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Pete Ricketts, Governor

**ADDENDUM FOUR  
SECOND ROUND QUESTIONS and ANSWERS**

Date: August 12, 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 September 20, 2016 at 2:00 p.m. Central Time

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**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.

| Question Number        | RFP Section Reference                                      | RFP Page Number   | Question  | State Response   |                        |  |   |   |
|------------------------|--|---|---|--|------------------------|--|---|---|
| 1.                     | Attachment C Performance Measures SOW Section IV.N.6       | 7   | <p>Threshold:<br/>Must maintain a minimum average image retrieval response time of two seconds.</p> <p>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.</p>   | <p>This is the response to question 501 from Addendum 3 Questions and Answers:</p> <p>Attachment C – Performance Measures is hereby amended to remove the following:</p> <table border="1" data-bbox="1220 467 2011 695"> <tr> <td data-bbox="1220 467 1402 695">IV.N.6 Case Management</td> <td data-bbox="1413 467 1583 695">Time to retrieve an image from the case management system.</td> <td data-bbox="1593 467 1843 695">Must maintain a minimum average image retrieval response time of two seconds.</td> <td data-bbox="1854 467 2011 695">Per month, per second over two seconds<br/>5</td> </tr> </table>     | IV.N.6 Case Management | Time to retrieve an image from the case management system. | Must maintain a minimum average image retrieval response time of two seconds. | Per month, per second over two seconds<br>5 |
| IV.N.6 Case Management | Time to retrieve an image from the case management system. | Must maintain a minimum average image retrieval response time of two seconds. | Per month, per second over two seconds<br>5   |  |                        |  |   |   |
| 2.                     | N/A  | N/A   | Can the bidder propose to expand an existing DMA solution currently in use under an active, long-term contract within another division of DHHS?   | <p>The State is requesting the bidder's expertise to offer the best solution that meets the RFP requirements.</p> <p><b>For bidder information:</b> The State considered existing reporting capabilities prior to posting this RFP. Due to the scope and scale of the data management, analytic, integration, human resource and service requirements, the State chose to structure this procurement as an enterprise scale data management and analytics service and not to leverage or expand any current DHHS solution, other than the assets referenced in Section IV.O.1. Information and Technical Architecture.</p> |                        |  |   |   |
| 3.                     | N/A  | N/A   | We are assuming MLTC will have workflows, data models, processes, and functionality unique to MLTC and will build such functionality into our proposal. Given that assumption, does MLTC have a preference to utilize a DMA solution controlled solely by MLTC as opposed to sharing a DMA infrastructure with other DHHS divisions like Behavioral Health? | See response to question 2.  |                        |  |   |   |

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| 4. | Appendix A II.H.3      | 22 | Will MLTC consider sharing a common software stack with other DHHS divisions, including products and licenses required for the infrastructure as well as vendor supplied COTS software and security/audit software?   | See response to question 2.   |
| 5. | Appendix A II.H.2      | 22 | If the bidder is currently hosting the proposed solution (dev, test, & prod) within the DHHS datacenter, can the bidder propose the DHHS datacenter as the hosting solution?  | See response to question 2.<br><br>Bidders should price the solution as if the bidder will be hosting the solution.   |
| 6. | Appendix A II.J.3      | 24 | This section routinely refers to working in Lincoln a percentage of the time. Should this vendor be selected, can this be amended to the Omaha/Lincoln metropolitan area assuming a drive time of no more than 45 minutes, working onsite at DHHS as requested by MLTC? Prospective bidder's home office falls within these parameters. | The Organizational Staffing requirements remain as written. Onsite in Lincoln, NE refers to staff performing work activities onsite during State working hours.   |
| 7. | DMA RFP Section III.GG | 35 | With regard to Performance Bond, this vendor is currently subject to a performance bond for another DHHS division. If vendor is selected for MLTC, can performance bond requirements be negotiated to ensure security for the buyer without duplicative restrictions on the vendor?   | 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. |
| 8. |                        |    | You mention that DHHS does not have any commercial Identity and Access Management solutions in place. Will the state entertain the inclusion of an identity and access management solution for this solution be included in the response?   | Yes. The State is requesting the bidder's expertise to offer the best solution that meets the RFP requirements.   |

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| 9.  |  |  | The RFP and follow-up vendor questions have shed little light on some of the backend database requirements. No mention is made about what RDBMS requirements are for the backend data warehouse. Does the state have any requirements that specifies a particular database (mysql, Oracle, DB2, SqlServer?)         | No. The State is requesting the bidder's expertise to offer the best solution that meets the RFP requirements.   |
| 10. |  |  | How many records to you foresee in the final data warehouse, and what is your projected growth in the size of the repository  | The State cannot predict or foresee the answer to these two questions. The answers to these questions is a function of, and dependent on, each bidder's proposed approach and solution.  |
| 11. |  |  | The RFP mentions that there is not a dictate on the architecture but mention several specific IBM middleware products and IBM BI tools that are being used. Is the state expecting to only use existing middleware/enterprise service bus products and BI products (such as IBM WebSphere/Cognos branded products)? | The references to the IBM middleware and BI products in the Statement of Work section IV.O. Information and Technical Architecture is to inform bidders of what is in place, planned or underway within the State environment. The State is seeking the bidder's expertise to offer the best solution to meet the requirements..   |
| 12. |  |  | Can we get a list of the dial in and in person attendees for the RFP 5330Z1 bidders conference please?  | <p>The State did not obtain an attendance list for the optional pre-proposal conference, since the preproposal conference was optional.</p> <p>RFP Section II.F. Optional Pre-Proposal Conference Tele-Conference, second paragraph is amended as follows:</p> <p>Written answers to written questions <del>along with a list of conference attendees</del> will be provided through an addendum to be posted on the Internet at <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a> on or before the date shown in the Schedule of Events. Verbal responses provided during the pre-proposal meeting shall not be binding on the State of Nebraska.</p> |

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| 13. | Appendix A Section IV.N.4.b Requirement #405    | 64 | In response to several questions about the provider portal requirement the State has said <i>The State understands and anticipates detailed requirements in this regard will be developed during the DDI phase.</i> The level of effort required could be dramatically different depending on what the requirements turn out to be. May we assume that the State will go through change management once requirements are determined? | The bidder should not assume that this would qualify for change management. The bidder is expected to propose the best solution that meets the RFP requirements. Detailed requirements developed during the project will not necessarily result in a change order.   |
| 14. | RFP Section III. Terms and Conditions           | 7  | In follow up to question number 336, where should a bidder include manufacturer license terms in its Technical Proposal?   | Bidder should include any documents related to the terms and conditions with their completed Section III.  |
| 15. | Section II.E Q&A #126                           | 3  | Regarding answer to question 126 of Round 1 Q&A.<br><br>RFP Section II.E is not clear on how assumptions can be taken after second round of questions have been submitted on Aug 4, 2016.<br><br>Can bidders provide assumptions to the State after second round of questions have been responded to and before proposal due date?   | If a question remains after the second round of questions, the question should be submitted in the format indicated 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.<br><br>Assumptions will not be considered during evaluation of proposals, will not be incorporated in the final contract, and will not be enforceable. |
| 16. | IV. L. Operations - User Support                | 56 | How many people will need to access the Case Management solution to actively manage cases? Of these total people needing access, please identify how many will be populating, and those likely just referencing.   | Initially, approximately twenty-five (25) staff will be using the case management system. The need for access may change during the life of the contract.  |
| 17. | Appendix A Section IV.N.4.b Requirement #400 63 |    | How many people will need casual document search capabilities in the Case Management system?   | Initially, approximately twenty-five (25) staff will be using the case management system and need document search capabilities. The need for access may change during the life of the contract.  |

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| 18. | General                        |    | Is there a current case management solution the data from which will need to be loaded into the new solution?   | 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.   |
| 19. | I.A 5                          |    | Priority of Data Interfaces?  | The State has not defined a prioritization of the data interfaces. All data interfaces necessary to meet the RFP requirements are priority.   |
| 20. | General                        |    | When will the other major "enterprise" projects be delivered? Do we need data from them?  | The State anticipates a variety of project deliverables across enterprise projects over time. Yes, the State requires the Contractor to receive data from sources as the new projects and modules are implemented.  |
| 21. |                                |    | If the state chooses to do additional acceptance testing or engage a third party or increasing the number or complexity of the test cases, what is the States plan for adjusting the schedule?  | Any change to the scope of work will follow the State approved formal change management process.  |
| 22. | General                        |    | Should we assume that the State does not want a separate Executive Summary, but is requesting the Summary of Understanding in its place?  | <p>This is at the bidder's discretion. The Summary of Understanding may include an Executive Summary.</p> <p>The Summary of Understanding should present a broad understanding of the bidder's Technical Proposal.</p> <p>Bidders should present their understanding of the problems being addressed by implementing a new system, the objectives and intended results of the project, and they scope of work. Bidders should summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.</p> |
| 23. | II.K                           |    | Is it correct to assume that since a specific number of references desired per key staff is not indicated in the RFP that one per key staff will meet the State's requirement?  | Bidders may provide one or more references for each key staff proposed.   |
| 24. | II.J<br>Also, round 1 Q&A #106 | 24 | Regarding the State's response to questions 106 from round 1, during DDI how many vendor staff will the State be able to accommodate in its limited Lincoln space? Please describe the accommodations (desk space vs a meeting room, for instance). | The space will be limited to those staff members whose work requires regular State interaction. The accommodations will include a work area for these individuals.  |

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| 25. | II.J<br>Also, round 1 Q&A #106     | 24                            | During Operations, will the State be providing space for the 2 required on-site staff?  | Yes, the State will provide a work area for the two required on-site staff.  |
| 26. | II.J<br>Also, round 1 Q&A #106     | 24                            | Will the State be providing space in Lincoln appropriate for group efforts such as requirements design sessions, large data summits, and so forth?  | The State will provide the Contractor with access to schedule the State's conference facilities. The State has conference rooms that can accommodate up to 50 individuals in a meeting setting. However, the conference rooms are shared with other State agencies. Availability of these rooms will depend on the Contractor's pre-planning and reserving in advance. |
| 27. |                                    |                               | Does the State require the named reference clients (contracts) contact person be currently employed by and in the named position?   | No.  |
| 28. | RTM & (Sections 3-7.11)            | Attachment B & Appx B, page 2 | It is unclear where/how the State wants the vendor to address each individual requirement vs. items labeled under "Proposal Response". Is it correct to assume that the vendor should include the narrative required to address items listed under Proposal Response sections for Sections 3 through 7.11 and then address the individual numbered requirements (e.g., requirement 117) only once within Section 9 – Requirements Matrix? | Yes. The response to each individual requirement need only be addressed in Proposal Response Section 9 – Requirements Matrix.  |
| 29. | Proposal Response section 3.E, 700 | 100                           | Given the amount of time between the contract signing and the need for the Turnover Manager to be named, it is unlikely that any person named in the vendor response will be available at the time of turnover, therefore, with a vendor commitment to meet the turnover manager quals in the time needed will the State consider deleting the requirement for naming, and providing resume and reference.                                | The requirements will remain as written. Replacement of Turnover key staff members must follow requirement 706.  |

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| 30. | Design Development Implementation (DDI)<br>II.K.1-3<br>Operations Phase IV.J.1-3<br><br>(Organizational Staffing) | 24, 52  | Can the Project Account Manager from DDI be the same person as the Operations Account Manager. To preserve continuity from DDI to Ops, could the DDI and Operations Account manager roles be held by one person for the 60day overlap.  | Bidders may propose the same individual for these two positions.  |
| 31. | General   | General | If they can fulfill all of the requirements of a given task, may staff outside the continental U.S. be used?  | The State requires all DMA environments to be hosted and supported from within the United States. At no time may PHI or other confidential data be transmitted offshore. The State will allow offshore core product development for product that is made generally available to the market. The State restricts Nebraska DMA specific product development to the United States. |
| 32. | IV.M.2.336 & 381<br>Privacy & Security381   |         | <p>Does the state have its own portal into which it wants users to login for the purposes of single sign-on?</p> <p>If yes, please describe the technology used for single sign-on. What protocols does the technology use for single sign-on? Is the technology capable of SAML 2.0 assertions for the passing of security tokens?</p> <p>If the State does not have its own portal, please describe the State's single sign-on requirement in terms of the ownership of the active directory, passing of authentication tokens to integrate with vendor tools, vendor responsibilities, and so forth.</p> | <p>The State does not have a portal or single sign-on solution at this time. The State is seeking the bidder's expertise to offer the best solution.</p> <p>The State anticipates detailed requirements will be developed during the DDI phase.</p>   |

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| 33. | II.K.2-074<br>(Organizational Staffing)            | 26 | Instantly filling a vacancy for an on-site staff person is nearly impossible given that most afford staff the freedom to apply for other positions within the company, or experience resignations. Would the state consider changing the point of penalty to begin within 60 days, except the on-site for the requirement. When on-site location is required, fill vacancy with an on-site person within 90 days before penalties begin? (All other interim assignment criteria could still apply) | The requirement will remains as written.  |
| 34. |  |    | Is there a recorded version of yesterday's pre-bid conference you could provide me?  | The Optional Pre-Proposal Conference was not recorded.  |
| 35. |  |    | Are based outside the United States, for example in Canada, Europe, or elsewhere, allowed to bid on the project?   | All individuals/firms interested in bidding on the requirements for goods and services for the State may submit a proposal response.  |
| 36. | RFP Appendix A – Statement of Work Section IV.O.14 | 88 | Can the State confirm for SaaS option, sharing hardware & infrastructure specifications is not required? These specifications are only needed for on premise solution. Please clarify.   | Bidders proposing a SaaS solution should provide general information on the infrastructure environment proposed sufficient for the State to ensure the bidder's proposal addresses the requirements of the RFP.   |
| 37. | RFP Appendix A – Statement of Work Section II.A    | 13 | Within the DDI phase overview should the following proposal expectation be split into 2 “ Discuss how the approach has been successful with previous clients. Describe the bidder's approach to organizational change management and preparing users to embrace the change.”<br>Where it would be:<br>b. Discuss how the approach has been successful with previous clients.<br>c. Describe the bidder's approach to organizational change management and preparing users to embrace the change.   | REVISED Appendix A – Statement of Work II.A.3. Proposal Response is hereby amended and superseded with the following:<br><br>3. Proposal Response<br>The bidder should respond to the following:<br><br>a. Discuss the bidder's plan and approach for DDI that will result in a successful implementation of the required solutions and services.<br>b. Discuss how the approach has been successful with previous clients.<br>c. Describe the bidder's approach to organizational change management and preparing users to embrace the change. |

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| 38. | <p>Addendum 3</p> <p>“RE: Addendum for Request for Proposal Number 5330 Z1 to be opened August 30, 2016 at 2:00 p.m. Central Time.”</p> | Header | <p>The header in Addendum 3 states that “Addendum for Request for Proposal Number 5330 Z1 to be opened August 30, 2016 at 2:00 p.m. Central Time.”</p> <p>Would the State confirm the date should reflect September 20, 2016 rather than August 30, 2016?</p> | <p>Confirmed. Per the current Schedule of Events, the current opening date for 5330Z1 is September 20, 2016.</p> |
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| 39. | <p>Appendix A<br/>Statement of<br/>Work, I B<br/>MLTC's Vision,<br/>New Projects,<br/>and<br/>Procurements</p> <p>3. Data<br/>Management<br/>and Analytics<br/>Procurement<br/>Scope<br/>The scope of<br/>this<br/>procurement is<br/>to implement a<br/>Medicaid<br/>enterprise<br/>DMA solution<br/>that includes:<br/>a. Medicaid<br/>enterprise data<br/>warehouse<br/>i. Management<br/>and Reporting<br/>Subsystem<br/>(MARS)<br/>iv. Federal<br/>reporting<br/>(CMS 64, 37,<br/>etc.)</p> | 10 | <p>Will the State please confirm that the adjudication information typically sent from an MMIS for federal reporting purposes (e.g., Benefit Plan, Budget Fund Codes, Category of Service, Types of Service, FMAP, etc.) will be sent from the MCOs to the data warehouse?<br/>If not, how will the data warehouse obtain the appropriate information to fulfill the federal reporting requirements?</p> | <p>The detailed requirements for data sources to fulfill federal reporting requirements will be developed during the DDI phase.</p> |
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| 40. | <p>Appendix A<br/>Statement of<br/>Work, I B<br/>MLTC's Vision,<br/>New Projects,<br/>and<br/>Procurements</p> <p>3. Data<br/>Management<br/>and Analytics<br/>Procurement<br/>Scope<br/>The scope of<br/>this<br/>procurement is<br/>to implement a<br/>Medicaid<br/>enterprise DMA<br/>solution that<br/>includes:<br/>a. Medicaid<br/>enterprise data<br/>warehouse<br/>i. Management<br/>and Reporting<br/>Subsystem<br/>(MARS)<br/>iv. Federal<br/>reporting<br/>(CMS 64, 37,<br/>etc.)</p> | 10 | <p>Will additional financial files (e.g., drug<br/>rebate, TPL Recoveries, Estate<br/>Recoveries, etc.) contain the information<br/>necessary for federal reporting purposes?<br/>If not, how will the data warehouse obtain<br/>the details?</p> | <p>The detailed requirements for data sources to fulfill federal<br/>reporting requirements will be developed during the DDI phase.</p> |
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| 41. | <p>Appendix A<br/>Statement of<br/>Work, II.K<br/>Design,<br/>Development,<br/>and<br/>Implementation<br/>(DDI) –<br/>Organizational<br/>Staffing</p> <p>Must provide<br/>criminal<br/>background<br/>initial<br/>investigations<br/>on all<br/>personnel prior<br/>to project<br/>assignment<br/>and follow-up<br/>investigations<br/>every five<br/>years.</p> | 26 | <p>Do we need to have new criminal<br/>background investigations for our staff on<br/>this contract or will the State accept recent<br/>investigations that have been done within<br/>the past 4 years?</p> | <p>Yes. The bidder will need to provide criminal background checks<br/>dated six months of project assignment to the State.</p> |
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| 42. | <p>Appendix A SOW, Addendum 3 Q439</p> <p>ID 114<br/>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> | 31 | <p>Core product development is performed by a combination of Onshore and Offshore development teams that are composed based on functional and technical competencies. All offshore resources would comply with HIPAA compliance and will only be working with Masked PHI data. All the environments are maintained in North America data centers and offshore resources connects to the core product development environment via secured Virtual Desktop Infrastructure. We utilize resources from India, who have also participated in security training and screening.</p> <p>As follow up to the response to Question 439 in round one, can offshore resources be used under the following conditions?</p> | <p>The State requires all DMA environments to be hosted and supported from within the United States. At no time may PHI or other confidential data be transmitted offshore. The State will allow offshore core product development for product that is made generally available to the market. The State restricts Nebraska DMA specific product development to the United States.</p> |
| 43. | <p>Appendix A SOW, IV.N.7 Encounter Processing, Req. 496 and Addendum 3 Q166.<br/>Must maintain all applicable reference files for encounter processing purposes.</p>   | 71 | <p>The State previously responded to our question #166, that additional data files, such as the encounter claim history data file, may be needed for encounter processing.</p> <p>Does the State expect to use the encounter claim history data file to perform integrity edits against the encounter claims, enabling the encounter to be captured and maintained in the data warehouse?</p>   | <p>Yes. The historical and ongoing encounter claims are required to be stored and maintained. Incoming encounters (non-historical) must be processed, according to the detailed requirements that will be developed during DDI.</p>  |

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| 44. | Appendix A SOW, IV.N.7 Encounter Processing, Req.494 and Addendum 3 Q154<br>Must validate that encounter and FFS claims are in compliance with HIPAA and NCPDP standards and operating rules as applicable by claim type. | 71 | In addition to the MCOs, are there other trading partners who will be submitting encounter claims directly to the DMA solution?  | Yes, the State anticipates other trading partners will submit encounter claims directly to the DMA solution.  |
| 45. | Appendix A IV.N.7.a and Addendum 3 Q39<br>Re: response to question 39, "Has the state already defined the format in which it will receive data from the MCO's?"   | 72 | For encounter claims, would the State clarify that proprietary file formats will not be allowed for submission by the MCOs?<br>For FFS claims, please clarify that proprietary file formats will not be allowed for submission by the FFS MCO? | The MCOs will send encounter and FFS claims to the State's DMA solution using ANSI x12 HIPAA 5010 and NCPDP standard transactions.  |
| 46. | Appendix A SOW, O.11.b, Req. 582<br>Must provide, implement, and maintain reporting and analytic tools and methods that provide users the ability to compare and synchronize data between different data sources.         | 84 | Can the State confirm that this requirement would be met by providing a business intelligence tool that allows a user to import multiple sources of data and join them together to report on?  | The State is not prescribing specific solutions to meet the RFP requirements. The State is seeking the bidder's expertise to offer the best solution based on the RFP requirements. |

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| 47. | Revised Appendix A – Statement of Work<br>Requirement 628 - Must provide availability to systems applications and telecommunications during hours specified by the State. | 87 | Are these the hours specified in requirement 271 (7am to 7pm Central, M-F)? | Yes. Requirement 628 is supplemented by requirements 270 and 271.  |
| 48. | Revised Appendix A – Statement of Work<br>Requirement 628 - Must provide availability to systems applications and telecommunications during hours specified by the State. | 87 | What level of support is expected (L1/L2/L3) for Data Integration?          | The State would refer the bidder to the response to question 361 from Addendum 3 – Questions and Answers and related requirements in IV.H.2 Business Continuity and Disaster Recovery.<br><br>The State is seeking the bidder's expertise to offer the best user support solution based on the RFP requirements. |
| 49. | Revised Appendix A – Statement of Work<br>Requirement 628 - Must provide availability to systems applications and telecommunications during hours specified by the State. | 87 | What level of support is expected (L1/L2/L3) for Business Intelligence?     | The State would refer the bidder to the response to question 361 from Addendum 3 – Questions and Answers and related requirements in IV.H.2 Business Continuity and Disaster Recovery.<br><br>The State is seeking the bidder's expertise to offer the best user support solution based on the RFP requirements. |

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| 50. | Revised Appendix A – Statement of Work Requirement 628 - Must provide availability to systems applications and telecommunications during hours specified by the State. | 87 | What level of support is expected (L1/L2/L3) for MDM? | <p>The State would refer the bidder to the response to question 361 from Addendum 3 – Questions and Answers and related requirements in IV.H.2 Business Continuity and Disaster Recovery.</p> <p>The State is seeking the bidder’s expertise to offer the best user support solution based on the RFP requirements.</p> |
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This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.