

**Questions Posed by Health Information Designs, Inc.  
in Response to the State of Delaware, Professional Regulation  
Request for Proposals for Prescription Monitoring Program  
RFP# DOS 11 01-DPRPMP**

Section	Paragraph	Page	Passage from the RFP	Question
II.C	2	5	"The Offeror shall designate a full-time Client Manager who will be responsible for all activities on the Master Contract from the Offeror's perspective."	Please clarify what is meant by "full-time." Does the State require a full-time dedicated project manager for this contract? <b>No, but a specific assigned project manager is required.</b>
II.D	3	6	"In addition, the Offeror must provide online tutorial education."	Please clarify what is meant by "online tutorial education." <b>Online instructions for practitioners and pharmacies.</b>
II.D	4	6	"Offeror shall collect all prescription data from all dispensers at regular intervals established by DPR."	How often will dispensers be required to upload their data? Daily, weekly, bi-weekly, monthly? <b>At least every two weeks. Vendor system needs to be scalable to more frequent transmission requirements.</b>
II.D	6	7	"The Offeror is responsible for monitoring that each dispenser has submitted data on the required scheduled, and for notifying both the dispenser and DPR of any failure to submit."	What notification method is preferred? <b>Electronic notification is preferred for DPR. Paper mail notification may be necessary for dispenser.</b>
II.D	6	7	"The Offeror is responsible for monitoring that each dispenser has submitted data on the required scheduled, and for notifying both the dispenser and DPR of any failure to submit."	Will the Offeror be responsible for notifying non-registered dispensers of their non-compliance? <b>DPR will notify non-registered dispensers. Vendor will be responsible for notifications of registered vendors.</b>
II.D	6	7	"The Offeror is responsible for monitoring that each dispenser has submitted data on the required scheduled, and for notifying both the	Will the State provide the chosen vendor with a list of dispensers who are required to report? <b>Yes.</b>

			dispenser and DPR of any failure to submit.”	
II.E	1	7	“The database and all of the data in the database shall below to DPR.”	Please clarify what is meant by this requirement, especially the first occurrence of “database.” <b>The data housed in a vendor hosted system is the property of the State of Delaware.</b>
II.E	6	8	“The Offeror shall maintain the information for ten (10) years. All information more than sixteen (16) years old shall be purged.”	What should be done with the data between the 10 <sup>th</sup> and 16 <sup>th</sup> year? <b>Data may be archived.</b>
II.E	6	8	“The Offeror shall maintain the information for ten (10) years. All information more than sixteen (16) years old shall be purged.”	Please clarify what is meant by “purged.” Should the data be moved to separate archive or deleted? <b>Deleted</b>
II.F	3	8	“The Offeror shall prepare reports for DPR at each reporting period as per 3.1.4 identifying dispensers that have not submitted a required report and dispensers that submitted a report but the report was rejected.”	Where is 3.1.4? Does this refer to compliance reporting? <b>Yes, replace any reference of 3.1.4 with At least every two weeks. Vendor system needs to be scalable to more frequent transmission requirements.</b>
II.F	5	8-9	“Patient report, to include patient name and date of birth, drug name, date filled, quantity and days supply, and dispenser and prescriber name and address; Prescriber report, to include prescriber name and address, patient name, drug name, date prescribed and filled, and pharmacy name and address; and, Dispenser report, to include dispenser name and address, patient name, drug name, date filled, quantity and days supply and prescriber name and address.”	Are these the only data fields that can be provided in these reports? Can additional relevant data be included as well? <b>Yes if approved or requested by DPR.</b>
II.F	5	8-9	“Prescriber report, to include prescriber name and address, patient name, drug name, date prescribed and filled, and pharmacy name and	What type of user does the State expect to view these reports? <b>Professional License Investigative staff and law enforcement.</b>

			address; and, Dispenser report, to include dispenser name and address, patient name, drug name, date filled, quantity and days supply and prescriber name and address.”	
II.F	9	9	“The system must have the capability to produce automatic threshold reports and template notices. The criteria have not yet been determined and may change over time...”	What is the expected number and frequency of reports and notices to be sent? <b>Monthly.</b>
II.F	9	9	“The system must have the capability to produce automatic threshold reports and template notices. The criteria have not yet been determined and may change over time...”	Will the Offeror be expected to mail threshold letters to non-registered providers? <b>Yes.</b>
II.F	10	9	“The system must provide for Grant Reporting of performance measures and the ability to interface with PMP systems in other jurisdictions.”	Does the State wish to have pricing for this requirement’s elements (Grant Reporting, Interstate Sharing) as separate options in the cost proposal? <b>The ability to create ad hoc reports must be included in the system. The system must be able to be configured to interface with PMP systems in other jurisdictions. Specific proposals can be discussed later as requirements are identified.</b>
II.G	3	10	“The system must provide for custom screens with multiple data filters.”	Please clarify what is meant by this requirement. <b>System must be configurable to remove or customize field labels.</b>
II.G	4	10	“The system must permit a registered user to request and receive information, including automatic reports, via the Internet.”	In this requirement, does “automatic reports” refer to scheduled reports? <b>This refers to real-time reports based on the patient information entered by the provider.</b>
II.G	4	10	“The system must permit a registered user to request and receive information, including automatic reports, via the Internet.”	Does this requirement mean that automatic reports should be customizable from user-to-user? <b>No. Reports that return multiple records for multiple patients may require DPR staff review.</b>

II.G	4	10	“DPR is interested in enabling registered users to receive reports without intervention by staff for those requests where there is an exact match.”	Please clarify what is meant by “exact match.” <b>This refers to real-time reports based on the patient information entered by the provider.</b>
II.G	4	10	“When the report does not meet the criteria for an automatic report, it shall be placed in a queue for review, approval, modification, or denial of release by DPR staff. A message informing the requestor that the request is being held for review shall be sent.”	Please clarify what is meant by this requirement. <b>Reports that return multiple records for multiple patients may require DPR staff review.</b>
II.J	12	13	“The Offeror shall use Customer Relations Management (CRM) tools to track interactions and patterns of interactions between Customers and the State’s web portal. The Offeror will analyze this data and develop features and services that will enhance the Customer experience, increase portal utilization and encourage repeat business. The proposal shall describe the Offeror’s CRM processes.”	Please clarify what is meant by this requirement. <b>Vendor must be able to electronically log and track customer inquiries to enable analysis to determine problem root causes and identify updates and enhancements to the portal or application.</b>
II.J	13	13	“The Offeror shall periodically conduct Customer satisfaction surveys...”	What is the number and frequency of surveys required? <b>On an ongoing bases (per transaction) or at least annually.</b>
II.L	2.1	15	“A project plan for implementation and ongoing support.”	Does the State require a project plan for the operational period or just implementation? <b>The project plan is required for the implementation period. The plan must extend into the operational period.</b>
II.M	4	18	“Any and all report administration of the hardware, operating system, or application software will require approved authentication techniques such as the use of strong, dual-factor authentication.”	Please confirm that the State is requiring 2-factor authentication for administrators (ie, the Offeror’s technical team, not just registered Delaware users). <b>Yes for administrators of the system(s).</b>
II.M	5	19	“For payment transactions made	Please clarify what “transaction” is referred to in this

			through Internet sites, the Offeror shall describe how it will ensure that transaction information is secured through encryption, authentication, and other standard payment card operating procedures to ensure that card information remains secure..."	requirement. Does this refer to the ASAP Standard 4.1's "Payment Type" field? Financial transactions. <b>Yes if the project utilizes financial transactions.</b>
II.M	12	20	"The Offeror shall define the parameters of a comprehensive security audit..."	If an Offeror utilizes a co-location data center that is SAS 70 certified, does this meet the States requirement? <b>Yes.</b>
II.O	ALL	23	"If this selection is chosen, the solution and pricing must include work involved to make this modification."	Is the Offeror required to include pricing and a breakdown of pricing within the checklist in addition to narrative about the modification? <b>Yes.</b>
II.O	6	23	"Average Size"	Please clarify this requirement. Is the state wanting the average size of the company, client, PMP clients, users, databases? <b>Client</b>
II.O	7	23	"Largest Customer"	Please clarify this requirement. Does the state wish for the Offeror to provide the name of its largest client or its largest PMP client? <b>Yes</b>
II.O	8	23	"Smallest Customer"	Please clarify this requirement. Does the state wish for the Offeror to provide the name of its smallest client or its smallest PMP client? <b>Yes.</b>
III	ALL	36	Whole page	Does the state wish for Offerors to follow the format of this page in its response? For example, the response should have 2 sections (minimum requirements and general evaluation requirements). <b>Yes (referenced appendixes are acceptable if necessary)</b>
III	ALL	36	Whole page	Where should the cost proposal be included? <b>Please include in proposal as a separate section.</b>
III	ALL	36	Whole page	Where should the transmittal letter be included? <b>Please include in proposal as a separate section.</b>
III.B	ALL	36	General Evaluation Requirements section	Does the state wish for Offerors to follow the format of this list in its response? For example, the section should have 5 sub-sections (mandatory requirements, appropriateness of solution, organization/staff qualifications/experience, understanding of the scope, and project management methodology).

				<b>That's up to the Offeror.</b>
III.B	ALL	36	General Evaluation Requirements section	Should the Offeror's proposal provide a requirement by requirement response to the scope of work outlined in II.A-N (pages 4-22) and the Scope of Work Checklist? <b>Yes.</b>
III.B	1	36	"Meets mandatory requirements"	What type of response is required in this section of the Offeror's proposal? <b>Proposal must be compliant with State of Delaware Professional Services Contract under §6982(b).</b>
III.B	2	36	"Appropriateness of proposed solution in terms of Business and Technical Requirements"	What type of response is required in this section of the Offeror's proposal? <b>Responses to the Scope of Work/Checklist should be at a high level - Yes/No /Modification Required with additional costs. In addition must include Architectural/Network Diagrams in Appendix C that are compliant with State standards.</b>
IV.C	2.a	51	Criteria Weight Section	How many points will be allotted for the cost proposal? <b>Not a criteria.</b>
IV.C	2.a	51	Criteria Weight Section	How will the cost proposal be weighted? <b>Not a criteria.</b>
IV.C	2.a	51	Criteria Weight Section	How will the cost proposal be evaluated? <b>Contract pricing will be negotiated with successful vendor.</b>
O	ALL	23	Comment column	Should the Offeror use this column to provide cross-references to specific sections in the response where the requirement has been explained in full detail? <b>Yes</b>
Appendix B	ALL	65	MWBE Reporting	Does the State require that all Offerors employ a MWBE for this contract? <b>No. Reports are required if the offeror or subcontractors are MWBE.</b>
Appendix B	ALL	65	MWBE Reporting	Is this requirement only for those Offerors who propose subcontractors or joint ventures along with a MWBE? <b>Yes</b>
Appendix C	Template B	68	Process Flow Diagram	Please clarify what process the Offeror should include in this diagram. <b>High level diagrams of the process to be used by practitioners and pharmacies.</b>
Appendix C	Template B	68	Process Flow Diagram	Please clarify what is meant by "end user." Is this an administrative user, dispenser, prescriber, law enforcement agent, licensing board agent, or other user? <b>End Users are defined as practitioners.</b>

N/A	N/A	N/A	N/A	Is there a specific format for the cost proposal? <b>See Section 5.i under General Contract Terms – Costs and Payment Schedules.</b>
N/A	N/A	N/A	N/A	Where in the response is the cost proposal to be placed? <b>Include in proposal as a separate section</b>
N/A	N/A	N/A	N/A	Does the State wish to provide access to the PMP to law enforcement, licensing boards, or other outside groups? <b>Access needs to be provided to DPR staff which includes licensing board staff and investigative personnel.</b>
N/A	N/A	N/A	N/A	Does the state require a public website? <b>Yes. Web pages that link into the DPR website are required.</b>
N/A	N/A	N/A	N/A	Will out-of-state and mail-order pharmacies who dispense to Delaware residents be required to report? <b>All in and out of state pharmacies licensed in Delaware will be required to report.</b>
N/A	N/A	N/A	N/A	Will dentists or veterinarians be required to report? <b>Dentist will be included. Veterinarians are not included.</b>