



Official Responses to Questions Submitted

RFP # 20220401

Support and Hosting of the Medicaid Eligibility System

Question	RFP Section	RFP Page	Question	DOM Response
1	General	General	I just wanted to confirm that this procurement would include M&O for Mississippi Medicaid.	Yes. This procurement includes maintenance and operation of the Mississippi Division of Medicaid’s New MEDS Eligibility System for a five-year period.
2	General	General	Whether companies from Outside USA can apply for this? (Like, from India or Canada)	<p>Companies outside of Mississippi and/or the United States may respond to the RFP; however, the awarded Vendor must be able to meet all legal requirements to conduct business in the United States and Mississippi, as well as meet the requirements provided in the RFP, exhibits, and IRS Publication 1075. Vendors should carefully review all requirements to determine whether Vendor(s) can comply with said requirements.</p> <p>RFP Section VII: Project Specifications, Item 2.3: “MANDATORY - Vendor shall be aware that under no circumstances shall any data, or equipment with access to data associated with this project reside outside the continental United States, nor shall any data, or equipment with access to data associated with this project be accessible to people outside the continental United States.”</p>

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3	General	General	Whether we need to come over there for meetings?	The requirement for on-site personnel will vary according to the Key Personnel/Named Staff. Whether the awarded Vendor will need to be on-site at any time will be determined by project demands such as planning and support. DOM reserves the right to require on-site Vendor participation if it would be in the best interest of DOM.
4	General	General	Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)	RFP Section VII: Project Specifications, Item 9.2.3: "The use of offshore and near-shore resources is permitted for development efforts only. All operational aspects including the location of infrastructure must be in the continental USA. All operational resources including Help Desk must be in the continental USA. Under no circumstances will PHI, nor security development, coding, or security operations, be moved offshore either for testing purposes or in production."
5	General	General	Can we submit the proposals via email?	No. Refer to Section II: Proposals Submission Requirements, Item 4.: "DOM will not accept proposals or alterations by fax, e-mail, or phone." and Item 8.2: "Vendor must submit its RFP response electronically through a SharePoint site maintained by DOM. It is the responsibility of the Vendor to ensure timely submission of its proposal."
6	General	General	Please provide the contracted amount for the services requested in the RFP under the incumbent contract. If the Eligibility contract is combined as part of the overall larger MES contract, please provide an estimated amount these services represent in the overall contract.	Estimated amount by DOM is approximately \$50 million. However, this is only an estimate and DOM is relying on Vendors to provide a reasonable cost for services based on the requirements of this RFP that is most advantageous for the State.
7	General	General	It would be expected that Conduent (incumbent) will be submitting a proposal. How will DOM provide a level playing field for other vendors with respect to costs for staffing, knowledge transfer, new environments, systems migration, replacement systems as specified, etc.?	See Clarification #2, Item 9 at https://medicaid.ms.gov/resources/procurement/ . Costs for staffing, new environments, etc. must be submitted by all Vendors in their proposals. Maintenance and operation will begin at the parallel

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				operations phase and cost has been weighted as low as possible.
8	General	General	What are the specifications of a typical development workstation? Will documentation be provided to proposing vendors on this workstation configuration that includes a list of software (with versions) needed for typical development workstations?	1) The State suggests that the Vendor review the various roles and choose appropriate high-end equipment to support those roles. 2) This information will be provided as part of the transition.
9	General	General	Does DOM consider a bidder's proposal to be a binding offer?	Yes. DOM considers a bidder's proposal to be a binding offer.
10	General	General	Please confirm if Bidders are allowed to use their own response template (font styles, sizes) provided all RFP text is preserved?	Yes. As long as Vendors do not alter the original text of the RFP, Vendor may use their own font styles and sizes. See Section II: Proposal Submission Requirements, Item 7: "Vendor may intersperse their response following each RFP specification but must not otherwise alter or rekey any of the original text of this RFP. Vendor shall not alter any table or form within the RFP to provide their response. If the DOM determines that the Vendor has altered any language, table, or form in the original RFP, the State may, in its sole discretion, disqualify the Vendor from further consideration. DOM's RFP is the official version and will supersede any conflicting RFP language submitted by the Vendor."
11	General	General	May Bidders provide additional relevant documentation or information (i.e., executive summary, transmittal letter, attachments or appendices, case studies, etc.)? If so, can we add an Appendix section to our response?	Yes. Vendors may add an Appendix X to the RFP response and upload additional documentation viewed as relevant. SharePoint has no file limit. Vendors may upload any number/size file(s) needed.
12	RFP Response Checklist	2	Please confirm that no Proposal Bond is required, as we see no other reference to it.	No. A Proposal Bond is not required for this RFP.
13	RFP Response Checklist	2	Would DOM please confirm that the RFP Response Checklist is provided for informational purposes only and does not need to be submitted with proposals?	Yes. The RFP Response Checklist is provided for informational purposes only and does not need to be submitted with proposals.

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14	RFP Response Checklist	2	Would DOM please confirm that a Proposal Bond is not required for this RFP and proposal submission?	No. A Proposal Bond is not required for this RFP.
15	RFP Response Checklist, items 8, 9, and 10	2	<p>Would DOM please confirm that items 8, 9, and 10 are informational only for bidder's review and do not have to be completed and signed at time of proposal submission?</p> <p>1) Exhibit A: Standard Contract 2) Attachment A: DOM Business Associate Agreement (BAA) 3) Attachment B: DOM Data Use Agreement (DUA)</p>	The RFP Response Checklist is provided for informational purposes only. Vendor is obligated to comply with all items in the Request for Proposal (RFP), including the <i>Standard Contract</i> in Exhibit A, except those listed as exceptions on the <i>Proposal Exception Summary Form</i> . If no <i>Proposal Exception Summary Form</i> is included, the Vendor is indicating that he takes no exceptions. Exhibit A, Attachment A, and Attachment B do not have to be signed at the time of proposal submission.
16	RFP Response Checklist and Section II, Proposal Submission Requirements	2 & 7	<p>Would DOM please confirm that bidders are expected to provide a written proposal response to only the following sections as part of their complete proposal response:</p> <ul style="list-style-type: none"> • Section I, Submission Cover Sheet & Configuration Summary • Section V, Proposal Exception Summary (if applicable) • Section VI, RFP Questionnaire • Section VII, Technical Specifications (also referred to as Project Specifications) • Section VIII, Cost Information Submission • Section IX, References 	Yes. Vendors are only expected to provide a written response to the Sections noted.
17	Section II- Proposal Submission Requirements, #7	6	Will DOM allow the removal of extraneous tables from vendor's response when requirements are informational only (e.g., Table 1: Common Acronyms used in this RFP in Section VII, 2.6.1)?	Yes. The removal of extraneous tables from Vendor's response when requirements are informational only is permitted.
18	Section II Proposal Submission Requirements, #8.11 and	6 & 32	These two statements seem to contradict one another. Please confirm that only points/statements that request specific responses have to be acknowledged with either "WILL COMPLY" or "EXCEPTION."	RFP Section II: Proposal Submission Requirements, Item 8.11 applies to any items not needing a specific response, but notes acknowledgement of having read and accepts or takes exception to each specification. Section VII: Project Specifications, Item 1.3 refers to only Section VII, specifically items 2.1 through 16.8

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	Section VII- Project Specifications, #1.3			which need to be acknowledged and state in detail how the Vendor will meet each specification.
19	Section II Proposal Submission Requirements, Item #7 and item 8.6 Section VII, Project Specifications, Item 1.1	6 & 32	<p>7. Vendor may intersperse their response following each RFP specification but must not otherwise alter or rekey any of the original text of this RFP. Vendor shall not alter any table or form within the RFP to provide their response. If the DOM determines that the Vendor has altered any language, table, or form in the original RFP, the State may, in its sole discretion, disqualify the Vendor from further consideration. DOM's RFP is the official version and will supersede any conflicting RFP language submitted by the Vendor.</p> <p>1.1 Beginning with Section VII Item 2.1 and through Item 16.8 of this section, Vendor shall label and respond to each outline point in this section as it is labeled in the Request for Proposal (RFP).</p> <p>Question 1: Will the State please confirm that the expectation for Vendors to respond to all items in 2.1 through 16.8 exactly as they appear in the RFP and that vendor's responses should appear directly under the point-by-point text of the original text?</p> <p>Question 2: If the above question is yes that Vendors need to respond to all items in 2.1 through 16.8 exactly as they appear in the RFP, will the State please confirm if Vendors need to respond to the tables and graphics listed in these sections?</p>	<p>1) Yes. Vendors should respond to all items in RFP Section VII: Project Specifications, Items 2.1 through 16.8 exactly as they appear in the RFP and Vendor's responses should appear directly under the point-by-point text of the original text.</p> <p>2) No. Tables and graphics listed for informational purposes need no response.</p>
20	Section II Proposal Submission Requirements 8.2	7	What is the maximum file size that can be uploaded electronically through the SharePoint proposal submission site?	SharePoint has no file limit. Vendors may upload any number/size file(s) needed.

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21	Section II Proposal Submission Requirements, Item 8.13	7	<p>8.13 Vendor must fully respond to each requirement within the Technical Specifications by providing sufficient detail that thoroughly describes the manner and degree by which the Vendor's proposal meets or exceeds said requirements.</p> <p>Question: This requirement refers to the Technical Specifications. Will the State clarify if this is referring to the Section VII Project Specifications?</p>	<p>Yes. Vendors should respond specifically to RFP Section VII: Project Specifications, Items in 2.1 through 16.8 exactly as they appear in the RFP and state how the Vendor will meet each specification.</p>
22	Section II Proposal Submission Requirements, Item 8.11	7	<p>8.11 When an outline point/specification is a statement provided for the Vendor's information only, the Vendor need only read that point. The Vendor acknowledges having read and accepts or takes exception to all sections by signing the Submission Cover Sheet and providing a Proposal Exception Summary Form.</p> <p>Question: Will the State clearly identify the items that are information only?</p>	<p>RFP Section II: Proposal Submission Requirements, Item 8.11 applies to any items not needing a specific response, but notes acknowledgement of having read and accepts or takes exception to each specification. Section VII: Project Specifications, Item 1.3 refers to only Section VII, and specifically items 2.1 through 16.8 which need to be acknowledged and state how the Vendor will meet each specification.</p>
23	Section II, Proposal Submission Requirements, Item 8.5	7	<p>We will be submitting some pre-existing documents (i.e., sample deliverables) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?</p>	<p>Yes. Sample deliverables and other pre-existing documents may be submitted as is.</p>
24	Section II, Proposal Submission Requirements, Item 8.7	7	<p>Are there any restrictions on the file size that can be submitted?</p>	<p>SharePoint has no file limit. Vendors may upload any number/size file(s) needed.</p>
25	Section III, Vendor Information	10	<p>Please confirm this section is informational only and Bidders are not required to provide a response to this section.</p>	<p>Yes. This section is informational only and Bidders are not required to provide a response to this section.</p>

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26	Section III; Paragraphs 10-11 Right to Use Proposals in Future Projects (Inside and Outside Mississippi)	11 & 12	Can DOM please confirm that the use of submitted proposals will be by mutual agreement of the agency and the Vendor? Can the State please confirm that, to the extent, a Vendor agrees to comply unequivocally with a requirement, that such commitment may not necessarily be binding in the event the Vendor's proposal is proposed to meet a future project?	Use of the awarded proposal in future projects will be by mutual agreement of the agency and the awarded Vendor. The State reserves the right to offer the awarded proposal from this RFP if the awarded Vendor is willing to extend a cost less than or equal to that specified in the awarded proposal and resulting contract.
27	Section III; Paragraphs 10-11 Right to Use Proposals in Future Projects (Inside and Outside Mississippi)	11 & 12	If a Vendor is not willing to extend a cost that is less than or equal to the current proposed price automatically disqualifying. What if requirements change in such a way the cost must increase?	If the cost of the awarded products and/or services have increased and the awarded Vendor is unable to provide the proposed products and/or services at a cost less than or equal to that specified in the awarded proposal and resulting contract, a new procurement will be conducted.
28	12 Price Increases During Award or Renewal Period	12	Please confirm this would not preclude an amendment to the contract increasing the contract price.	See Clarification #2, Item 18 at https://medicaid.ms.gov/resources/procurement/ . Refer to Exhibit A: Standard Contract, Item N. "Maintaining the host site, with the cost for such support, maintenance, and hosting for years following the initial five (5) year period not increasing annually beyond three five percent (3 5 %) or the percent increase in the consumer price index for all Urban Consumers, US City Average (C.P.I.-U) for the preceding year, whichever is less."
29	14.5 Key Personnel	13	Please confirm this provision does not preclude the substitution of Key Personnel proposed by Vendor as provided in Section VII, Paragraph 9.6.7.	Section III: Vendor Information, Item 14.5 does not preclude the substitution of Key Personnel as provided in Section VII: Project Specifications, Item 9.6.7.
30	18. Rights Reserved to Use Existing	13	Please confirm that Vendors will not be required to complete the integration specified in this paragraph at the proposed contract price. In other words, would such integration be done	No. If the State invokes this clause, it will be a change request. The State does not envision using any existing

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	Product Controls		via an amendment that may impact the contract schedule and cost?	products that are not already included, as described in this RFP, with the New MEDS system.
31	Section IV. Paragraph 5. Additional Contract Provisions	15	Are Vendors required to identify these with their proposal? If so, please clarify where in the proposal these should be included?	No. Vendors are not required to identify additional contract provisions. The final executed contract may contain additional contract provisions not listed in Section IV: Legal and Contractual Information, Item 5. Review Exhibit A: Standard Contract. After an award has been made, it will be necessary for the winning Vendor to negotiate and execute a contract with DOM. The inclusion of this standard contract does not preclude DOM from, at its sole discretion, negotiating additional terms and conditions with the selected Vendor specific to the project covered by this RFP.
32	7 Legal Provisions	16	With the exception of those expressly mandated by Mississippi law, may Vendors take exceptions to the provisions in this section?	Yes. See RFP Section II: Proposal Submission Requirements, Item 8.8: "If the Vendor does not agree with any item in any section, then the Vendor must list each item on the <i>Proposal Exception Summary Form</i> ."
33	Section IV Legal and Contractual Information	18	RFP: "16.2 Furthermore, the Vendor acknowledges and agrees to pass all rights and/or services related to all general consulting, services leasing, software licensing, warranties, hardware maintenance and/or software support to the State from any contractor, third party or subcontractor without the State having to negotiate separately or individually with any such parties for these terms or conditions." Please confirm that pre-existing licenses already owned by the vendor are not in scope.	Pre-existing licenses already owned by the Vendor are not in scope and shall be subject to RFP Section IV: Legal and Contractual Information, Item 31.
34	Section IV Legal and Contractual Information	18	RFP: "16.2 Furthermore, the Vendor acknowledges and agrees to pass all rights and/or services related to all general consulting, services leasing, software licensing, warranties, hardware maintenance and/or software support to the State from any contractor, third party or subcontractor without the State having to negotiate separately or individually with any such parties for these terms or conditions."	See response to Question 33.

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			Please confirm that pre-existing licenses already owned by the vendor are not in scope.	
35	RFP, SECTION IV, LEGAL AND CONTRACTUAL INFORMATION, Section 14.2	18	If the Vendor is not able to negotiate acceptable proposal exceptions with the DOM during negotiations, please confirm that the Vendor may walk away.	If the State and the awarded Vendor are unable to negotiate an acceptable contract, DOM will rescind the award and begin negotiations with the next ranked Vendor immediately or pursue another option.
36	14. Time for Negotiations	18	Given the plan for negotiations, will DOM confirm that Vendors are not required to submit redlines or its specific proposed contractual language with the Proposal Exception Summary Form?	Vendors are not required to submit redlines to Exhibit A: Standard Contract. Vendor may propose contractual language in RFP Section V: Proposal Exceptions, <i>Proposal Exception Summary Form</i> .
37	Section IV number 18	19	Please clarify the definition of a “subcontractor” for this RFP. Is there a threshold of the amount of work that qualifies a vendor as a subcontractor?	A subcontractor is an individual or business that signs a contract with the proposing Vendor to perform part of the obligations of this RFP. There is no threshold on the amount of work that qualifies a Vendor as a subcontractor. Awarded Vendor will be our sole contractor and will be held responsible for the entirety of the services provided. Any subcontractors will contract directly with the awarded Vendor.
38	17 DOM Approval of Subcontractor Required	19	Can Vendors assume DOM consents to those subcontractors included in Vendor’s proposal?	No. Vendors should not assume subcontractors submitted at the time of proposals are acceptable. See RFP Section IV: Legal and Contractual Information, Item 17 in part: “DOM reserves the right of refusal and the right to request a subcontractor's replacement due to unacceptable work or conduct.”
39	18. Inclusion of Subcontract Agreements	19	These will not be finalized at the time of proposal submission. What should Vendor submit? Are redacted copies of such subcontractors, when eventually submitted, permitted?	Vendor may submit unexecuted subcontractor agreements with their proposal and an executed version when available. While a redacted version may be submitted with the original version, Vendors should be aware that any information in a proposal may be subject to disclosure or reproduction under the Mississippi Public Records Act of 1983, defined in Section 25-61-1 et seq. of the Mississippi Code

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				Annotated. Unredacted copies of subcontractor agreements are preferred to ensure the subcontract properly obligates the subcontractor to perform in compliance with the DOM contract.
40	Section IV	20	Per the RFP- All Web and Portal development work must be designed and implemented in compliance with Section 508. Is the New Meds system currently compliant with Section 508? If not, will the selected vendor be responsible for updating the current New Meds system to make it Section 508 compliant or does this requirement apply to new system development work only?	Yes. The New MEDS system is currently Section 508 compliant. The awarded Vendor shall take over New MEDS at the current Section 508 compliance level and maintain that compliance.
41	RFP, SECTION IV: LEGAL AND CONTRACTUAL INFORMATION, Section 28.1	20	Will the State please confirm that it only owns software developed for the State that was paid for exclusively by the State as an output of the contract?	State ownership of software developed will be based upon 45 C.F.R. § 96.617. See also RFP Section IV: Legal and Contractual Information, Items 29 and 31.
42	RFP, SECTION IV: LEGAL AND CONTRACTUAL INFORMATION, Sections 28.1 and 28.2	20	Per federal regulations, the Federal government retains a license in custom developed software that is paid for by the State with federal funds, so that other states may use it. In our experience, the software is not actually licensed by the Federal government/CMS to the states. Rather CMS relies on the vendor/developer to do so. However, the language in Sections 28.1 and 28.2 could restrict the contractor from doing so. Would the State be willing to revise this language to provide a license back to the Vendor at no additional cost?	No. The State only requires the Vendor offer the software at no additional cost to the Federal Government when transferred to other States.
43	24. Pricing Guarantee	20	How does the duration of the proposal's validity relate to the possible use of Vendor's proposal in future projects?	The duration of the proposal's validity does not relate to the possible use of Vendor's proposal in future projects.

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44	28 Ownership of Developed Software	20	<p>28.1 states <i>“When specifications require the Vendor to develop software for the State, the Vendor must acknowledge and agree that the State is the sole owner of such developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation.”</i></p> <p>Can DOM please confirm the phrase <i>“without restriction”</i> does not extend the State’s right to modify Vendor’s software except as described in the eventual contract?</p>	<p>Yes. DOM confirms that the phrase <i>“without restriction”</i> does not extend the State’s right to modify Vendor’s software except as described in the eventual negotiated contract.</p> <p>Per CMS, if the State uses Federal dollars for software development, the software is owned by the State and CMS. If the Vendor has proprietary software that will be used as part of the solution and requires modifications to better integrate with the Vendor solution, the Vendor cannot charge for the changes. If the State is charged, the State and CMS own the modifications.</p>
45	28 Ownership of Developed Software	20	<p>28.2 states that <i>“The State may be willing to grant the Vendor a nonexclusive license to use the State’s software subject to devising acceptable terms and license fees. This requirement is a matter of State Law, and not negotiable.”</i> Can DOM please confirm which <i>“requirement”</i> in the first sentence is a matter of State Law and not negotiable?</p>	<p>The State may be willing to grant the Vendor a nonexclusive license to use State software, inclusive of developed software as discussed in RFP Section IV: Legal and Contractual Information, Article 28 Ownership of Developed Software, Specification 28.1 which states, <i>“When specifications require the Vendor to develop software for the State, the Vendor must acknowledge and agree that the State is the sole owner of such developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation.”</i></p>
46	RFP, SECTION IV: LEGAL AND CONTRACTUAL INFORMATION, Sections 28 and 29 and Exhibit A: Standard	20-21;134	<p>Is the State willing to negotiate intellectual property terms that are consistent with the solution the Vendor is offering?</p>	<p>The Vendor is contractually obligated to comply with all items in the RFP, including the Standard Contract in Exhibit A, except those specifically listed as exceptions on the <i>Proposal Exception Summary Form</i> and accepted in writing by DOM. If no <i>Proposal Exception Summary Form</i> is included, the Vendor is indicating that he takes no exceptions. Negotiations shall be limited to items to which the Vendor has noted as exceptions on their <i>Proposal Exception Summary Form</i>, as well as any new items that the State may require.</p>

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	Contract, Article 4			
47	RFP, SECTION IV: LEGAL AND CONTRACTUAL INFORMATION, Section 29.1	21	Please clarify what “modified and custom-tailored” means in this section.	Modified and custom-tailored refers to changes requested by the State to the Vendor’s intellectual property that the Vendor is willing to make for the State.
48	Section IV Legal and Contractual Information	21	<p>RFP: “30. Terms of Software License Vendor acknowledges and agrees that the term of all software licenses provided to the State shall be perpetual unless stated otherwise in the Vendor’s proposal.”</p> <p>Companies that sell COTS products have been rapidly moving to other types of licensing terms to where it is now not unusual for perpetual licenses to not be available for purpose. Where in the proposal should any software that is not a perpetual license identified?</p>	The Vendor shall amortize or enter the yearly cost of the solution in the RFP Section VIII: <i>Cost Information Submission</i> , Table 26.
49	29. Ownership of Custom-Tailored Software	21	<p>29.1 states <i>“In installations where the Vendor’s intellectual property is modified and custom-tailored to meet the needs of the State, the Vendor must offer the State an application license entitling the State to use, and/or alter the software without restriction. These requirements apply to source code, object code and documentation.”</i></p> <p>Can DOM please confirm that the phrase “without restriction” does not extend the State’s right to modify Vendor’s IP except as described in the eventual contract?</p>	<p>Yes. DOM confirms that the phrase “without restriction” does not extend the State’s right to modify Vendor’s IP except as described in the eventual negotiated contract.</p> <p>See response to Question 44.</p>
50	Section 37 Performance Bond / Irrevocable Letter of credit	22	RFP “The letter of credit/performance bond shall cover the entire contract period, with the exception of post-warranty maintenance and support, and shall not be released until final acceptance of all products and deliverables required herein or until the warranty period, if any, has expired, whichever occurs last.”	The Performance Bond shall cover the implementation period and maintenance and operations phases of the entire contract period, with the exception of post-warranty maintenance and support.

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			Please clarify if the performance bond is supposed to only cover the implementation phase or if it should also include the operations / maintenance phase of the contract.	
51	Performance Bond	23	In this section, the RFP references that the Performance Bond should be for the TOTAL amount of the contract, and near the bottom of the section, it states that "The letter of credit/performance bond shall cover the entire contract period, with the exception of post-warranty maintenance and support." Shall we interpret this to therefore mean the bond is only for the Implementation Period (<= 12 months) + Parallel Ops (<= 6 months) + 1-yr warranty period = 30 months max (rather than 6 ½ years)?	See response to Question 50.
52	Section V – Proposal Exceptions. Paragraph 1.1 (and elsewhere)	26	Can DOM please confirm “specification(s)” as used in this section is not limited to technical specifications but also refers to, for example, the various legal and contractual provisions?	<p>Yes. Unless specifically disallowed on any specification, the Vendor may take exception to any point within the RFP, as long as the following are true:</p> <ul style="list-style-type: none"> • The specification is not a matter of State law; • The proposal still meets the intent of the RFP; • A Proposal Exception Summary Form is included with Vendor’s proposal; and • The exception is clearly explained, along with any alternative or substitution the Vendor proposes to address the intent of the specification, on the Proposal Exception Summary Form.
53	Section V – Proposal Exceptions Paragraph 3	26	Will DOM please confirm the eventual contract may include compromised contractual language that is not necessarily captured in Vendor’s Proposal Exception Form.	Yes. Negotiations shall be limited to items to which the Vendor has noted as exceptions on their <i>Proposal Exception Summary Form</i> , as well as any new items that the State may require. New items may include compromised contractual language as agreed upon by DOM and the awarded Vendor.
54	Section VI – RFP Questionnaire. Paragraph 4	27	This section speaks to “possible” and “indirect” conflicts of interests. Can DOM please provide some guidance as to how these are defined?	A possible conflict of interest is any situation that has the potential to prevent impartiality or create bias in a person. An indirect conflict of interest arises when a person is obliged to protect or advance the interests of

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				two or more others who are jointly or severally seeking a good or benefit in conditions such as those defined above. "No public servant shall use his official position to obtain, or attempt to obtain, pecuniary benefit for himself other than that compensation provided for by law, or to obtain, or attempt to obtain, pecuniary benefit for any relative or any business with which he is associated." Miss. Code. Ann. § 25-4-105.
55	RFP, SECTION V, PROPOSAL EXCEPTIONS	26, 28	Please confirm that the Vendor should provide a brief description of its exceptions on the Proposal Exception Summary Form but is not required to submit its exact proposed redline changes to the language/contract terms with the proposal.	Vendors are not required to submit redlines to Exhibit A: Standard Contract. Vendor may propose contractual language in Section V: Proposal Exceptions, <i>Proposal Exception Summary Form</i> .
56	Section VI Certificate of Liability Insurance	31	Where should Vendors place certificates in their proposal submission?	Vendors may attach certificates at the end of their proposal submission or as a separate file.
57	Section VI E-Verify Registration Documentation	31	Where should Vendors place E-Verify Registration in their proposal submission?	Vendors may attach E-Verify Registration form at the end of their proposal submission or as a separate file.
58	Section VI System for Award Management (SAM) Registration Documentation	31	Where should Vendors place SAM Registration in their proposal submission?	Vendors may attach the Federal Government's System for Award Management (SAM) Registration form at the end of their proposal submission or as a separate file.
59	Section VII, Project Specifications	32	<p>1. How to Respond to this Section</p> <p>1.1 Beginning with Section VII Item 2.1 and through Item 16.8 of this section, Vendor shall label and respond to each outline point in this section as it is labeled in the Request for Proposal (RFP).</p>	Yes. If an item only requires a response of "WILL COMPLY" or "EXCEPTION" and does not need further detail, Vendors may list those items in a table format as long as the order of the requirements are not altered and are in chronological order.

Question	RFP Section	RFP Page	Question	DOM Response
			<p>1.2 The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items in which they disagree.</p> <p>1.3 The Vendor shall respond with "WILL COMPLY" or "EXCEPTION" to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the sole discretion, being subject to disqualification.</p> <p>1.6 In addition, to demonstrate the Vendors understanding of the technical requirements, Vendors must respond to each specification in Section VII Items 6.1 through 16.8, with a narrative description...</p> <p>Question: Based on the instructions, it appears that Vendors need to respond to all items in Section VII 2.1 through 16.8 with a response of "WILL COMPLY" or "EXCEPTION" to each point in this section. For those sections that only require a "WILL COMPLY" or "EXCEPTION" response, may vendors list those items in a table format as long as the order of the requirements are not altered. For example, may a Vendor provide a "WILL COMPLY" or "EXCEPTION" response for items Section VII, 2.1 through 5.21.7 as long as the numbered items are in chronological order?</p>	
60	Section VII Project Specification 1.1	32	Would DOM please confirm that items prior to 2.1 do not have to be addressed and Bidder's should begin their response to Section VII at 2, Statement of Understanding?	Yes. Beginning with Section VII: Project Specifications, Item 2.1 through Item 16.8, Vendor shall label and respond to each outline point as it is labeled in the Request for Proposal (RFP) and describe in detail how Vendor will meet the specification.
61	Section VII	32	Would DOM please confirm that items 17 through 19.2.5 in Section VII do not need a response?	Yes. Vendors do not need to respond to items 17 through 19.2.5.

Question	RFP Section	RFP Page	Question	DOM Response
	Project Specification 1.1			
62	Section VII: Project Specifications, 2. Statement of Understanding, item 2.3 10. Project Staffing Requirements, items 9.2.2, and 9.2.3	33 & 95	<p>Requirement 2.3 states the following requirement as mandatory: <i>“Vendor shall be aware that under no circumstances shall any data, or equipment with access to data associated with this project reside outside the continental United States, nor shall any data, or equipment with access to data associated with this project be accessible to people outside the continental United States.”</i> Later in the RFP requirement 9.2.2 the following is stated: <i>“Vendor shall indicate whether they plan to use off-shore or near-shore resources at any point within the project and what phases/tasks will be considered for the use of these resources. Vendor shall obtain prior State approval, before engaging offshore and nearshore resources for this project. Off-shore or near-shore resources are prohibited from developing security controls. The Vendor shall ensure that industry standard best practices, including but not limited to secure coding practices are used by all resources and that the code produced is fully documented.”</i></p> <p>And in RFP section 9.2.3 the following is stated: <i>“The use of offshore and near-shore resources is permitted for development efforts only. All operational aspects including the location of infrastructure must be in the continental USA. All operational resources including Help Desk must be in the continental USA. Under no circumstances will PHI, nor security development, coding, or security operations, be moved offshore either for testing purposes or in production. “Can DOM please clarify the requirement regarding off-shore/near-shore resources so all vendors interpret the requirements correctly and propose a solution that is aligned with the resource guidelines for the MEDS project?”</i></p>	Development of code and the hardware enabling those activities can exist outside the continental USA. However, operational systems, non-test data, staff with access to clients and client data, and the hardware that supports those activities must reside inside the continental USA.

Question	RFP Section	RFP Page	Question	DOM Response
63	Section VII: Project Specifications, 4.5 FHIR / HL7 Interoperability Standards AND Table 9 – New MEDS Interfaces	44 & 60	Are any of the existing interfaces utilizing the FHIR / HL7 interoperability standard today, or is it simply a statement of DOM’s intent to leverage those standards for some interfaces during O&M enhancements at some point in the future?	DOM’s intent is that FHIR/HL7 is a future enhancement.
64	Section VII: Project Specifications, item 4.6.2 – Project Overview and Background	45	Operating a Print Center – is postage for outbound mail considered a pass-through charge to the state, or is the vendor expected to incorporate these charges as part of their pricing proposal?	Postage will be a pass-through charge to the State.
65	FHIR capabilities	45	Is the State anticipating that the vendor will be using FHIR APIs as part of Takeover, or is this a future requirement?	See response to Question 63.
66	Project Overview and Background 4.6.2	45	Please provide the anticipated monthly volumes of eligibility notices, invoices, and the various correspondence needs as well as any cyclical monthly maximums, so the print center can be correctly sized.	In May 2022, 59,349 notices and 4,296 letters were sent out.
67	4 Project Overview and Background 15 Maintenance of Operations	45 & 113	RFP: “4.6.1 Taking over the New MEDS code base owned by DOM, for the New MEDS system as a cloud-based service or hosted in the Vendor’s data center including operations and maintenance of the system via monthly releases.” “15.2 The Vendor shall ensure that the New MEDS system is usable and accessible via a Cloud solution (e.g., AWS or GCP) prior to the end of the third contract year following completion of overlapping operations with the incumbent.” Does this mean that while the system can initially be run out of a Vendor data center that it must be later moved (prior to the end of the third contractor year) to a public Cloud solution? Or	While the New MEDS system can initially be run out of a Vendor’s Data Center, it must be moved to a public Cloud solution prior to the end of the third contract year.

Question	RFP Section	RFP Page	Question	DOM Response
			is a Vendor data center acceptable for hosting New MEDS throughout the contract?	
68	VII, 5.1 & 5.2, Figure 6	47 & 53	The requirement indicates that New MEDS is cloud based, yet the architecture indicates the New MEDS is hosted in Conduent's data center. Please clarify.	The current New MEDS eligibility system is housed in a Conduent Data Center but is accessed by the State remotely via dedicated network connections. For purposes of submitting a proposal to this RFP, this arrangement is not considered a cloud solution.
69	VII	47	5.1 states "New MEDS is a cloud-based rules engine". Can DOM clarify if DOM is currently using the FICO cloud-based rules engine solution or if the FICO rules engine software is hosted by the current vendor? If cloud-based, please make known if the cloud provider is AWS or Azure or other cloud provider?	See Clarification #2, Item 4 at https://medicaid.ms.gov/resources/procurement/ . The quoted text should be read as if a comma were between "cloud-based" and "rules engine". Cloud based in RFP 20220401 is referring to the fact that New MEDS is not installed on a State network but accessed through a dedicated network connection. It is not 3 rd party cloud based as DOM intends for this module as described in Section VII: Project Specifications, Item 15.2.
70	Figure 2: Production Environment	48	Please confirm or provide each server's capacity in the Production Environment diagram (CPU, memory, and disk capacity). This information is key if the vendor is responsible for the licensing of the software.	Specific information about server configuration or number of servers is proprietary to the incumbent Vendor.
71	Figure 2: Production Environment	48	Are there any proprietary components, apart from the report repository, of New MEDS that are the core to the eligibility solution? Please identify any proprietary solutions and their associated functionality.	Report repository and CSR tracking are the only proprietary components. CSR tracking is a System for entering and tracking enhancement requests.
72	Figure 2: Production Environment	48	A "Spelling and Grammar check" tool is referenced in the diagram. Can the State please identify the software being used, including current version? Also, can the State please describe the current integration with the Eligibility solution component(s)?	The software is After the Deadline version 2. Caseworkers have the ability to modify any of the letters or notices and can use the spelling and grammar tool to verify the correctness of their edits with regard to spelling and grammar.
73	VII, 5.1.1, Figure 2	48	What is the API management software used in the current environment and provide some indicative volume on the APIs	WSO2 is the software used for API management. Thirty-five (35) services are deployed either through

Question	RFP Section	RFP Page	Question	DOM Response
			(for example: # of API definitions, endpoint definitions, security policies, caching policies, throttling policies etc.)?	embedded services or proxy services. All APIs use SOAP and are MARS-E compliant.
74	Section VII, 5.1.1, Figure 2	48	<p>Production environment indicated some software that have already reached end of support (see examples below). Have these licenses been upgraded to software vendor supported versions and if not, will they be upgraded prior to transition to a new vendor?</p> <p>Tomcat 6 Oracle 11g Windows 2008 RHEL 6</p>	All proposing Vendors will bear responsibility to upgrade software that has reached end of support prior to go-live and should include these costs in their proposal.
75	Section VII: Project Specifications, Figure 2: Production Environment	48	<p>The diagram shows a single Oracle 11g/RedHat 6 server. Does the DB instance currently have redundancy/clustering?</p>	The Meds production database is currently running under Oracle Database 19c Enterprise Edition Release 19.0.0.0.0 – Production Version 19.3.0.0.0 on Redhat Linux 4.18.0-193.14.3.el8_2.x86_64. There is a DR database configured as an Oracle Physical standby. Oracle clustering is not being used.
76	Section VII: Project Specifications, Figure 2: Production Environment	48	Can DOM provide details on load balancing used (i.e., round robin, what type of health check for service availability, etc.)?	RDS is load-balanced using round robin for Regional Office staff (for the time being, until pending hardware refresh) and remote workers.
77	Section VII: Project Specifications, Figure 2: Production Environment	48	Please provide iops requirements for the Oracle database.	<p>During backups: 7,995 IOPS During batch processing: 10,163 IOPS During daily processing: 1,100 IOPS</p>
78	Section VII: Project Specifications,	48	<p>Does the Oracle instance use any of the following Oracle features?</p> <ol style="list-style-type: none"> 1. Automatic Storage Management (ASM) 2. Database Vault 3. Flashback Database 	No. None of these features are currently in use.

Question	RFP Section	RFP Page	Question	DOM Response
	Figure 2: Production Environment		<ol style="list-style-type: none"> 4. FTP and SFTP 5. Messaging Gateway 6. Oracle Enterprise Manager Cloud Control Management Repository 7. Real Application Clusters (Oracle RAC) 8. Real Application Testing 9. Unified Auditing, Pure Mode 10. Workspace Manager (WMSYS) schema 	
79	Figure 2	49	How many jobs are currently being managed by the Tivoli work scheduler?	There are currently 494 MEDS jobs managed in Tivoli.
80	VII	50	5.1.4 provides the list of COTS applications that are used by New Meds. Is it the intent of DOM for the selected vendor to include licensing costs for these COTS products in its proposal, or will DOM license these COTS products directly for the benefit of all vendors? If not, how will DOM ensure a level and fair price comparison to the incumbent vendor's proposal, which may benefit from previously licensed software components?	<p>See Clarification #2, Item 9 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 74.</p>
81	Table 5	50	Please provide version numbers for all COTS products along with the version and type of OS the product is currently hosted on in the New MEDS environment.	See Appendix A, attached.
82	Table 5: New MEDS COTS Tools	50	Is the incumbent using a data modeling tool (e.g., "ERWIN")? If so, please specify the tool being used.	There are no special tools other than what is provided by the database platform.
83	Table 5	50	Please provide the number of Firewall rules.	The awarded Vendor should anticipate a typical complex corporate environment. The incumbent Vendor shall work with the awarded Vendor to meet DOM's network security environment needs.
84	Table 5	50	Is the State using a software package to make changes to time and date for testing date-sensitive functionality in the Eligibility solution? If so, please provide the software name and version.	No. The State is not using a software package to make changes to time and date for testing date-sensitive functionality in the Eligibility solution.

Question	RFP Section	RFP Page	Question	DOM Response																																																		
85	Table 5	50	<p>For the Oracle databases, can the State please specify what Oracle products are being used (e.g., Oracle Enterprise Edition) and any dependencies and/or plugins, such as Data Guard? Also please confirm if the incumbent is using Oracle or other cluster technologies.</p> <p>1) What specific Oracle options are being used (e.g., partitioning, online index rebuilds, parallelism)?</p> <p>2) Is access to the Oracle databases required?</p> <p>3) How many objects are in the current Oracle database model?</p>	<p>1) See response to Question 78.</p> <p>2) Access to the Oracle databases is not required by DOM staff.</p> <p>3) OBJECT_TYPE COUNT(*)</p> <table border="0"> <tr><td>FUNCTION</td><td>56</td></tr> <tr><td>INDEX</td><td>853</td></tr> <tr><td>JAVA CLASS</td><td>1</td></tr> <tr><td>JAVA SOURCE</td><td>1</td></tr> <tr><td>LOB</td><td>24</td></tr> <tr><td>PACKAGE</td><td>32</td></tr> <tr><td>PACKAGE BODY</td><td>31</td></tr> <tr><td>PROCEDURE</td><td>104</td></tr> <tr><td>SEQUENCE</td><td>179</td></tr> <tr><td>TABLE</td><td>724</td></tr> <tr><td>TRIGGER</td><td>123</td></tr> <tr><td>TYPE</td><td>209</td></tr> <tr><td>VIEW</td><td>83</td></tr> </table> <p>Lines of code in Package, Procedures, triggers, java source (in the database)</p> <table border="0"> <tr><td>COUNT(*)</td><td>TYPE</td></tr> <tr><td>14141</td><td>FUNCTION</td></tr> <tr><td>38</td><td>JAVA SOURCE</td></tr> <tr><td>2094</td><td>PACKAGE</td></tr> <tr><td>54117</td><td>PACKAGE BODY</td></tr> <tr><td>39138</td><td>PROCEDURE</td></tr> <tr><td>15045</td><td>TRIGGER</td></tr> <tr><td>2052</td><td>TYPE</td></tr> </table> <p>Same info for Meds datamart (msmedsdm)</p> <p>All objects</p> <table border="0"> <tr><td>OBJECT_TYPE</td><td>COUNT(*)</td></tr> <tr><td>INDEX</td><td>522</td></tr> <tr><td>LOB</td><td>2</td></tr> <tr><td>PACKAGE</td><td>3</td></tr> </table>	FUNCTION	56	INDEX	853	JAVA CLASS	1	JAVA SOURCE	1	LOB	24	PACKAGE	32	PACKAGE BODY	31	PROCEDURE	104	SEQUENCE	179	TABLE	724	TRIGGER	123	TYPE	209	VIEW	83	COUNT(*)	TYPE	14141	FUNCTION	38	JAVA SOURCE	2094	PACKAGE	54117	PACKAGE BODY	39138	PROCEDURE	15045	TRIGGER	2052	TYPE	OBJECT_TYPE	COUNT(*)	INDEX	522	LOB	2	PACKAGE	3
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Question	RFP Section	RFP Page	Question	DOM Response
				PACKAGE BODY 3 PROCEDURE 61 TABLE 291 Lines of code in Package, Procedures, triggers, java source (in the database) COUNT(*) TYPE 37 PACKAGE 1151 PACKAGE BODY 8257 PROCEDURE
86	Table 5	50	Please describe the Integrated Development Environment (e.g., Eclipse) currently used by the incumbent vendor to support the Eligibility solution.	See response to Question 8.
87	VII, 5.1.4	50	Please provide license version, number of licenses, how licensed (core, user - concurrent or named, other), current license costs. We recognize that the state may qualify for software cost considerations. If these details and costs are not provided, non-incumbent vendors will be at a disadvantage in providing a fixed cost proposal.	See response to Question 81. DOM does not provide software. All software and hardware are provided by the Vendor. Please provide pricing based on the staff assigned to the various roles that will utilize licensed software and servers.
88	VII, 5.1.4	50	Please provide details of number of Databases, version, with storage details.	See response to Questions 75, 78, 85, and 136.
89	VII, 5.1.4	50	Please provide total count of Servers and corresponding configuration (CPU, O/S, memory, vendor and model) with tech-stack hosted in current environment.	See Appendix A, attached. The actual configuration, which is dependent on what is running on the servers, will be made available in the transition process.
90	V	50	Please provide the current total data storage capacity of the New Meds system, including document management and please specify the anticipated rate of growth.	As of May 25, 2022, the size was 4.75TB. During 2021, the system grew 1.16TB. Databases: MEDS Prod: 775 GB

Question	RFP Section	RFP Page	Question	DOM Response
				<p>MEDS Prod History archive: 450 GB MEDS Prod Datamart: 300 GB MEDS UAT environment (6 schemas): 2 TB MEDS Dev/Test Environment: 420 GB MEDS Test Datamart: 300 GB Document Storage: 419 GB</p>
91	Section VII: Project Specifications, item 5. Current Environment and Take-Over Requirements Table 5: New MEDS COTS Tools	50	<p>Pertaining to the takeover effort, Will DOM please clarify whether the licenses for these COTS tools are owned by DOM and/or transferable to the vendor? If so, please list the licenses that fall into this category.</p>	<p>All current licenses are owned by the incumbent Vendor and are not transferrable. See response to Question 81.</p>
92	Section VII: Project Specifications, item 5. Current Environment and Take-Over Requirements Table 5: New MEDS COTS Tools	50	<p>Pertaining to the takeover effort, is the vendor expected to purchase these licenses independently?</p>	<p>Yes. The State expects all proposing Vendors to include the licensing costs for the COTS products required to support the solution. See response to Question 74.</p>
93	Section VII: Project Specifications, Table 5: New MEDS COTS Tools	50	<p>Please provide version information for the COTS tools.</p>	<p>See response to Question 81.</p>

Question	RFP Section	RFP Page	Question	DOM Response
94	Section VII: Project Specifications, item 5.1.4	50	There are several COTS products listed in Table 5 as part of requirement 5.1.4. Please provide the version number of each COTS product listed in Table 5. The non-incumbent vendors will need this license information to support the MEDS takeover.	See response to Question 81.
95	Section VII: Project Specifications, item 5.1.4	50	Does DOM have perpetual use licenses for the COTS products listed in Table 5 which is part of requirement 5.1.4? If so, please list the licenses that fall into this category.	See response to Question 81.
96	VII	50-51	Please provide a comprehensive list of all New Meds software components with the currently installed version of each component, noting any components that are not in alignment with currently supported versions of the software supplier. Make specific note of any "End of Life" or "No Longer Supported" versions currently in use by New Meds.	See response to Question 81. Vendor is responsible for determining software "End of Life" or "No Longer Supported" status.
97	VII, 5.1.4, Table 5	51	Please provide some details on the service integration using WSO2 Enterprise Service Bus in the current state. For example, # of real time interfaces (synchronous and asynchronous), # of queues, messages, message size, format etc.	There are four external connections (USPS, Federal Data Services Hub, CWP, and Worksite) to the ESB. There are 35 services deployed either through embedded services or proxy services that handles 20,500 transactions per hour. All APIs use SOAP and are MARS-E compliant.
98	VII, 5.14, 5.15	51	What tools are used (Oracle GoldenGate, Data Guard, other) for the Oracle databases?	See response to Questions 78 and 85.
99	VII, 5.14, 5.15	51	Is there a guideline on #tickets (IN, SR, CR, PM) expected in Database Support, based on the current solution and current user base?	There are approximately 170 monthly data support tickets.
100	VII, 5.1.5	51	Please share current make and model along with data sheets for existing Cisco ASA firewall and IDS devices.	DOM has just completed a Security Modernization Project, deploying a pair of new Fortinet firewalls. In addition, a CISCO IronPort is used for email and web content filtering.

Question	RFP Section	RFP Page	Question	DOM Response
101	Section VII: Project Specifications, item 5.2.3	53	Would DOM please provide details on the current hypervisor and version?	VMware ESXi version 6.0. The entire system is run on VMs.
102	5.3	54	<p>5.3.1 states all staff will be using the Microsoft Edge web browser. Does the New Meds system currently support Edge or are older versions of Internet Explorer required to use New Meds?</p> <p>Section 5.3.1 seems to indicate that there is no open internet-based access to the New Meds system and that access to the system is only enabled from the State of Mississippi network using remote desktop. Please confirm if this is indeed the current operating environment and if this same restrictive environment is desired going forward.</p>	<p>DOM expects the New MEDS system to support the Microsoft Edge web browser only. This is the current operating environment.</p> <p>DOM must adhere to MARS-E security controls and HIPAA controls, and as a result, no open internet access to the New MEDS system is planned.</p>
103	Section VII: Project Specifications, 5.3 Role Based User Access	54	<ol style="list-style-type: none"> 1. Can DOM provide details on what SSO/Authentication is currently used within the State? 2. What is the preferred method of integration? 	DOM currently supports federated identity via Azure Active Directory (AAD) across the Enterprise to allow secure end-to-end authentication for digital workloads. Proposed solutions must be able to federate with DOM's identity and access management service (AAD). Both OAuth 2.0 and SAML are supported.
104	VII, 5.6	56	What are the data sources for the 100 reports that are generated from Reports Online (ROL)? Will the incumbent vendor provide transition on the data ingestion and movement to reporting databases along with the specific queries and procedures to generate the reports? If not, is there allowance in incurred costs for new vendors versus the incumbent vendor?	The report data is derived from the New MEDS databases. The code for reporting, queries, procedures, and data storage structure will be transferred to the awarded Vendor. The incumbent Vendor will be available during the transition.

Question	RFP Section	RFP Page	Question	DOM Response
105	VII	56, 109, 110	<p>For quality assurance testing of vendor's system changes:</p> <p>A) Does DOM have a preferred automated testing toolset? If so, will the current automated testing tool(s) be made available to the selected vendor, or must the vendor license these tools and include in its cost proposal?</p> <p>B) Does DOM have test data that it will make available to the selected vendor that is representative of transaction and storage volumes?</p> <p>C) Does DOM have test scripts for automated testing of the current New Meds system that it will make available to the selected vendor, or will the vendor be expected to create new test scripts?</p> <p>D) Will DOM provide the selected vendor with a de-identified dataset for testing the current New Meds system? If not, does DOM have a current process for creating a de-identified data set from its current system?</p>	<p>A) No. DOM does not have a preferred automated testing toolset.</p> <p>B) DOM only has the production data and limited special purpose test data sets.</p> <p>C) DOM does not have test scripts for automated testing of the New MEDS system.</p> <p>D) Due to the complexity of meeting HIPAA and security needs, generation of test sets is a complex activity that will be discussed with the awarded Vendor within the constraints. Live data, subsets, and data obfuscation routines do exist and can be used under approved circumstances.</p>
106	VII	57	<p>Per the RFP- The vendor shall supply their own report management system with SSO. The vendor needs to support historical reports or migrate them over.</p> <p>Given these requirements, please clarify the current format of the reports to be supported or migrated? Where are these report files currently stored?</p> <p>These reports appear to be housed in a proprietary Conduent system. Will these report files be made available to the new vendor, or will they need to be re-developed by the selected vendor in an industry standard format?</p>	<p>The reports are PDF and are stored in the Conduent proprietary reports management system.</p> <p>All reports will be exported and will be available for the awarded Vendor to import into a new solution.</p>
107	VII, 5.6.3	57	<p>Please provide following information about the current and historical reports to be moved to vendor proposed new report management system.</p> <ol style="list-style-type: none"> 1) Total count of current and historic report files 2) Total size (in GB) of all the reports 3) Which DMS tool is currently storing these current and historic reports? 	<ol style="list-style-type: none"> 1) Total count for MEDS: 146,221 2) 419 GB 3) See response to Question 106.

Question	RFP Section	RFP Page	Question	DOM Response						
108	Section 5.6.1 and 5.6.2	57	Section 5.6.1 talks about maintenance and enhancements to report layout. Section 5.6.2 talks about "Vendor own report management system." Should the 100+ reports be rebuilt in the new system?	<p>The report data is derived from the New MEDS databases. The code for reporting, queries, procedures, and data storage structure will be transferred to the awarded Vendor. The incumbent Vendor will be available during the transition.</p> <p>Reports OnLine (ROL) is a document management system, not the system that is creating and managing report content. The report creation is handled by New MEDS in code that will be transferred to the awarded Vendor and maintained and enhanced by the awarded Vendor. The 100+ reports are not being rebuilt with the replacement of ROL.</p> <p>See response to Question 106.</p>						
109	5.6.4	57	What is the relationship between Reports OnLine (ROL) and HP Worksite? Both are document repositories.	ROL stores all reports generated by the New MEDS system. HP Worksite stores case file information, e.g., notices and letters.						
110	Section VII: Project Specifications, item 5.6.3	57	Please provide the count of historical reports that will need to be transferred to the new report management system. Do each of the historical reports have a unique metadata record associated with the report used for report retrieval?	<p>1) See response to Question 107.</p> <p>2) Metadata is not used in ROL.</p>						
111	Section VII: Project Specifications, item 5.6.6	58	Will DOM please provide sample documents, anticipated monthly volumes, page counts, etc. for invoices referenced in this requirement so vendors may adequately price for outbound print / mail operations?	<p>In May 2022, 59,349 notices and 4,296 letters were sent out. See response to Question 114.</p> <p>The following letters are generated by the New MEDS system:</p> <table border="1" data-bbox="1331 1211 1999 1464"> <tbody> <tr> <td data-bbox="1331 1211 1528 1252">DOM-000</td> <td data-bbox="1528 1211 1999 1252">Case Worker Correspondence</td> </tr> <tr> <td data-bbox="1331 1252 1528 1325">DOM-301</td> <td data-bbox="1528 1252 1999 1325">DOM-301 Authorization to Release Info Letter</td> </tr> <tr> <td data-bbox="1331 1325 1528 1464">DOM-301A</td> <td data-bbox="1528 1325 1999 1464">Authorization to Release Medical information to the State Agency Making Medicaid Eligibility Determinations Letter</td> </tr> </tbody> </table>	DOM-000	Case Worker Correspondence	DOM-301	DOM-301 Authorization to Release Info Letter	DOM-301A	Authorization to Release Medical information to the State Agency Making Medicaid Eligibility Determinations Letter
DOM-000	Case Worker Correspondence									
DOM-301	DOM-301 Authorization to Release Info Letter									
DOM-301A	Authorization to Release Medical information to the State Agency Making Medicaid Eligibility Determinations Letter									

Question	RFP Section	RFP Page	Question	DOM Response	
				DOM-302A	Designated Representative Statement (New form-Applicant/Beneficiary Signs) Letter
				DOM-302B	Designated Representative Statement (New form-Self-Designation) Letter
				DOM-302C	Designated Representative Statement (New form-Legally Appointed) Letter
				DOM-305	Denial Notice
				DOM-307	Request for Information Letter
				DOM-309A	Second Request for Information Letter - Applications
				DOM-309B	Second Request for Information Letter – Non-Applications
				DOM-311B	Notice of Pending Medicare Savings Program Application Letter
				DOM-312	Notice of Potential Eligibility for VA Benefits Letter
				DOM-314	Home Equity Undue Hardship Letter
				DOM-319A	Client is being referred to a XIX Institution Letter
				DOM-319B	Client Has Entered a XIX Institution Letter
				DOM-319C	Client Has Left a XIX Institution Letter
				DOM-319D	Client Change or Address Letter
				DOM-319E	Client is Deceased Letter
				DOM-319F	Change in Client Income or Resources Letter
				DOM-319G	Change in Spouse Income or Resources Letter
				DOM-319H	Client Entered a Public Institution Letter
				DOM-320A	Agreement to sell Property Letter

Question	RFP Section	RFP Page	Question	DOM Response	
				DOM-321B	Designation of Burial Funds Letter
				DOM-322	DRA Notice of Transfer of Assets Letter
				DOM-322A	OBRA Notice of Transfer Letter
				DOM-323	Disability or Blindness Report Letter
				DOM-323A	Disabled Child Questionnaire Letter
				DOM-324	Vocation Report Letter
				DOM-326	Notice of No Change in Medicaid Income Letter
				DOM-330	Request for Financial Information Letter
				DOM-331	Request for Information Concerning Insurance Letter
				DOM-335	Request for Employment and Wage Verification Letter
				DOM-339	Statement Regarding Payment Of Health Insurance Premiums and Non-Covered Medical Expenses Letter
				DOM-351	Notice of Decision on Local Hearing Window Letter
				DOM-351A	Notice of Decision on Request for Expedited Local Hearing
				DOM-354	Improper Payment Report Letter
				DOM-TPL411	Division of Medicaid Estate Recovery Form
				DOM-TPL412	Division of Medicaid Non-Referral Estate Recovery Form
				DOM-515	NCP Exclusion Letter
				DOM-541A	LIS Application Facsimiles Letter
				EFD	Eligibility Factors Document
				ABD Renewal	ABD Redet/Renewal Form
				MAGIRenewal	MAGI Redet/Renewal Form
				DCLH-307	DCLH Request for Information Letter

Question	RFP Section	RFP Page	Question	DOM Response	
				DCLH-309	DCLH Follow-up Request for Information Letter
112	Printing	58	How many sheets of paper are used per month? How many envelopes are used per month? What size envelopes, and how many, are used for each type of letter?	See response to Question 114.	
113	VII	58	Table 8 Notice types. There are several flyers and other inserts described in this table. Are these flyers/inserts all printed by the selected vendor or are some flyers/inserts provided to the selected vendor as pre-printed items to be included with a particular mailing? Item 5.20.3 implies that some items may be pre-printed and provided to the selected vendor for mailing only. Please clarify.	All flyers/inserts are printed by the incumbent Vendor. DOM does not supply any pre-printed materials.	

114	VII	58, 84, 85, 86, 87	<p>Table 8 Notice Types. In order to accurately estimate the cost of notice generation printing, assembling and postage, we request the following information:</p> <p>A) Please provide the volume of each notice type mailed by month over the last two years for the notices listed in Table 8: Notices Types. Section VII, 5.6.6, Table 8</p> <p>B) For each notice type mailed over the last two years, how many pages for each notice? Section VII, 5.6.6, Table 8</p> <p>C) Please provide anticipated volume of each notice type mailed by month over the next two years for the notices listed in Table 8: Notices Types. Section VII, 5.6.6, Table 8</p> <p>D) Can DOM provide PDF templates of the existing printed materials and the new proposed materials? Section VII, 5.6.6, Table 8; 5.18.5, Table 17</p> <p>E) What are the paper requirements (specifications) for the correspondence letter/notices, pamphlets, etc.? For example, does DOM require the use of glossy, color or particular weight paper? If so, for which documents and notice types? Section VII, 5.20.3</p> <p>F) If mailing a 4-page pamphlet, is the pamphlet folded, stapled, inserted into the envelope in a loose way, or bound and inserted in some other manner? Please provide complete specifications for printing, binding, mailing for each type of correspondence. Section VII, 5.20.3</p> <p>G) Are there envelope requirements (specifications) for each Notice type? May the vendor choose any size or type of envelope for any correspondence? Section VII, 5.20.6</p> <p>H) Does DOM consider a bonded courier a third party as it relates to the transportation of the mail? Must all correspondence be sent via USPS, or will electronic correspondence distribution be allowed in alignment with evolution of CMS regulations? Section VII, 5.20.6</p> <p>I) Does DOM or the selected vendor pay for postage? Section VII, 5.20.7</p> <p>J) If the contractor pays for postage, please provide the postage cost by month for the last two years. Section VII, 5.20.7</p>	<p>A) See response to Question 111. May 2022 information:</p> <table border="0"> <tr><td>DOM-305</td><td>57,966</td></tr> <tr><td>DOM-317</td><td>1,382</td></tr> <tr><td>DOM-307</td><td>2,989</td></tr> <tr><td>DOM-309</td><td>678</td></tr> <tr><td>DOM-000</td><td>19</td></tr> <tr><td>DOM-311</td><td>531</td></tr> <tr><td>DOM-319</td><td>51</td></tr> <tr><td>DOM-322</td><td>4</td></tr> <tr><td>DOM-351</td><td>7</td></tr> <tr><td>DCLH</td><td>17</td></tr> </table> <p>B) Letters generated and printed by the Vendor: LETTERS:</p> <table border="0"> <tr><td>DOM-305</td><td>6 pages</td></tr> <tr><td>DOM-317</td><td>1 page</td></tr> <tr><td>DOM-307</td><td>4 pages</td></tr> <tr><td>DOM-309</td><td>4 pages</td></tr> <tr><td>DOM-311B</td><td>3 pages</td></tr> <tr><td>DOM-319</td><td>1 page</td></tr> <tr><td>DOM-322</td><td>4 pages</td></tr> <tr><td>DOM-351</td><td>6 pages</td></tr> <tr><td>DCLH-307</td><td>10 pages</td></tr> </table> <p>C) Answer can be derived from A & B.</p> <p>D) Yes. DOM will post sample templates of the letters/notices. However, these letters/notices are in New MEDS code and may be edited by the case worker. Batch jobs create files which are then sent to the print Vendor. The incumbent Vendor will work with the awarded Vendor to define the interface to the print Vendor.</p> <p>E) There are no special paper requirements.</p>	DOM-305	57,966	DOM-317	1,382	DOM-307	2,989	DOM-309	678	DOM-000	19	DOM-311	531	DOM-319	51	DOM-322	4	DOM-351	7	DCLH	17	DOM-305	6 pages	DOM-317	1 page	DOM-307	4 pages	DOM-309	4 pages	DOM-311B	3 pages	DOM-319	1 page	DOM-322	4 pages	DOM-351	6 pages	DCLH-307	10 pages
DOM-305	57,966																																									
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Question	RFP Section	RFP Page	Question	DOM Response
			<p>K) Do any DOM mailings require special handling? The special handling occurs when there are so many pages that the piece will not fit in a standard envelope and additional postage is required. If so, how often does this occur? Section VII, 5.6.6, Table 8</p> <p>L) Does DOM license any address validation software other than USPS to support the pre-sorted mail discount? Section VII, Table 5, Page 51</p> <p>M) For the underlying source form templates that underpin each notice type, what format (XML or proprietary) are the form templates currently in? If not currently XML and in a proprietary format, can the form templates be exported as XML from the current system? How many distinct form templates are currently used to generate the various Notice types? Section VII, 5.6.6, Table 8; 5.18.5, Table 17</p>	<p>F) Letters and notices are just folded and inserted into the envelopes. The incumbent Vendor will work with the awarded Vendor to define the interface to the print Vendor and will include the specifications for each type of correspondence.</p> <p>G) Medicaid uses window envelopes for correspondence. Letters and notices are printed on 8 ½" x 11" paper and folded to match clear window for return address and recipient name and address which dictates envelope size. Currently an A10 double window is used.</p> <p>H) DOM does not authorize the use of any other third party to transport DOM mail for pickup; the transportation must be under the direct control of the Vendor or the Vendor's specific contractor. Currently, letters are sent via USPS. Once the Self-Service Portal (SSP) is in place, users can elect to sign up for electronic notifications. New MEDS will have an interface to the SSP to deliver the electronic notifications.</p> <p>I) Postage will be a pass-through charge to the State.</p> <p>J) Postage will be a pass-through charge to the State.</p> <p>K) DOM mailings that require special handling are not routine. Allowance must be made for the possibility.</p> <p>L) DOM only uses USPS address validation.</p> <p>M) All files sent to the print vendor are PDFs. See A)-D) above and Question 111 for number of templates.</p>

Question	RFP Section	RFP Page	Question	DOM Response
115	VII, 5.6.6	58	<p>The requirement states that New MEDS generates member invoices to collect the healthcare premium amounts from Working Disabled (WD) program participants, who are required to pay a monthly premium amount to receive Medicaid health benefits. The Premium Collection process includes those activities necessary to gather the applicant's income information, apply program criteria to calculate the monthly premium, input via manual data entry the premium payments received into New MEDS, and generate invoices to collect premiums due from the member. New MEDS users can view the invoice history on the WD Premium Collection screen. The generated invoices are stored in the document repository and sent to Vendor's printing operations for mailing to the clients.</p> <p>Question: Can DOM specify if New MEDS currently calculates the monthly healthcare premium amounts for the Working Disabled (WD) program, and if so, which of the New MEDS COTS Tools (Table 5) handles that premium calculation?</p>	<p>The Working Disabled Premium calculation is calculated in the New MEDS codebase, not in a COTS tool.</p>
116	Section VII, Project Specifications, 5.6 Standard Reports, Notices, and Premium Invoices, Table 8 – Notice Types	58 & 59	<p>Please answer for each mass-produced (i.e., preprinted pamphlet or brochure type) listed in Table 8:</p> <ol style="list-style-type: none"> 1. What is the monthly quantity? What is the annual quantity? 2. What is the flat paper size? 3. What is the finished size? 4. What is the paper type and weight? 5. Is it printed one sided or two sided? 6. How many colors are printed on each side? 7. Can you provide samples of each pamphlet or brochure (PDF)? 	<ol style="list-style-type: none"> 1) See response to Question 114. 2) See response to Question 114. 3) See response to Question 114. 4) See response to Question 114. 5) Two-sided. 6) Black ink with the DOM logo in blue. DCLH-307 form also contains red. 7) See response to Question 114.

Question	RFP Section	RFP Page	Question	DOM Response
117	Section VII, Project Specifications, 5.6 Standard Reports, Notices, and Premium Invoices, Table 8 – Notice Types	58 & 59	<p>Please answer for each variably printed and mailed document type listed in Table 8:</p> <ol style="list-style-type: none"> 1. What is the quantity we can expect to receive each day of each document type? 2. What is the monthly quantity? What is the annual quantity? 3. What is the required turnaround time to image, insert and get the document into the mail? 4. What is the paper size (e.g., 8.5 x 11)? What is the paper type and weight? 5. How many colors are imaged onto the document? 6. Is it simplex (1-sided) or duplex (2-sided) imaged? 7. How many sheets are imaged for each document type? Is it variable per document type? What is the maximum number of sheets per document type? 8. What is the double window envelope size and weight? Is there only one envelope version? 9. Is it a blank envelope or are colors pre-printed? How many colors (if applicable)? 10. Are there any other envelopes within the project scope e.g., BRE? 11. What other items are inserted with each document type e.g., mass-produced printed pamphlets and brochures? 12. Can you provide a comprehensive matrix that shows complete component configurations for each mailing type (e.g., what gets inserted into each notice, etc.)? 13. Can you provide samples of each variable printed document (PDF)? 	<ol style="list-style-type: none"> 1) See response to Question 114. 2) See response to Question 114. 3) Once the print vendor receives the print request materials, the mailing must go out the next day. 4) See response to Question 114. 5) See response to Question 114. 6) Duplex imaged. 7) The number of sheets imaged for each document varies by document type and within a template, may vary by family size. See response to Question 114. 8) A10 Double Window envelope: 9" ½ (1 mark (line) under ½) X 4". Top Window: 3" ½ X 1" Bottom Window: 4"X1". Single Window envelope 9" ½ X 4". Window 4" ½ X about 1" ¼. 9) It is a blank envelope. 10) No. There are no additional envelopes. 11) See response to Question 114. 12) See response to Question 114. 13) See response to Question 114.
118	Section VII, Project Specifications, 5.6 Standard Reports, Notices, and Premium Invoices, Table	58 & 59	<p>Can DOM please provide details on each Daily, Monthly and Annual mailing projects that include:</p> <ol style="list-style-type: none"> 1) Minimum, Maximum, Average Quantity of mail lists 2) Number of Inserts per mailing (min, max, average) 3) Specifications on static inserts such as flyers, pamphlets, etc. 	<ol style="list-style-type: none"> 1) See response to Question 114. 2) See response to Question 114. 3) See response to Question 114.

Question	RFP Section	RFP Page	Question	DOM Response
	8 – Notice Types			
119	VII	60	Regarding Federal Data Hub connections – Are there compliance/audit requirements beyond MARS-E such as SSA or IRS PUB1075? Will DOM or Vendor have primary responsibility for completing the artifacts for ATO/ATC?	Yes. Additional compliance/audit requirements will be the Social Security Administration (SSA) and the Internal Revenue Service (IRS). The awarded Vendor will have primary responsibility as the system operator accountable for completing the artifacts.
120	Section VII: Project Specifications, Table 9: New MEDS Interfaces and item 5.20.3	60 & 86	Centralized Print Shop - Annual information notice – impact of FPL change and cost of living. 1. Can DOM provide sample documents from previous year mailings for these documents and a spec sheet of the components and file processing that includes quantities, format (i.e., color or black and white, 1- or 2-sided), etc.? 2. Additionally, what is the timeframe (i.e., month of year) that these annual print orders are typically produced?	1) See response to Question 114. 2) Annual print orders are typically produced in December to support the December Wholesale Change and average about 30,000 additional notices. Currently, the March Wholesale Change does not produce any additional notices.
121	Section VII: Project Specifications, item 5.9	63	Does the current MEDS system already contain logic/functionality to process ABD and Renewal applications, or should that be considered upcoming enhancement work that will need to be completed? If the incumbent vendor has already started on any ABD and Renewal applications logic/functionality, is that work transferrable to the new vendor?	The current New MEDS system has the logic/functionality to process Aged, Blind, and Disabled (ABD) and renewal applications. All functionality of the New MEDS system will be transferred to the awarded Vendor.
122	Section VII: Project Specifications, item 5.9	63	The timing of new system enhancements that are currently underway with the incumbent may impact transition activities. Would DOM please provide more details on the status of the “long-term enhancement of the CWP capabilities currently scheduled for 2023 Go-Live” including the current anticipated Go-Live date?	DOM is in the process of working on Common Web Portal (CWP) enhancements with the Self-Service Portal. That project is scheduled to go live the beginning of 2023.
123	Section VII: Project Specifications, item 5.11.1	63	Please confirm if the incumbent vendor has already started on any of the MEDS enhancements that will be required to support the Self-Service Portal of the CWP. If so, is that work transferrable to the new vendor?	Yes. Work has started on enhancements and the New MEDS component of the work will be transferrable to the awarded Vendor.

Question	RFP Section	RFP Page	Question	DOM Response
124	VII, 5.16.1, Table 15	72	For the documents created in the New Meds Case management solution, please provide how and where the documents are currently stored. If a third-party repository, please provide license info.	New MEDS is in the process of migrating from iManage Worksite to DocFinity. The DocFinity solution consists of the following: DocFinity Enterprise Core, DocFinity BPM/Workflow, DocFinity HSM, DocFinity Enterprise Search, and DocFinity Perpetual Web Service API. The DocFinity solution will interface with the states Lexmark scanning solution. The awarded Vendor will need to migrate from DocFinity to a similarly configured or same solution.
125	Section VII: Project Specifications, item 5.18.5 and Table 17: New MEDS Correspondence Letter Templates	84	Will DOM please provide metrics (i.e., page counts, monthly anticipated volume, etc.) for the correspondence letters referenced within this requirement / table so vendors may adequately price for outbound print / mail operations?	See response to Question 114.
126	VII, 5.18.5, Table 17	84 & 85	Please provide cumulative monthly printed letter volume for these 44 templates.	See response to Question 114.
127	VII, 5.19, Table 18	86	Please describe the process and relationship between each of the 7 Determination line items and the volumes of printed Letters by Titles. Also, within the same Table 18 and for the Renewal Paper Form Packets, please describe the individual contents and volumes.	Printings are triggered from Table 18 rows 3 and 6. See response to Question 114.
128	VII, 5.20.1	86	Please share examples of daily one-off letters, frequency of new one-off letters each day or week, and typical number of pieces for each one-off letter.	Daily one-off letters average less than 200 letters per week.
129	VII, 5.20.3	86	For “two-window” envelopes, there are two solutions to use: 1) Continuing with a cover sheet with DOM return address and beneficiary mailing address, or 2) Would you be open to package redesign of the notices so address placement fits into	DOM is open to all ideas that will reduce cost and complexity.

Question	RFP Section	RFP Page	Question	DOM Response
			the two-window envelopes while saving money by foregoing the cover sheet?	
130	Section VII: Project Specifications, item 5.19 and Table 18: New MEDS Determination Transaction Volume	86	Will DOM please provide page counts and/or sample documents for the Renewal Paper Form Packets referenced in this requirement / table so vendors may adequately price for outbound print / mail operations?	See response to Question 114.
131	VII, 5.21	87	Please provide details on the current tools used for incident management and service request.	The current tools are proprietary. Although the tools provide common functionality that accomplishes change management workflow, the details of the incumbent Vendor's solution are not available.
132	6.4	88	<p>Per Section 6.4 of the RFP: "Documentation provided to the State must at a minimum include detailed system documentation, data dictionary, user guides/quick reference guides, and any documentation necessary for understanding the system functionality."</p> <p>Does documentation of the current New Meds system exist today that is compliant to this requirement? If not, will the selected vendor be required to remediate or does this requirement apply only to new work performed by the selected vendor?</p>	Yes. However, the awarded Vendor must continue to update the documentation as enhancements and changes are made.
133	VII, 6.5.1	89	The RFP states that Additional environments are created and discontinued as necessary for State testing and approval. Refer to Table 19. How does the state expect the vendor to cost these additional environments for a fixed cost proposal? Will the state accept variable costs for these environments that are created and discontinued as necessary? If not, please explain how the state wants the vendor to quote.	<p>See Clarification #2, Item 6 at https://medicaid.ms.gov/resources/procurement/.</p> <p>The State expects the environments in Table 19 to be permanent. Any other environments that may be required will be incurred as part of change requests that require additional resources, and the awarded</p>

Question	RFP Section	RFP Page	Question	DOM Response
				Vendor will be expected to propose cost with future change requests.
134	VII, 6.5.1	89	Please provide the configuration of these environments, including number of servers in each environment with CPU, RAM, O/S and Storage of each server?	See response to Question 89.
135	VII, 6.5.1	89	Please provide the information of other non-production environments such as Development, System Test, Pre-production, etc.? Please include CPU, RAM, O/S and Storage of each server.	See Appendix A, attached.
136	VII, 6.5.2	89	What is the overall volume of data in the current enterprise for database and file storage? Will all this data need to be migrated to the new environment?	See response to Question 90. The awarded Vendor will migrate all New MEDS code, data, and configuration to the awarded Vendor's infrastructure.
137	6.4.2 - data dictionary	89	Would the State please identify any software (and version) being used to maintain the data dictionary (if currently being maintained)? Also, if available, can the State please provide a sample metadata report?	Currently, there is no data dictionary.
138	VII	89	Item 6.6. states "Vendor shall maintain all federal certifications as required by CMS for the New MEDS solution. The Vendor should assume New MEDS must be recertified with CMS and the Vendor is responsible for achieving certification." " Is New MEDS currently certified by CMS? If not, are CMS specified deficiencies the responsibility of the selected vendor or the incumbent vendor to resolve? Please detail any specific deficiencies to be inherited and assigned to the selected vendor.	New MEDS is currently certified by CMS. The awarded Vendor must follow any certification guidance or request from CMS.
139	Section VII: Project Specifications, item 6.6	89	The RFP states that the "Vendor shall maintain all federal certifications as required by CMS for the New MEDS solution. The Vendor should assume New MEDS must be recertified with CMS and the Vendor is responsible for achieving certification."	No recertification is planned at this time, but it will be discussed with CMS as needed. There is currently no recertification date set.

Question	RFP Section	RFP Page	Question	DOM Response
			What part of new MEDS would need to be recertified and what would be the timeline?	See response to Question 138.
140	System Environments	90	Please describe the current use for the four UAT environments listed in Table 16.	<p>[Based on the question, DOM assumed this question references Table 19.]</p> <p>The UAT always has the current production code and is used for the current Production system.</p> <p>The other UAT environments are used to test changes, defect resolution, long duration fixes/changes, and data fixes.</p>
141	7.1.2	90	<p>This section describes a Parallel Operations Phase where the existing system runs in parallel with the new system for 6 months.</p> <p>Does DOM intend to enter production data in both systems? If not, how does DOM envision the parallel operations phase?</p>	<p>The State does not expect two systems online at the same time or double entry by workers. The State will work with both the incumbent Vendor and the awarded Vendor to conduct an extended UAT. The State expects processes like loading data into the new system from the production system where activities such as adverse action, nightly batch jobs, reports, wholesale change, print jobs, etc. can be evaluated. The State will also conduct case work in the new system such that the results and integrity of data can be confirmed prior to cut over to the new system. Cutover to the parallel system occurs when the State is confident the awarded Vendor's system is ready.</p>
142	7. Projection Duration Article 2.1 Period of Performance	90 & 132	For non-incumbent vendors, would the initial term be up to 78 months (12 months for Takeover Phase + 6 months for Parallel Operations Phase + 60 months after Go-Live Maintenance and Operations)?	<p>See Clarification #2, Item 9 at https://medicaid.ms.gov/resources/procurement/.</p> <p>DOM expects one year of implementation followed by a six-month parallel operations phase during which time maintenance support shall begin. The remaining four and a half years of maintenance support could result in a six-year total project lifecycle.</p>

Question	RFP Section	RFP Page	Question	DOM Response
143	Section VII: Project Specifications, item 7.1.1	90	Since the incumbent vendor won't have the same takeover costs (COTS license acquisition, environment standup, system transition, etc.) as non-incumbent vendors, would DOM create a cost category for transition & takeover expenses that would be eliminated from the price evaluation? This would allow non-incumbent vendors an opportunity to compete equally on price without having the disadvantage of transition & takeover expenses factored into their overall bid price (for evaluation purposes).	Transition and takeover costs cannot be eliminated from the price evaluation. However, maintenance and operation will begin at the parallel operations phase and cost has been weighted as low as possible. See response to Question 142.
144	Section VII: Project Specifications, item 7.1.2	90	Since the incumbent vendor will have limited to no parallel operations during the takeover, would DOM create a cost category for parallel operations expenses that would be eliminated from the price evaluation? This would allow non-incumbent vendors an opportunity to compete equally on price without having the disadvantage of transition & takeover expenses factored into their overall bid price (for evaluation purposes).	See response to Questions 142 and 143.
145	Section VII: Project Specifications, item 7.5 – Project Duration AND Section VIII, Cost Information Submission, item Table 26: Cost Information	90 & 124	<p>Requirement 7.5 implies that the base term of the contract is limited to 24-months to include 12-months DDI and 12-months O&M (which includes 6-months Parallel Operations and 6-months O&M) and an additional three 1-Year Renewal Options for a total contract term of 5-Years.</p> <p>Table 26: Cost Information lists DDI as a separate charge with a full 5-years of O&M.</p> <p>Clarification #1 to RFP Number 20220401 noted: <i>“The term of the contract will be five (5) years with an option for renewals.”</i></p> <p>Will DOM please clarify the correct duration of the base (and full) contract term to include DDI, Parallel Operations, and O&M along with subsequent option years?</p>	See Clarification #2, Item 9 at https://medicaid.ms.gov/resources/procurement/ . See response to Question 142.

146	8.3 Vendor Experience	92	<p>RFP: “8.3.1 While the State strongly prefers that the prime Vendor’s references meet the minimum qualifications described below, consideration may be given to subcontractor and/or key personnel references, at the State’s sole discretion, if deemed necessary to meet the minimum reference qualifications. In this case, Vendor shall clearly identify which subcontractor references are being used to meet the minimum experience requirements on the subcontractor reference form provided in Section IX. The Vendor shall document its relationship with any proposed subcontractor(s), what components/services the subcontractor will be tasked with performing and the Vendor’s prior experience working with the proposed subcontractor. The Vendor shall provide proposed subcontractor references as indicated in Section IX. 8.3.2 MANDATORY - The Vendor shall provide three (3) reference projects in accordance with the instructions on the reference form provided in Section IX. Vendor's reference projects shall demonstrate at least five (5) years of Vendor's, subcontractors, or key personnel’s experience specific to maintenance and operations of a Medicaid Eligibility system that encompasses MAGI and ABD in separate systems or both MAGI and ABD categories of eligibility in a single system and shall include the following components”</p> <p>The use of key personnel references to substitute for a company reference is very unusual. We understand that DOM is probably trying to maximize competition from qualified firms who may not have the requisite number of projects. Rather than using key personnel references, would DOM consider broadening the reference project requirements to include those that include other types of Medicaid systems? DOM can consider the quality and applicability of such references in their evaluation scoring. This would allow firms greater certainty whether if they go through the expense of producing a proposal that it would be accepted and evaluated. The language “consideration may be given” appears to hint that a vendor could instead be disqualified.</p>	<p>See Clarification #2, Item 10 at https://medicaid.ms.gov/resources/procurement/.</p> <p>The Vendor experience is clarified to show Vendor experience must be related to Medicaid system experience. It is now clear how the five years of Medicaid Eligibility experience can be met through Vendor, subcontractor staff, and/or key personnel.</p>
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Question	RFP Section	RFP Page	Question	DOM Response
147	VII, 5.14, 5.15	93	Advanced Oracle PL/SQL skill, is used mainly for generating reports? If yes, then how many adhoc requests are typically received monthly. Annualized?	Generating ad hoc reports is among what a PL/SQL skilled worker does; there are less than 10 ad hoc reports a month.
148	V	93	<p>How many state personnel (delineated by business and technical resource types) currently support the New Meds system? Will these or a similar number of state resources be available to work with the selected vendor?</p> <p>How many contractor resources are currently supporting the New Meds system? Does DOM consider the current staffing level adequate to meet its needs?</p>	<p>1) <u>iTECH staff</u>: 1 manager, 1 test manager, 1 business analyst, no technical resources <u>Business staff</u>: 4 eligibility policy employees support the monthly maintenance efforts.</p> <p>2) With larger CRs requiring a more dedicated UAT, adequate staff is brought in for testing and managed in coordination between the iTECH test manager and the Vendor.</p> <p>3) DOM does not know the exact number of full time and part time employees currently supporting the New MEDs system. DOM anticipates the awarded Vendor shall provide sufficient quantity of skilled, experienced staff, and resources to meet the agreed upon project schedule. Each month changes will be expected via CMS rules, enhancements, defects that require UI, database, and rules engine support. Refer to Section VII: Project Specifications, Table 5, New MEDS Technology Stack and Table 20, Organization and Staffing.</p> <p>4) Yes. DOM considers the current staffing level adequate to meet our needs.</p>
149	9.1	93	Is the existing New MEDS application developed with the Spring Framework or are specific system components developed with Spring Framework? Please clarify.	Spring Framework is used in batch jobs.

Question	RFP Section	RFP Page	Question	DOM Response
150	9.2.2 and 9.2.3	95	Can you please provide clarification of the definition of off-shore vs. near-shore?	<p>Offshore indicates that the company hired is in another country with a considerable time zone difference.</p> <p>Nearshore refers to an outsourcing partner in a neighboring country which is a short distance away and has similar time zones.</p>
151	VII, 9.2 & Sect III, 14.2	95	This Section states that DOM will have the right to interview and reject Key Personnel however Section III- Vendor Information-14. Vendor Personnel-14.1, 14.2 states that DOM may interview each Vendor Personnel included in Vendor's Proposal by telephone or on-site. Will DOM interview key personnel and non-key personnel? For any required interviews other than key personnel, please add the option for video conferencing instead of onsite and associated costs to vendor.	DOM <i>may</i> choose to interview proposed personnel. Typically, only key personnel may be interviewed. Should there be a need to interview non-key personnel, a video conference would be acceptable.
152	9.2.11	96	Are the software licenses, for products currently in use by the incumbent, transferable to the winning vendor? If so, please specify which software products are owned by the State and transferable to the winning bidder.	No. Software licenses are not transferrable to the awarded Vendor.
153	9 Project Staffing Requirements	96	<p>RFP: "9.2.8 Vendor shall make provisions for staff to work on-site in Jackson, Mississippi and be available to personnel at a DOM facility as determined by DOM and mutually agreed upon."</p> <p>Please confirm that this requirement does not exclude having a distributed team where not all team members live in the Jackson, Mississippi area; nor does it prohibit having Jackson, Mississippi area team members whose primary work location is home-based.</p>	<p>The requirement does not prohibit distributed team members. However, in-person meetings are required for key personnel. This is not to be construed as all meetings for all staff. DOM will work with the awarded Vendor to identify staff required at key status, decision, and strategy meetings where in-person participation is required.</p> <p>Proposals should anticipate the level of in-person contact needed with the incumbent Vendor necessary to implement the awarded Vendor's solution. Current operations meetings occur weekly as an in-person meeting that includes a Vendor manager and appropriate testing and technical staff to report on system health, progress, and the next release.</p>

Question	RFP Section	RFP Page	Question	DOM Response
154	9 Project Staffing Requirements	96	<p>RFP: "9.2.11 Vendor shall provide all hardware, software, transportation, and lodging necessary for vendor personnel to fulfill the RFP requirements. DOM will provide office space allowing collaboration between DOM staff and vendor staff."</p> <p>Will the office space that DOM provides include training space for train-the-trainer sessions?</p>	Yes. Office space provided by DOM will include training space for train-the-trainer sessions.
155	9 Project Staffing Requirements	96	<p>RFP: "9.2.8 Vendor shall make provisions for staff to work on-site in Jackson, Mississippi and be available to personnel at a DOM facility as determined by DOM and mutually agreed upon."</p> <p>The RFP in this section uses the term on-site several times. Please define on-site.</p>	On-site is defined as at the DOM central office located at 550 High Street, Jackson, Mississippi 39201.
156	9 Project Staffing Requirements	97	<p>RFP: "9.6.1 Project Manager serves as the point of contact for New MEDS. Required qualifications include:"</p> <p>Please clarify the purpose of the Project Manager position as it relates to the organizational structure the State is expecting from the vendor. Is the Project Manager position intended to be the overall manager over the vendor's team and responsible for contractual matters (i.e., the account manager) or if it is intended for directly managing projects according to project management standards?</p>	The Project Manager is intended for directly managing projects according to project management standards.
157	9.4.1 - CMS Certification	98	Please provide the original CMS certification date for initial New MEDS implementation.	In July 2016, CMS via Operational Readiness Review (ORR) approved the New MEDS system for production. DOM is in discussion with CMS regarding Outcomes Based Certification (OBC). No certification requirement exists, and no certification date is set.
158	Section VII Project Work Plan	100	Where should Vendors place project work plan in their proposal submission?	Vendors may attach their Project Work Plan at the end of their proposal submission or as a separate file.

Question	RFP Section	RFP Page	Question	DOM Response
159	Section VII: Project Specifications, item 10.8 Project Work Plan Assumptions	102	Rather than including a list of assumptions within the work plan, may vendors include their assumptions in the proposal response?	Yes. Vendors may include their assumptions in the proposal response.
160	Section VII: Project Specifications, item 11.6 Project Management	102	Can DOM provide an outline and format of DOM's approved template for weekly and monthly status report to assist in scoping the work effort involved in preparing the reports?	<p>There is no approved template for weekly or monthly status reports. The awarded Vendor is expected to work with DOM to establish weekly and monthly reporting format and content. The incumbent currently provides the following information:</p> <p>Monthly: SLA compliance Weekly: Batch process results, current maintenance release work underway, next release proposed content, defect resolution, action items, and other business from participants.</p>
161	Section VII: Project Specifications, item 11.7.3 Project Management Plan	103	<p>This requirement indicates that the PMP must be updated bi-weekly.</p> <ol style="list-style-type: none"> 1. What updates are expected this frequently? 2. Is this the typical artifacts that accompany the PMP like risk and issue registers, communication matrixes, etc.? 3. If so, is it acceptable for the plan to specify how these artifacts are maintained and shared with DOM, rather than updating the plan itself on a bi-weekly cadence? 	<p>See Clarification #2, Item 11 at https://medicaid.ms.gov/resources/procurement/.</p> <ol style="list-style-type: none"> 1) "Bi-weekly" replaced with "as necessary." Updates should include sections/sub-plans under RFP Section VII: Project Specifications, Item 11.7.3. 2) Yes. It is the typical PMP artifacts common in these plans. 3) Yes. The PWP can specify how the artifacts are maintained and shared with DOM.
162	VII, 11.7.5.13 & 15.17	105, 117	Which tool is used for Application Performance Monitoring? Please provide version and license model (users, server, CPU, other) and corresponding number of licenses currently in use.	<p>See Clarification #2, Item 12 at https://medicaid.ms.gov/resources/procurement/.</p> <p>There is currently no Application Performance Monitoring tool in use.</p>

Question	RFP Section	RFP Page	Question	DOM Response
163	VII – 11.12	108	<p>Section 11.12 states “Vendor must attest in writing MARS-E compliance is in place at the beginning of the Parallel Operations Phase. Vendor must provide a roadmap to achieve MARS-E compliance during the Takeover Phase. Vendor shall meet, adhere to, and annually report on compliance with the following CMS MARS-E requirements”</p> <p>Does this requirement refer to the CMS MARS-E audit for ATO/ATC?</p>	<p>Yes. This is the CMS MARS-E audit for ATO/ATC. Vendor is attesting at the completion of DDI that it is ready for the Medicaid sponsored MARS-E audit occurring during the Parallel Operations phase.</p>
164	VII – 11.12	108	<p>1) Has the current system undergone a MARS-E audit? 2) What is the expected role of the vendor in creating and maintaining the SSP? 3) Will the selected vendor support the DOM in producing/updating the SSP or will the selected vendor be primarily responsible for producing ATO/ATC artifacts?</p>	<p>1) Yes. A MARS-E audit is conducted annually. 2) The awarded Vendor will have responsibility over both the system and the Data Center and will play a significant role in creating and maintaining the SSP. That content will be incorporated into the Medicaid security plan. 3) The awarded Vendor is expected to be available and assist Medicaid when producing these artifacts.</p>
165	VII	108	<p>Are there existing POAM entries that must be addressed as a requirement for MARS-E certification? If so, how many?</p>	<p>At this time there are existing POAM entries, but these come and go thus no specific number has meaning. The current system follows high/medium/low resolution timing requirements as specified by CMS.</p>
166	12.1.3 Test Automation	109	<p>Please provide the products and versions used for automated and regression testing. Please confirm if test cases/test conditions will be provided as part of Takeover.</p>	<p>Automated testing is performed in lower regions for UI functionality for regression testing and smoke testing. IBM Rational functional tester Version: 9.1 is used. Test cases/test conditions will be provided as part of the Takeover.</p>
167	12. Testing	109	<p>12.1.9 Vendor shall participate, as agreed upon by both parties, ... Vendor’s official representative must sign off on each Application and Service to ensure that the Applications and Services meet the functional and technical requirements. When you reference the "Vendor's official representative," are we able to designate the Test Manager as this official representative?</p>	<p>Yes. The awarded Vendor may designate the Test Manager as the Vendor’s official representative.</p>

Question	RFP Section	RFP Page	Question	DOM Response
168	13.4, 7.10	110, 138	<p>Can you share your most recent security audits and plan of action for correction in regard to the system – so we understand current system state?</p> <p>If DOM cannot provide the security audit, please provide details of the selected vendor’s scope of work related to remediation of any specific defects that are unresolved at time of vendor transition.</p>	<p>No. Security audits have details about vulnerability as well as proprietary information that cannot be shared with other vendors. With each annual security audit, a list of shortcomings is noted, and an entry made into the Plan Of Action & Milestones (POA&M). All entries in a POA&M are given a threat level with the lowest expected to be resolved before the awarded Vendor is expected to go-live. Since the list is constantly updated, it is not possible to note any remediation scope.</p>
169	VII, 13.10	111	<p>For the current processes as required for masking, de-sensitizing, sanitizing, scrambling data, please provide detail on tools used and if additional licenses will be required by the vendor for extraction if not within current enterprise.</p>	<p>There is currently no security and privacy approved process for masking, desensitizing, sanitizing, or scrambling of data. The State desires a strong process that can be invoked upon request that maintains data integrity but changes the data to meet security and privacy concerns when migrating production data sets into testing environments.</p>
170	13.10 - Security and Privacy	111	<p>The RFP states "At the State's request, the Vendor shall invoke a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g., PHI/PII) when extracting data from the production environment for use in another environment for testing purposes." What is the current solution in place to provide masking, sanitizing, scrambling, or desensitizing sensitive data?</p>	<p>See response to Question 169.</p>
171	13.9 - encryption	111	<p>What amount of data is stored (at rest) today (images, data, etc.), and how is this data currently encrypted?</p>	<p>See response to Questions 89 and 90.</p> <p>RSA encryption type AES-256.</p>
172	Training	111	<p>Please provide a list of training manuals and guides currently provided by the incumbent. Also, please indicate if a Learning Management System is deployed by the incumbent and if an LMS is desired by the State. Also, please identify the number of trainers being trained per quarter/year.</p>	<p>DOM provides training of DOM workers with DOM produced artifacts. When significant changes are made, the awarded Vendor is expected to provide training material/job aids to DOM. These training material/job aids will be incorporated by DOM into DOM’s training materials.</p>

Question	RFP Section	RFP Page	Question	DOM Response
				<p>A LMS is currently part of an open change request with the incumbent Vendor and may or may not be in place by the time the new system goes online.</p> <p>Training is currently limited to one (1) policy manager who in turn trains additional staff. Training is performed, as necessary.</p>
173	Section VII: Project Specifications, item 14. Training	111	Please provide the number of DOM users who will be designated as trainers.	See response to Question 172.
174	Section VII: Project Specifications, item 14. Training	111	How many users can be trained simultaneously in DOM's training facility?	See response to Question 172.
175	Section VII: Project Specifications, item 14. Training	111	Confirm that bidders are permitted to include a narrative in Section VIII, Cost Information Submission of the response and not just complete the required tables?	Yes. Vendors may include a narrative in Section VIII: <i>Cost Information Submission</i> .
176	15.1 Maintenance and Operations	112	Please provide the list of open Defects and, if available, estimated hours for completion.	All known defects are in the process of being worked and released as part of a monthly release schedule. Any defect currently open will be resolved prior to the awarded Vendor's contract execution.
177	VII, 15.1	112	<p>Vendor shall propose staffing model headcount specific to meeting the M&O requirements as follows:</p> <p>15.1.1 Maintenance Allocation</p> <p>15.1.2 Enhancement Allocation</p> <p>Please provide the last 12 months (INC/CR/SR) (L2 & L3) dump with following details for our analysis (a) INC/CR/SR - Description (b) Severity / Criticality (c) Application (d) Creation</p>	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>Total: 2,352 Data fixes: 2,216 CSRs: 93 Defects: 43</p>

Question	RFP Section	RFP Page	Question	DOM Response
			Date / Time (e) Closure Date Time (g) Cause (h) Resolution details	DOM only has access to the summary data provided above.
178	VII, 15.1.2	112	The RFP states that During 2021, the incumbent Vendor was able to research, design, test, and implement 100 change requests. The process is a monthly production release combined with any maintenance incident requests. These change requests are of the size and type that the maintenance team can fix within a month or two as time permits and are not of large scope requiring additional resources or time. Are these levels acceptable to DOM and therefore the vendor should estimate the resources accordingly? Please provide FTE and role/job skill for the current vendor that is providing these CRs.	<ol style="list-style-type: none"> 1) Yes. These levels are acceptable to DOM and proposing Vendors should estimate the resources. 2) DOM has determined this information is not relevant for the Vendor to provide a response to this RFP.
179	Section 15.1.1 Maintenance Allocation	112	What is an approximate estimate of the existing defects? What is the approximate number of new defects created weekly/monthly which are currently being traced withing the New MEDS system?	See response to Question 177.
180	15. Maintenance and Operations	113	How many total hours were expected to support the 70 maintenance and 100 enhancement requests mentioned in 15.1.1 and 15.1.2, respectively, by resource type?	Since experience and training levels of staff vary, applying the incumbent Vendor's hour estimates and staffing levels is not applicable. The incumbent Vendor's maintenance staff worked these items with fixed staffing. DOM has determined this information is not relevant for the Vendor to provide a response to this RFP.
181	VII	113	<p>15.2 - Please provide specifications for "Tier 1" and "Tier 2" help desk support with expectations of 24/7/365 or other.</p> <ol style="list-style-type: none"> 1) What issues will Tier 1 be expected to resolve prior to escalation to Tier 2? 2) Who is currently providing Tier 1 helpdesk support, and will that resource continue forward? 3) What is the current call volume to both Tier 1 and Tier 2 helpdesks? 	<ol style="list-style-type: none"> 1) DOM is the Tier 1 help desk that will receive the initial calls. Once issues are determined to be Cloud related (connectivity, bandwidth, accessibility, and similar Cloud specific issues), the awarded Vendor is contacted as Tier 2. 2) DOM currently provides Tier 1 help desk support and will continue to provide Tier 1 help desk support. 3) This varies greatly based on ongoing issues. DOM's Tier 1 help desk support resolves all State infrastructure, user issues, and common problems. Not

Question	RFP Section	RFP Page	Question	DOM Response
				<p>all calls are resolved with escalation to the Vendor for Tier 2 help desk support.</p> <p>See response to Question 182.</p>
182	Maintenance and Operations 15.2.2	113	<p>For the Tier 2 Help Desk please provide:</p> <ol style="list-style-type: none"> 1. Hours of Operation (if it is other than the 8am to 5pm Central Time described in 9.2.12) 2. Average Monthly Inbound Call Volume for agents 3. Average Monthly Outbound Call Volume for agents 4. Average Handle Time for agents in minutes <p>For email (if required):</p> <ol style="list-style-type: none"> 5. Number of monthly email transactions 	<ol style="list-style-type: none"> 1) As stated in the RFP, "Vendor shall consider a full business day as 8 a.m. to 5 p.m. Central Time and make remote and/or on-site staff available during that time." 2) This specification is for the Cloud operations of which Medicaid is unfamiliar. The current system is stable and utilizes dedicated connections. Less than 200 monthly Tier 2 calls are anticipated in this requirement. 3) Unknown. Phone and online meetings are used to gather information, coordinate, and provide updates. 4) Unknown. 5) Unknown. Email is currently an important tool to coordinate and provide updates.
183	Maintenance and Operations 15.2.2	113	Is the Tier 2 Help Desk required to record <u>calls</u> and if so, what percentage should be recorded and how long do the recordings need to be stored?	No. Tier 2 Help Desk is not required to record calls.
184	Maintenance and Operations 15.2.2	113	Is the Tier 2 Help Desk required to record <u>screens</u> and if so, what percentage should be recorded and how long do the recordings need to be stored?	No. Tier 2 Help Desk is not required to record screens.
185	System End of Contract Turnover	115-116	<p>In RFP Section 15.6.1.5, The Vendor shall turn over all data to the State, within a mutually agreed upon timeline. All data shall be properly disposed of after turnover, within a timeframe specified by the State according to the executed BAA/DUA as referenced in and of this RFP.</p> <p>What is the maximum foreseen upper limit that the incumbent would need to retain the data?</p>	DOM anticipates a maximum of 20 months beginning when the DDI begins.

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186	15.18 - Application Performance Monitoring	117	Please describe the State's Application Performance Monitoring (APM) tool and specifically which operating systems and any other requirements for provisioning the agent in the vendor's target environment.	<p>See Clarification #2, Item 12 at https://medicaid.ms.gov/resources/procurement/.</p> <p>Medicaid does not require the installation of Medicaid managed monitors or agents directly on Vendor's equipment or within the Vendor's network. The State does require the Vendor to support the Medicaid APM rollout plan by supporting an industry standard data transmission mechanism such as "OpenTelemetry".</p> <p>New MEDS does not currently provide this functionality and Medicaid requires this functionality when the Medicaid APM rollout begins.</p>
187	15.18	117	<p>Section 15.18 states" The intent is to install software agents on Vendor's system(s) providing independent visibility into performance."</p> <p>What software agent is currently used by DOM to monitor performance of New Meds and what overhead does it put on the system? If no agent is currently in use, does MS DOM have a preferred solution in mind?</p>	See response to Question 186.
188	Section VII, Project Specifications, Item 18. Cost Proposal and Section VIII, Cost Information Submission	119 & 124	Confirm that bidders are permitted to include a narrative in Section VIII, Cost Information Submission of the response and not just complete the required tables?	Yes. Vendors may include a narrative in Section VIII: <i>Cost Information Submission</i> .
189	Table 22	120	The incumbent (Conduent) is highly advantaged with respect to pricing, since they would have limited to no implementation costs / parallel operations. How will you normalize the price	<p>See Clarification #2, Item 9 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to question 142.</p>

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			evaluation to level the playing field, especially given that Pricing is 35% of the overall score?	Lifecycle Cost is 25 possible points, with Change Order Rate at 10 possible points.
190	19.2.3 Stage 3 Cost Evaluation	121	What factor/criteria will Change Order Rates be evaluated against to determine the scoring (as it will account for 10 of the 35 total cost evaluation points)? For example, will the rates be multiplied against a set number of hours by role to get an overall cost?	For scoring purposes, the Change Order Rate will be calculated by using the average hourly rate of the Fully Loaded Fixed On-site Hourly Rate column. For example, Vendor 1 provides 10 positions with an average hourly rate of \$126.42 while Vendor 2 provides 5 positions with an average hourly rate of \$180.00. Utilizing the cost scoring methodology found of page 121 of the RFP under Section VII: Project Specifications, Item 19.2.3, Vendor 1 would be awarded the full 10 points while Vendor 2 would be awarded 5.76 point.
191	19.2.3.2 Cost categories and maximum point values are in Table 24	121	RFP language "Change Order Rate 10 point" Please provide how the 10 change order rate points will be calculated and scored. Will the state take the average hourly rate over all proposed "fully loaded fixed hourly rates" and then apply the same cost scoring methodology as the total lifecycle costs?	See response to Question 190.
192	Section VII, Project Specifications, Item 19. Scoring Methodology	121	Section 19.2.3.1 provides the formula that will be applied to calculate the scoring for "Lifecycle Cost" for the Vendor's cost proposal. Table 24 shows that a maximum of 10 points will be awarded based on the "Change Order Rate" proposed by the Vendor. Change Order Rate pricing includes Fully Loaded Fixed Hourly Rates and Fully Loaded Blended Hourly Rates for 15 positions. Further, the instructions note that the list "is not all inclusive and the Vendor may add additional roles." Given the potential variability, would DOM please describe how the Change Order Rate score in Table 24 will be determined?	See response to Question 190.
193	Section VIII, Cost Information Submission	123	Would DOM revise the section reference in the header of the RFP to reflect the correct section? It currently states "Section VII: PROJECT SPECIFICATIONS"	See Clarification #2, Item 14 at https://medicaid.ms.gov/resources/procurement/ . Cost Information Submission header is amended as follows:

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				RFP# 20220401 Section VIII: COST INFORMATION SUBMISSION 01/07/2022
194	SECTION VIII COST INFORMATION SUBMISSION And Section 18.2 Cost Proposal	123 & 119	RFP Language “The Vendor is expected to provide operational costs consisting of a fixed maintenance cost that includes some number of hours (which must be specified in the proposal - Section VII: Project Specifications, Article 15, Maintenance and Operations) to be used for routine maintenance requests.” and RFP language” The State is asking for a fixed price contract for the implementation and annual maintenance for the proposed solution. In Section VIII, Cost Information Submission, Vendors shall supply line-item costs for the specific items requested by this RFP.” Please confirm that the vendor will be compensated in 12 equal fixed monthly fees by year during the operations phase for all services and that hours and hourly rates are shown in Table 26 just to support and validate the fixed price.	See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/ . Number of hours and Hourly Rates have been removed from Table 26. Monthly Column has been added.
195	Section VIII: Cost Submission Information	124	The Summary section of Table 26 has a 5-Year Grand Total line item at the bottom that includes Costs for Implementation, Maintenance and Operations Resources, Support and Hosting, and Performance Bond. Should the Implementation be removed from the Grand Total if implementation is not included in the base 5 years?	See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/ . DOM expects one year of implementation followed by a six-month parallel operations phase during which time maintenance support shall begin. The remaining four and a half years of maintenance support could result in a six-year total project lifecycle.
196	Section VIII: Cost Submission Information	124	The Summary Chart at the bottom of Table 26 includes a separate subtotal line item for the following: 1) Maintenance and Operations Resources Costs 2) Maintenance, Operations, Support and Hosting Costs. Are the Maintenance and Operations Resources Costs in Table 26 meant to be incremental to the Annual Maintenance, Operations, Support and Hosting Costs section of Table 26?	See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/ . The Maintenance & Operations Resources Costs line item has been removed.

Question	RFP Section	RFP Page	Question	DOM Response
197	Section VIII: Cost Submission Information	124	For implementation costs, should both Phase 1 (Takeover) and Phase 2 (Parallel Operations) be included into the Table 25 Document Payment Schedule for implementation deliverables?	Phase 1 (Takeover) will encompass deliverable "Final Test Point Milestone" and previous listed deliverables. Phase 2 (Parallel Operations) will encompass deliverables "UAT Acceptance Milestone" and "Go-Live."
198	Section VIII: Cost Submission Information	124	In the Implementation Costs section of Table 26, can there be multiple cost line items associated with any of the payment deliverables listed in Table 25, with the total cost allocation of each deliverable equal to the relative percentage of total implementation costs indicated in Table 25?	Yes. If the total cost allocation of each deliverable is equal to the relative percentage of total implementation costs, additional lines may be added.
199	Section VIII: Cost Submission Information	124	For consistency purposes, can DOM add column headers to Table 26 for inputs such as item description, deliverable, discount, retail, extension, print volume rates, and quantity?	At the Vendor's discretion, this information can be included in the description.
200	Section VIII: Cost Submission Information	124	For Table 26 – M&O Resources Section, please confirm that the hours included in this section are for a full 5-years of Maintenance and Operations.	See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/ . The Maintenance & Operations Resources section has been removed.
201	Section VIII: Cost Submission Information	124	Will the State consider allowing price adjustments to Change Order Rates based on changes to a mutually agreed-upon inflation index such as the U.S. Consumer Price Index (CPI)?	See Clarification #2, Item 18 at https://medicaid.ms.gov/resources/procurement/ . DOM added contractual language to allow pricing adjustments to Change Order rates.
202	VIII, Table 28	124	In table 28, please provide the departments description of 'Fully Loaded Fixed Hourly Rate' and 'Fully Loaded Blended Hourly Rate'?	See Clarification #2, Item 14 at https://medicaid.ms.gov/resources/procurement/ . Columns have been renamed "Fully Loaded Fixed On-site Hourly Rate" and "Fully Loaded Fixed Off-site Hourly Rate."
203	VIII, Table 26	124	It is vendor's understanding that initial term of the contract is Implementation period (including warranty) + 5 years of Maintenance and Operations. But, in the summary of cost proposal, '5-YEAR GRAND TOTAL' is mentioned. Should the total be 'Implementation and 5-YEAR GRAND TOTAL' or is	See Clarification #2, Item 9 at https://medicaid.ms.gov/resources/procurement/ . See response to Question 142.

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			implementation and warranty period included in five-year initial contract?	
204	VIII, Table 26	124	<p>Cost Information: Please clarify how best to equate Printing cost per Applicant. Is there are very consistent relationship between each applicant and a standard volume of notices that are printed and mailed?</p> <p>In the middle of the same page, given the request for tiered pricing, please provide the typical volume range of Notices, Letters, and Renewals to be printed and mailed each month?</p>	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 114.</p>
205	VIII, Table 26	124	In 'Maintenance & Operations Resources' section of cost proposal, will '# of hours' be annual hours or total 5 years of M&O hours. Please clarify.	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 200.</p>
206	Table 26 cost information	124	The summary section asks for a 5-year grand total. Since the initial term is 5 years after acceptance of implementation services, are the implementation services supposed to be excluded from the "5-year grand total?"	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 200.</p>
207	SECTION VIII COST INFORMATION SUBMISSION	124	Please confirm that there are no costs (such as postage for required mailings) that are to be excluded from the cost proposal as a cost reimbursed (pass through) item.	Postage will be a pass-through charge to the State.
208	SECTION VIII COST INFORMATION SUBMISSION	124	<p>Printing Cost Per applicant (list volume rates and discounts on separate rows)</p> <p>Please confirm that the vendor may propose whatever levels of volumes to apply discounts on a per applicant basis.</p>	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 114. Tiered pricing discounts should be listed.</p>
209	SECTION VIII COST INFORMATION SUBMISSION	124	<p>"Printing Cost Per applicant (list volume rates and discounts on separate rows)"</p> <p>Should this amount on the pricing sheet reflect a unit price only or reflect the total estimated printing costs over a year? (i.e.,</p>	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 114.</p>

Question	RFP Section	RFP Page	Question	DOM Response
			printing cost per applicant x certain volume of applicants per year”	
210	SECTION VIII COST INFORMATION SUBMISSION	124	<p>“Printing Cost Per applicant (list volume rates and discounts on separate rows)”</p> <p>Please clarify how vendors should provide an annual total for the pricing sheets to include in the “Subtotal Maintenance, Operations, Support, and Hosting Costs”. Is there a specific annual volume of applicants for the printing costs that vendors should use to calculate the subtotal maintenance, operations, support and hosting costs amount on the pricing sheets?</p>	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 114.</p> <p>There is no specific annual volume of applications. This volume will vary each month with new applications, renewals, and denials. There are currently over 800,000 individuals and about 350,000 cases.</p>
211	SECTION VIII COST INFORMATION SUBMISSION	124	RFP text “Maintenance, Operations, Support, and Hosting Costs” – should this section of the pricing sheets only include non-labor costs like infrastructure or supplies?	<p>See Clarification #2, Item 15 at https://medicaid.ms.gov/resources/procurement/.</p> <p>This section should include support, staffing, data center, and Print Center.</p>
212	Section VIII: Cost Submission Information - Change Order Rates	125	In Table 28, should the Fully Loaded Blended Rate include on-shore in the blend or only near- and off-shore?	<p>See Clarification #2, Item 16 at https://medicaid.ms.gov/resources/procurement/.</p> <p>Columns have been renamed “Fully Loaded Fixed On-site Hourly Rate” and “Fully Loaded Fixed Off-site Hourly Rate.” Near- and off-shore rates should be in the “Fully Loaded Fixed Off-site Hourly Rate.”</p>
213	Section VIII: Cost Submission Information - Change Order Rates	125	Should Table 28 be updated to reflect on-shore, near-shore, and off-shore rates separately?	<p>See Clarification #2, Item 16 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 212.</p>
214	Section VIII: Cost Submission Information	125	Please confirm that optional services from Table 27 will not be included in the RFP cost evaluation scoring.	Table 27, Optional Items/Services costs will not be included in the RFP cost evaluation scoring.

Question	RFP Section	RFP Page	Question	DOM Response
215	SECTION VIII COST INFORMATION SUBMISSION	125	<p>RFP “Along with the fully loaded hourly rates, the Vendor must propose a fully loaded blended rate.”</p> <p>Please clarify further what the difference is between the “fully loaded fixed hourly rate” and “fully loaded blended hourly rate” that must be provided for each position in Table 28.</p>	<p>See Clarification #2, Item 16 at https://medicaid.ms.gov/resources/procurement/.</p> <p>See response to Question 212.</p>
216	Change order rates	125	<p>RFP language” The fully loaded fixed hourly rate will remain the same for the entire duration of the project.” Please confirm rates must stay the same for the base contract period but for optional renewals that vendors may propose an annual rate increase.</p>	<p>See Clarification #2, Item 16 at https://medicaid.ms.gov/resources/procurement/.</p> <p>Rates must stay the same for the base contract period, but optional renewals may include an annual rate increase as limited in the resulting executed Contract from this procurement.</p> <p>Refer to Exhibit A: Standard Contract, Item N. “Maintaining the host site, with the cost for such support, maintenance, and hosting for years following the initial five (5) year period not increasing annually beyond three five percent (3 5%) or the percent increase in the consumer price index for all Urban Consumers, US City Average (C.P.I.-U) for the preceding year, whichever is less.”</p>
217	Section VIII, Cost Information Submission, Table 27, Optional Items/Services	125	<p>Regarding the Optional Services outlined for Table 27, does DOM intend to include only Innovative Data Sources?</p>	<p>No. Vendors may propose any items or services they feel would be beneficial to the State. The State reserves the right to utilize Optional Services at its discretion.</p>

Question	RFP Section	RFP Page	Question	DOM Response
218	Section VIII, Cost Information Submission, Table 27, Optional Items/Services	125	Will DOM consider other solutions or services that the Vendor may like to propose as innovative? If so, can the Vendor amend Table 27 to include Annual Support or Hosting cost in addition to Annual Licensing costs?	See response to Question 217. Vendors may add rows/columns as needed to Table 27.
219	Section VIII, Cost Information Submission, Change Order Rates	125	Table 28 requests a "Fully Loaded Fixed Hourly Rate" and "Fully Loaded Blended Hourly Rate" for each position. 1. Would DOM please explain the difference between these two columns? 2. Would DOM please define these terms ("Fully Loaded Fixed Hourly Rate" and "Fully Loaded Blended Hourly Rate")	See Clarification #2, Item 16 at https://medicaid.ms.gov/resources/procurement/ . See response to Question 212.
220	Section IX, References	129	On the client Reference Form: (a) even though the first table says, "Vendor Information," we assume you are looking for vendors to populate the CLIENT contact info in those cells, correct? (Since your intent is to be able to reach out directly to the client). (b) likewise, in the "Vendors Role in Project" section, we are assuming that the vendor should directly populate this (rather than our client). Please confirm.	(a) Yes. Vendor Information should be populated with the information of the reference to be used. (b) Yes. Vendor should provide the role performed on the project for the specified reference.
221	EXHIBIT A: Standard Contract, Proposed new provision	131	To encourage bids and competitive pricing, will DOM please consider adding a reasonable limitation of liability (LOL) clause to the contract that includes a cap on direct damages and disclaimer of indirect and consequential damages?	No. State agencies do not have the authority to allow a Vendor to limit its liability.
222	EXHIBIT A: Standard Contract, Article 6	136	Will DOM consider making payment no later than 30 days following receipt of invoice?	No. Mississippi law, Section 31-7-301, et seq. of the 1972 Mississippi Code Annotated, as amended, provides for payment of undisputed amounts by DOM within forty-five (45) days of receipt of the invoice.

Question	RFP Section	RFP Page	Question	DOM Response
223	EXHIBIT A: Standard Contract, Article 15	145	Specific to Termination for Default, will DOM consider contract edits that would require that the default must be material?	Any such edit may be submitted as a clearly identified exception item within the Vendor's "Proposal Exception Summary Form" (RFP Section V) and included as part of its proposal. DOM may accept or reject at its discretion.
224	EXHIBIT A: Standard Contract, Article 20	146	Would the State be willing to limit the Licensor's obligation to indemnify the DOM/State in this Section to fault-based claims, e.g., claims arising out of the negligence of, or breach of contract by, the Licensor, its employees, or subcontractors?	See response to Question 223.
225	Exhibit A Standard Contract, Article 20 Hold Harmless	146	<p>As per MS Code § 25-53-21(e) https://law.justia.com/codes/mississippi/2010/title-25/53/25-53-21/</p> <p>Under Executive Director of IT Responsibilities: "In the negotiation and execution of such contracts, the executive director may negotiate a limitation on the liability to the State of prospective contractors provided such limitation affords the State reasonable protection. "</p> <p>Would it be possible in accordance with the above MS Code to negotiate limitations on liability?</p>	No. The subsequent executed contract will not be negotiated nor executed by the ITS Executive Director; therefore, the referenced statutory provision is inapplicable to this RFP and subsequent contract.
226	EXHIBIT A: Standard Contract, Article 23	147	Would be State be willing to carve out the Licensor's proprietary cost and pricing data from the State's access to records?	No. DOM would not be willing to carve out the Licensor's proprietary cost and pricing data from the State's access to records.
227	EXHIBIT A: Standard Contract, Article 27	148	Would the State be willing to treat changes in laws as changes in scope and process them through the change of control process?	Any changes in scope due to changes in laws will be handled in accordance with Exhibit A: Standard Contract, Article 47, CHANGE ORDER RATE AND PROCEDURE of the fully executed Contract.
228	EXHIBIT A: Standard Contract, Article 30	148	Would the State be willing to make the confidential information provision reciprocal, so that the Licensor may obtain protection of any of its confidential information that is shared in connection with the performance of the Contract?	Any such edit may be submitted as a clearly identified exception item within the Vendor's "Proposal Exception Summary Form" (RFP Section V) and included as part of its proposal. DOM may accept or reject at its discretion.

Question	RFP Section	RFP Page	Question	DOM Response
				Exhibit A: Standard Contract, Article 30, CONFIDENTIAL INFORMATION, Item 30.2 reads in part: "DOM will provide third party notice to Licensor of any requests received by DOM for any such confidential exhibits so as to allow Licensor the opportunity to protect the information by court order as outlined in DOM Public Records Procedures."
229	EXHIBIT A: Standard Contract, Article 32	149	Would the State be willing to make the Non-solicitation of Employees provision mutual?	Any such edit may be submitted as a clearly identified exception item within the Vendor's "Proposal Exception Summary Form" (RFP Section V) and included as part of its proposal. DOM may accept or reject at its discretion.
230	EXHIBIT A: Standard Contract, Article 45	152	Will DOM consider a reduction in the retainage percentage amount?	No. DOM will not consider a reduction in the retainage percentage.
231	Service Level Agreements	156	The SLAs mention the MPI instances. Please describe these instances. Please describe the MPI functionality required, including any required software licensing requirements, especially given that Verato was awarded the bid to be your EMPI provider.	See Clarification #2, Items 19 and 20 at https://medicaid.ms.gov/resources/procurement/ . Reference to the MPI solution has been struck.
232	EXHIBIT B LIQUIDATED DAMAGES & PERFORMANCE STANDARDS	156	Please provide the most recent year of service level operations reports.	DOM has determined this information is not relevant for the Vendor to provide a response to this RFP.
233	EXHIBIT B LIQUIDATED DAMAGES & PERFORMANCE STANDARDS	156	Please provide any SLAs that have not been met by the incumbent over the past 3 years.	See response to Question 232.
234	Exhibit B	156	Does the current New Meds system comply with the defined SLA requirements in the RFP? What is the current % uptime for the current New Meds system? What are the currently documented average response times for the current New Meds	The current New Meds system is not subject to the SLA requirements in RFP 20220401. It is currently included in a larger contract SLA.

Question	RFP Section	RFP Page	Question	DOM Response
			<p>system? Please describe any deficiencies in current New Meds system performance that the selected vendor will be required to remediate. Are any specific upgrades required to the New Meds system to ensure compliance with the SLA's defined in the RFP?</p>	
235	Exhibit B Liquidated Damages & Performance Standards	156	<p>RFP: "System Availability: All Licensor and All Components: The Licensor proposed solution, including all MPI instances, shall operate 24 hours per day, and support a 99.99% uptime per month, and is subject to a up to a \$5,000 penalty for each 15-minute occurrence of downtime outside of the 99.99% uptime requirement."</p> <p>Major cloud providers (i.e., AWS @ Amazon Compute Service Level Agreement) typically only provide service credits for less than 99.95% uptime for an instance with an architecture similar to what is described in the RFP for New MEDS. The New MEDS production environment would require several instances all being available together likely with varying degrees of redundant capabilities for various parts of the system (i.e., application server, rules engine, xPression, database, etc.).</p> <p>That cloud vendor service commitment only covers outages for the virtual computing layer from the cloud and does not account for any application code related instability of New MEDS that could lead to outages.</p> <p>Would DOM please reduce the 24/7 uptime SLA from 99.99% to 99%?</p>	<p>No. Any such edit may be submitted as a clearly identified exception item within the Vendor's "Proposal Exception Summary Form" (RFP Section V) and included as part of its proposal. DOM may accept or reject at its discretion.</p>
236	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	156	<p>Would the State be willing to agree to a monthly cap on liquidated damages/SLAs/penalty?</p>	<p>No. Any such edit may be submitted as a clearly identified exception item within the Vendor's "Proposal Exception Summary Form" (RFP Section V) and included as part of its proposal. DOM may accept or reject at its discretion.</p>

Question	RFP Section	RFP Page	Question	DOM Response
237	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	156	Would the State be willing to agree that if it elects to assert liquidated damages that such liquidated damages shall be the State's sole remedy?	No. DOM will not agree that if it elects to assert liquidated damages that such liquidated damages shall be the State's sole remedy.
238	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	156	Section reads "Any assessment of liquidated damages, however, shall be credited to any subsequent assessment of actual damages for the same event." Does such a provision apply to multiple liquidated damages assessed for or caused by a single event?	Yes. This provision applies to multiple liquidated damages assessed for or caused by a single event.
239	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	157	Reads "Upon contract execution, and every quarter thereafter, the Licensor shall provide the State a quarterly report detailing how the Licensor and data center are adhering to these requirements. Failure to provide an annual report is subject to a penalty of up to \$50,000 per month until the report is completed and provided to the State." Can DOM please clarify if these reports are required quarterly or annually?	See Clarification #2, Item 21 at https://medicaid.ms.gov/resources/procurement/ . "An annual" has been replaced with "a quarterly."

Question	RFP Section	RFP Page	Question	DOM Response
240	Exhibit B Liquidated Damages & Performance Standards	157	<p>RFP: “</p> <ol style="list-style-type: none"> 1. Licensor shall have a failover process and documented failover plan that shall be provided to the State for approval upon system go live. Failure to provide the failover plan may result in a penalty of up to \$50,000 per month until the report is completed and provided to the State. 2. Licensor shall have a Disaster Recovery (DR) plan approved by the State upon system go live, including a separate DR site with a separate physical location from the primary hosting site. Upon each anniversary of contract execution, the Licensor shall provide documentation that the DR environmental test has been conducted within the past year and shall provide written results to the State. The written results shall include any remediation and the accompanying remediation schedule necessary to correct any failures or findings that were identified as a result of the DR test. Failure to provide the results to the State on an annual basis is subject to a penalty of up to \$50,000 per month until the report is completed and provided to the State.” <p>Please clarify how the failover plan differs from the DR plan. Is it part of the DR plan? Does it involve failing over from the primary location to the backup location?</p>	<p>The failover plan can be included in the disaster recovery plan. The failover plan should describe short term issues that are local, precautionary, or due to immediate changes in availability. It must describe how the system will adjust locally or by failing to an alternate site. The DR plan extends this planning to cover long term changes to connectivity and reconfigurations that last for protracted periods. Once a failover occurs, another failover is problematic. The DR plan resolves this problem.</p>
241	Exhibit B Liquidated Damages & Performance Standards	158	<p>Can DOM provide clarity on the RPO requirement? A zero RPO would require full synchronous replication (i.e., standard asynchronous database replication has some lag (seconds), which would not result in a zero RPO as there is a potential for some transaction loss.) Is asynchronous replication/log shipping acceptable (i.e., replication with a lag within seconds)?</p>	<p>No. Any such edit may be submitted as a clearly identified exception item within the Vendor’s <i>“Proposal Exception Summary Form”</i> (RFP Section V) and included as part of its proposal. DOM may accept or reject at its discretion.</p>
242	Exhibit B Liquidated Damages & Performance Standards	158	<p>Does DOM have a distance requirement for geographic separation of primary and disaster recovery sites? If yes, please provide.</p>	<p>Yes. The primary and DR sites must be separated to minimize the chance that the same cause, e.g., a hurricane, will affect both sites. The sites should be at least 250 miles apart.</p>

Question	RFP Section	RFP Page	Question	DOM Response
243	Exhibit B	158	<p>Does the current New Meds system support a Zero Recovery Point Objective?</p> <p>Please note that a Zero Recovery Point Objective is unusual and can be very costly to implement. Most mission critical systems in this domain typically support an 8-to-24-hour objective. Is DOM committed to the requirement of a Zero Recovery Point Objective or would DOM be open to vendor proposed alternative solutions in the industry standard range for recovery objectives?</p>	See response to Question 241.
244	Exhibit B Liquidated Damages & Performance Standards	158	<p>RFP: "Licensor shall support a zero Recovery Point Objective (RPO). Failure to provide zero RPO is subject to a penalty of up to \$50,000 per month until a zero RPO is completed, and documentation is provided to the State"</p> <p>Commercial clouds can only approach near zero RPO using their supplied database technology and specific application patterns found in cloud-native applications. Given that New MEDS is described in the RFP as a three-tier application and depends on Oracle and specific features (PL/SQL) only available in the Oracle database software, specialized equipment from Oracle would be required to get within a few seconds of RPO. Can DOM please change the zero RPO requirement to 30 minutes?</p>	See response to Question 241.
245	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	158	With respect to the following language, would the State be willing to remove "potential" and limit this section to actual breaches since "potential" is too vague and arguably includes attempts that are inconsequential:	No. Any such edit may be submitted as a clearly identified exception item within the Vendor's "Proposal Exception Summary Form" (RFP Section V) and included as part of its proposal. DOM may accept or reject at its discretion.
246	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	159	Reads "Should the Licensor have more than 50 outstanding service-related Help Desk tickets, the Licensor is subject to a penalty of up to \$2,500.00 per calendar day." How is this cured? And to what time period does it refer?	See Clarification #2, Item 22 at https://medicaid.ms.gov/resources/procurement/ . Medicaid's intent is to ensure the monthly upgrades are addressing defects in a timely manner. If the number of defects reported to the Vendor is routinely exceeding 50 a month, Medicaid expects the Vendor to add additional staff to address the excess defect

Question	RFP Section	RFP Page	Question	DOM Response
				backlog. Currently, 50 open incidents in a month is considered high.
247	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	159	Reads <i>“Any other failure of any Licensor that DOM determines constitutes substantial noncompliance with any material term of the Contract not specifically enumerated herein, may result in a penalty of up to up to \$10,000.00 per instance, per calendar day.”</i> This seems to open up Vendors to essentially unlimited liability to essentially limitless violations. What does “not specifically enumerated herein” mean? Outside of the contract? How is a failure outside the contract subject to penalties?	This speaks to any requirement identified within the RFP (which will be incorporated as part of the subsequent executed contract) that may not be specifically addressed in Exhibit B.
248	EXHIBIT B TO STANDARD CONTRACT, LIQUIDATED DAMAGES	159	Reads <i>“Any other failure of the Licensor that DOM determines constitutes substantial noncompliance with any material term of the contract and/or not specifically enumerated herein (between \$1,000 and \$100,000 for each failure per incident, per calendar day).”</i> What is the difference between this and the SLA above?	The preceding SLA turns on HIPAA and HITECH requirements and related incidents involving PHI. This SLA speaks to any requirement identified within the RFP (which will be incorporated as part of the subsequent executed contract) that may not be specifically addressed in Exhibit B.
249	Exhibit B	160-161	<p>What is the current count of defects in the defect tracking logs and how do the current defects impact the warranty period of the selected vendor?</p> <p>Also, will the selected vendor inherit the defect log and be expected to remediate? If so, will DOM provide an export of the defect log to the proposing vendors to include in our scope of work and bid price?</p>	<p>See response to Questions 177 and 246.</p> <p>Once the transfer of responsibility is complete, the awarded Vendor is responsible for any outstanding or detected defects.</p> <p>Current defects are planned to be remediated over the next few releases. DOM cannot provide a log of defects that might exist during the handover period. Proposals must anticipate the number of open incidents based on historical information.</p>

APPENDIX A

Function	Application	Version	OS	OS Version-Release	Environments (computed)	CPU Cores	# Processors	Memory
Edge Server	Edge Server	Apache - 2.4.37	Redhat	RHEL 8.0	PROD	2	2	4
Edge Server	Edge Server	Apache - 2.4.37	Redhat	RHEL 8.0	TEST	2	2	4
Doc Management	Memo Doc / /ROL	N/A	Microsoft	Windows 2000 Server Service Pack 4	PROD	1	1	4
Doc Management	Memo Doc / /ROL	N/A	Microsoft	Windows 2003 Standard Edition Service Pack 2	PROD	1	1	4
File Share	N/A	N/A	Microsoft	Windows 2012 R2 Standard Server Edition	PROD	2	2	6
Domain Controllers	Active Directory	Windows 2008 R2 Standard Server Edition Service Pack 1	Microsoft	Windows 2008 R2 Standard Server Edition Service Pack 1	PROD	2	2	4
Domain Controllers	Active Directory	Windows 2008 R2 Standard Server Edition Service Pack 1	Microsoft	Windows 2008 R2 Standard Server Edition Service Pack 1	PROD	1	1	4
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 6.10	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 6.10	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	16
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat - 7.0.42 / Blaze Advisor - 7.1	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	16
BI/Analytics	Cognos - old	10.2	Redhat	RHEL 5.7	DEV/QA/TEST	1	1	6
Database	Oracle - DSS	11	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	31
Database	Oracle - DSS	11	Redhat	RHEL 5.7	DEV/QA/TEST	2	2	8
Database	Oracle - MEDS	11	Redhat	RHEL 5.7	DEV/QA/TEST	4	4	16
Database	Oracle	19	Redhat	RHEL 8.4	DEV/TEST	4	4	16
Database	Oracle	19	Redhat	RHEL 8.4	UAT	4	4	16
Load Balancer	Apache	2.4.37	Redhat	RHEL 8.3	DEV	2	2	8

ESB	WSO2 / Tomcat	WSO2 - v4.8.1 / Tomcat - 7.0.46	Redhat	RHEL 5.7	DEV/QA/TEST	1	1	16
ESB	WSO2 / Tomcat	WSO2 - v4.8.1 / Tomcat - 7.0.46	Redhat	RHEL 5.7	DEV/QA/TEST	4	2	16
Scheduler	Tivoli	9.1	Redhat	RHEL 6.10	DEV/QA/TEST	1	1	8
Web App Server	WebSphere Application Server	7.0.0.27	Redhat	RHEL 6.4	DEV/QA/TEST	2	1	16
Web App Server	WebSphere Application Server	7.0.0.27	Redhat	RHEL 6.4	DEV/QA/TEST	2	1	16
Web App Server	WebSphere Application Server	7.0.0.27	Redhat	RHEL 6.4	DEV/QA/TEST	2	1	16
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 6.4	DEV/QA/TEST	4	1	32
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 6.4	DEV/QA/TEST	2	1	8
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 6.4	DEV/QA/TEST	2	1	16
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 6.4	DEV/QA/TEST	2	1	16
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 6.4	DEV/QA/TEST	2	1	16
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 5.7	DEV/QA/TEST	4	1	20
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 5.8	DEV/QA/TEST	4	1	24
Web App Server	WebSphere Application Server	7.0.0.21	Redhat	RHEL 5.7	DEV/QA/TEST	2	1	4
Web Server	IBM HTTP Server	8.5.5.0	Redhat	RHEL 6.4	DEV/QA/TEST	1	1	2
Web Server	IBM HTTP Server	8.5.5.0	Redhat	RHEL 5.8	DEV/QA/TEST	1	1	2
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12

Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
Rules Engine	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	2	2	12
CM Tracking	Bugzilla	5.0.2	Redhat	RHEL 5.7	PROD	1	1	6
CM Tracking	Bugzilla	5.0.2	Redhat	RHEL 5.8	PROD	6	6	24
eBI/Analytics	Cognos	10.2	Redhat	RHEL 5.7	PROD	6	6	24
BI/Analytics	Cognos	10.2	Redhat	RHEL 5.7	PROD	6	6	24
Database	Oracle	11	Redhat	RHEL 5.7	PROD	4	4	64
Database	Oracle	11	Redhat	RHEL 6.4	PROD	2	2	8
Database	Oracle	19	Redhat	RHEL 8.4	PROD	4	4	32
Load Balancer	Apache	2.4.37	Redhat	RHEL 8.0	PROD	4	4	4
ESB	Apache Tomcat / Blaze Advisor	Apache Tomcat/7.0.42, Blaze Advisor 7.1	Redhat	RHEL 8.4	PROD	4	4	24
Spell Check	After the Deadline	2	Redhat	RHEL 6.4	PROD	4	2	4
Scheduler	Tivoli	9.1	Redhat	RHEL 6.10	PROD	4	2	8
Version Control	Subversion	1.6.11	Redhat	RHEL 6.10	PROD	2	1	6
Web App Server	WebSphere Application Server	7.0.0.27	Redhat	RHEL 5.7	PROD	6	2	8
Web App Server	WebSphere Application Server	7.0.0.27	Redhat	RHEL 5.7	PROD	6	2	8
Web App Server	WebSphere Application Server	7.0.0.27	Redhat	RHEL 5.7	PROD	6	2	8
Web App Server	WebSphere Application Server	7.0.0.27	Redhat	RHEL 5.7	PROD	8	2	10
Web Server	IBM HTTP Server old	10.2	Redhat	RHEL 5.7	PROD	1	1	2
Web Server	IBM HTTP Server old	7.0.0.0	Redhat	RHEL 5.7	PROD	1	1	2
Web Server	IBM HTTP Server old	7.0.0.0	Redhat	RHEL 5.7	PROD	1	1	2
Doc Management	ROL	N/A	Solaris	Sun OS 5.10	PROD	2	2	8