

Pete Ricketts, Governor

ADDENDUM THREE QUESTIONS and ANSWERS

Date: July 28, 2016

To: All Bidders

From: Jennifer Crouse/Robert Thompson, Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal Number 5330 Z1
to be opened August 30, 2016 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			Do you know the estimated value for the resulting contract for this RFP?	The State is not disclosing the estimated cost for this effort.
2.			Do you have an incumbent vendor for this project, if so, may I know the contract end date?	Truven Health Analytics currently provides a data and analytics solution for the State. However, the DMA solution is a unique, broad enterprise solution that

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				encompasses additional functionality. The Truven contract end date is September 30, 2018. The Truven contract has been added to the Bidder's Library.	
3.			What is the estimated cost for this effort?	The State is not disclosing the estimated cost for this effort.	
4.			What is the source of funding for this effort?	The funding is made up of Federal and State funds.	
5.			In Appendix A: "The State has several interdependent service and system initiatives in progress or planned to achieve its Medicaid enterprise vision. The preferred approach for achieving this vision is by managing these initiatives as a portfolio of projects with staged implementations that are governed by a single governance structure. Phasing implementation of functionality requires integration of new modules with The State's' existing systems until all new modules have been implemented." Will each of these stages/initiatives /modules mentioned be procured together or separately?	Each of the "Major Milestones" will be or have been procured separately, however the State reserves the right to procure in its best interest.	
6.			Is the "Target Date" listed on the Major Milestones table, the desired date to begin implementation or procurement?	The milestone date represents the targeted implementation date.	
7.			Who is the technical contact for this effort?	The point of contact for this procurement is identified in Section II.A.	
8.			Which of the 11 "major milestones" will be forthcoming procurements?	Milestones 5, 7-8, and 10 - 11 are in the RFP process or forthcoming.	
9.			Can you advise what the procurement vehicle will be for those milestones?	Monitor the State Purchasing Bureau website for formal procurements at: http://das.nebraska.gov/materiel/purchasing.html .	
10.			Which of the 11 "major milestones" have already been procured? What vendor provides them?	1 – EB Implementation: Automated Health Systems, Inc. 2 – Heritage Health: United Healthcare of the Midlands, WellCare Health Plans, Inc., Nebraska Total Care, Inc. 3 – NTRAC Implementation: Wipro LLC 4 – Eligibility and Plan Selection Integration: Wipro LLC and Automated Health Systems, Inc. 6 - Capitation Processing Module: Automated Health Systems, Inc. 9 – CBS Professional Institutional and Pharmacy Claims: United Healthcare of the Midlands.	
11.	A.	Schedule of Events	1	Activity list states proposal opening date 8/30, however, does not state proposal Due Date. Please confirm.	All proposals are due on or before 2:00 PM Central Time, by the date specified in the "Proposal Opening" located in the Schedule of Events in Section I.A.

12.	Paragraph I.A.2., “Medicaid and Long-Term Care (MLTC),” states, “MLTC provides health care coverage for approximately 230,000 individuals, at an annual cost of approximately \$1.8 billion. Currently, the program is administered through a fee-for-service (FFS) and regional risk-based managed care model. However, by the time the DMA is implemented, MLTC will have implemented Nebraska’s new statewide managed care program, Heritage Health, for physical, behavioral, and pharmaceutical services.”		How many Medicaid and Long-Term Care (MLTC) fee-for-service (FFS) claim lines were paid in the most recent year?	5,992,122 fee-for-services claims processed in 2015.
13.			What is the breakdown of these paid claim lines, by data (service) type? i. Medical Professional ii. Pharmacy iii. Facility 1. In-Patient 2. Out-Patient iv. Dental	Of the 5,992,122 fee-for-services claims processed in 2015: i. Medical Prof: 2,102,054 ii. Pharmacy: 3,047,973 iii. Facility: 492,824 1. 161,481 2. 331,343 iv. 349,271
14.			What is the average number of claim lines processed per day (based on Working Days/year)?	DHHS adjudicates an average of 221,260 claim lines weekly and 7,125 adjustments weekly.
15.			How many Providers are there in your provider file?	There are approximately 228,000 provider records in

				<p>the provider file, this includes approximately 76,500 active billing providers and approximately and approximately 26,000 unduplicated active group members.</p> <p>There are currently 221,483 provider records in the provider file, this includes 70,065 active billing providers and 25,832 unduplicated active group members.</p>
16.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		<p>DHHS currently contracts with Truven for reports and tools to support the investigation of potential fraud, waste, or abuse (FWA), by Medicaid providers and clients, by analyzing historical data and developing profiles of health care delivery and service utilization patterns.</p> <p>What was the Effective Date and term of the original contract with Truven?</p>	<p>The current contract term for the Data Warehouse and Decision Support System with Truven Health Analytics runs from October 1, 2013 to September 30, 2018</p>
17.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		<p>What are the start and end dates of the current Truven contract term?</p>	<p>The current contract term for the Data Warehouse and Decision Support System with Truven Health Analytics runs from October 1, 2013 to September 30, 2018.</p>
18.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		<p>Describe the reports and tools which Truven provides.</p>	<p>Primary reports and analytics generated from Truven are listed in the bidder's library MLTC Current State Report Inventory as Report ID range 1-101. The core tool used is Truven Advantage Suite.</p>
19.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		<p>What Investigative Case Management system do you currently use?</p>	<p>Nebraska Medicaid Program Integrity does not use a case management system currently.</p>
20.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		<p>Is it home-grown or from a third party?</p>	<p>Nebraska Medicaid Program Integrity does not use a case management system currently.</p>
21.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		<p>What is the name of the system?</p>	<p>Nebraska Medicaid Program Integrity does not use a case management system currently.</p>

	Abuse) Investigative Case Management			
22.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		IF you do use another system, do you plan on migrating to a new DMA Case Management system?	Minimal current case information is maintained in several excel spreadsheets. If the migration of information from the current case log maintained in spreadsheets is possible, then yes. If it is not possible, existing case log will be manually entered by the State.
23.	Payment Integrity (Fraud, Waste and Abuse) Investigative Case Management		Section B.3.b., "Program Integrity" calls for a Fraud and Abuse Detection System (FADS). Please identify the requirements for the FADS.	The DMA requirements are organized as an enterprise solution. The State is requiring the DMA solution to support a significant portion of the MLTC business functions, including the business of fraud, waste and abuse. Specific requirements in the context of fraud, waste and abuse are encompassed primarily in Appendix A – Statement of Work Section IV.N.5. Program Integrity.
24.	Bidder Assumptions regarding CMS Certification of the DMA Section III.C. "Initial Operations and CMS Certification," 1. "Overview" states, "The State understands that CMS is currently in the process of establishing an approach and method to modular certification. However, the process is not established at this time."		What assumptions should be made regarding the scope of services that the successful bidder will have to provide in support of CMS certification of the DMA?	The bidder will be responsible for providing all information required by CMS and answer any questions required by CMS for the proposed solution. The State requests each bidder to propose the best scope of services it sees fit to achieve CMS certification with respect to the approach and solution it proposes.
25.	Bidder Assumptions regarding CMS Certification of the		Of these assumed services, which services are specific to CMS certification of the FADS?	See response to question 24.

	DMA			
26.	Appendix A, IV.L- User Support	56	Of the 650 users, can the state provide an estimate of the proportion of "technical" users (those with the knowledge to generate as hoc reports using BI tools) to those who would use the contractor's more friendly Decision Support tool?	The State requests each bidder to propose the best scope of services it sees fit to achieve CMS certification. Per Appendix A – Statement of Work Section IV.L. User Support: "MLTC anticipates approximately 150 of these staff will be more active and sophisticated users of the system reporting and analytic tools. Specifically, the use of the Case Management and Program Integrity tools will be limited to an even smaller number of users."
27.	Appendix A, II.G.1- Overview	21	The overview refers to converting data from the existing data warehouse. How long is the existing data warehouse expected to be in place? Please provide more details on the type of data that would be coming from that warehouse.	The State anticipates the existing data warehouse (Truven) to be operational until 9/30/2018. The State has made as much information available about the "as-is" and "to-be" environment as reasonable. Primary reports and analytics generated from Truven are listed in the bidder's library MLTC Current State Report Inventory as Report ID range 1-101. The interfaces from the MMIS to Truven are listed in the bidder's library MLTC Current State Interface Inventory as Interface with Truven.
28.	Appendix A, III.C.2 Req 145	34	Will the state please identify the approximate number of staff to be trained and the levels of certification training needed?	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
29.	RFP.III.AAA	27	Does the state have a required Recovery Point Object (RPO) for vendors to meet as a part of the proposal? These numbers can be a significant driver of cost depending on the level of availability the state wants to see from the solution.	The Recovery Point Objective will vary by the criticality of the function and data to the business. In order to determine and agree to the RPOs it will be necessary for the State to understand the characteristics of the selected solution. The bidders may provide proposed RPOs for their solution along with the rationale for each RPO.
30.	Appendix A.I.A.3.c	4	How many users of each type will there be in the new solution? User types can be classified in one of three way: Executive, Business Analyst, and Advanced Analytics. Executive users may use of dashboards and pre-defined summary reports to monitor KPI's and quickly spot trends. Business Analysts use report authoring tools to create standard and ad hoc reports as well as dashboards	Per Appendix A – Statement of Work Section IV.L. User Support: "MLTC anticipates approximately 150 of these staff will be more active and sophisticated users of the system reporting and analytic tools. Specifically, the use of the Case Management and Program Integrity tools will be limited to an even smaller number of users."

			for use by others. Advanced Analytics users make use of advanced statistical modeling tools to perform complex analysis and to ferret out new relationships from the data that may not have been immediately obvious.	The State requests each bidder to propose the best approach for user types it sees fit to meet the RFP requirements.
31.	Appendix A.I.A.3.e, MLTC Current State Interface Inventory	5	<p>How many sources systems will there be for the data warehouse?</p> <p>What is their frequency of update?</p> <p>Does data need to be provided in both directions, that is, to and from the warehouse?</p> <p>What is the anticipated volume of information that will flow between these systems?</p> <p>Are all the interfaces that will be required represented in the MLTC Current Interface Inventory spreadsheet, or will there be additional ones in the new solution?</p>	<p>The State has made as much information available about the "as-is" and "to-be" environment as practicable. The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.</p> <p>The MLTC Current State Interface Inventory provides the interface inventory used in the "as-is" environment. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to interfaces.</p>
32.	Appendix A.II.B.2.019	14	Would the state please describe their Data Governance Team and processes, including who the data stewards are for the source systems feeding the DMA?	The State is currently in development of its Data Governance Program.
33.	Appendix A.II.H.2	22	<p>What is the setup up of the state's network infrastructure?</p> <p>What is the mechanism for Authentication and Authorization?</p>	<p>Details of the State's network configuration is confidential, so DHHS is unable to share with bidders at this time. These details may be shared with the awarded bidder. If the bidder has a specific question please submit with Second round written questions and the State will provide a response if it is not confidential.</p> <p>The mechanism for authentication is via a centralized Active Directory using LDAP. Authorization is distributed to the application's authorization mechanism.</p>
34.	Appendix A.IV.G	48	<p>How long must data be retained by the project?</p> <p>How much data needs to be online accessible and how much needs to be in archive?</p>	The current Data Management solution contains 120 months of Medicaid claims and provider and client information for management reporting, including the Management and Administrative Reporting Subsystem (MARS), Surveillance & Utilization Review Subsystem (SURS) and Transformed Medicaid Statistical Information System (T-MSIS) reporting.

				<p>The bidder should provide a growth factor for each additional 12 months in their Cost Proposal.</p> <p>The State anticipates detailed requirements will be developed during the DDI phase.</p> <p>See minimum data retention requirements 613, 618, and 621.</p>
35.	Appendix A.IV.H.2.264	50	Having an RTO for 48 hours will cause additional unnecessary costs to the solution. Would the state be willing to entertain other reasonable recommendations concerning this disaster recovery metric?	The Recovery Time Objective will vary by the criticality of the function and data to the business. In order to determine and agree the RTOs it will be necessary for the State to understand the characteristics of the selected solution. The bidders may provide proposed RTOs for their solution along with the rationale for each RTO.
36.	Appendix A.IV.H.270	50	What kinds of maintenance windows will the state find acceptable? Depending on the frequency of update from the source system, there may be a certain percentage of each day that may need to be dedicated to loading data.	The window for planned maintenance is between the hours of 11:00PM to 3:00AM on weekdays, and from 10:00PM Saturday to 4:00AM Sunday on weekends. All planned maintenance must be approved and scheduled with the State in advance.
37.	Appendix A.IV.L.2	57	Can the state please provide additional guidance regarding the number of users? For example, how many people need to just be able to view reports, how many need to be able to author reports, how many will be engaged in advanced statistical analysis? The number of users can be a significant driver of cost for the solution, so having a better understanding of who will be performing what functions will allow the vendor to appropriately size the solution.	See response to question 26 and 30.
38.	Appendix A IV.M.2.336	58	<p>What is the single sign-on solution employed by the state?</p> <p>What are the protocols that it uses to communicate?</p>	The State does not have a single sign-on solution. The State is seeking the bidder's expertise to offer the best solution.
39.	Appendix A IV.N.7.a	72	<p>Has the state already defined the format in which it will receive data from the MCO's?</p> <p>Can the state please share what that format, volume and the frequency of the data will be from the MCO's?</p>	<p>Yes, the State has defined the data requirements and formats with the MCOs.</p> <p>The MCOs send data to the State using x12 HIPAA 5010 transactions and proprietary file formats. This information, along with the frequency, has been posted to the Bidders' Library: Heritage Health Interfaces. The volume can be found in the bidder's library: DSS Monthly Transaction Sample.xlsx.</p>

40.	Appendix A IV.O.1.a	74 - 75	Regarding the InfoSphere Suite of products, Master Data Management (MDM), and Cognos that the state has procured, has the state also purchased InfoSphere DataStage? Does the state have an enterprise license for these tools that would allow the bidder to leverage these tools without additional cost to the state or the project?	Yes, Data Stage is one of the components of the InfoSphere Information Server Enterprise Edition. The State does not have an enterprise license for these tools. If the bidder leverages these tools as part of their solution, they will need to include the corresponding costs in their proposal.
41.	Appendix A IV.O.1.a	74 – 75	Will the enterprise capabilities that are described on pages 74 – 75 be ready and available by the time the DMA project starts?	The State is currently in development of enterprise capabilities. Implementation dates for these capabilities are not available at this time.
42.	Appendix A IV.O.5.b	79	Does the state have a preferred data modeling tool that it would like for the bidder to use?	No. The State has provided information on its Enterprise Architecture Program in Appendix A – Statement of Work section IV.O. Information and Technical Architecture. DHHS intends to look for opportunities and explore options to reuse existing assets within the context of new projects and initiatives, such as the DMA. However, bidders are not required to utilize these products. The State is requesting the bidder’s expertise to offer the best solution. The State is using IBM Infosphere Suite for certain data management and metadata repository functions, and ER/Studio for Data Modeling.
43.	Appendix A IV.O.14.b.625	88	Would the State be willing to use desktop tools in a Citrix-based environment? This would allow the state to achieve their goal of not installing desktop analytical software, while reducing the overall cost of the solution.	See “Revised Appendix A – Statement of Work” and “Change Log – Revised Appendix A”.
44.	Attachment B Req. 254	42	How many years of history must be available in the solution online?	See response to question 34.
45.	Attachment B Req. 255	42	How many years of history needs to be available in the archive?	See response to question 34.
46.	Appendix E I.B	2-3	If a data model expert and an architect are required to successfully deliver the solution, is it okay to include these resources in the technical and cost proposals for the main project?	Yes, all resources required for a bidder’s proposed solution should be included within the technical and cost proposal, Appendix D. All services required for Optional Services, as addressed in Appendix E and F, should be submitted as separate and distinct documents.
47.	Attachment B 405	70	How many physicians/providers will need to have access to the performance reporting portal?	The total current number of billing providers is approximately 76,500. Since DHHS currently does not have a performance reporting portal, DHHS is unable to predict the volume of needed access.

				The total current number of providers is approximately 82,845 with 18,573 of that number being billing providers. Since DHHS currently does not have a performance reporting portal, DHHS is unable to predict volume of needed access.
48.	General		<p>Will source systems be accessible and capable of delivering required data sets at the performance, volumes, and schedule as required by the RFP and vendor project plans?</p> <p>Does the state agree that vendor's liability will be limited for data that cannot be acquired due to no fault of the vendor?</p>	<p>The Contractor is responsible for meeting their scope of work. The State will not impose penalties if failure to meet requirements is at no fault of the Contractor.</p> <p>The State recognizes this project has many dependencies outside of the Contractor's control. The Contractor will need to manage collaboratively across all stakeholders and data suppliers. The State will support the Contractor in this process.</p>
49.	General		<p>Will subject matter experts regarding each source system be available for knowledge sharing and system integration activities such as design and implementation, per the agreed upon schedule?</p> <p>In the event state resources are not available, Will the state work with the vendor to develop a contingency plan that adheres to the agreed upon time schedule and scope.</p> <p>If there is a sustained shortage of state staff available to support the project that cannot be addressed through a contingency plan, will the contractor have the ability to request a change order to add staff in order to fulfill SLA requirements?</p>	<p>The State will provide staff as determined to be necessary by the State.</p> <p>The State will make a determination should this situation arise.</p> <p>The State will make a determination should this situation arise.</p>
50.	General		Will state staff be available for requirements, design, and program management, implementation, and rollout activities, per the agreed upon schedule?	The State will provide staff as determined to be necessary by the State.
51.	General		Will common identifying elements be available in disparate source systems to enable cross-linking of the proper entities?	Each source system contains key data. This is a detailed requirement that will be developed during the DDI phase.
52.	General		Will templates be available for all required deliverables for CMS and the state stage gate review?	The State will not be providing templates. To the State's knowledge, CMS has not released templates.
53.	General		Will data be available from source systems covering the required minimal years for each data source as required in the RFP, and can the data be mapped using a master index (e.g., additional client data as available from the state, to complete the client life	<p>Yes, data will be made available from the source systems.</p> <p>See response to question 51.</p>

			history capability)?	
54.	General		For sizing purposes what should the vendor solution assume as a maximum Medicaid enrollment rate year over year for the life of the contract?	The State does not have projected sizing information. The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The bidder may provide a growth factor for each additional 12 months in their Cost Proposal. The State is requesting the bidder's expertise to offer the best estimate. Refer to the AnnualReport14.pdf in the Bidder's Library for historical data.
55.	General		How many days will the state agree to for approval of all change requests (State or contractor) that are properly submitted through the change management process?	The State has not defined a number of days.
56.	General		Is it accurate to assume that training will focus on the new tools (SAS, Informatica, ESRI ArcGIS, and COGNOS) and other environmental differences?	The Contractor is required to provide training on its complete solution.
57.	General		Will the State will not be available between 12/21/17 and 1/4/18, in order to account for the holidays?	There are two (2) Federal/State holidays during this time period and state staff will not be available on those dates, December 25, 2017 and January 1, 2018.
58.	General		Is it okay for the vendor to leverage the existing state single-sign-on solution for authorization and authentication?	See response to question 38.
59.	General		Will the state allow the vendor to provision users for the DMA?	The State is open to alternative arrangements for user provisioning if it makes business sense and satisfies all of the other requirements set forth in the RFP, including but not limited to security and compliance.
60.	General		For any deliverables which require client approval, will the state allow other tasks to proceed as scheduled during the approval process?	Yes, subject to State approval.
61.	General		Would the state please clarify your training needs beyond the initial training described in the RFP?	Refer to Appendix A – Statement of Work Section IV.L.2 for requirements regarding training and ongoing education.
62.	General		We have assumed a project start date of 02/01/2017 based on the RFP. If there are delay, is it accurate to assume that those delays may result in changes to the project schedule?	The State reserves the right to amend the project schedule as necessary.
63.	General		Will all vendors, data suppliers and stakeholders inform the contractor of all changes that impact the data supplied to the DMA before they apply	The Contractor will need to manage this project collaboratively across all stakeholders and Contractors. The State will support the Contractor in this process.

			changes? How much notice is given before such changes so that the Contractor may review all proposed changes and review the approach and required DMA changes with the state?	However, no guarantee is given that every change will be known in advance. Please refer to the Change Management Operations requirements 213 and 214.
64.	General		Will the contractor receive data from all data suppliers in a timely fashion, including both historical and incremental data loads, and will that data be of sufficient quality to support reporting and analytical requirements?	The quality and timeliness of the data is dependent upon many variables. The State requests each bidder to propose the best approach to data management and exchange as it sees fit to meet the RFP requirements.
65.	General		Will a mutually agreed upon "reasonable" timeframe be established by the State with the vendor in which all State approvals and reviews will be provided within?	Bidders should include the timeframe for review within the deliverable catalog. The State will evaluate the reasonableness of the bidder's response.
66.	General		Will responsible state staff review required deliverables within seven calendar days per the agreed upon DED document?	There is no agreed upon DED document. Bidders should include the timeframe for review. The State will evaluate the reasonableness of the bidder's response.
67.	General		Will the source data suppliers provide all required data by agreed upon date in order for the contractor to make design and development dates? This is a critical date for the project success.	The State recognizes this project has many dependencies outside of the Contractor's control. The Contractor will need to manage collaboratively across all stakeholders and data suppliers. The State will support the Contractor in this process.
68.	General		Will the source data supplier provide up-to-date metadata (data models, data dictionary, etc.) on or before agreed upon date?	See response to question 67.
69.	General		Will the state required that source data suppliers work with the Contractor to define a mutually agreed upon date for how source data will be transferred to the Contractor?	See response to question 67.
70.	General		Will the contractor not be held liable for if other vendors do not achieve their milestone dates?	The Contractor is responsible for meeting their scope of work. The State will not impose penalties if failure to meet requirements is at no fault of the Contractor.
71.	General		Will training be assumed to include standard non-client specific test data?	Yes, the State is requiring the Contractor to provide various types of training to support each DDI and Operational Phase. Training includes, but not limited to, training on: system tools, software, processes, privacy and security, CMS certification process, user support procedures and policies, user acceptance testing, internal and external user training, etc.. The bidder should provide and describe the recommended and proposed types of training that

				coincide with the Contractor's established best practices. The Contractor is required to provide methods of training that are best suited for their solution while providing the best user experience for the State.
72.	MLTC Current State Report Inventory		Many of the reports listed in the report inventory spreadsheet are ad hoc. How many of the reports listed in the inventory are actually ones that you will want carried forward in the new DMA application as standard reports?	The MLTC Current State Report Inventory provides the report and analytics inventory used in the "as-is" environment. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of information needed to support MLTC in its solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to reporting and analytics. For example, the bidder may have one report that replaces many "as-is" reports.
73.	General		Will the state provide examples of reports where available?	The bidder's library contains examples of reports. See Report Examples.zip
74.	II.A	13	<p>(a) Based on the RFP, is it correct to assume that the DDI is scheduled to start on Feb 1, 2017 and end by Sept 30, 2018?</p> <p>(b) The RFP also states that the State will allow up to 36 months for DDI, does this mean that the contractor can split the work into multiple phases and have the DDI fully completed within 36 months or earlier?</p> <p>(c) If (a) is no and (b) is yes, then can you clarify what key functionalities will need to be in place by Sept 30, 2018.</p>	<p>For (a) and (b), Yes. During the DDI phase, the Contractor is required to implement a solution and services that meet the requirements of the operational phase of the contract. The State's contract with its current data warehouse Contractor will expire on September 30, 2018. The DMA solution must have functionality in place to replace the functionality in the existing data warehouse / Decision Support System prior to that date. The State prefers a phased approach to meet that date and will allow for functionality beyond that scope to be implemented as much as thirty six (36) months from contract start date.</p> <p>(c) Not Applicable</p>
75.	App A/SOW V.B	89	The RFP discusses and seeks responses on Turnover Plans (App A/SOW V.B (p89)) and Turnover Management Plans (App A/SOW V.C (p90)). Will the State please cite the difference between the two (i.e., what it wishes bidders to discuss in terms of Turnover Plans and what it wishes bidders to discuss in terms of Turnover Management Plans)?	Turnover Plans focus primarily on the strategic aspects of the turnover process for planning as described in requirements 645 and 647. Turnover Management Plans are in the context of project management and express actual turnover project management activities. The State recognizes this may be a single artifact for some vendors.
76.	App A/SOW V.E	94	In the RFP, the State cites (in part), "...provide current versions of all documentation deliverables included in the Contractor's proposed deliverables catalog for the life of the contract in conformance	Current versions in this context are versions of documentation that accurately depict the state of the DMA solution at the point in time Turnover begins. For example, the Contractor may update DMA Data

			with the provided templates, media, instructions, and procedures and of the quality of the provided examples submitted with the proposal.” Can the government please clarify that statement, especially what is meant by “current versions”?	Models near the end of the contract. This requirement requires the Contractor to provide the DMA Data Model documentation during the Turnover phase that accurately reflects the operational state at the point in time Turnover begins.
77.	General		Based on observation of similar Georgia and Colorado procurements, and the benefit to the evaluation process in level setting vendors cost responses, is the State willing to share your not-to-exceed price for this project (DDI + ongoing operations)?	No.
78.	N. 2. B. Business Architecture Overview, Requirements Bidders Library: MLTC Current State Report Inventory	61	The list of reports in the bidders library is extensive. We understand that the data warehouse would be capable of creating each of them. Is there a core list of reports that would be required at go live, beyond the federal reports listed?	The MLTC Current State Report Inventory provides the report and analytics inventory used in the "as-is" environment. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of information needed to support MLTC in its solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to reporting and analytics. For example, the bidder may have one report that replaces many "as-is" reports.
79.	N. 4 Managing Queries and Reports – Predefined and Ad-Hoc	62-63	The list of data sources goes beyond Medicaid claims, eligibles, providers and associated data. We understand the data warehouse would be capable of including all the sources listed and reporting on them. Which data will be required to be loaded into the data warehouse at go live? Is there a predicted timing when the balance of the data, not loaded at go live, would be available and must be loaded into the data warehouse?	The State’s contract with its current data warehouse Contractor will expire on September 30, 2018. The DMA solution must have functionality in place to replace the functionality in the existing data warehouse / Decision Support System prior to that date. Primary reports and analytics generated from the current data warehouse (Truven) are listed in the bidder’s library MLTC Current State Report Inventory as Report ID range 1-101. The interfaces from the MMIS to Truven are listed in the bidder’s library MLTC Current State Interface Inventory as Interface with Truven. The State prefers a phased approach to meet the initial go-live date and will allow for functionality beyond that scope to be implemented as much as thirty six (36) months from contract start date. The State will support the availability of the “balance of the data” based on the State approved phasing options.
80.	Attachment A – Deliverables Catalog	1	The instructions in Attachment A state that All deliverables in this catalog should be included in Appendix D – Cost Proposal Sheet. Can the State change this statement to include just the DDI Deliverables, which is the second tab in Appendix D?	Attachment A – Deliverables Catalog is hereby amended and superseded with the following: NOTE: All deliverables in the DDI catalog should be included in Appendix D – Cost Proposal Sheet.

81.	Appendix C – Cost Proposal Instructions, Section B. – DDI Deliverables	3	The first paragraph states that “ All deliverables included in the Attachment A - Deliverable Catalog should be entered in the DDI Deliverables ”. The Deliverables Catalog includes deliverables for all four project phases. Can the State change this instruction to indicate that only the deliverables included in the DDI Deliverables section of Attachment A should be entered in Appendix D – Cost Proposal Sheet A?	Appendix C – Cost Proposal Instructions is hereby amended and superseded with the following: All DDI deliverables included in the Attachment A - Deliverable Catalog should be entered in the DDI Deliverables.
82.	Appendix C – Cost Proposal Instructions, Section B. – DDI Deliverables	3	The first paragraph states that “ Deliverables which are planned to be submitted more than once should be listed with the price for each planned submission ”. This approach will create a lengthy list of pricing since several of the deliverables have a frequency of weekly or monthly. Will the State consider changing this instruction to reflect that pricing for Deliverables submitted more than once should be grouped on one line and priced for all planned submissions?	Bidders may price recurring deliverables such as a status report at \$0. In the event that a bidder prices recurring deliverables at \$0, the bidders may list all said deliverables on one line. If the bidder prices the deliverable at an amount greater than \$0, the bidder must list each recurrence of the deliverable priced on the pricing sheet. Additional rows have been added to the pricing sheet to ensure sufficient space available for the recurring deliverables.
83.	Appendix D – Cost Proposal Sheet	DDI Deliverables and DDI Labor tabs	Appendix D requires pricing for each DDI Deliverable, and separately, a price for DDI Labor. The DDI Deliverables are DDI Deliverables include the related labor, so what is the State’s expectation for costs to be included on the DDI Labor tab?	The sum of the total price for DDI Labor and DDI Materials and services should equal the price for DDI Deliverables. These pricing sheets are to provide the cost build-up information for the State.
84.	Attachment B 405	70	Would the state consider Key Performance Indicator report, with actionable insights, peer group comparison reporting by specialty and integration with a patient profiling application as the required functionality for base line implementation? Additional changes could then be identified and implemented via the approved change management process after the portal is in production.	The State’s contract with its current data warehouse Contractor will expire on September 30, 2018. The DMA "base line" implementation must have functionality in place to replace the functionality in the existing data warehouse / Decision Support System prior to that date. The State prefers a phased approach to meet that date and is open to the bidder's expert advice in doing so. The State will allow for functionality beyond the "base line" scope to be implemented as much as thirty six (36) months from contract start date.
85.	Appendix A L.A.3.c	4	The number of users that need direct access to the solution can be a significant driver of cost. How many of the roughly 500 casual users will need direct access to the solution and how many can have their needs met by static reports delivered via email?	See response to question 26 and 30.
86.	Appendix A	56	How many users will need access to the Case Management and Program Integrity tools?	Initially, approximately twenty-five (25) staff will be using the case management system. The need for

	IV.L.1.a			access may change during the life of the contract.
87.	Appendix A IV.H.2.267	50	The last sentence is not complete. Could the State update this requirement wording?	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
88.	Appendix A IV.L.3.c	57	There is no "c" under Proposal Response. Was that a formatting error or is there a "c" that needs to be added to this section? If the latter, could the State update this requirement wording.	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
89.	Appendix A V.D.1.c	91	There is no "iv" under Proposal Response. Was that a formatting error or is there an "iv" that needs to be added to this section? If the latter, could the State update this requirement wording.	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
90.	I.A	3	Approximately how many claims are submitted to Nebraska each year?	See response to question 12 and 13.
91.	I.A	3	Will contact with the IT department be direct by the contract PM or through a Nebraska CO?	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
92.	I.A	4	The RFP mentions an MMIS was installed in 1996. How far back do claim records go and how many years behind are expected to be ingested by the proposed solution?	NFOCUS was implemented in 1996. MMIS has been fully operational since 1978 and became Heath Information Portability and Accountability Act of 1996 (HIPAA)-compliant in October 2003. See response to question 34.
93.	I.A	5	Will other contractors be available for on-site meetings?	The Contractor will need to manage this project collaboratively across all stakeholders and Contractors. The State will support the Contractor in this process. Not all contractors will be onsite for all meetings.
94.	I.A	5	How is data integrated amongst sub-systems?	The MMIS legacy system is made up of 15 subsystems. Some of these 15 subsystems are fully integrated within the MMIS. While others, such as Data Management or Drug Claims Processing, are internal and external data interfaces of the MMIS. The data within the MMIS is read, updated and shared across the 15 subsystems. For example, the MMIS Provider database is utilized by each of the 15 subsystems.
95.	I.B	10	Given that MARS and SURS are part of the new DMA scope, does that mean that the existing solution for SURS, MARS, and T-MSIS report will be	Yes, the current contract for these services will end September 30, 2018.

			eliminated?	
96.	I.B	10	What interdependencies does the stage envision between this solicitation and other planned modules? What is the state's management plan for these?	The State is implementing a modular, enterprise solution as outlined in the RFP. This may require the DMA to initially interface with the existing systems and implement an updated interface to or from a new module. Some of this is dependent on how the bidder implements the stated requirements. The bidder should incorporate into its response how they intend to manage interdependencies among existing and new modules to meet desired outcomes as expressed in the RFP. The State will perform oversight in managing interdependencies
97.	II.A	13	What is the size (in bytes) of the existing/current data warehouse?	Space allocated to DHHS from the current vendor is in excess of one terabyte.
98.	II.A	13	What is the technology of the existing/current data warehouse?	Truven Advantage Suite.
99.	II.A	13	Who is the Vendor managing the existing/current data warehouse?	Truven Health Analytics, Inc.
100.	II.A	13	Is there a minimum number of previous clients the state expects to see?	There is no minimum.
101.	II.B	15	Is there a desired format or page limit for the submission of the initial IMS?	No, the State does not have a desired format nor a specific page limit for the IMS.
102.	II.C	15	Is there a desired format for the weekly, monthly, and quarterly status reports?	No, the State is not prescribing a specific format for status reports. The State requires the Contractor to work with the State for an acceptable format.
103.	II.D	19	Does the state have a range of time that they consider "reasonable review periods"	Bidders are to include the timeframe for review within the deliverable catalog. The State will evaluate the reasonableness of the bidder's response.
104.	II.G	22	Does the state have a method of validation other than the source data sets matching the target data sets? (e.g. the source data contains duplicates / anomalies)	The State uses several methods, in combination, to validate data. One method includes a custom developed process that compares source data to target data. Another method uses the combination of specific data elements for validation, for example, provider ID, client ID, date of service, claim number, reference data, etc.
105.	II.I	23	What is the state's recovery time objective (RTO) in the event of disaster? When would the state accept partial recovery? When would the accept full recovery? How would the state define partial recovery, or	See response to question 35. Not enough information was provided to respond to the question. Please provide further detail around "partial recovery" and "minimum interim service" and resubmit with Second round written questions.

			minimum interim service?	
106.	II.J	24	For staff located in Lincoln, does the state intend to provide office space in state buildings or will the vendor acquire external office space?	<p>The State will provide the Contractor with limited local facility space for Contractor staff members, during the DDI phase, whose work requires regular State interaction (e.g. project manager and business analysts). The State, in anticipation of temporary periods of increased local staffing presence for certain project activities (e.g. system readiness testing), will work with the Contractor to plan for and provide temporary work space during those periods.</p> <p>The Contractor is responsible for all other facility needs for hosting of environments and Contractor staff whose work does not require regular State interaction.</p>
107.	II.K.1	24	<p>"The key position personnel identified below must be the actual personnel who must fulfill the obligations of the terms of the RFP. Resumes and references must be included in the proposal for each of these positions."</p> <p>Is this a request for references to include project experience or for specific personnel references?</p>	Proposals should include resumes for key positions with references specific to the proposed key personnel.
108.	II.K.1	25	<p>For non-conflicting and created positions, what is an acceptable level of duty sharing; how many positions may one individual hold?</p> <p>Could duties be distributed to multiple individuals?</p>	It is at the bidder's discretion to propose how many positions and/or duties one individual may hold, except as otherwise specified within Appendix A – Statement of Work.
109.	II.M	28	<p>What levels of issue escalation does the state expect?</p> <p>Will there be a single point of contact for help and support or directed help to relevant staff?</p>	<p>The State is not prescribing levels of issue escalation.</p> <p>The State will provide staff as determined to be necessary by the State.</p> <p>The State is seeking the bidder's expertise to offer the best user support solution based on the RFP requirements.</p>
110.	II.N	29	The vendor proposes a system in full compliance with the CMS MMIS seven conditions and standards, will this level of service be suitable for production in the state?	<p>The State does not completely understand this question. Please elaborate or rephrase.</p> <p>The Contractor is required to meet all of the requirements of the RFP.</p>
111.	II.O	30	Does the state possess an operational readiness checklist?	No, the State does not currently possess an operational readiness checklist for this RFP.

			<p>Could that be shared with vendors?</p> <p>If not available, will this checklist be developed in conjunction between vendor and state or at the state's total discretion?</p>	<p>The State will develop an operational readiness checklist at its own discretion and will solicit input from the Contractor. Note: the State's operational readiness checklist should not preclude the Contractor from developing its own checklist as part of the Contractor's Operational Readiness Plan.</p>
112.	II.P	30	<p>Unnecessary delays can hinder project goals. Will the state be prepared to approve a Privacy and Security Plan at contract signing, if not, how long after will they be prepared to sign?</p>	<p>The State will not be prepared to approve a Privacy and Security Plan at contract signing. The bidder should propose, within its project timeline, the activities leading up to, and including, the States review and execution of the Privacy and Security Plan.</p>
113.	II.Q	32	<p>Provided with a solution fully complying with the implementation plan, what further validation does the state anticipate performing before approving a "go-live"?</p>	<p>The details of the State's readiness review will be determined during the DDI phase.</p>
114.	III.A.2	32	<p>Is there a defined distinction by the state between initial operation phase and CMS certification phases?</p>	<p>No.</p>
115.	III.A.2	32	<p>Who is classified as "other Contractors"?</p>	<p>Specific to requirement 134, other contractors include but are not limited to those entities whose participation is necessary for the certification of the DMA solution. The Contractor will need to manage collaboratively across all necessary stakeholders to fulfill the DMA scope of work. The State will support the Contractor in this process.</p>
116.	III.C.1	34	<p>In regards to the Contractor reimbursing the State for lost enhanced funding; What provides a clear distinction between the Contractors business creating the loss or the State business creating the loss?</p> <p>Is all the weight on the Contractor?</p>	<p>The distinction is based on the entity responsible for the activity. If the system doesn't meet a requirement for certification, the responsibility is the Contractor's.</p>
117.	III.C.3	35	<p>Stabilization Manager - Special Requirements: "Must not serve in any other position." Does this requirement refer to any other position on the project (or does it refer to work done on other contracts or efforts)?</p>	<p>The role of Stabilization Manger must not serve in any other position on the project during the Initial Operations and CMS Certification phase.</p> <p>This role is to be 100% allocated to the project through stabilization.</p>
118.	IV.C.2	43	<p>What is the criteria for determining a failure?</p> <p>Who determines if an incident is considered a</p>	<p>The criteria is that the Contractor did not meet the performance standard. The determination is made by the State. The measures are established within</p>

			failure?	Appendix A – Statement of Work.
119.	IV.N.3.c	63	"Provide five samples..." What constitutes a sufficient sample (for inclusion in the response)?	This is at the discretion of the bidder.
120.	IV.N	66	Will the state be able to provide the contractor with historical returns that have been identified and categorized as fraud / waste/ or abuse?	The State will share detailed historical information during the DDI phase.
121.	IV.N.5.b	67	Requirement 440. Would these additional projects be included in the scope of the contract awarded?	No, the requirement is to suggest additional projects and ideas for Program Integrity efforts. The work effort for additional projects is not to be included in the scope of the project.
122.	IV.N	70	How many investigators / case workers does the state have at its disposal?	Approximately twenty-five (25) staff will be involved in using the case management system.
123.	IV.O.14.c	88	How many scenarios/ best practices recommendations should be included?	Bidders should include sufficient scenarios and best practices to reflect their responsiveness to the requirements and the State's needs.
124.	RFP Appendix A – Statement of Work Section IV.M	57	Is DHHS planning to use the system security plan (SSP), information security risk assessment (ISRA), and privacy impact assessment (PIA) templates provided by CMS?	DHHS has used CMS templates as a starting point when available. In the case of the SSP, ISRA, and PIA specifically, DHHS has used the templates "as is", and would anticipate to in this instance, if those documents are required by CMS for this project.
125.	RFP, Section I., Appendix A SOW, and Appendix D- Cost Proposal Sheet	1	<p>"A contract resulting from this Request for Proposal will be issued approximately for a period of seven (7) years and eight (8) months effective the date of award." and "The State's contract with its current data warehouse Contractor will expire on September 30, 2018. The DMA solution must have functionality in place to replace the functionality in the existing data warehouse..."</p> <p>Would the State please confirm that the Base contract term is 92 months? Since the contract start date is 2/1/17, the go-live date is 9/30/18 and there are 5 operational years per the Cost Proposal Sheet it would appear that the Base term is 80 months</p>	<p>The initial contract term is for 80 months.</p> <p>Section I, paragraph two (2) is amended and superseded with the following:</p> <p>A contract resulting from this Request for Proposal will be issued approximately for a period of six (6) years and eight (8) months effective the date of award. The contract has the option to be renewed for four (4) additional three (3) year periods as mutually agreed upon by all parties. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the Contractor and the State of Nebraska.</p>
126.	RFP Section II.E, Written Questions and Answers	2-3	The integrity of the RFP process requires that every Bidder prepare their proposal based upon the same information. Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question. Assumptions that are not submitted as questions, whether or not the assumptions are included with the Bidder's proposal, may not be relied upon, will not be considered during evaluation of proposals, will not be incorporated in the final contract, and will not be enforceable.	<p>If a question remains after the second round, the question should be submitted per RFP section II.E. Written Questions and Answers. If the question is deemed relevant to the bid response the question will be answered and posted per an addendum.</p> <p>Assumptions will not be considered during evaluation of proposals, will not be incorporated in the final contract, and will not be enforceable.</p>

			In the event that the second round of questions results in an answer that may require the Bidders to state an assumption that cannot be stated during question and answer due to the expiration of the question and answer period, may the Bidder state that assumption in their proposal if they identify the assumption is in response to the State's round two answer?	
127.	RFP Section II.E	3	Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question. Can the State confirm that the initial Integrated Master Schedule (IMS) be developed using a standard eight hour workday, with no work planned for weekends, holidays, or overtime?	For the purpose of developing the IMS, Bidder resources may be utilized at the discretion of the bidder. However, State resources should be considered using the State's normal business hours, which is Monday – Friday 8:00 AM to 5:00 PM and excludes State holidays. Any exceptions to normal business hours would need to be pre-approved by the State.
128.	RFP Section II.E	3	Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question. Can the State confirm that the initial Integrated Master Schedule (IMS) be developed with overlapping non-dependent tasks to expedite the schedule?	This is at the discretion of the bidder.
129.	RFP Section II.E	3	Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question. Can the State confirm that in order to meet the timelines presented in the initial Integrated Master Schedule (IMS), that key decision makers from the State are available to make timely decisions on all approvals?	Key decision makers will be made available as determined by the State
130.	RFP Section II.E	3	Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question. Can the State confirm that if the initial Integrated Master Schedule (IMS) is based on the RFP, then any expansion of requirements made after the project begins will be added to the IMS and a new baseline will be created for monitoring project progress from that point forward?	The IMS is to be based on the RFP. Bidders should note that the RFP includes high level outcome based requirements. Detailed requirements to meet the RFP will not result in an IMS change. Any modifications will follow the change management process.

131.	RFP Section II.E	3	<p>Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question.</p> <p>Please confirm that as the State and contractor work together through the contract, we may mutually agree to adjust deliverable and milestone dates and that such adjustments will follow the approved formal change management process?</p>	The State confirms that adjusted deliverable and milestone dates will follow the State approved formal change management process. The State will use its discretion to determine if the formal change management process is necessary.
132.	RFP Section II.E, and Attachment A Deliverable Catalog	3 And 2	<p>Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question.</p> <p>Deliverable Review Time - Provide the bidder's proposed review time period for the State's initial review. During the evaluation, the State will review the proposed review time for reasonableness.</p> <p>Assuming the contractor makes a good-faith effort to decide on the appropriate proposed review time periods for the State's initial review of all proposed deliverables, can the State confirm that if these review time periods are changed during evaluations, the IMS schedule could be affected and a new baseline would be created for monitoring project progress from that point forward?</p>	The State understands that events beyond the Contractor's control may occur. The Contractor may propose changes to the project schedule. The State reserves the right to amend the project schedule as necessary.
133.	RFP, Section II.H	4	<p>To facilitate the proposal evaluation process, one (1) original of the entire proposal must be submitted.</p> <p>We understand Bidders are to provide one hard copy as an original submission of our proposal. Would the State confirm whether Bidders are to provide an electronic copy on CD or USB as well?</p>	No, electronic copies will not be evaluated or accepted as part of the proposal response.
134.	RFP, Section III Terms and Conditions, UU. Prices	24	<p>Price quoted on the cost proposal shall remain fixed for the initial contract period.</p> <p>Could the State please define the "initial contract period" in which prices shall remain fixed?</p>	See response to question 125.
135.	RFP Section V.B.2	31	The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the	See response to question 133. Links are treated in the same manner as electronic copies.

			<p>name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.</p> <p>Our financial statements are over 300 pages. May we 1) provide a link to our financial statements in our printed response or 2) provide a CD that contains our financial statements?</p>	
136.	Multiple sections in Appendix A SOW	Multiple	<p>> Provide examples of..... used in previous projects.</p> <p>> Provide samples....</p> <p>> Provide a sample</p> <p>May we assume that the State will accept templates in lieu of samples and examples, for documents required to be submitted as part of the proposal?</p> <p>Given the turnaround timeframe on the proposal it would be difficult to obtain the 30+ 'previous project' deliverables and/or PMM documents in a timely manner, as we would need to request permission from our previous project. Many would contain proprietary and confidential content as well.</p>	<p>The proposal response guidance will remain as written. It is at the discretion of the bidder to present the information to support each item.</p> <p>Proprietary information must be submitted per Section II.RR. Proprietary Information.</p>
137.	Appendix A SOW, I.B	9	<p>Medicaid Enterprise Vision and Roadmap</p> <p>Does the State have a Data Governance policy in place to manage the various agencies that will be providing and using the data involved in this project? If so, can you please provide us with a copy of it?</p>	<p>The State is currently in development of its Data Governance Program.</p> <p>The Contractor is required to participate in furthering the advancement of the data governance program.</p>
138.	Appendix A SOW Req. 11 Appendix A SOW, II.B, 3, Proposal response, item h	14 15	<p>....must identify all integration points between all Contractors and the State including interfaces, inputs,...</p> <p>Submit the initial IMS.</p> <p>Can we assume that the inputs [from integration/interfaces] required for that</p>	<p>The Contractor is responsible for meeting their scope of work. The State recognizes this project has many dependencies outside of the Contractor's control. The Contractor will need to manage collaboratively across all stakeholders and data suppliers. The State will support the Contractor in this process.</p> <p>The State reserves the right to amend the project</p>

			<p>implementation will be ready during contractor requirements activities?</p> <p>And that any delay will reflect a modification of implementation dates proposed.</p>	<p>schedule as necessary.</p> <p>The Contractor will be required to identify all inputs during the DDI phase.</p>
139.	Appendix A SOW, II.G		<p>Data Conversion is a critical step in the implementation process. To accomplish the vision for the Medicaid Enterprise Data Warehouse, the State requires that the Contractor will convert data from all applicable data sources including the existing data warehouse and legacy operational systems. Information on the existing data sources are included in the bidder's library.</p> <p>Will the State provide extract files from their legacy systems in a mutually agreed upon format where these files are accessible on the network or will the vendor have access to these systems in order to build the extracts?</p>	<p>The State anticipates to work with the selected Vendor on the detailed requirements of the extract files during the DDI phase.</p> <p>The State will develop and transmit files from the MMIS legacy system to the selected Vendor's system. The State requires data to be transmitted using secure standard protocols, such as Secure File Transfer (SFTP).</p>
140.	Appendix A SOW, IV.G, Req. 246		<p>Must continue to follow the State approved Data Retention and Archive Plan.</p> <p>Will the State please provide a copy of the Data Retention and Archive Plan?</p>	<p>The bidder must provide the Data Retention and Archive Plan for their proposed solution. After the Plan is approved by the State, then the bidder must follow the State approved Data Retention and Archive Plan during Operations. The State anticipates these detailed requirements will be developed during the DDI phase.</p>
141.	Appendix A SOW, IV.G, Req. 251		<p>Must archive and purge archived data in accordance with the State archival and purge schedules for all media types.</p> <p>Will the State please provide the archival and purge schedules referenced in this requirement?</p>	<p>The archive and purge schedules will be determined based on the type and need of data. The State anticipates these detailed requirements will be developed during the DDI phase.</p> <p>The current Data Warehouse and Decision Support System with Truven Health Analytics keeps ten (10) years of data and rolls off the oldest month when a new month is added. The State references data beyond the ten (10) years through a batch process. The States' desire is to retain additional data beyond the ten (10) years.</p> <p>The Data Retention Schedule has been added to the Bidder's Library. Note: this schedule provides the minimum requirements and MLTC reserves the right</p>

				to extend the Agency's retention schedules.
142.	Appendix A SOW, IV.H, Req. 259		<p>Must maintain system redundancy as identified in the Business Continuity and Disaster Recovery Plan and approved by the State.</p> <p>Will the State please provide a copy of its current Business Continuity and Disaster Recovery Plan?</p>	The State's Disaster Recovery Plan is proprietary and will be shared with the awarded Contractor.
143.	Appendix A SOW, IV.J, Req. 298		<p>Must provide a helpdesk with an adequate number of staff and expertise to assist State users with application support.</p> <p>Is there currently a helpdesk?</p> <p>If so, how many staff currently support it?</p> <p>Is the current staffing level adequate?</p>	<p>DHHS is supported by three help desks.</p> <p>1.) MLTC Help desk: internal to MLTC, which supports inquiries from providers, trading partners, Medicaid staff, etc.</p> <p>2.) DHHS Help Desk: provides Level 1 and Level 2 for DHHS supported hardware, software, system security profile management, etc.</p> <p>3.) OCIO State Help Desk: provides support for State enterprise hardware and software, etc.</p> <p>The State's Help Desk environment, configuration and staffing levels is not a valid comparison to the requirements of this RFP.</p> <p>The MLTC organization currently consists of approximately 650 employees that may access any portion of the DMA. MLTC anticipates approximately 150 of these staff will be more active and sophisticated users of the system reporting and analytic tools.</p> <p>The State is seeking the bidder's expertise to offer the best solution that meets the requirements stated.</p>
144.	Appendix A SOW, IV.J, Req. 301		<p>Must provide and retain a team and sufficient staff in the right mix, inclusive of technical (e.g. systems analysts, technicians) and non-technical (e.g. clerical, business analysts) resources to complete the services and meet the requirements specified in this RFP, and if applicable, in the resulting contract.</p> <p>How many contractor staff currently support this requirement and in what roles?</p> <p>Is the current staffing level adequate?</p>	Not all requirements for this RFP are currently contracted, therefore current staffing levels are not relevant.

145.	Appendix A SOW, IV.L		<p>User Support</p> <p>Can the State estimate the maximum number of concurrent users focused on analytics on this solution during each year of the project so we can see the anticipated growth over the life of the entire project?</p>	Per Appendix A – Statement of Work Section IV.L. User Support: “MLTC anticipates approximately 150 of these staff will be more active and sophisticated users of the system reporting and analytic tools.”
146.	Appendix A SOW, IV.L, Req. 319	56	<p>Must provide user support through a fully functional user support help desk for external and internal authorized users. Users must have various contact options (e.g. email, online, phone).</p> <p>Is there currently a user support helpdesk?</p> <p>If so, how many staff currently support it?</p> <p>Is the current staffing level adequate?</p>	See response to question 143.
147.	Appendix A SOW, Section IV.L.3	56	<p>3. Proposal Response</p> <p>The bidder should respond to the following:</p> <ol style="list-style-type: none"> Describe the bidder’s user support approach and processes from start to resolution of user issues. Discuss how the approach has been successful with previous clients. c. Describe the escalation procedures and response times. Demonstrate a minimum of one (1) year of experience, within the past ten (10) years, in operating, and maintaining a help desk similar in magnitude to the Medicaid Long Term Care (MLTC) program. Provide an overview of user training approach, processes and methods. Provide example training material utilized by contracts. <p>Under Proposal Response, items a through g, item c. is blank. Will the State confirm that this is a typo and there is not a required response for item c?</p>	See “Revised Appendix A – Statement of Work” and “Change Log – Revised Appendix A”.
148.	Appendix A SOW,	57	<p>Must put in place procedures, measures, and technical security to prohibit unauthorized access</p>	The State anticipates that the provider portal would be accessed by the provider population via the

	IV.M		<p>to the regions of the data communications network inside the DMA's span of control. This includes but is not limited to ensuring that no provider or member services applications can be directly accessible over the internet and must be appropriately isolated to ensure appropriate access.</p> <p>To understand how the statement "...that no provider...applications can be directly accessible over the internet" also aligns with requirement 405, "must provide a secured provider portal", would the State confirm or correct our interpretation that the provider portal would be accessible via the internet only with a secured login credentialing permission access security control in place?</p>	internet and that secured login credentialing to control access would be in place.
149.	Appendix SOW, IV. N	N/A	<p>N/A</p> <p>Can the State stipulate an acceptable time for system response to a user request for information?</p>	As indicated in Performance Measures, average response times will be agreed upon by the Contractor and State. This is dependent on the bidder's solution and type of request.
150.	Appendix A SOW, Section IV. N.3	61	<p>The State requires the Contractor will have established healthcare statistical analysis, forecasting and predictive analytics methods that have been successfully used with projects of similar scope and size. The State is in favor of allowing the Contractor to utilize its existing statistical analysis, forecasting and predictive analytics tools that align with the needs of the State, but also requires that the Contractor meet any additional needs of the State.</p> <p>What specific types of statistical analyses, forecasting and predictive analytics models or algorithms is the State interested in? There are a wide variety of such models and algorithms that have relevant healthcare application and specific direction would be helpful.</p>	The State is seeking the bidder's expertise to offer the best solution.
151.	Appendix A SOW, Section IV.N, Req. 405	64	<p>Must provide a secured provider portal displaying provider specific reports informing the provider of how their trends compare with their peers.</p>	

			<ul style="list-style-type: none"> • What types of measures and metrics should this system track? • Will the State provide guidance on the development of such measures and metrics? • Does the State envision providing providers with access to their individual performance data? <p>This requirement opens up a broad spectrum of possible solutions, so any guidance is helpful.</p>	<p>The State is seeking the bidder's expertise to offer the best solution based on the RFP requirements. The State understands and anticipates detailed requirements in this regard will be developed during the DDI phase.</p> <p>The State will provide input on the development of measures and metrics during the DDI phase.</p> <p>Yes, per requirement 405.</p>
152.	Appendix A SOW, IV.N.7 Encounter Processing	70	<p>Encounter processing does not include re-pricing of encounter records, but does require editing that allows the encounter to be captured and maintained in the data warehouse</p> <p>Please confirm the editing referred to in the statement "does require editing that allows the encounter to be captured and maintained in the data warehouse" refers to data integrity edits and not full adjudication editing?</p>	<p>The editing referenced includes compliance edits and does not include full adjudication editing.</p>
153.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 494	71	<p>Must validate that encounter and FFS claims are in compliance with HIPAA and NCPDP standards and operating rules as applicable by claim type.</p> <p>Please confirm the expected SNIP level validation of the standard transaction compliance.</p> <p>SNIP level validation. (1-7)</p> <p><i>Level 1 - EDI Syntax</i></p> <p><i>Level 2 - HIPAA Syntax</i></p> <p><i>Level 3 - Balancing</i></p> <p><i>Level 4 - Situational</i></p> <p><i>Level 5 - External Code set</i></p>	

			<p><i>Level 6 - Service Line</i> <i>Level 7 - Partner/Payer specific</i></p> <ul style="list-style-type: none"> • What level of SNIP Level validation is expected? • Are there any edits or validation rules expected to be suppressed which are triggered as part of SNIP level validation? If so, what are those edits and/or validation rules? • If SNIP Level 7 is required, please clarify if there are any custom edits expected to be loaded into the EDI engine for SNIP Level 7 validation? 	<p>The State requires regulatory compliance as described throughout Appendix A – Statement of Work.</p> <p>Yes, edits are expected but may vary from one solution to the next. The State is seeking the bidder's expertise to offer the best solution.</p> <p>SNIP Level 7 is not a requirement of the RFP.</p>
154.	Appendix A SOW, \IV.N.7 Encounter Processing, Req.494	71	<p>Must validate that encounter and FFS claims are in compliance with HIPAA and NCPDP standards and operating rules as applicable by claim type.</p> <ul style="list-style-type: none"> • Is trading partner validation required for Inbound MCO claims? • Other than the MCOs, are there additional trading partners? 	<p>Yes, trading partner validation is required for inbound MCO 837 HIPAA encounters.</p> <p>Yes, the MMIS legacy system currently has 305 trading partners who submit the HIPAA transactions. The MLTC Current State Interface Inventory provides the interface inventory that includes trading partners, used in the "as-is" environment in the bidder's library.</p>
155.	Appendix A SOW, IV.N.7 Encounter Processing, Req.494	71	<p>Must validate that encounter and FFS claims are in compliance with HIPAA and NCPDP standards and operating rules as applicable by claim type.</p> <p>Please confirm the assumption that the CAQH operating Rules to be supported :</p> <ul style="list-style-type: none"> • Phase IV CAQH CORE 450 Health Care Claim (837) Infrastructure Rule v4.0.0 • Phase IV CAQH CORE 470 Connectivity Rule v4.0.0 <p>If other operating rules are required, please specify.</p>	<p>Yes, the Phase IV CAQH CORE 450 Health Care Claim (837) Infrastructure Rule v4.0.0 and the Phase IV CAQH CORE 470 Connectivity Rule v4.0.0 must be supported. The proposed solution must also support CAQH CORE Certified Phases I, II, and III.</p> <p>Other operating rules are pending at this time and the Contractor will be required to comply with all HIPAA and NCPDP standards.</p>

156.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 494	71	<p>Must validate that encounter and FFS claims are in compliance with HIPAA and NCPDP standards and operating rules as applicable by claim type.</p> <ul style="list-style-type: none"> • How will the FFS MCO contractor send processed FFS claims to the Data Management solution? Our assumption is the FFS MCO contractor will send using 837 and NCPDP. • Will the FFS MCO contractor only send FFS claims? 	<p>Yes, the FFS MCO contractor will send and process FFS claims using 837 and NCPDP transactions.</p> <p>No, the FFS MCO, operating as both a MCO and the CBS, will send 837 encounter claims, 837 FFS claims, NCPDP encounter claims and NCPDP FFS claims.</p>
157.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 494	71	<p>Must validate that encounter and FFS claims are in compliance with HIPAA and NCPDP standards and operating rules as applicable by claim type.</p> <p>Please confirm that the MCO contracted plans will only send encounters?</p>	<p>Two of the three contracted MCOs will send managed care encounter claims. The FFS MCO, operating as both a MCO and the CBS, will send both encounter and FFS claims.</p>
158.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 494	71	<p>Must process and load encounter and FFS claims to the data warehouse received in HIPAA and NCPDP standard formats as applicable by claim type.</p> <p>Please confirm the assumption that the standard transactions to be supported are:</p> <ul style="list-style-type: none"> • ANSI 5010 X12 837P • ANSI 5010 X12 837I • ANSI 5010 X12 837ID • NCPDP D.0 • 277 CA • 999/TA1/HTML <p>If other standards are required, please specify.</p>	<p>Yes, these are standard transactions to process, load and store encounter and FFS claims.</p> <p>Other standards as required are expressed throughout Appendix A – Statement of Work.</p>
159.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 495	71	<p>Must perform integrity edits as directed by the State. Integrity edits are those that would be in addition to HIPAA compliance edits.</p> <p>Will the State provide an estimate of the</p>	<p>No, the State has not identified or estimated the number of integrity edits anticipated for encounters. The State anticipates detailed requirements in this regard will be developed during the DDI phase.</p> <p>The State is requesting the bidder's expertise to offer</p>

			approximate number of Integrity edits expected for encounters?	the best solution.
160.	Appendix A SOW, IV.N.7 Encounter Processing, Req.495	71	<p>Must perform integrity edits as directed by the State. Integrity edits are those that would be in addition to HIPAA compliance edits.</p> <p>Our assumption is integrity editing is performed only on the encounter claims received from the MCOs.</p> <p>Can the State please confirm if the State is expecting an "integrity" editing for FFS?</p> <p>If integrity edits are required for FFS, are the same set of edits applied for both FFS and encounter claims?</p>	<p>Yes, the State is requiring "integrity" editing for FFS.</p> <p>The State anticipates detailed requirements will be developed during the DDI phase.</p>
161.	Appendix A SOW, IV.N.7 Encounter Processing, Req.495	71	<p>Must perform integrity edits as directed by the State. Integrity edits are those that would be in addition to HIPAA compliance edits.</p> <p>Is the State aware of any specific encounter integrity editing rules required to support Medicaid and CHIP Managed Care Final Rule (CMS-2390-F)?</p>	<p>The x12 HIPAA 5010 Rules and 42 CFR455 Rule apply to encounter data.</p> <p>The State anticipates detailed requirements will be developed during the DDI phases.</p>
162.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 495	71	<p>Must perform integrity edits as directed by the State. Integrity edits are those that would be in addition to HIPAA compliance edits.</p> <p>Would the State confirm the below assumptions for the definition of State-directed integrity edits.</p> <p>Data Integrity includes:</p> <ul style="list-style-type: none"> ▪ edits validating the existence of a field (invalid or missing edits) – including conditional fields (field required if another field is present) ▪ edits performing basic checks against reference data – member ID valid, member eligible on date of service (DOS), provider ID valid, provider enrolled on DOS, valid procedure, diagnosis, revenue codes, NDC codes 	<p>The State will not confirm the bidder's assumptions are correct. The State requires the Contractor to process and accept encounter records directly from the MCOs without intervention of a typical MMIS. Encounter processing does not include re-pricing of encounter records, but does require editing that allows the encounter to be captured and maintained in the data warehouse.</p> <p>The State anticipates detailed requirements will be developed during the DDI phases.</p>

			<p>Data Integrity edits do NOT include:</p> <ul style="list-style-type: none"> ▪ detailed processing and analysis will be completed within the DSS/DW after the encounters are loaded and available for further analysis: ▪ checks against historical claims and tracking normally built and stored through processing ▪ checks/audits against for limits reached ▪ checks for duplicate or suspect duplicate claim/encounters ▪ logic to validate benefit plan and services covered versus member coverage 	
163.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 495	71	<p>Must perform integrity edits as directed by the State. Integrity edits are those that would be in addition to HIPAA compliance edits</p> <p>Can the State please provide examples of the stated defined integrity edits that must be processed against the encounter claims?</p>	<p>Some examples include but are not limited to:</p> <ul style="list-style-type: none"> • Is the primary diagnosis code appropriate and valid for the service performed? • Is the provider a valid Nebraska Medicaid provider for the date of service? • Is the client enrolled with the submitting MCO for the date of service? <p>The State anticipates these detailed requirements will be developed during the DDI phases.</p>
164.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 495	71	<p>Must perform integrity edits as directed by the State. Integrity edits are those that would be in addition to HIPAA compliance edits.</p> <p>What are the Service Level Agreements and/or performance goals required for encounter processing?</p>	<p>The Service Level Agreements and/or performance goals for encounter processing with the selected Contractor have not been determined.</p> <p>Performance measures are provided in the Bidders' Library: Attachment C - Performance Measures.</p> <p>The State anticipates detailed requirements will be developed during the DDI phases.</p>
165.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 495	71	<p>Must perform integrity edits as directed by the State. Integrity edits are those that would be in addition to HIPAA compliance edits.</p> <p>Please confirm the response file to the MCO for communication of failed integrity edits should be done using the 277CA standard transaction?</p> <p>If not, please specify the expected standard</p>	<p>Yes, the response file to the MCO for communication of failed integrity edits should be done using the 277CA standard transaction.</p>

			transaction to be used.	
166.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 496	71	<p>Must maintain all applicable reference files for encounter processing purposes.</p> <p>Our assumption is the reference files needed are member, provider, reference – code files (HIPAA code sets), and prior authorization. Are there additional reference files required for encounter processing?</p>	<p>Yes, additional data files may be needed for encounter processing, for example the encounter claim history data file.</p> <p>The State anticipates detailed requirements will be developed during the DDI phases.</p>
167.	Appendix SOW, IV.N.7 Encounter Processing, Req. 497	71	<p>Must maintain a method to distinguish between encounter and FFS claim records.</p> <p>Please confirm the MCO plans will be required to distinguish the 837 as encounters through the use of the transaction type of "RP" for report within the BHT (Beginning of the Hierarchical Transaction) segment.</p> <p>Please confirm the FFS MCO Contractor will be required to distinguish the 837 as FFS claims through the use of the transaction type of "CH" for chargeable within the BHT (Beginning of the Hierarchical Transaction) segment.</p>	<p>Yes, the State confirms both of these statements to be correct.</p>
168.	Appendix A SOW, IV.N.7 Encounter Processing Req.497	71	<p>Must maintain a method to distinguish between encounter and FFS claim records.</p> <p>Will the FFS MCO Contractor only be providing FFS claim processing on behalf of the State or will they also be providing managed care plan options for Medicaid members? In other words, will the FFS MCO Contractor be submitting 837 files containing FFS Claims and/or Encounters?</p>	<p>The FFS MCO Contractor will be submitting 837 files containing FFS claims and Encounters.</p>
169.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 500	71	<p>Must support a workflow and method to work with the MCO for submission of a corrected Encounter claim.</p> <p>Please confirm by “workflow” you mean the capability of sending and receiving of errors on</p>	<p>Yes, but should not be limited to sending and receiving of errors on encounter claims from and to the MCO and tracking of files with errors. Must provide a detailed integrity edit report describing the reason for the integrity flag and work with the MCO to resolve and resubmit.</p>

			encounter claims from and to the MCO and tracking of files with errors.	The State anticipates detailed requirements will be developed during the DDI phases.
170.	Appendix A SOW, IV.N.7 Encounter Processing, Req.	71	<p>Must provide online work queues for flagged claims resolution.</p> <p>Would the State clarify how the State expects to utilize "online work queues for flagged claims resolution"?</p> <p>Our assumption is these work queues are to manage and track the communications to and from the appropriate MCOs. This tracking will include file submissions that were accepted, rejected or failed integrity edits, and require further attention from the originating MCO.</p>	<p>The State anticipates to use these work queues to monitor and manage MCO correction of flagged encounter claims.</p> <p>The State anticipates detailed requirements will be developed during the DDI phases.</p> <p>The State is seeking the bidder's expertise to offer the best solution.</p>
171.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 504	71	<p>Must capture and report on other types of payment records including MCO supplemental payments such as maternity Kick Payments.</p> <p>What types of transactions are these types of payment records and who will be originating these types of transactions?</p> <p>Please specify the file format of the additional payment records?</p>	<p>The maternity Kick payments are supplemental capitation payments. The MCOs send a proprietary file requesting payment. When the payment is approved then the MMIS creates the capitation payment as a 820 HIPAA Transaction. In the future, the Enrollment Broker and Capitation module is anticipated to take over these payments. The DMA Contractor will receive the payment data from the Enrollment Broker and EnterpriseOne.</p> <p>The State anticipates detailed requirements will be developed during the DDI phases.</p>
172.	Appendix A SOW, IV.N.7 Encounter Processing, Req. 507	71	<p>Must receive and process other encounter data (e.g. authorization, quality of care, performance, etc.)</p> <p>What entity will be sending the "other encounter data" referenced in this requirement and in what file format will it be sent?</p>	<p>Other entities could include but are not limited to, MCOs, Pharmacy Benefit Manager for each MCO, Dental Benefit Manager, Transportation contractor, etc.</p> <p>The State anticipates detailed requirements will be developed during the DDI phases.</p>
173.	Appendix A SOW, IV.O	N/A	Can the State stipulate an acceptable lag time for introducing data into the system from the various source systems?	Acceptable timeliness of DMA data transactions, outside of requirements specified, will be agreed upon by the Contractor and State. This is dependent on the bidder's solution and type of data transaction.
174.	Appendix A SOW, IV.O	72-88	<p>Information and Technical Architecture</p> <p>Can the State estimate the total data volume in</p>	No, this is dependent on each bidder's proposed approach and solution.

			terabytes or gigabytes that will be required in this solution at each year-end of the project for unstructured data so we can see the anticipated data space growth required over the life of the entire project?	
175.	Appendix A SOW, IV.O	72-88	Information and Technical Architecture Can the State estimate the total data volume in terabytes or gigabytes that will be required in this solution at each year-end of the project for structured data so we can see the anticipated data space growth required over the life of the entire project? (There is no need for index or temporary spaces; the volume of data to be loaded will be fine.)	No, this is dependent on each bidder's proposed approach and solution.
176.	Appendix A SOW, IV.O	72-88	Information and Technical Architecture Can the State provide an inventory of source systems and tables to include in this solution, e.g. the estimated number of data elements (i.e., columns), any complex data transformations required, update frequency, update volume, and current size (storage)?	The State requires the awarded Contractor will convert data from all applicable data sources including the existing data warehouse and legacy operational systems. The current MMIS data architecture is a mix of flat files, HIPAA server databases, and relational DB2 mainframe databases (RDMS) comprised of 14 DB2 databases, 633 tables, and over 1.2 million cylinders. The current Data Management solution contains 120 months of Medicaid claims and provider and client information. The State expects these detailed requirements will be developed during the DDI phase.
177.	Appendix A SOW, IV.O	72-74	DHHS Enterprise Architecture Program Does the State have standardized software they expect the vendor to use for activities such as Analytical Modeling, Business Intelligences Reporting and ETL (extract, transform and load)? If so, please advise what these tools are, i.e. vendor, product name, and release.	The State has provided information on its Enterprise Architecture Program in Appendix A – Statement of Work section IV.O. Information and Technical Architecture. DHHS intends to look for opportunities and explore options to reuse existing assets within the context of new projects and initiatives, such as the DMA. However, bidders are not required to utilize these products. The State is requesting the bidder's expertise to offer the best solution.
178.	Appendix A SOW, IV.O.1.a, DHHS Enterprise Architecture Program	72	DHHS is establishing an Enterprise Architecture program that focuses on a holistic approach for engaging with our business partners, designing and implementing IT centric solutions, governance, and a continuous improvement philosophy. Would the State verify our assumption that	The bidder's solution may contain cloud-based services. The State is open to proposals that contain private cloud services. The State is open to proposals that contain FedRAMP compliant cloud services, especially those certified by federal Health & Human Services. Public cloud services will not be accepted. The State is requesting the bidder's expertise to offer

			components of the solution may be provided through cloud-based services?	the best solution.
179.	Appendix A SOW, IV.O.1.a, Enterprise Service Bus	73	<p>The ESB selected to establish this foundational technology is the IBM Integration Bus (IIB), formerly IBM WebSphere Message Broker.</p> <p>Our assumption is the State's going to provide the ESB infrastructure and SOA Registry and repository capabilities for the bidders to interoperate with. Can the State confirm that and provide the applicable State's interoperability and security standard and specifications?</p>	The State anticipates that the DMA SOA services will be registered in the State's SOA Registry. The State's ESB will be used by the State to meet its portion of interoperability. If the bidder plans to leverage the ESB, they should provide specific details of how and when they plan to do so within their proposal response. As stated in the RFP, the State is in the process of implementing the ESB as part of another project, therefore the requested standards and specifications are unavailable.
180.	Appendix A SOW, IV.O.1.a, Reporting and Business Intelligence	74	<p>The organization has chosen the IBM Cognos Business Intelligence Analytics product suite to provide these capabilities</p> <p>Will the State provide licenses the contractor can use, or do we need to purchase licenses?</p> <p>If the State provides licenses, how many will the State provide?</p>	The State does not have a sufficient number of licenses to cover the anticipated user base. Therefore, the bidder should identify the total number of licenses needed for their solution as part of their costs in the proposal.
181.	Appendix A SOW, IV.O.10.c, EDW Tools and Methods, Req. 574	83	<p>Must provide, implement, and maintain State approved data mining tools and methods to identify and report on various patterns, generalizations, dependencies, and anomalies within the data.</p> <p>Would the State please clarify which ESB tool is currently in use?</p>	As mentioned in section IV.O.1, the ESB is IBM Integration Bus (IIB).
182.	Appendix A SOW, IV.O.11, Req. 577	83	<p>Must provide, implement, and maintain reporting and analytic tools and methods that support traditional, statistical, cluster, predictive, prescriptive, sampling, extrapolation, trending, and geospatial reporting and analysis.</p> <p>Will the State please clarify and provide a list of approved data mining tools and methods?</p> <p>What data mining tools does the State currently use and do they want to continue to use those tools or is there functionality they are looking to enhance?</p>	<p>The State does not have a list of approved data mining tools and methods at this time.</p> <p>As mentioned in section IV.O.1, the State has included IBM Cognos as part of its Enterprise Architecture for reporting and business intelligence.</p> <p>The State is seeking the bidder's expertise to offer the best solution to meet the requirements.</p>
183.			Must provide, implement, and maintain reporting	The State currently has a multitude of software

	Appendix A SOW, IV.O.11, Req. 585	84	<p>and analytic tools and methods that support creating temporary data elements for reports by specifying functions that operate on existing data elements.</p> <p>Will the State please clarify which Statistical Software tool is currently in use?</p>	<p>packages deployed for statistical analysis, not limited to SAS, SPSS, Excel, Access, R, Python, MLAB, and IMPLAN. This list is not considered exhaustive and will not represent all possibilities of future software options. Bidders are expected to provide recommendations and preferences for bidders' preferred packages and expertise.</p>
184.	Appendix A SOW, IV.O.11, Req. 585	84	<p>Must provide, implement, and maintain reporting and analytic tools and methods that support creating temporary data elements for reports by specifying functions that operate on existing data elements.</p> <ul style="list-style-type: none"> ▪ Can the State please provide an example of a "temporary data element"? ▪ Do these elements already exist in the design? ▪ Are temporary data elements to be included at a later date? 	<p>A temporary data element is a data element that is rendered from a calculation or query logic rather than from physical data. For example, Claims per month (Counts/#month) that returns a rate.</p> <p>The State is seeking the bidder's expertise to offer the best solution.</p> <p>Temporary data elements are anticipated to be available at go live.</p>
185.	Appendix A SOW, IV.O.13, DMA	86	<p>Must provide online retrieval and access to documents and files for six years in live systems and ten years in archival systems, for audit and reporting purposes.</p> <p>Will the State please clarify which types of documents are referred to in this requirement (i.e. query results, project documents, reports created)?</p>	<p>The requirement applies to all data held in the DMA. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard. The State anticipates detailed requirements regarding other documentation, such as query results, will be developed during the DDI phase.</p>
186.	Appendix A SOW, IV.O.14, DMA Infrastructure and Solution Lifecycle Management, Req. 632	87	<p>Must be responsible for all initial and recurring costs required for access to the State system(s), access to managed care entities and their trading partners, as well as the State access to the DMA's system(s). These costs include, but are not limited to, hardware, software, licensing, authority/permission to utilize any patents, annual maintenance, support, and connectivity with the State, the managed care entity and its trading partners.</p>	<p>The "initial and recurring costs" referred to in this requirement represent the costs that the bidder will incur in setting up and operating their solution, inclusive of connectivity and integration with the State and other third-parties. Therefore, the costs are based on the solution selected and will be determined by the Bidder.</p>

			Currently how much are the initial and recurring costs that bidders are responsible for?	
187.	Appendix A SOW, Section V.D.1	91	<p>Proposal Response</p> <p>The bidder should respond to the following:</p> <ul style="list-style-type: none"> i. Provide an overview of the bidder's approach to corrective actions. ii. Discuss how the approach has been successful with previous clients. iii. Describe the bidder's strategy and approach to resolving turnover performance issues in turnover. iv. <p>Under Proposal Response, items i through iv, item iv is blank. Will the State confirm that this is a typo and there is not a required response for item iv or provide the information for item iv?</p>	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
188.	Appendix C, Cost Proposal Instructions, B. DDI Deliverables	3	<p>Vendors who propose early implementation of functionality should include any monthly early operational charges as monthly deliverables.</p> <p>Does the State expect to see operational financial billing as deliverables within the work plan, since the implementation of the DSS will be prior to implementation of other components of the solution?</p>	Early operational charges should be included as monthly deliverables within the cost proposal however these operational charges do not need to be included as deliverables in the work plan.
189.	Attachment A, Deliverable Catalog (Instructions)	1	<p>The bidder should include additional bidder proposed deliverables.</p> <p>Does the State expect each component to have individual deliverables, be presented in the proposal (and costed) separately? For example a BSRD for the MAR component should be listed separately from the BSRD for SUR, DSS, etc.? Or, do we identify the WBS and cost of the BSRD as a whole, given the DSS BSRD could be delivered much earlier than the MAR, etc.</p>	Various components can be submitted by the bidder as a deliverable and priced appropriately. The State has allowed flexibility for bidders to propose deliverables and pricing that best matches the bidder's proposed approach and solution.
190.	Attachment A, Deliverable Catalog (Instructions)	1 and 2	"NOTE: All deliverables in this catalog should be included in Appendix D - Cost Proposal Sheet." (Page 1).	See response to questions 80 and 81.

			<p>“The Deliverables Catalog is organized by the four project phases:</p> <ul style="list-style-type: none"> • DDI Deliverables • Initial Operations and Certification Planning Deliverables • Operations Deliverables Turnover Deliverables” (page 2). <p>The Deliverable Catalog is organized by four project phases. However the Appendix D - Cost Proposal Sheet has only one deliverables worksheet: the DDI Deliverables worksheet.</p> <p>Would the State clarify where on the Appendix D - Cost Proposal Sheet should bidders list the other three deliverable phases and associated prices described in the Deliverables catalog: <i>the Initial Operations and Certification Planning Deliverables, Operations Deliverables and Turnover Deliverables?</i></p> <p>Also, would the State clarify where these three deliverable totals appear on the Price Summary worksheet?</p>	
191.	Attachment A, Deliverable Catalog, Infrastructure and Solution Lifecycle Management (ISLM) Plan	4 and 14	<p>Plan document that includes approach, strategy, architecture, methodology, process, tools, resourcing, quality and contingency aspects with respect to the initiation, management, and operations of the DMA Infrastructure and Solution Lifecycle Management (ISLM).</p> <p>Can the State please provide in the procurement library, an ISLM from one of their current projects; or provide additional details of their expectations on this deliverable?</p> <p>Is it duplicative of the SDLC Plan?</p>	<p>The State does not have an ISLM example nor does it have a prescribed format. The State requires bidders to provide an ISLM that is based on their proposed solution.</p> <p>ISLM is not duplicative of the SDLC Plan.</p>
192.	Attachment C, Performance Measures, Section IV.E-H	3	<p>Must develop business and technical impact analysis and a remediation plan within 2 a maximum of 4 hours.</p>	<p>Attachment C – Performance Measures IV.E Quality Assurance and Monitoring IV.H Business Continuity and Disaster Recovery is amended and superseded with the following:</p>

			Would the State confirm that the reference of '2 a' in this requirement is a typo and should be '2 hours'?	Must develop business and technical impact analysis and a remediation plan within 4 hours.
193.	General	NA	In addition to 2 Appendix A - Statement of Work, what are the non-functional requirements from an ETL aspect?	The State is not prescribing additional requirements for ETL outside of what is described in Appendix A - Statement of Work. The State is requesting the bidder's expertise to offer the best solution.
194.	General	NA	As per our understanding, the vendor will need to build a batch based ETL framework to populate source data into EDW. Batch processes will be used to refresh day-1 data into EDW. Will real time loading be included? Please confirm our understanding.	The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State is not prescribing specific batch processes. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.
195.	General/Security	NA	Does DHHS currently have any API security solution that can be leveraged by supplier. If yes, than please provide the existing solution details (name and version)	DHHS does not have any API security to be leveraged by the bidder.
196.	Security	NA	How is user access currently managed?	The mechanism for authentication is via a centralized Active Directory using LDAP. Authorization is distributed to the applications authorization mechanism. Authentication and authorization processes, organizational accountabilities and technical details will be determined during DDI.
197.	Security	NA	Does DHHS have any identity and access management solution which can be leveraged by the contractor? If yes, can we get the existing tool/solution details such as Oracle, IBM, and Novel IDAM, etc. (name and version).	At present, DHHS does not have any commercial Identity and Access Management solutions in place.
198.	Security	NA	Is federation in scope for the supplier? If yes, please clarify the following: 1) Is there any existing federation solution in place at DHHS, which can be leveraged by supplier, if yes, please provide the existing solution details. (name and version). 2) How many external applications to be federated for federation SSO. Please provide the breakup of external application details.	The State does not have a single sign-on solution. The State is seeking the bidder's expertise to offer the best solution. The State anticipates detailed requirements will be developed during the DDI phase.

			3) How many users requires federation SSO? 4) What is the authentication and authorization source for federation?	
199.	Security	NA	Are there any access governance or recertification processes implemented in the current system? If not, does DHHS envisage it to be a potential business requirement going forward?	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
200.	Security	NA	What are the different processes followed for each category of users, for Joiner, Mover and Leaver? Is there a portal in place for request/approval of these processes? (Approvals, notifications and related procedures).	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
201.	Security	NA	From the volumetric shared, can we assume that DMA will have 650 total internal users who are employees of MLTC. Will this be the number for the next 5 years or what is the approximate number the contractor can use for supporting user identity and access management?	The bidders should assume 650 internal users.
202.	Security	NA	Will new user registration be in scope?	New user registration is in scope of the solution. The registration process, organizational accountabilities and technical details will be determined during DDI.
203.	Security	NA	Is there any existing password management/reset tool currently being used by DHHS, which can leveraged by the contractor? If so, please provide the existing solution details (name and version).	No password management/reset tool is available for reuse at this time.
204.	Security	NA	Is multifactor authentication in scope? Is there any existing multifactor solution that can be used by the contractor? If so: 1) Please provide the existing solution details (name and version) 2) What applications are to be integrated with the multifactor authentication solution and what is the OS platform? 3) How many users are to be covered under	Yes, multi-factor authentication is in scope. See requirement 353 in section IV.M Operations Phase - Privacy and Security. No multi-factor authentication solution is available for reuse at this time.

			multifactor authentication?	
205.	Security	NA	How is the user provisioning currently handled?	The mechanism for authentication is via a centralized Active Directory using LDAP. Authorization is distributed to the applications authorization mechanism. Authentication and authorization processes, organizational accountabilities and technical details will be determined during DDI.
206.	Security	NA	Does DHHS currently have any risk assessment/management tool (e.g., an IT GRC tool such as Archer, risk vision, etc.) that can be leveraged by contractors? If so, please provide the details on existing tool (name and version).	No risk assessment/management tools are available for reuse at this time.
207.	Security	NA	Are there are any risk assessment standards to be adhered, e.g., ISO 27001.	No. Risk assessment standards have not been determined at this time.
208.	Security	NA	Can we leverage the existing anti-virus solution from DHHS? If yes, please share the existing solution details (name and version).	Vendors should not plan on leveraging the anti-virus solution currently used by DHHS.
209.	I.B	9	It is apparent that few of the source systems described in the vision may not be in alignment with the milestones planned for DMA. Given this, what is the number of data sources to be considered in scope (e.g., Member, Provider, Care Management, Performance, Operations, Business Relationship, Financial, Reference, EnterpriseOne, etc.) for the DMA Program.	Figure 1 is a reference of the MLTC vision model. The diagram is for discussion purposes only. It should not be inferred as prescribed architecture for the DMA solution. Therefore, this does not represent requirements or a complete expression of data sources or file formats. Please see requirement 397.
210.	I.B	9	What are the number of tables across each of the data source to be considered? "For each of these sources, please provide breakup of the following: 1) Number of Tables/Entities/Files that is in scope for the complete DMA landscape 2) 1a) Approximate number of columns/attributes in each of these 3) Approximate data volume to be migrated (i.e., a break-up of the same as per individual data sources)"	The State requires the selected Contractor will convert data from all applicable data sources including the existing data warehouse and legacy operational systems. The current MMIS data architecture is a mix of flat files, HIPAA server databases, and relational DB2 mainframe databases (RDMS) comprised of 14 DB2 databases, 633 tables, and over 1.2 million cylinders. The State anticipates detailed requirements will be developed during the DDI phase.
211.	I.B	9	What is the expected data growth, in terms of volume, from the existing data sources in the coming years?	The State cannot predict the expected growth patterns for the coming years. The State is requesting the bidder's expertise to offer

				the best solution that meets the requirements stated.
212.	II.G	21	There are various formats, such as ASCI, XML VSAM, which are being currently used for data conversion. What are the file formats for the data for data conversion?	Data conversion formats may include a mix of flat files and relational databases. The data conversion formats will be determined during the DDI phase.
213.	II.G	21	Are there currently any challenges with respect to the loading of data? What are the causes of these challenges? For example, data quality, poor ETL design, etc.	The State operates on a legacy, stable, data environment. The State anticipates an enterprise legacy data conversion to the DMA solution.
214.	II.H	4	Section II.H states that both the Technical and Cost Proposal should be on standard 8 ½ by 11 paper. However, the Cost Proposal sheet is formatted to fit on legal paper. Do you want us to shrink the Cost Proposal down to standard size or do you want us to print on legal paper.	Cost Proposals may be submitted on legal paper.
215.	II.N	29	What are the different formats in which the historical data is stored in a different source system? Will the State provide complete layout details of the historical data to be transformed form the source systems?	The State operates on legacy IBM DB2v.11 for Z/OS and IBM DB2v.10.1 for LUW databases. The data models are managed using Sybase Power Designer and ER/Studio. The bidder should plan for conducting research and meetings with the legacy data source business and systems teams to establish migration / conversion and interface needs to meet the requirements of the RFP.
216.	III Terms and Conditions	NA	Will the State share any MSA/service agreements based on the suggested changes/ inputs to the shared SEC III, post down selection for our review and negotiation?	Per the States Statutory requirements any MSA/service agreements that are submitted with a proposal response will be posted to a public website and available for viewing. Bidders are expected to submit their MSA/service agreements that they wish to have negotiated into the contract with their proposal response.
217.	III Terms and Condition EE. PENALTY	34	Please elaborate on how the penalty will triggered and assessed.	The penalty assessment process is included in the performance and status reporting sections of each phase.
218.	III Terms and Condition	NA	What is the credit period for clients? Will the State allow 30 days from the date of invoicing?	Please comply with Section III.JJ. Payment. See Neb. Rev. Stat. §§ 81-2401 through 81-2408.
219.	IV.G	49	What is the current data refresh frequency? What are the typical reasons for conducting the refreshes?	This RFP is a new solution, therefore data refresh does not currently exist. The answer to the question is a function of, and dependent on, each bidder's proposed approach and

				<p>solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.</p>
220.	IV.G	49	<p>What is the frequency of requests to restore the archived data for viewing, printing and exporting to files?</p> <p>Is there a separate region where the current data restores are being done for viewing?</p> <p>Any known challenges faced during the data restores?</p>	<p>The frequency of requests to restore or access archived data varies, based on the business need and requirement. The current data management solution contains 120 months of data. Data accessed beyond the 120 months is retrieved through a batch process.</p> <p>The State is requesting the bidder's expertise to offer the best solution that meets the requirements stated.</p>
221.	IV.G	50	<p>What are the current data reconciliation and data archival strategies being followed?</p> <p>What will be the volume of data to be archived and the frequency of archiving?</p>	<p>The State has made as much information available about the "as-is" and "to-be" environment as reasonable. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of information needed to support MLTC in its solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to reporting and analytics. For example, the bidder may have one report that replaces many "as-is" reports.</p> <p>Please see response to questions 140 and 141.</p>
222.	IV.N	61	<p>What is the current state of dissemination / organization structure of the analytics output delivery process</p>	<p>The State does not have an "analytics output delivery process" at the current time.</p>
223.	IV.N	62	<p>Please provide an overview of the relevant use cases that are perceived to be addressed by statistical methods of forecasting, predictive analytics and prescriptive analysis?</p> <p>How are these use cases aligned to state and federal guidelines?</p>	<p>The State does not currently have use cases in this regard.</p>
224.	IV.N	63	<p>How will users access reports and analytics?</p> <ul style="list-style-type: none"> • Online Portal • Scheduled output (in box / network drive) • Mobile devices <p>Please describe your thought process on enabling the report views on Mobile devices in the DMA</p>	<p>The State is requesting the bidder's expertise to offer the best solution.</p>

			program.	
225.	IV.N	63	<p>What is the end user satisfaction level with current reports?</p> <p>Are you considering using them in DMA as is? Or is there a desire for consolidating and/or rationalizing them?</p>	<p>The State does not have end user satisfaction information.</p> <p>Consolidating and/or rationalizing reports and analytics will occur in DDI. The MLTC Current State Report Inventory provides the report and analytics inventory used in the "as-is" environment. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of information needed to support MLTC. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to reporting and analytics. For example, the bidder may have one report that replaces many "as-is" reports.</p>
226.	IV.N	63	<p>What are the various advanced analytical capabilities to be considered for reporting?</p> <p>Currently, is any reporting being done using complex algorithms for future prediction?</p> <p>Can you please list them?</p>	<p>The State is requesting the bidder's expertise to offer the best solution.</p> <p>The State is not currently using complex algorithms for future prediction.</p>
227.	IV.N	63	Is data assurance in scope for the financial data entities?	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
228.	IV.N	64	What are the top five reporting challenges currently being faced?	The State does not have a top five list in this regard.
229.	IV.N	64	What is the current operating model for analytics delivery and what are the expectations on dynamic information request around this area?	The State does not have an operating model for "analytics delivery" at the current time, except for the existing Truven contract. The Truven contract has been added to the Bidder's Library. The State does not have any additional requirements with respect to "dynamic information" than otherwise specified within Appendix A – Statement of Work. The State is seeking the bidder's expertise to offer the best solution that meets the RFP requirements. The State anticipates detailed requirements, such as these, will be developed during the DDI phase.
230.	IV.N	64	Is there a data quality / granularity study that can be shared to understand the depth and coverage of the data subjected to analytical operations	No.
231.	IV.N	65	What is the current analytical environment (algorithms / tools / data usage) for detecting fraud,	The State does not have an analytical environment expression in this regard. The State has made as

			waste, abuse and erroneous payments in fee-for-service paid claims and managed care entity encounter data and for potential defects in level of care and quality of service?	much information available about the current environment as is practicable. The State is seeking the bidder's expertise to offer the best solution based on the RFP requirements.
232.	IV.O	72	<p>What are the various data quality issues currently being faced?</p> <p>Is there a plan to address them?</p> <p>Because data quality issues typically emanate from the various source systems, their continued presence will impact the throughput of the ETL module. Could you please share your thought process in improving the data quality issues?</p>	The State operates on a legacy, stable, data environment. The State anticipates an enterprise legacy data conversion to the DMA solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements.
233.	IV.O	74	Please describe the intended scope for the MDM plan in the DMA program. Our understanding is that DMA will work with master indices (MCI from NTRAC) and master provider index from the provider directory. Is this understanding correct? If not please reiterate the MDM scope for DMA	<p>Section IV.O.4.a states, "The State expects the Contractor to provide Master Data Management (MDM) capabilities and process to reduce redundancy, remove duplicates, standardize data, and eliminate incorrect data from entering the DMA in order to create an authoritative source of master data. The Contractor will work with the State to structure the DMA MDM framework, policy, and procedures in concert with the Data Governance activities".</p> <p>The references to client and provider indexes, and MDM in the RFP are to inform bidders of what is in place, planned or underway within the State environment. The bidder should determine the best way to meet these expectations, with or without the MCI/MPI, and include it in their proposal.</p>
234.	IV.O	76	<p>Is there a Data Governance organization set up already?</p> <p>If yes, then is the scope for Data Governance here to provide only the technical implementation of the Data Governance OR is it required for the vendor to help formulate master data KPIs, define roles and responsibilities for the data governance team, form a data governance organization, prepare a RACI matrix, SOP for each of these data governance member (roles), operationalize the DG strategy, etc.?</p>	<p>The State is currently in development of its Data Governance Program.</p> <p>The Contractor is required to participate in furthering the advancement of the data governance program.</p>
235.	IV.O	77	What are the source systems in scope for MDM to consolidate?	The specific source systems needed for the DMA solution will be determined during DDI.

			Also, please provide the source system names against each of the data domains to be mastered?	The State is seeking the bidder's expertise to offer the best solution.
236.	IV.O	77	What is the master data volume from each of the source systems?	Master data volume for each of the source systems will be determined during DDI. The State is seeking the bidder's expertise to offer the best solution.
237.	IV.O	78	What is the current tool being used for maintaining the data model? Is all the documentation, including the data dictionary, available for the existing data models?	The MMIS legacy databases are supported using: IBM DB2v.11 for Z/OS and IBM DB2v.10.1 for LUW. The data modeling tools are: 1) Sybase Power Designer version 15, and 2) ER/Studio. Data dictionaries are available for all MMIS Legacy DB2 database models, and will be shared with the selected Contractor during the DDI phase.
238.	IV.O	83	What are the currently used analytical software for statistical analysis?	See response to question 183.
239.	Appendix A II.K.2	26/27	ID 074 requires the Contractor to credit the State for the margined cost of a "Key Personnel" when the position is vacant, starting from the first day of the vacancy if not due to dismissal at the request of the State. ID 081 requires filling such a vacancy within five business days with an interim resource. Should not the reduction/credit to the State be equally offset by the margined cost of the interim replacement resource?	No, the requirement will remain as written.
240.	Appendix A II. Sec L-2, ID 086	27	Which HIPAA transactions should the Companion Guides be prepared? Apart from online applications, are there any other requirements to whom the following need to be provided: Companion Guides, tutorials, help files, FAQ's and tool tips?	HIPAA 5010 Companion Guides need to support, but are not limited to, the 837I, 837P, 837D, 835, 834, 270/271, 276, 277, 278 and 820 transactions. The Nebraska Companion Guides can be found at: http://dhhs.ne.gov/medicaid/Pages/med_edindex.aspx Other than the requirements provided in Appendix A – Statement of Work, the State anticipates detailed requirements will be developed during the DDI phase.
241.	Appendix A II. Sec L-3, point g	27	What is the certification process in this context – Is it CMS stage gate approval or something else?	This refers to the CMS certification process.
242.	Appendix A	57	ID 344 requires the contractor to establish a secure email system for exchanging PHI and other sensitive	The secure email system referred to in this requirement is for the Contractor's staff to exchange

	IV.M.2		data. Does the State envision direct access to this secure contractor email system (issuance of email accounts/credentials on this email system) by anyone other than contractor staff, e.g. state staff, providers? Or is its use exclusive to the contractor's staff, who will exchange sensitive data with non-contractor staff operating from their own email systems?	sensitive data with the State and other non-contractor staff. The State will use its secure email system to communicate sensitive information.
243.	Appendix A II.H.2	22	Since establishing environments can incur substantial costs to the contractor that are amortized across a predicted lifespan, e.g. capital expense for hardware, software licensing, network capability, can the State be more specific on how much flexibility they require.	The State is seeking to understand the options and the degree of flexibility available to host the solution. Bidders should price the solution as if the bidder will be hosting the solution.
244.	Appendix A, Section IV, Operations Phase, Sub Section O, Information and Technical Architecture, 14a DMA Infrastructure and Solution LM Overview	Page 87	<p>In the Overview it is stated that "The State may choose for the Contractor to provide and host all hardware, software, and connectivity required to maintain and operate the DMA and provide access to all environments. However, the State requires flexibility for the State to assume at its discretion the hosting or housing responsibilities for one or more environments."</p> <p>Understanding that in the first part of this statement, the State says they may choose for the contractor to host the DMA solution, but later asks for the flexibility to host part of the solution; we are interested in getting more clarity on how that determination would be made? The issue being that as part of meeting the desired vision of MITA compliance that is stated in the RFP and CMS' stated desire for modularity, the use of SaaS and COTs-based solutions will be prevalently utilized. Accordingly, because of the fact that SaaS solutions typically are hosted by the vendor and any deviation can impact the performance and cost of the solution negatively, it is important for bidders to understand how the State will make the hosting decisions.</p>	See response to question 243.
245.	Appendix B Section I	2	Several of the Proposal Response Sections have a different title than the matching title in the corresponding RFP section. Do you have a preference for which title we use? For example, Section 4 (Appendix B.I.), 6.4 (App A.IV.D), 6.14 (App A.IV.N), 6.15.10 (App A.IV.O.10)	Please follow the Appendix B – Proposal Format Instructions. The proposal should include the proposal response section number and title. The RFP sections to be addressed in the proposal response sections are aligned in the table in Appendix B – Proposal Format Instructions.

246.	Appendix B – II II.H	4	Section II.H states “Figures and tables must be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.” However, In Appendix B, Section II, you state the proposal library “may include artifacts such as document examples, templates, procedures, graphics, charts, etc. “ Should we place figures and tables in the text as specified in Section II.H or should we place all figures/graphics in the proposal library?	Figures and tables should be included in the text where feasible. However, the State understands that there may be instances where a figure or table may need to be included in a proposal library. Bidders should use their discretion.
247.	Appendix B Statement of Work : Section B. MLTC’s Vision, New Projects, and Procurements; figure 2	10	Do you foresee any need for extracting business rules from legacy systems? If so, what are those systems and the nature of those rules?	The potential exists for the Contractor to extract business rules from any source system as needed to meet the scope of the RFP.
248.	Appendix B Statement of Work : Section B. MLTC’s Vision, New Projects, and Procurements; figure 2	9	Please describe your thought process on having a Business Rule Engine placed over application specific data views. What type of business rules do you envision being hosted in this component?	The State is seeking the bidder’s expertise to offer the best solution.
249.	Appendix E, Optional Services, General Services	1	Please provide more detail on the scope/functionality the State desires related to the “personal health record” in the General Services section of Optional Services?	The State has provided as much detail as possible regarding the optional services. Bidders should propose innovative options and pricing.
250.	Appendix E, Optional Services, Staff Augmentation	3	Will staff provided as part of the Optional Services be utilized to support the DMA contract only, or will they be used for other work designated by the State?	Staff provided from the Optional Services will be utilized for the scope of the resulting DMA contract.
251.	Attachment B: Business & Technical Requirements: IV.N.5 Operations Phase - Business Architecture Overview - Program Integrity	73	Please define “profile” in reference to requirement ID #430. What does the profile include?	Profile is defined to produce or present a history, description, or analysis of the services provided to a member during an episode of care. Profile, in this requirement, is the same as in requirement 425, but specific to a member’s episode of care rather than services claimed by a provider.

252.	Attachment B: Business & Technical Requirements: IV.N.5 Operations Phase - Business Architecture Overview - Program Integrity	74	Is the State also looking for pre-payment or will this be dependent on how often claims are submitted (e.g., quarterly)?	Pre-payment analytics are not specifically prescribed within the DMA requirements. The State is seeking the bidder's expertise to offer the best solution based on the RFP requirements.
253.	Attachment B: Business & Technical Requirements: IV.N.5 Operations Phase - Business Architecture Overview - Program Integrity	74	Please State provide more detail on requirement ID #435. Is this an automated process within the system?	The State is seeking the bidder's expertise to offer the best solution. The bidder will need to define if this is an automated process.
254.	Attachment B: Business & Technical Requirements: IV.N.5 Operations Phase - Business Architecture Overview - Program Integrity	74	Please provide more information on requirement ID #438. Is this a service or is the State looking for the system to do this?	The State is not prescribing whether this requirement is fulfilled as a service or otherwise. The State is seeking the bidder's expertise to offer the best solution which meets the stated requirement.
255.	Attachment B: Business & Technical Requirements: IV.N.6.a Operations Phase - Business Architecture Overview - Case Management - General	75	Please clarify or provide examples of the business processes being referenced.	The State is seeking support for case management processes that are configurable and follow the pattern of Program Integrity / Investigative Case Management processes. The examples stated refer to MITA business processes, e.g. FM03 Manage Estate Recovery. The State will manage additional business processes, other than Program Integrity Case Management, at the State's discretion.
256.	Attachment B: Business &	76	Please elaborate on some of the business processes?	The State has made as much information available about the "as-is" and "to-be" environment as practicable. The State is seeking the bidder's

	Technical Requirements: IV.N.6.b Operations Phase - Business Architecture Overview - Case Management - Case Identification and Creation			expertise to offer the best solution that meets the RFP requirements.
257.	Attachment B: Business & Technical Requirements: IV.N.6.c Operations Phase - Business Architecture Overview - Case Management - Manage Case Information	79	Is this something that the State is looking for in the solution or want as a service.	The State is seeking the bidder's expertise to offer the best solution or service that meets the RFP requirements.
258.	Attachment B: Business & Technical Requirements: IV.N.6.c Operations Phase - Business Architecture Overview - Case Management - Manage Case Information	79	Is this something that the State is looking for in the solution or does the State want a service?	The State is seeking the bidder's expertise to offer the best solution or service that meets the RFP requirements.
259.	1 DMA RFP	State of Nebraska (State Purchasing Bureau) REQUEST FOR PROPO	Will the state be open to negotiate with the vendor to put a cap on the liability/indemnification clause?	A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.

		SAL FOR CONTRACTUAL SERVICES FORM, II		
260.	2 Appendix A - Statement of Work	G. Data Conversion and Data Load, Page 21	Does the State have any recommendation on tool and technology stack for data migration or does the vendor need to recommend that	<p>The State has acquired IBM InfoSphere Information Server to support data conversion efforts associated with the current Eligibility and Enrollment Solution (EES) project.</p> <p>The State is not necessarily recommending this product, but rather shares it for informational purposes. Whether it is appropriate or adequate for the DMA is left to the bidder to determine based on their expertise with their solution.</p>
261.	General	General	<p>Is there an incumbent for this ?</p> <p>If so who is the incumbent and what are the pain points faced by the State</p>	Truven Health Analytics currently provides a data and analytics solution for the State. However, the DMA solution is a unique, broad enterprise solution that encompasses additional functionality.
262.	2 Appendix A - Statement of Work	H. Environment, Page 22	<p>Is the State looking for on-premises or cloud hosting ?</p> <p>Additionally any case, does the State expect vendor to price infrastructure support and software licenses as part of its proposal</p>	See response to question 243.
263.	2 Appendix A - Statement of Work	DMA vision diagram, Page 9	As per the DMA vision diagram, Data Quality analysis of the source data before integration, is expected. Has any Data Quality assessment activity been done earlier by State of Nebraska on existing data?	The State does not have an existing Data Quality assessment.
264.	2 Appendix A - Statement of Work	Page 73	<p>Only Client and Provider entities would be Mastered preferably using IBM MDM. Is that understanding correct?</p> <p>Which version of IBM MDM is recommended?</p>	<p>No. The references to client and provider entities, and MDM in the RFP are to inform bidders of what is in place, planned or underway within the State environment. Bidders should determine what "Mastering" is needed to support their solution and include that in their response.</p> <p>The State has acquired the following versions to support its current initiatives:</p>

				<p>- IBM InfoSphere Master Data Management Individual Hub - Standard Edition for Non-Financial Services</p> <p>- IBM InfoSphere Master Data Management Patient Hub - Standard Edition</p> <p>The State does not necessarily recommend these versions, but rather shares it for informational purposes. Whether these are appropriate or adequate for the DMA is left up to the bidder to determine.</p>
265.	2 Appendix A - Statement of Work	Page 3	<p>Currently there are about 230,000 individuals in the MLTC. How many providers are currently enlisted ?</p> <p>What is the expected per annum growth percentage of the clients/providers, to be handled in the MDM Hub ?</p>	<p>See response to question 15.</p> <p>The State does not have an anticipated per annum growth percentage for this. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements.</p>
266.	2 Appendix A - Statement of Work	Page 73	<p>What is the expectation from the 1st phase of MDM activity?</p> <p>Should it be restricted to determination of solution approach, strategy, architecture, methodology, tools of Master Data Management (MDM) for the DMA environment ?</p>	<p>The State is unclear by what is meant by "the 1st phase of MDM activity".</p> <p>Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.</p>
267.	2 Appendix A - Statement of Work	Page 19	<p>Would the vendor be responsible for Integration, System Testing ?</p> <p>Also what would be the role of the vendor in User Acceptance Testing</p>	<p>Yes, the Contractor must ensure that all testing is complete prior to System Readiness testing.</p> <p>The Contractor has the responsibility to plan and perform acceptance testing, and present and walk through the test results with the State to gain State approval.</p>
268.	2 Appendix A - Statement of Work	Page 73	<p>While mastering the client/provider information, is there any scope of name/address standardization using third party tool like Trillium/Address Doctor etc.?</p>	<p>Section IV.O.4.a states, "The State requires the Contractor to provide Master Data Management (MDM) capabilities and process to reduce redundancy, remove duplicates, standardize data, and eliminate incorrect data from entering the DMA in order to create an authoritative source of master data. The Contractor will work with the State to structure the DMA MDM framework, policy, and procedures in concert with the Data Governance activities".</p> <p>Bidders may propose a third-party name/address standardization tool to meet this requirement.</p>

				The State requires bidders to make clear all costs associated with the bidder's proposed solution. All costs associated with the bidder's solution necessary to meet the requirements of the RFP, should be listed in Attachment A – Deliverables Catalog and Appendix D – Cost Proposal Sheet.
269.	2 Appendix A - Statement of Work	Page 13	During the design/development, at any point of time, is integration of any unstructured data anticipated?	The State does not have any specific requirements around unstructured data, but it is anticipated that unstructured data will be integrated into the DMA. The State is seeking the bidder's expertise to offer the best solution based on the RFP requirements.
270.	2 Appendix A - Statement of Work	Page 13	What is the support coverage that the State is expecting for the production support post implementation?	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
271.	2 Appendix A - Statement of Work	E. Quality Assurance and Monitoring, Page 45	Is end to end Data Governance Methodology establishment in scope?	The State is currently in development of its Data Governance Program. The State requires the contractor to meet the requirements as identified in Appendix A – Statement of Work Section III. O. 3 Data Governance and other requirements as identified in the RFP.
272.	2 Appendix A - Statement of Work	C. Performance and Status Reporting 2. Performance, Page 91	There are penalties specified incase the metrics are not met. We assume that penalties will not apply if the delay is due to State or any reason outside the control of the vendor. Please advise if the State has different thoughts	The requirements remain as written. The State may waive a penalty at its sole discretion.
273.	2 Appendix A - Statement of Work	Page 14	Do we need to consider external Data enrichment sources for DMA other than internal data sources ?	The State is seeking the bidder's expertise to offer the best solution based on the RFP requirements.
274.	2 Appendix A - Statement of Work	Page 14	What mode of integration to be considered: Batch/Real Time/Near Real Time? Applicable for both In-bound and out-bound files .	The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The Contractor will need to manage collaboratively across all stakeholders and data suppliers. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.

275.	General	3	By the time the DMA is implemented, MLTC will have implemented new statewide managed care program, Heritage Health, for physical, behavioral, and pharmaceutical services. Is the vendor QA team responsible for separate integration testing for new implementations in MLTC.	Yes, the Contractor is responsible for integration testing within the scope of the RFP.
276.	General	Page 4	In DHHS Application environment - Please list down all the source system available and the source data format. Please provide the details about existing data warehouse and legacy operational systems and the downstream details?	The State's MMIS and the current Data Warehouse and Decision Support System with Truven Health Analytics are the primary source systems. The current MMIS data architecture is a mix of flat files, HIPAA server databases, and relational DB2 mainframe databases (RDMS) comprised of 14 DB2 databases, 633 tables, and over 1.2 million cylinders. Details regarding the current data warehouse will be shared with the selected Contractor during the DDI phase.
277.	2 Appendix A - Statement of Work , DHHS Applications Environment	Page 4	We understand there are three large custom developed applications in DHHS potfolio. What are all the Database currently exists other then DB2 and number of objects.	Primarily, IBM DB2 and SQL Server are used by the three large systems (i.e., N-FOCUS, CHARTS, MMIS). The number of objects will be shared during the DDI phase with the selected Contractor.
278.	2 Appendix A - Statement of Work , DHHS Applications Environment	Page 4	How many small custom build applications are available? How many tables and Database currently exists in small custom build applications?	These details are not available at this time.
279.	2 Appendix A - Statement of Work , DHHS Applications Environment	Page 4	We understand there are customized COTS/small custom build applications in DHHS potfolio. How many such COTS/small custom build applications currently exist? What are the DB types (DB2/Oracle/etc) and table counts currently in COTS?	Not enough information was provided to respond to the question. Please provide further detail around "small custom build applications" and resubmit with Second round written questions. It is unclear what system is referenced by "COTS". Please provide further detail and resubmit with Second round written questions. For informational purposes, the current MMIS data architecture is a mix of flat files, HIPAA server databases, and relational DB2 mainframe databases (RDMS) comprised of 14 DB2 databases, 633 tables, and over 1.2 million cylinders.
280.	2 Appendix A - Statement of Work,	Page 5	Any historical data migration planned from the existing Data warehouse to the new DMA environment planned?	Yes, the Contractor will be required to convert and load the appropriate data from all State systems necessary to support the requirements of the contract. See

	Background information		<p>How many years of history data will be migrated to new EDW environment?</p> <p>Please provide the size of historical data in the existing databases/volume to be considered for migration.</p>	<p>response to question 419.</p> <p>The State requires the selected Contractor will convert data from all applicable data sources including the existing data warehouse and legacy operational systems.</p> <p>The current Data Management solution contains 120 months of Medicaid claims and provider and client information for management reporting, including the Management and Administrative Reporting Subsystem (MARS), Surveillance & Utilization Review Subsystem (SURS) and Transformed Medicaid Statistical Information System (T-MSIS) reporting.</p> <p>At a minimum, the selected Contractor must convert at least 120 months of data initially. The bidder should provide a growth factor for each additional 12 months in their Cost Proposal.</p> <p>The current MMIS data architecture is a mix of flat files, HIPAA server databases, and relational DB2 mainframe databases (RDMS) comprised of 14 DB2 databases, 633 tables, and over 1.2 million cylinders.</p> <p>The State anticipates detailed requirements will be developed during the DDI phase.</p>
281.	2 Appendix A - Statement of Work ,B2	Page 9	Does the scope of work include building of both an enterprise Data Model which is normalized (3NF) and a Dimensional model?	The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State is not prescribing a specific data normalization form. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.
282.	2 Appendix A - Statement of Work, B2	Page 9	<p>Are there additional source systems that would feed into the Data Warehouse other than(Member,Provider,Care Management, Performance,Operations,Business Relationship,Financial,Reference,Enterprise One)?</p> <p>If yes, how many more and what are they?</p>	<p>Yes, there are additional source systems that will provide data in the Data Warehouse solutions. Some examples include: MCO encounter and FFS claims, N-FOCUS claims, CMS drug manufacture file, CMS drug rebateable file, etc.</p> <p>The State expects detailed requirements will be developed for each of the different source systems during the DDI phase.</p>
283.	2 Appendix A -	Page 10	QA Team scope is to test Medicaid enterprise data warehouse and reporting & Analytics. We assume	Not confirmed. The bidder must meet the scope as identified in Appendix A – Statement of Work section

	Statement of Work, Data Management and Analytics Procurement Scope		for program integrity SURS and case management related QA testing will be performed by Truven. Please confirm	I. B. 3. Data Management and Analytics Procurement Scope.
284.	2 Appendix A - Statement of Work, Design, Development, and Implementation	Page 13	Please confirm whether existing DW environment will be decommissioned.	The State's contract with its current data warehouse Contractor will expire on September 30, 2018 and will be decommissioned upon successful DMA implementation.
285.	2 Appendix A - Statement of Work, Design, Development, and Implementation	Page 13	Does the State have a in-house testing team that will take part during system readiness/UAT & operational readiness activities?	The State will provide staff as determined to be necessary by the State.
286.	2 Appendix A - Statement of Work, Performance and Status Reporting	Page 15	Does Client have any specific QC / Test Management tool (ALM / Jira) available in their environment that could be leveraged?	No QC/Test Management tools are available for reuse at this time.
287.	2 Appendix A - Statement of Work, Data Conversion and Data Load	Page 21	Please provide the details on volume and frequency of daily transactional data for each subject area to be considered for new data warehouse	<p>The State has made as much information available about the "as-is" and "to-be" environment as practicable. The State anticipates reporting on data entities through the DMA solution as described in Appendix A – Statement of Work section IV.N.4. The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.</p> <p>The current MMIS system volume and frequency transactions to the current data warehouse is provided in the Bidders' Library - DSS Monthly Transaction Sample.</p> <p>The State anticipates detailed requirements regarding all transactional data will be developed during the DDI phase.</p> <p>The current MMIS data architecture is a mix of flat files, HIPAA server databases, and relational DB2 mainframe databases (RDMS) comprised of 14 DB2 databases, 633 tables, and over 1.2 million cylinders.</p>

288.	2 Appendix A - Statement of Work, User Support	Page 28	what is the total business user count to support during DDI phase ?	The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State is not prescribing a specific number of business users to participate in the DDI phase. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard. Please also see response to questions 26 and 30.
289.	2 Appendix A - Statement of Work, IV - A	Page 39	Our understanding is that L1,L2,L3 and L4 support will be part of the scope. Please confirm. Is L0 HelpDesk in scope? The L0 HelpDesk is the first point of contact and is responsible only for logging the issue and initial routing.	This cannot be confirmed. The State is seeking the bidder's expertise to offer the best solution. See response to question 143. The State anticipates detailed requirements will be developed during the DDI phase.
290.	2 Appendix A - Statement of Work, IV - A	Page 39	Is System/Application Administration and Infrastructure support part of the scope?	Refer to Appendix A – Statement of Work section IV.O.14. DMA Infrastructure and Solution Lifecycle Management.
291.	2 Appendix A - Statement of Work, IV - A	Page 39	What service management tool is being used by state?	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
292.	2 Appendix A - Statement of Work, IV - A	Page 39	Our understanding is that DMA module will be implemented by September 30th 2018 and that Operations starts from October 1st 2018. Please confirm	Confirmed.
293.	2 Appendix A - Statement of Work, N.6	Page 66	Is Case management application an online transactional processing system requiring User interface hence interactive data storage? Is this part of Data warehouse?	The State is requesting the bidder's expertise to offer the best solution that meets the requirements stated.
294.	2 Appendix A - Statement of Work, N.6	Page 66	Should the Case Management tool be custom built or is the State open for the vendor to propose a product. Are there any preferences in terms of Products/tools for Case Management Solution?	The State is requesting the bidder's expertise to offer the best solution that meets the requirements stated. There are no preferences.
295.	2 Appendix A - Statement of Work	Page 72	Does the state have a preference to IBM Infosphere for Data Modeling and Data Management or can other tools like Erwin for Data Modeling be proposed?	The State has provided information on its Enterprise Architecture Program in Appendix A – Statement of Work section IV.O. Information and Technical Architecture. DHHS intends to look for opportunities and explore options to reuse existing assets within the context of new projects and initiatives, such as the DMA. However, bidders are not required to utilize these products. The State is requesting the bidder's expertise to offer the best solution. The State is using

				IBM Infosphere Suite for certain data management and metadata repository functions, and ER/Studio for Data Modeling.
296.	2 Appendix A - Statement of Work	Page 79	Do you need to expose web services for downstream systems? If yes, is there any existing ESB/SOA platform that can be leveraged?	<p>The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State anticipates detailed requirements and the degree to which web services need to be exposed will be developed during the DDI phase.</p> <p>As mentioned in section IV.O.1, the State's ESB/SOA platform consists of IBM Integration Bus (IIB), IBM WebSphere Service Registry and Repository (WSRR) and IBM SOA Policy Gateway.</p>
297.	2 Appendix A - Statement of Work, ID :392-396	Page 61-62	Is there any preference for predictive analytics tools like SAS/R? Will the State provide licenses to tools like SAS/R/Tableau. Please confirm.	No. The State is seeking the bidder's expertise to offer the best solution. All licenses and costs are to be included in the proposal. See response to question 183 for currently used tools.
298.	2 Appendix A - Statement of Work, ID :397-415	Page 63-64	<p>How many Reports should be available in the proposed system?</p> <p>How many end users we have in the reporting platform?</p>	<p>The MLTC Current State Report Inventory provides the report and analytics inventory used in the "as-is" environment. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of information needed to support MLTC in its solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to reporting and analytics. For example, the bidder may have one report that replaces many "as-is" reports.</p> <p>Per Appendix A – Statement of Work Section IV.L. User Support: “The MLTC organization currently consists of approximately 650 employees that may access any portion of the DMA. These staff are divided into different units such as Aging, Operations, Data and Analytics, Delivery Systems, Finance and Program Integrity, Medical Services and Policy and Communications. Within each of these units, the need to access the DMA for day to day inquiries exists. MLTC anticipates approximately 150 of these staff will be more active and sophisticated users of the system reporting and analytic tools. Specifically, the use of the Case Management and Program Integrity tools will be limited to an even smaller number of users.” Given the preceding information and the fact that each bidder will have varying</p>

				<p>approaches and solutions, the State requests each bidder to propose reporting users as it sees fit to meet the RFP requirements.</p> <p>Please see response to questions 26 and 30.</p>
299.	2 Appendix A - Statement of Work, ID :397-415	Page 63-64	<p>Is there any expectation of a Web platform to render the reports ? If yes, then</p> <p>a) How many users are going to access the reporting services?</p> <p>b) Do we need User level data security requirements?</p> <p>c) Please provide details for support timings.</p> <p>d) Please provide resolution SLA?</p> <p>e) How many types of user roles we will have to access the application?</p>	<p>The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State is not prescribing a specific "Web platform to render the reports". The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.</p>
300.	General	NA	<p>What are the non functional requirements in terms of batch window timings for ETL jobs and response times for reports?</p>	<p>The State is not prescribing additional requirements for ETL outside of what is described in Appendix A - Statement of Work.</p> <p>The State is requesting the bidder's expertise to offer the best solution.</p>
301.	General	NA	<p>Are the data model(logical & physical) & data dictionary of the source systems available?</p>	<p>The data models and data dictionaries will be shared with the awarded Contractor.</p>
302.	General	NA	<p>Approximately, what percentage of this engagement is expected to be need-based, on-demand analytics versus standard periodic reports/deliverables?</p>	<p>The answer to this question is dependent on each bidder's proposed approach and solution. The State requests each bidder propose the best approach and solution it sees fit to meet the RFP requirements.</p>
303.	General	NA	<p>What will be the data refresh frequency for analytical models? Is it daily, weekly or monthly?</p>	<p>The answer to this question is dependent on each bidder's proposed approach and solution. The State requests each bidder propose the best approach and solution it sees fit to meet the RFP requirements.</p>
304.	General	NA	<p>Is it going to be a incremental data load or complete data refresh for the analytical models?</p>	<p>The answer to this question is dependent on each bidder's proposed approach and solution. The State requests each bidder propose the best approach and solution it sees fit to meet the RFP requirements.</p>
305.	General	NA	<p>What is the expected rate of data growth? What is the volume of unstructured data in GB?</p>	<p>See response to question 211.</p>

306.	General	NA	What is the time period of data that we are looking at for analytics and reporting?	The answer to this question is dependent on each bidder's proposed approach and solution. The State requests each bidder propose the best approach and solution it sees fit to meet the RFP requirements. See minimum data retention requirements 613, 618, and 621.
307.	General	NA	Do we need to work on client platforms/systems due to data access restrictions or data could be moved to vendor servers or cloud platforms?	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.
308.	General	NA	Can you provide examples of the types of use cases you envision for predictive analytics?	No, current use cases for predictive analytics do not exist.
309.	General	NA	How many simple, moderate and complex predictive models need to be built?	The answer to this question is dependent on each bidder's proposed approach and solution. The State requests each bidder propose their best approach and solution as each bidder sees fit to meet the RFP requirements.
310.	IV.O.12 Operations Phase - Business Information and Technical Architecture - Rules Engine & Rules Management	84	We see that State is not mandating any particular rules engine architectural pattern or solution. We would like to know if you are already using BRMS products in any of the existing applications. Please provide details if any. Also please let us know if you have any preferences	A few MLTC applications currently use business rules or inference engines as part of their architecture, but the State does not prefer to leverage those solutions within the scope of this work.
311.	IV.N.5 Operations Phase - Business Architecture Overview - Program Integrity	65	We saw the below statement "Must implement, maintain and operate a configurable surveillance, utilization, and review subsystem according to Department business rules" Please provide additional details of this and let us know if this is only post utilization review. Do we need to have event based rules here ?	The State requires replacement of existing surveillance, utilization, and review subsystem functionality that is inclusive of prospective and retrospective review. There are no additional details available. The State is seeking the bidder's expertise to offer the best solution it sees fit to meet the RFP requirements.
312.	IV.O.12 Operations Phase - Business Information and Technical Architecture - Rules Engine & Rules Management	84	Could you please let us know if only new rules development is in scope or it requires migration of rules from any of the existing applications	The State does not currently operate a rules engine and does not anticipate rules in this context to be migrated. All rules and logic are encapsulated in the application layer of the systems being decommissioned. The State requires detailed requirements for rules will be developed during the DDI phase.

313.	General Question	NA	Please let us know the calling application (Mainframe/BPM/J2EE etc.) which will be consuming rules service in the to-be solution? Please let us know your preferences for integration protocol (webservices/POJO etc.) that should be used.	There are no specific requirements for any calling application to consume rules services. The State requests each bidder to propose the best integration protocol it sees fit to meet the RFP requirements.
314.	IV.O.12 Operations Phase -Business Information and Technical Architecture -Rules Engine & Rules Management	NA	Could you please provide the details of different database / external systems with which the BRMS should be interacting	There are no specific details available. The data the BRMS interacts with is dependent on the bidder's solution.
315.	General Question	NA	Could you please let us know whether the Rule harvesting from any legacy application is in scope or the harvested rules are readily available	It is up to the Contractor on its approach to "harvest rules". The State does not currently operate a rules engine and does not anticipate rules in this context to be migrated. All rules and logic are encapsulated in the application layer of the systems being decommissioned. The State requires detailed requirements for rules will be developed during the DDI phase.
316.	General Question	NA	Could you please let us know the total number of rules expected to be present in the to-be system.	The State has not determined the total number of rules anticipated in the DMA solution. The answer to this question is a function of, and dependent on, each bidder's proposed approach and solution.
317.	General Question	NA	Do we have any performance benchmarks set for the processing of rules. Example: Response time, production peak and average service load, growth of users in production, Throughput TPS etc?	There are no specific performance benchmarks specific to processing of rules. However, the performance therein may impact a higher level performance measure as stated in Attachment C - Performance Measures.
318.	General Question	NA	Does the State have any preference for the Application server and Database server of the Rules Engine?	No. The State has provided information on its Enterprise Architecture Program in Appendix A – Statement of Work section IV.O. Information and Technical Architecture. DHHS intends to look for opportunities and explore options to reuse existing assets within the context of new projects and initiatives, such as the DMA. However, bidders are not required to utilize these products. The State is requesting the bidder's expertise to offer the best solution that meets the RFP requirements.

319.	General Question	NA	Is a separate Authorization Process required for the Web Users for logging into the Rules Business User Interface or is there any Integration to their LDAP / Authentication systems for user login?	Not enough information was provided to respond to the question. Please explain what is meant by "Rules Business User Interface". Please provide further detail and resubmit with Second round written questions.
320.	IV.O.12 Operations Phase - Business Information and Technical Architecture - Rules Engine & Rules Management	NA	Could you please elaborate on the below requirement with an example of the alerts / notifications that are envisaged. "Must provide the capability for users to receive push notifications/alerts based on userconfigurable parameters (rules and/or rules groups)".	There are no specific examples available. The State is seeking the bidder's expertise to offer the best solution.
321.	General Question	NA	Could you please provide the details of the various data models that the BRMS should validate or enrich?	There are no specific details available. The data models are dependent on the bidder's solution.
322.	General Question	NA	Could you please provide the complexity breakdown details of the rules in terms of simple, medium and complex based on the business functional details if available	The State has not determined the total number or complexity breakdown of rules anticipated in the DMA solution. The answer to this question is a function of, and dependent on, each bidder's proposed approach and solution.
323.	General Question	NA	Is event based rules part of scope?	The State does not prescribe a specific "event based rules" requirement. The State is seeking the bidder's expertise to offer the best solution it sees fit to meet the RFP requirements.
324.	General Question	NA	Provide the details on different Intake Process for Case Processing	All information available in this regard has been provided within the RFP. The State requests bidders to propose the best approach and solution based on the information available. The State anticipates detailed requirements will be developed during the DDI phase.
325.	General Question	NA	Please explain the Scope of Case Management Solution in the Overall Landscape of this Program. Provide High level Interface Touch Points for Case Management	Refer to the Case Management Requirements in Appendix A – Scope of Work Section IV. N. 6. Case Management.
326.	General Question	ID -442	"Must provide a solution that is configurable and capable of supporting multiple business processes in addition to Program Integrity" - Please provide more details on the multiple business processes.	Details for multiple business processes are currently not defined. The solution must be extensible to support similar case management business processes.
327.	General Question	8	"Providers will submit claims to the appropriate MCO for risk-based members enrolled in the MCO and to the CBS for FFS members. The CBS will pay the	Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.

			FFS claims and invoice the State for reimbursement. Reimbursement will be paid by Enterprise One. The MCOs and CBS will submit claims data to the DMA Contractor. The DMA Contractor will receive payment data from Enterprise One." Could you please confirm whether the scope is to perform the Claims Submission and Processing by the providers to the Members ?	
328.	General Question	5	"Nebraska MMIS consists of the following 15 subsystems:" Are these the external systems where the new application needs to integrate?	The external systems where the new application needs to integrate would include systems such as: Central Provider Enrollment module, Enrollment Broker and Capitation module, Eligibility & Enrollment module, Financial module, etc.
329.	General Question	NA	Could you please provide whether the Member Portal and Provider Portal needs to be developed, and is PEGA a consideration?	The State is seeking the bidder's expertise to offer the best solution based on the RFP requirements.
330.	General		We assume we will not be providing service-oriented architectures services to be shared by multiple MMIS components, such as an enterprise service bus.	The State would anticipate that the new system would be built using discrete, loosely coupled business and technical services that can be reused in the future to enhance the current system and/or provide the ability to integrate with (via web services) other MMIS modernization initiatives. The State anticipates that the DMA SOA services will be registered in the State's SOA Registry. The State's ESB will be used by the State to meet its portion of interoperability. The bidder should include in their proposal how their solution will handle services, and internal and external interoperability. If the bidder plans to leverage the State's ESB, they should provide specific details on how and when they plan to do so within their proposal response.
331.	General		Updating a data warehouse is traditionally a batch-oriented process. We assume that we will not build any web services interfaces for ingesting data one record at a time.	The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.
332.	General		Please provide the total number of users. Please provide a breakdown for the following users: <ul style="list-style-type: none"> • Number of users requiring General access 	See response to questions 26, 30, and 298.

			<ul style="list-style-type: none"> • Number of users requiring FADS access • Number of users requiring MARS access • Number of users requiring Advanced Statistics access • Number of users requiring Executive Dashboard access • Number of users requiring Case Management access 	
333.	RFP Section III. Terms and Conditions	7	<p>The RFP states “Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.”</p> <p>The RFP does not contain a mutual exclusion of liability for consequential damages, with a carve-out for damage to real or personal property, personal injury or death caused by negligence. The presence of such an exclusion would benefit the State by:</p> <ol style="list-style-type: none"> 1. Encouraging financially responsible and responsive bidders to bid where they might not otherwise out of concern for the open ended nature of their liability; 2. Receiving lower pricing as a bidder does not have to “price” their unlimited liability risk into their bid; and 3. Limiting the State’s own liability in so far as the exclusion of consequential damages would be mutual in nature. <p>The State has also accepted such language in other contracts.</p>	A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.

			In light of the foregoing, please either amend the RFP to contain a mutual exclusion of consequential damages or otherwise clarify its willingness to negotiate something mutually acceptable that addresses this issue.	
334.	RFP Section III. Terms and Conditions	7	<p>The RFP states “Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.”</p> <p>The RFP does not contain a cap on a Contractor’s liability for direct damages, including liquidated damages or service credits. The presence of such a cap would benefit the State by:</p> <ol style="list-style-type: none"> 1. Encouraging financially responsible and responsive bidders to bid where they might not otherwise out of concern for the open ended nature of their liability; and 2. Receiving lower pricing as a bidder does not have to “price” the risk of unlimited liability for direct damages into their bid. <p>In light of the foregoing, please amend the RFP to contain a cap on the amount of the Contractor’s liability for direct damages, inclusive of liquidated damages/service credits or otherwise clarify its willingness to negotiate something mutually acceptable that addresses this issue.</p>	<p>A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.</p> <p>Limitations of liability are a legal issue for the State of Nebraska. The State is willing to consider limitations of liability if reasonable. The limitations should exclude personal injury, property damage, intentional act’s, insurance coverage and other expressly assumed liabilities.</p>
335.	RFP Section III. Terms and Conditions	7	The RFP states “Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions	A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement

			<p>by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.”</p> <p>The SOW mentions several times that liquidated damages (for example, deductions in invoices and monetary penalties) do not preclude the State from assessing state incurred actual damages. Liquidated damages are typically the type of remedy that parties agree upon where it is impossible or difficult to prove actual damages and as such, the liquidated damage remedy is typically the sole and exclusive remedy when it is triggered. If the RFP were to be amended to state that liquidated damages, when assessed, would constitute the sole and exclusive remedy, the State would enjoy the following benefits:</p> <ol style="list-style-type: none"> 1. Encouraging financially responsible and responsive bidders to bid where they might not otherwise out of concern for being liable for actual and liquidated damages; 2. Receiving lower pricing as a bidder does not have to “price” the risk of liability for direct and liquidated damages into their bid; and 3. Avoiding having to prove actual damages that can often be difficult to determine. <p>In light of the foregoing, please amend the RFP to state that liquidated damages would constitute the State's sole and exclusive remedy when assessed or otherwise clarify its willingness to negotiate something mutually acceptable that addresses this issue.</p>	<p>recommending terms and conditions the bidder would find acceptable.</p> <p>The State has remedies and requirements provided by law. The State has no legal authority to waive statutory requirements through a contract.</p>
336.	RFP Section III. Terms and Conditions	7	<p>The RFP states “The State of Nebraska will not consider proposals that propose the substitution of the bidder's contract, agreements, or terms for those of the State of Nebraska's. Any License, Service</p>	<p>A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement</p>

			<p>Agreement, Customer Agreement, User Agreement, Bidder Terms and Conditions, Document, or Clause purported or offered to be included as a part of this RFP must be submitted as individual clauses, as either a counter-offer or additional language, and each clause must be acknowledged and accepted in writing by the State.”</p> <p>The State may benefit from a system that includes End User Facing Software that consists of pre-existing, commercial, off the shelf software (“COTS”) but the RFP does not mention license terms. COTS manufacturers require the Bidder to pass on certain license terms and conditions to the customer that govern the customer’s use of such COTS software during the term of the Contract with the State.</p> <p>In order to meet this requirement and at the same time abide by the State’s direction found in the third paragraph of Section III on page 7, where should a bidder include such license terms as individual clauses in its Technical Proposal?</p>	<p>recommending terms and conditions the bidder would find acceptable.</p> <p>The State is limited by statute to what it can comply with in a third party license. The State compliance with third party licenses will be to the extent permitted by law.</p>
337.	RFP Section III.E. Ownership of Information and Data	9	<p>The RFP states: <i>The State shall receive all ownership rights in the software wholly developed on behalf of the State under this contract or modifications thereof and associated documentation designed, developed or installed.</i></p> <p>Bidders might be able to offer a lower price if the bidders know they can use software for other implementations. States have the authority to grant a license back to contractors without diminishing the State’s ownership rights or the Federal Government’s license requirements.</p> <p>In light of the above, please amend the RFP with language indicating that the State grants the Contractor a license back to use such software for its business purposes or otherwise clarify its</p>	<p>A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.</p>

			willingness to negotiate something mutually acceptable that addresses this issue.	
338.	RFP Section III.F.2	9	<p>The RFP's "Insurance Requirements" section requires the Contractor to be "responsible for obtaining the certificate(s) of insurance required herein under from any and all Subcontractor(s)" and "ensuring Subcontractor(s) maintain the insurance required."</p> <p>With regard to General Liability and Automobile Liability insurance, however, the RFP states the Contractor's insurance "shall protect Contractor and any Subcontractor" which implies the Contractor will need to include its subcontractors as Additional Insureds. Standard commercial insurance coverage protects the insured Contractors, but does not provide protection for the subcontractors themselves. Subcontractors are typically required to obtain their own coverage, which this RFP allows.</p> <p>Does the State agree that subcontractors are not required to be added as Additional Insureds on the Contractor's insurance policies?</p>	Subcontractors are not required to be added as Additional Insureds on the Contractor's insurance policies. The Contractor must verify that the subcontractor(s) have equivalent coverage, and if not the Contractor can insure the subcontractor or have the subcontractor obtain equivalent coverage.
339.	RFP Section III.FF. Retainage	19	<p>The RFP states "The State will withhold ten percent (10%) of each payment due in DDI as retainage. The entire retainage amount will be payable upon successful completion of CMS certification. Upon completion of CMS certification, the Contractor will invoice the State for the retainage. The State may reject the final invoice by identifying the specific reasons for such rejection in writing to the Contractor within forty-five (45) calendar days of receipt of the final invoice. Otherwise, the DDI will be deemed accepted and the State will release the final payment and retainage in accordance with the contract payment terms."</p> <p>The Contractor's role in connection with CMS certification is to assist the State but the State, under applicable federal regulations, has the responsibility for obtaining it. In addition, CMS certification may not have been granted but not due to any failure by the Contractor to provide the required assistance and not</p>	A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.

			<p>due to the Contractor's acts or omissions.</p> <p>At the same time, the State should be able to withhold retainage where the Contractor either fails to provide the required assistance in CMS certification of where the failure to obtain CMS certification is due to Contractor's acts or omissions.</p> <p>In light of the above, please amend the RFP so that the Section reads as follows with the new words added in bold or otherwise indicate its willingness to negotiate something mutually acceptable that addresses this issue:</p> <p>"The State will withhold ten percent (10%) of each payment due in DDI as retainage. The entire retainage amount will be payable upon successful completion of CMS certification. Successful completion of CMS certification shall mean either that CMS certification has been granted or CMS certification has not been granted for reasons other than the failure of Contractor to provide the required assistance or the Contractor's acts or omissions. Upon successful completion of CMS certification, the Contractor will invoice the State for the retainage. The State may reject the final invoice by identifying the specific reasons for such rejection in writing to the Contractor within forty-five (45) calendar days of receipt of the final invoice, where such reasons would demonstrate how the definition of successful completion of CMS certification has not been met. Otherwise, the DDI will be deemed accepted and the State will release the final payment and retainage in accordance with the contract payment terms."</p>	
340.	RFP Section. III.GG. Performance Bond	20	The RFP states "The Contractor will be required to supply a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid until CMS certification is received retroactive to the start of	<p>Section II.GG. Performance Bond is amended per the following:</p> <p>The Contractor will be required to supply a bond executed by a corporation authorized to contract</p>

			<p>operations... The bond will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.”</p> <p>On the one hand, the bond must remain valid until CMS certification is received retroactive to the start of operations, On the other hand, the bond is not returned until termination or expiration of the contract, which will likely be years later.</p> <p>In light of this difference in time and apparent inconsistency in RFP provisions, please amend the RFP so that the bond may be returned upon CMS certification provided it is retroactive to the start of operations.</p>	<p>surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid until CMS certification is received retroactive to the start of operations. The amount of the bond must be an established dollar amount of \$1,000,000.00. The bond will guarantee that the Contractor will faithfully perform all requirements, terms and conditions of the contract. Failure to comply shall be grounds for forfeiture of the bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.</p>
341.	RFP Section III.XX Indemnification	26	<p>The RFP states “The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials (“the indemnified parties”) from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses (“the claims”), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.”</p> <p>Standard industry practice often specifies indemnification applies to third party claims and permits contractors to have control of the defense of claims in order to provide a more effective and timely defense.</p>	<p>A bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable.</p> <p>Third party limits may be agreeable.</p> <p>Control of the defense would be subject to statutory authority of the Attorney General.</p> <p>State allows contractors to submit claims for the State’s simple negligence and the State requires the Contractor to indemnify the State for simple negligence as well, therefore the State will not agree to the inclusion of gross negligence. The State requires that indemnification expressly include death.</p>

			<p>In light of the above, please amend the RFP so that the Section reads as follows with the new words added in bold or otherwise indicate its willingness to negotiate something mutually acceptable that addresses this issue:</p> <p>”The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials (“the indemnified parties”) from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses for bodily injury or damages to tangible property (“the claims”), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, gross negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims, provided that the State gives Contractor prompt, written notice of any such claim, sole control of the defense of such claims, and all reasonable assistance to defend such claims. The State shall not agree to settle the claim without Contractor’s written consent, provided that such consent is not unreasonably withheld, conditioned or delayed.”</p>	
342.	RFP Section V.a.iv		Is the facsimile number required for client contact references? Some clients do not have readily available facsimile numbers.	No, a facsimile number is not required if it is not available.
343.	Appendix A Section I.A.3.c	4	<p>Will the successful vendor be expected to rely on the Active Directory server for authentication and authorization?</p> <p>Will maintaining this be a State responsibility?</p>	<p>The mechanism for authentication is via a centralized Active Directory using LDAP. Authorization is distributed to the applications authorization mechanism.</p> <p>Authentication and authorization processes, organizational accountabilities and technical details will be determined during DDI.</p>

344.	Appendix A Section I.A.3.d.iii	4-5	What is the total storage consumed by the flat files and 14 DB2 databases referenced?	The current MMIS data architecture is a mix of flat files, HIPAA server databases, and relational DB2 mainframe databases (RDMS) comprised of 14 DB2 databases, 633 tables, and over 1.2 million cylinders.
345.	Appendix A Section I.B.2	7	<p>The architectural diagram shows one pathway for data to get from MMIS components to the DMA.</p> <p>Is that the sole source of data?</p> <p>Will data arrive in flat files?</p> <p>We assume that we will not be updating the data warehouse more often than monthly</p>	<p>Figure 1 is a reference of the MLTC vision model. The diagram is for discussion purposes only. It should not be inferred as prescribed architecture for the DMA solution. Therefore, this does not represent requirements or a complete expression of data sources or file formats.</p> <p>Bidder should not assume that all data transmission will be monthly. Data transmission timeframes will be based on the business need.</p>
346.	Appendix A Section II.A.1	13	<p>The SOW states “The State’s contract with its current data warehouse Contractor will expire on September 30, 2018. The DMA solution must have functionality in place to replace the functionality in the existing data warehouse / Decision Support System prior to that date.”</p> <p>We understand that the State expects the functionality of the incumbent contractor to be replaced by 9/30/2018.</p> <ol style="list-style-type: none"> 1. Do you have a specification as to what that “functionality” is? 2. Do we have to port the data as well? 3. Please identify which of the reports identified in the MLTC Current State Report Inventory come from the existing warehouse and need to be replicated by the 9/30/2018 deadline. 	<p>No, the State does not have a “specification” as to what that functionality is; however, the DMA solution must have the data and functionality in place to replace the data and functionality in the existing data warehouse / Decision Support System prior to that date.</p> <p>Yes, the Contractor must port/convert the data from the existing data warehouse.</p> <p>Primary reports and analytics generated from the current data warehouse (Truven) are listed in the bidder’s library MLTC Current State Report Inventory as Report ID range 1-101. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of information needed</p>

			<p>4. Please identify which reports are NOT the responsibility of the DMA vendor.</p> <p>5. We assume that the report inventory in the procurement library is a superset of the reports we will be expected to provide and the State will tell us now which reports will be the responsibility of the DMA vendor and which must be completed by 9/2018.</p>	<p>to support MLTC.</p> <p>All of the reports as identified in the bidder's library MLTC Current State Report Inventory are the responsibility of the Contractor. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of information needed to support MLTC.</p> <p>See above</p>
347.	Appendix A Section II.B.2 Requirement #17	14	<p>Requirement 17 states that vendor "Must complete and maintain a requirements traceability matrix."</p> <p>However, this item is not listed as a deliverable. If this is because it is included under another deliverable name (e.g. Project Management Plans), please confirm this and also list other such exhibits that are so required but not specifically listed in that category.</p>	<p>The requirement stands as written. A RTM is required to be completed and maintained.</p> <p>It is at the bidder's discretion to include additional items in Attachment A – Deliverables Catalog.</p>
348.	Appendix A Section II.B.2 Requirement #20	14	<p>Requirement 20 states that the vendor "Must provide a State approved Master Data Management Plan that includes approach, strategy, architecture, methodology, process, tools, resourcing, quality and contingency aspects. The plan must address integration with other State toolsets and support the State's standardization and processes."</p> <p>1. In the area of master data, we assume that the DMA master indexes are limited to patient and provider.</p> <p>2. Are there other domains that require actively managed master indexes? If so, please provide the domains and/or subject areas.</p>	<p>See response to question 233.</p>
349.	Appendix A Section II.C.2.a	16	<p>The SOW states that "If the Contractor submits a late deliverable, the State may impose monetary penalties against the Contractor's deliverable payment.</p>	<p>In the instance where a deliverable was submitted that is not indicative of the quality and completeness described in the proposal or the examples provided,</p>

			<p>Submission of a deliverable that meets the schedule, but is deemed not indicative of the quality and completeness of the deliverables provided in the Contractor's proposal, must be considered late until an acceptable product is provided. Monetary penalty amounts per deliverable are:</p> <ul style="list-style-type: none"> i. One to ten calendar days of delay – 5% of the amount due. ii. 11 to 40 calendar days of delay – An additional 10% of the amount due. iii. 41 to 70 calendar days of delay – An additional 20% of the amount due.” <p>A Contractor may be subject to monetary penalty amounts where the deliverable is delivered on time per the schedule but is considered “late” because it does not have the quality and completeness described in the Contractor's proposal. The Contractor will not know this until the State has completed its review and approval cycle. While a Contractor must propose ‘reasonable’ review cycles for State approval, the actual amount of time the State takes to approve the deliverable is largely outside of the Contractor's control.</p> <p>If the monetary penalty is calculated in terms of number of calendar days of delay back to the original due date, the Contractor is actually penalized if the State takes longer to review and reject.</p> <p>To avoid this unintended consequence, please amend the RFP to clarify for deliverables that are deemed late because of the deliverable's failure to have the required quality and completeness, in calculating the applicable monetary penalty amount, the calculation shall commence upon Contractor's receipt of notice from the State that the deliverable does not have the required quality or completeness until a revised deliverable has been tendered to the State for review and acceptance.</p>	<p>the contractor should be aware at the time for submission based on the contractor's quality review process. The clause is not intended to address general changes to a deliverable based on the State review. The clause addresses situations where a deliverable of poor quality is submitted to meet the scheduled date. The State will exercise its reasonable judgment in making this determination. The State will not unreasonably delay notification to the Contractor of non-conforming goods or services. The Contractor will not be penalized for any delay in notification at the fault of the State.</p>
350.	Appendix A Section	21	Do you have a priority scheme defining which data	No, the State does not have a priority scheme

	II.G.1		should be converted first? If so, can you please provide?	defining which data should be converted first.
351.	Appendix A Section II.K	24	We assume that same person can function in multiple roles if qualified and the roles do not overlap in time.	Yes.
352.	Appendix A Section II.P.2 Requirement #119	31	Requirement 119 states that the vendor "Must de-identify data and maintain the value of the data without compromising the ability to run analytics and applications." We assume that the de-identification requirement is only applicable to non-production data.	Yes, production data must be de-identified before using it for any non-production purposes.
353.	Appendix A Section III.C.1	34	The SOW states that the "Successful certification is dependent on an implemented solution that complies with all CMS requirements for enhanced funding. While the State owns overall responsibility for certification of all MMIS components, the Contractor is responsible for the certification of the functionality within the scope of the contract. The State or designee will coordinate overall certification with CMS. The Contractor must actively prepare for, participate in, and support certification activities coordinated by the State. If the State is unable to receive enhanced funding retroactive to the implementation date of the Contractor's solution, the Contractor must reimburse the State for the lost enhanced funding." The Contractor's role in connection with CMS certification is to assist the State but the State, under applicable federal regulations, has the responsibility for obtaining it. In addition, CMS certification may not have been granted but not due to any failure by the Contractor to provide the required assistance and not due to the Contractor's acts or omissions. Please amend the RFP so that the Contractor's obligation to reimburse the State for lost enhanced funding is limited to the extent of the Contractor's acts or omissions specific to the Contractor's solution or otherwise indicate its willingness to	The Contractor is responsible for meeting all CMS certification requirements for the solution. The State will not impose penalties if failure to meet certification is at no fault of the Contractor.

			negotiate something mutually acceptable that addresses this issue.	
354.	Appendix A, Section III.C.2 Requirement #145	34	Requirement 145 states that the vendor “Must remedy all system or operational issues required for CMS certification.” Please clarify if this is a reference to the actual CMS assessment and any associated finding CMS may have that does not permit them to certify the DMA solution?	Yes, this is a reference to the actual CMS assessment and any associated finding CMS may have that does not permit certification of the DMA solution.
355.	Appendix A, Section III.E.1	37	Can the State provide historical average counts of help desk contacts/interactions per month?	See response to question 143.
356.	Appendix A, Section III.E.1	37	Can the State provide the historical count of incidents/ problems by priority level?	See response to question 143.
357.	Appendix A Section IV.C.2.a	42	The SOW states: “The Contractor is responsible for timely performance and completion of operational requirements and deliverables. The Contractor must develop methods and procedures to monitor and calculate its performance compared to the Performance Measures identified in the Attachment C, Performance Measures. The methods and procedures must meet with the State’s approval and such approval will not unreasonably be withheld. The Contractor must submit with the monthly operations invoice a self-attestation of each performance measure’s results and deduct any performance penalties from the invoice. The attestation and penalties must be accurate.” Some deliverables and report outputs can have many underlying dependencies, some of which can be beyond the Contractor’s control. 1. May bidders assume monetary penalties/liquidated damages are only assessed if the Contractor is responsible for a late deliverable? 2. May bidders assume that if the Contractor and/or one or more third parties have caused the event giving rise to a monetary penalty, will the Contractor only be liable for the liquidated damage amount only in proportion to the	Yes, the State does not intend to issue penalties for missed measures that were due to no fault of the Contractor. Yes, the State does not intend to issue penalties for missed measures that were due to no fault of the Contractor.

			<p>percentage of Contractor's fault?</p> <p>3. May bidders assume that if the same event gives rise to multiple liquidated damages; will the Contractor only be liable for the highest liquidated damage amount as a result of the same event?</p>	<p>No, the penalties are attached to individual deliverables not to the individual causes. The State reserves the right to seek all damages allowed by law.</p>
358.	Appendix A Section IV.C.2.a	43	<p>The "Penalty for Failure to meet Performance Measure" provides that subsequent occurrences can be non-sequential and accumulate for the duration of the contract. In light of the significant length of the possible contract period in which a subsequent occurrence for example could conceivably occur seven or more years apart and significantly increase the penalty. The State may benefit from amending this requirement by:</p> <ol style="list-style-type: none"> 1. Encouraging financially responsible and responsive bidders to bid where they might not otherwise out of concern for the open ended nature of their liability; and 2. Receiving lower pricing from bidders since bidders would not have to price the additive effect of these monetary penalties. <p>In light of the above, please amend the RFP by limiting the accumulation of penalties to failures of the same performance measure over a limited time period, such as a contract year, instead of the entire contract period or otherwise indicate its willingness to negotiate something mutually acceptable that addresses this issue.</p>	<p>The State's purpose for the measures and penalties is to incent contractor behavior to not miss the performance measures. The State will not amend the language.</p>
359.	Appendix A Section IV.G.2 Requirement #253	49	<p>Requirement 253 states that the vendor "Must store estate recovery data as provided by the State from 2006 forward."</p> <p>Please provide detailed volume of estate recovery data.</p>	<p>Estate recovery data is currently within the MMIS TPL subsystem and is supplemented with documentation that is kept in spreadsheets and hard copy files. Since 2006, there have been 18,824 estate recovery files closed. There are currently 3,157 files open. There are 241 cases in accounts receivable status. An average of 3,000 files are opened per year. There are approximately 150,000 pages of documentation in storage and approximately 70,000 pages on hand for the active cases. The amount of information saved as electronic spreadsheets is not available. The State</p>

				<p>does not anticipate conversion of the documents or spreadsheets as part of this procurement.</p> <p>The State is seeking the bidder's expertise to offer the best solution.</p>
360.	Appendix A. Section IV.H.2 Requirement #264	50	<p>Requirement 264 states that the vendor "Must ensure, in the event of a declared major failure or disaster, the DMA must be back online within 48 hours of the failure or disaster."</p> <p>Please confirm that the DR Recovery Time Objective (RTO) is 48 hours. Also, as it is required for proper DR planning, please provide the Recovery Point Objective (RPO).</p>	See response to question 35.
361.	Appendix A. Section IV.H.2 Requirement #268	50	<p>Requirement 268 states that vendor "Must resolve unscheduled outages of critical system function caused by a failure of systems and telecommunications technologies within the Contractor's span of control, within a maximum of 60 minutes of the official declaration of system outage. Unscheduled system outages of any other DMA information system functions caused by system and telecommunications technologies within the Contractor's span of control must be resolved within a maximum of eight (8) hours of the official declaration of system outage."</p> <p>Please provide definitions of critical vs non critical system functions.</p>	Critical is defined as any system function that would inhibit the delivery of services to stakeholders, including but not limited to clients, providers or other government entities, if it were not available. Critical is also defined as those system functions necessary for MLTC staff to conduct their activities on a day to day basis.
362.	Appendix A. Section IV.H.2 Requirement #268	50	<p>Requirement 268 states that vendors "Must resolve unscheduled outages of critical system function caused by a failure of systems and telecommunications technologies within the Contractor's span of control, within a maximum of 60 minutes of the official declaration of system outage. Unscheduled system outages of any other DMA information system functions caused by system and telecommunications technologies within the Contractor's span of control must be resolved within a maximum of eight (8) hours of the official</p>	No, the requirement will remain as written.

			<p>declaration of system outage.”</p> <p>Due to the complexity of determining root cause and span of control of unscheduled outages, would the State consider removing requirement 268?</p>	
363.	Appendix A. Section IV.H.2 Requirement #269	50	<p>Requirement 269 states that the vendor “Must, within a maximum of five (5) business days of the occurrence of a system availability problem, provide the State with full written documentation that includes a root cause analysis and a corrective action plan describing how the Contractor will prevent the problem from occurring again.”</p> <p>May we assume that unreproducible problems do not require root cause analysis when providing the State written documentation per requirement 269?</p>	The requirement remains as written.
364.	Appendix A. Section IV.H.2 Requirements #270 and #271	50	Requirements 270 and 271 also refer to critical vs non critical system functions. Please provide definitions of critical vs non critical system functions.	See response to question 361.
365.	Appendix A. Section IV.H.2 Requirement #274	51	<p>Requirement 274 states that vendors “Must annually test its plan through simulated disasters and lower level failures in order to demonstrate to the State that it can restore systems functions on a timely basis. In the event the Contractor fails to demonstrate through these tests that it can restore systems functions, the Contractor must submit a corrective action plan to the State describing how the failure will be resolved within a maximum of ten (10) business days of the conclusion of the test.”</p> <p>Dependent upon architectural design, would the State consider execution of Tabletop scenarios sufficient to meet requirement 274?</p>	<p>Without further details the State is unable to determine if Tabletop scenarios would be sufficient.</p> <p>Bidder should propose the best solution that meets the requirements stated.</p>
366.	Appendix A. Section IV.H.2 Requirement #278	51	<p>Requirement 278 states that the vendor “Must provide a list of all back-up files to be stored at remote locations, which must be approved by the State before tapes are moved off-site.”</p> <p>We assume that a DR plan does not necessarily</p>	<p>The bidder's Disaster Recovery Plan must provide back-up and restoration policy and procedures. The bidder must provide their solution to back-up and secure data, including the hardware / software solution of the back-up processes.</p> <p>The State is seeking the bidder's expertise to offer</p>

			need to include tape backups and that a secure disk to disk backup solution is acceptable.	the best solution that meets the requirements stated.
367.	Appendix A Section IV.L.2 #319 and #324	56	<p>Requirement 319 states that the vendor “Must provide user support through a fully functional user support help desk for external and internal authorized users. Users must have various contact options (e.g. email, online, phone).”</p> <p>Requirement 324 states that the vendor “Must maintain a portal for submission of User reported errors, questions, and concerns that is searchable by users. This portal must include description of the issue, severity level assigned to the ticket, dates of generation and resolution, User IDs associated with the creation of the ticket, and a method of status update surrounding the issue.”</p> <p>Please provide additional details on average call volumes, ticket categorization, etc.</p>	See response to question 143.
368.	Appendix A Section IV.M.2 Requirement #343	57	<p>Requirement 343 states that vendors “Must support multi-level role-based security and functionality.”</p> <p>Please clarify how many and what kind of security and business roles the State is requiring?</p>	<p>Per Appendix A – Statement of Work Section IV.L. User Support: “The MLTC organization currently consists of approximately 650 employees that may access any portion of the DMA. These staff are divided into different units such as Aging, Operations, Data and Analytics, Delivery Systems, Finance and Program Integrity, Medical Services and Policy and Communications. Within each of these units, the need to access the DMA for day to day inquiries exists. MLTC anticipates approximately 150 of these staff will be more active and sophisticated users of the system reporting and analytic tools. Specifically, the use of the Case Management and Program Integrity tools will be limited to an even smaller number of users. ”</p> <p>Given the preceding information and the fact that each bidder will have varying approaches and solutions, the State requests each bidder to propose the number and types of security it sees fit to meet the RFP requirements.</p>
369.	Appendix A Section IV.M.2 Requirement	58	Requirement 349 says, in part “The DMA must provide	No. The State is required by some of its federal partners to allow access to any of the data centers

	#349		<p>the State with access to data facilities on request.”</p> <p>The RFP requires a vendor hosted solution. The data center facilities that are the most responsive to the State’s technical requirements are often owned and access to them is governed by third party vendors who either restrict or prevent physical access to their facilities. On the other hand, these same third party vendors provide written documentation that outlines the physical safeguards that are in place to safeguard the systems and State data resident on such systems.</p> <p>We assume that the vendor meets Requirement 349 if it proposes to house systems in a third party owned and operated data center that may prohibit or otherwise restrict access by the State as long as the vendor can (1) document the physical safeguards that are in place for protecting State data, (2) provide reports that document the effectiveness of such safeguards and (3) provide the State with access to any of its own facilities that may also house or store State data?</p>	<p>involved in processing their data upon request. Therefore, even third-party data centers are subject to this access if a federal partner should choose to include it in one of their recurring audits.</p>
370.	Appendix A Section IV.M.2 Requirement #359	58	<p>Requirement 359 says “Must provide identity management features that assign a unique user ID and password to all users.”</p> <p>We assume the vendors provisions accounts only of the user is not already provisioned by a State identity server we can use for authentication.</p>	<p>See response to question 202.</p> <p>Not enough information was provided to respond to the question. Please provide further detail and resubmit with Second round written questions.</p>
371.	Appendix A Section IV.N.2.a	60	<p>Would the State please elaborate on what statistical functionality beyond that of RAT-STATS means?</p> <p>For example, for predictive analytics could the State provide representative use cases of what the State intends to predict?</p>	<p>The State is requiring statistical models to support simple random sampling and extrapolation that complies with generally accepted statistical audit and governmental accounting standards, pointing out that RAT-STATS is currently used. Bidder will propose the functionality. The State does not currently have use cases in this regard.</p>
372.	Appendix A Section IV.N.4 Requirement #397 and Section IV.O.8 Requirement #560	63, 80	<p>Requirement 397 states that the vendor “Must provide secure generation and on-line real-time access of all data entities (as identified in the overview) of pre-defined queries, ad-hoc and business reports on a timely basis to meet Federal, State and Contract requirements.” Further Requirement 560 states that the vendor “Must</p>	<p>Requirement 397 remains as written. The State is requiring real-time access to the data entities identified in the overview.</p> <p>With respect to "real time interfaces/service calls" described in Requirement 560, the State anticipates these detailed requirements will be developed during</p>

			<p>support real time interfaces/service calls to interoperate and transfer data between the DMA and other systems (e.g. the new NTRAC eligibility system once implemented).”</p> <p>Please identify the data sources which will require the described real-time access.</p>	the DDI phase.
373.	Appendix A Section IV.N.4.b Requirement #400	63	<p>Requirement 400 states that the vendor “Must allow authorized users to view results of filtered reports, ad-hoc and user defined query searches based on multiple or single criteria, with the ability to perform secondary and tertiary searches within the primary search results.”</p> <p>Please provide user breakdown for these reports and roles.</p>	See response to questions 26, 30 and 298.
374.	Appendix A Section IV.N.4.b Requirement #405	64	<p>Requirement 405 states that the vendor “Must provide a secured provider portal displaying provider specific reports informing the provider of how their trends compare with their peers.”</p> <p>Will the DMA integrate with an existing state Identity and Access Management (IAM) service for the DMA provider portal?</p>	<p>No Identity and Access Management solution is available for reuse at this time.</p> <p>Currently, the mechanism for authentication is via a centralized Active Directory using LDAP. Authorization is distributed to the applications authorization mechanism.</p>
375.	Appendix A Section IV.N.4.b Requirement #405	64	<p>Requirement 405 states that the vendor “Must provide a secured provider portal displaying provider specific reports informing the provider of how their trends compare with their peers.”</p> <p>Who will provide support for provider account adds/drops and other forms of maintenance?</p>	<p>Allowing providers access to specific reports is a new concept for Nebraska Medicaid and the provider community. The Department requests guidance and recommendations from bidders on how to implement this requirement. The support, maintenance, and account adds/drops will depend on the method to make this data available. The response should include recommendations on how these issues could be addressed.</p> <p>At a minimum the Contractor will be required to provide support for provider account add/drops and other forms of maintenance. The State anticipates detailed requirements will be developed during the DDI phase.</p>
376.	Appendix A Section	64	We assume that Requirement 405 (provider portal)	See response to question 375.

	IV.N.4.b Requirement #405		is limited to available data and that the State is responsible for credentialing of external users and identity management.	
377.	Appendix A Section IV.N.4.b Requirement #405	64	<p>Requirement 405 says “Must provide a secured provider portal displaying provider specific reports informing the provider of how their trends compare with their peers.”</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. Does this mean every clinician, every hospital or both? 2. What is the maximum number the State needs to be provisioned? 3. Can we assume that the vendor will not be responsible for provisioning the accounts and verifying their identity? 4. Is this portal to display PHI or are the reports to be aggregated to an extent to avoid displaying PHI? 	<p>See response to question 15, 375. The number of accounts, method, and responsibility for verifying account access will depend on the solution and method to make this data available.</p> <p>Minimally, reporting must be at the billing provider level. The level of detail in the reporting should be described as part of the bidder's response.</p> <p>No, the bidder cannot assume this.</p> <p>There is no expectation that PHI would be available to the provider community via this portal.</p>
378.	Appendix A Section IV.N.5.b Requirement #419	65	We assume that requirement 419 (link analysis) is limited to available data and is not a requirement for acquisition of a graph database or social network analysis software.	The State is seeking the bidder’s expertise to offer the best solution to meet the RFP requirements.
379.	Appendix A Section IV.N.5.b Requirement #439	66	<p>Requirement 439 states that the vendor “Must provide statistical models to support simple random sampling and extrapolation that complies with generally accepted statistical audit and governmental accounting standards. (Nebraska Medicaid currently uses RAT- STATS Statistical Software)”</p> <p>Does the State intend to replace RAT-STATS?</p>	No, the State is not stating its intention to replace RAT-STATS. The State is seeking the bidder’s expertise to offer the best solution.
380.	Appendix A Section IV.N.6.a.ii Requirement #442	66	Requirement #442 states that the vendor “Must provide a solution that ‘is configurable and capable of supporting multiple business processes in addition to	Details for multiple business processes are currently not defined. The solution must be extensible to support similar case management business

			<p>Program Integrity.”</p> <p>Please provide examples of what other business processes the State has for the case management system.</p>	<p>processes.</p> <p>The State does not have a case management system.</p>
381.	Appendix A Section IV.N.6.b.ii Requirement #448	67	<p>Requirement 448 states that the vendor “Must suggest and supply data and information from other sources to pre-populate values (address, licensure).”</p> <p>Some data sources are in the public domain and other data sources are commercially available. Rather than adding costs into the firm fixed price ahead of time, we assume that costs associated with purchasing commercial data will be handled as a billable change request.</p>	<p>The State requires bidders to make clear all costs associated with the bidder’s proposed solution. All costs associated with the bidder’s solution necessary to meet the requirements of the RFP, should be listed in Attachment A – Deliverables Catalog and Appendix D – Cost Proposal Sheet.</p>
382.	Appendix A Section IV.N.6.c.ii Requirement #460	68	<p>Requirement 460 states that the vendor “Must provide letter templates including the use of digital signatures for all case management letters.”</p> <p>Please identify how many letter templates are currently in use today and the approximate number of templates that are expected in the new system.</p>	<p>The State does not have an anticipated number of templates for the new system. It is anticipated that the initial templates will be developed during DDI. The best estimate for that number is 100, depending on the configurability of the template and case management system. The State anticipates to be able to develop new templates or revise existing templates as needs change.</p>
383.	Appendix A Section IV.N.6.c.ii Requirements #471 and #481	69	<p>Requirement 471 states that the vendor “Must provide workflow functionality to enable automated distribution of cases, alerts and notifications to designated work queues and processing.”</p> <p>Requirement 481 states that the vendor “Must provide a structured workflow process that does not allow steps to be skipped without proper authorization.”</p> <p>As mandatory but shared case status assignments are a functional equivalent to workflow queues, please confirm that a combination of case status assignments and on demand case acquisition will afford the State flexibility in workflow management and are therefore acceptable.</p>	<p>The State is seeking the bidder’s expertise to offer the best solution that meets the RFP requirements. The details of how that solution is configured will be developed during the DDI phase.</p>

384.	Appendix A Section IV.O.1.a	72-74	The State lists a number of IBM products supporting service oriented architecture. These products appear to be providing a shared service to all MMIS components not just DMA. Will vendors be scored favorably for using IBM components?	The State has provided information on its Enterprise Architecture Program in Appendix A – Statement of Work section IV.O. Information and Technical Architecture. DHHS intends to look for opportunities and explore options to reuse existing assets within the context of new projects and initiatives, such as the DMA. However, bidders are not required to utilize these products nor is there specific scoring criteria related specifically to IBM components. The State is requesting the bidder’s expertise to offer the best solution that meets the RFP requirements.
385.	Appendix A Section IV.O.7.b Requirement #544	79	Requirement 544 states that the vendor “Must provide, implement, and maintain middleware (e.g., ESB/interface/integration engine) that streamlines the building, testing, and deploying of new and/or modified data exchanges.” Could the State please identify who the major trading partners needed to interface with the DMA are?	The MLTC Current State Interface Inventory provides the interface inventory that includes trading partners, used in the "as-is" environment. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to interfaces for the DMA.
386.	Appendix A Section IV.O.11.b Requirements #575-582	83,84	Requirements 575 – 582 (and elsewhere) contain references to tools and methods that provide users with a given ability. Please provide a count of users by level and/or functional role (e.g. report consumer, data analyst, data steward, power users) or some classification that will assist in the understanding of the number of COTS licenses required to support the solution.	See response to questions 26, 30, and 298.
387.	Appendix A Section IV.O.11.b Requirement #579	84	Requirement 579 states that vendors “Must provide, implement, and maintain reporting and analytic tools and methods that provide users the ability to merge geospatial datasets.” What kind/format of geospatial datasets does the State require?	The State is seeking the bidder’s expertise to offer the best solution.
388.	Appendix A Section IV.O.11.b Requirement #581	84	Requirement 581 states that vendor “Must provide, implement, and maintain reporting and analytic tools and methods that provide users the ability to integrate data through cross-platform SQL queries.” Questions: 1. Could the State please clarify what is meant by “cross-platform SQL queries”?	SQL queries that allow access of data across multiple platforms.

			<p>2. Does the State mean different DBMSs on the same network such as DB2 and Oracle, for example?</p>	<p>Yes, the potential for that example exists, however is dependent on each bidder's solution.</p>
389.	Appendix A Section IV.O.13.b Requirements #618, 619, 621	86	<p>We assume that all audit record retention is 10 years; all other records and data will follow the applicable NARA-approved record retention schedule.</p> <p>Does the State have any record retention laws or policies that require longer retention periods?</p>	<p>The State requires the selected Contractor to retain data as required in Section IV. G. Data and Record Retention. Some data is required to be retained longer than 10 years, such as estate recovery data.</p>
390.	Appendix A Section IV.O.14.a	87	<p>This states that vendors “Must manage the DMA infrastructure and solution lifecycle according to the Solution Lifecycle Management (SLM) Plan, maintaining software upgrades and licenses necessary to fulfill the requirements of this RFP and the resulting contract. However, the State requires flexibility for the State to assume at its discretion the hosting or housing responsibilities for one or more environments.”</p> <p>Providing a third party hosted environment, complete with application specific software as a service (SaaS) is advantageous to the State in terms of costs. Under such a SaaS model, the contractor procures and holds the license since only the contractor needs hosting and usage rights. Such licenses are not transferable to the State based on restrictions imposed by the applicable commercial off the shelf (COTS) manufacturers.</p> <p>If the State elects to assume hosting responsibilities for one or more environments, the bidder would have to buy separate and additional licenses where the State would be the hosting vendor for the solution, thereby materially increasing the overall cost to the State. Given the material increase in cost for rights that the State may not ultimately exercise, it is likely to be more cost effective if the option for the State to host one or more environments were not part of the initial set of RFP requirements and the bidders' fixed price but rather treated as a Change Request. By treating 3it as a change request, the State avoids having to pay for</p>	<p>See response to question 243.</p> <p>The State does not agree to the assumption stated in the question.</p>

			<p>rights it may never exercise while at the same time would receive a quote from the contractor that would be priced to reflect only those hosting environments that it determines it needs at a future point in time.</p> <p>Question: In light of the above, may bidders assume that the flexibility for the State to host one or more environments would be treated as a separately chargeable Change Request?</p>	
391.	Appendix A Section IV.O.14.a	87	<p>According to the RFP, “The Contractor must manage the DMA infrastructure and solution lifecycle according to the Solution Lifecycle Management (SLM) Plan, maintaining software upgrades and licenses necessary to fulfill the requirements of this RFP and the resulting contract. However, the State requires flexibility for the State to assume at its discretion the hosting or housing responsibilities for one or more environments.”</p> <p>Providing a third party hosted environment, complete with application specific software as a service (SaaS) is advantageous to the State in terms of costs. As it would tend to increase the cost of software, please confirm that prospective DMA vendors can assume that the hosting by the State, in the event it is chosen for one or more environments will be handled as a billable change.</p>	See response to question 243 and 390.
392.	Appendix A Section IV.O.14.b Requirement #625	87	<p>Requirement 625 states that vendors “Must provide 100% accessibility via the internet and require no desktop software (including specialized plug ins and applets) except for a commercially available web browser.”</p> <p>Requirement 625 places strict limitations on software to be installed on desktop machines. Some important development tools must be installed locally. We assume that this requirement was aimed at end-users and not at developers, so that persons needing developer-level tools can be supported. Please confirm.</p>	See “Revised Appendix A – Statement of Work” and “Change Log – Revised Appendix A”.
393.	Appendix A Section IV.O.14.b	88	<p>1. What are the State’s software and hardware technology refresh expectations?</p>	The annual system refresh plan should be included in the bidder's proposal for the State's review.

	Requirements #641 and #642		<p>2. Please provide the State's refresh standards.</p> <p>We assume that software would be subject to the manufactures end of life.</p>	<p>Since standard refresh rates can vary widely across platforms and software products, the State is seeking the bidder's expertise in defining the best refresh plan for their solution.</p> <p>Software, and to a certain extent hardware, is subject to the manufacturers end of life.</p> <p>Bidders should refer to sections IV.O.14.b and IV.O.14.c for further details.</p>
394.	Attachment A	73	<p>Please describe the State's vision in the DMA's participation in the enterprise service bus (ESB).</p> <p>What are the main use cases the State envisions? Please provide an example.</p>	<p>The State is seeking an integration strategy with the multitude of IT services and applications that will materialize with the MMIS modernization strategy. The state is not mandating an approach, but raising an awareness to potential bidders that an enterprise service bus technology is available and may be considered as method to exchange information to and from the DMA by other applications.</p> <p>The use cases will be determined during the DDI phase.</p>
395.	Attachment A	73	<p>Regarding Service Oriented Architecture, please describe the subject area and types of SOA services required.</p> <p>What are the main use cases the State envisions? Please provide an example.</p>	<p>The State would anticipate that the new system would be built using discrete, loosely coupled business and technical services that can be reused in the future to enhance the current system and/or provide the ability to integrate with (via web services) other MMIS modernization initiatives.</p> <p>Some examples of main functional use cases include: claim data utilization of member services, examination of likely spending and forecasting of Legislative proposed policy changes, or provider fraudulent patterns. These and many other functional and system use cases will be developed during the DDI phase.</p>
396.	Attachment C	3	<p>The Performance Measure "Time to develop business and technical impact analysis and a remediation plan for system defects" appears to have a typo in the threshold description ("within 2 a max maximum of 4 hours").</p> <p>Please clarify the threshold?</p>	<p>See response to question 192.</p>

397.	Attachment C	9	<p>The Performance Measure “Time to retrieve audit information” has a “48 hours” requirement.</p> <p>Auditing activities typically occur during the workweek, especially when the State identifies this Performance Measure as having a Priority 3 severity level. A “48 hours” time period, as opposed to a two business day period, could fall on weekends and/or holidays and would significantly increase Contractor staffing costs and impact bid prices for a Performance Measure that the State, itself, has identified as not having the highest priority.</p> <p>In light of the above and, please amend the RFP to change this to a two business day standard or otherwise indicate its willingness to negotiate something mutually acceptable that addresses this issue?</p>	<p>Attachment C – Performance Measures IV.O.14 DMA Auditing and Controls is hereby amended and superseded with the following:</p> <p>Must provide audit information within a maximum of 2 State business days of the request.</p>
398.	Appendix C.A Pricing Summary		<p>On Page 2 the RFP states...</p> <ul style="list-style-type: none"> • “DDI Deliverables Total – A calculated field that equals the contractor’s proposed total for all DDI deliverables included on the DDI Deliverables pricing sheet. The DDI Deliverables Total should equal the DDI Labor Total plus the DDI Materials and Services Total. During DDI, the Contractor will be paid for deliverables only.” <p>The Pricing Summary DDI Total Price Cell B3 sums rows B4, B5 and B6 (the DDI Deliverable Total, DDI Labor Total and DDI Materials and Services Total). Given the definition on page two, should the formula be the sum of B5 and B6 such that it is the same number as the DDI Deliverable Total?</p>	See “Revised Appendix D – Cost Proposal Sheet”.
399.	Procurement Library, DSS Transaction Sample	Sheet 1	Please confirm that the Aug-15 provider and recipient counts include historical eligibility records that span the entire RFP record retention period.	Yes, the provider and recipient counts include historical record counts.
400.	MLTC Current State Report Inventory	In procurement library	Could the State identify the subset of reports in this document which are the responsibility of the DMA vendor?	See response to question 346.
401.	MLTC Current State	In	We assume that the vendor is not responsible for	See response to question 346.

	Report Inventory	procurement library	preparing these reports unless provided with relevant data in a timely fashion (noting particularly that some are on demand and others are weekly).	The State recognizes this project has many dependencies outside of the Contractor's control. The Contractor will need to manage collaboratively across all stakeholders and data suppliers. The State will support the Contractor in this process.
402.	Evaluation Criteria		Please provide additional information regarding technical components for the Technical scoring.	The State does not provide further details regarding the Evaluation Criteria.
403.	DMA RFP Section I	1	<p>Requirement states: "A contract resulting from this Request for Proposal will be issued approximately for a period of seven (7) years and eight (8) months effective the date of award. The contract has the option to be renewed for four (4) additional three (3) year periods as mutually agreed upon by all parties. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the Contractor and the State of Nebraska."</p> <p>Please provide clarification: Cost Proposal Appendix D allows for a DDI Phase up to 36 months and Appendix A - SOW page 13 states up to 36 month DDI term. Should the contract period be approximately 8 years?</p>	See response to question 125.
404.	DMA RFP Section II.E	3	<p>The instructions state: "The integrity of the RFP process requires that every Bidder prepare their proposal based upon the same information. Therefore, Bidders should present any assumption upon which the Bidder's proposal is developed as a question. Assumptions that are not submitted as questions, whether or not the assumptions are included with the Bidder's proposal, may not be relied upon, will not be considered during evaluation of proposals, will not be incorporated in the final contract, and will not be enforceable."</p> <p>The preparation of a solution and proposal requires that Bidder's make decisions, based on information received, or based on information not received, regarding their solutions. These decisions involve things such as sizing, interfaces, and other information necessary to complete the solution. These are at times "assumptions" or at times</p>	See response to question 126.

			“solution facts”. The State can utilize these to further understand the solution, and to baseline solutions across Bidders. Where should Bidder’s include this information within their proposal? Will the State consider one location for this information so the State may more easily evaluate and compare information across Bidders?	
405.	DMA RFP Section II.H	4	Does the State require an electronic version proposal? If so, will the State accept the electronic version on a USB drive with all content in PDF format to ease readability and searchability? We recommend the following to be part of the proposal submission: 1 Printed copy of the complete Technical Proposal 1 Printed copy of the Cost Proposal (sealed separately) 1 USB with complete version of the Technical Proposal 1 USB of the Redacted Technical Proposal 1 USB of the Cost Proposal 1 USB of the Proposal Library	See response to question 133.
406.	DMA RFP Section III	7	Please clarify where the marked up version of the Terms and Conditions document should be placed within the proposal structure/outline.	The marked up version of the Terms and Conditions should be placed within Section 1 – Request for Proposal Form.
407.	DMA RFP Section III.E	9	Bullet 3 - references 3(a) and (b). Please confirm no such section items exist.	RFP section III.E.3. is hereby amended and superseded with the following: Notwithstanding the above, proprietary operating/vendor software packages that are provided by the contractor at established catalog or market prices and sold or leased to the general public shall not be subject to the ownership provisions set forth in subsections 1 and 2 of this section.
408.	DMA RFP Section V	31	Requirement states: “If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder’s financial or banking organization.” To avoid bulkiness in the proposal, will the State accept an electronic version of the Bidder’s Annual Report?	See response to question 133.

			If not, please confirm where this document should be placed within the proposal structure/outline.	Bidder's should place their financial information within the bidder's Corporate Overview.
409.	DMA RFP Section V.E Appendix C Cost Proposal Instructions Appendix D Cost Proposal Sheet, Initial Operations and Certification Labor schedule	33 2	The RFP instructions state: "All charges for the Initial Operations and Certification phase shall be invoiced upon successful certification of the system." In the cost schedule for "Initial Operations and Certification," these costs are combined into one payment that is due after CMS Certification. It is likely that "Initial Operations" concludes well before the completion of CMS Certification. Combining these may cause Contractors to spend the cost associated with "Initial Operations," have those staff roll off the project, and then wait multiple months for the payment for that service. Would the State consider monthly fixed price invoicing during this phase for "Initial Operations and Certification phase" services? If yes, Appendix D – Schedule "Initial Operations/CMS Cert" would need to be revised to reflect a monthly fixed price.	The RFP instructions will remain as written.
410.	Appendix A SOW	General	We recommend the State provide the following data for inclusion within the Bidder's Library to allow each bidder to provide the best available solution to meet the State's needs: Data related to: <ul style="list-style-type: none"> • Current data model • Data standards specific to the DW • Data dictionary • Data sources (by format type) • Number of tables, sizes and bytes that currently exist in any related, existing data warehouses or decision support environments and • Projected growth Plans: <ul style="list-style-type: none"> • Existing data governance plans • Data Management policies and procedures 	Detailed data elements, data formats, data models, data sources, State Plans, etc. will be shared with the awarded Contractor during the DDI phase. The State is requesting the bidder's expertise to offer the best solution that meets the requirements stated.

			<ul style="list-style-type: none"> • Testing Plans • IT Technology Standards and Plans • Disaster Recovery <p>Miscellaneous:</p> <ul style="list-style-type: none"> • Data warehouse user types and skill levels, counts • Any existing interface control documents; • Support Call history and metrics • List of existing State systems that the middleware must interoperate 	
411.	Append A SOW	General	<p>Requirement states: “Provide examples of the proposed project management and SDLC standard deliverables used in previous projects”.</p> <p>Does the State expect a list of proposed standard deliverables or the full examples? If these examples from previous projects overlap with other artifacts, will a reference to the applicable artifact suffice (eliminating redundant responses)?</p> <p>This question applies to the requirements in the SOW asking for examples of standard deliverables, rather than a specific plan or report from a previous project (reference Sections III.B.3.i, II.I.3.c, II.N.3.e, IV.B.3.g).</p>	It is at the discretion of the bidder to present the information to support each proposal response item. The bidder may refer to a single artifact for multiple proposal response items.
412.	Append A SOW	General	In most cases, the State has specifically asked for a single sample or example from a previous project. However, in a few sections (see those listed in RFP Section Reference), the State asks for <u>examples</u> or <u>samples</u> . Does the State intend bidders to provide more than 1 artifact?	It is at the discretion of the bidder to present the information to support each proposal response item. The bidder may use one or more artifacts or refer to a single artifact for multiple proposal response items.
413.	Appendix A SOW Attachment C Performance Measures	1	Please confirm that Contractor’s compliance with Federal and State laws and regulations is limited to those laws and regulations applicable to the Services provided by Contractor and specifically identified in the agreement.	Per RFP section III. D. Permits, Regulations, Laws, contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.
414.	Append A SOW Section I.A.3.d.	4	Will the N-FOCUS and CHARTS system interface directly with the MCO to send data to DMA or is it a direct feed to DMA?	<p>Presently, there are no plans for N-FOCUS or CHARTS to interface directly with the MCOs.</p> <p>How N-FOCUS and CHARTS interface with the DMA</p>

				is a function of, and dependent on, each bidder's proposed approach and solution. The State requests each bidder to propose the best approach for change management, including the type and level of support, it sees fit to meet the RFP requirements.
415.	Append A SOW Section II.A.2	13	ID 003: Must provide organizational change management support to the State throughout the DDI phase to prepare the State staff for major operational changes. Please clarify the type and level of support anticipated to the State.	The answer to this question is a function of, and dependent on, each bidder's proposed approach and solution. The State requests each bidder to propose the best approach for change management, including the type and level of support, it sees fit to meet the RFP requirements.
416.	Append A SOW Section IV.N.2.b	13	ID 390: Must produce and distribute all production reports and analytics within the timeframes and according to the format, input parameters, content, frequency, media, and number of copies specified by the State. Please confirm the State anticipates any hard copy distribution to be performed from the State's print solution and the DMA Contractor is not required to have a high volume print and distribution solution.	The State is anticipating that most reports will be distributed electronically, and therefore is not anticipating that high-volume hard-copy distribution will be necessary. In the event the need arises it will utilize the State's print solution.
417.	Appendix A SOW Section II.C.2.a Appendix A SOW Section IV.C.2.a Appendix A SOW Section V.D.1.a	16-17 43 92	The State's ability to assess actual damages as well as performance measure penalties charges Contractor twice for the same event. Performance penalties are meant to be a reflection of the Parties' agreement in lieu of actual damages. We would request that the State remove the State's right to recover actual damages and rely on the established performance measures already identified in the SOW.	The requirements will remain as written.
418.	Appendix A SOW Section II.G	21	ID 057: Must plan, test, execute and manage the Data Conversion process and data load from all source systems. How many Member Eligibility feeds are there in Source Systems?	The legacy MMIS receives Member Eligibility information from the NFOCUS system. See Appendix A - Statement of Work, Section I. General. B. MLTC's Vision, New Projects, and Procurements. Member Eligibility information will also come from NTRAC.
419.	Appendix A SOW Section II.G	21	ID 057: Must plan, test, execute and manage the Data Conversion process and data load from all source	The State requires the selected Contractor will convert data from all applicable data sources including the existing data warehouse and legacy operational

			<p>systems.</p> <p>How many years of Claims data is to be converted?</p>	<p>systems.</p> <p>The current Data Management solution contains 120 months of Medicaid claims and provider and client information for management reporting, including the Management and Administrative Reporting Subsystem (MARS), Surveillance & Utilization Review Subsystem (SURS) and Transformed Medicaid Statistical Information System (T-MSIS) reporting.</p> <p>At a minimum, the selected Contractor must convert at least 120 months of data initially. The bidder should provide a growth factor for each additional 12 months in their Cost Proposal.</p> <p>The State anticipates detailed requirements will be developed during the DDI phase.</p>
420.	Appendix A SOW Section II.G	21	<p>ID 057: Must plan, test, execute and manage the Data Conversion process and data load from all source systems.</p> <p>Will source data be available day one of the project to be modeled and prepped for Conversion?</p>	<p>Based on the State approved IMS, source data will be available to be modeled and prepped for conversion.</p>
421.	Appendix A SOW Section II.G	21	<p>RFP states: "Contractor will convert data from all applicable data sources including the existing data warehouse and legacy operational systems".</p> <p>Please define the legacy operational systems and other data sources that need to be converted.</p>	<p>The State has made as much information available about the "as-is" and "to-be" environment as practicable. The answer to the question is a function of, and dependent on, each bidder's proposed approach and solution. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements in this regard.</p>
422.	Appendix A SOW Section	21	<p>ID 055 Must submit a Data Conversion and Load Plan that includes strategy, methodology, process, tools, quality and contingency aspects.</p> <p>How many years of claim history existing data is to be loaded initially?</p>	<p>The current Data Management solution contains 120 months of Medicaid claims and provider and client information for management reporting, including the Management and Administrative Reporting Subsystem (MARS), Surveillance & Utilization Review Subsystem (SURS) and Transformed Medicaid Statistical Information System (T-MSIS) reporting.</p> <p>The State requires the selected Contractor will convert data from all applicable data sources including the existing data warehouse and legacy operational systems. Information on the existing data sources are included in the bidder's library.</p>

				<p>At a minimum, the selected Contractor must upload at least 120 months of data initially. The bidder should provide a growth factor for each additional 12 months in their Cost Proposal.</p> <p>The State anticipates detailed requirements will be developed during the DDI phase.</p>
423.	Append A SOW Section II.G	21	<p>ID 055 Must submit a Data Conversion and Load Plan that includes strategy, methodology, process, tools, quality and contingency aspects.</p> <p>How frequently (daily, weekly, monthly), will data (financial module, Claims, Encounter, MCOs, Provider & Reference files, Eligibility) be loaded ongoing?</p>	<p>The State requires the DMA to optimize data availability. See Section IV. Operations, O. Information and Technical Architecture, 8. Data Exchanges & Interfaces.</p> <p>The data upload frequency requirements will be determined during the DDI phase.</p>
424.	Appendix A SOW Section II.G	22	<p>ID 059: Must convert and load the appropriate data from all State systems necessary to support the requirements of the contract.</p> <p>Do all distinct State systems feed into one repository for purpose of data conversion?</p>	<p>No. The State is requesting the bidder's expertise to offer the best solution that meets the requirements stated.</p>
425.	Appendix A SOW Section II.G	22	<p>ID 059: Must convert and load the appropriate data from all State systems necessary to support the requirements of the contract.</p> <p>Identify the State systems that are required to support the State contract.</p>	<p>See response to question 280.</p>
426.	Appendix A SOW Section II.G	22	<p>ID 059: Must convert and load the appropriate data from all State systems necessary to support the requirements of the contract.</p> <p>Data Warehouses are usually rebuilt with fresh converted data rather than a conversion of the Data Warehouse. Is that the State's intent with this effort?</p>	<p>The answer to this question is a function of, and dependent on, each bidder's proposed approach and solution. The State requests each bidder to propose the best approach it sees fit to meet the RFP requirements.</p>
427.	Appendix A SOW Section II.G	22	<p>ID 059: Must convert and load the appropriate data from all State systems necessary to support the requirements of the contract.</p>	<p>The current data warehouse does not currently hold all of the data required to support the DMA.</p>

			Is the current Data Warehouse's data robust enough to support future needs? Or is there additional data required from other feeds?	
428.	Append A SOW Section II.J.1	23	RFP states: "The State will provide the Contractor with local facility space for Contractor staff members whose work requires regular State interaction (e.g. project manager and business analysts). For those local project staff members, the State will provide general office furniture, materials, printer and copy machine access, and standard state desktop computers with standard software . The State, in anticipation of temporary periods of increased local staffing presence for certain project activities (e.g. system readiness testing), will work with the Contractor to plan for and provide temporary work space during those periods." Will the State provide internet access to the Contractor staff who work at the State facility?	Yes, and in accordance to the State Internet access policy and procedures
429.	Append A SOW Section II.I	23	Please advise the table header name for column 2.	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
430.	Appendix A SOW Section IV.J.2	24	The State has identified a minimum set of key staff positions. The State requires the Contractor to provide additional key staff positions based on the Contractor's approach and plan for Operations. In order to properly size the need for support besides "lights on", we would like the State to provide information regarding the following: <ul style="list-style-type: none"> • How many requests for assistance per month should we account for? • Will the Contractor be responsible to create new reports? • How many new reports per month will be requested? By providing specific details, the State can baseline the staff size of the various bidders	Bidders will need to provide sufficient staff to support the proposed solution and the requirements identified in Appendix A – Scope of Work (including, but not limited to section IV.N.4.b.).
431.	Append A SOW Section II.J	24	ID 068 Must have plans in place at Contractor provided facilities to minimize project work impact due to outages.	The State defines an outage as: a period when a power supply or other service is not available or when equipment is closed down. The State requests bidders to describe the process and procedures used

			Please further clarify this requirement?	to minimize and overcome downtime when an outage occurs that has a negative impact on the progress of project work at Contractor provided facilities.
432.	Appendix A SOW Section II.K.2	26	Please confirm that personnel changes outside of Contractor's control, such as resignation, termination, death or military recall, are excluded from the requirement to provide credits for key personnel vacancies?	The State will not consider exclusions for these requirements. The requirements remain as written.
	Appendix A SOW Section III.D.2	36		
	Appendix A SOW Section IV.J.2	55		
	Appendix A SOW Section V.I.2	98		
433.	Appendix A SOW Section II.K.2	26	Contractor should have an opportunity to fill key personnel vacancies before a credit accrues. Please confirm that the State would allow the credit to begin accruing on the 30 th business day after the vacancy occurs.	The requirements remain as written.
	Appendix A SOW Section III.D.2	36		
	Appendix A SOW Section IV.J.2	55		
	Appendix A SOW Section V.I.2	98		
434.	Appendix A SOW Section II.K	26	RFP states: "The State has identified a minimum set of key staff positions. The State expects the Contractor to provide additional key staff positions based on the Contractor's approach and plan for DDI ." For Initial Operations and CMS Certification, and for Operations: "The State has identified a minimum set of key staff positions. The State requires the Contractor to provide additional key staff positions based on..." The State has used two different terms – expect versus require – for additional key roles proposed by the Contractor. Please confirm that Contractors are	The State requires the Contractor to provide additional key staff positions
	Paragraphs below Required/key position tables	35/53		

			required to propose additional staffing for the DDI phase.	
435.	Append A SOW Section II.K.2 ID 076	26	ID 076: Must ensure that customer facing staff are within Lincoln, Nebraska 90% of the time during the implementation. Please clarify which groups or entities are considered 'customer facing'?	The State has not specified staffing positions for the bidders, with respect to customer facing requirements. This may or may not include key personnel as identified in Appendix A – Statement of Work. The bidders should include their identified customer facing staff positions in the bidders proposal as instructed in Appendix A – Statement of Work II.K.3.e.
436.	Append A SOW Section II.M.2	28	ID 093: Must provide training to users as needed in support of the DDI phase. Please provide the number of users that require training and on what tools or systems.	See response to questions 26, 30, and 298.
437.	Append A SOW Section II.O.2 ID 106	29	ID 106: Must provide training and training materials for all operational aspects of the solution to all end users, internal and external. On page 56 Under User Support, the RFP indicates there are approximately 650 MLTC staff that would interact with the DMA solution. Is this the same universe of users that would require training during Operational Readiness? If there are additional groups beyond this universe that require training, please provide the number of users and what aspects of the DMA solution (e.g. Case Management/Program Integrity, Reporting/data analytics, etc.) they would be interacting with.	Yes, the State anticipates this group of users to remain the same. See response to questions 26, 30 and 298.
438.	Append A SOW Section III.A.1	33	The RFP further requires a stabilization period prior to reaching operating normalcy. The State has not established a timeframe for the stabilization period. We recommend that the State set a minimum timeframe of three months.	The State has not established a minimum stabilization timeframe. The exit criteria is that both the State and the contractor agree that the system is stable.

			The State has also not established the criteria for stable operations. Can the State provide this criteria?	
439.	Append A SOW Section II.P	31	<p>ID 114 Must comply with all security and privacy laws, regulations, and policies, including the Health Insurance Portability and Accountability Act (HIPAA), and related breach notification laws and directives.</p> <p>Will offshore resources be allowed for application and infrastructure development and support?</p>	The bidder should clarify the type of offshore resources, location of the resources and the activities the resources would conduct, and resubmit with Second round written questions.
440.	Append A SOW Section III.C.1	34	<p>RFP states: "The State will not submit the request to CMS to conduct the certification until such time as all procured modules are in place and all projects are prepared for the certification process; unless CMS establishes a modular certification method. Once all procured modules are in place and all projects are prepared for the certification process, the State will submit the request to CMS to conduct certification."</p> <p>CMS has released a Modular set of Certification Checklists with their MECT V2.0 Toolkit (see Medicaid.gov/MECT). Given that CMS supports modular certification, can the State confirm that they would follow this approach to certification of the DMA solution?</p>	Confirmed.
441.	Append A SOW Section III.C.1	34	A number of modules such as the Provider Module do not have planned implementation dates. Does the State anticipate that these modules, including all required DMA interfaces, would be implemented before the DMA implementation date?	The State does not anticipate that all modules will be implemented before the DMA implementation date.
442.	Append A SOW Section III.C.2	34	<p>ID 145: Must remedy all system or operational issues required for CMS certification.</p> <p>Please clarify that the system and operational issues</p>	That is correct for this requirement.

			are limited to the defined CMS certification artifacts, as well as any DMA operational processes, the Contractor is responsible for.	
443.	Append A SOW Section III.D.1	35	The State has required the Stabilization Manager to be in place at Contract signing date. Since the Stabilization Manager is focused on the Initial Operations phase, and the preparation for this phase would occur later in the DDI phase, would the State consider starting this role in the last 9-12 months of the DDI phase?	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
444.	Append A SOW Section III.D.1	36	The State has not provided a start date for the CMS Certification Manager. We assume this is due to whether or not to use a modular approach. Since CMS supports a modular approach, does this now enable the State to provide a start date Certification Manager? If so, please provide the date.	The bidder should propose the start date for the certification manager based on the bidder's approach.
445.	Appendix A SOW Section III.D.2 Appendix A SOW Section IV.J.2 Appendix A SOW Section V.I.2	36 55 98	With respect to the obligation to provide an interim resource within a maximum of five business days for any key personnel vacancies, it would be a double penalty to require Contractor to pay a credit and also be subject to penalties associated with the relevant Performance Measure. Please confirm that in such instance, the State would assess either a credit or a penalty, but not both.	The requirements remain as written.
446.	Appendix A SOW Section III.D.2 Appendix A SOW Section IV.J.2 Appendix A SOW Section V.I.2	36 55 98	Please confirm that once Contractor proposes an interim resource the accrual of the credit for key personnel vacancies ceases.	The requirements remain as written.
447.	Append A SOW Section III.E.2 Section IV.L.2	37 56	ID 158: Must provide user support through a fully functional user support help desk for authorized users. Users must have various contact options (e.g. email, online, phone). ID 319:	The requirements 158 and 319 remain as written. Requirement 158 is during the DDI phase and Requirement 319 supports the Operational phase. Yes, the user support help desk is limited to the MLTC organization. However, the Contractor must support all trading partner interactions.

			<p>Must provide user support through a fully functional user support help desk for external and internal authorized users. Users must have various contact options (e.g. email, online, phone).</p> <p>Please confirm that this user support help desk is limited to the MLTC organization.</p> <p>1. In order to properly size the help desk services, please provide the number of local and toll free calls, and average call duration, that the help desk is expected to receive on a daily basis.</p> <p>2. In order to properly size the help desk services, please provide the number of requests for support the help desk is expected to receive on a daily basis.</p>	See response to question 143.
448.	Append A SOW Section IV.G	47	<p>ID 244: Must conduct data refreshes when necessary, that are recoverable.</p> <p>What is the scenario of when a data refresh is required? Data should always be current in the Data Warehouse. Will the State confirm that the minimum frequency of Data Warehouse refresh required is daily?</p>	See response to question 219.
449.	Append A SOW Section IV.G	49	<p>ID 253 Must store estate recovery data as provided by the State from 2006 forward.</p> <p>What is the data source for the estate recovery data and what type of data is to be stored?</p>	See response to question 359.
450.	Append A SOW Section IV.H	50	<p>ID 257: Must provide mission critical services as defined by the State that must not be interrupted.</p> <p>Will the State define what mission critical services are required to be available without interruption?</p>	Mission critical is defined as any service that would inhibit the delivery of services to stakeholders, including but not limited to clients, providers or other government entities, if it were not available. Mission critical is also defined as those services necessary for MLTC staff to conduct their activities on a day to day basis.
451.	Append A SOW Section IV.H	50	<p>ID 264 Must ensure, in the event of a declared major failure or disaster, the DMA must be back online within a</p>	See response to question 450.

			<p>maximum of 48 hours of the failure or disaster.</p> <p>To provide a cost effective solution while meeting the business needs of the department, please identify the business components of DMA that are truly mission critical for DR to recover within 48 hours (i.e. Data Warehouse, MAR and ingesting claims)?</p>	
452.	Append A SOW Section IV.J	52	<p>Will new reports requested by the State be fulfilled by staff augmentation resources and the change request process or will the Contractor be required to staff to a certain level of resources that can develop new reports. If the Contractor is to staff to a specific level, can the State provide the number of resources the Contractor should maintain to support new reports, queries or modeling scenarios?</p>	<p>No, staff augmentation will not be utilized for new reports in DDI. Bidders will need to provide sufficient staff to support the proposed solution and the requirements identified in Appendix A – Scope of Work (including, but not limited to section IV.N.4.b.).</p>
453.	Append A SOW Section IV.I.2	52	<p>Requirements Table: Requirement 279 is repeated as the Table Header. Please advice if this is a duplication and the correct the title of the table.</p>	<p>See “Revised Appendix A – Statement of Work” and “Change Log – Revised Appendix A”.</p>
454.	Append A SOW Section IV.J.2	54	<p>ID 292 With respect to all vacancies of Key Personnel during the DDI phase...</p> <p>Please clarify that this should be for the Operations phase and not DDI.</p>	<p>See “Revised Appendix A – Statement of Work” and “Change Log – Revised Appendix A”.</p>
455.	Append A SOW Section IV.L	56	<p>ID 325: Must provide ongoing education and training of user support procedures and policies, particularly when a change in the process is needed or required.</p> <p>Is there a set number of “live training” the Contractor is to provide per year?</p>	<p>No, there is not a set number of "live training" that the Contractor is required to provide per year. The State requests each bidder to propose the best approach it sees fit to meet the RFP requirements.</p>
456.	Append A SOW Section IV.L.2	56	<p>ID 328 Must provide systems help desk via local and toll-free telephone service and via e-mail from 7:00 am to 7:00 pm, central time, Monday through Friday. If requested by the State, the Contractor must staff the SHD on a Saturday or Sunday.</p> <p>In order to properly size the help desk services, please provide the number of local and the number</p>	<p>This information is unknown. The DMA solution is a unique, broad enterprise solution. The State requests each bidder to propose the best approach it sees fit to meet the RFP requirements.</p> <p>Also see response to question 143 for additional information.</p>

			<p>of toll free calls, and average call duration that the help desk is expected to receive on a daily basis.</p> <p>Please also provide the expected frequency when weekend support will be needed.</p>	
457.	Append A SOW Section IV.L.2	56	<p>ID 320 Must provide a means to alert user support personnel when no one is available to take their call for priority issues.</p> <p>Is the State requiring that the Contractor supply on call personnel for timeframes beyond the 7:00 a.m. to 7:00 p.m. each business day?</p>	Yes.
458.	Append A SOW Section IV.L.2	56	<p>ID 330 Must provide help desk staff that must be able to redirect problems or queries that are not supported by the SHD, as appropriate, via a telephone transfer or other agreed upon methodology; and redirect problems or queries specific to data access authorization to the appropriate support staff.</p> <p>Is the State requiring that the Contractor redirect these problems or queries to other Contractor support teams or to other users within the MLTC organization? Please provide an example.</p>	The State is seeking the bidder's expertise to offer the best solution. This response is dependent on the problem or query. The State anticipates detailed requirements, such as these, will be developed during the DDI phase.
459.	Append A SOW Section IV.L.3.c	57	Please advise list item c. is blank and requirements should be adjusted to a through f.	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
460.	Appendix A SOW Section IV.L	57	<p>To adequately size the User Support team and make it easier for the State to evaluate each Contractor's bid in the same manner, we recommend that the State include the following demographics of the current and proposed user base during each phase of the project where User Support is requested (DDI, Initial Operations and Operations). Suggested classifications could be:</p> <ul style="list-style-type: none"> Advanced Users – types of tools (highest levels of analytical capabilities) – access to all tools and data, develops their own queries, # of Advanced Users. 	See response to questions 26, 30 and 298.

			<ul style="list-style-type: none"> Business Users – types of tools and queries - data they are accessing (moderate data analytics capabilities and access to multiple tools), # of Business Users Data warehouse users – types of tools, queries and what data they are accessing(e.g. predefined reports and existing dashboards), # of Data Warehouse Users <p>If the User Support Staff is prescriptive by the State, including the number of licenses required, each Contractor will be required to staff to a consistent level and make evaluation comparable from bid to bid.</p>	
461.	Appendix A SOW Section IV.M	57	<p>ID 336: Must maintain a secured single sign-on per user and support DHHS single-sign-on (SSO) as and when applicable.</p> <p>What is the State's platform that the Contractor will be interfacing with for SSO?</p>	See response to question 38.
462.	Appendix A SOW Section IV.M	58	<p>ID 353: Must ensure that remote access users of its information system can only access these systems through two-factor user authentication and by methods including VPN, which must be approved in writing and in advance by the State.</p> <p>What are the State's remote access requirements?</p>	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
463.	Appendix A SOW Section IV.N.3.B.	63	<p>ID 395: Must manage the results of statistical analysis, forecasting, and predictive analytics to meet State and Federal guidelines and laws.</p> <p>Are there existing or known planned State and Federal guidelines and laws that this requirements is intended to meet?</p>	Yes, there are existing State and Federal guidelines and laws. There are no known planned State and Federal guidelines. The Contractor is required to meet all applicable State and federal guidelines and laws, which are publicly available.
464.	Appendix A SOW Section IV.N	64	<p>ID400: Must allow authorized users to view results of filtered reports, ad-hoc and user defined query searches based on multiple or single criteria, with</p>	A user defined query is generally a "saved" query that can be shared with other users and run multiple times. Ad hoc queries are generally one time queries.

			<p>the ability to perform secondary and tertiary searches within the primary search results.</p> <p>Please define the difference between ad hoc and user defined query.</p>	
465.	Append A SOW Section N. 4. B	65	<p>PERM federal reports tend to be done out of the claims processing module. Can the State confirm these reports will be done from the MMIS initially and the MCOs in the future and not in the data warehouse?</p>	<p>No, DHHS cannot confirm. PERM reports will initially be created from the MMIS, but will be required to be created from the DMA in the future. PERM requirements currently apply to fee-for-service claims.</p>
466.	Append A SOW Section N. 4. B	65	<p>Annual filing of provider payments federal reports tend to be produced in the financial subsystem/module as part of the 1099 process. Can the State confirm these reports will be done from the financial module and not in the data warehouse?</p>	<p>The State requires the DMA to produce the 1099 file similar to how the MMIS produces it today. The State anticipates to work with the selected Vendor on the detailed requirements during the DDI phase.</p>
467.	Append A SOW Section IV.N.5	65	<p>ID 432: Must suppress processing on an individual on a run to run basis.</p> <p>Please define what is meant by “suppress processing” and “run to run basis”.</p>	<p>Suppress processing means to exclude an entity (client or provider) from SURS exception processing. Exception processing occurs on specified intervals, e.g., monthly or quarterly. “Run to run basis” means the ability to suppress processing from one exception cycle to the next.</p>
468.	Append A SOW Section N.4.B	65	<p>ID 401 Must create all CMS Federal Quarterly Reports including but not limited to:</p> <ul style="list-style-type: none"> • TMSIS ... <p>TMSIS file production is monthly, not quarterly. Please confirm the State’s intent is to deliver those files monthly.</p>	<p>TMSIS files will be required to be produced in accordance with CMS standards, which are currently monthly.</p> <p>See “Revised Appendix A – Statement of Work” and “Change Log – Revised Appendix A”.</p>
469.	Append A SOW Section N. 4. B	65	<p>ID 401 Must create all CMS Federal Quarterly Reports including but not limited to:</p> <ul style="list-style-type: none"> • CMS-37 ... <p>The development of the CMS-37 can only be produced if the data warehouse receives State budget data. Is the State intending to provide this</p>	<p>Data required to be supplied by the State, including format, will be determined in DDI.</p>

			data? If so, what is the data feed and format?	
470.	Append A SOW Section N. 4. B	65	<p>ID 402 Must create all CMS Federal Annual reports including but not limited to:</p> <ul style="list-style-type: none"> • CMS-416 • CMS-372 reports for all active HCBS waivers. <p>It appears the State has 6 active 1915c waivers. Please confirm the intent is for the Contractor to produce a CMS 372 annually for each waiver.</p>	The State currently has 5 active 1915(c) waivers. The Contractor is to produce the required CMS-372 annually for each waiver. The Contractor will transmit the 372 reports to the State for submittal on the CMS website.
471.	Append A SOW Section IV.N.5	65	Does the State currently work with a vendor for reporting HEDIS measures?	Yes, the managed care vendors currently report HEDIS measures. HEDIS measurers are reported by the Nebraska Medicaid Managed Care plans for Nebraska Medicaid Managed Care clients. These reports are currently reported to MLTC/DHHS, CMS and NCQA on an annual basis. The Medicaid Managed Care plans report on the majority of the HEDIS measurers.
472.	Append A SOW Section IV.N.5	65	Does the State currently utilize a clinical risk stratification scoring vendor or methodology?	Yes, the current contract with Truven Analytics, Inc., contains clinical risk stratification capabilities.
473.	Appendix A SOW Section IV.N.6.b	67	<p>ID 447: Must have access to internal and external agency databases to extract data to pre-populate index fields, and/or values (e.g. MMIS provider data, MMIS member data, Electronic Health Records). Interfaces between State Contractors for data will be arranged to facilitate the pre-population.</p> <p>Can the State describe the number of internal and external agency databases that the Case Management solution will need to interface with? Please add to the Bidders Library.</p>	The Case Management system will need to interface with current and future systems, including but not limited to, provider screening and enrollment, recipient eligibility, data warehouse and decision support, and NFOCUS.
474.	Appendix A SOW Section IV.N.6.b	67	<p>ID 451: Must customize case data to the State's business processes.</p> <p>Can the State describe its business processes and what case data is used in the processes?</p>	The State is seeking the bidder's expertise to offer the best solution that meets the RFP requirements. The State anticipates detailed requirements, such as these, will be developed during the DDI phase.

475.	Append A SOW Section IV.N.6	67	ID 448: Must suggest and supply data and information from other sources to pre-populate values (address, licensure). Please confirm the source of this information is from modules that the DMA will interface with and not a 3 rd party service.	The State is seeking the bidder's expertise to offer the best solution that meets the RFP requirements.
476.	Appendix A SOW Section IV.N.6.b	68	ID 460: Must provider letter templates include the use of digital signatures for all case management letters. Can the State quantify the number of case management letters they currently use? Please add to the Bidders Library.	The State does not have an anticipated number of templates for the new system. It is anticipated that the initial templates will be developed during DDI. The best estimate for that number is 100, depending on the configurability of the template and case management system. The Sate anticipates to be able to develop new templates or revise existing templates as needs change.
477.	Appendix A SOW Section IV.N.6.b	69	ID 474: Must modify and adapt case management processes, procedures, and functionality to business process changes and maintain up to date functionality with minimal impact to users. This requirement appears open ended. Will these changes be performed as part of the change request process?	These changes would be part of the change management process as identified in Appendix A – Statement of Work IV.F. Change Management.
478.	Append A SOW Section N. 7.B	71	ID 498: Must reject claims that fail compliance edits. ID 499: Must flag, capture and report on encounters and claims that fail integrity edits. The requirements refer to compliance edits and integrity edits. Does the State anticipate any edits outside of SNIP types 1-6? Please provide some examples.	These two requirements apply to both encounters and fee-for-service claims. See response to question 153. Examples are not applicable.
479.	Append A SOW Section N. 7.B	71	ID 504: Must capture and report on other types of payment records including MCO supplemental payments such as maternity Kick Payments. Please explain this requirement and is it encounter?	All payments to the MCOs must be captured and be reportable within the DMA solution. Not enough information was provided around "encounter" to respond to the question. Please provide further detail and resubmit with Second round written questions.

				Also see response to question 171.
480.	Append A SOW Section N. 7.B	71	<p>ID 507: Must receive and process other encounter data (e.g. authorization, quality of care, performance, etc.).</p> <p>What are the expectations of “other encounter data”? What are some of data elements that may come in?</p>	The State seeks the bidder's expert advice and experience to receive and process additional data that augments encounter data. The State anticipates detailed requirements, such as these, will be developed during the DDI phase.
481.	Append A SOW Section IV.O.1.a	73 - 75	<p>The RFP discusses the IBM InfoSphere suite of products; IBM InfoSphere Information Server, IBM InfoSphere Information Governance Catalog, IBM Integration Bus, IBM WebSphere Service Registry and Repository, IBM SOA Policy Gateway, IBM InfoSphere Master Data Management (Non-Financial Services and Patient Hub), IBM Cognos BI, and IBM InfoSphere Optim Data Privacy Enterprise Edition.</p> <p>Does the Contractor assume these tools are available for Contractor use during DDI and On-Going Operations as a cost already consumed by the State?</p> <p>And that the Contractor does not need to cost these Enterprise Architecture tools because they are already part of the DHHS Enterprise Architecture Program?</p>	See response to question 40.
482.	Append A SOW Section IV.O.1.a	73 - 74	How is the quality measured for the current master and reference data?	A MDM solution does not currently exist, therefore quality is not measured for master and reference data.
483.	Append A SOW Section IV.O.1.a	74	<p>RFP states: “As part of a current project initiative, the organization is establishing a Master Client Index (MCI) registry and the corresponding governance processes.” And, “The plan is to build a Master Provider (MPI) Index registry as part of future project initiatives”</p> <p>Is the MCI and MPI part of this DMA Initiative or the DMA is to use the results of these two initiatives to receive the master client and provider information and consume it within the DMA, not create it?</p>	See response to question 233.

484.	Appendix A SOW Section IV.O.8	79	The State provided a list of 161 interfaces in the bidder's library. Many of them were targeted for the MMIS and it is not clear which files would be inputs or outputs of the DMA. Please provide clarity.	The DMA Contractor will be responsible to provide interfaces that meets or exceeds the currently available MLTC interfaces as provided in the bidder's library - MLTC Current State Interface Inventory. The MLTC Current State Interface Inventory provides the relevant interfaces used in the "as-is" environment. The State has provided this information not necessarily to replicate it, but to provide the bidder a baseline of interfaces currently needed to support MLTC. The State requests each bidder to propose the best approach and solution it sees fit to meet the RFP requirements with respect to interfaces. For example, the bidder may have one interface that replaces many "as-is" interfaces. Another example may be that an interface is no longer necessary based on the new solution proposed.
485.	Append A SOW Section IV.O.8	79	ID 557: Must send and receive files and transactions, in formats and methods specified by the State. What methods/protocols does the State need to be able to support to send and receive files?	The State requires the vendor to comply with data transaction standards as applicable (e.g., HIPAA, NCPDP), however the State is not prescribing specific methods/protocols to send and receive files. The State requests each bidder propose the best approach and solution it sees fit to meet the RFP requirements.
486.	Appendix A SOW Section IV.O.11	83	To better understand which tool to include, please describe at least one use case per analytic tool attribute listed in Section IV.O.11.	The State does not have any use cases in this regard. The State is requesting the bidder's expertise to offer the best solution.
487.	Append A SOW Section IV.O.13	86	ID 618 Must provide online retrieval and access to documents and files for six years in live systems and ten years in archival systems, for audit and reporting purposes. If we can maintain performance, is it acceptable to not archive data?	Yes, subject to data retention and accessibility requirements and policies.
488.	Append A SOW Section IV.O.14	87	ID 625: Must provide 100% accessibility via the internet and require no desktop software (including specialized plug ins and applets) except for a commercially	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".

			<p>available web browser.</p> <p>Will the State consider desktop applications that have greater performance and richer feature set that especially power users may want to take advantage of?</p>	
489.	Append A SOW Section IV.O.14	87	<p>ID 623: Must provide and maintain all DMA environments (e.g., development, training, production) including licenses applicable for the DMA solution and designated DMA users.</p> <p>This requirement proposes Development, Training and Production. Best practice and industry standards dictates additional environments (System TEST, User Acceptance Test) be added.</p>	The "e.g." is only an example of environments and is not prescriptive. The State requests each bidder propose the best approach and solution for environments it sees fit to meet the RFP requirements.
490.	Append A SOW Section IV.I.A	88	<p>The State has required that the Turnover Manager, which requires State approval, must start within five days and the first Turnover deliverable is due within 30 days of notification that the Turnover Phase is to begin.</p> <p>In order to properly prepare for seamless turnover activities, will the State considered establishing a specific timeframe, such as six-nine months before contract end date, in which this phase would occur?</p>	The requirements remain as written.
491.	Append A SOW Section V.D.c.iv	91	Please advice list item iv. is blank and requirements should be adjusted to i to iii.	See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".
492.	Attachment A Deliverables Catalog	9-10	Section 6.2 - Project Management and Systems Development Life Cycle and Section 6.6 - Change Management...they are referring to Integrated Master Schedule. Are these two items the same piece of work?	Yes, a single IMS is required for this project.
493.	Append A SOW Section V.G.3.d	96	<p>Requirement states: "Include the bidder's proposed Turnover Change Management Plan in the deliverables catalogue". Attachment A, Deliverables Catalogue, includes the Operational Change Management Plan for Section 7.7.</p> <p>Is the State asking bidders to include the proposed Turnover Change Management Plan as an artifact, account for it in the Change Management Catalogue, or include a sample as an artifact?</p>	<p>See "Revised Appendix A – Statement of Work" and "Change Log – Revised Appendix A".</p> <p>The proposed Turnover Change Management Plan should be submitted as an artifact.</p>
494.	Append A SOW	General	Will the State clarify the difference between <u>sample</u>	It is at the discretion of the bidder to present the

			<p>artifact and an <u>example</u> artifact from a previous project?</p> <p>In some cases, the artifacts requested are hundreds of pages. Would the State consider accepting abbreviated artifacts (table of contents, details in critical sections, section introductions, etc.) which will give a full understanding of the contents?</p>	<p>information to support each proposal response item in the most effective manner. As stated in Appendix B - Proposal Format Instructions, the State seeks complete, comprehensive, organized, clear and concise proposal content.</p>
495.	Attachment C Performance Measures	General	<p>Please confirm that the following performance measures apply only one time during the DDI phase:</p> <p>IV.B PM and SDLC - Time to submit Operational Communications Management Plan IV.B PM and SDLC - Time to submit Operational System Development Life Cycle (SDLC) Plan IV.F Change Management - Time to deliver Operational System Release Schedule IV.G Data and Record Retention - Time to deliver Data Reconciliation Plan IV.H Business Continuity and Disaster Recovery - Initial Disaster Recovery testing IV.M Privacy and Security - Provide a Security Risk Assessment IV.M Privacy and Security - Provide an Operations Privacy and Security Management Plan IV.O.3 Data Governance - Operationalize the Data Governance Plan IV.O.4 Master Data Management - Operationalize the Master Data Management Plan IV.O.5 Data Models - Operationalize the Data Modeling Plan IV.O.6 Data Integration - Operationalize the Data Integration Plan IV.O.7 Data Sharing - Operationalize the Data Sharing Plan IV.O.9 Data Transformation - Operationalize the Data Transformation Plan IV.O.13 DMA Auditing and Controls - Operationalize the DMA Audit and Control Plan IV.O.13 DMA Auditing and Controls - Time to retrieve audit information IV.O.14 DMA Infrastructure and Solution Lifecycle Management - Operationalize the Infrastructure and</p>	<p>Not confirmed. Each performance measure is based on its metric frequency.</p>

			Solution Lifecycle Management (ISLM) Plan II.B PM and SDLC - Time to submit Project Management Plan	
496.	Attachment C Performance Measures, Section IV.E Section IV.H	3	Threshold: Must develop business and technical impact analysis and a remediation plan within 2 a maximum of 4 hours. The threshold is unclear. Is this supposed to be “within 2 hours and a maximum of 4 hours”?	See response to question 192.
497.	Attachment C Performance Measures SOW Section IV.E SOW Section IV.H	3	Performance Measure: Time to resolve critical system defects. Threshold: Must resolve critical defects within a maximum of 8 hours. Each system defect can be and is often a unique event. There are events when completion of technical impact analysis and development of a remediation plan within 24 hours may not be achievable. It is always our intent to have any client issues remediated as quickly as possible. We strongly support the idea of service levels and the ability to provide updates, communications, and actions to be taken immediately. One of these actions will be to continually provide the client with updates as they are available. We suggest the State provide the flexibility that if the situation requires longer than 24 hours to complete the technical impact analysis and remediation plan, and possible work around, we can work together to agree on deliverables and timing based on the event.	The requirements remain as written. The State may waive a penalty at its sole discretion.
498.	Attachment C Performance Measures SOW Section IV.J	5	Performance Measure: Timely replacement of vacant key staff positions Several performance measures have accumulative penalties. As an example, please confirm that the following calculation for the “Timely replacement of vacant key staff positions” is correct. If this is a first time event and the Contractor fills the vacant position within 76 days, then the penalty is \$12,000... (\$4,000	The total penalty for 76 days to propose a replacement of a key staff vacancy is \$12,000.

			for over 61 days + \$4,000 for over 68 days + \$4,000 for over 75 days).	
499.	Attachment C Performance Measures SOW Section IV.N.4	6	Performance Measure: Accuracy of federal reports Please confirm that accuracy is based on the predefined algorithm to create the report and not on the quality of the data.	This cannot be confirmed generally. Details on this performance measure in this regard is anticipated to be precisely delineated during DDI.
500.	Attachment C Performance Measures SOW Section IV.O.2	7	Performance Measure: Correction of inaccurate data Please define the root cause of the inaccurate data as it must be determined prior to a corrective action being performed.	The root cause is determined on a case by case basis.
501.	Attachment C Performance Measures SOW Section IV.N.6	7	Threshold: Must maintain a minimum average image retrieval response time of two seconds. Please provide definition of an image. Please confirm that measurement is from the time the server receives the request to the time that the server returns the request.	The response to this question will be provided in the second round of questions.
502.	Attachment C Performance Measures	7	Requirement states: "Timeliness of validation of data and information. A minimum of 99% percent of all data must be validated within a maximum of two business days of receipt." Please define "validation of data and information".	The State anticipates detailed requirements will be developed during the DDI phase.
503.	Attachment C Performance Measures	16	Penalties for missed deliverables are excessively high (up to a 35% penalty). Please consider changing the penalty amount for late deliverables to the following: i. One to ten calendar days of delay – 5% of the amount due. ii. 11 to 40 calendar days of delay – An additional 5% of the amount due. iii. 41 to 70 calendar days of delay – An additional 5% of the amount due. (Maximum of 15%)	The requirements remain as written. The State may waive a penalty at its sole discretion.
504.	Attachment C Performance Measures	16	It appears that penalties for missed deliverables are in addition to the penalties in Attachment C - Performance Measures. This is a double penalty for same incidents and/or missed deliverables. Please	The Contractor will be penalized for missed DDI deliverables based on the DDI penalties. The performance measures include deliverables for operations that are required prior to go-live which are

			confirm that only the Attachment C - Performance Measures penalties apply if there's a duplicate penalty.	subject to the operational penalties. Requirements remain as written.
505.	Attachment C Performance Measures	16	Please consider providing a process to regain the penalties associated with the Attachment C - Performance Measures. For example, after a missed performance measure, if the same performance measure is met for 12 months in a row, then 100% of the penalty is regained (earned back).	The requirement remains as written.
506.	Attachment C Performance Measures	16	Historical data demonstrates performance measures will be missed for various reasons, many of them anomalies, and with a contract term of 8 years, the multiplier could drive penalties to a level that would hinder the business relations rather than encourage the desired result. In this case, anomaly cases, regardless of how far apart they are, will build on each other with no recognition of possible consistent performance for the passing of time. Our recommendation would be to include a mechanism to reset the "multiplier" at every 2 years of operations or the Contractor have the opportunity to individually per SLA reset the counter to 0 as to recognize performance over an extended period of time.	The requirements remain as written. The State may waive a penalty at its sole discretion.
507.	Appendix B Proposal Format Instructions Section I	2	Per the format instructions, each item in the "Proposal Response Section" column in the table begins with the word "Section". When creating these headings in our response template the word "Section" becomes repetitive and it takes up unnecessary space. Will the State accept subheadings without the word "Section" in front of the numbers, for example is this an acceptable format: Section 2 - Corporate Overview 2.1 Bidder Identification and Information 2.2 Financial Statements 2.3 Change of Ownership ...	Yes, this is acceptable.
508.	Appendix B Proposal Format Instructions Section II	4	Will the State please clarify the lowest level section number allowed in the artifact name? The examples used in this section are 7.10, 7.11, etc. However, Section I Proposal Format Instructions provides more detailed section numbers, such as 6.14.6.4.	There is not a limit on subsections. It is at the discretion of the bidder to present the information in the most effective manner. Per Appendix B - Proposal Format Instructions, the State seeks complete, comprehensive, organized, clear and

			Can bidders name artifacts to this level (example 6.14.6.4-1 - "Artifact Name") or does the State want all artifacts to be named no lower than the second heading level (6.14).	concise proposal content.
509.	Appendix B Proposal Format Instructions Section I	4	Will the State accept only an electronic version of the Proposal Library? We estimate the Proposal Library to be 1K to 2K pages in size. This will require a numerous amounts of binders. We recommend the Proposal Library to be all PDF files on a USB drive with files numbered/labeled in the order of appearance as referenced in the Technical proposal.	See response to question 133.
510.	Appendix B Proposal Format Instructions, Section I Attachment B – Business and Technical Requirements Matrix	4	<p>We understand that proposal response Sections 3 through 7 are limited to 500 pages. The current instructions only limit the pages within that section.</p> <p>We recommend instructions for completing the "Response" column in Attachment B – Business and Technical Requirements Matrix be provided to guide the Contractors to respond with the sufficient level of detail. What level of detail does the State expect to be included in this column?</p> <p>It is very important the State indicate the specifics of how this response differs from what is requested under the "Proposal Response" section for each requirement in the Appendix A SOW document. The text between the two areas can be duplicative or reference itself. Is this to be allowed in this structure?</p> <p>Is it the State's intent that the Contractor's proposal in the corresponding Appendix A SOW document, describe approach, methodology, and overview to give a broad view of the specific area addressing the proposal response text while in the Attachment B Requirements Matrix we specifically write to each defined requirement and it is not necessary to have the same text or level of detail listed in both places of the proposal?</p> <p>If concise instructions are not given, the completion of the Matrix in detail will far exceed the 500 pages in the base section and could stretch well over 1,000</p>	<p>It is at the discretion of the bidder to present the information in the most effective manner in their proposal. Per Appendix B - Proposal Format Instructions, the State seeks complete, comprehensive, organized, clear and concise proposal content. The 500 page limit is a suggested limit.</p> <p>The State understands the bidder may discuss specific requirement support in the proposal response as well as specifically to address the requirement in Attachment B - Business and Technical Requirements Matrix.</p> <p>It is not necessary to have the same text or level of detail provided in both sections, if not applicable.</p>

			<p>pages. Additional detailed proposal text could end up in this section. This will make it overpopulated and difficult to evaluate in relation to the information within the base 500 pages. We suggest the State implement a page limit for this section as well. If a page limit is not utilized then further detail on the type of response, such as limited it to 2 or 3 small distinct paragraphs be outlined to keep that section evaluable and concise in relation to the base 500 pages.</p>	
511.	Appendix C Cost proposal Instructions B. Deliverables	3	<p>Requirement states: "Vendors who propose early implementation of functionality should include any <u>monthly early operational charges as monthly deliverables</u>. The bidder should price the deliverables within the guidance that the State will not accept an invoice for a greater percent of the overall DDI price than the percent of the overall DDI timeframe elapsed, within a five percent margin of error."</p> <p>Would the State consider excluding these costs from the evaluation price?</p> <p>With a phased approach, a comparison of the DDI price will be difficult to evaluate with the inclusion of partial operational costs.</p> <p>The inclusion of the early operation costs within the DDI timeframe creates difficulty in comparing and evaluating the vendor's Cost Proposals. In a phased implementation it is likely that there will be some additional costs associated with running an implementation and operations concurrently. Because of this the cost of phasing may increase the overall price for a vendor who chooses to go this direction. In addition, because of the varying phasing implementation options among the vendors, it will be very hard to baseline the benefit and costs of the phasing.</p> <p>A vendor who complies with the States desire for phasing could possibly end up with a higher costs while meeting the requirements of the State.</p>	The State will not exclude early operations from the evaluation price.

			<ul style="list-style-type: none"> Proposed DDI term will vary for each Bidder Proposed Phased implementation approach will vary for each Bidder DDI related operation costs with a phased approach will vary for each Bidder's 	
512.	Appendix C Cost proposal Instructions Section B	3	<p>Requirement states: "Vendors who propose early implementation of functionality should include any monthly early operational charges as monthly deliverables. The bidder should price the deliverables within the guidance that the State will not accept an invoice for a greater percent of the overall DDI price than the percent of the overall DDI timeframe elapsed, within a five percent margin of error."</p> <p>Would the State consider revising Appendix D – Cost Proposal with a separate schedule for monthly early operation costs during DDI, resulting from a phased implementation so the State can equitably evaluate the all Bidder responses?</p>	No, the State will evaluate the total price. A separate cost schedule would not impact the cost evaluation.
513.	Appendix C Cost proposal Instructions Section B	3	<p>Regarding this statement: "Vendors who propose early implementation of functionality should include <u>any monthly early operational charges as monthly deliverables. The bidder should price the deliverables within the guidance that the State will not accept an invoice for a greater percent of the overall DDI price than the percent of the overall DDI timeframe elapsed, within a five percent margin of error.</u>"</p> <p>Would the State consider eliminating the DDI guidance formula for operation cost incurred during DDI phase due to phased implementation? The monthly operations price plus the DDI deliverable price could exceed the formula allowance guidance.</p> <p><u>For example:</u> System A implemented in month 20, ongoing costs during DDI would be invoiced in months 21 - 36. The Operational fees that are invoiced during DDI phase, months 21 - 36, would not be subject to the DDI guidance formula.</p>	Based upon the published Schedule of Events, operations pricing is to start after month 20 with the implementation of the functionality to replace the existing solution. Operations pricing and DDI pricing are considered separate for months 21-36. Operations of functionality implemented prior to month 20 is to be included in the DDI deliverables cost sheet.
514.	Appendix C Cost	4-5	Regarding the following instructions:	Appendix C – Cost Proposal Instructions D.

	Proposal Instructions Section D and F		<p>“Maintenance Approach – Bidder should provide the maintenance method for the software product. For software products having multiple maintenance options, the bidder should indicate the bidder’s recommended maintenance approach.”</p> <p>Please confirm this statement applies to both Hardware and Software product.</p>	<p>Maintenance Approach is hereby amended and superseded with the following:</p> <p>Bidder should provide the maintenance method for hardware and software products. For products having multiple maintenance options, the bidder should indicate the bidder's recommended maintenance approach for both hardware and software.</p> <p>Appendix C – Cost Proposal Instructions F. Maintenance Approach is hereby amended and superseded with the following:</p> <p>Bidder should provide the maintenance method for hardware and software products. For products having multiple maintenance options, the bidder should indicate the bidder's recommended maintenance approach for both hardware and software.</p>
515.	Appendix D Cost Proposal Sheet Pricing Summary	Cell B3	Please correct the formula error in Pricing Summary Sheet, cell B3. $DDI\ Price = DDI\ Deliverable\ which = DDI\ Labor + DDI\ Material\ and\ Services$	See “Revised Appendix D – Cost Proposal Sheet
516.	Appendix D	General	<p>An implementation project greatly varies based on the labor and services allotted to the deliverables. The success of the project and the State’s performance measures align with these deliverables. To provide that service, Contractors must provide an infrastructure (HW/SW) and facility and other support items. This static, or support cost, creates a significant and continued capital investment. The State may experience a lower rate of competition and/or increased DDI cost to cover the capital that must be carried through these deliverables.</p> <p>In recognition of this, many other Medicaid related contracts have contemplated a separate monthly fee during the DDI timeframe for HW/SW and facility and administrative.</p> <p>Would the State consider allowing Contractors to charge for the hardware, software and related maintenance on a monthly basis during DDI?</p>	Various solutions can be submitted by the bidder as a deliverable and priced appropriately. The cost sheets are set up to allow a cost comparison between bidders who utilize various solutions. The State has allowed flexibility for bidders to propose their solution.

			The detail of the hardware / software product and maintenance will be captured on the “Material and Services” Schedule within Appendix D, however, adding an additional monthly schedule for these fees would be a good summary for State budgetary purposes.	
517.			Regarding the Pre-Proposal Conference for the above mentioned RFP, a start time of 9:00 am Central Time on July 13, 2016 is listed. However, no end time is stated. With this in mind, will the State conclude this conference at a specific time?	It is anticipated that the Optional Pre-Proposal Conference will be two (2) hours in length.
518.	RFP V.B.8, Summary of Bidder’s Corporate Experience The bidder shall provide a summary matrix listing the bidder’s previous projects similar to this Request for Proposal in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal	32	We are unclear about the number of narrative project descriptions and references that are required by the prime contractor and/or by any proposed subcontractors. Will the State please clarify: Is the prime contractor limited in how many project descriptions it can provide based on the sentence “The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal”. Does that sentence mean that the prime contractor can only provide three project descriptions and that those descriptions would de facto serve as the prime contractor’s references? If not, and the prime can provide more than three project descriptions, will the State decide which ones to use as official references or should the prime contractor indicate which ones will serve as references?	The bidder may submit more than three (3) projects, but the State will use no more than three (3) narrative project descriptions. The bidders are discouraged from submitting more than three (3) project descriptions. It is at the discretion of the bidder to submit narrative project descriptions for either the prime and/or subcontractors. The bidder should identify subcontractor narrative project descriptions.
519.	RFP V.B.8, Summary of Bidder’s Corporate Experience	32	If the prime is using subcontractors, is each subcontractor required to provide up to three narrative project descriptions or does the sentence “The State will use no more than three (3)	Each subcontractor is not required to provide up to three (3) narrative project descriptions. It is at the bidder’s discretion to submit narrative project descriptions that best supports the bidder’s proposal

	<p>The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.</p>		<p>narrative project descriptions submitted by the bidder during its evaluation of the proposal" mean that only three narrative project descriptions can be provided in total? (Including the prime and subcontractors)?</p>	<p>response. If the project description being provided is from a subcontractor, bidders should identify as such.</p>
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This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.