Official Responses to Submitted Questions

RFP # 20130303

MEHRS Identification Verification & Validation

Question	RFP Section	RFP Page	Question	DOM Response
1	1.1	5	When will the Design, Development, and Implementation (DDI) phase expire?	June 1, 2013
2	1.1	5	Does the State have a consultant who is assisting with the DDI phase? If so, who is the consultant?	DOM has both employees and consultants assisting as SMEs in this project.
3	1.1	5	What are the roles and functions of the DDI consultant?	DOM has both employees and consultants assisting as SMEs in this project.
4	1.1	5	How many providers are currently using the Medicaid electronic health record (MEHRS)? What kinds of providers are intended to use the MEHRs (e.g., hospitals, primary care physicians, specialty care physicians, community mental health centers)? Please explain.	During the period of 2010 – 2011, 2,025 providers were registered to use the MEHRS/eScript System. These are mainly practices and a few clinics. Hospitals are not the primary users of the MEHRS/eScript System. When the current contractor who provided MEHRS/eScript failed to deliver an ONC ATCB compliant EHR upgrade, usage began to diminish. The first phase of the upgrade project is seeking to convert the 80 heaviest provider users to the new solution.

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5	1.1	5	How many providers are currently using the e-prescribing system (eScript)? What kinds of providers are intended to use the eScript? Please explain.	During the period of 2010 – 2011, 2,025 providers were registered to use the MEHRS/eScript System. These are mainly practices and a few clinics. Hospitals are not the primary users of the MEHRS/eScript System. When the current contractor who provided MEHRS/eScript failed to deliver an ONC ATCB compliant EHR upgrade, usage began to diminish. The first phase of the upgrade project is seeking to convert the 80 heaviest provider users to the new solution.
7	1.1	5	Please describe if and how the MEHRS and the eScript interface.	Emdeon is providing the eScript component of the MEHRs system, and it is integrated into the complete system with Single Sign On.
8	1.3.1	7	What are the names of the other companies that submitted questions in response to this RFP?	This information will not be released during the procurement process.
9	1.4	8 to 10	Please confirm the names of the Prime Contractor and Subcontractor for the Upgrade project.	Orion Health Incorporated is the prime contractor. MedeAnalytics Incorporated is the subcontractor.
10	1.4	8 to 9	Of the Prime Contractor deliverables listed on pages 8 and 9, which have been completed and which are still outstanding?	All Deliverables are outstanding as the project kickoff is occurring the week of 3/11/13.
11	1.4	9 to 10	Of the Subcontractor Deliverables listed on pages 9 and 10, which have been completed and which are still outstanding?	All Deliverables are outstanding as the project kickoff is occurring the week of 3/11/13.

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12	1.4	10	When the Contractor is mentioned in the last sentence of Section 1.4, which Contractor is the State referring to? Please explain.	DOM is referring to the IV&V Contractor in the last sentence of Section 1.4.
13	1.5	10	Are the Provider Services Account Manager (PSAMs) employed by the MEHRS/eScript Contractor? If not, then who are they employed by?	PSAMs are employed by the MEHRs upgrade contractor.
14	1.5	10	There is a reference to a Help Desk in this section. Is this the help desk of the MEHRS/eScript Contractor? If not, then who is providing the Help Desk function?	Yes, this is the MEHRs/eScript contractor Help Desk.
15	1.5	10	What is the current projected go-live date for the MEHRS/eScript solution? How likely is that the go-live date will be met?	Go-live must occur June 1, 2013.
16	1.6	11	Please describe the Division of Medicaid's (DOM's) in-house implementation team.	DOM's implementation team will consist of a Project Sponsor, Project Manager, clinical SMEs, technical SMEs and a test team.
17	1.7	11	Where will the user acceptance testing (UAT) take place?	UAT will occur at DOM facilities in Jackson, MS

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18	1.7	11	Will the MEHRS/eScript solution contractor be responsible for drafting a backup/disaster recovery plans and system security plans?	Yes.
19	1.11	14	What is the anticipated budget for this project?	This information will not be released.
20	1.11	14	Who is the person (or persons) who are authorized to release the retainage amount and provide final acceptance of the upgraded MEHRs System by DOM? Please explain.	DOM's CIO will provide authorization to provide final acceptance of the upgraded MEHRs implementation and subsequent release of the retainage amount for the Contractor/Subcontractor and the IV&V Contractor.
21	3.4	22	Does this contract have to be reviewed and approved by the Personal Service Contract Review Board (PSCRB)?	No.
22	4.9.1	33	For clarity, will the State consider adding the underlined word to this clause? "The Contractor shall be required to conform to all applicable federal and state laws, regulations, and policies as they exist or as amended."	DOM will consider adding this word during contract negotiation.

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23	4.10	35-36	In order to provide clarity of responsibility in this section, will the State consider adding the following, or similar, language to the end of each for the first four paragraphs? "This provision shall not apply to liability of any nature arising solely from DOM's failure to meet its duties under this Contract or solely from any actions or omissions undertaken in compliance with DOM's directions or requests. "	This language will not be negotiated.
24	Appendix B (BAA)		In order to reflect certain requirements under HIPAA, HITECH and the Privacy rule, there are terms that should be modified in the BAA. Will the State allow for negotiation of BAA terms? Please explain.	No. DOM's BAA was revised this year to reflect all current changes to all applicable laws and regulations.
25	N/A	N/A	Which MS health care facilities are participating in the MEHRs/eScript upgrade project?	Medicaid providers who are current MEHRs users.
26	N/A	N/A	What type of facilities are they? For example, nursing home, clinic, etc.	Mainly practices and a few clinics; hospitals are not the primary users of the MEHRS/eScript System.
27	N/A	N/A	How many beds does each participating facility have?	Hospitals are not the primary users of the MEHRS/eScript System.
28	N/A	N/A	How many units per facility and what are the unit types?	Hospitals are not the primary users of the MEHRS/eScript System.

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29	N/A	N/A	Which staff member types need to be trained on the system upgrade? For example, RN's, Physicians, etc.	Training is the responsibility of the MEHRs Upgrade Contractor and is outside the scope of the IV&V RFP. Typically office administrators, nursing staff will be trained.
30	N/A	N/A	Out of the staff needing training, what is the breakdown on the number of staff per facility? Meaning, how many RN's must be trained at a facility, etc.	Training is the responsibility of the MEHRs Upgrade Contractor and is outside the scope of the IV&V RFP.
31	N/A	N/A	Can the training be completed online via an existing LMS? Or does it need to be completed in house?	Training is the responsibility of the MEHRs Upgrade Contractor and is outside the scope of the IV&V RFP.
32	N/A	N/A	If in house, does each facility have a computer training lab or any external training labs? How many seats are available per lab?	Training is the responsibility of the MEHRs Upgrade Contractor and is outside the scope of the IV&V RFP.
33	N/A	N/A	Does each facility require online competencies for contractors or non-hospital staff to be allowed upon a unit? Such as safety, HIPAA training, etc.	The IV&V Contractor will not be required to perform work in provider facilities.
34	1.1	5	Exhibits 3 Prime Contractor SOW and Exhibit 4 Subcontractor SOW are not included in the RFP. Will DOM provide Exhibits 3 and 4 with the response to Q&A?	Exhibits 3 and 4 are now on DOM's Procurement Website www.medicaid.ms.gov/bids.aspx.

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35	1.3	6	Will DOM revise due date from March 25 to April 8 for submittal of response to the MS EHR IV&V RFP to allow for time to respond to the Exhibit 3 Prime SOW content which we expect to receive on March 15, 2013?	DOM hereby revises the Proposal Due Date to April 1, 2013.
36	1.3.1	7	First paragraph states Friday March 11, 2013 is deadline for submission of questions and DOM response would be issued on Wednesday March 15, 2013. Is this a typo? Monday is March 11 and Friday is March 15th.	Answers will be posted Friday, March 15, 2013.
37	1.3.2	7	The last paragraph states: "Each proposal must be signed in blue ink by an official.." Is it permissible to have only the original Technical and Business Volumes signed in blue ink? Our plan is to submit other than original documents of each volume to be printed without color.	The original Technical and Business Proposals must be signed in blue ink.
38	1.11.1	14	Would DOM agree to reduce the retainage percentage to 10%?	Depending upon the level of project risk, DOM is willing to discuss alternatives to the requested retainage release.
39	1.11.1	14	Would DOM be willing to negotiate with the awarded vendor a mechanism to allow for the release of retainage not tied to the performance of the system implementation contractor?	Depending upon the level of project risk, DOM is willing to discuss alternatives to the requested retainage release.
40	4.2	24	Would DOM be willing to negotiate with the awarded vendor alternative language to this performance standards and damages section which was more consistent with the nature of this PMQA engagement?	No, DOM has reviewed the performance standards and believes them to be appropriate for this engagement.

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41	4.3.2.1	26	Would DOM be willing to negotiate a limit on financial liability consistent with the nature of this professional service engagement during contract negotiations with the awarded vendor?	No. Limitation of Liability is a state law and cannot be changed.
42	4.3.2.1	26	Will DOM be willing to negotiate a specific "cure period" for this section?	DOM may be willing to negotiate this point.
43	4.9.5	34	Would DOM consider negotiating an alternative mechanism to govern unilateral contract change orders by DOM under this section?	This language will not be negotiated.
44	4.10	35	Would DOM be willing to negotiate with the awarded vendor more tightly defined language to cover indemnification?	No. Any change would be in violation of state law.
45	4.11.2	38	Would DOM be willing to negotiate alternative language for this section on employment?	This language will not be negotiated.
46	6.3	54	The Proposal Content section specifies that only 5 items listed are to be included in this volume. Is it permissible to include a Cover Page and a Cover Letter in the Business Proposal in addition to the mandatory items listed?	Yes.