



Official Responses to Submitted Questions

RFP # 20111005

RFP Question and Answer Document

Question #	RFP Section #	RFP Page #	Question	DOM Response
1	General	N/A	Would the State consider extending the due date by one week to allow bidders time to alter their proposals based on the State's answer to questions?	DOM is committed to the schedule we have established. However, the proposal due date is hereby extended to October 20, 2011.
2	1.1	5	Is a Medicaid Eligibility Determination System included in the scope of work for the RFP to be updated as a result of this procurement?	No, the Eligibility system replacement/upgrade will be a separate project. However, the winning Contractor must have an understanding of the Eligibility system requirements so that they will know the data points required for interface between the MMIS and the Eligibility system.
3	1.1	5	In what timeframe was the development of the original draft RFP for an Enterprise solution for a MMIS, PBM, DSS, and FA Services completed? Have updates been applied since then and if so when?	November 2009 – June 2010. Yes, May 2011.

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4	1.1	5	In what timeframe was the development of the original draft Evaluation Plan for the draft RFP for an Enterprise solution for a MMIS, PBM, DSS and FA Services completed? Have updates been applied since then and if so when?	November 2009 – June 2010. No.
5	1.1	5	In what timeframe was the development of the original draft IAPD completed? Have updates been applied since then and if so when?	November 2009 – June 2010. Yes, May 2011.
6	1.1	5	Have the draft RFP and/or draft IAPD ever been submitted for review and approval to CMS? If so, when and what was the outcome and comments?	In 4 th quarter 2010, CMS informally provided a cursory review of the draft RFP but not the IAPD. We did not receive a list of questions/concerns from CMS.
7	1.1	5	Was a consultant(s) utilized to develop the draft RFP and/or draft IAPD? If so, who?	Yes, Cognosante, LLC, formerly Fox Systems.
8	1.2	5	The timetable presented indicates 12/14/11 for Submit RFP to CMS for approval and 12/31/11 for RFP Remediation Completed. Does DOM anticipate submittal to CMS prior to completion of remediation? Please clarify.	Yes, by December 14, we expect that the RFP should be in a sufficient state for draft submission to CMS for feedback as no further material changes should be necessary beyond that date.
9	1.2	5 & 6	The timetable presented indicates 12/14/11 for Submit RFP to CMS for approval and 12/31/11 for Submit IAPD to CMS for Approval. Has DOM coordinated with CMS and have an agreement for CMS review and approval of the RFP prior to the IAPD?	No.
10	1.2	5 & 6	Is DOM staff and other State staff and management available and committed to the expedited reviews and approvals of the consultant's deliverables that will be required in the November and December timeframes?	Yes.

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11	1.2	5 & 6	Has DOM coordinated with CMS and have an agreement for CMS review and approval of the RFP and IAPD in the expedited timeframes which are less than 60 days?	CMS is aware of our RFP/IAPD development and is aware of the timeframes we are targeting for release but there is no agreement in place for expedited review with timeframe less than 60 days.
12	1.3 (1 c)	7	“Analyze the impact of the----Medicaid Information Technology Architecture (MITA)” Are the State’s AS-IS and TO-BE assessments up to date or will analysis need to be completed to bring them up to date?	MITA assessments were completed in 2008 and have not been updated since then. As recommended by CMS, we do not plan to perform an official update to our MITA assessment until the release of MITA version 3.0.
13	1.3 (1 d)	7	Please describe the HIX and HIE initiatives underway for Mississippi, which agency/division is leading and DOM’s role and level of involvement.	The HIE initiative is led by ITS acting on behalf of the Governor’s office (the State Designated Entity). DOM sits on the Board of the HIE and participates in workgroups. Medicity is the contractor for the HIE. The HIX effort is directed by the Comprehensive Health Insurance Risk Pool Association (a non-profit agency) on behalf of the Mississippi Insurance Department. DOM actively participates in the HIX work groups.
14	1.3.4	7	The requirement is to “The Contractor will respond to CMS questions/concerns, revise and resubmit the RFP and IAPD documents as required by CMS until CMS approval is achieved. The Contractor is responsible for ensuring that DOM fully complies with all pertinent Federal regulations by making sure all updates are submitted to CMS in a timely manner.” Please clarify how DOM envisions the contractor “making sure all updates are submitted to CMS in a timely manner”? The contractor would not have authority over DOM to accomplish that.	This language is referring to DOM’s expectation of the contractor, that they have the responsibility to be aware and keep DOM informed of impending deadlines and changing CMS guidelines. It will be the contractor’s responsibility to provide relevant information to DOM timely to ensure that DOM is responsive to CMS’ questions and that all relevant updates are submitted within the specified timeframes.

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15	1.3.4	7	Has CMS formally or informally reviewed the draft RFP and/or IAPD? If so, were questions/concerns provided to DOM? If so, please provide.	In 4 th quarter 2010, CMS informally provided a cursory review of the draft RFP but not the IAPD. We did not receive a list of questions/concerns from CMS.
16	1.3.5	7	The requirement is to "The Contractor must use their knowledge and expertise to lead DOM in accurately and fairly scoring all proposals received in response to the RFP and to assure that DOM is acquiring an Enterprise system that is technologically advanced, functionally sound and will meet all required state and federal mandates.". Please clarify how DOM envisions the contractor leading DOM in scoring proposals?	DOM expects the Offeror to provide a structure and framework for the proposal evaluation process, organizing and leading the meetings, establishing protocols, documenting each step and requiring justification of each score. Offeror should assist DOM evaluators by providing clarification of terminology, technology and Vendor jargon. Offeror should have a good understanding and be able to clearly articulate CMS direction and guidelines. Offeror should assist DOM by assessing Vendor's responsiveness to the requirements, assessing and prioritizing responses items in terms of significance. Offeror should be willing to participate in reference calls and assist in guiding DOM through a fair and equitable evaluation process.
17	2.1	10	Does DOM intend to utilize any QA or IV&V services during the DDI of the Enterprise solution for a MMIS, PBM, DSS, and FA Services?	Yes.
18	2.1	10	Is the successful consultant of this RFP permitted to participate in any bidding process for QA or IV&V services for the DDI of the Enterprise solution for a MMIS, PBM, DSS, and FA Services?	Yes.

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19	3.2, 2 nd paragraph	12	<p>This section requires “right to inspect Offeror’s physical facilities prior to award”</p> <p>Are the Offerors required to have physical facilities in Mississippi or is DOM providing as indicated in section 1.5?</p>	<p>DOM is providing office workspace at DOM facilities, refer to Section 1.5. Offerors are not required to have physical facilities in Mississippi.</p>
20	4	16	<p>There seem to be several T&Cs that are more appropriate for a DDI/Fiscal Agent contract and overly burdening for a consultant services contract. Are these sample terms and conditions?</p>	<p>These are the standard terms and conditions for DOM contracts.</p>
21	4.	16	<p>Will the selected contractor be allowed to negotiate the contract terms and conditions with the State?</p>	<p>Contractor should clearly state its exceptions to DOM’s terms and conditions in its proposal; there will be no negotiation as to the material terms and conditions and/or scope of work requirements.</p>
22	4.	16	<p>May Offerors take exception to any of the State’s contract terms and conditions?</p>	<p>Yes, but DOM reserves the right to refuse any exception and/or to reject the proposal in its entirety as non-responsive.</p>
23	4.2	16	<p>Is this section meant to be in the Consulting Services RFP? It appears it may be from the DDI RFP draft.</p>	<p>These are the standard terms and conditions for DOM contracts.</p>
24	4.2	16	<p>This section refers to “specific performance standards as set forth in scope of work”. Please clarify what these specific performance standards are and where they are located in the scope of work? Also please define the specific liquidated damages for each of the specified performance standards. Would the DOM consider foregoing LD’s on the consultant services, considering the retainage?</p>	<p>These are the standard terms and conditions for DOM contracts. Liquidated Damages would not be used for this procurement.</p>

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25	4.2	16	Please clarify the monthly payments to the Contractor this is referring to.	These are the standard terms and conditions for DOM contracts. Monthly payments are N/A for this Procurement award.
26	4.3 & 4.17	17 and 33	Please clarify if this warranty and warranty period is appropriate for the consulting services contract. It appears it may be from the DDI RFP draft.	These are the standard terms and conditions for DOM contracts.
27	4.3.1	17	In the case of a termination for convenience, would the State reimburse the contractor for costs incurred to that point?	Yes
28	4.3.3.1.8 & 4.3.3.1.9	20	Are these sections meant to be in the Consulting Services RFP? It appears they may be from the DDI RFP draft.	These are the standard terms and conditions for DOM contracts.
29	5.1, 3 rd paragraph	35	Is the "follow the layout of the RFP" referring to the layout required in section 5 for the Technical Proposal sections, their order and the outline/points for content requirements for each of these sections? Please confirm or clarify what this means.	Yes, Offerors should follow the layout as depicted in Section 5.
30	4.10	26	In case of default, will the State allow the contractor to attempt to cure the situation prior to termination?	Yes.
31	4.10.1	27	Would the State consider limiting the liability of the Contractor, for example to the value of this contract?	DOM is unable to limit Contractor's liability. The only State entity capable of doing so is the Executive Director of the Mississippi Department of Information Technology Services.

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32	5.2	35	"It shall be included in <u>each</u> Technical Proposal" Only one electronic version of the Technical Proposal is to be sent. Correct, please confirm?	Only one electronic version is to be sent.
33	5.4.2	37	Can financial statements be provided as an appendix to the proposal?	Yes.
34	5.4.3	38	Is the State asking for three references for Medicaid projects and three references for RFP/IAPD projects for a total of six references? If so, can Offerors use the same reference if the project's scope involved creating the RFP/IAPD for a Medicaid project?	Yes.
35	5.4.4	38	Can product samples be included as appendices to the proposal?	Yes.
36	5.6 & 7.2.2.4	40 & 45	Methodology – Should all the items in 7.2.2.4 be considered requirements for Methodology as well as those in 5.6? Please clarify.	Yes.
37	5.7 & 7.2.2.5	40 & 45	Project Management and Control– Should all the items in 7.2.2.5 be considered requirements for Project Management and Control as well as those in 5.7? Please clarify.	Yes.
38	5.5.4 (a)	38 & 39	Is it acceptable to provide the direct telephone number of the consultant's executive point of contact responsible for this proposal, who will coordinate scheduling of interviews with individuals and provide a direct contact/conference call number for each individual interview?	No, Offeror should provide a direct phone number for DOM to contact the consultant directly to schedule an appointment (if necessary) without further intervention from the Offeror. Refer to 5.5 (4a).

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39	5.7	40	<p>“This section should indicate whether the Offeror has a Project Management Office (PMO) that will be engaged in this project”</p> <p>Will not having a PMO engaged in the project hurt an Offeror’s proposal evaluation?</p>	No, however, Offeror’s who have a PMO office engaged as a resource will provide DOM an extra level of confidence in the work product produced.
40	5.8 (1)	41	Does the State want the Work Schedule in MS Project as a separate file or can it be incorporated into the Word or .PDF document?	The Work Schedule can be incorporated into either document.
41	5.8 (8)	41	<p>“A schedule for all deliverables providing a minimum of five (5) days review time by DOM”</p> <p>Will a five (5) day review/turnaround be the norm for all review requests or requests for information between the Contractor and DOM?</p>	Yes. DOM will make our best effort to review and provide feedback in a shorter period of time but 5 days will be the normal turnaround time for deliverable review and feedback.
42	7.2.2.2 (3)	44	The evaluation criterion for Corporate Background and Experience includes “amount and level of resources proposed by Offeror.” This information is not requested in the requirements of this section. Shouldn’t this be addressed in Organization and Staffing?	Yes.
43	7.2.2.3	44 & 45	<p>“The committee will evaluate the explanation of the Offeror regarding the relationship between the Offeror and the Project Manager to determine if they will have sufficient autonomy/authority to make management decisions to improve the Offeror’s delivery of services to DOM.”</p> <p>Project Manager’s autonomy/authority is not discussed anywhere else. Please clarify</p>	DOM will assess the proposed Project Manager’s position within the organization chart (corporate and project) and will conduct telephone interviews with Offeror’s proposed Project Manager, if necessary for clarification, to make this evaluation.

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44	7.2.2.4 (2)	45	The evaluation criterion for Methodology refers to a data management plan. However, there is no data management plan mentioned in the response requirements. Please clarify.	7.2.2.4 (2) is not relevant to this procurement.
45	7.2.2.4 (6)	45	The evaluation criteria for Methodology includes "relevant experience...". This information is not requested in the requirements of this section. Shouldn't this be addressed in Corporate Background and Experience?	Relevant experience is any experience with other Medicaid agencies, project management experience and RFP/IAPD development experience. Refer to Section 5.5.3.
46	7.2.2.4	45	The evaluation criterion for Methodology refers to processes for maintaining PHI. However, there is no requirement for processes to maintain PHI mentioned in the response requirements and the scope of this effort would not appear to require mainlining PHI, please clarify.	7.2.2.4 (3) is not relevant to this procurement
47	Appendix C		The instructions say to only complete the first 2 tabs of the workbook. Please confirm that the 3rd tab is NOT required for submission.	The 3 rd tab is not required for submission
48	Appendix C		If the 3rd tab is required, the worksheet contains cells with invalid references, as does the 2nd tab. Could the State please correct and repost the Appendix?	N/A
49	Appendix C		The Business Skills Set tab requires "documented experience" for each of the skill set requirements. These requirements would be difficult to provide documented experience for. For example, it is not clear how to provide documented experience for "ability to listen and solve problems." Please clarify what the State expects in terms of documented experience.	DOM expects the Offeror to provide specific projects where problem solving skills were required and a brief explanation of the types of problems/resolutions.

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50	Appendix C		Question 4: Is the Excel workbook to be included as a separate Excel file with submission or can it be incorporated as part of the Word or PDF document?	Offeror's preference. DOM will accept it either way.
51	1.2	5	<p>Please clarify the deadline for RFP Remediation, which is not completed until December 31st. However, the RFP is to be submitted to CMS on December 14th.</p> <p>December 31, 2011 RFP Remediation Completed December 14, 2011 Submit RFP to CMS for Approval</p>	By December 14, we believe that the RFP should be in a sufficient state for draft submission to CMS for feedback as no further <u>material</u> changes should be necessary beyond that date.
52	1.2	5	Please provide the State holiday schedule. For planning purposes, are there weeks, days when a number of staff has scheduled vacation during November and December?	State offices are expected be closed November 24 th and 25 th in observance of Thanksgiving, December 23 rd and 26 th in observance of Christmas, and December 30 th and January 2 nd in observance of the New Year. However, the Governor has not officially notified state agencies of these holidays and the dates provided above are subject to change. For the purposes of this project, assigned staff will be required to respond within the stated 5 day review cycle.
53	1.3 b	7	The source of four of the five vendor responses were identified, however the source of Response #2 is not provided. Can this information be provided?	The responder requested their identification be redacted.
54	1.3 e	7	We assume that this includes the 'Enhanced Funding Requirements: Seven Conditions and Standards' released in April 2011 (CMS, Medicaid IT Supplement (MITS-11-01-v1.0), April 2011). Given the fact that this procurement effort began 2 years ago, what are CMS's expectations concerning the compliance deadlines for Mississippi?	DOM has no expectation that we will not be required to meet CMS's stated compliance guidelines.

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55	1.7 3	9	Numbered item states: Upon approval of each deliverable or milestone identified as a payment, Contractor shall submit an invoice and progress report to DOM for payment. Please briefly describe the content and size of the progress report.	Progress report should clearly identify the deliverable/milestone so that appropriate payment can be made.
56	4.3	17	Numbered item states: The Contract period begins November 1, 2011, or when the contract is executed by both parties, and shall terminate upon award of the MMIS/PBM/DSS Contract. Does this award include CMS approval of the award? Is this expected to take place after 7/31/12? Please elaborate on the purpose of the 90-day warranty period.	The CMS approval of the award would be anticipated to occur within the 90 day warranty period.
57	5.5 1	38	Numbered item states: Project team organization depicted by a chart of proposed personnel and their position within the corporation as well as their assigned role both within the project; What does the word 'both' refer to? Should it be deleted?	Statement should read "Project team organization depicted by a chart of proposed personnel and their position both within the corporation as well as their assigned role within the project; "
58	5.5 3	38	Numbered item states: Résumés of all management and key staff as required in this RFP. As noted in <i>Section 1.7.5</i> , all staff assigned to this project are considered key staff , including staff that is internal to the project team and those that reside in the Corporate organization outside of the team. Please clarify what is meant by resumes from those that reside in the Corporate organization outside of the team. Does this just pertain to those individuals that are named in the proposal? Section 1.7.5 refers to Cost Information. Should this reference be 1.6 .6?	Yes, Offeror should include resumes' of support resources within the organization that could possibly have a direct (or support) role on the project but that would not necessarily be onsite...i.e. PMO resources, Project Managers, Quality Assurance staff Yes, reference should be 1.6.6 instead of 1.7.5

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59	5.8.1	41	The numbered item states that Microsoft Office is the tool to be used for the work breakdown structure. Should this be Microsoft Project?	Yes.
60	1.2.2	6	Is there a file size limit for electronic submission?	Yes, the maximum message size limit is 20 MB total message size.