

## RFP Question and Answer Document for

### Independent Verification and Validations (IV&V) Services for The Medicaid Eligibility Determination System (MEDS) RFP #20150123-IT

Question #	RFP Section #	RFP Page #	Question	DOM Response
1	1.6	20	<p>Section 1.6 states “To secure the Offeror’s performance under this Contract, the Offeror agrees that DOM shall hold back as retainage fifteen percent (15%) of each amount payable including amounts payable under Change Orders. The retainage amount shall be released upon successful implementation and acceptance of the specific Phase the Modernized MEDS System by DOM which accomplished.”</p> <p><b>Q.</b> Will State consider that the 15% retainage be removed as the acceptance criteria for releasing the retainage are outside the control of the IV&amp;V vendor? Should the retainage be retained, will the State consider the acceptance criteria not be linked to the Modernized MEDS vendor’s performance?</p>	The language within the RFP stands.
2	1.6.1	20	<p>Section 1.6.1. Hourly Rates for Change Orders states that “The Offeror shall provide rates for each proposed role. These rates shall be used in pricing of any subsequent change orders.” Section 6.3 states “...2. The Offeror shall provide rates for each proposed role. These rates shall be used in pricing of any subsequent change orders. 3. Additional pricing schedules to adequately explain method of cost determination including all assumptions (i.e. service or enrollment volume assumptions). 4. Each pricing schedule must be signed and dated by an authorized corporate official.” Item #3 doesn’t appear to apply to this IV&amp;V scope of work. Item #4 indicates as standard pricing schedule to</p>	DOM has provided a template attached to the Questions and Answers document.

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			<p>be signed.</p> <p><b>Q.</b> Please clarify if the state will provide a template or form for submitting the hourly rates or if respondents should develop their own.</p>	
3	1.2; 4.3	7; 30	<p>Section 1.2 indicates a start date of April 1, 2015. Section 4.3 states "DOM will award a Contract based on proposals. The Contract period begins on March 1, 2015 and shall terminate on February 28, 2016."</p> <p><b>Q.</b> Please confirm the proposed start date.</p>	Proposed start date is April 1, 2015. Contract shall terminate on March 31, 2016.
4	5.4.2	57	<p>On management consulting projects of similar size and scope, our clients request three years of audited financial statements to prove the firm's financial stability to perform the work. Will the Division of Medicaid be open to amending its requirements and accept 3 years of audited financial statements?</p>	DOM will accept 3 years of audited financial statements. Understanding that Offerors may not have a completed audit 2014 available yet, DOM is willing to accept 2011, 2012 and 2013 audited financials in response to the RFP.
5	5.4.2	57	<p>Since calendar year 2014 just closed, vendor's having fiscal years matching calendar years may not be able to provide the most recent 2014 audited financial statement by the proposal due date. We request the Division of Medicaid accept audited financial statements for the last three years of 2013, 2012, and 2011. The audited financial statements for 2014 will be provided upon award.</p>	Refer to DOM's response to Question #4.
6	Section 1.3.1	13	<p>Regarding participation in UAT, does the DDI vendor have a schedule that details the expected duration of UAT?</p>	Because the work plan for Phase II of the Modernization project has not yet been fully agreed upon, the requested information is not available at this time.
7	Section 1.3.1	13	<p>Can you provide more detail on the technical expertise DOM is looking for regarding input to future phases of the Modernization project?</p>	DOM seeks technical expertise to help assess DDI architectural plans to verify the delivered product will meet CMS and DOM's requirements

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				for a robust Eligibility system. In addition, since DOM is looking at having a web portal implemented sometime in the future, DOM is seeking expertise in the generation of requirements as well as technical evaluation of proposed solutions.
8	Section 1.3.3	15	DOM is requesting monthly status reports and monthly periodic assessments. What is the difference between the two?	The monthly status reports are deliverable to DOM and should contain work completed during the month, work planned for the next month, a listing of who worked on the project and the number of hours contributed during the month and any issues and concerns that the IV&V Offeror wants to bring to DOM's attention. The target audience for the periodic (monthly) IV&V Assessment report is CMS. The content for this report is described in Bullet Point 11 of Section 1.3.1 and further in Section 1.3.3, Bullet point 3, sub-bullet point 2.
9	Section 1.3.3	16	As this is a fixed-price, deliverables based project, why is it necessary to report project team hours worked on a monthly basis?	The Level of Effort (LOE) being expended per month by the staff assigned to the project is necessary to confirm their proposed level of participation.
10	Section 5.4.1	56	DOM requests the number of personnel currently engaged in project operations. Does that cover all employees at our company, or just the selected staff for this project?	This request is for Corporate background and should address all employees at the company.
11	Section 5.4.1	56	DOM requests the vendor to cover "computer resources". What exactly does that cover?	This is standard language for the Corporate background section. The computer resources information would be relevant only if the RFP was seeking services that would require systems access or hosting. This requirement is not relevant to this RFP.

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12	Section 5.4.3	58	DOM is requesting the vendor submit a list of hours worked on referenced contracts. All of our IV&V work is by fixed-price deliverable, can you explain why it is necessary to include the number of hours devoted to a referenced project?	DOM is seeking to understand the depth of project experience by the Offeror and Offeror staff. The number of hours devoted to each project gives DOM a sense of the size and complexity of the engagement.
13	Section 5.6	58	DOM is requesting the vendor provide proposed staff hours by major task for the project. As this is a fixed-price, deliverables based project, can you explain why that is necessary?	DOM seeks to understand the Level of Effort (LOE) required to produce each deliverable to justify the associated pricing and milestones.
14	Appendix A	67	DOM requests that "The Contractor shall provide a monthly status report to DOM that contains a listing of each position and hours worked for each position that contributed to work during the reporting month along with expected plans for the next month. " As this is a fixed-price, deliverables based project, why is the monthly reporting of hours spent by project staff on the project necessary?	Refer to DOM's response to Question #9.
15	Section 5.2 #10	55	DOM requests that the vendor accept the terms of the BAA agreement. Will that agreement be provided to us before the proposal submission date?	The agreement is on DOM's Procurement Website. Refer to Section 4.16.3 in the RFP for the link to DOM's website. The BAA is located under Resources./
16	Section 1.2.4	9	DOM states that Phase 2 of the Medical Eligibility project will complete in the fourth quarter of 2015. Should we assume December 2015, in terms of determining how many monthly reports will be required?	Yes, that is a safe assumption. However, be aware that this date may be shifted slightly based upon the Work Plan that is agreed upon during Phase II initiation.
17	Section 1.6.2	20	This section says that travel costs should be included in the implementation and operations costs, which we understand to mean that travel costs should be included in the deliverables price. Yet, in the cost	Travel costs should be included as part of the fully loaded rate for deliverable production. However, when developing the Cost proposal, DOM expects to see a specific amount allocated

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			proposal to be submitted, there is a line for Travel Costs. Does DOM expect to see a specific travel cost figure in the cost proposal?	to Travel costs for the project.
18			Are past performance questionnaires required? If so, how many?	Past performance questionnaires are not required.
19	Appendix A	67	Does the Due date section of the budget summary need to be completed too?	Due dates should be completed with the understanding that these are estimated completion dates that will be formalized during project initiation.
20	1.4.1	18	The 4 personnel listed in the RFP, are they required positions? Or suggested?	The positions that are listed are based on DOM's best assessment of the work that will be required. Offerors may choose to propose different/alternative roles with the understanding that to do so represents a risk that their proposed alternative roles may not be accepted by DOM.
21			Is there a current incumbent doing this work? If so, who is it and are they allow to bid?	Yes, there is a Contractor currently performing the work. With the exception of Xerox and their subcontractors or HP and their subcontractors that are proposed for the MES project, no Contractors/subcontractors are currently precluded. For additional information regarding this Contractor, you may refer to Mississippi's transparency site or submit a request for information through DOM's RFI process.

22	1.1. Purpose	Pg. 7	<p>What is the expected level of IV&amp;V participation in the development of the web portal RFP?</p> <p>Does this RFP also address the work required to add ABD eligibility (Phase II) to MMEDS or is that work being performed under the existing contract with Xerox?</p> <p>We understand that Xerox is the DDI vendor for MMEDS Phase II but may or may not be the Web portal DDI vendor depending on the outcome of the web portal procurement. Is our understanding correct?</p>	<p>The IV&amp;V Contractor will be expected to fully participate as a resource in the development of the web portal RFP, providing guidance based on experience gained from other states' implementation of a web portal.</p> <p>This RFP is to secure IV&amp;V services for the implementation of the ABD portion of the MMEDS project for the work being performed by Xerox.</p> <p>The Contractor for the web portal has yet to be determined.</p>
23	1.2.4. Project Background	Pg. 10	<p>Have formal requirements for Phase II functionality been established? If not, will IV&amp;V participate in the development of these requirements or will IV&amp;V's focus be on the review of the requirements only?</p> <p>Our reading of the MMEDS Phases is as follows:  Phase II – Add Aged, Blind and Disabled eligibility determinations to Mod MED  Phase III (optional) – Add an online common eligibility web portal  Phase IV (optional) – Allow MDHS, and potentially other state agencies, access to MMEDS shared services for programs like TANF and SNAP</p> <p>Is our interpretation of MMEDS Phases correct?  If available, please provide a basic timeline for the start and end dates (estimates are fine) for these four phases.</p>	<p>Requirements for Phase II functionality were captured at the outset of the Modernization project. Since we are attempting to begin the ABD phase roughly 2 years post-capture, the project team will be re-looking and verifying that the requirements are complete and accurate. IV&amp;V services should assist DOM in the review and recommending a structure to ensure that the process is efficient and effective.</p> <p>The Phases listed are correct. No timelines are known at this time. A schedule will be defined during project initiation.</p>
24	1.1. Purpose	Pg. 6	<p>Offerors are requested to bid service offerings for Phase II and optional Phases III &amp; IV. The state will award services for Phase II only, with Phases III &amp; Phase IV service awards to follow upon the satisfactory performance of the awarded Contractor and available funding.</p> <p>Should our cost proposals address optional Phases III</p>	<p>Cost proposals should only include the hourly rate of the resources that the Offeror expects to assign to Phases III and IV. Because the scope and timelines are currently unknown, it would be impossible to specify costs for anything beyond the integration of ABD requirements into the MMEDS system.</p>

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			and IV?	
25	1.1. Purpose	Pg. 6	<p>Subsequent optional phases, (Phases III &amp; IV) will add an online common eligibility web portal, a requirement that was mandated by the Affordable Care Act (ACA). Assisting DOM with the selection of and presenting recommendations for the best solution(s) to achieve a cost effective and administratively efficient web portal that is fully integrated with the Mod MEDS system and is fully compliant with CMS regulations requirements;</p> <p>Are the activities related to the web portal part of optional Phase III and IV or just III?</p>	The requirements listed are specific to Phase III, the web portal component and are what is currently known about the scope of work for that Phase. As we move into the next phases of the project, the scope of services will be more fully defined. At that time, we will negotiate the amended price based on the rates provided in the proposal.
26	1.2.4 Project Background	Pg. 9	Our reading of the state's high-level schedule indicates that the Phase III optional web portal is implemented prior to the completion of Phase II. Is that correct?	The web portal component could occur concurrently with the ABD portion of the project. The schedule has not been finalized.
27	1.3.1 Project Duties	Pg. 13	What is the extent of "Participate in the Execution of UAT;" would that include responsibility for creation and/or management and execution of scripts? Would you see 'participation' beyond an assessment of script coverage, quality, and execution of a subset of scripts by IV&V to validate the UAT results?	DOM expects the IV&V Contractor to assist in the execution of UAT by helping create test cases to be executed for validation of the delivered product. UAT may include manual as well as automated testing.
28	1.3.1 Project Duties	Pg. 13	Can you confirm that it is the state's intent to manage the UAT process (i.e. provide an internal, named resource responsible for the UAT process and the results) and provide adequate staff to create, execute and report the test scripts within the allotted time?	DOM intends to completely manage the UAT process using internal resources plus any resources available through the IV&V Contractor.
29	1.3.3. Deliverables	Pg. 16	"The Contractor must perform a risk and issues review and help DOM develop any course of action to mitigate the risks and issues found"	The current Risks and Issues review occurs weekly during the regularly scheduled project status meeting with Xerox. Guidance and recommendations to mitigate the risks/issues

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			How frequently is this review to be presented to DOM?	should be delivered to DOM monthly at a minimum.
30	1.6. Offeror Payment	Pg. 20	<p>A 15% retainage is very high for delivery of IV&amp;V services. Invoicing for IV&amp;V services is driven by State approved deliverables. It seems reasonable to expect full payment for approved deliverables.</p> <p>Would the State consider removing the retainage requirement? If not removed, consider a semi-annual release of retainages.</p> <p>If the State does impose a hold back, the release of that hold back should be contingent solely upon deliverables and tasks that are under the IV&amp;V contractor's control. For example, IV&amp;V tasks and deliverables for a Phase may be complete and approved but the successful implementation of a specific Phase of MMEDS could be delayed through no cause by IV&amp;V.</p>	Refer to DOM's response to Question #1.
31	4.2. Performance Standards, Actual Damages, Liquidated Damages, and Retainage	Pg. 29	<p>A liquidated damages clause is highly unusual for professional services contracts in general and for IV&amp;V contracts in particular.</p> <p>The State is provided multiple protections against poor performance by an IV&amp;V contractor through the deliverable approval, invoice payment, dispute resolution, contract termination, and cost of litigation, attorney fees, and indemnification and compliance terms of the contract.</p> <p>We request that the State delete section 4.2.</p>	Timely delivery of IV&V deliverables are critical to the continued enhanced federal funding of this project, therefore the language in the RFP stands. DOM will not delete section 4.2.
32	1.2. Procurement Overview	Pgs. 7 and 30	Should we assume an April 1, 2015 Contract Start Date and a March 31, 2016 Contract End Date?	Refer to DOM's response to Question #3.

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	and 4.3. Term of Contract			
33	4.11.2. Employment of DOM Employees	Pg. 43	<p>Has the State provided written consent for any former DOM employees who have been separated for less than one year to be proposed for this work? If yes, for whom?</p> <p>If a contractor proposes a former DOM employee and prior written consent has not been provided will the State reject that contractor's proposal?</p>	The language in 4.11.2 is specific to post-contract award. This is a contract term that applies to the winning Offeror.
34	5.7. Methodology and 5.9. WorkPlan and Schedule	Pgs. 60 & 61	<p>METHODOLOGY - This section should contain a comprehensive description of the proposed work plan and specify how it will improve processes and provide enhanced efficiencies for the State.</p> <p>WORK PLAN AND SCHEDULE - The Work Plan and Schedule must include a detailed work plan broken down by tasks and subtasks and a schedule for the performance of each task included in each phase of the Contract.</p> <p>Can the State provide clarification as to the seemingly duplicate requirements for a work plan in both Section 5.7 and 5.9 of the RFP?</p>	Section 5.9 provides specific details about what work will be done. Section 5.7 provides a summary of how the work will be accomplished and a specific narrative describing the project work plan.
35	Appendix A - Budget Summary	Pgs. 67 - 69	<p>Is the State asking contractors to provide a fixed price for one deliverable in each category listed in Appendix A or a fixed price for all occurrences of the deliverable in each category over the life of the project?</p> <p>If the fixed price is to include all deliverables in each category over the life of the project should contractors provide a fixed price based on the term of the base</p>	The proposed price should include all occurrences of the deliverable in each category over the entirety of Phase II, e. g. IV&V Plan, Work Plan, 10 monthly reports, 10 monthly assessment reports, a Post-Implementation report, and an estimated 20 DDI deliverables.

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			<p>contract (March 1, 2015 to February 28, 2016) or for the base and each of the four one year options?</p> <p>If a fixed price for all occurrences of a deliverable in each category is required, can the state please provide a number of expected DDI deliverables to be reviewed by the IV&amp;V contractor and the number of Post-Implementation Reports to ensure an “apples to apples” evaluation of costs?</p>	
36	1.2.3 Proposal Submission Requirements	Pg. 8	<p>Could the DOM please clarify what items are to be redacted on the CD?</p> <p>Are the fully copy and redacted version to be on the same CD?</p> <p>Please clarify if the Business Proposals are to be on separate CD? How many copies?</p>	<p>The Offeror should redact any confidential or proprietary information within the technical proposal.</p> <p>The redacted copy and the full copy should be submitted on separate CDs.</p> <p>Offeror should submit electronically the Business Proposal as a separate, sealed CD with the physical Business Proposal.</p>
37	3.2. Qualifications of Offerors	Pg. 23	<p>Is the charter number the same as the MS Secretary of State - Business ID number companies are assigned when registered to do business with MS?</p>	<p>It is the Business ID number.</p>
38	5.1 Introduction	Pg. 54	<p>Could the DOM please clarify if the Technical Proposal should be numbered sections 1 – 8, starting with the Transmittal Letter. Or should the bidder follow the section numbering in the RFP starting with Section 5.2?</p>	<p>Please refer to Section 5.1 Please number the proposal pages accordingly, beginning with Section 5.2 (transmittal letter).</p>
39	5.2. Transmittal Letter	Pg. 55	<p>A statement that the Contractor and all subcontractors have signed the Drug Free Workplace Certificate (Exhibit 1);</p> <p>Are bidders to include the signed Exhibit 1 in our proposal response? If yes, where shall the document be</p>	<p>Yes, Offerors must include the signed Exhibit 1 as an attachment in the proposal response in the transmittal letter.</p>

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			included in the response?	
40	6.3. Proposal Content – Business Proposal	Pg. 62	<p>All proposals submitted by corporations must contain certification by the secretary or other appropriate corporate official, other than the signer of the corporate proposal, that the corporate official signing the corporate proposal has the authority to obligate and bind the corporation to the terms, conditions and provisions of the proposal.</p> <p>Shall bidders sign Appendix A?</p>	Yes, Offerors should include a signed Appendix A.
41	General	N/A	Can a high level schedule be provided for project activities and timelines for Phases II, III, and IV of the project so that it can be used to prepare the work plan in response to this RFP?	The high level schedule will be defined during project initiation.
42	General	N/A	Can a further description of the proposed future interaction between the eligibility web portal, the FFM, and FDSH interfaces be provided?	This level of detail has not yet been fully defined.
43	General	N/A	Can a general timeline for when DOM will go through the certification process with CMS be provided?	DOM expects the IV&V Contractor to assist the state in verifying that the modernized system meets the requirements necessary to achieve the requisite CMS approvals to retain enhanced federal funding. There is no official certification process for Eligibility Systems with CMS so therefore, there is no specific timeline.
44	General	N/A	Is there a contractor(s) currently performing an IV&V role for the DOM? If so, can their names and the projects that they are overseeing be provided?	Refer to DOM's response to Question #21.
45	General	N/A	Are there any contractors that are precluded from pursuing this opportunity due to the nature of their	Refer to DOM's response to Question #21.

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			current/past services being in conflict with the scope of services listed for this opportunity?	
46	General	N/A	Have formal requirements development and business rule extraction been completed for this project or will that be part of the IV&V project?	Refer to DOM's response to Question #23.
47	Section 1.2.4	9	Is the DOM project, seeking to use MITA 3.0 as the benchmark for the project or some earlier version of the MITA standard?	Yes, MITA 3.0 will be the benchmark.
48	Section 1.3.1	12	Within Section 1.3 Project Duties you reference participation in User Acceptance Testing (UAT) execution, Please clarify if IV&V's roles is to actively execute UAT test scripts or to provide oversight of the UAT that is taking place. If the intent is for IV&V to perform UAT then what would be the scope of this testing e.g. is it running all UAT test scripts, just a sample of test scripts, or certifying the results of the UAT activities?	Refer to DOM's response to Question #28.
49	Section 1.3	11	Within Section 1.3 you state one of the IV&V duties is to: "Provide independent review, critique, and enhancement of the Modernized MEDS Development Contractor and State project plans, work products, deliverables, business processes, and management decisions." Can a list of currently planned work products, deliverables, or business processes be provided?	The expected documents which should be produced include but are not limited to: an overall Work plan (amended as needed), a Requirements Traceability Matrix, and requirements, designs, test plans, test results for each major area of the system. Currently the Eligibility System consists of four major areas: <ol style="list-style-type: none"> <li>1. Rules</li> <li>2. Consolidation</li> <li>3. Reports, Letters, &amp; Notices</li> <li>4. Interfaces</li> </ol>
50	1.1	6	Can DOM clarify during what phase(s) the web portal planning, development and implementation will occur?	This is planned for Phase III.

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51	1.1	6	Who was the IV&V Vendor for Phase 1?	Refer to DOM's response to Question #21.
52	1.1	6	Does DOM plan to use the same system integrator for all phases of the project?	Not necessarily. The Systems Integrator for the eligibility web portal has not yet been determined.
53	1.1	6	Does DOM have a list of potential integrated eligibility functionality they are considering for Phase IV?	This level of detail has not yet been fully defined.
54	1.2.3	8	If we submit a proposal that does not contain trade secrets or other proprietary data which we would believe should remain confidential, are we only required to submit one (1) CD of the technical proposal?	If an Offeror does not submit a redacted proposal and only submits one proposal, then the submitted electronic copy will be released upon request.
55	1.2.5	10	How many people are able to be accommodated in the provided work space?	DOM can provide sufficient office space for up to 5 IV&V staff.
56	1.2.5	11	Do the fully executed business associate agreement (BAA) and data use agreement (DUA) have to be in place when our proposal is submitted?	No, these agreements should be signed by the winning Offeror prior to contract execution.
57	1.3.1	12	Does DOM plan to issue an RFP for a web portal vendor?	DOM is planning to issue an RFP for a web portal vendor.
58	1.3.1	13	The RFP states that IV&V will evaluate feedback from stakeholders and recommend changes in how DOM implements a new system or new components? Can DOM clarify who will request the feedback?	Upon approval of the proposed feedback process, the IV&V Contractor will solicit feedback from stakeholders for evaluation and provide recommendations for adjustment to the DDI process as necessary to meet expectations.
59	1.3.3	15	Can DOM provide the list of DDI vendor deliverables?	This list of DDI deliverables will be provided to the IV&V Contractor upon award.

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60	1.4	17	Does DOM expect all key staff members to work onsite on a full time basis during the project? What does DOM consider the weekly hours and availability of key personnel to be?	DOM expects key staff members to work onsite full-time and be available during regular work hours. Regular DOM work hours are 7 a.m. - 6 p.m., Monday-Friday except for state holidays.
61	1.4	17	Can DOM provide a project organizational chart?	A project organizational chart can be provided upon award.
62	2.1	21	The RFP states that documentation must be provided for requirements #1-3 listed. What sort of documentation is acceptable? For example, what documentation does DOM want to see as proof that an Offeror has not been sanctioned by a state or federal government within the last 10 years?	The Offeror is to submit a signed statement confirming the requested information from this section of the RFP.
63	4.3	30	Can DOM please clarify the term of the contract? The schedule listed on page 7 says the contract start date is April 1. This section states that the contract period begins on March 1, 2015 and shall terminate on February 28, 2016.	Refer to DOM's response to Question #3.
64	4.3.4	34	Will DOM permit the Contractor to assign the contract, without prior written consent, in the following limited circumstances: to an affiliate or in the event of a change in control?	The language in RFP Section 4.3.4 stands.
65	5.4.2	57	Due to the size and volume of our financial statements, would DOM accept the statements for the last 5 years on a CD instead of as hard copies?	Financial statements may be submitted on electronic media or via a link to a website containing the information.
66	5.7	60	The RFP asks for information about past performance results and a plan for evaluating the proposed project. Does DOM want information on our own past performance results? Is DOM looking for a post-implementation assessment? Or is DOM asking for ongoing assessments throughout the project?	Section 5.7 is requesting the Offeror's specific experience on past projects related to their performance. What worked, what didn't, etc.

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67	6.3	62	In lieu of a second signatory for the business/cost proposal, would DOM accept a copy of our officer's certificate as proof that the officer signing the corporate proposal has the authority to obligate and bind the Offeror?	No, please refer to the RFP Section 6.3.
68	General		If there are terms and conditions in the RFP that the Contractor would like to negotiate with DOM, may we accept the Contract terms and conditions, subject to specific exceptions?	DOM is open to negotiations within the confines of State law.
69	General		Will the selected Contractor have an opportunity to negotiate the terms and conditions in the RFP?	DOM is open to negotiations within the confines of State law.
70	General		If DOM does not permit negotiations, or negotiations are unsuccessful, is the selected Contractor free to choose not to execute the Contract?	Yes.
71	Exhibits 1 and 2		Are signed copies of each of these exhibits to be included in our proposal submission? If so, where should they be placed?	Refer to DOM response to Question #39.
72			What vendors have or are working on the project and what their roles (i.e.SI, PMO, etc.)?	Refer to DOM response to Question #21.
73	1.1	6	How are Offerors to differentiate pricing for Phase 2 from Phases III & IV?	Pricing for Phases III & IV will be based solely on proposed hourly rate for proposed staff. Phase II costs should be detailed in the Cost Proposal as instructed in the RFP.
74	1.1	6	How are optional Phases III and IV different as they relate to addition of an online common eligibility web portal?	Phase III is the procurement of a web portal to satisfy CMS requirements for the Medicaid Eligibility System. Phase IV will include expanding DOM's implemented web portal include eligibility requirements from other state agencies.

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75	1.2.4.	9	Is completing an implementation of the eligibility web portal by the third quarter of 2015 feasible since Section 1.1 indicates that a web portal is proposed for Phases III and IV?	DOM may perform the work for Phase III in parallel with Phase II of the project. Phase IV is an optional component that may occur after Phases II and III are complete.
76	1.3.1	12	Which stages of the CMS Enterprise Life Cycle (ELC) Gate Review process has DOM completed for Phase 1 and Phase 2 of the MES project?	Questions regarding the MES procurement are not relevant to RFP #20150123-IT.
77	1.4.1.4	19	Does DOM currently utilize an automated test tool and if so, what is it?	No automated testing tool is currently being used. Offerors are welcome to propose a tool if they believe it will benefit the project.
78	1.6.2	20	Please confirm that travel is a separately priced line item and is not to be included in the proposed cost of the deliverable	Refer to DOM's response to Question #17.
79	1.6.2	20	What's the purpose of DOM prior approval of travel for a fixed price contract?	DOM requires pre-approval of Contractor travel expenses to avoid travel deemed unnecessary and so that DOM staff can adequately prepare for onsite visits from Contractor executive and/or supplemental staff.
80	5.1	54	Are the entire and redacted proposals to be submitted on the same CD?	Refer to DOM's response to Question #36.
81	5.4.1	56	In item 7, please clarify what is meant by "Computer resources."	Refer to DOM's response to Question #11.
82	5.5	58	In item 6, please clarify the meaning of "managing employee"	The term "managing employee" refers to the Contractor employee who will be in charge of this project, project leader or project coordinator.
83	Appendix A	Budget Summary	Is this template to be used for Phases III & IV?	Refer to DOM's response to Question #24.

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84	General or 1,2,4	9	What DDI methodology is Xerox using? Waterfall, RUP, Agile, or something else?	Xerox is using the Agile development methodology.
85	4.9.1	39	For clarity would 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.”	Refer to section 4.3.6 of the RFP.
86	4.10	41-42	In order to provide clarity of responsibility in this section would the state consider adding the following, or similar language to the end of each of 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.”	No, DOM will not consider this suggestion.
87	4.7.6	38	Given the time it can take to retrieve appropriate documentation would the state please revise the wording below to read: “All records, including training records, pertaining to the Contract must be readily retrievable within three (3) ten (10) workdays for review at the request of DOM and its authorized representatives.”	No, DOM will not accept this change.
88	Business Associate Agreement Section III.e	3	Given the nature of unsuccessful access attempts which fall under the definition of “Security Incidents” would DOM please consider the following, or similar, language so that neither party is hindered by the having to report “Access Attempts”? Definition of “Access Attempts”	DOM agrees to negotiate this suggested modification with the winning Offeror.

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			<p>Access Attempts. Information Systems are the frequent target of probes, scans, “pings” and other activities which may or may not indicate threats, whose sources may be difficult or impossible to identify and whose motives are unknown, and which do not result in access or risk to any Information System or Protected Health Information (“Access Attempts”).</p> <p>Notification of Access Attempts. Access Attempts are recorded in various system logs, and fall under the definition of “Security Incident” in the Security Rule. Because PHI is not Used or Disclosed in an Access Attempt, they do not fall under the definition of Unauthorized Use or Disclosure, but Access Attempts do fall under the definition of Security Incident and the Vendor is required to report them to Qualis Health. The parties recognize however that Vendor’s reporting and Qualis Health’s review of records of Access Attempts would be materially burdensome to both parties without reducing risks to Information Systems or PHI. Therefore, provided that (i) Vendor ensures that there is an appropriate review, by Vendor, of logs and other records of Access Attempts, and (ii) Vendor investigates events where it is not clear whether or not an Access Attempt was made to determine if: (i) the Access Attempt was in fact a “successful” unauthorized Access to, modification or destruction of electronic PHI subject to this Contract, resulting in material interference with the Vendor’s Information System used with respect to electronic PHI subject to this Contract, or (ii) the Access Attempts caused an Unauthorized Use or Disclosure, then this provision shall serve as Vendor’s notice to Qualis Health that Access Attempts occur and are anticipated</p>	

Question #	RFP Section #	RFP Page #	Question	DOM Response
			to continue in the future with respect to the Vendor's Information Systems. Qualis Health acknowledges this notification, and that Vendor shall not be required to provide further notification of Access Attempts, unless they constitute Security Incidents as modified by this Subsection.	
89	BAA Section VII e.	7-8	Given the obligations of both parties under the Privacy Act and HIPAA would the state consider adding the underlined to the end of this clause? "This provision shall not apply to liability of any nature arising solely from DOM's failure to meet its duties under this Agreement or solely from any actions or omissions undertaken in compliance with DOM's directions or requests."	DOM agrees to negotiate this suggested modification with the winning Offeror.
90	BAA Section VII m.	9	For clarity would the state modify the language in this section as underlined? "...in the event of litigation or administrative proceedings being commenced against DOM, its directors, officers, or any other workforce member based upon claimed violation by User of HIPAA, the Privacy Act, 42 C.F.R. Part 2, their implementing regulations, or other laws relating to Security and privacy..."	DOM agrees to negotiate this suggested modification with the winning Offeror.
91	Data Use Agreement Section V.f	6	Given the obligations of both parties would the state consider adding the underlined to the end of this clause? "This provision shall not apply to liability of any nature arising solely from DOM's failure to meet its duties under meet its duties under this Agreement or solely from any actions or omissions undertaken in compliance with DOM's directions or requests."	DOM agrees to negotiate this suggested modification with the winning Offeror.

Question #	RFP Section #	RFP Page #	Question	DOM Response
92	Data Use Agreement Section V.n	7	For clarity would the state modify the language in this section as underlined? "...in the event of litigation or administrative proceedings being commenced against DOM, its directors, officers, or any other workforce member based upon claimed violation by User of HIPAA, the Privacy Act, 42 C.F.R. Part 2, their implementing regulations, or other laws relating to security and privacy..."	DOM agrees to negotiate this suggested modification with the winning Offeror.
93	Data Use Agreement Attachment D-Notification of Breach		The terms of this Notification of Breach attachment appear to be in conflict with some of the similar terms in the Business Associate Agreement. For clarity would the state consider deleting the Notification of Breach attachment and instead referencing the Business Associate Agreement?	DOM will not delete Attachment D.

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94	Data Use Agreement Attachment D-Notification of Breach		<p>Given the nature of unsuccessful access attempts which fall under the definition of “Security Incidents”, would DOM please consider the following, or similar, language so that neither party is hindered by the having to report “Access Attempts”?</p> <p>Definition of “Access Attempts”</p> <p>Access Attempts. Information Systems are the frequent target of probes, scans, “pings” and other activities which may or may not indicate threats, whose sources may be difficult or impossible to identify and whose motives are unknown, and which do not result in access or risk to any Information System or Protected Health Information (“Access Attempts”).</p> <p>Notification of Access Attempts. Access Attempts are recorded in various system logs, and fall under the definition of “Security Incident” in the Security Rule. Because PHI is not Used or Disclosed in an Access Attempt, they do not fall under the definition of Unauthorized Use or Disclosure, but Access Attempts do fall under the definition of Security Incident and the Vendor is required to report them to Qualis Health. The parties recognize however that Vendor’s reporting and Qualis Health’s review of records of Access Attempts would be materially burdensome to both parties without reducing risks to Information Systems or PHI. Therefore, provided that (i) Vendor ensures that there is an appropriate review, by Vendor, of logs and other records of Access Attempts, and (ii) Vendor investigates events where it is not clear whether or not an Access Attempt was made to determine if: (i) the Access Attempt was in fact a “successful” unauthorized Access to, modification or destruction of electronic PHI subject to this Contract, resulting in material interference with the Vendor’s Information System used with respect to electronic PHI</p>	DOM agrees to negotiate this suggested modification with the winning Offeror.

Question #	RFP Section #	RFP Page #	Question	DOM Response
95	RFP Scope of Work, Section 1.1; RFP Section 1.2.4—Project Background	6 and 9	The RFP Scope of Work, Section 1.1—Purpose (page 6) states: “Offerors are requested to bid service offerings for Phase II and Optional Phases III & IV. The state will award services for Phase II only”: RFP Section 1.2.4—Project Background (page 9) indicates that Phase II is expected to be completed by 4th quarter 2015, Phase III by 3rd quarter 2015, and Phase IV by late 2016. Please confirm that the reference to Phase III completion in 3rd quarter 2015 is correct (i.e., not 2016)?	DOM is planning on the work for Phase III to be done concurrently with Phase II so 3 <sup>rd</sup> quarter 2015 is the correct date. This is subject to change and is still an optional phase.
96	RFP Section 6—Business/ Cost Proposal	62	Please confirm that costs should be presented for all three phases (i.e., phases II, III, & IV) as described in RFP Section 6—Business/Cost Proposal (page 62), and specifically, Appendix A—Budget Summary?	Refer to DOM’s response to Question #24.
97	RFP Section 6.3—Business/ Cost Proposal Content	62	Section 6.3, item #2 requires the Offeror to provide a rate for each proposed role to be used in pricing of subsequent change orders. Appendix A-Budget Summary only provides for one Change Order rate. Please confirm that we can alter Appendix A to allow for multiple rates.	The proposed Change Order rate can be a blended, fully loaded rate. However each role should have an associated fully loaded hourly rate that can be used to estimate costs for Phases III & IV. Offeror may utilize the attachment to these Questions and Answers as a template for Appendix A to provide the fully loaded hourly rate for each role.
98	RFP Sections 1.3.3— Deliverables and 5.9 Work Plan and Schedule	14 and 61	Section 1.3.3 indicates eight (8) days may be required for DOM review of deliverable revisions. Section 5.9 indicates that ten (10) days should be allowed for DOM review of “re- submissions” of deliverables. These appear to conflict. Please clarify.	Section 5.9 should agree with Section 1.3.3 and allow for ten days for initial review and eight days for re-review of revised deliverables.
99	1.1, 1.2.4	6, 9	In Section 1.1, the RFP indicates that "the state will award services for Phase II only, with Phases III & Phase IV service awards to follow upon the satisfactory performance of the awarded Contractor and available	Refer to DOM’s response to Questions #74, 75 & #95.

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			funding." It describes Phase III as adding "an online common eligibility web portal". However, Section 1.2.4 indicates that Phase II is expected to be completed in fourth quarter of 2015, and the implementation of the "eligibility web portal" (which we understand to be Phase III) in third quarter of 2015. Can the State clarify the expected dates for these Phases? Will Phases II and III be worked on concurrently, or is the date provided for one or both Phases incorrect?	
100	1.2, 4.3	7, 30	In Section 1.2, the contract start date is listed as April 1, 2015. In Section 4.3, it is listed at March 1, 2015. Please clarify.	Refer to DOM's response to Question #3.
101	1.1	6	Please clarify the optional Phases III and IV. Is Phase III the addition of the online common eligibility web portal and Phase IV is the integrated eligibility functionality with MDHS?	Refer to DOM's response to Questions #74, #75 & #95.
102	1.2.3	8	Does the State require an electronic copy of the Business Proposal?	Refer to DOM's response to Question #36.
103	1.3.3	16	The RFP defines a "post-implementation report" within 30 days of the implementation of each phase. Is the RFP referring to a post-implementation of the overall Phases of the Eligibility Modernization Project (i.e., Phases II, III, IV) or the SDLC phases within each Phase (such as Phase II: Delivery of MMEDS)?	This language refers to the major Phases of the project, e.g. Phases II, III, & IV.
104	1.4	17	Can key personnel be employees of a subcontractor?	Yes. DOM understands the need to utilize subcontractors in some instances and may approve the use of a subcontractor at its discretion. The intent of this section is that the Offeror does not propose staff or subcontractors that do not have an official commitment to join the project upon award.

<b>Question #</b>	<b>RFP Section #</b>	<b>RFP Page #</b>	<b>Question</b>	<b>DOM Response</b>
105	2.1	21	Should response to the section be included in the Corporate Background and Experience section or elsewhere?	Please include in both.
106	4.13.1(6)	45	Please define what is meant by “managing employee.”	Refer to DOM’s response to Question #82.
107	4.13.1(6) and 5.5	45 and 58	These sections require that Offeror’s provide dates of birth and social security numbers for employees. Since this information can/may be made available to the public, we request that this information is not required until contract award.	This information is required upon submission of the proposal. Submitted proposals are not released during the procurement process. Per section 1.2.3 and 5.1, DOM requires that the Offeror’s submit a redacted proposal.
108	4.13.2	46	Please clarify what information in Section 4.13 is required with the proposal. For instance, is 4.13.5 – Information Related to Business Transactions required for proposal submission?	Refer to Section 4.13 of the RFP.
109	5.4.2	57	As a large corporation, our financial statements can be voluminous. Is it acceptable to simply provide the financial statements on CD and not in hard copy?	Refer to DOM’s response to Question #65.
110	5.4.3	57	This section requests “contract terminations within the past five years.” It appears this is part of the information required for each project reference. Is this referring to contract terminations for the referenced project or is the Offeror to provide one statement regarding all contract terminations within the past five years?	Offeror should provide one statement regarding all contract terminations within the past five years.
111	5.4.1(7)	56	What level of detail does the State expect for “computer resources?”	Refer to DOM’s response to Questions #11,.
112	5.5(1)	58	Does this section require every business location for the parent company or Offeror or both? Our company has more than 250 offices worldwide. Would a list of offices that would be involved with this contract satisfy	Yes, including the parent company.

<b>Question #</b>	<b>RFP Section #</b>	<b>RFP Page #</b>	<b>Question</b>	<b>DOM Response</b>
			this requirement?	
113	5.6.1	59	“Full time, part time, and temporary status of all proposed project employees.” Is this referring to their status on this IV&V project or the employment status with the Offeror?	This section / language is referring to the proposed project team.
114	5.6(3)	59	Are Offerors to provide all information regarding subcontractors in this section? Or should subcontractors’ corporate experience be provided with the Offeror’s experience?	Please submit subcontractor information in this section.
115	5.6(3)	59	In addition, besides corporate experience, staffing, and a completed and signed RFP Exhibit 1, what other information is required of subcontractors?	Please refer to Section 4.6.
116	6.1	62	Is this referring to the Transmittal Letter required in response to the Technical Proposal or is a separate Transmittal Letter required for the Business Proposal?	Yes, this section refers to the transmittal letter in the Technical Proposal. Do not include any pricing information in the technical proposal.
117	6.3(5)	62	Offerors must submit the certification by the secretary in response to the Technical Proposal. Is it also required in response to the Business Proposal?	Yes.
118	7.2.3	66	Will optional Phases III and IV be included in the evaluation of the Business/Cost Proposals?	The proposed change order rate as well as the proposed staffing roles / associated cost for Phases III & IV will be considered in the award.
119	Appendix A	67	Can the State please confirm that Appendix A- Budget Summary should be completed for the costs associated for Phase II for the specified one year contract term? If this is not the state's expectation, can the state clarify how bidders should address subsequent phases within this Budget Summary given that staffing/level of effort necessary to perform these tasks would be expected to vary across the phases?	Refer to DOM’s response to Question #24.

Question #	RFP Section #	RFP Page #	Question	DOM Response
120	Appendix A	67	The second task on the Budget Summary page talks about a comprehensive IV&V Plan that includes a work plan. The Summary of Tasks and Deliverables Table 1 on Page 14 list the Comprehensive IV&V Plan (due within 10 days of contract award) and the Work Plan (due within 15 days of contract award) as separate deliverables. Are both of these items expected to be included as part of the second task on the Budget Summary?	Yes.
121	General	General	Does the state currently have a vendor providing IV&V/QA services to Phase I of the project? If so, will that vendor be precluded from participating in this procurement, due to an unfair competitive advantage?"	Refer to DOM's response to Question #21.
122	1.1 & Appendix A	6 & 67	<p>“Offerors are requested to bid service offerings for Phase II and optional Phases III &amp; IV.”</p> <ul style="list-style-type: none"> <li>• Should the Budget Summary Table in Appendix A include costs for Phase II only or for Phases II, III, and IV?</li> <li>• If DOM is requesting costs for Phases III and IV, is there additional information available regarding the timeline and scope of the remaining phases, and are costs for Phases III &amp; IV considered binding or non-binding estimates?</li> </ul>	Refer to DOM's response to Question #24. DOM is not requesting that Offerors provide estimated project costs for Phases III & IV. DOM is requesting the Offerors provide staffing expectations and the associated cost of the roles that are proposed for Phases III & IV and those costs are binding.

Question #	RFP Section #	RFP Page #	Question	DOM Response
123	1.1 (Bullets 3 & 5-1) & 1.2.4	6, 7, & 9	<p>Section 1.2.4 states, "DOM expects to complete the implementation of the eligibility web portal by the third quarter of 2015."</p> <p>Section 1.1 (bullet 3) states that the selected IV&amp;V contractor will assist DOM with "the selection of and presenting recommendations for the best solutions(s) to achieve a cost effective and administratively efficient web portal..."</p> <p>Section 1.1 (bullet 5-1) requests the IV&amp;V provider to "assist with the technical sections for RFP generation and technical proposal evaluation for vendor selections for any additional work needed for the web portal."</p> <ul style="list-style-type: none"> <li>• Does DOM anticipate one or multiple web portal procurements?</li> <li>• What is the current status of the web portal procurement(s) and the anticipated timeline for evaluating proposals and awarding a contract?</li> <li>• Should we include costs for these tasks in our Business/Cost Proposal and, if so, should costs be included on the "Additional Activities Proposed" line of Appendix A?</li> <li>• If costs are required at proposal submission, will the selected contractor have the opportunity to revise costs as the scope of these services is further defined during the project?</li> </ul>	<p>DOM expects one web procurement.</p> <p>The web portal procurement schedule has not been defined at this time.</p> <p>Refer to DOM's response to Questions #24 and #122.</p> <p>Refer to DOM's response to Questions #24 and #122.</p>

Question #	RFP Section #	RFP Page #	Question	DOM Response
124	1.1 (Bullet 5-1)	7	<p>“Assist DOM with the technical sections for RFP generation and technical proposal evaluation for vendor selections for any additional work needed for the web portal.”</p> <ul style="list-style-type: none"> <li>• Please clarify the DOM’s expectations regarding “assist DOM with the technical sections for RFP generation.” For example, is DOM looking for the IV&amp;V contractor to develop system requirements and facilitate requirements work sessions with DOM technical personnel?</li> </ul>	<p>DOM expects the IV&amp;V contractor to propose staff with appropriate technical depth and experience to assist DOM staff in developing requirements for the web portal RFP. We envision a collaborative working environment with IV&amp;V staff working alongside DOM staff to produce a quality document.</p>
125	1.1 (Bullet 5-2)	6	<p>“Assist DOM with strategic planning, governance, and procurement as needed for the final Phase of the Eligibility Modernization Project...”</p> <ul style="list-style-type: none"> <li>• Will the IV&amp;V contractor assist with the evaluation of proposals for Phases III and IV?</li> <li>• Should we include costs for this task in our Business/Cost Proposal and, if so, should costs be included on the “Additional Activities Proposed” line of Appendix A?</li> <li>• If costs are required at proposal submission, will the selected contractor have the opportunity to revise costs as the scope of these services is further defined during the project?</li> </ul>	<p>Refer to DOM’s response to Questions #24 and #122. Since the scope of work for Phases III &amp; IV have not yet been fully defined, it is unknown whether the IV&amp;V Contractor will be a part of the evaluation team.</p>
126	1.1 (Bullet 5-3)	7	<p>“Assist DOM with Federally required documentation, funding support and contingency planning.”</p> <ul style="list-style-type: none"> <li>• Please clarify the level of assistance the DOM is seeking for this task, e.g., active development of federally required documentation or IV&amp;V review of documentation developed by the State and/or vendor?</li> </ul>	<p>Note that this requirement language was modified in Amendment 1 to RFP 20150123-IT. IV&amp;V services are required to produce specific federally required documentation specific to the IV&amp;V responsibilities.</p>

Question #	RFP Section #	RFP Page #	Question	DOM Response
127	1.2	7	<p>Table 1: RFP and Procurement Timetable</p> <ul style="list-style-type: none"> <li>Is there a current contractor providing IV &amp; V services for Phase I? Will there be any additional transition time allowed for the successful proposer to take over operations from the current contractor?</li> </ul>	Refer to DOM's response to Question #21. Additional transition time for a change in Contractors should be included in the Offeror's response and will be addressed during contract negotiations. Additional time will be allowed as needed for a successful transition of contractors.
128	1.2	7	<p>In Table 1, RFP and Procurement Timetable, the contract start date is April 1, 2015. On Page 30, Section 4.3, Term of the Contract, it states that the contract period begins on March 1, 2015.</p> <ul style="list-style-type: none"> <li>Please confirm that the contract start date is April 1, 2015.</li> </ul>	Refer to DOM's response to Question #3. The anticipated start date of this contract is April 1, 2015.
129	1.2	7	Would DOM consider extending the proposal deadline by two weeks to allow time for proposers to factor responses to questions into our response?	DOM does not intend to extend the RFP proposal deadline.
130	1.2.4 & 4.3	7 & 30	<p>The initial term of the contract is for one year, with additional years awarded for subsequent phases based on performance. However, the RFP indicates that the DOM anticipates the web portal to be active by Q3 2015, which is only five months from the anticipated contract start date.</p> <ul style="list-style-type: none"> <li>Please clarify the timelines related to the anticipated periods of the contract and the work that is to be completed?</li> </ul>	The timelines for Phase III and IV are stated as expected at this time and may include concurrent work. Refer to DOM's response to Questions #75 & #95.

Question #	RFP Section #	RFP Page #	Question	DOM Response
131	1.2.5	10	<p>“With the prior permission of DOM, certain work can be performed at the Contractor’s site if it can be demonstrated that the off-site work provides a savings to DOM, and the work done offsite does not interfere with or slow the progress of the project, or reduce the quality of the work product(s).”</p> <ul style="list-style-type: none"> <li>• Is it the DOM’s preference or expectation that key IV&amp;V personnel will work on-site Monday to Friday 8 a.m. to 5 p.m.?</li> </ul>	Refer to DOM’s response to Question #60.
132	1.3	11	<p>“Quality Assurance requires oversight of the entire program to ensure that overall program requirements are delivered in a manner in keeping with development of a solution that serves the goals of the program (e.g., ease of use at a reduced overall cost, streamlining of information sharing, and highly repeatable business processes).”</p> <ul style="list-style-type: none"> <li>• What is meant by oversight of the “entire program”? Does this include program policy or is it limited to QA of the vendor’s procedures for implementing the MMEDS?</li> </ul>	The IV&V services should be focused on the implementation of the eligibility system modernization in its entirety.

Question #	RFP Section #	RFP Page #	Question	DOM Response
133	1.3	11	<p>“Validation requires examining and exercising the complete delivered solution... to determine if all State requirements have been met and are acceptable to launch services. Validation will commence at the start of the SDLC planning phase to ensure that the plan, approach, methodologies and project standards will result in satisfying the State's requirements”</p> <ul style="list-style-type: none"> <li>• Since the IV&amp;V contractor will be starting on the project mid-stream, what are DOM’s expectations for reporting on the validity of work tied to earlier SDLC phases that have already been completed?</li> </ul>	DOM is still working with the DDI team to complete a work plan for Phase II. DOM expects the IV&V Contractor to help validate the Phase II work only.
134	1.3.1 (Bullet 12)	13	<p>“Assist DOM with the User Acceptance Testing...”</p> <ul style="list-style-type: none"> <li>• Does DOM anticipate that the vendor will actively execute test cases during UAT?</li> </ul>	Yes. Refer to DOM’s response to Question #27.
135	1.3.1 (Bullet 12)	13	Does DOM have an anticipated duration for UAT activities? If so, please provide an estimate for proposers to use to develop their estimated level of effort.	Refer to DOM’s response to Question #6.
136	1.3.1 (Bullet 12-3)	13	<p>“Participate in the Execution of UAT.”</p> <ul style="list-style-type: none"> <li>• What is meant by “participate”? Is the expectation that the IV&amp;V contractor will oversee the UAT process, conduct the testing, or monitor the UAT process for potential risks and issues?</li> </ul>	Yes. Refer to DOM’s response to Questions #27 & #28.

Question #	RFP Section #	RFP Page #	Question	DOM Response
137	1.3.1 (Bullet 13)	13	<p>“Provide technical services to assist DOM in the generation of the requirements for the subsequent phases of the Modernized MEDS Project.”</p> <ul style="list-style-type: none"> <li>• Is DOM looking for the selected IV&amp;V contractor to write requirements for Phases III &amp; IV?</li> <li>• Should we include costs for this task in our Business/Cost Proposal and, if so, should costs be included on the “Additional Activities Proposed” line of Appendix A?</li> <li>• If costs are required at proposal submission, will the selected contractor have the opportunity to revise costs as the scope of these services is further defined during the project?</li> </ul>	<p>Refer to DOM’s response to Question #23.</p> <p>Refer to DOM’s response to Question #24.</p> <p>The definitive scope of services for Phases III &amp; IV are yet to be determined. Therefore, DOM is only requesting the roles that you propose to use for these phases and the associated hourly rate per role.</p> <p>A contract amendment will be executed once the SOW is defined. The price will be negotiated based upon the hourly rates that are submitted in the Offeror’s proposal. Refer to DOM’s response to Questions #24 &amp; #122.</p>
138	1.3.1 (Bullet 14)	13	<p>“Evaluate feedback from stakeholders and recommend changes in how DOM implements a new system or new components.”</p> <ul style="list-style-type: none"> <li>• Please clarify DOM’s expectations for this task. What are the expectations for the approach for collecting feedback from the stakeholders (e.g., formal surveys)? Are stakeholders in this instance considered to be all system users?</li> </ul>	<p>Refer to DOM’s response to Question #58. DOM expects the Offeror to solicit feedback in the most appropriate manner for the audience; DOM does not necessarily expect a formal survey to be used. System users are certainly some of the stakeholders.</p>

Question #	RFP Section #	RFP Page #	Question	DOM Response
139	1.3.2	14	Section 1.3.2 of the RFP addresses the certification process. We assume the certification process refers to the Enterprise Lifecycle gate review process that CMS uses for eligibility and health insurance exchange projects. Is this a correct understanding? If not, to what certification process is DOM referring?	The Enterprise Lifecycle gate review process is certainly a component that must be considered in the SDLC. The CMS certification that the RFP is referencing is directly related to the eligibility web portal.
140	1.3.2 & 1.3.3 Table 1	14 & 15	<p>“The Contractor shall provide quality assurance and control methodology as it relates to CMS certification.”</p> <ul style="list-style-type: none"> <li>The deliverables for 'supporting CMS Certification' seem high level; however, the instructions contained in Section 1.3.2 seem to leave open a significant role for the IV&amp;V contractor in the CMS Certification process. Can DOM provide more detail around the services it expects the vendor to provide during the CMS Certification process?</li> </ul>	Refer to DOM’s response to Question #43.
141	1.3.3 (Bullet 6) & Appendix A Row 6	16 & 69	<p>“The Contractor must implement review procedures that allow the completion of a deliverable review within seven days of submission to the Contractor by DOM.”</p> <ul style="list-style-type: none"> <li>Given the inherent complexity of some design and federally required security deliverables, would the State be willing to use seven days as a baseline turnaround time, and negotiate for longer turnarounds for some deliverables?</li> </ul>	The baseline deliverable review cycle will be no longer than seven days unless the IV&V Contractor and DOM jointly agree to an extension of this time period.
142	1.3.3	14	This section provides a summary of project tasks and deliverables; however, it does not address tasks for user acceptance testing. Please confirm that user acceptance testing is within the scope of project tasks and define any associated deliverables.	Refer to DOM’s response to Questions #27 & #28.

Question #	RFP Section #	RFP Page #	Question	DOM Response
143	1.3.3	14	<p>“Review and Evaluate DDI Vendor Deliverables”</p> <ul style="list-style-type: none"> <li>Does DOM have a list of deliverables that will be required to be reviewed? Having a common understanding of the deliverables to be reviewed will help proposers develop an “apples to apples” level of effort.</li> </ul>	Refer to DOM’s response to Question #59.
144	1.4 & 5.6.1.3	17 & 59	<p>“The Offeror shall have key personnel employed with the Offeror when the proposal is submitted and must be solely dedicated to the Modernized MEDS Project Contract and located in Jackson, MS unless specified part-time. All other staff must be employed by or committed to join the Offeror’s organization by the beginning of the Contract start date. If the proposed individual is not an employee, a letter of commitment to join the organization must be submitted with the RFP response.”</p> <p>Section 1.4 suggests that no subcontracting is allowed; however, other sections (e.g., 4.6 and 5.6.1.3) suggest that subcontracting is acceptable. Please clarify whether it is acceptable to propose subcontractors as part of our project team.</p>	Refer to DOM’s response to Question #104.

Question #	RFP Section #	RFP Page #	Question	DOM Response
145	1.4	17	<p>“The Offeror shall have key personnel employed with the Offeror when the proposal is submitted and must be solely dedicated to the Modernized MEDS Project Contract and located in Jackson, MS unless specified part-time.”</p> <ul style="list-style-type: none"> <li>• This suggests that key personnel must be located in Jackson, MS. Is it acceptable for key personnel to be based at the Offeror's home office in another location and travel to work at DOM offices regularly?</li> </ul>	DOM expects proposed key personnel to be full-time, onsite and available to the project a minimum of 40 hours per week. The language in the RFP stands.
146	1.6	20	<p>“To secure the Offeror’s performance under this Contract, the Offeror agrees that DOM shall hold back as retainage fifteen percent (15%) of each amount payable including amounts payable under Change Orders. The retainage amount shall be released upon successful implementation and acceptance of the specific Phase the Modernized MEDS System by DOM which accomplished.”</p> <ul style="list-style-type: none"> <li>• Please clarify the payment withhold criteria. Is the 15% payment withholding for IV&amp;V tied to successful implementation of a phase by the system integrator and approval by the DOM? Is the IV&amp;V performance measurement directly tied to the system integrator’s performance?</li> </ul>	Refer to DOM’s response to Question #1.
147	4.3	30	<p>Section 4.3, Term of Contract, states that the contract period is one year, March 1, 2015 – February 28, 2015.</p> <ul style="list-style-type: none"> <li>• Does DOM expect Phase II to be completed by the end of the contract period, February 28, 2015?</li> </ul>	If Phase II is not completed by 2/28/2016, DOM has the option to amend the contract to extend the contract period given satisfactory performance by the IV&V Contractor.

Question #	RFP Section #	RFP Page #	Question	DOM Response
148	5.2	54	<p>“4. A statement that, if the Offeror is awarded the Contract, the Offeror agrees that any lost or reduced federal matching money resulting from unacceptable performance of a Contractor task or responsibility, as defined in this RFP, shall be accompanied by reductions in State payments to the Contractor.”</p> <ul style="list-style-type: none"> <li>• Page 54 - Can the State provide additional detail with regard to the scope of the reduced payments? Would the State pursue recoupment of past payments paid to the vendor for work already completed if it became apparent later in the project that enhanced federal funds would not be made available?</li> </ul>	<p>If the State’s federal matching money is lost or reduced due to unacceptable performance of a Contractor task or responsibility that DOM has already paid for, DOM would assess damages, according to Section 4.2 of the RFP.</p>
149	5.4.1	56	<p>Please clarify what is meant by “Computer resources.”</p>	<p>Refer to DOM’s response to Question #11.</p>
150	5.4.2	57	<p>As an independent firm, we are not required to prepare audited financial statements. Would DOM accept other documentation to demonstrate our financial stability?</p>	<p>Refer to DOM’s response to Questions #4.</p>
151	5.5	58	<p>“2. Date of birth and Social Security Number (in the case of an individual).”</p> <ul style="list-style-type: none"> <li>• Given the sensitivity of this information, we would like to respectfully request removing this requirement from the proposal process, since proposals become public documents after the procurement has completed.</li> <li>• If the requirement cannot be removed, would it be acceptable to provide only the last four digits and, if so, can the State provide assurance that this information will be held in confidence?</li> </ul>	<p>Please submit the requested information. But note that per section 1.2.3 and 5.1, DOM has requested that Offerors submit a redacted proposal so that confidential and proprietary information may be protected from public disclosure.</p>

Question #	RFP Section #	RFP Page #	Question	DOM Response
152	5.7 & 5.9	60-61	<p>Section 5.7 states, “This section should contain a comprehensive description of the proposed work plan...”</p> <p>Section 5.9 states, “The Work Plan and Schedule must include a detailed work plan broken down by tasks and subtasks...”</p> <ul style="list-style-type: none"> <li>• To avoid repetition and to ensure proposers are addressing requirements in the correct section, please clarify where in our proposal we should provide our detailed narrative work plan (task by task description of the services we will provide.</li> </ul>	Refer to DOM’s response to Question #34.
153	5.7 & 7.2.2.3	60 & 65	<p>The evaluation criteria in Section 7.2.2.3 does not appear to align directly with the requested response information in Section 5.7. For example, there is no reference to “processes for maintaining confidentiality of protected health information” in Section 5.7; “processes for development and submission of required deliverables” is also addressed in Section 5.8; and “scope of services provided through partnerships or subcontractors” is addressed in Section 5.6. Please clarify.</p>	This is standard DOM RFP language.
154	Appendix A	29	Please clarify what the DOM is requesting in terms of “Change Order Rate.”	Refer to DOM’s response to Question #97.

Attachment A

<b>IV&amp;V Role</b>	<b>Fully Loaded Hourly Rate</b>
Project Manager	
Technical Analyst - Lead	
Technical Analyst - SME	
Functional Analyst - Lead	
Functional Analyst - SME	
Quality Assurance Lead Other	-