



**Amendment #1 to Official Question and Answer Document
Revised April 19, 2011**

**Takeover and Operation of
Medicaid Decision Support System and Data Warehouse (DSS/DW)
RFP #20110318**

Response to Submitted Questions

Question #	RFP Section #	RFP Page #	Question	Response
1	1.4.1	10	<p>4. Supply the DSS/DW software licenses and hardware to support 250 state employees.</p> <p>For the DSS/DW software licenses will a sufficient number of licenses be transferred to the successful bidder and will the successful bidder be expected to pay the annual maintenance? If the successful bidder is expected to pay the annual maintenance what is the current cost?</p>	<p>See RFP Section 1.3.3 for a list of current COTS and proprietary software. DOM pays the annual maintenance cost of licenses for 250 state employees for all software listed with the exception of J-SURS. For J-SURS, the Offeror must negotiate pricing with Thomson Reuters to provide licensing and annual support for 40 employees.</p> <p>If the Offeror proposes additional and different software products, the Offeror will be responsible for paying the license fees and associated annual maintenance with DOM as the licensee through the end of the contract.</p>

Question #	RFP Section #	RFP Page #	Question	Response
2	1.4.2	11	<p>4. Provide appropriate security aligned with DOM security policy, including synchronization of passwords to DOM's active directory.</p> <p>In order to maintain security through the DOM active directory will DOM grant the successful bidder update access to their active directory or will DOM fulfill security requests? Which software applications will need to integrate with active directory?</p>	<p>DOM will grant limited application access to its Active Directory as necessary to fulfill the requirements of the RFP.</p>
3	1.4.2	12	<p>16. Present geographic analysis of various Medicaid data, such as expenditures, beneficiary data and provider participation.</p> <p>Is the geographical analysis tool included in the existing system and will it be transferred to the successful bidder?</p>	<p>There is currently no geographical analysis tool associated with the DSS and none is required in this RFP.</p>
4	1.4.4	12	<p>The Data Warehouse is primarily a reporting tool, but its output can also be used as the input to other data systems. The Data Warehouse provides capabilities to easily export queries and query results to Excel, PDF, Word or other formats.</p> <p>How will the MARS reports be published and accessed by the users?</p>	<p>The Offeror should propose a solution to meet this requirement. The Contractor will be required to work closely with DOM staff to customize the presentation to meet DOM requirements.</p>

Question #	RFP Section #	RFP Page #	Question	Response
5	1.6	13	Will the State confirm that the key roles named in paragraph 2 are currently the staff performing the activities of the contract? Will the current employers of these staff allow them to be hired by another vendor?	All key roles stated in paragraphs 2 and 3 are now currently the staff performing those activities with the exception of one additional analyst. It is the Contractor's responsibility to hire qualified staff to adequately support the DSS/DW.
6	1.7.2 7.2.3	14 50	The Operation Phase is to begin on or before December 31, 2011. How will DOM evaluate different start dates?	The RFP details the minimum requirements. DOM will give consideration during the proposal evaluation to proposals that meet or exceed the minimum requirements of the RFP and that are deemed feasible by DOM.
7	1.8.1	16	The bid price should include as a separate line item, a pricing option for the provision of new hardware by the Contractor. Will the new hardware replace the existing hardware, or will it be added as an additional environment? If the hardware is added as an additional environment, should software licensing costs be included in the cost?	Offeror should propose new hardware to replace the existing hardware that is currently end of life. It is the responsibility of the Offeror to determine the appropriate upgrade path for the software and cost the proposed solution appropriately.
8	3.3.11	22	Regarding the Offeror's presentation team, this section requires that the proposed Project Manager, Medical Director and other key management staff are required to attend Oral Presentations. Given that a Medical Director does not appear to be a relevant position for this scope of work can that requirement be removed?	A Medical Director is not required for this contract.

Question #	RFP Section #	RFP Page #	Question	Response
9	5.1	41	<p>One copy of the proposal must be submitted in electronic form using Microsoft Word or Adobe Acrobat (.PDF) format.</p> <p>Will DOM please confirm that only the Technical Proposal must be submitted in electronic form and that no electronic copy of the Business Proposal has been requested?</p>	<p>The Offeror is not required to submit an electronic version of its Business Proposal.</p>
10	5.4.2	43	<p>Financial Statements: Will the State allow the vendor to provide a link to a website or will this information have to be provided in each of the six copies and the 1 original?</p>	<p>The Offeror may provide a link to full Financial Statements and one printed set in the Original Technical Proposal.</p>
11	5.4.2	43	<p>Financial Statements: Since audited financial reports and statements can require multiple printed pages, is it permissible for publicly held corporations to provide these completed reports in electronic form, such as on a CD in lieu of providing printed versions in each proposal copy? Or could publicly held corporations provide one printed set in the original version only?</p>	<p>The Offeror should provide one printed set in the Original Technical Proposal.</p>

Question #	RFP Section #	RFP Page #	Question	Response
12	5.5.2 5.5.3	44 45	<p>The Staff References Section states to submit three references for the key proposed key staff Project Manager and the Resumes Sections, item # 5 also requests for the names, positions, and phone numbers for a minimum of three persons who can give information on the individual.</p> <p>Where should the references be included in the Proposal, a separate section in Tab 3 or in the resume itself?</p>	The Offeror may include references either in the resumes or separately.
13	5.6	45 and 5-15	<p>The first sentence in Section 5.6 Methodology states the following: The Methodology Section should describe the Contractor's approach to providing the services described in the scope of work, Section 1, of the RFP.</p> <p>Please confirm that bidders should address the scope of work in Section 1 as follows:</p> <ol style="list-style-type: none"> 1) Section 1.1 Purpose through Section 1.3.4 HIPAA 5010 and ICD-10, provides proposal instructions and information only. A proposal response to these sections is not required. 2) A proposal response for Sections 1.4 Technical Requirements through 1.7.3 Turnover Phase should be provided in Section 5.6 Methodology. 3) A proposal response to Section 1.8 Contractor Payment (1.8.1 Initial takeover through Section 1.8.3 Turnover Price) is to be provided in the Business/Cost Proposal. 	<p>The Offeror must address its acceptance, non-acceptance or understanding of the new HIPAA 5010 and ICD-10 requirements.</p> <p>The Offeror should determine how best to respond to 1.4 through 1.7.3.</p> <p>1.8.2 refers largely to the Business/Cost Proposal.</p>

Question #	RFP Section #	RFP Page #	Question	Response
14	6.3	47	<p>The instructions for the contents of the Business/Cost Proposal list three items that must be included in the proposal and that only these items must be included or the proposal will be rejected. Please confirm the following:</p> <ul style="list-style-type: none"> - Item 1 requires a “detailed worksheet by line item of all costs as it pertains to the Contractor Responsibilities and Deliverables as found in Section 1.0 of the RFP”. Does submission of the Appendix A – Budget Summary meet this requirement? - Item 2 states that “each pricing schedule” must be signed and dated. Please confirm that Appendix A – Budget Summary is the only pricing schedule that should be submitted in the Business/Cost Proposal. 	<p>It is not the intent of DOM to limit the Offeror in its Business/Cost Proposals.</p> <p>In addition to the Appendix A – Budget Summary the Offeror shall also include additional pricing schedule(s) that detail by line item all costs associated with fulfilling the services described in the RFP.</p> <p>The Offeror may provide as much explanation as it deems necessary to adequately present its proposal.</p> <p>The Offeror shall submit a schedule of deliverables with associated payments as described in RFP Section 1.8.2.</p>
15	7.2.2.1 5.3	49 43	<p>Executive Summary: The Proposal Evaluation criteria states that the Evaluation Committee will review to determine if the information is 5 pages or less in length; however, the Technical Proposal instructions state that the Executive Summary should be no more four single-spaces pages in length.</p> <p>Is the page limit for the Executive Summary 4 pages or 5 pages?</p>	<p>The Executive Summary should be no more than four single-spaced pages in length.</p>

Question #	RFP Section #	RFP Page #	Question	Response
16	Appendix C	55	The paragraph that precedes the milestone payment schedule states that “Tasks below are shown as a percentage of Line 1, Column 1 of Appendix A – Budget Summary.” Since Line 1, Column 1 of Appendix A appears to be the bid price for Takeover, should the Appendix A reference be changed to “...the Total amount in the Operation row”?	Yes. The statement should read “Tasks below are shown as a percentage of Operation costs shown in Appendix A – Budget Summary.
17	Appendix C	55	Please clarify the instruction “Post total Line 1 in column labeled DDI to Schedule A, Line 1.” that appears after the Milestone payment table.	This statement should be disregarded.
18	Amendment 1, issued March 25, 2011	1	Section 5.1 Introduction Reference to diskette or CD was replaced with electronic form. Will DOM please clarify what is meant by “electronic form”? Please verify that a CD ROM is an acceptable electronic form?	CD ROM is the preferred media for the electronic version of your proposal.
19	3.3.6	21	The RFP indicates that a proposal that contains “unauthorized amendments” or is “conditional” may be rejected. May we offer reasonable revisions or exceptions to contract terms for the State’s consideration? If so, what is the appropriate vehicle for suggested revisions (i.e. attachment to transmittal letter)?	The Offeror is encouraged to propose innovative solutions that meet or exceed the requirements of the RFP. However, the proposal will be rejected if it is deemed to be unresponsive to the requirements of the RFP.

Question #	RFP Section #	RFP Page #	Question	Response
20	4.1	24	RFP Section 4.1 provides that DOM may clarify any contractual relationship in writing. RFP Section 4.1 further states that no modification or change to the contract can be made unless mutually agreed to in writing. Can you please confirm that vendors can rely on the contract as written unless modified by amendment or some other mutually agreed process?	The Contract as described in this section will be binding unless modified by mutual agreement of the parties.
21	4.2	24	RFP Section 4.2 provides that DOM may assess actual or liquidated damages. RFP Section 4.2 further provides that DOM may pursue actual damages if liquidated damages are known to be insufficient. Can you please confirm that liquidated damages are not intended to be punitive and that actual damages will be assessed in the event that actual damages to the State are less than liquidated damages?	Liquidated damages are intended to allow the agency to recover from a breach of contract or failure of the Contractor to produce a required deliverable in a timely manner as promised or agreed upon in good faith negotiations between the parties. We will not confirm that actual damages will be assessed if actual damages are less than liquidated damages.
22	4.7.1	30	Please clarify for purposes of ownership that “activities supported by this contract” means services and/or deliverables specifically performed for and paid for by the state under the contract.	“Activities supported by the contract” for the purposes of ownership means services and/or deliverables first performed for and paid for by the state under this contract.
23	4.7.2	30	Please clarify for purposes of ownership that RFP Section 4.7.2 applies to services and/or deliverables specifically performed and paid for by the State under the contract.	Ownership applies to services and/or deliverables first provided or performed for and paid for by the state under this contract.

Question #	RFP Section #	RFP Page #	Question	Response
24	4.9	32	Please confirm that contract language will be negotiated and mutually agreed to by the parties in the form of a written contract amendment or other mutually agreed process. Can you please confirm that vendors can rely on the contract as written unless it is modified by mutual agreement?	The contract as written will be controlling.
25	4.9.5	33	The contract provides that if the parties have not reached agreement within 30 days of receipt of an estimate, the Executive Director of DOM will make a determination of price. Can you please confirm that contract modifications and pricing shall be by mutual agreement?	The general rule is that modifications and pricing shall be by mutual agreement; however, if this paragraph is invoked then the specific language of this paragraph shall control.
26	4.9.6	33	Please confirm that the contractor, by entering into an agreement with DOM, does not waive any rights to pursue resolution of disputes in court at the conclusion of administrative appeals, if necessary.	The contractor may always pursue resolution of disputes in court; however, the agency may raise applicable provisions of the contract in response to Contractor's complaint and may seek dismissal of such action based upon the provisions in the contract.
27	4.10	33	Please confirm that the contractor will be required to indemnify the State only in the event of negligent conduct or willful misconduct.	The RFP provides for broader indemnification, however, this provision is negotiable.
28	4.15.4	39	Will the State consider substituting the term "commercially reasonable efforts" for "best efforts?"	No.
29	5.2.3	41	Will the State please confirm that "unacceptable performance" means contractor error?	Unacceptable performance includes but is not limited to contractor error, failure to perform required tasks/deliverables as agreed upon.

Question #	RFP Section #	RFP Page #	Question	Response
30	Appendix C	55	Based on the RFP instructions for the Business Proposal, it is not clear if the Appendix C – Milestones Schedule is to be included in bidder's proposals and if so, where. Are bidders to complete the Appendix C form and include in the Business Proposal? Please clarify.	Offerors do not need to submit an Appendix C. Appendix C is provided to explain the basis for payments during the Operation of the Contract.
31	1.8.1	16	Regarding the pricing option to provide new DSS hardware, can the bidder provide pricing on a new hardware configuration that will enhance overall system performance and efficiencies instead of the hardware configuration located in Appendix C?	<p>The Offeror may propose a new hardware configuration as long as it meets or exceeds the requirements of the RFP, for example, the requirement to be operational on or before December 31, 2011.</p> <p>Offeror's proposal for new hardware should improve the performance and efficiency of the DSS and must be adequate to perform all current requests and expandable to meet the growing needs of DOM reporting through the lifecycle of the system.</p>
32	1.3	7	What "Data Management" tools are currently employed by DOM and who are the existing vendors? What are the exact tool names/ versions? Does the contractor need to provide licenses for these tools or does DOM own the licenses or are they contractor owned? What is the current licensing structure for each product? Server Based, User based, CPU based etc?	Current Data Management tools are listed at 1.3.3. All licenses are owned by and licensed to DOM. DOM pays the annual maintenance. The licenses are server and user based.

Question #	RFP Section #	RFP Page #	Question	Response
33	1.3	7	What case tracking system is currently employed? Will the new contractor be able to continue use of this system, or does all case data need to be migrated as part of the transition.	The current case tracking system was developed by the current Contractor using Apex. Although this tool can be transferred to a new Contractor, DOM seeks a more robust and comprehensive case tracking tool. The Offeror should determine the best solution for meeting this requirement.
34	1.3	8	Can DOM provide us with the metrics to show the scale of the DW e.g. - Size (TB) - Number of Tables - Number of Subject Areas - Number of Inbound/ Outbound ETL mappings - Daily/ Weekly/ Monthly Data Volumes	The size is 3.3 TB; There are 552 Operational and 64 Dimensional Tables. The Subject Areas include MMIS Claims, Pharmacy Claims, Provider, Recipient, Managed Care, TPL, Financial, NET, Prior Authorization, MEDS, MEDSX, Reference and Validation.
35	1.3	8	How many environments currently exist (QA/test, Development, Pre-Production Training, UAT, Sandbox, Production, load balance, failover) and would the vendor be responsible for all the existing environment in lieu of only the production environment?	The current DSS/DW only includes the production environment. Additionally, Vendor should propose a minimum of two additional environments to support Development and Testing efforts.
36	1.3	8	What level of documentation on the existing system will be available for the transition from existing vendor? (E.g. Data Models, Data Dictionary, Architecture Documentation, Runbooks, Standard Operating Procedures, Training/ User Guides, Business Requirements)	The Contractor will have access to all DSS system documentation including Data Dictionary, Architecture Documentation, Standard Operating Procedures, Training/User guides and Business Requirements.

Question #	RFP Section #	RFP Page #	Question	Response
37	1.3	9	Is the Management and Administrative Reporting System (MARS), all Cognos reporting application?	MARS is not an all COGNOS system, but COGNOS is used to present the reports.
38	1.3	9	How many concurrent users(average, highest usage, lowest usage) does the Data warehouse have today?	The Contractor must be able to accommodate up to 100 concurrent users.
39	1.9	9	Any report bursting being used? If so, please explain automated triggers used (if any) and the general design for each report.	Report bursting is not being used.
40	1.3	9	Are there processes in place for de-identifying data as per HIPAA requirements?	DOM currently uses only manual processes for de-identifying data but would entertain proposals for other solutions.
41	1.3.2	9	How many canned reports exist in each of the eight (8) reporting areas?	There are approximately sixty-two (62) corporate reports; and one hundred eight (108) MARS reports that are produced monthly, quarterly and/or annually.
42	1.3.2	9	Are there any portions of daily/ weekly/ monthly/ yearly reporting that are not automated?	Portions of the reporting are not yet automated but DOM is interested in pursuing further automation.
43	1.3.2	9	What is the volume of ad-hoc reporting? (Hours per month, queries per month)	<p>The majority of our ad hoc reports are already developed. Contractor and DOM staff are responsible for submitting ad hoc reports as requested.</p> <p>Current run volumes range from 200 to 600 hours per month. DOM expects these hours to be dramatically reduced with performance tuning and the implementation of new hardware.</p>

Question #	RFP Section #	RFP Page #	Question	Response
44	1.3.3	9	<p>Please provide the all software technologies and the version currently being used for the following areas?</p> <ul style="list-style-type: none"> - Data warehouse Database - ETL Tool - Reporting Tools – Cognos Suite - Metadata Management tool - Case management tool Others? 	<p>Data warehouse Database - Oracle ETL Tool - Oracle Reporting Tools - Cognos Suite Metadata Management tool Case management tool - Apex</p>
45	1.4.1	10	<p>We understand that DOM requires 24 X 7 support. Can we suggest a combination of on-desk and on-call support or will it be complete on-desk support?</p>	<p>DOM requires the DSS/DW be accessible 24 x 7 but does not require 24 x 7 support.</p>
46	1.4.1	11	<p>Can DOM provide us a sample breakup of tickets for the past year based on</p> <ul style="list-style-type: none"> - Applications - Technology streams - Level of Support (L1, L2 & L3) and - Severity levels 	<p>This will be provided to the successful bidder.</p>
47	1.4.2	11	<p>Item 5 - Do these online data dictionaries currently exist, or do these need to be created?</p>	<p>Online data dictionaries already exist.</p>
48	1.4.2	12	<p>Items 8 - 16 Does this functionality currently exist today?</p>	<p>Yes.</p>
49	1.6	13	<p>Will DOM provide the existing contractor resources make up in terms of their technology skill set?</p>	<p>It is the Offeror's responsibility to determine the required resource skill sets to successfully support the requirements and meet performance standards in this RFP.</p>

Question #	RFP Section #	RFP Page #	Question	Response
50	1.8.1.	16	We did not find the equipment list in Appendix C. Can DOM please provide an equipment list? What are the size, number and configuration of servers? What hardware platform is each server? Who owns the hardware?	1.8.1 should refer to Attachment A rather than Appendix C.
51	1.6	22	The RFP requests that a Medical Director be available for presentation. Section 1.6 (Key Personnel) makes no reference to a Medical Director as a key role. Does DOM mean industry specialist or practice lead?	This was an error. A Medical Director is not required for this contract.
52	1.4.2		Please provide a copy of the DOM Security Policy.	This will be provided to the successful bidder.
53	1.3	7	Is this is a new requirement? If not, who is the current the incumbent and what is their contract's value/?	ACS is the current Contractor. Contract details will not be released during the procurement.
54	1.8	16	What is the total value of the contract resulting from this RFP?	This information cannot be released at this time.
55	1.8	16	Are appropriations in place for this procurement?	The Mississippi Legislature has funded the Division of Medicaid.
56	7.2.3	50	Will the lowest bid get first consideration?	The Contract will be awarded to the Offeror with the best score which consists of both technical and cost evaluations.
57	1.3	7	What is the total number of standard reports broken down by the categories?	There are approximately sixty-two (62) corporate reports; and one hundred eight (108) MARS reports that are produced monthly, quarterly and/or annually.

Question #	RFP Section #	RFP Page #	Question	Response
58	1.3	7	Is the proposing vendor required to bid use of the existing technologies in the RFI?	Although this RFP is specifically for takeover of our existing system, DOM will consider all proposals that meet or exceed the minimum requirements of the RFP. However, DOM staff has experience with and is familiar with the software and structure of the existing DSS/DW. Offerors who choose to propose an alternative to the takeover should be aware that their price will be adjusted to include the estimated staff costs associated with learning a new product and/or architecture.
59	1.3	7	Would the State entertain the use of like kind, but a different technology set so long all requirements are met as described in the RFI?	See response to question # 58 above.
60	1.4.1	10	Contractor will be the named licensee and responsible for all license fees?	All licenses are owned by and licensed to DOM.
61	General		This RFP clearly states that the selected vendor will be taking over the existing DSS/DW system, which is a requirement separate and apart from what ACS is doing with its Envision product. The RFP states, in fact, that the current DW is nearing the end of its life and is capable of supporting only limited DSS functions. We can provide a new solution for the Data Warehouse in addition to responding to the requirements based on the current functionality. May we respond to the takeover approach with a solution that addresses directly the parameters outlined? If so, how should we address pricing? Can we offer two separate quotes?	See response to question # 58 above. Each Offeror should provide the best possible cost proposal for their solution.

Question #	RFP Section #	RFP Page #	Question	Response
62	1.3.3.	9	On page 9 of the RFP, the data management tools used by the current contractor are listed (1.3.3.). Can we offer to provide software enhancements or will the vendor be using these tools exclusively?	The Offeror shall propose its best solution that meets or exceeds the minimum requirements of the RFP. DOM staff has experience with and is familiar with the software and structure of the existing DSS/DW. Offerors who choose to propose an alternative to the takeover should be aware that their price will be adjusted to include the estimated staff costs associated with learning a new product and/or architecture
63	General		As we understand the RFP, the data will be provided to us and we will store it in our data warehouse? However, you appear to indicate in some sections that data will be stored in your repository. Could you please clarify this for us? We understand that a team has to be on or within 15 miles of the premises, but does that include the data warehouse itself? Who will generate the reports?	The data will be stored on equipment owned by DOM but housed by the Contractor, which should be within fifteen miles of DOM's offices. The Contractor will be responsible for generation of reports.
64	General		What is the current number of reports produced by the data warehouse?	See response to questions #41 and 43 above.
65	1.3.4.	10	What is the status of the Bureau's initiative on HIPAA 5010 compliance, particularly as it regards the January, 2012 deadline?	HIPAA 5010 Assessment work has been completed. But the remediation has not commenced. The Contractor will be responsible for performing the extensive work required to meet the January 1, 2012 deadline.

Question #	RFP Section #	RFP Page #	Question	Response
66	1.3.4	10	How should we address HIPAA 5010 and ICD-10 conversion efforts in our pricing?	HIPAA 5010 and ICD-10 pricing must be included as part of the proposal.
67	1.3.4.	10	The Vendor is asked to provide the assumptions and constraints upon which the deliverable work plan for HIPAA 5010 and ICD 10 implementation is based. These can only be identified after the vendor assesses the existing system, an assessment that will be included in the pricing. What materials are available to help us develop possible assumptions and constraints?	See response to question # 65 above. Assessment materials will be provided to the successful bidder.
68		Pages 42 and 49	Page 42 of the RFP indicates that the Executive Summary should be 4 pages long, while on page 49 the requirement is listed as 5 pages. Which is correct?	The Executive Summary should be no more than four single-spaced pages in length.
69	Exhibit III	59	Does Exhibit III have to be signed and submitted <i>with</i> the proposal?	The Business Associate Agreement will be executed after award of the contract.
70	General		Other than page size, are there any formatting requirements, such as font, font size, number of pages, etc.?	All requirements are listed in the RFP Section 1.2.3, Section 5 and Section 6.