



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 26, 2013

HSS 13-012

DELAWARE MEDICAID ENTERPRISE SYSTEM
FOR

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Date Due: August 7, 2013
11:00AM

ADDENDUM #4

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART
OF THE ABOVE MENTIONED BID. Pre-bid meeting
questions and answers.

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Question #	RFP Section	Requirement Number	Document Page Number	Vendor Questions	DHSS Response
1	IV&V			Will our IV&V be a separate RFP and when will it be published?	Yes, it will be a separate RFP and we will publish it the near future
2	RFP General			Would like to receive information on the RFP for a MMIS, please send via e-mail.	E-mail response, the MMIS RFP is housed at : http://www.bids.delaware.gov
3	IV&V			I noticed in the text that there was mention of RFP HSS-13-013 for IV&V/QA services. When is this anticipated to be released?	See response to question number 1.
4	DW/DSS			It also says in the RFP that a Data Warehouse/Decision Support System is not part of this procurement. Does	The state will not be releasing an RFP for a DW/DSS vendor.

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				the state anticipate releasing a RFP in the future for these services? If so, is there an anticipated time frame for release?	
5	2			Section 2, RFP Schedule, lists July 1 @ 4:30 for submission of questions. Section 5.1.4 lists May 31 @ 4:30 as the time questions must be received. Which is the correct day and time?	The Questions due date is July 1st @4:30pm.
6	RFP General			Will you all ever see the need or have any interest in doing discovery/eDiscovery work for your cases?	We do not have a need for discovery/eDiscovery. For other state level opportunities, keep up with new RFP's at http://www.bids.delaware.gov/ .
7	1.5			How do we secure a copy of the DVD and	Any undistributed documentation will be provided to bidders at the

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				which NDA we need to sign?	bidders meeting.
8	IV&V			Can you tell me where I can find the IV&V RFP, or when you expect to release it?	See response to question number 1.
9	2.1			The RFP schedule indicates that vendor questions will be answered by July 15, 2013, approximately three weeks before vendors will begin final production of proposals due on August 7. The bidders would appreciate a staggered release of answers as they are developed by DMMA. To ensure the highest-quality technical and cost proposals from bidders, would DMMA consider a staggered release of answers to	The state will issue one set of vendor answers prior to the bidders meeting. The remaining vendor answers will be issued July 15, 2013.

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				bidder questions?	
10	Cover page			<p>On the Cover Page of the RFP, we see the following sentence: "A brief 'Letter of Interest' must be submitted with your proposal." How is this Letter different from the Letter of Interest that must be submitted at the June 14 Mandatory Bidder's Meeting? Where in the proposal should this Letter of Interest be placed?</p>	<p>2.2 Letter of Interest Bidders are required to submit a Letter of Interest to bid. This letter will be due by 9:00 a.m. ET on June 14, 2013 and must be hand delivered at the mandatory pre-bid meeting and the same letter of interest is to be included in the proposal.</p>

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11	Cover page		<p>On the second page of the RFP cover sheet, we see this statement: "NOTE TO BIDDERS: Your proposal must be signed and all information on the signature page completed." This signature page does not appear to be included with the attachments to the RFP. Please clarify this requirement:</p> <ul style="list-style-type: none"> • Is the signature page a reference to the Transmittal Letter? • Or—is this a reference to Attachment R, Bidders Signature Form (which goes in Tab 4)? • If not, will the State 	Please sign, ATTACHMENT R: BIDDER'S SIGNATURE FORM
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				provide the signature page template for completion by bidders?	
12	5.1		11	The proposal preparations instructions include this instruction: "Bid proposal Materials must be printed on 8.5" x 11" paper." The proposals will include very detailed system graphics and organization charts (the organization charts require a great deal of information). These charts and	Yes

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				<p>graphics will be very difficult to read on 8.5" x 11" paper. Will the State allow bidders to print these very complex, detailed illustrations as fold-out graphics, on 11" by 17" paper?</p>	
13	5.2.4		15	<p>The instructions for Tab 4 mention Attachment V, the Bidder Contact Information form. This completed attachment must be submitted at the June 14 Mandatory Bidder Meeting. Does the State want another copy of it also submitted with the proposal?</p>	Yes

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14	5.2.7		18	<p>Requirement 4 at the top of page 18 requires “A Staffing Plan in which the bidder details its approach to staffing the project to meet DHSS requirements established in 5.2.14.” Since the response to 5.2.14 (which is the Staffing section, Tab 13) contains all the information requested in this Requirement 4, it’s not clear what the State wishes to see in response to Requirement 4. Does the State wish to see a template of the Bidder’s standard staffing plan along with a pointer to Tab 13 for the actual details?</p>	<p>The State does not wish to see a generic staffing template. As indicated in B.1.12.6 a staffing management plan (SMP) must be submitted with the proposal and will be updated 20 days after the contract start date. The format and content must adhere to the requirements in E.1.1.4. Section 5.2.14 seeks to obtain information not contained in the SMP. This would include expanding upon the individuals; experience, skill sets, selection, successes and direct relevance as assigned to each project phase.</p>
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				If not, please clarify what the State expects to see in response to Requirement 4.	
15	5.2.9(1)		19	The first requirement says that “Bidders shall provide a Project Plan with a work breakdown structure, project schedule, and a quality management plan.” This closely resembles the requirement for a Work Breakdown Structure and Project Schedule found in the requirements for Tab 7 Project Management Oversight and	This interpretation is correct.

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				<p>Planning, requirement 1 at the top of page 18.</p> <p>In the requirement in Tab 8, is the State asking for a “breakout” piece of the total plan that describes just the plan and activities for Design, Development, and Testing?</p>	
16	5.2.14.6		26	<p>Staffing section 5.2.14.6 Resumes and Tab 4 both refer to Attachment W.</p> <p>Please clarify: where does the State want bidders to place Attachment W:</p> <ul style="list-style-type: none"> • In Tab 4 Required Forms (under “Named Position Resume”)? • Or in Tab 13, subsection 5.2.14.6 Resumes? 	<p>Attachment W needs to be completed and placed in Tab 4. Tab 13 requires more specific information.</p>

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17	Attachments			<p>The file containing the RFP and attachments was in pdf format and contained a number of forms that must be completed by the Bidders and submitted with their proposal. Will the state provide the following attachments in their “native” formats that can then be completed by the Bidders?</p> <ul style="list-style-type: none"> • RFP: Word format • Attachment B, C, D, E, : Word format • Attachment K: Excel format • Attachments L, M, O, P, Q, R, S, T, U, V, W and X: Word format 	Yes, and will be provided at the mandatory bidders meeting
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18	E.1		E-3	<p>Deliverable Numbers 11.5 and 11.6 (within Task 11 System Operation and Maintenance Support) may have the incorrect Section Number references:</p> <ul style="list-style-type: none"> • 11.5 System Updates refers to 1.45, but the correct reference seems to be 1.43 • 11.6 Operations & Maintenance Procedures Manual refers to 1.46, but the correct reference seems to be 1.44 <p>Is this correct?</p>	<p>This is correct, 11.5 System Updates refers to 1.45, the correct reference is 1.43 and 11.6. Operations & Maintenance Procedures Manual refers to 1.46, the correct reference is 1.44</p>
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19	L.2		L-3 and L-6	<p>In Attachment L, Paragraph L.2 (2) states: “If Bidders are unwilling to comply with certain RFP requirements, terms and conditions, objections must be clearly stated in the proposal and will be subject to negotiation at the discretion of the Department.”</p> <p>In Attachment L, Paragraph L.2 (18) states: “The State will not entertain any modifications to the language of this document. By submitting a proposal to this RFP, the Bidder agrees to be bound by the terms and conditions in that contract document.”</p>	L.2-18 refers to the standard department contract (aka boilerplate) only. The State will not entertain any modifications to this document. Other RFP modifications may be negotiated.
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				<p>The language in (2) and (18) conflicts on the topic of submitting objections to certain RFP requirements, terms and conditions:</p> <ul style="list-style-type: none"> • Will the State allow bidders to present alternate contract language in their proposals (while also agreeing to comply with all State requirements)? • If the State allows bidders to submit this alternate language, where should the language be placed? 	
20	L.3		L-6 to L-14	<p>It does not appear that any part of Attachment L “Contract Terms and Conditions” should be submitted with the proposal. Should we then</p>	<p>Per addendum #1 section titled Cloud/Hosting Requirements, "to properly complete the terms and conditions and technical requirements located in section L.3 complete the Vendor’s Acknowledgement section as</p>

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				assume that the section called “State of Delaware Cloud and Offsite Hosting Specific Terms and Conditions” (which includes a column for Vendor’s Acknowledgement) should be completed by the winning vendor following contract award (and not submitted with bidder proposals)?	follows...” this must be included with the proposal and clearly identified.
21	Attachment U		U-1	Attachment U-1 is called the “Deliverable Acceptance Request Form.” It appears in the midst of a series of forms that must be completed and submitted with the proposal. However, after searching the RFP, we can’t find any	This is a standard deliverable acceptance template that can be used to sign off on deliverables in attachment E. Bidders can choose to develop their own but must be approved by the state.

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				<p>requirement to submit this form with the proposal or where to place it. Please clarify: Should Attachment U be submitted with the proposal, or is it provided for informational purposes only? If Attachment U should be submitted with the proposal, please tell bidders where to place it.</p>	
22	Attachment S		S-2	<p>Attachment S is the Office of Minority and Women Business Enterprise Certification Tracking Form. If the Prime Contractor is not a Minority or Women Business Enterprise, does the</p>	<p>The Minority and Women Business Enterprise tracking form is no longer used by DHSS. Completion of this form is no longer a mandatory requirement in this proposal. The Office of Minority and Women Business Enterprise has been changed to Office of Supplier Diversity. Any vendor seeking more information</p>

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				<p>Prime need to submit this form with its proposal? If not, should the Prime provide a statement in place of Attachment S explaining that they are not a Minority or Women Business Enterprise? If the Prime Contractor is not a minority but has minorities on the bid team as subcontractors, do those subcontractors need to complete the form?</p>	<p>should visit http://gss.omb.delaware.gov/osd/index.shtml.</p>
23	5.2.14.4		25	<p>The third position in section “5.2.14.4 Named Staff for Core Fiscal Agent Operations” is the Deputy Account Manager.</p>	<p>As per the tasks of the Deputy Project Manager on page N-4 this position moves to Deputy Account Manager during the operations project phase. This is a named staff.</p>

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				<p>However, Attachment N does not include an entry for this position with Qualifications, Roles and Responsibilities, and Tasks.</p> <p>Does the State intend for the Deputy Account Manager to be a Named Staff, with resume in the proposal?</p>	
24	1.5		3	<p>The instructions in Section 1.5 tell Bidders that they must submit a signed Non-Disclosure Agreement in order to gain access to the procurement library and its documentation.</p> <p>To whom should bidders submit this Non-Disclosure Agreement?</p>	See response to question number 7.

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25	L.1.3		L-2	<p>In Attachment L, section L.1.3 Contract Term (page L-2), the paragraph on the top of page L-2 states, "The term of this contract is for twenty-nine (29) months of DDI and 5 years of Fiscal Agent (FA) operations with 6 extensions. Any contract awarded hereunder shall commence on or about January 2, 2014, or date of award if later, and shall remain in effect through June 30, 2024. . ."</p> <p>Attachment K (Cost Proposal) agrees with this statement, requesting pricing for DDI pricing (in Pricing</p>	<p>Yes, the contract end date including the 6 extensions would be June 30, 2027. Yes, the state will execute amendments for the optional year extensions. The last sentence of L.1.3 should state, "Assuming this contract runs the eleven full years and all annual extensions are used, the contract end date would be June 30, 2027."</p>
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				<p>Schedule B and Pricing Schedule D) and pricing for 5 years of Fiscal Agent base year operations (in Pricing Schedule C and Pricing Schedule E).</p> <p>By adding the 6 extension years to the 3 years of DDI and the 5 base years of operations, the contract end date would be June 30, 2027 (not 2024).</p> <p>Which is correct: a contract end date on June 30, 2027, or are there only 3 extension years?</p> <p>For the optional extension years, will the State execute each optional year through a contract</p>	
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				amendment?	
26	Attachment V		V-1	Whose name and signature shall we include on Attachment V? As our company's lead representative on this procurement, should it be me, or should it be the president of our company, who will ultimately be submitting and be responsible for our	Whomever can commit the company

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				bid?	
27	Cover page			The RFP indicates that further information re Specifications and Administrative Procedure for the Letter of Interest can be obtained from your office. Any guidance is welcomed.	Per RFP, specifications and administration procedures may be obtained at the above office or phone (302) 255-9290.
28	2.1		5	There appears to be an inconsistency in the version of the RFP I am reading regarding the deadline for submission of questions. Page 5, Section 2.1 "Submission of Questions" indicates 4:30PM on July 1, 2013, while page 12, Section 5.1.4 shows May 31, 2013. Can	See question 5

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				you please clarify?	
29	1.5		3	Per the mention of the Procurement Library on page 3, we would like to schedule an onsite visit. What is your availability this week?	No on site visit is necessary, the Procurement Library will be provided in electronic format at the bidder's conferences.
30	IV&V			Can you tell me where I can find HSS-13-103, the IV&V RFP which is referenced in the DMES RFP?	See response to question #1
31	IV&V			Is the IV&V procurement part of the DMES procurement? Do we need to submit a letter of intent to be eligible to bid on the IV&V contractor RFP? Where will the answers be published?	See response to question #1

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32	Attachment S		S-2	Does the State have a registration for WBE-SBE firms who are interested in partnering up with the systems integrators who will most likely be prime contractors	Yes, please visit http://gss.omb.delaware.gov/osd/index.shtml
33	Attachment S		S-2	Is such a list of potential sub-contractors provided to the systems integrators who attend the pre-bid meeting?	No, vendors wishing to attain any information regarding WM/ SBE may visit the Office of Supplier Diversity page on the link provided for Supplier Diversity contact information.
34	Attachment S		S-2	Do WBE-SBE firms who would only have a sub-contracting role in any response to this solicitation, have to attend the mandatory pre-bid meeting?	No
35	Attachment S		S-2	Does the State have an expectation of a portion of the ensuing contract being set aside for minority-	No

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				owned businesses? If yes, how much?	
36	1.5			I also wanted to alert you of our intent to request the Procurement Library materials on a Digital Versatile Disk (DVD-R) referenced in the RFP section highlighted below. As our two representatives will be in New Castle on the 14th I was wondering if we could prepare to arrange for delivery of said disk to them at that time.	See response to question # 1

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37	Attachment L		L-43	<p>In Attachment L: section L.7.2.19 Item 5 states: General Maintenance tasks include the best practices adopted by the Department of Technology and Information (DTI), through the Technology and Architecture Standards Committee (TASC). The Contractor will develop solutions using architecture, software, and hardware deemed to be in a Standard or Acceptable category by DTI. When an architecture, software, or hardware is moved to a category of discontinue the</p>	Yes
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				<p>Contractor must develop a plan to move to a solution considered Standard. DHSS expects contractors to monitor the applicable sections of DTI Enterprise Standards and Policies website and maintain these standards throughout the life of the contract. These standards are applicable to all Information Technology use throughout the State of Delaware. When an architecture, software, or hardware is moved to a category of discontinue the Contractor must develop a plan to move to a solution</p>	
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				considered Standard. Since a move to a new and presently unknown architecture, software, or hardware may be costly will the State allow the contractor plan to include pricing for said move?	
38	C.F.1.2		C-41	The Objectives of the Provider Management Business Area include the following objective: "3. Maintain a Provider Relations Call Center for providers, clients and other inquiries." Currently, the incumbent contractor's Provider Relations	Disregard the word "client" in relation to this objective. Requirements for Client Management are addressed in other areas of this RFP.

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				<p>department does not have a call center for clients. Can the State provide more detail on the type of calls and expected volumes for provider, client, and other inquiries into the required Provider Relations Call Center?</p>	
39	L.6		L-25	<p>With respect to fingerprinting as a part of background checks, will you allow the vendor to utilize and leverage your vendor and process for your employees for fingerprint checks? Further, what do you do in the case where an employee refuses to allow for fingerprints to be taken?</p>	It is mandatory

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40	L.6		L-25	Regarding fingerprinting, are you looking to follow a Delaware law requirement and if so, can you provide a legal citation?	This is an agency requirement
41	Attachment C		C-20	This question is related to the following requirement: "GTT142 - Degree of customization for proposed software to meet State needs cannot exceed 15%." How will this be calculated or measured?	See narrative of section 3.13 of DMES RFP

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42	Attachment B		B-24	<p>There are several inconsistencies in RFP requirements related to the project schedule for the replacement MMIS project.</p> <p>Throughout Attachment B – Statement of Work, a table is used to denote deliverables and information related to each deliverable, such as Due Date. For most of the deliverables, there is no specified due date. For a select few deliverables, there is a specified due date. For example, in section B.1.17.6 Deliverables, there is a table that shows Acceptance Test Results and</p>	<p>Please address the schedule due dates as indicated however the entire project plan will be negotiated with the State prior to contract signature.</p>
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				Operational Readiness Test Results are due by Month 20 of the new contract.	
43	Attachment K		K-3	Are the deliverables which do not have due date's omissions that need to be corrected? Or are the deliverables that have due dates incorrect and therefore should be removed. For deliverables that do not have specified due dates, should bidders include due dates in the project schedule where it makes the most sense? For deliverables such as the ones cited above,	Vendors are free to propose their project deliverable schedule based upon their experience. However, deliverables designated as part of the proposal submission are non-negotiable. The timing of all project phases and remaining deliverables must be negotiated with and agreed to by the State prior to contract signature.

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				<p>there are conflicting RFP requirements that make it difficult to determine the real due date.</p> <p>For example, in Pricing Schedule B-1, there is a date of March 2016 for Task 6 – Acceptance Testing. The discrepancy here is that in one place of the RFP the requirement is to be done with Acceptance Testing by month 20, but in a different section it indicates the bidder will not be paid for Acceptance Testing until March 2016, which is month 26 of the contract. For the selected vendor and the State to successfully</p>	
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				<p>implement a new MMIS in 29 months, our recommendation is to remove prescribed due dates from the RFP and allow all bidders to propose project schedules in the best interest of completing all required deliverables in a timely fashion based on our previously successful implementations. Can the State please provide guidance to bidders on the aforementioned discrepancies and the suggested approach for how bidders can propose their implementation project schedule?</p>	
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44	Attachment D		D-7	<p>“Coordinating Legacy and DMES updates Modifications, changes, and updates are made through a process of Change Control (CC) requests. As of the start date of this Contract, there will be an existing workload of CC requests that will be applied to the legacy DE MMIS by the current contractor. As new change orders for the legacy MMIS are implemented, the DMES Contractor must participate in the Change Control Board (CCB) meetings with the State and incumbent Fiscal Agent (FA) to determine if the</p>	<p>Changes in scope to add or subtract functionality are normally done through contract amendments. Change request costs are done at that time.</p>
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				<p>changes in the legacy system include new business and technical functionality that were not communicated in the requirements for the new DMES.</p> <p>How does a bidder propose costs for potential changes that will be identified after the new contract is executed? Will this work be billed under a contract amendment for modifications or enhancements above and beyond the fixed-price contract to install and configure the MMIS? When will this work need to be completed?</p>	
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45	C.3.3		C-7	<p>Each row on this table indicates two reference numbers. For example: “GTT003 and GTT132,” with a narrative description of “A modern relational database management system must be used”</p> <p>In this example, the second reference GTT132 appears elsewhere in the RFP in Section C.3.11 Record Retention requirements. GTT003 and GTT132 appear to be unrelated to one another.</p> <p>This issue is repeated throughout the table in section C.3.3 and appears to be a formatting issue. Can</p>	<p>The proper references for C.3.3 Data Quality Control are as follows: GTT132, GTT133, GTT134, GTT135, GTT136, GTT137, GTT138, GTT139, GTT140, GTT141, GTT142, GTT143, GTT144, GTT145, GTT146</p>
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				the State clarify which identifier is correct?	
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46	GTT072		C-11	<p>The RFP section Architectural Requirements, Ref # GTT072 states that the system will be available 99.8% of the time on a 24x7 basis. The RFP Technical Requirements for Cloud and Offsite Hosting, item 8, states that the service provider must meet or exceed a Tier 4 rating for the data center hosting the proposed solution. As defined by Uptime Institute, a Tier 4 data center is the most robust and expensive data center to build and operate. A Tier 4 data center is targeted to organizations that require 99.995%</p>	Yes, tier III will be fine.
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				<p>available and has features such a 2N power and cooling systems. A Tier 3 data center has a representative site availability of 99.982% and has comprehensive redundancy and fault protection (e.g., N+1 features).</p> <p>A Tier 3 or better data center appears to be more aligned to the State's requirements and would be more cost effective and increase vendor delivery flexibility. This vendor is not aware of any other State Medicaid system that is operating in a Tier 4 data center. The most</p>	
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				<p>common requirement is a Tier 3 or better. In review of the Uptime Institute website, there are only three certified Tier 4 data centers in the US; operated by US Bankcorp and Nationwide Insurance. The vast majority of certified locations are Tier 3.</p> <p>Will the State consider revising the 'Tier 4 or better' data center to a 'Tier 3 or better' data center requirement?</p>	
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47	L.3		L-12	<p>The RFP section L.3 State of Delaware Cloud and Offsite Hosting Specific Terms and Conditions, Item 20, states that the Service Provider shall ensure that the State’s Recovery Time Objective (RTO) of 24 hours is met.</p> <p>A 24-hour RTO is entirely feasible, but it requires disaster recovery equipment that is in a continuous state of readiness. A 72-hour RTO would reduce costs associated with dedicated or ‘warm’ backup site equipment and continuous operations to sustain production volumes.</p>	<p>Based on the level of severity the vendor is free to propose what they think is the most appropriate RTO for their solution however this will be negotiated with the State.</p>
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				<p>Will the State consider a greater RTO; up to 72 hours for recovery time?</p>	
48	RFP General			<p>I am reaching out to see when would be a good time for a meeting or conference call with our local team to discuss your recent RFP. Our local rep, Tom Robinson, has some availability this week please indicate a time and date that works best.</p> <p>Or if you would prefer a brief introductory call please click here for a</p>	<p>There is a mandatory pre bid meeting scheduled for Friday the 14th at 9AM. Details are in the RFP.</p>

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				time that works for you!	
49	RFP General			Are any arrangements being made for interested off-site individuals, whose firm submits a Letter of Interest, to dial-in and listen to the meeting?	Unfortunately no.
50	1.1		1; 8; 8	Referring to the phrase "single Contractor", can the State please elaborate further on its expectations regarding the use of third party vendors and sub-contractors by the prime single Contractor? Might there be a situation where the	The prime vendor is responsible for the entire project including subcontractors, see section 4.2.

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				<p>DHSS would consider managing selected sub-contractors itself or is the State expecting the Contractor's team to include all such vendors and sub-contractors as may be required to meet the requirements of the DHSS?</p> <p>Under what circumstances does the State foresee enacting its right to oversee, manage, coordinate, change, or disagree on any terms of the contract during the term of the contract or subcontractor agreement?</p>	
51	1.1		1	To what extent will the successful integration	The prime is responsible for all services and will be expected to

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				of a new DW/DSS solution be a responsibility of the new MMIS fiscal agent?	have an interface with the DW/DSS.
52	1.5		3	How, when, and/or to whom should interested vendors address requests regarding completing a signed Non-Disclosure Agreement? Can this document be made available for bidders to submit at the June 14, 2013 Bidders Meeting?	Yes
53	1.6		4	Assuming that bidders can submit a request for the Procurement Library DVD-R immediately following submission of the Letter of Interest at the June 14, 2013,	Immediately

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				mandatory Bidders Meeting, how soon after submission of said request can bidders expect to receive the DVD-R?	
54	2.1		5	Many states, including West Virginia and Colorado, have reserved two to three days (per vendor) for selected bidder system demonstrations/interviews/orals. Has the State considered that more than one day may be required to conduct thorough Bidder Demonstrations? Will the State adjust the calendar to accommodate an expanded timeframe for system	State will consider.

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				demonstrations? Of course, the duration of oral presentations and the number of named staff are important to the requirement that all named staff be present at and participate in orals presentations. The Division should also consider the effectiveness, cost, and logistics of oral presentations that require excessive numbers of participants.	
55	2.1		5	The time allowed from response to questions to proposal submission is very short. To allow all vendors sufficient time to incorporate responses to	The state does not intend to modify the procurement timeline but will consider periodically issuing answers to bidder questions.

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				questions, will the State consider modifying the procurement timetable to a Receipt of Proposals due date of August 30, 2013 11:00 a.m. ET?	
56	3		6	Will the contract extensions be subject to mutual agreement between the parties?	The vendor must provide all optional years if requested by the State.
57	3		6	Please clarify what is included in the contract term of 5 years. Does this period include the implementation period? The term of the contract is for 5 years with 6 extensions for a possible 11 years. However, Price Schedule C requires 5 years of operations	See response to question # 25.

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				prices concluding with the last year, Price Schedule C-5 ending June 30, 2021. Based on this, it is unclear if there are six extension periods or three. Please clarify if Price Schedule C includes any extension periods.	
58	4		7	Is it a requirement that a vendor successfully demonstrates experience in Medicaid data processing and system development, or will experience with commercial health insurance claims systems satisfy that requirement?	Commercial experience will satisfy a portion of the experience requirements.

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59	4		7	Is having the proposed system be a functional and operating system at the time of proposal submission a requirement?	In the process of implementing a new technology capable of meeting the new CMS MECT requirements
60	4		7	Is having the proposed system be an already CMS-certified system at the time of proposal submission a requirement?	See response to question # 59
61	4		7	Can bidders provide more than the three project references requested?	No
62	4		7	Will interested bidders	See response to question # 61

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				receive credit for providing more than three references?	
63	4		7	Will experience as a subcontractor providing a portion of FA services satisfy the requirement of having experience "in at least one state"?	Yes, this will satisfy the requirement of FA experience
64	4		7	At what stage of project completion must the three references be? In other words, can a bidder satisfy this requirement even though their solution is not yet operational and/or not yet CMS certified?	See response to question # 59 and 60
65	4.2		8	To what extent, if any, will the Fiscal Agent be responsible for "project and fiduciary responsibility for	It is the state's expectation that you coordinate with the DW/DSS vendor and deliver accurate data based on the states schedule.

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				meeting project requirements, delivery schedules..." for the data warehouse/decision support system (DW/DSS)?	
66	5.1 (4)		11	How should bidders address their trade secret and proprietary information in the body of the proposal?	Bidders should submit this information as required in section 5.1
67	5.2.2 (1); L.2 (2)		13; L3	Please clarify whether exceptions can be included in the proposal.	DHSS wants bidders to acknowledge that the State has the right to not accept any exceptions to the requirements. However per section L.2 (2), objections must be clearly stated in the proposal and will be subject to negotiation at the discretion of the Department. Requirements related to the T&C's for Hosting will not allow for any exceptions, section L.3.

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68	5.2.2 (3)		13	<p>Should the percentage of work be based on the total proposed price? Will the State consider strengthening the referenced language to state that "The Technical Proposal must not include actual price information. Such inclusion will result in rejection of the proposal."</p>	See section 5.2.2 (3), should be based on the level of effort
69	5.2.2 (4); Attachment -O (e)		14	<p>Are the bidders and their subcontractors required to be licensed to do business in the State at the time proposals are submitted?</p>	No they must be licensed at the time of the contract signature
70	5.2.2 (8)(a)		14	<p>Please clarify what is meant by "will not participate, in any action contrary to item</p>	<p>Exceptions are allowed as indicated in question # 67. Remove the following verbiage from 5.2.2 (8) (a) "and that he/she</p>

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				(1) above".	has not participated, and will not participate, in any action contrary to item (1) above."
71	5.2.12.7.c		22	Can the Division better define what is requested here? Enhancements can run from very few days to several months. Is there a categorization that the Division would like to see that better enables the Division to assess the proposed system flexibility and capabilities?	The Division is interested in the average length of time it takes vendors to complete change requests. The Division would like to understand how the bidder tracks the age of change requests. If verifiable data is available, bidders can categorize the turnaround times and quantity of change requests as: • Configuration management (no coding required)• System coding required
72	5.3.4		29	Is the bidder's proposal narrative supporting how the price schedules were completed to be included in the Technical Proposal or in the Cost Proposal?	Vendor's response to section 5.3.4 should be included with the cost proposal.

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73	5.3.4.6		31	Has the base contract allowance of 25,000 hours annually been exceeded in the last three contract years? Please provide bidders the total number of hours in excess of 25,000 annually.	Annual enhancement hours have never exceeded 25,000 hours.
74	5.3.5		32	Which environment does the Division use for training purposes?	See section E.1.30.1 (1)
75	5.3.5.2.a		32	Will the Division accept hardware substitutions after the award since hardware evolves quickly and there may be significant differences between what is available at the time of proposal submission and what is available at the time of actual deployment?	Yes, at state discretion

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76	5.4 (3)		33	Please clarify what type of projects bidders should describe in this section.	Limit response to Health Care related projects
77	6.5.4		42	It is not uncommon for bidders to have specialized DDI teams that support DDI and then transition ongoing systems support to an Operations and Maintenance team, all the while keeping the DDI team available to the O&M team for continuity-related issues. Oftentimes the skill sets for DDI versus on-site O&M team members require assigning different individuals. Will the State please further articulate or reassess	Bidders should describe how they address continuity between DDI and O&M

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				its preference criteria?	
79	B.1.9		B-7	How does the Division envision routine system maintenance and tuning of applications that reside in the State's Biggs Data Center? What will be the working relationship between the vendor and the State data center? What control will the vendor have over the application and technical resources that reside at Biggs?	Vendor will work with state technical staff to communicate on these issues. Mutual protocols will be developed to handle these issues.
80	B.1.9		B-7	Is the hardware and software to be purchased by the vendor or the State?	Vendor would be responsible for the purchase of hardware and software that are needed to develop and host the functioning

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					application. The State would be responsible to purchase any new or upgraded hardware or software required to be installed at State sites or on State devices in order to properly run the hosted application.
81	B.1.9		B-7	Will the vendor be liable for any invoices from the Biggs Data Center?	Biggs Data Center does not issue invoices.
82	B.1.9		B-7	Are all purchases to be in the name of the State?	Purchases would only be in the name of the State for purchases made by the State.
83	B.1.9		B-7	Will the vendor be held liable for missed SLAs for systems hosted at the Biggs Data Center?	The vendor would be responsible for creating any necessary agreements between vendor and their business partners.
84	B.1.9		B-7	What restrictions on access to Biggs Data Center technology and network performance statistics and diagnostic tools will be in place?	This will be discussed with the selected vendor during contract negotiations.

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86	B.1.11.1		B-8	Please confirm that the facility required for the DDI Contractor staff, DHSS-designated staff, and the staff of the QA Contractor must be separate and distinct from the current incumbent facility.	DHSS is requiring dedicated space and staff solely for the purpose of DDI and not part of the existing operations space.
87	B.1.23		B-41	Numbers 1 through 6 are listed, but only 1-5 have content. Are there only 5 functions, or is a 6th missing?	This is a formatting error. Please ignore the 6.
88	B.1.23.3		B-42	Must this call center be on site in Delaware? Or can the service be provided at some other contractor on-shore location? Must the designated licensed pharmacist be on-site at the FA location or can this requirement be	The pharmacy call center is not required to be located in Delaware. Onsite staffing requirements in B.1.8, B.1.9, and B.1.10 must be followed.

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				satisfied at a contractor's on-shore remote location?	
89	B.1.23.3		B-42	What percentage of provider-to-client calls can be anticipated?	For the most part this will be provider only. The client calls will be handled by the HBM. Though, some may slip through to Provider Relations. It is possible that PR may be in situations where they need to work with a client.
90	C.5.3.4		C-117	Does the Division require a single Business Rules Engine to be proposed that manages all enterprise business rules? Or are multiple business rules engines acceptable that manage disparate solutions such as PBM, work flow, and document management?	The requirement is to have rules engines separate from core programming. The use of multiple rules engines can be proposed but they must be compliant with the Seven Conditions and Standards Modularity Standard.

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91	C.5.3.4		C-117	Is it the State's expectation that all rules of all of the COTS products be in one rules engine or one for each product?	See response to question # 90
92	C.3.7		C-15	Does the Division plan to connect the proposed ESB to a State ESB? If so, are there details about the state ESB that can be shared?	Future post implementation expectation.
93	D.3.4		D-6	Are application configuration hours to complete change orders and enhancements considered billable to the 25,000 additional staff hours?	All system changes being managed by the Change Control process may be applied to the 25,000 hours.
94	Attachment G		G-1	To ensure the most complete understanding of the current and historical operating environment	No

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				for the new contract, will the State include a copy in the Procurement Library of the HP contract, including all amendments?	
95	Attachment G		G-1	To ensure the most complete understanding of the operating environment for the new contract, will the State include a copy of the current Delaware HP organization chart in the Procurement Library?	No
96	O (b)		O-2	Should the bidder identify in the proposal products that are not subject to State ownership?	Bidders should identify products that are not subject to state ownership. The products proposed should align with the Delaware MITA Objectives in C.3.6. Bidders should also follow the

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					instructions in section 5.3.5 - Software and Hardware Information.
97	RFP General			What care management operations does the State envision being supported by claims systems data other than the data feeds to the Data Warehouse and Decision Support systems, if any?	The MCO's are responsible for Care Management.
98	RFP General			Can the State define or explain it's HIE strategy?	More information can be found at http://www.dhin.org/ . Delaware intends to use HIE data in the future to reach MITA level 4 maturity levels. The necessary enhancements will be handled through the change control process.
99	RFP General			How does the State envision the Health Information Exchange	See response to question # 98

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				(HIE) being connected to the MMIS system?	
100	RFP General			What current uses of HIE data might be important to the design of the State's new MMIS?	See response to question # 98
101	RFP General			How does the State envision interactions between the Health Information Exchange and the MMIS?	See response to question # 98
102	RFP General			What connectivity requirements will be part of the requirements for the new MMIS, if any?	See response to question # 98
104	C.F.1.2		C-41	The Objectives of the Provider Management Business Area include the following objective: "3. Maintain a Provider Relations Call Center for providers, clients and other inquiries. "Currently, the	See response to question # 38.

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				incumbent contractor's Provider Relations department does not have a call center for clients. Can the State provide more detail on the type of calls and expected volumes for provider, client, and other inquiries into the required Provider Relations Call Center?	
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105	GTT072		C-11	<p>The RFP section Architectural Requirements, Ref # GTT072 states that the system will be available 99.8% of the time on a 24x7 basis. The RFP Technical Requirements for Cloud and Offsite Hosting, item 8, states that the service provider must meet or exceed a Tier 4 rating for the data center hosting the proposed solution. As defined by Uptime Institute, a Tier 4 data center is the most robust and expensive data center to build and operate. A Tier 4 data center is targeted to organizations that require 99.995%</p>	See response to question # 46.
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				<p>available and has features such a 2N power and cooling systems. A Tier 3 data center has a representative site availability of 99.982% and has comprehensive redundancy and fault protection (e.g., N+1 features). A Tier 3 or better data center appears to be more aligned to the State's requirements and would be more cost effective and increase vendor delivery flexibility. This vendor is not aware of any other State Medicaid system that is operating in a Tier 4 data center. The most common requirement</p>	
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				is a Tier 3 or better. In review of the Uptime Institute website, there are only three certified Tier 4 data centers in the US; operated by US Bankcorp and Nationwide Insurance. The vast majority of certified locations are Tier 3 Will the State consider revising the 'Tier 4 or better' data center to a 'Tier 3 or better' data center requirement?	
107	5.3.4.2		30	These RFP sections instruct the bidder to include telephone prices for equipment and line charges, including toll free lines in the bid price. Section 5.3.4.5 specifically notes to exclude items that are	Section 5.3.4.5 #4 specifically states that vendors are to include fixed costs for telephone equipment and dedicated lines. Section C.4.3 speaks specifically to incremental line charges that are not associated with the fixed costs identified in 5.3.4.5

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				pass-through, which are noted in section C.4.3. Section C.4.3 #3 indicates that communication lines to DHSS are considered pass through. Will the State please clarify which communication lines are being referred to and how they differ from the telephone costs that bidders should include in the pricing schedule(s)?	
108	Attachment L		L-29 (4)	Can the State identify the performance standard to be measured? This requirement identifies only DHSS actions.	The standard is one of compliance. The Contractor must provide DHSS with visibility into its quality assurance measures and auditing standards when requested. The Contractor must also allow a qualified third party to perform audits at the State request. Failure to comply may result in the corresponding

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					damages.
110	Attachment L		L-36 (6)	Regarding Ref #6, define an accurate response and how it will be measured. What elements of accuracy are included in this measurement for 100 percent?	DHSS will sample AVR and EVS transactions and compare the data elements in the DMES for accuracy.
111	Attachment L		L-43 (1)	The requirement seems incomplete, with missing words. The requirement reads: "The Contractor must maintain a DHSS approved BCCP Plan and Disaster Recovery Plan. The plan must meet state standards and be ..." Are there missing words after the word "be"?	Should read, The plan must meet state standards. The plan must be available to CMS, DHSS, or State auditors at all times.

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112	Attachment L		L-51 (1)	<p>This requirement references a Section 6.1.5 Anticipated Schedule. No such section exists. Section 6.1.5 on page 35 references Evaluation and Scoring of Technical Proposals. Was this an omission? Does an Anticipated Schedule exist that we must comply with, or can bidders develop their own work plan, subject to State approval?</p>	<p>The reference is incorrect. The anticipated schedule can be found in section 2.1. Per section 5.2.7, Bidders should submit a Project Plan that includes a work breakdown structure and schedule that meet the overall project schedule listed in section 2.1. The proposed Project Plan will be elaborated as part of deliverable 1.1 (E.1.1.1).</p>
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113	5.2.16		28	<p>To promote a level set of requirements for each bidder, we recommend that the RFP provide more guidance or specific details in the area of keeping technology current. For example, in other RFPs, there have been requirements for the Contractor to maintain hardware and software at no more than N-2, where N is the most current version release. In other requirements, each bidder is required to include a hardware or software refresh, at a certain point in time, such as Year 5, of the contract. This requires</p>	<p>The state is looking for the most practical and cost effective methodology to keeping the system technology current.</p>
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				the bidders to include hardware or software upgrades or refresh costs, in their bid, over the life of the contract. This requirement simply asks each bidder to describe what they will do in this area, which means there could be a great deal of variety in the solutions, with hardware or software refresh costing not included.	
115	Attachment C		C-90	In section C.5.2.3, Ref #'s POST26 and POST27 are duplicates of two requirements in Section C.5.2.2. Can these two requirements under section C.5.2.3 be deleted?	The requirements under section C.5.2.3 are duplicates and should have been deleted.

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116	Attachment B		B-5	The "Project Management Office (PMO) Manager" position is listed in this section. However, the entire Attachment N section lists the Named Staff and Categorized Staff Positions but does not include a reference to a PMO Manager. Is this an omission? Should the PMO manager position be a Named Position in Attachment N?	Delete the bullet in section B.1.8 that states, "Project Management Office (PMO) Manager (at least 80% of the time)."
117	Attachment B		B-33	The "Provider/Client Services Manager" position is listed in this section. In the Attachment N section, there is a "Provider Services" position listed. Is this the same	Yes, they are the same

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				position	
118	Attachment N		N-1	<p>Some of the positions have qualifications that include actual work experience and degrees or certifications. Will the State accept resumes for individuals with actual experience that exceeds the minimum experience qualifications in lieu of a degree or certification?</p> <p>Individuals with more than 10 years of experience, in each position, provide successful, highly talented individuals with excellent track records. In general, the degree</p>	<p>A degree in a related specialty field acceptable as long as the proposed bidder can demonstrate the relationship. Preference will be given to those who meet the minimum qualifications from each category.</p>

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				<p>qualifications are further qualified with a specialty/field indicated. Will a degree in a related specialty/field be acceptable? Different educational institutions provide different nomenclature for similar specialties and fields. Will the State accept years of experience in lieu of required degrees—for example, two years of experience for every year of a bachelor’s degree?</p>	
119	Attachment N		N-10	<p>The “Provider Services Manager” is traditionally responsible for provider relations functions. The qualifications, roles,</p>	Ignore the word 'client'

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				and responsibilities refer to interaction and communication with clients. Is this an error? If not, will the State provide additional clarity on the client functions for this position	
120	RFP General			Can you provide a copy of the NDA filled out at the bidder's conference?	For a copy of the NDA filled out at the bidder's conference, contact Kieran Mohammed at kieran.mohammed@state.de.us.
121	B.1.6		B-5	The Procurement Library CD distributed at the June 14, 2013 Bidders Conference does not contain the referenced Statement of work. Can the State please provide?	See response to question # 1
122	RFP General			Are we still accepting bidders?	No
123	RFP General			When sending a follow up email to Mr. Puakash Rajagepala	His phone number is 1.610.731.4439

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				at KPMG to the address listed on the attendee list (prajagepalan@kpmg.com), the email was returned as undeliverable. Can you verify if this email address is indeed correct?	
124	C.F.1.2		C41	The Objectives of the Provider Management Business Area include the following objective: "3. Maintain a Provider Relations Call Center for providers, clients and other inquiries." Currently, the incumbent contractor's Provider Relations department does not have a call center for clients. Can the State provide more detail on the type of calls and	See response to question #38.

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				expected volumes for provider, client, and other inquiries into the required Provider Relations Call Center?	
125	Architectural Requirements, Ref # GTT072		C-11	The RFP section Architectural Requirements, Ref # GTT072 states that the system will be available 99.8% of the time on a 24x7 basis. The RFP Technical Requirements for Cloud and Offsite Hosting, item 8, states that the service provider must meet or exceed a Tier 4 rating for the data center hosting the proposed solution. As defined by Uptime Institute, a Tier 4 data center is the most robust and expensive data center	See response to question #46.

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				<p>to build and operate. A Tier 4 data center is targeted to organizations that require 99.995% available and has features such a 2N power and cooling systems. A Tier 3 data center has a representative site availability of 99.982% and has comprehensive redundancy and fault protection (e.g., N+1 features). A Tier 3 or better data center appears to be more aligned to the State's requirements and would be more cost effective and increase vendor delivery flexibility. This vendor is not aware of any</p>	
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				<p>other State Medicaid system that is operating in a Tier 4 data center. The most common requirement is a Tier 3 or better. In review of the Uptime Institute website, there are only three certified Tier 4 data centers in the US; operated by US Bankcorp and Nationwide Insurance. The vast majority of certified locations are Tier 3. Will the State consider revising the 'Tier 4 or better' data center to a 'Tier 3 or better' data center requirement?</p>	
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127	5.3.4.2		30	<p>These RFP sections instruct the bidder to include telephone prices for equipment and line charges, including toll free lines in the bid price. Section 5.3.4.5 specifically notes to exclude items that are pass-through, which are noted in section C.4.3. Section C.4.3 #3 indicates that communication lines to DHSS are considered pass through. Will the State please clarify which communication lines are being referred to and how they differ from the telephone costs that bidders should include in the pricing schedule(s)?</p>	See response to question #107
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128	L.7.2.6		L-29 #4	Can the State identify the performance standard to be measured? This requirement identifies only DHSS actions.	See response to question #108
129	L.7.2.11		L-35 #6	Can the Contractor shred all paper provider files, after digitalization?	See response to question #109
130	L.7.2.12		L-36 #6	Regarding Ref #6, define an accurate response and how it will be measured. What elements of accuracy are included in this measurement for 100 percent?	See response to question #110
131	L.7.2.20		L-43 #1	The requirement seems incomplete, with missing words. The requirement reads: "The Contractor must maintain a DHSS approved BCCP Plan and	See response to question #111

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				Disaster Recovery Plan. The plan must meet state standards and be ...” Are there missing words after the word “be”?	
132	L.7.2.27		L-51 #1	This requirement references a Section 6.1.5 Anticipated Schedule. No such section exists. Section 6.1.5 on page 35 references Evaluation and Scoring of Technical Proposals. Was this an omission? Does an Anticipated Schedule exist that we must comply with, or can bidders develop their own work plan, subject to State approval?	See response to question # 112

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133	5.2.16		28 #2	<p>To promote a level set of requirements for each bidder, we recommend that the RFP provide more guidance or specific details in the area of keeping technology current. For example, in other RFPs, there have been requirements for the Contractor to maintain hardware and software at no more than N-2, where N is the most current version release. In other requirements, each bidder is required to include a hardware or software refresh, at a certain point in time, such as Year 5, of the contract. This requires</p>	See response to question # 113
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				the bidders to include hardware or software upgrades or refresh costs, in their bid, over the life of the contract. This requirement simply asks each bidder to describe what they will do in this area, which means there could be a great deal of variety in the solutions, with hardware or software refresh costing not included.	
135	C.5.2.2		C-90	In section C.5.2.3, Ref #'s POST26 and POST27 are duplicates of two requirements in Section C.5.2.2. Can these two requirements under section C.5.2.3 be deleted?	See response to question # 115

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136	B.1.8		B-5 #4	<p>The “Project Management Office (PMO) Manager” position is listed in this section. However, the entire Attachment N section lists the Named Staff and Categorized Staff Positions but does not include a reference to a PMO Manager. Is this an omission? Should the PMO manager position be a Named Position in Attachment N?</p>	See response to question # 116
137	B.1.20.4		B-33 #4	<p>The “Provider/Client Services Manager” position is listed in this section. In the Attachment N section, there is a “Provider Services” position listed. Is this the same</p>	See response to question # 117

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				position	
138	Attachment N		N-1 to N-12	Some of the positions have qualifications that include actual work experience and degrees or certifications. Will the State accept resumes for individuals with actual experience that exceeds the minimum experience qualifications in lieu of a degree or certification? Individuals with more than 10 years of experience, in each position, provide successful, highly talented individuals with excellent track records. In general, the degree	See response to question # 118

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				<p>qualifications are further qualified with a specialty/field indicated. Will a degree in a related specialty/field be acceptable? Different educational institutions provide different nomenclature for similar specialties and fields. Will the State accept years of experience in lieu of required degrees—for example, two years of experience for every year of a bachelor’s degree?</p>	
139	Attachment N		N-10	<p>The “Provider Services Manager” is traditionally responsible for provider relations functions. The qualifications, roles,</p>	See response to question # 119

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				and responsibilities refer to interaction and communication with clients. Is this an error? If not, will the State provide additional clarity on the client functions for this position	
142	B.1.19.2		B-29	Deliverable E.1.44.5, IT Help Desk, requires the contractor to describe the methodology to provide Level 3 Help Desk support. RFP Sections B.1.19.2 and B.1.22.2 indicate that Level 1 and Level 3 help desk will be a State responsibility. Can the State clarify if E.1.44.5 should refer to level 2 instead?	Strike the word "three" and insert the word "two" in section E.1.44.5

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143	PRT 67		C-47	<p>PRT-67 Requirement – Maintain multiple provider types and taxonomies with enrollment status for each provider and with the flexibility to change provider type and taxonomy and enrollment status and convert history records to reflect new provider type and taxonomy with enrollment status. The DMES will have the ability to enroll multiple provider types and taxonomies with an enrollment status and the flexibility to end date a provider type and taxonomy. Regarding converting history records, would the State consider</p>	<p>We do not expect claims to be updated or changed.</p>
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				<p>allowing the vendor to require a provider to enroll under the appropriate provider type and taxonomy? Converting an original claim to a different taxonomy will alter the original claim and may have ramifications on future audits and SUR review.</p>	
144	4		7	<p>In the introduction to RFP section 4, one of the four types of experience says, "Has three project references." Section 5.2.6(3) Bidder Project Experience on page 17 says, "For each referenced project. . ." Is the page 17 requirement referring to the three project references mentioned</p>	<p>No, it is referencing the table of references to be created by the bidder in section 5.2.6(2.)</p>

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				on page 7?	
145	5.4		32	The first bullet in RFP section 5.4 requires various types of financial documentation. The RFP instructions state, "include this information with copy of the Technical Proposal and reference the enclosure as the response to this subsection." Please clarify this requirement: • Is the RFP saying that this financial documentation should be placed in Tab 6 Corporate Background and Experience (although that part of	Information that the Bidder deems not confidential should be submitted under Tab 6. Information which the Bidder deems confidential should be submitted on Disk 3 which will be evaluated under the criteria in Tab 6

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				the RFP makes no reference to this financial documentation) or in Disk 3?	
146	5.4		32	Item 2 on RFP page 33 requires, “A minimum of three financial references (e.g., letters from creditors, letters from banking institutions, Dunn and Bradstreet supplier reports).” However, we believe that the first bullet on bottom of page 32 has already requested this same information. Bidders will provide (1) 3 years audited financial statements (which should count as one of the three financial references);	Yes for numbers 2 and 3 but three years of audited financial statements are the requirement in section 5.4 (1) and therefore cannot be used for (2)

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				(2) a Dun & Bradstreet report (which should count as the second of the three financial references); and (3) the name/contact information for our banker (which should count as the third of the three financial references). Will the State allow the three aforementioned pieces of financial documentation to satisfy the requirement for the three financial references that are required in Item 2 on RFP page 33?	
147	5.2.9		20	These three RFP sections require the submission of extensive documentation (200	The requirement is no more than 200 pages and does not include the financials. This should be a sampling.

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				pages of document samples, a sample user manual, and three annual reports). These items will require nearly 400 pages to print. Given the State's dedication to Go Green, will the State allow bidders to include the documentation only in the CDs (with reference to the CDs in the paper hard copies)?	
148	Conference			At the June 14 Mandatory Bidders Conference, the State commented on the Selected Bidder Demonstration, scheduled for August 23, 2013. The State noted that this event would be more Q&A	Yes, the state will provide an agenda and guidance in advance.

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				<p>than presentation—in other words, the State will have specific questions coming out of its evaluation of bidder proposals. To provide the strongest, most comprehensive responses (and also to verify that bidders bring the appropriate staff members to respond to the questions), will the State provide the questions in advance? Or, will the State provide the agenda in advance?</p>	
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149	Attachment C		C-22	<p>The RFP indicates that communication lines are a pass-through item. Can the State clarify which lines are being referred to? Does this include telecommunication—such as toll-free lines—and network communication lines? If these “communication lines” are related to client usage, we have a follow-up question: It is our understanding that the State maintains a process in the current contract concerning banking procedures with the fiscal agent as a third-party servicer. Similar to this banking</p>	See response to question # 107
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				procedure, would the State be willing to contract directly with the telecommunication carrier (State is the customer of record) and enter into a Letter of Assignment where HPES would be able to manage and pay on the State's behalf?	
152	B.1.12.6		B-11	In the various list of Deliverables in Attachment B, the Due Date column states, Contract Start + 20 days, or Contract Start + 40 days etc... Are these Days mentioned Work ("Business") Days or Calendar Days?	Calendar days