

**DOM OFFICIAL RESPONSE TO MS MES AND FISCAL AGENT SERVICES RFP QUESTIONS:
RELEASE JANUARY 10, 2014**

#	RFP Page #	RFP Section #	Paragraph	Question	DOM Response
41	6	1.4. Location of Work	1	To provide specialized responses to pharmacy providers, most vendors have created pharmacy call centers that take calls from multiple clients and provide the specialized training required. Will DOM allow the pharmacy call center to be located outside of Mississippi?	DOM expects the Offeror to provide as part of their proposal a local call center that handles Pharmacy inquiries and operates from 8am-5pm. The Offeror may propose additional off-site coverage to comply with the requirement to establish staff and maintain a 24 hour Pharmacy Claim / POS Help Desk (OPHSS02)
42	18	2.4.2	1	Should this section refer to Transformed – Medicaid Statistical Information System (T-MSIS)?	Yes.
43	20	2.5.4	5	Will vendors have some level of responsibility for actually producing the payments determined by the existing system?	Yes.
44	27	3.1	1	What form of documentation does the DOM expect to see in response to these requirements and where in the proposal is this documentation to be located?	Please include the qualifications required in Section 3.1 of the RFP in the Transmittal Letter submitted with the Offeror's Technical Proposal.
45	34	4.4.10	1	Please confirm that this is a requirement for future subcontracts and as such those may be provided before execution and delivery of any contract between the contractor and the DOM rather than in the proposal.	Please see the response to #46 below.

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46	34	4.4.10. Subcontractors	1	The final subcontract is not usually executed until after any and all contract negotiations with DOM are completed and any changes in scope are addressed. Subcontractor contracts typically contain proprietary and financial information related to the bid. Please consider allowing Offerors to submit a signed letter of intent from each proposed subcontractor instead	A letter of intent from all intended subcontractors is sufficient to meet this requirement.
47	37	4.9.2	1	Please explain under what circumstances will DOM return the protest bond of \$5,000,000 posted by a protester? Under what circumstances will DOM keep a protester's \$5,000,000 bond?	DOM will return a protest bond if (1) the protesting Offeror withdraws its protest or (2) the bond is ordered to be returned by a court of competent jurisdiction. In the event DOM finds that an Offeror's protest has no merit, DOM shall at its own discretion retain all or a percentage of the submitted bond. Please refer to section 4.9 for further details regarding proposal protests.
48	39	Section 5	3	We understand that DOM requires a Times New Roman font (11 point with 1.15 line spacing) for the proposal response and that a smaller font may be used for graphics, tables, and Microsoft Project WBS text. Please confirm that the use of the Times New Roman font only applies to the proposal narrative text and that bidders may use a different font such as Arial and line spacing for specialized graphics, tables, charts, headers, footers, etc. as long as legibility is clearly maintained.	Offerors may use a font other than Times New Roman and line spacing other than 1.15 for specialized graphics, tables, charts, headers, footers, etc. However, Offeror's are encouraged to use Times New Roman (11 point with 1.15 line spacing) for any specialized graphics, tables, charts, headers, footers, etc. to maintain consistency.

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49	39	5.1, and Appendix L	2 nd paragraph	Would DOM clarify where in the Technical Proposal should the completed and signed Appendix L, Mandatory Requirements Checklist be placed?	Offeror's should include the completed and signed Appendix L in the Transmittal Letter Tab.
50	39	5.1. Introduction	2	The RFP states, "A Mandatory Requirements Checklist (Appendix L) is also included as a part of this RFP." Please consider allowing Offerors to include their completed Appendix L as part of Tab 1.	Please refer to the response to question #49 above.
51	40	5.1. Introduction	7	If Offerors are required to include RFP text, will DOM consider permitting Offerors to format the original RFP text within its proposal in Times New Roman font size 8 point?	Yes, it is acceptable for original RFP text to be in Times New Roman font size 8.
52	43	5.2	16	Does the certification by the secretary or other corporate official need to be signed and is this to be part of the transmittal letter or a separate document referenced in the transmittal letter?	The Certification may be included as a part of the transmittal letter OR a separate document. This is at the Offeror's discretion. The Certification must be signed by an entity with the authority to authorize the information as accurate and binding.
53	44	5.3	3	Are vendors to identify those sections and pages of the proposal that contain trade secrets or proprietary data in the transmittal letter or in the executive summary? Both locations are referenced in the RFP directions.	Either is acceptable, as long as the Offeror makes the identifications.
54	39/47	5.1. & 5.5.4.	3, 1	RFP Section 5.1, states: "Resumes shall be limited to no more than five pages for each resume." RFP Section 5.5.4 states: "The Offeror must submit	Experience Narratives, as specified in Section 5.5.4 of the RFP are not included as part of the five (5) page limit for resumes.

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				<p>resumes of all proposed key management and key staff personnel identified in its proposal using the template found in Appendix I. Experience narratives shall be attached to the resume describing specific experience with Medicaid projects and project providing services similar in scope and complexity to those requested in this RFP.”</p> <p>Please confirm that the “Experience Narrative” specified in the reference cited is a separate document that is not included in the five-page limit for each resume.</p>	
55	39, 53, 54	5.1. Introduction 5.15.–5.17. 5.18.–5.20.	Third paragraph First paragraph of each First paragraph of each	<p>RFP Section 5.1, third paragraph, says, “In addition, Tabs 14, 15, and 16 must include populated table documents, one in response to Appendix M – Functional Requirements, one in response to Appendix N – Operational Requirements, and one in response to Appendix O – Technical Requirements.”</p> <p>However, RFP Sections 5.15 to 5.17 are titled “Functional/Operational/Technical Requirements Descriptions” and the instructions call for “a summary description of the approach to completing the Contractor’s responsibilities” in Appendices M, N, and O, respectively.</p> <p>Additionally, RFP Sections 5.18, 5.19, and 5.20 say, “The Offeror must provide completed copies of the Functional/Operational/Technical Requirements Matrix</p>	<p>Section 5.1, third paragraph of the RFP is hereby amended to say "In addition, Tabs 17, 18, and 19 must include populated table documents, one in response to Appendix M - Functional Requirements, one in response to Appendix N - Operational Requirements, and one in response to Appendix O - Technical Requirements." Tabs 14-16 should include descriptions to accompany Appendix M, N, and O, respectively.</p>

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				<p>in this section [Tabs 17, 18, and 19, respectively] of the proposal.”</p> <p>Please confirm that Tabs 14–16 include descriptions; Tabs 17–19 include completed Appendices M, N, and O; and RFP Section 5.1 text should refer to Tabs 17, 18, and 19 instead of their current reference to Tabs 14, 15, and 16.</p>	
56	44, 45	5.4, 5.4.3, and Appendix H	First paragraph	<p>We understand that each project cited as a reference by the Offeror must include, at a minimum, three (3) client references, as shown on the last row of Appendix H, Client References Template and that corporate references should be provided for at least one Core MMIS client. However, the RFP did not specify how many separate project references are required in total. To ensure uniformity in evaluation, we recommend that DOM specify an exact number, for instance three (3) separate project references, so that all bidders are required to provide the same number of client references.</p>	<p>Offerors are to provide a total of three (3) corporate references that can provide details of prior Medicaid project experience equal in scope and complexity within the past five (5) years.</p>
57	45 in 5.4.3, 1 in Appendix H	5.4.3 Experience, Appendix H	1	<p>Appendix H states “Each client reference must include the client’s name and address and the current telephone number and e-mail address of the client’s responsible project administrator or of a senior official of the client who is familiar with the Offeror’s performance and who may be contacted by DOM during</p>	<p>The requirements for client references in the RFP stand.</p>

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				the evaluation process.” For our projects we often deal with only one client reference that fully knows the project, which would include the project administrator or senior official of our client. Would the DOM allow less than three client references as long as the ones provided are our main contacts for our client?	
58	47	5.5.4	1	Are the key personnel experience narratives to be attached to resumes included in the five-page limit on each resume?	Please refer to the response to question #54 above.
59	55	5.14. Tab 13 – Work Plan	1	The RFP states the following: “This work plan shall include: A schedule for all deliverables/milestones, providing a minimum of ten (10) working days for review of documents by DOM and a minimum of twenty (20) working days for review of software products.” In reviewing the list of deliverables, please confirm which deliverables would be considered software products. In addition, please define what will be covered in the review of software products	DOM hereby amends Section 5.14 Tab 13 - Work Plan to strike the portion of the requirement that allows DOM a minimum of twenty (20) working days for review of software products.
60	60	6.5.2	1 st Paragraph	Does the contractor forfeit the protest bond if the contractor’s protest is denied?	Yes.
61	62	7.1	1	The RFP paragraph states that “although DOM may allow the data center to be located offsite (i.e. cloud-based solution), the Contractor is required to provide staff onsite in Jackson, Mississippi for design,	The Contractor is permitted to host the environment at its own offsite data center location but required to provide staff onsite in Jackson, Mississippi as appropriate during the design, development,

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				development & implementation phases as well as operations..." Please confirm that the bidder is definitely permitted to host the environment at its own offsite data center, as this has significant implications to our solution activities and cost structure.	implementation and operations phases.
62	72	7.2. Project Initiation, 7.2.1. Scope	2 nd paragraph, Subcontractors	Would DOM consider revising this so vendors would provide references and qualifications of subcontractors with the proposal submission and then provide subcontractor staff resumes during project initiation?	The RFP is hereby amended to require that Offerors provide resumes of any key staff positions being filled by subcontractors proposed to work on the MES with the Technical Proposal submission. Please see section 7.2.1 heading "Key Personnel" for details regarding the requirements for key personnel.
63	68	7.2.1, Key Personnel	DDI Manager	Please confirm the DDI manager will only be required to be onsite during the design, development and implementation phases and warranty period of the project and not the duration of the contract.	Yes, this assertion is confirmed.
64	68	7.2.1, Key Personnel	Claims Operations Manager	Please confirm the Claims Operations manager will only be required to be onsite during the operations phase of the project and not the duration of the contract.	Yes, this assertion is confirmed.
65	70	7.2.1, Key Personnel	PMO Lead	Please confirm the PMO lead will only be required to be onsite during the maintenance and operations phase of the contract and not the duration of the contract.	Yes, this assertion is confirmed.
66	72	7.2.1. Subcontractor	1	Please confirm that Offerors should use the Corporate Reference form in Appendix H for subcontractors, using the same instructions that apply to the prime	Yes, this assertion is confirmed.

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		s		contractor, such as including three references for each relevant contract within the last five years.	
67	71	7.2.1., Banking Manager	2	<p>The requirements for the Banking Manager state, “It is desired that the Contractor’s Banking Manager have demonstrated experience ...[with]... at least five (5) years experience in managing the operations of a large-scale integrated healthcare claims processing system, preferably with the proposed solution....”</p> <p>These requirements focus on operational issues and experience (“managing the operations of a large-scale integrated healthcare claims processing system”) more typically associated with an operations manager without mentioning specific financial management experience.</p> <p>Please clarify if financial management experience should be part of the requirement for the banking manager, instead of operations experience and responsibility.</p>	Yes, financial management experience should be included as part of the Banking Manager's experience and qualifications.
68	82	7.4.1. Scope	Requirements Gap Analysis	<p>The RFP states: “The Contractor shall analyze the current MMIS, PBM, and DW/DSS functions, system requirements, processes, and risks. This analysis should also include the business processes necessary for Level 1, 2, and 3 MITA maturity. The Contractor shall use this analysis to guide Design and Development activities.”</p> <p>Please confirm that the intent of the Requirements Gap Analysis during Design is to provide DOM with the clearly defined functionality of the to-be system and to</p>	Yes, the Requirements Gap Analysis should clearly define functionality of the to-be system and document the manual and system changes required to facilitate achieving higher levels of MITA maturity by progressing from the existing system to the new system.

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				document the changes necessary, both manual and systematic, to facilitate achieving higher levels of MITA maturity by progressing from the existing system to the new system.	
69	94	7.5, Development, 7.5.1, Scope, Data Conversion	First paragraph	Is it DOM's expectation that the vendor would convert all data, or only 7 years of data? Could DOM please clarify?	All historical and active data in the current MMIS, PBM and data warehouse must be converted.
70	87	7.5.1. Scope	Bullet 3, MES Environments	To enable Offerors to adequately size and scope the System Test environment, please provide the approximate number of DOM users, including contractors, who will require access to the System Test environment.	Approximately 25 users.
71	87	7.5.1. Scope	Bullet 6, Model Office	To enable Offerors to adequately size and scope the Model Office environment, please provide the approximate number of DOM users, including contractors, who will require access to the Model Office environment.	Approximately 50+ users.
72	90	7.5.1. Scope	1	DOM requires the MES Contractor to provide user manuals and other documentation prior to training DOM staff for UAT. Please provide Offerors an approximate number of DOM users, including contractors, who will participate in training for UAT and	Approximately 50+ users.

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				in UAT itself.	
73	106	7.7, Maintenance and Operations, 7.7.1, Scope, Fiscal Agent Operations	Paragraph 2 bullet 12	Will DOM please clarify the requirement “Coordinating TPL Claims”, and provide additional details regarding the MMIS vendors anticipated role in TPL processing versus the role of the state TPL unit and the current TPL vendor?	The Fiscal Agent will be responsible for processing subrogation claims for resources not identified by the TPL vendor.
74	108	7.7.1., Requests	1	RFP Section 7.7.1., Requests, states: “The Contractor shall provide an impact assessment of each Work Request within ten (10) business days after submittal.” The size and scope of some work requests may require the MES Contractor to meet with multiple units within DOM, or other State agencies, to provide an accurate impact assessment. Please consider updating the requirement to: “The Contractor shall provide an impact assessment of each Work Request within ten (10) business days, or other timeframe as agreed to by DOM, after submittal.”	Section 7.7.1, Requests, of RFP is hereby amended to say "The Contractor shall provide an impact assessment of each Work Request within ten (10) business days, or other timeframe as agreed to by DOM."
75	125 and 52	7.11.4 and Appendix N	Care Management, Case Tracking	It appears that not all categories/groupings listed in RFP Section 7.11.4 match what is in the Excel version of Appendix N: For instance, “Care Management” is listed as a category/group in RFP Section 7.11.4, but not found as a separate category in the Excel version of Appendix N – the category/grouping found in Appendix N in sequence is called “case tracking”. Would DOM please	DOM hereby amends the RFP, Section 7.11.4 to correctly appear as Case Tracking rather than Care Management.

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				clarify which is the correct reference?	
76	1	Appendix F	Documents	Appendix F, page 1, indicates that the document "Claims Payment" is included in the Bidders' Library under MMIS System Documentation. However, Claims Payment is not listed within this category on the Bidders' Library. Please provide this document on the Bidders' Library website.	The Claims Payment and Reporting information has been placed in the Bidders' Library.
77	3 & 1,2	Appendix F, Bidders' Library	Documents Included Column: Executive Summary SFY12 and SFY13 Line 16 of table: All Providers enrolled during period	In MS Operations and Metrics in the Bidders' Library, of the reported 30,040 providers enrolled, how many are currently active with fee-for-service? Offerors need this information to size their operational support accurately.	DOM has approximately 27,000+ Providers currently enrolled in Medicaid and all of those Providers are FFS. Offerors should use this number in lieu of figures provided in the Bidders' Library.
78	2	Appendix M	DSS1SS08.25	The statement "Any other entities as required by DOM" provides for unknown scope in determining labor effort, cost and project planning. Can DOM provide any magnitude or details around what other entities may be	DOM will determine if other entities require interfaces during the Design phase.

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				included?	
79	4	Appendix M	DSS1SS29	Is the interpretation that the DSS/DW would contain performance statistics, for the MS Medicaid Enterprise?	Yes, performance statistics are required for the MES, which includes the PBM and DSS.
80	8	Appendix M	DSSSS1.23	<p>Appendix M Requirement DSSSS1.23 states: "Provides power users and any other users specified by DOM access to a thick client version of the reporting and business intelligence tool."</p> <p>Given that several industry-leading business intelligence tool vendors have dropped desktop clients in their COTS query tools, will DOM consider amending this requirement to instead stipulate the capability needed? For example, does DOM require the ability to pull and save a large number of rows to the desktop?</p>	<p>Yes, DOM will require the ability to pull and save large data sets.</p> <p>Authorized User Licenses: 10 IBM Cognos Business Intelligence Professional -- Fiscal Agent DSS Support</p> <p>175 IBM Cognos Business Intelligence Advanced Business Author -- provides ability to run queries</p> <p>55 IBM Cognos Business Intelligence Professional Author -- provides the ability to run queries & reports</p> <p>18 IBM Cognos Impromptu (accounting software) User -- ability to pull information out of the state accounting system, used by DOM employees</p> <p>DOM will require at least 275 DSS/DW licenses</p> <p>Jan 1, 2012 - Dec 31, 2012 64,557 Queries Performed Jan 1, 2013 - Nov 21, 2013 45,914 Queries Performed</p> <p>This response supersedes response to Question ID</p>

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					#20, released on December 4, 2013.
81	10	Appendix M	FR1.01	Since States will be submitting T-MSIS rather than MSIS by the time the DSS is implemented, should this reference T-MSIS?	Yes.
82	45	Appendix M	BESS4.01	Will cards be issued to Medicaid patients only, or also for providers? Will the cards be contact-only (must insert card into a card reader) or contactless (tap it to a reader)? Will the cards have a PIN number assigned for authenticating the card holder? Will a photo be on the card? Will a fingerprint be captured and stored on the card? What will be stored on the card? Has a card management system (CMS) been identified? If so, which one(s)?	The Offeror's proposal should not include costs related to Smart Cards. DOM will include Smart Card requirements in proposal evaluation but the requirements will not be individually scored. The intent is to provide DOM's vision of the future, to obtain an understanding of the capabilities related to Smart Card technology, and to ensure the proposed solution does not preclude evolution to this technology.
83	45	Appendix M	N/A	As with the national trend towards 'Blue Button' technology, there is also a national trend towards pre-payment fraud detection. We certainly understand DOM's need and desire to implement innovative fraud mechanisms; to better support DOM in this effort we request that DOM expand this requirement to include pre-payment fraud detection. Other states are requiring vendors to propose and provide a "best of breed" fraud waste and abuse system (FWA) as part of the MES system. Such a system identifies potential waste and abuse claims and route them to the OIG or DOM for review prior to payment or denies payment based on pre-determined criteria. This type of functionality does	DOM appreciates the Offeror's intent to support DOM in its effort to implement innovative fraud mechanisms. The Offeror should use its expertise in MMIS, DW/DSS, PBM/POS and Fiscal Agent services to ensure that any additional requirements required for the implementation and operation of the MES beyond those stated by DOM are included and considered in all aspects of its proposal. The Offeror should provide any costs associated with the inclusion of these services.

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				not duplicate the DSS PI functionality as it would capture potential overpayments prior to payment. This type of requirement will ensure that DOM aligns with future pre-payment ACA requirements while allowing MES vendors to include solutions that can better serve the Mississippi Medicaid program	
84	85	Appendix M	POS6SS31	RFP requirement POS6SS31 states: "Automatically generates internal notices for accounts receivable." Please consider providing examples of internal notices to Offerors.	During the Design phase DOM will determine who will receive internal notices and what data the notices should contain.
85	102	Appendix M	RI1.03	DOM requires the fiscal agent to send the immunization remind/recall notice dates to the immunization registry. The fiscal agent would not have recall notification information on vaccinations unless it is actively sought from the CDC. Generally, the immunization registry has this information. Please clarify.	DOM amends the RFP to clarify the requirement by removal of the bullet that references sending a reminder / recall notice date(s).
86	115	Appendix M	CTTSS13	If the MFCU will have direct access, please consider providing Offerors with the number of users and the type of users.	DOM estimates that approximately 10 – 15 users from the MFCU require Inquiry access to the MES. The majority of the users are investigators.
87	116	Appendix M	Case Management, Rqmt CMSS40	Is the MES vendor required to provide standardized commercially available clinical criteria and guidelines, such as Milliman or InterQual?	Yes.

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88	121	Appendix M	PI4SS01	Requirement PI4SS01 states: "Provides a Payment Error Rate Measurement (PERM) process." Other areas of the RFP require the Offeror to propose solution to support PERM processes. In addition, much of the PERM process is now controlled and run by a federal Contractor. Please clarify DOM's expectation of the role of the MES Contractor in meeting this requirement.	The Offeror must supply needed PERM sample data sets.
89		Appendix M	DSS1SS01.11	The RFP references "Other MMIS module data as approved by DOM." Would the DOM please provide "Other MMIS Module data" information for the vendors to estimate the efforts accurately to submit a fair bid?	DOM will determine if additional data is required to store in a standard format during the Design phase.
90		Appendix M	DSS1SS08	The RFP references "Processes and maintain inputs, outputs, and interfaces, including, but not limited to:" Would the DOM please provide the interface control documents (ICD) and the input/output information for the following systems for the vendors to prepare a fair estimate? <ul style="list-style-type: none"> • CSR Tracking System • EHR Clinical Data • MEHRS and eScript • MS-HIN • NHIN 	DOM will discuss and determine the various inputs, outputs and interfaces required during the Design phase.

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91		Appendix M	DSS1SS08.21	The RFP references “EHR Clinical Data.” Would the DOM please provide more information on “EHR Clinical Data”—such as file layout, ICD, sizing, and other relevant information for the vendor to estimate the effort and proper solution?	DOM will discuss and determine the various inputs, outputs and interfaces required during the Design phase.
92		Appendix M	DSS1SS08.25	The RFP references “Any other entities as required by DOM”. Would the DOM please provide the other entities details for the vendor to have reasonable estimate and solution?	DOM and the MES Contractor will discuss and determine if any other entities require an interface(s) during the Design phase.
93		Appendix M	DSS2SS10	The RFP references “Provides scheduled and ad hoc reports to meet all federal and State reporting requirements.” Would the DOM please provide the State reports intended to be produced as part of the bidder’s library for the vendors to estimate efforts accurately and submit a fair proposal?	DOM is unable to provide a comprehensive report listing at this time. During the Design phase, the MES Contractor and DOM will determine all reports necessary in order to support the MES and DOM.
94		Appendix M	POS6SS49	Does the use of the diagnosis captured from the physician-administered drugs for subsequent Drug-Disease and Drug-Pregnancy alerts satisfy this requirement?	Yes, diagnosis captured from the physician claim will be used.
96		Appendix M	POS6SS49	Is DOM expecting the physician-administered NDC to be used for alerts such as Drug-Drug interactions?	Yes.

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96		Appendix M	POS6SS73	DUR edits are usually associated with Prospective DUR, not Retrospective DUR. Please elaborate on “edit definitions” as it pertains to RetroDUR.	DOM concurs that edit definitions only pertain to ProDUR.
97	5	Appendix N	OCMSS45	Requirement OCMSS45 states: “Provide DOM with yearly projected profit and loss (P&L) statements.” Since this solicitation encompasses a fixed-price procurement that is being competitively bid, requiring the MES Contractor to provide a yearly P&L statement appears unnecessary. Also, this RFP contains many SLAs and damage clauses that will necessitate the MES Contractor to continuously meet the required levels of performance and routinely report operations results and status to DOM. This will require the MES Contractor to operate to their proposed price and costs. Please consider deleting this requirement.	The requirement stands.
98	20	Appendix N	OCRSS25	RFP requirement OCRSS25 states: “Provide language translation services for members who use the Member Help Line and for all written member inquiries and responses.” Please describe the languages that the MES Contractor is required to provide.	DOM expects the MES Contractor to propose a solution that utilizes a contractor who provides comprehensive translation services which will be provided on an as needed basis.
99	21	Appendix N	OCRSS01, OCRSS02, and OCRSS03	These requirements appears to contradict Appendix P, SLAs, item #5, SLA- Customer Service Support which calls for support availability from 7am - 7pm. Would DOM please clarify the required hours of operations for	DOM expects the Offeror to provide as part of their proposal a local call center that handles Pharmacy inquiries and operates from 8am-5pm. The Offeror may propose additional off-site coverage to comply

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				the call center?	with the requirement to establish staff and maintain a 24 hour Pharmacy Claim / POS Help Desk (OPHSS02).
100	21	Appendix N	OCRSS01	Are there any areas covered by the call center, such as pharmacy, that should have different hours of operations than the rest of the call center?	DOM expects the Offeror to provide as part of their proposal a local call center that handles Pharmacy inquiries and operates from 8am-5pm. The Offeror may propose additional off-site coverage to comply with the requirement to establish staff and maintain a 24 hour Pharmacy Claim / POS Help Desk (OPHSS02).
101	51	Appendix N	OPISS07	Appendix N Requirement OPISS07 states: "Provide an online tracking system to manage compliance with plans of care." This requirement is placed in the Program Integrity Section of Appendix N and the requirement is to add an online tracking system to manage compliance with plans of care. Did DOM intend for this requirement to be placed in the Program Integrity requirements, or should this requirement be moved to a different functional area, such as Coordinated Care Management?	It is DOM's intent that this requirement be part of the Care Management module. When crafting a response to the requirement, the Offeror should reference the Care Management Module. The requirement number will not be changed at this time.
102	52, 69, and 77	Appendix N	Case Tracking, DSS/DW, and System Support	The following categories/groups are included in the Excel version of Appendix N but are not listed as a category/group in RFP Section 7.11.4: Case Tracking (begins at Row 757 in the Excel Appendix N); Decision Support System/Data Warehouse (begins at Row 1059 in the Excel Appendix N); System Support (begins at Row 1193 in the Excel Appendix N). Would DOM please	Category Groupings Decision Support System / Data Warehouse and System Support should be added as a Category / Group in Section 7.11.4. These groupings should not be included under the Coordinated Care Organization Program Services category.

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				clarify if these category/groupings should be added to RFP Section 7.11.4 or if they should be included under the heading "Coordinated Care Organization Program Services" under RFP Section 7.11.4 on page 125?	
103	54-55	Appendix N	OCTSS33 & following sub requirements	The sub-requirements linked to this requirement are numbered 26, not 33 (i.e., 26.1 through 26.14 instead of 33.1 through 33.14). Would DOM please confirm that vendors should use the current numbering for these sub requirements or make this correction in Appendix N?	DOM's intent for requirements 26.1 through 26.14 should be associated with OCTSS33. When crafting a response to the requirement, the Offeror should be mindful of this clarification. The requirement number(s) will not be changed at this time.
104		Appendix N	OPISS04	The RFP references "Support DOM with fraud and abuse investigations." Would the DOM please clarify whether contractor should provide staff members to support fraud and abuse investigations or only the system?	The Offeror should provide staff to support the proposed system only, not investigations.
105		Appendix N	ODSSSS99	The RFP references "Provide a sufficient number of hardware and software licenses for all authorized DOM employees." Please provide a specific count of advanced users, power users, statistical and predictive modeling users, business users and data warehouse users, and other information for the vendor to estimate the hardware and software costs.	Yes, DOM will require the ability to pull and save large data sets. Authorized User Licenses: 10 IBM Cognos Business Intelligence Professional -- Fiscal Agent DSS Support 175 IBM Cognos Business Intelligence Advanced Business Author -- provides ability to run queries 55 IBM Cognos Business Intelligence Professional

#	RFP Page #	RFP Section #	Paragraph	Question	DOM Response
					<p>Author -- provides the ability to run queries & reports</p> <p>18 IBM Cognos Impromptu (accounting software) User -- ability to pull information out of the state accounting system, used by DOM employees</p> <p>DOM will require at least 275 DSS/DW licenses</p> <p>Jan 1, 2012 - Dec 31, 2012 64,557 Queries Performed Jan 1, 2013 - Nov 21, 2013 45,914 Queries Performed</p> <p>This response supersedes response to Question ID #20, released on December 4, 2013.</p>
106	19, 6	Appendix N, Appendix P	OCRSS01 5. Service Level Agreement - Customer Service Support	<p>In Appendix N, Requirement OCRSS01 states: "Operate a call center between the hours of 8:00 a.m. and 5:00 p.m. CT, Monday through Friday, excluding scheduled DOM holidays, and provide timely and superior customer service in response to all calls."</p> <p>However, the Appendix P reference states: "The Contractor is to provide customer service support, where customers are defined as Providers, Members, DOM, and other system users." It continues with "Customer Service support is to be available 100% of the time during State working hours, which are 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday, (as specified by DOM), and on an emergency basis if requested by DOM."</p> <p>Please confirm that the call center/customer service</p>	<p>DOM confirms that the referenced SLA will require the Contractor operate a call center between the hours of 8:00am - 5:00pm.</p> <p>DOM expects the Offeror to provide as part of their proposal a local call center that handles Pharmacy inquiries and operates from 8am-5pm. The Offeror may propose additional off-site coverage to comply with the requirement to establish staff and maintain a 24 hour Pharmacy Claim / POS Help Desk (OPHSS02).</p>

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				support hours of operations should continue to operate 8:00 a.m. to 5:00 p.m.	
107	3	Appendix O	N/A	Please clarify whether DOM is requiring HEDIS measures that are NCQA-certified or measures that are 'HEDIS-like' without NCQA-certification.	DOM is requiring the capacity for comprehensive analytic and performance measurements and reporting for both HEDIS that are NCQA-certified and HEDIS-Like without NCQA-certification
108	11	Appendix O	TSTSS10	Given that there could be multiple user types with various types of access, can DOM specify the number and types of users required for the DSS?	<p>Yes, DOM will require the ability to pull and save large data sets.</p> <p>Authorized User Licenses: 10 IBM Cognos Business Intelligence Professional -- Fiscal Agent DSS Support</p> <p>175 IBM Cognos Business Intelligence Advanced Business Author -- provides ability to run queries</p> <p>55 IBM Cognos Business Intelligence Professional Author -- provides the ability to run queries & reports</p> <p>18 IBM Cognos Impromptu (accounting software) User -- ability to pull information out of the state accounting system, used by DOM employees</p> <p>DOM will require at least 275 DSS/DW licenses.</p> <p>Jan 1, 2012 - Dec 31, 2012 64,557 Queries Performed Jan 1, 2013 - Nov 21, 2013 45,914 Queries Performed</p>

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