



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: July 12, 2013

HSS 13-012

DELAWARE MEDICAID ENTERPRISE SYSTEM
FOR

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Date Due: August 7, 2013
11:00AM

ADDENDUM #6

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF
THE ABOVE MENTIONED BID. Bidder questions and answers.

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Question #	RFP Section	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 anticipate releasing a RFP in the future for these services? If so, is there an anticipated time frame for release?	The state will not be releasing an RFP for a DW/DSS vendor.
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 which NDA we need to sign?	Any undistributed documentation will be provided to bidders at the bidders meeting.
8	IV&V		Can you tell me where I can find the IV&V RFP, or when you	See response to question number 1.

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			expect to release it?	
9	2.1		<p>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.</p> <p>To ensure the highest-quality technical and cost proposals from bidders, would DMMA consider a staggered release of answers to bidder questions?</p>	<p>The state will issue one set of vendor answers prior to the bidders meeting. The remaining vendor answers will be issued July 15, 2013.</p>
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>
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 provide the signature page template for completion by bidders? 	<p>Please sign, ATTACHMENT R: BIDDER'S SIGNATURE FORM</p>

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12	5.1	11	<p>The proposal preparations instructions include this instruction: "Bid proposal Materials must be printed on 8.5" x 11" paper."</p> <p>The proposals will include very detailed system graphics and organization charts (the organization charts require a great deal of information). These charts and graphics will be very difficult to read on 8.5" x 11" paper.</p> <p>Will the State allow bidders to print these very complex, detailed illustrations as fold-out graphics, on 11" by 17" paper?</p>	Yes
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
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."</p> <p>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.</p> <p>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? If not, please clarify what the State expects to see in response</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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			to Requirement 4.	
15	5.2.9(1)	19	<p>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 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>	This interpretation is correct.
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? 	Attachment W needs to be completed and placed in Tab 4. Tab 13 requires more specific information.

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17	Attachm ents		<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
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>	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
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</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>conditions in that contract document.”</p> <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 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)?</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 follows..." this must be included with the proposal and clearly identified.</p>
21	Attachment U	U-1	<p>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 requirement to submit this form with the proposal or where to place it.</p> <p>Please clarify: Should Attachment U be submitted with the proposal, or is it provided for informational purposes only? If Attachment U should be</p>	<p>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.</p>

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			submitted with the proposal, please tell bidders where to place it.	
22	Attachment S	S-2	<p>Attachment S is the Office of Minority and Women Business Enterprise Certification Tracking Form.</p> <p>If the Prime Contractor is not a Minority or Women Business Enterprise, does the Prime need to submit this form with its proposal?</p> <p>If not, should the Prime provide a statement in place of Attachment S explaining that they are not a Minority or Women Business Enterprise?</p> <p>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>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 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. However, Attachment N does not include an entry for this position with Qualifications, Roles and Responsibilities, and Tasks. Does the State intend for the Deputy Account Manager to be a Named Staff, with resume in the proposal?</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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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>	<p>See response to question number 7.</p>
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 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 amendment?</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>
26	Attachment V	V-1	<p>Whose name and signature shall we include on Attachment V? As our company's lead representative on this</p>	<p>Whomever can commit the company</p>

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			procurement, should it be me, or should it be the president of our company, who will ultimately be submitting and be responsible for our 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 you please clarify?	See question 5
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
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

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				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-owned businesses? If yes, how much?	No
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
37	Attachment L	L-43	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 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	Yes

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			<p>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.</p> <p>When an architecture, software, or hardware is moved to a category of discontinue the Contractor must develop a plan to move to a solution 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?</p>	
38	C.F.1.2	C-41	<p>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.”</p> <p>Currently, the incumbent contractor’s Provider Relations department does not have a call center for clients.</p> <p>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>	<p>Disregard the word “client” in relation to this objective. Requirements for Client Management are addressed in other areas of this RFP.</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>	<p>It is mandatory</p>
40	L.6	L-25	<p>Regarding fingerprinting, are you looking to follow a Delaware law requirement and if so, can you</p>	<p>This is an agency requirement</p>

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			provide a legal citation?	
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
42	Attachment B	B-24	There are several inconsistencies in RFP requirements related to the project schedule for the replacement MMIS project. 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 Operational Readiness Test Results are due by Month 20 of the new contract.	Please address the schedule due dates as indicated however the entire project plan will be negotiated with the State prior to contract signature.

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43	Attachm ent K	K-3	<p>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, 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.</p> <p>For the selected vendor and the State to successfully 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.</p> <p>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>	<p>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.</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 changes in the legacy system include new business and technical functionality that were not communicated in the requirements for the new DMES. 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>	<p>Changes in scope to add or subtract functionality are normally done through contract amendments. Change request costs are done at that time.</p>
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” In this example, the second reference GTT132 appears elsewhere in the RFP in Section C.3.11 Record Retention</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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			<p>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 the State clarify which identifier is correct?</p>	
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% 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 common requirement is a Tier 3 or better. In review of the Uptime</p>	Yes, tier III will be fine.

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			<p>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>	
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>Will the State consider a greater RTO; up to 72 hours for recovery time?</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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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 time that works for you!</p>	There is a mandatory pre bid meeting scheduled for Friday the 14th at 9AM. Details are in the RFP.
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	<p>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?</p> <p>Might there be a situation where the 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>	The prime vendor is responsible for the entire project including subcontractors, see section 4.2.
51	1.1	1	To what extent will the successful integration of a new DW/DSS solution be a responsibility of the new MMIS fiscal agent?	The prime is responsible for all services and will be expected to have an interface with the DW/DSS.

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52	1.5	3	<p>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?</p>	Yes
53	1.6	4	<p>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, mandatory Bidders Meeting, how soon after submission of said request can bidders expect to receive the DVD-R?</p>	Immediately
54	2.1	5	<p>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 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.</p>	State will consider.

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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 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?	The state does not intend to modify the procurement timeline but will consider periodically issuing answers to bidder questions.
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 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.	See response to question # 25.
58	4	7	Is it a requirement that a vendor successfully demonstrate 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.
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

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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 receive credit for providing more than three references?	See response to question # 61
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 meeting project requirements, delivery schedules..." for the data warehouse/decision support system (DW/DSS)?	It is the state's expectation that you coordinate with the DW/DSS vendor and deliver accurate data based on the states schedule.
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,

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				section L.3.
68	5.2.2 (3)	13	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."	See section 5.2.2 (3), should be based on the level of effort
69	5.2.2 (4); Attachment -O (e)	14	Are the bidders and their subcontractors required to be licensed to do business in the State at the time proposals are submitted?	No they must be licensed at the time of the contract signature
70	5.2.2 (8)(a)	14	Please clarify what is meant by "will not participate, in any action contrary to item (1) above".	Exceptions are allowed as indicated in question # 67. Remove the following verbiage from 5.2.2 (8) (a) "and that he/she 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
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 its preference criteria?	Bidders should describe how they address continuity between DDI and O&M

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78	A-2	A-2	<p>Please explain why the Fiscal Agent in Delaware can perform the enrollment broker function? CMS – Region III, in Philadelphia clearly indicated it was a conflict of interest to be a Fiscal Agent, or do back office work for any health plan and did not exercise options for another Fiscal Agent to be the enrollment broker – in Pennsylvania. CMS -Region IV, in Atlanta also determined and made the same decision in Florida and did not allow the Fiscal Agent to re-bid the enrollment broker contract. In both of these cases, the enrollment broker was not the Fiscal Agent in the applicable states that are referenced. Can DMMA provide clarification under 42 CFR 438.10(b) and 438.810(b) and explain how HPES is exempt of this requirement?</p>	<p>The HBM is procured separately as detailed in section A.3.1.18 of the DMES RFP.</p>
79	B.1.9	B-7	<p>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?</p>	<p>Vendor will work with state technical staff to communicate on these issues. Mutual protocols will be developed to handle these issues.</p>
80	B.1.9	B-7	<p>Is the hardware and software to be purchased by the vendor or the State?</p>	<p>Vendor would be responsible for the purchase of hardware and software that are needed to develop and host the functioning 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.</p>

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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.
85	B.1.10	B-7	Will the Division provide a definition of "offshore"? Are U.S. territories considered offshore? Are Canada and Mexico considered offshore?	The United States or its territories. FYI: recently DTI has recognized Canada as being on shore and in their <i>proposed</i> RFP template wording state, "The State will permit project work to be done offsite, within the United States <i>and Canada</i> ."
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 satisfied at a contractor's on-shore remote location?	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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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.
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 for the new contract, will the State include a copy in the Procurement Library of the HP contract, including all amendments?	No
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

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96	O (b)	O-2	Should the bidder identify in the proposal products that are not subject to State ownership?	<p>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.</p> <p>Bidders should also follow the instructions in section 5.3.5 - Software and Hardware Information.</p>
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?	<p>More information can be found at http://www.dhin.org/.</p> <p>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.</p>
99	RFP General		How does the State envision the Health Information Exchange (HIE) being connected to the MMIS system?	See response to question # 98
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
103	RFP General		Can the State provide the approximate number of square feet of the current Fiscal Agent?	An estimate of all space contributing to the services supplied to Delaware by the current fiscal agent is not

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				available. The state estimates that the local fiscal agent office site contains approximately 23,000 square feet.
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 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?"	See response to question # 38.
105	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 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	See response to question # 46.

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			<p>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 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>	
106	Attachment C	C-18	<p>The RFP requirement GTT134 requires the contractor to: Maintain online 10 years of payment data, claims history, claims images, and supporting reference data. "Because the new MMIS will Go-Live in July 2016, this requirement means that the contractor will need to convert legacy system data back to July 2006, which is before the NPI enhancement that was implemented in the legacy system. Would the State consider changing the requirement to just include converted data after the NPI enhancement was installed? This would simplify the conversion effort and save the State money.</p>	<p>The state understands this concern. The state completed implementation of NPI on March 26, 2007. The state will change the requirement to convert data back to March 26, 2007. Ongoing, the State expects the selected vendor to maintain 10 years of data.</p>

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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 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)?	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
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 damages.
109	Attachment L	L-35 (6)	Can the Contractor shred all paper provider files, after digitalization?	Yes
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)	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?	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).
113	5.2.16	28	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 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.	The state is looking for the most practical and cost effective methodology to keeping the system technology current.

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114	Attachment B	B-5	The Work Flow and Documentation Management System is defined as supporting workflow and scanning of Medicaid paper claims and other documents. B.1.7 lists this system as one that needs to be in production within 12 months. Is it the State's intent to replace its existing WF/DMS application with a new one, within 12 months, so it can be used to process hard-copy claims in the existing/legacy system, and then also enhance the new WF/DMS, during the DDI project, so that it can process hard-copy claims in the new system? It is not clear why this functional capability is needed within 12 months of Contract start when the new system will not be available until month 29.	The State views WF/DMS as a separable module that will be utilized in a targeted manner during DDI and then expand to the full use with the new system implementation. The State does not intend to use the WF/DMS for claims processing until the implementation of the DMES system. The expected uses of the WF/DMS prior to the start of the new system include storing and routing of documents (images and files) including DDI materials and using workflow to increase the MITA capabilities of selected processes. The State does not intend to interface the legacy system to the new WF/DMS. This schedule also makes the WF/DMS system available for file conversion and for the development and testing of the DMES system.
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.
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"	Yes, they are the same

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			position listed. Is this the same position	
118	Attachment N	N-1	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 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?	A degree in a related specialty field is 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.
119	Attachment N	N-10	The “Provider Services Manager” is traditionally responsible for provider relations functions. The qualifications, roles, 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	Ignore the word 'client'
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.

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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 Rajagepalan 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?	His phone number is 1.610.731.4439
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 expected volumes for provider, client, and other inquiries into the required Provider Relations Call Center?	See response to question #38.

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125	Architectural Requirements, Ref # 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% 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 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>	See response to question #46.
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126	Attachment C, DMES Functional Requirements, Section C.3.11 Records Retention	Pages C-18 – C-19	The RFP requirement GTT134 requires the contractor to: “Maintain online 10 years of payment data, claims history, claims images, and supporting reference data.” Because the new MMIS will Go-Live in July 2016, this requirement means that the contractor will need to convert legacy system data back to July 2006, which is before the NPI enhancement that was implemented in the legacy system. Would the State consider changing the requirement to just include converted data after the NPI enhancement was installed? This would simplify the conversion effort and save the State money.	See response to question # 106
127	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 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)?	See response to question #107
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

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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 Disaster Recovery Plan. The plan must meet state standards and be ..." Are there missing words after the word "be"?	See response to question #111
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
133	5.2.16	28 #2	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 the bidders to include hardware or software upgrades or refresh costs, in their bid, over the life of	See response to question # 113

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			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.	
134	B.1.7	B-5	The Work Flow and Documentation Management System is defined as supporting workflow and scanning of Medicaid paper claims and other documents. B.1.7 lists this system as one that needs to be in production within 12 months. Is it the State's intent to replace its existing WF/DMS application with a new one, within 12 months, so it can be used to process hard-copy claims in the existing/legacy system, and then also enhance the new WF/DMS, during the DDI project, so that it can process hard-copy claims in the new system? It is not clear why this functional capability is needed within 12 months of Contract start when the new system will not be available until month 29.	See response to question # 114
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
136	B.1.8	B-5 #4	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	See response to question # 116

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			include a reference to a PMO Manager. Is this an omission? Should the PMO manager position be a Named Position in Attachment N?	
137	B.1.20.4	B-33 #4	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 position	See response to question # 117
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 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?	See response to question # 118
139	Attachment N	N-10	The “Provider Services Manager” is traditionally responsible for provider relations functions. The qualifications, roles, and responsibilities refer to interaction and communication	See response to question # 119

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			with clients. Is this an error? If not, will the State provide additional clarity on the client functions for this position	
140	B.1.18.1	B-26	The State has described three groups that will require training—the DHSS trainers group, DMES users, and technical staff training. The description of the DHSS trainer group indicates that this group will assume full responsibility for ongoing training beginning the second full year of operations. Several requirements—including BFB2, CRB51, PRB14, RFB2, POSB26, WMB6, TPLB6, and FRB11—in section C, DMES Functional Requirements, call for the contractor to conduct training to State staff members on specific subjects. Should bidders assume the contractor is responsible for this set of requirements for only the first full year of operations?	The State does not expect formal training sessions after year one supplied by the vendor. However, the State does expect the vendor to support DHSS in training as needed for system updates, system changes, and complicated scenarios for both DHSS trainers and users.
141	B.1.18 Task 7	B-26	The training objectives state, “DMES training needs to be provided for...3. Technical staff that will support the DMES.” The objectives also state that “Technical Staff Training...will emphasize the understanding and skills needed to perform assigned duties in support of the new DMES. Technical training shall be provided to all designated DHSS systems staff. Technical training will not include Third Party Software basic training (example: third party database basic programming curriculum).” Can the State provide more detail on the technical duties these staff members will perform and the type of support they will provide	Maintenance and support activities are described in Attachment D. Technical training for DHSS designated staff must provide ongoing transparency and support into these activities including: the use of technical tools, procedures and policies used to maintain the system so that the state can adequately participate in the ongoing maintenance of the DMES.

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			for the new DMES?	
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
143	PRT 67	C-47	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 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.	We do not expect claims to be updated or changed.

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144	4	7	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 on page 7?	No, it is referencing the table of references to be created by the bidder in section 5.2.6(2.)
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 the RFP makes no reference to this financial documentation) or in Disk 3?	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
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); (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	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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			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 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)?	The requirement is no more than 200 pages and does not include the financials. This should be a sampling.
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 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?	Yes, the state will provide an agenda and guidance in advance.

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149	Attachm ent C	C-22	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 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?	See response to question # 107
150	Attachm ent C	C-22	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 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?	The State would NOT be willing to enter into a Letter of Assignment with a telecommunication carrier. The chosen vendor will be responsible for hiring and monitoring all sub-contractors needed to support its operations and would consequently assume any credit liability risk that result from entering into such contractual agreements.
151	Attachm ent C	C-73	The MMIS generates payouts to MAT-SSI clients and several reports that track net expenditures for MAT-SSI clients, but there was no mention of MAT-related payments or	Yes. The state will add this requirement. Specifics are provided in RFP Addendum #5.

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			reporting in the RFP. Will the new DMES need to generate payouts and report net expenditures for MAT-SSI clients? If so, will the State add these requirements to the RFP through an Addendum?	
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
153	C.3.2	C-7	The Contractor will be required to provide a data model in Microsoft Visio format." Our modern data modeling tools allow us to control and document entities and attributes, data domain management, enforcement of naming standards and modeling rules, etc. However, our tools stopped supporting direct Visio exports several years ago. Will the State accept data models in other vendor-neutral formats such as PDF files or PNG images?	Sybase Power Designer and CA ERWIN are the State standard data modeling tools. A data dictionary may be submitted in place of a data model. See the Data Modeling standard for more information. Note that bidders are not required to submit this in their proposal.
154	L.6	L-25	Will existing contractor staff members be required to complete the Criminal Background Check?	Yes, this will be discussed with the selected vendor. We may be able to contractually agree that with sufficient proof of a current background check, offsite vendor staff may be exempted from State background check requirements.
155	L.6	L-25	Are all contractor staff members in both phases of the project (DDI and Operations) required to get a criminal background check?	See response to question # 154
156			Are people working at out-of-state locations required to get the criminal background check? If "yes," provide detailed instructions	See response to question # 154

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157	Addendum 2	18	<p>The State’s response to Bidder Question 22 tells Bidders that Attachment S (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.” Attachment P, line 46, has this requirement: “Did the Bidder include and fill out the Office of Minority and Women Business Enterprise Tracking Form in Tab 4?” Because Attachment S is no longer required, will the State modify Attachment P and eliminate the requirement noted on line 46?</p>	<p>Attachment P item # 46 is no longer required and can be disregarded.</p>
158	Addendum 4	52 and 94	<p>We are requesting a clarification to the State’s responses to Bidder Questions 61, 62, and 144 (as found in Addendum 4). These questions asked about the requirement for three project references appear in the introduction to RFP Section 4 on page 7 (the requirement is in the 4th bullet). Note that this requirement on page 4 does not tell bidders where to place the three references in their proposals, and that is why we are requesting this clarification:</p> <ul style="list-style-type: none"> • The State’s response to Question 61 confirms that no more than three references should be provided. • The State’s response to Question 144 clarified that the three references do not go in 5.2.6(3). Where does the State want vendors to place these three references? Bidders want to verify that the references appear in the place where the State is expecting to find them. 	<p>The Attachment T forms should be placed in Tab 4 with the required forms. Vendors can elaborate on their experience in Tab 6 and refer to the Attachment T forms located in Tab 4.</p>

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159	Addendum 4	52 and 94	Should bidders use Attachment T for these three references? We have noted that Attachment T must be used to describe the project references required in 5.2.6(3), so should this attachment also be used for the three references?	The three vendor references should each have a fully completed Attachment T form.
160	RFP General		We are unable to locate information in the RFP or in the bidder's library regarding DCTP client volumes. The State has included in this RFP numerous Client Management Business requirements, including call center, training, outreach, enrollment, and publications. To appropriately estimate the cost of these services, will the State provide the count of clients for DCTP program, the expected volume of client calls and enrollment applications, and the volume of outreach materials and the anticipated growth of this program?	There are approximately 220 clients in Delaware Cancer Treatment Program (DCTP) in SFY 2013. Letter mailing volumes are identified in the Procurement Library. The client call volume for SFY 2013 was approximately 900 calls. The volume of enrollment applications processed for SFY 2013 was approximately 215 but only 5 were sent out by the Fiscal Agent. We do not anticipate any volume increase.
161	C.5.3.10.2	C-144	The requirement asks to: "...Maintain a second Provider Registry File that will carry the non-Medicaid provider data..." What is the purpose of a second provider file?	See response to question # 162
162	C.5.3.10.2	C-144	If the contractor can store the non-Medicaid provider data on the main provider data store, will this be acceptable?	A prospective fiscal agent can store all of this information together as long as payments are made correctly and all reporting requirements are performed correctly.
163	C.3.6	C-14	The requirement expects the Contractor "... to identify business processes that are at Level 1 or Level 2 and propose a solution to progressively move to Level 3 or higher." Does the State expect the Contractor to	Use the current state self-assessment.

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			conduct a MITA State Self-Assessment or the Contractor’s own assessment to determine the current level for each of the MITA processes to identify the business processes that are below Level 3? If no, what should the Contractor use?	
164	C.3.6	C-14	The paragraph below requirement GTT086 discusses MITA 3.0. Does the State know when the update to its State Self-Assessment for MITA 3.0 will be conducted? If yes, when will it commence or be complete?	No, we do not anticipate when State Self-Assessment for MITA 3.0 will be completed.
165	5.2.14	24	The Project Manager Named Staff Position is identified as being required for each phase of the project from DDI to OPS under the Tasks column in Attachment N. In the sections noted, the project manager is listed under the DDI Phase, but not under the Operations Phase. However, the fiscal agent account manager position is listed under the Operations Phase. Is the State expecting the project manager under the DDI Phase to take the role of fiscal agent account manager during the Operations Phase, similar to the deputy project manager under the DDI Phase becoming the deputy account manager during the Operations Phase?	Correct. The Project Manager role referenced in 5.2.14.2 is the same position as the FA Account Manager referenced in 5.2.14.4. Both positions refer to the Project Manager position referenced in Appendix N, Page N-15. Both the Project Manager and the Deputy Project Manager positions would be involved in the DDI and the FA Operations phases.
166	B.1.12 and B.1.20	B-10 and B-33	Should the “All” reference in the Task column in Attachment N for this position reflect “DDI”?	Yes
167	L.7.2.10	L-33	This requirement indicates that the State will apply a reduction to the monthly invoice if the Call Abandonment Rate is not met. The State has not provided a specific call abandonment rate.	Will be addressed at contract negotiations.

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			To properly determine the required staffing needed to meet this requirement, what is the State's specific call abandonment rate?	
168	Attachment G	G-1 (17)	At the bidder's conference, it was noted that the State would provide an additional addendum with samples of the Technical Architecture Templates and the updated templates. Will the State be providing these sample and updated templates and when?	See addendum 5.
169	5.2.6	16	Section 5.2.6.2 requires that bidders provide information on contracts within the last 5 years that are relevant to the proposed contract. Section 5.2.6.3 requires that bidders provide contact information for each of the projects listed in 5.2.6.2 for the purpose of verifying customer references. In some cases a bidder may not be able to provide customer contact information in 5.2.6.3 or Attachment T due to active procurements or contract terms and conditions that prohibit that client from providing a reference. In those situations would the State allow bidders to list projects in section 5.2.6.2 but not provide contact information for that project in 5.2.6.3 or Attachment T?	Yes, however if the lack of contact information for a contract similar to this project is unavailable, it could impede the State's ability to favorably judge vendor's performance under that contract. The State reserves the right to develop and vet their own contract contact information.
170	5.2.4	15	Bidders are required to provide the same information in Tab 6 and on Attachment T in Tab 4 for all projects listed in the table required in section 5.2.6.2 Corporate Experience. This request seems duplicative. Can the State designate one Tab –Tab	See response to question # 158

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			4 Attachment T or Tab 6 - for bidders to provide the information required by RFP section 5.2.6.3?	
171	C.5.2.1	C-86	Requirement POSB2 reads: "... staffed by registered pharmacy technicians or individuals with a minimum of 3 years of experience working in a pharmacy." On Table N-2: Categorized Staff Qualifications, the qualifications for the Pharmacy Technician reads: "Pharmacy Technician with a current Delaware license." The qualifications from these two sections are in conflict. Attachment N is quite detailed in providing the minimum qualifications, roles and responsibilities for both Named and Categorized Staff. Is the minimum requirement for the pharmacy technician position to have a current Delaware license?	Table N-2 is incorrect. Delaware does not issue technicians licenses or certifications. Pharmacy technicians need either a minimum of three years of pharmacy technician experience in either an outpatient or inpatient setting or is certified by an organization that is nationally known such as NPTA or PTCB.
172	C.5.1.2.1	C-43	This requirement reads: "The customer service representatives must be available for 'walk-in' providers or clients during normal business hours from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding DHSS holidays." Many requirements around the call centers apply to all call centers. Does this requirement apply to the pharmacy provider and client, DPAP, and DCTP call centers, being available for "walk-in" providers or clients?	Remove reference to 'walk-in'.

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173	C.5.1.2.1	C-43	<p>Requirement PRB40 reads: "... from 8:00 a.m. to 5:00 p.m., ET, Monday through Friday." Requirement PRB58 reads: "... from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding DHSS holidays." These above requirements and requirements (BEB3 and BEB87) are in conflict with hours. Is 8:00 a.m. to 5:00 p.m., ET, Monday through Friday, excluding DHSS holidays the normal business hours for all call centers?</p>	<p>No, 8:00 a.m. to 4:30 p.m., ET, Monday through Friday, excluding DHSS holidays are our normal business hours for call centers.</p>
174	Attachment N	N-1 to 12	<p>Some positions have qualifications that include actual work experience and/or degrees or certifications. Individuals with more than 10 years of experience, in each position, provide successful, highly talented individuals with excellent track records. Will the State accept resumes for individuals with actual experience that exceeds the minimum work experience qualifications in lieu of a degree or certification?</p>	<p>Work experience in a related specialty field is 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>
175	L.7.2.23	L-49	<p>The second requirement reads: "... SSAE audits ... DHSS must approve the coverage period and auditor selected for the audit." Auditing firms vary greatly in cost and from year to year; if the firm is changed, it would create uncertainty on the final cost for this annual audit. Since DHSS has approval authority for the auditing firm, will DHSS assume the cost of the SSAE audit? If not, will DHSS allow the cost for the SSAE audit to be a pass through cost?</p>	<p>No</p>

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176	C.5.3.8.2	139	<p>The State has included in this RFP Under Managed Care Technical – a requirement regarding Billing and collecting premiums. Will the State confirm that the following is the correct process?</p> <ul style="list-style-type: none"> • Determines the premium amount based on a sliding scale and applies it to the system • Bills the client through mailed invoices • Receives payment through the lockbox, electronic payment, mailed check, and walk-in locations • Applies payment systematically and manually to the client’s record • Maintains the client enrollment information 	<p>At a high level, these items are part of the process. Requirements in other areas of the RFP, such as Financial Management, Federal Reporting, Managed Care, and Client Management should be reviewed by bidders for a more complete picture of the state’s requirements.</p>
177	Addendum 4	54	<p>In Addendum 4, the State’s answers to Questions 67 and 70 give Bidders permission to state “objections” or “exceptions,” provided that Bidders acknowledge that the State has the right to not accept any exceptions to the requirements. Where should Bidders place these “objections” or “exceptions” in their proposals?</p>	<p>Throughout the proposal and clearly addressed in the response to the requirement. For technical exceptions see instructions in section C.2.4</p>
178	C.5.3.8.2	C-139	<p>Can the State explain the “Buy-In to employer” in more detail?</p>	<p>The "Buy in to Employer" process is a function of MITA Manage Member Premium Payment process. Delaware does not currently have this program but wants the capabilities for possible use in the future.</p>
179	Attachment C	0	<p>The RFP includes this technical requirement related to provider enrollment. The requirement does not indicate the frequency of when these screenings occur. Can the State confirm if vendors are to include screening</p>	<p>Vendors are to include screening of enrolled providers (ordering, referring, and prescribing too) as well as their managing and owning employees, every month, once the provider is enrolled.</p>

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			of providers (ordering, referring, rendering and prescribing) as well as their managing and owning employees, every month, once the provider is enrolled?	
180	E.1.42.3	E-61	Ref item number 5, can the State please explain the context surrounding the word "incumbent"? As the non-incumbent bidder, how would the State suggest we respond to this requirement? What exactly is being requested in item number 5?	Incumbent is in reference to the person currently holding the named staff position. This section refers to the successful bidder's management of ongoing named staff. This requirement is part of the Staffing Requirements Capability Report included in E.1.42 Deliverable 11.2. which occurs post go live. So the positions are incumbent positions.
181	C.4.3	C-22	Regarding categories of expenses that might qualify as pass-through, in addition to the examples provided noted in the RFP section C.4.3 (1-4), can the State describe other types of expenses that could be designated pass-through? Would it be permissible for a bidder to expand upon the types of expenses that may be designated as pass-through?	The items specified in Section C.4.3 are the only pass-thru expense categories the state is anticipating.
182	6.5.4.3 (5 & 8),	44	To what extent does the current fiscal agent's contract's Turnover Task match the requirements set forth in this RFP? No mention of transitioning HP/ES staff to a subsequent MMIS fiscal agent contractor could be found in either the Technical Approach to Turnover Task or the High-Level Turnover Plan in the Procurement Library. Specifically, (a) will incumbent contractor management and technical staff be made available to work with a new incoming fiscal agent, and (b) to help ensure a smooth transition, retention of Delaware	These questions speak specifically to the bidder's approach to turnover as the incumbent and not the successor.

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			Medicaid expertise, and continuity of service to the State, will a new fiscal agent be afforded the opportunity to interview and hire the incumbent's on-site management and technical staff at the earliest possible opportunity after contract award?	
183	Library		The Media column indicates COLD, which we assume to be Computer Output to Laser Disk. The vast preponderance of items in this report show zero copies for both DHSS and HPES. Should we assume that both the fiscal agent and DHSS access most of these reports online and that no paper is produced? Should we further assume that the replacement system should produce reports similar to those being produced today? Can interested bidders view said reports or screen shot examples of reports?	Yes, these are currently accessed through COLD. DHSS accesses these on line. Report requirements and screen shots can be found in the user manual located in the procurement library.
184	Library		It seems logical to assume that MMIS operating procedures were finalized many years ago. To ensure that interested bidders are privy to the most current financial balancing procedures, will the State please request that HP/ES provide updated/current balancing procedures?	We expect each bidder to provide their own balancing procedures based on the solution proposed, that meet generally accepted accounting principles.
185	Appendix M		Appendix M references two VRS numbers: 302.454.7154 and 800.999.3371. Attempts to reach the toll free number are successful while attempts to reach the 302.454.7154 number are met with a fast busy, which often signifies an incorrect	We expect a vendor to provide a toll free number.

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			number. Has the 302.454.7154 been changed or is more than one number no longer required? Will the next contract require only one toll free number?	
186	Library		This document identifies 88 reports labeled with a retention period of "forever". Will the State please confirm the requirement of that retention schedule? And, what is the media and volume of those historical items stored by the incumbent that will be transferred to a new fiscal agent?	Please refer to requirements GTT134 and DMT41 for the document retention schedule for documents and reports. Historical data storage and data retention information and details will be decided during contract negotiation and further defined during design and conversion. The DHSS reports listed in the library are stored through IBM's OnDemand Content Manager, version 8.1.4. Utilization of a system that is compatible with or that can import/convert from this format will be necessary for the state to maintain access to historical documents and reports.
187	Library	3.58 MCVR 514	Can the State please explain the Unison reference?	Unison was a managed care organization and it is now currently owned and operated d by united Health Care.
188	2.1 and 5.1.3	5 and 12	Please clarify the anticipated Intent to Award notice date.	The November 13th date in the timetable on page 5 is the correct date. The date on page 12, Section 5.1.3 is amended to read: "The proposed mailing date for Bidders to receive notification of "Intent to Award" will be November 13, 2013.

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189	RFP General	A-2	Resubmitted: Please explain why the Fiscal Agent in Delaware can perform the enrollment broker function? CMS – Region III, in Philadelphia clearly indicated it was a conflict of interest to be a Fiscal Agent, or do back office work for any health plan and did not exercise options for another Fiscal Agent to be the enrollment broker – in Pennsylvania. CMS - Region IV, in Atlanta also determined and made the same decision in Florida and did not allow the Fiscal Agent to re-bid the enrollment broker contract. In both of these cases, the enrollment broker was not the Fiscal Agent in the applicable states that are referenced. Can DMMA provide clarification under 42 CFR 438.10(b) and 438.810(b) and explain how HPES is exempt of this requirement?	See response to question # 78.
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