propose merchant services solution (including subcontractors) in response to this RFP. The Commission does not plan to issue an RFP or solicitation for merchant services at this time.
<b>Question ID:</b>	24
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	In the interest of providing the AMCC a “best of breed” solution, is the state willing to accept proposals for a patient registry solution separately from a customer service, and printing and distribution proposal?
<b>Section Number:</b>	1.2
<b>RFP Page Number:</b>	6
<b>AMCC Answer:</b>	Yes.
<b>Question ID:</b>	25
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	In the interest of providing the AMCC a “best of breed” solution, VENDORS may subcontract a portion of the work to subcontractors. Can the minimum experience requirements of the VENDOR outlined in 4.2.5.1 be met by the VENDOR’s subcontractor, or must all requirements be met directly by the VENDOR exclusive of any of the subcontractor’s experience?
<b>Section Number:</b>	3.2.3.3
<b>RFP Page Number:</b>	19
<b>AMCC Answer:</b>	The requirement outlined in 4.2.5.1 must be met by the Vendor exclusively.
<b>Question ID:</b>	26
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Does the State intend to use all, or any portion of the fees charged to citizens for cards to subsidize the services requested in this RFP? If so, what is the approximate amount of the anticipated fee that will be charged to citizens and what amount will be set aside or allocated to subsidize the services specifically requested in this RFP?



<b>Section Number:</b>	6.1.3
<b>RFP Page Number:</b>	66
<b>AMCC Answer:</b>	Unknown at this time.
<b>Question ID:</b>	27
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Will the process of a physician becoming a certified physician be handled in the registry or in another system?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Physician certification will be handled by the Alabama Board of Medical Examiners Licensure Database – iGov Solution.
<b>Question ID:</b>	28
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Are there any photo requirements for the digital color photograph of the patient/caregiver taken within the last 30 days?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Yes. AMCC Rule 538-x-2-.05-2(d) states: <i>A digital color photograph of the patient taken no more than 30 days prior to submission of the patient registration.</i> AMCC Rule 538-x-2-.06-15(d) states: <i>A digital color photograph of the caregiver taken no more than 30 days prior to submission of the caregiver registration.</i>
<b>Question ID:</b>	29
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Will the patient/caregiver have the ability to relinquish their “certification” or their “card”?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Yes.
<b>Question ID:</b>	30
<b>Date Question Asked:</b>	November 23, 2022

<b>Question:</b>	Will product potency need to be tracked to restrict sales for minors?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Yes. Ala. Code Section 20-2A-33(g) states: <i>A registered certifying physician may not lawfully recommend the use of medical cannabis with a potency greater than three percent tetrahydrocannabinol to any minor for any qualifying medical condition. A minor may not legally use medical cannabis with a potency greater than three percent tetrahydrocannabinol, whether or not the minor has a valid medical cannabis card. A parent or legal guardian of a minor who holds a medical cannabis card may not legally possess medical cannabis with a potency greater than three percent tetrahydrocannabinol, unless the parent or guardian holds a valid medical cannabis card for his or her own qualifying medical condition.</i>
<b>Question ID:</b>	31
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	What documentation is required for a change of address? Will there be a dedicated change of address form and fee? Will a new ID card be issued?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	The AMCC will work with the selected Vendor to develop forms and processes relating to updating patient/caregiver addresses prior to card expiration. In such cases, a new card will be issued at no cost to the patient/caregiver.
<b>Question ID:</b>	32
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	How will a patient or caregiver update their name (marriage or divorce, etc.)? Will there be a dedicated name change form and fee? Will a new ID card be issued?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	The AMCC will work with the selected Vendor to develop forms and processes relating to updating patient/caregiver name prior to card expiration. In such cases, a new card will be issued at no cost to the patient/caregiver.
<b>Question ID:</b>	33
<b>Date Question Asked:</b>	November 23, 2022

<b>Question:</b>	Does a renewal have all the same requirements as an initial registration?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Yes. See Attachment 8.10 line 27.
<b>Question ID:</b>	34
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	Will there be a non-electronic registration process for individuals without computers, email addresses, and reliable access to internet?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	No.
<b>Question ID:</b>	35
<b>Date Question Asked:</b>	November 23, 2022
<b>Question:</b>	If a patient would like to change their physician, must they notify the commission? Must the new physician issue their own certification?
<b>Section Number:</b>	8.10
<b>RFP Page Number:</b>	
<b>AMCC Answer:</b>	Yes. The patient must notify the Commission. See AMCC Rule 538-X-2.10(5). The new physician shall also submit his/her certification.