



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: February 28th, 2014

HSS 13 079

Medicaid and CHIP Eligibility Review Pilots

FOR

Division of Management Services

Date Due: March 14th 2014
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART
OF THE ABOVE MENTIONED BID.

Q&A for HSS-13-079

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Questions and Answers for RFP HSS 13-079 Final

Question	RFP Heading	Page Number	Section	Answer
<p>The RFP states, "Utilize the Excel spreadsheet developed by the State to document reviews". Did the previous PERM contractor utilize the Excel spreadsheet or has the Excel spreadsheet been developed specifically for the pilot reviews?</p>	<p>Scope of Services/Contractor Responsibilities</p>	<p>9</p>	<p>c.</p>	<p>The Excel spread sheet was not utilized by the prior PERM contractor. The Excel spreadsheet was developed for the pilot reviews.</p>
<p>The RFP states, "Contractor equipment may not be connected to the State network. However, one office at the DHSS New Castle location, including a state owned computer, will be available for contractor use". Is DHSS's intention that the case collection process occur at the DHSS New Castle location or will the contractor be able to have remote access to systems, such as the eligibility system and case storage system?</p>	<p>Scope of Services/Contractor Responsibilities</p>	<p>9</p>	<p>d.</p>	<p>It is not DHSS intention that all the case collection process occur at the DHSS New Castle location. DHSS systems staff hope to give the contractor remote access through a secure state website for access to the eligibility and case storage system.</p>
<p>Is it DHSS's intention that the Contractor will have direct access to Delaware's Medicaid Management Information System (MMIS) or will the Contractor be responsible for generating a data request for the claims to be extracted from the system by DHSS and provided to the Contractor?</p>	<p>Scope of Services/Contractor Responsibilities</p>	<p>10</p>	<p>d.</p>	<p>DHSS does not intend for the Contractor to have access to MMIS. The Contractor will be responsible for providing a data request, based on approved CMS pilot proposal.</p>

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Responsibility letter g is highlighted and in bold within the RFP. Can DHSS provide further explanation as to why this requirement is highlighted?	Scope of Services/Contractor Responsibilities	15	g.	The highlighting has no special meaning and should have been removed before posing of the RFP.
Can DHSS clarify whether the sample validation report is due within 7 calendar days or 7 business days?	Contractor Deliverables	19	a.	The sample validation report is due with 7 calendar days of receipt of the sample.
Will DHSS provide remote access to all necessary State systems to complete the reviews?	Scope of Services/Department of Health and Social Services	21	f.	DHSS systems staff hope to give the Contractor staff remote access to all necessary State systems to complete the reviews.
As a clarification, if case files are provided in an electronic format via the case storage system or scanned by the state and the contractor is provided remote access to the Department's systems, does the Department foresee the need to have Contractor staff located at the DHSS offices when not participating in meetings with Department personnel?	Scope of Services/Department of Health and Social Services	21	g.	DHSS does not foresee that contractor staff will be located at DHSS offices other than necessary meetings.
How will the samples be delivered to the contractor? Examples include electronic file transfer (SFTP, Secure Email), paper files, or via a proprietary interface developed by the state and contractor? Will the State provide secure email or will that be the Contractor's responsibility?	Not listed	8	Pilot #1, a	The samples will be delivered using a SSL-VPN owned by State of Delaware. Client specific information will be housed on the SSL-VPN. If e-mail correspondence is necessary using client specific information, State secure e-mail will be used.
Can a copy of the 2013 Pilot proposal be made available to the Contractor	Not listed	8	Delaware Pilot Proposal Due 12/31/13	A copy of the Pilot Proposal will be posted as an amendment. It was approved by CMS.

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Question	RFP Heading	Page Number	Section	Answer
<p>Paragraph "d" outlines numerous restrictions to the contractor's IT environment. Additional clarification is needed e.g. "Contractor equipment may not be connected to the State network" and "No data can be stored within any network environment that is not owned by the State of Delaware". The workspace mentioned in paragraph "d" includes a State-owned computer -- will that be a laptop and will there be VPN access provided? Do these two stipulations require an onsite presence only at the State-provided office, with no option for telecommuting? Also, will the supplied State computer come configured to comply fully with all outlined Security restrictions (assumption)? Is it permissible for the vendor to store data on a PC or external media, assuming the security policies outlined in the RFP are followed?</p>	<p align="center">Not listed</p>	<p align="center">9</p>	<p align="center">Pilot #1, d</p>	<p>As stated, no vendor equipment can be connected to the State network. The vendor may store State data on individual workstations or external media, if hardware encryption methods are employed that comply with State standards. Individual vendor workstations that meet those State standards will be allowed to access State data using Secure File Transfer Protocol (SFTP). The State data may not be moved from individual workstations to a non-State network.</p> <p>At the end of the project, all State data on non-State workstations or external media must be securely overwritten by performing secure data wipes that meets U.S. Department of Defense standards.</p> <p>The State-owned computer referenced, is a PC workstation in a DHSS office, connected to the State network. Remote access to that workstation is not permitted. This State computer is configured to comply with all security restrictions.</p>

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Question	RFP Heading	Page Number	Section	Answer
<p>Contractor will need to supply its own workspace AND Contractor can have no connection to State network, so how will the State make the data available to the Contractor? Will dedicated contractor laptops with VPN access to the required data be acceptable to comply with RFP and Delaware IT requirements?</p>	<p>Not listed</p>	<p>9</p>	<p>Pilot #1, d</p>	<p>As stated, no vendor equipment can be connected to the State network. The vendor may store State data on individual workstations or external media, if hardware encryption methods are employed that comply with State standards. Individual vendor workstations that meet those State standards will be allowed to access State data using Secure File Transfer Protocol (SFTP). The State data may not be moved from individual workstations to a non-State network.</p> <p>At the end of the project, all State data on non-State workstations or external media must be securely overwritten by performing secure data wipes that meets U.S. Department of Defense standards.</p> <p>The State-owned computer referenced, is a PC workstation in a DHSS office, connected to the State network. Remote access to that workstation is not permitted. This State computer is configured to comply with all security restrictions.</p>
<p>"Contractor will need to supply its own workspace and its own equipment and supplies ... one office at the DHSS New Castle location, including a State-owned computer, will be available for Contractor staff use." What information will be available through this State-owned computer that is needed to complete the reviews?</p>		<p>9</p>	<p>Pilot #1, d</p>	<p>State owned computer is available if the contractor wants/needs access and is on location. Client notices are not available outside the state network and can be accessed via this computer, if necessary. The work station in the New Castle location was occasionally utilized in prior projects when contractors were on site. It is possible that all necessary information on case reviews can be accesses remotely.</p>

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Question	RFP Heading	Page Number	Section	Answer
Will the Contractor work directly with the MMIS vendor to obtain the data or will an interface need to be created to the MMIS to transfer the required information?	Not listed	10	Pilot #1, f	The contractor will work with the project manager, Jennifer Harris on getting MMIS information. State staff will access MMIS and provide claim information.
Will DHSS allow the Contractor to complete a portion of the scope of work from a location outside the State of Delaware, assuming the security policies outlined in the RFP are followed?	Not listed	Not listed	Not listed	DHSS will allow the Contractor to complete the work on the reviews from a location outside the State of Delaware, so long as the outlined security requirements are met.
Does DHSS expect the reviews to be conducted at DHSS's office or off site at the Contractor's office? If off-site, can the contractor be located out-of-state?	Not listed	19	d	It is not DHSS intention that all the case collection process occur at the DHSS New Castle location. DHSS systems staff hope to give the contractor remote access through a secure state website for access to the eligibility and case storage system.
How does DHSS intend for the Contractor to obtain the supporting documentation/eligibility case files to conduct each review? Is the information available in a central location? Is it stored electronically, in hardcopy, or a combination or both?	Not listed	Not listed	Not listed	DHSS eligibility agency that administers MAGI Medicaid and CHIP uses a document imaging system to store case file information electronically.
If the information is stored electronically, will the Contractor or will DHSS be responsible for accessing the system and downloading the files for each case?	Not listed	Not listed	Not listed	The Contractor will be responsible for accessing the system and downloading files for each case.

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Question	RFP Heading	Page Number	Section	Answer
<p>Based on what is described in the RFP, if the Contractor is responsible for obtaining the data, we assume this will need to be done on-site in Delaware using a State computer with access to the eligibility system. Please confirm.</p>	<p align="center">Not listed</p>	<p align="center">Not listed</p>	<p align="center">Not listed</p>	<p>It is not DHSS intention that all the case collection process occur at the DHSS New Castle location. DHSS systems staff hope to give the contractor remote access through a secure state website for access to the eligibility and case storage system.</p>
<p>Additionally, please confirm that the Contractor will be able to transfer this data to its own computers (within security protocols outlined in the RFP).</p>	<p align="center">Not listed</p>	<p align="center">Not listed</p>	<p align="center">Not listed</p>	<p>As stated, no vendor equipment can be connected to the State network. The vendor may store State data on individual workstations or external media, if hardware encryption methods are employed that comply with State standards. Individual vendor workstations that meet those State standards will be allowed to access State data using Secure File Transfer Protocol (SFTP). The State data may not be moved from individual workstations to a non-State network.</p> <p>At the end of the project, all State data on non-State workstations or external media must be securely overwritten by performing secure data wipes that meets U.S. Department of Defense standards.</p> <p>The State-owned computer referenced, is a PC workstation in a DHSS office, connected to the State network. Remote access to that workstation is not permitted. This State computer is configured to comply with all security restrictions.</p>

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If the information is stored in hardcopy, will DHSS or will the Contractor be responsible for obtaining the files for each case? Additionally, based on the RFP, we assume any hardcopy information will need to be scanned into an electronic format. Please confirm whether DHSS or contractor will be responsible for scanning.	Not listed	Not listed	Not listed	DHSS eligibility agency that administers MAGI Medicaid and CHIP uses a document imaging system to store case file information electronically. There should not be hard copy information. If the State has only hardcopy information for a case, DHSS will scan the documents. During the course of the review, the Contractor may need to obtain verification, if missing, and the Contractor would be responsible for scanning any hardcopy information obtained to complete the review.
Please describe how DHSS intends to provide the contractor access to the MMIS system for purposes of obtaining claims data for cases the contractors identifies to be in error.	Responsibilities of DHSS	21	f.	DHSS does not intend for the Contractor to have access to MMIS. The Contractor will be responsible for providing a data request, based on approved CMS pilot proposal.
In lieu of the detailed cost information requested in Appendices A and B, would DHSS accept a cost proposal based on fully-loaded hourly rates (i.e., rate that include salaries, fringe benefits, contractual, supplies and other indirect costs) and total number of hours?	V. Budget, Appendices A and B	28 and 37-42	Not listed	The budget proposal needs to be itemized to ensure/substantiate transparency of State funds' usage.
Can DHSS please provide an estimated budget for this engagement?	Not listed	Not listed	Not listed	DHSS chooses not to provide an estimated budget.
Will the State clarify the available budget for this project?	Not listed	28	V. Budget	DHSS chooses not to provide an estimated budget.

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Question	RFP Heading	Page Number	Section	Answer
Can the project be completed off site?	Not listed	9, 14 and 24	II d. and e. Contractor Responsibilities, III F. Contractor Monitoring and Evaluation	It is not DHSS intention that all the case collection process occur at the DHSS New Castle location. DHSS systems staff hope to give the contractor remote access through a secure state website for access to the eligibility and case storage system.
Is the contractor required to be a resident of Delaware to obtain a Delaware business license?	Not listed	26	IV. E. Qualifications and Experience	Residency is not a requirement for obtaining a Delaware Business License for doing business in the State of Delaware. Division of Corporations is the governing authority on this regulation. Inquiries can be made with the Division of Corporations or the Department of Revenue. Please visit revenue.delaware.gov for more information.
Who processes the Delaware Healthy Children Program (DHCP) CHIP applications? Are they processed by an outside vendor?	Not listed	10	II f. Scope of Services	DHSS agencies process CHIP applications. The agency primarily responsible for CHIP is the Division of Social Services. CHIP applications are not processed by a vendor.
What is the role of school/districts regarding CHIP application/eligibility?	Not listed	Not listed	Not listed	The school districts are not directly involved with CHIP application/eligibility. Occasionally data is shared on children who receive free or reduce lunches and DHSS initiates contact to see if the family qualifies for CHIP.
What is included in the paper file that is not stored electronically?	Not listed	14 and 16	c. and j. Contractor Responsibilities	DHSS eligibility agency that administers MAGI Medicaid and CHIP uses a document imaging system to store case file information electronically. There should not be hard copy information. If the State has only hardcopy information for a case, DHSS will scan the documents. During the course of the review, the Contractor may need to obtain verification, if missing, and the Contractor would be responsible for scanning any hardcopy information obtained to complete the review.

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Will the state provide training on their computer system(s)?	Not listed	21	f. Responsibilities of the Department of Health and Social Services	The project manager will provide training on DHSS computer systems.
What entities besides MMIS have responsibilities for the premium payment collection/claims processing?	Not listed	15	g. Contractor Responsibilities	DHSS does not intend for the Contractor to have access to MMIS. The Contractor will be responsible for providing a data request, based on approved CMS pilot proposal.
Item m. Is a certification that the bidder accepts the terms and conditions of the RFP. However, Section VI. N. (page 32) indicates that the bidder may included any objections to the terms and conditions in the proposal. If there are terms and conditions in the RFP that we wish to negotiate if selected as the successful bidder, may we modify this certification so that our acceptance of the terms and conditions is subject to an opportunity to negotiate the objections submitted with our proposal?	Not listed	47	Appendix D: Certification Sheet, Item m.	Successful bidders must agree to accept and abide by all terms & conditions (including the price quote and technical solution) as written in the RFP document. Vendors should not rely on any intent or possibility to negotiate. While the state will review any written objections included in the submission, there is no guarantee of negotiation or acceptance of those objections. Alternate language is not required when stating objections.

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Can the State confirm our understanding that this section would allow the State and the contractor to mutually agree in the executed that the State's ownership of products is something other than "exclusive ownership of all products of this contract."	Not listed	48	Appendix D: Certification Sheet, Item b.	The state has ownership of the <u>RFP proposal</u> once submitted.
This section indicates that the use of subcontractors will not be permitted. We sometimes contract with individuals or small consulting firms to provide services to us in a staff augmentation role. Does the State consider such non-employee, independent consultants to be "subcontractors" so that we would not be permitted to use them to provide any of the proposed services?	Not listed	22	IIIB	Subcontractors, including the description of services in augmentation roles, are not permitted.
Delaware has submitted a proposal to CMS for pilot #1. Can the State release this proposal to bidding entities during the answers period?	I. Introduction	8	B. Project Goals	A copy of the Pilot Proposal will be posted as an amendment. It was approved by CMS.
Will the vendor help to develop the eligibility review protocol for pilot one or has that already been developed by the state in their proposal to CMS?	I. Introduction	8	B. Project Goals	For pilot #1, the state has already developed the eligibility review protocol and it has been approved by CMS.

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How will the sample be passed to the vendor? Are case files in the sample all electronic?	II. Scope of Services	8	Pilot #1, a	The sample will be passed electronically to the vendor. DHSS eligibility agency that administers MAGI Medicaid and CHIP uses a document imaging system to store case file information electronically. There should not be hard copy information. If the State has only hardcopy information for a case, DHSS will scan the documents. During the course of the review, the Contractor may need to obtain verification, if missing, and the Contractor would be responsible for scanning any hardcopy information obtained to complete the review.
If any of the information and documentation needed for eligibility reviews is not available electronically, what does the State anticipate will not be electronic and how will that information be obtained and in what form?	II. Scope of Services	8	Pilot #1, a	DHSS eligibility agency that administers MAGI Medicaid and CHIP uses a document imaging system to store case file information electronically. There should not be hard copy information. If the State has only hardcopy information for a case, DHSS will scan the documents. During the course of the review, the Contractor may need to obtain verification, if missing, and the Contractor would be responsible for scanning any hardcopy information obtained to complete the review.
What percentage of case files will be complete with all verification information? What percentage of the sample will have validation documents missing from the case file?	II. Scope of Services	8	Pilot #1, a	There are no statistics available to determine how many of the cases will have incomplete information. DHSS eligibility agencies use a document imaging system and have put in place various monitoring tools over the last few years to decrease the frequency of missing information. DHSS can not give a percentage of cases that will need validation documents because case file information is missing.

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What specific elements of the sampling methodology, as described in the Pilot 1 Sampling Plan Template, are subject to accuracy validation by the selected Vendor?	II. Scope of Services	8	Pilot #1, b	CMS has prescribed the types of cases to be reviewed. Delaware's proposal includes a description of the necessary exclusions in the universe. The vendor will check the sample to make sure cases that should have been excluded did not get sampled. Please review Delaware's proposal for the exclusions and CMS pilot guidance titled "Medicaid and CHIP Eligibility Review Pilot Guidance for States_FINAL_2013". This should be available on CMS website.
What methodology will the state employ to validate the accuracy of the 100 cases it will review?	II. Scope of Services	8	Pilot #1, b	State staff will follow the approved pilot proposal to validate the cases that were sampled and contact supervisory staff if a replacement case is needed.
Is the state using a separate or combined sampling frame for active and negative Medicaid and CHIP cases? Additionally, is the State electing to stratify the sample? If so, how?	II. Scope of Services	8	Pilot #1, b	Please review the approved pilot proposal. It will be available as an appendix to the RFP.
Will Delaware's sample include a caseload that has already been re-determined in the past year (per federal requirements to re-determine the entire caseload annually) or will the members from the sample not yet have entered the redetermination cycle?	II. Scope of Services	8	Pilot #1, b	Please review the approved pilot proposal. It will be available as an appendix to the RFP. There are no exclusions or inclusions in our proposal based on redetermination.
In reviewing the sample for accuracy, what state systems or tools will be available to facilitate this work?	II. Scope of Services, Contractor Responsibilities	8	Pilot #1, b	Please review the approved pilot proposal. It will be available as an appendix to the RFP.

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Is the state providing the necessary documentation to conduct an eligibility review or is the contractor responsible for locating and gathering this information? If the contractor is responsible, what are the sources from which the information and documents will be gathered?	II. Scope of Services, Contractor Responsibilities	9	Pilot #1, c	The states eligibility systems will be used to conduct the reviews. The eligibility systems include two systems running eligibility and a scanning system that holds the verifications. The contractor will be responsible for accessing the systems to support a review decision. There may be other systems that the contractor may need to access to validate the eligibility decision but some systems are not able to be accessed by outside vendors. In those instances, the contract manager will access and electronically send information to vendor.
What case worker actions and eligibility data points is the vendor responsible for reviewing?	II. Scope of Services	9	Pilot #1, c	Please review the approved pilot proposal. It will be available as an appendix to the RFP.
Can the state provide bidders with the "Excel Spreadsheet" that will be used to document the review?	II. Scope of Services	9	Pilot #1, c	Please review the approved pilot proposal. It will be available as an appendix to the RFP and outlines the review process.
Is the "Excel Spreadsheet" document only for the purpose of reporting findings, or is it the actual tool that provides protocol for eligibility determination?	II. Scope of Services	9	Pilot #1, c	The Excel spreadsheet designed for pilot 1 is used to document the review, covering all mandatory elements of eligibility for both active and negative CHIP/Medicaid reviews. It is not a reporting tool but will be used to consolidate information that needs to be reported to CMS.
Is the vendor expected to develop its own approach to determining eligibility for the sample, or follow the same protocol the state will utilize in determining eligibility for the other half of the sample set?	II. Scope of Services	9	Pilot #1, c	The vendor will follow the same protocol the state will utilize in determining eligibility for the other half of the sample set. All reviews should use same protocol for pilot 1.

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Is it the intent of the eligibility reviews, as noted in this RFP, to redetermine eligibility or to determine if the policies and procedures supporting the initial eligibility determination were accurately followed? Please clarify.	II. Scope of Services	9	Pilot #1, c	Please review the approved pilot proposal. It will be available as an appendix to the RFP.
Should vendors use external data to conduct the eligibility reviews? Or are vendors only required to use state systems?	II. Scope of Services	9	Pilot #1, c	For the most part, state systems would be used to conduct the reviews. External data may be necessary on some cases if there are discrepancies or missing information.
Section II. Scope of Services states that the selected vendor should supply work space and equipment, but then states that a State office and computer is available. Could you please clarify?	II. Scope of Services	9	Pilot #1, d	It is not DHSS intention that all the case collection process occur at the DHSS New Castle location. DHSS systems staff hope to give the contractor remote access through a secure state website for access to the eligibility and case storage system. Office is available for use if needed occasionally.
Must all 25 cases be completed every week? What if it takes longer to collect verifications documents? Can the review process take longer than a week as long as all 100 are completed within reporting period?	II. Scope of Services	9	Pilot #1, e, i	CMS requires that all reviews be completed and reports submitted by 6/30/14. The contractor will have very limited time to finish reviews in the time allotted by CMS. The reviews should be completed weekly in order to provide the state feedback on review process and obtain the goal of having all reviews done by early June.

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Given that Medicaid services in Delaware are delivered through a managed care model, please clarify the statement in paragraph (f) on page 10 of the RFP. Specifically, will the MMIS include the data indicating the per member/per month (PMPM) payment that was made on behalf of an enrollee who was incorrectly determined eligible? If not, what kind of data in the MMIS will be searched for error-related claim?	II. Scope of Services	10	Pilot #1, f	DHSS does not intend for the Contractor to have access to MMIS. The Contractor will be responsible for providing a data request, based on approved CMS pilot proposal. A case in error for the active reviews is one that was not eligible for any Medicaid or CHIP program. All claims, including managed care payments, will be included in a claim determined to be in error if the case is found ineligible.
If the project staff live in a different state, can they obtain the background check and fingerprinting from their home state?	II. Scope of Services	10	Pilot #1, h	Fingerprinting can be done from a police station in any U.S. State, but prints and identity information must be sent to the Delaware State Bureau of Identification and the FBI for processing and generation of Criminal History Reports.
Can the State release the payment review methodology they submitted in their pilot proposal to CMS?	II. Scope of Services	10	Pilot #1, f	Please review the approved pilot proposal. It will be available as an appendix to the RFP.
Can the State release the CMS Eligibility Review Pilot corrective action plan format to bidders?	II. Scope of Services	10	Pilot #1, g	This has not been provided by CMS. The vendor should monitor CMS websites for this information but can be provided at a later date.
Is it anticipated that the State will lead the development of the plans for Pilots 2, 3, and 4 or will the Contractor be responsible for developing the pilot plans and seek approval from the State?	II. Scope of Services, Contractor Responsibilities	13	Pilot #2, #3, and possibly #4, a	The State and vendor will work together to develop the plans for pilots 2, 3 and 4.

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Please provide a name and description of the Department's imaging system.	II. Scope of Services, Contractor Responsibilities	14	Pilot #2, #3, and possibly #4, c	The name of the system is DHSS DIS (Document Imaging System). The system uses PDF or TIF files. The information is scanned, then tagged and indexed to the case and sometimes individuals within the case. The case information is separated into sections such as application, financial, permanent verification. Each verification is a separate file with the case.
What is the correct Internet link to match the Top 20 Internet Security Threats? The published link is for 20 Critical Security Controls.	II Scope of Work; Pilot #1; i. Information Technology Standards and Data Handling Requirements	18	Security	Section 4.4.3.3 of the RFP should be replaced in its entirety with the following: 4.4.3.3 Security Controls As computer, network, and information security are of paramount concern, the State wants to ensure that computer/network hardware and software do not compromise the security of its IT infrastructure. Therefore, the Vendor is guaranteeing that any systems or software meets or exceeds the Top 20 Critical Security controls located at http://www.sans.org/critical-security-controls .
Are the documents and information in the case files required in deliverable (c) on page 19 required to be printed out and scanned if the information and documentation already exists electronically in the state's eligibility system?	Contract Deliverables	19	Pilot #1, c	The case review electronic "case file" should be complete so that an audit can be completed without accessing our systems. If information is necessary from the systems to support decisions, it can be pasted into electronic documents.
Please clarify the end date of the base contract – if it is 2 years, should this be 4/30/16?	III. Special Terms and Conditions	22	A. Length Contract	Originally DHSS was hoping to have a contractor working by 4/1/14 but due to delays in the release of the RFP, the anticipated start is 5/1/14. The contract is for 2 years, so 4/30/16.

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Is remote access to state systems permitted?	II. Scope of Services, Responsibilities of the Department of Health and Services (For all Pilots)	Not listed	f	It is not DHSS intention that all the case collection process occur at the DHSS New Castle location. DHSS systems staff hope to give the contractor remote access through a secure state website for access to the eligibility and case storage system.
This indicates state staff will scan paper documentation, which appears to contract page 1 (c). Please clarify.	II. Scope of Services, Responsibilities of the Department of Health and Services (For all Pilots)	Not listed	g	DHSS eligibility agency that administers MAGI Medicaid and CHIP uses a document imaging system to store case file information electronically. There should not be hard copy information. If the State has only hardcopy information for a case, DHSS will scan the documents. During the course of the review, the Contractor may need to obtain verification, if missing, and the Contractor would be responsible for scanning any hardcopy information obtained to complete the review.
This Section suggests a negotiation process. Can a bidder rely on the State's intent to negotiate the ultimate terms of the contract?	III. Special Terms and Conditions	23	D. Reserved Rights	Successful bidders must agree to accept and abide by all terms & conditions (including the price quote and technical solution) as written in the RFP document. Vendors should not rely on any intent or possibility to negotiate. While the state will review any written objections included in the submission, there is no guarantee of negotiation or acceptance of those objections. Alternate language is not required when stating objections.

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Are exceptions to be taken by referencing the issue in question and describing the exception or would the state prefer that the bidder propose alternative language?	IV. Format and Content of Response	27	I. Standard Contract	Successful bidders must agree to accept and abide by all terms & conditions (including the price quote and technical solution) as written in the RFP document. Vendors should not rely on any intent or possibility to negotiate. While the state will review any written objections included in the submission, there is no guarantee of negotiation or acceptance of those objections. Alternate language is not required when stating objections.
Does the state have a preference in pricing structure? Specifically, is a time and materials contract type acceptable?	V. Budget	28	1 through 3	DHSS does not have a preference in pricing structure.
What basis will the bidders' budget for Pilots #2 and #3 use?	V Budget	28		The bidders should consider the additional costs to participate in the process to develop the pilots (working with the State), develop the work tools and reporting documents. The intent is that the vendor will continue to complete half of the CMS required reviews in addition to the time to assist the state with setting up the pilots.
Does the language of this section mean that the State may reject the bidder's exceptions without further negotiation and that such exceptions will have no effect?	VI. General Instructions for Submission of Proposal	32	N. RFP and Final Contract	Successful bidders must agree to accept and abide by all terms & conditions (including the price quote and technical solution) as written in the RFP document. Vendors should not rely on any intent or possibility to negotiate. While the state will review any written objections included in the submission, there is no guarantee of negotiation or acceptance of those objections. Alternate language is not required when stating objections.

Questions and Answers for RFP HSS 13-079 Final

Question	RFP Heading	Page Number	Section	Answer
<p>In saying that the contents of the proposal will be binding upon the bidder and subject to subsequent confirmation in the contract, we assume that the State intends the language to mean that the bidder is bound to its price quote and technical solution as presented and not to the model contract terms and conditions. Please confirm or elaborate.</p>	<p>VI. General Instructions for Submission of Proposal</p>	<p>32</p>	<p>O. Proposal and Final Contract</p>	<p>Successful bidders must agree to accept and abide by all terms & conditions (including the price quote and technical solution) as written in the RFP document. Vendors should not rely on any intent or possibility to negotiate. While the state will review any written objections included in the submission, there is no guarantee of negotiation or acceptance of those objections. Alternate language is not required when stating objections.</p>
<p>Where should for-profit bidders incorporate fee on the Budget Summary Sheet (Appendix A) and the Budget Worksheet (Appendix B)?</p>	<p>Appendix A, Appendix B</p>	<p>37-42</p>	<p>Not listed</p>	<p>The budget template may be adjusted by the bidder to clearly identify all expenses incurred and intended to be charged to the State for vendor services.</p>
<p>Paragraph m states: <i>“The referenced bidder agrees that the signed delivery of this bid represents the bidder’s acceptance of the terms and conditions of this invitation to bid including all Specifications and special provisions.”</i> We assume that this refers to the outlined specifications and qualifications for submitting a bid only and is not meant to certify acceptance of the terms and conditions of the model contract. Please confirm or elaborate.</p>	<p>Appendix D, Certification Sheet</p>	<p>47</p>	<p>m.</p>	<p>Successful bidders must agree to accept and abide by all terms & conditions (including the price quote and technical solution) as written in the RFP document. Vendors should not rely on any intent or possibility to negotiate. While the state will review any written objections included in the submission, there is no guarantee of negotiation or acceptance of those objections. Alternate language is not required when stating objections.</p>
<p>How will the State compare their 100 reviews and the Contractor's 100?</p>	<p>General</p>	<p>Not listed</p>	<p>Not listed</p>	<p>The reviews completed by the state and the contractor will be completed using the same review criteria and will be held to the same standards that are in the pilot proposal. They will not be reported separately to CMS.</p>