

**ADDENDUM Two (2) QUESTIONS and ANSWERS**

Date: 1/15/2016  
 To: All Bidders  
 From: Amy Hochstetler, Buyer, Information & Technology Business Analyst  
 MLTC, State Unit on Aging  
 RE: Addendum for Request for Information Number SUA-01  
 to be opened January 28, 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 Information. The questions and answers are to be considered as part of the Request for Information. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFI Section Reference</u>	<u>RFI Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	Scope of Service	Cover Page	The RFI Header Section and the Schedule of Events list the response due date as January 28, 2016, 2:00 PM Central Time. Scope of Services Section – page 1, paragraph 3 – indicates that that “Sealed information must be received...on or before January 7, 2016, 11:00 AM Central Time.”  Will the Agency please confirm that the correct response due date is January 28, 2016, 2:00 PM Central Time?	No. This is addressed in Addendum One (1) of the RFI.
2.	Scope of Service	Cover Page	Please clarify what is meant by “Sealed information must be received...on or before January 7, 2016...at which time information will be publicly opened.”	This is addressed in Addendum One (1) of the RFI.

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3.	Scope of Service	Cover Page	May vendors submit the RFI with a scanned version of the signed cover sheet?	No.
4.	III – 1.1.2b.	10	It states that LAAA is a separate organization and is part of the City of Lincoln. It also states that LAAA uses its own Mediware’s harmony SAMS Case Management system. Is the thought process to have an electronic interface with LAAA’s system for bi-directional interface with the NAMIS replacement? Is there an opportunity which would lend itself to moving LAAA onto the Agency’s new system replacing NAMIS?	The replacement software will be used for federal reporting, if an AAA uses different software, they will have to double entry (similar to now). The state would like to know if an interface is available between two software products, but it is not required for the RFI process.
5.	III – 1.1.2b.	10	With the Lincoln Area Agency using Mediware’s Harmony’s SAMS Case Management system, why has the State not standardized on the Harmony system?	The state built NAMIS, and is gathering information through the RFI process at this time.
6.	III-A	10	Is it expected that the application will be primarily a COTS (Commercial Off-the-Shelf) solution?	Yes.
7.	III-A	10	Is it expected that the application will be hosted in the CLOUD?	The State issued an RFI to gather information to help make that decision.
8.	III-A	10	Is a phased approach to implementation expected or does the fully functional system need to go-live on Day One?	The vendor is encouraged to present this information.
9.	III-C	11	Are current screening and assessment tools to be used by the system or are newer improved tools to be developed?	Barcode scanners are currently used by some AAAs to track clients receiving congregate meals. The client has a barcoded card, and it is swiped before receiving the meal. Barcodes are used for client identification.
10.	III-C	11	Is it envisioned that a future statewide Comprehensive Assessment Tool will be incorporated within the	Yes.

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			application? (i.e., InterRAI-type assessment instruments)	
11.	III-D	11	Does NAMIS currently interface with federal reporting systems?	Yes, NAMIS currently interfaces with federal reporting systems – NAPIS.
12.	III-D	11	What kind of reporting is done around “funding formula support”	Excel spreadsheets are used.
13.	III-D	11	Does the Agency collect and store the community presentations electronically that are delivered?	The State is currently using Excel spreadsheets offline, as described in RFI.
14.	III-D	11	What kind of reporting is done around barcode, smart phone/tablet app capabilities, etc.? Is this reporting to keep track of assets and what each asset can do?	See the answer to question 9.
15.	III-D	11	Will the State be able to describe in greater detail the scope of the data and information in NAMIS that will need to be migrated over to the new system? [REDACTED] has been involved with many deployments involving legacy systems and the more detail we can secure the more granular and accurate pricing estimates can be.	Aging has approximately 44K clients in the last three years. Additional clients from Med Waiver and Developmental Disabilities would be supplied during the RFP process.
16.	III-D	11	It is our assumption that the non-NAMIS offline system reporting is data that will need to be reported in the system Y/N?	Not necessarily.
17.	III-D	11	Can the State share the types of reports they would like to see in the new system? For example, USDA Farmers Market Nutrition. Are their specific reports required for compliance?	This will be provided in a subsequent RFP.
18.	III-D	11	Does the system need to manage client consent to allow user access to PHI data?	The vendor is encouraged to present this information.
19.	III-D	11	Are contracted community based agencies expected to be users of the system to enter service units at the point of service?	The vendor is encouraged to present this information.

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20.	III-D	11	Is a Resource Directory included or interfaced with this proposed solution?	That will be determined as a result of the RFI, and will be issued in the RFP.
21.	III-D	11	Is a client-facing portal envisioned as part of the solution or an add-on at some point in the future?	The vendor is encouraged to present this information.
22.	III-D	11	Will the Ombudsman module be used directly by mobile Ombudsman volunteers from remote locations or mainly by state level program staff?	This work is conducted in an office, and the staff are both state staff or employed by the AAAs or volunteers.
23.	III-D	12	Do you anticipate an integration into the Harmony Ombudsman system?	No.
24.	III-D	12	Will you provide us additional information on N-Focus	N-FOCUS (Nebraska Family Online Client User System) is an integrated system that automates benefit/service delivery and case management for more than 30 Nebraska Department of Health and Human Services (DHHS) programs, including Child Welfare, Aid to Dependent Children, Supplemental Nutrition Assistance Program, and Medicaid. N-FOCUS functions include client/case intake, eligibility determination, case management, service authorization, benefit payments, claims processing and payments, provider contract management, interfacing with other private, state and federal organizations, and management and government reporting.
25.	III-D	12	What is the system architecture? [NFOCUS]	N-FOCUS is a client/server system with the client executing on Windows 7 Enterprise (to be Windows 10 later this year) and

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				server on the state's mainframe accessing a DB2 database.
26.	III-D	12	What is the back end database? [NFOCUS]	DB2 on the state's mainframe.
27.	III-D	12	[NFOCUS]-Is the any contemplated integrations one-way or bi-directional?	The State issued the RFI to gather information to make that decision.  The vendor is encouraged to present their information.
28.	III-D	12	Does any financial information need to be integrated into the new COTS system? If so, can you provide more details about how the COTS system will interface with the financial system(s)?	COTS will need to be able to track Service Provider contracts, rate of reimbursement, and will need to be able to track federal, state, and other source funding at the AAA and state level.
29.	III-D	12	Will the application need to send information to QuickBooks or Albila or both?	The vendor is encouraged to present their information. Accounting software at the AAA level is not dictated by the state unit on aging.
30.	III-D	12	To what degree does the system need to be compatible with mobile devices?	The vendor is encouraged to present their information.
31.	III-E	12	Is the Agency interested in an On Premises solution or are they considering a Hosted/Cloud based solution?	The State issued the RFI to gather information to make that decision.
32.	III-E	12	Is the division of developmental disability services using any other IT systems that would need to be considered for interface with the new COTS system?	Not at this time.
33.	III-E	12	██████████ is mobile ready platform. Has the state considered mobile interfaces for case workers as well as elderly beneficiaries and family members?	The vendor is encouraged to present this information.
34.	III-E	12	██████████ has a portal and personal engagement model. Is the State interested in	The vendor is encouraged to present this information.

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			beneficiaries having access to this portal and mobile engagement?	
35.	III-E	12	██████████ is used not only by Health and Human Services but Police and Emergency Services as well. Are there plans to interface with Nebraska's Emergency Services?	The vendor is encouraged to present this information.
36.	III-E	12	Can the State provide a library of assessments that they would like preconfigured in the system? Note that ██████████ can rapidly be used to configure and automate assessment completion.	The assessments will be provided with the RFP.
37.	III-E	12	██████████ has an extremely powerful drag and drop workflow system. Is the State interested in modeling all key workflows for automation benefits across the agency? If so, has the State undertaken any process modeling activities?	The vendor is encouraged to present this information.
38.	III-E	12	██████████ can be accessed via a HIPA compliant Software as a Service (SaaS) offering or it can be installed at a Data center of the States choice. Does the State have a preference?	The vendor is encouraged to present this information.
39.	III-E	12	██████████ is developed in SQL server and .Net 4.5. Are these in alignment with technology standards promulgated by the State?	Yes.
40.	III-E	12	██████████ excels at setting up geographically dispersed and distributed workspaces. Does the State anticipate setting up a data sharing model between the 8 area agencies?	The State Unit on Aging will need to be able to review all 8 AAAs as a comprehensive unit; case files will need to be shared across AAAs (as a client moves).
41.	III-E	12	What is the States standard email system?	Microsoft Outlook
42.	III-E	12	Do the 6 non-profit area agencies use the State's email system or	Seven of the eight AAAs use the State's email system.

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			are they using their own email system?	
43.	III-E	12	Is it the States intention now, or in the future, to utilize barcode technology for congregate meal delivery?	Barcode scanners are currently used by some AAAs to track clients receiving congregate meals. The client has a barcoded card, and it is swiped before receiving the meal. Barcodes are used for client identification.
44.	III-E	12	██████████ has standardized SLA's for cloud hosting. Does the State have any specifications for disaster recovery (RPO/RTO), backup, retention, and data storage?	The State is developing Cloud Services and Third Party hosting policy standards and guidelines.
45.	III-E	12	Will the State share any reference or links to its IT security policy and standards?	The Nebraska Information Technology Commission Standards and Guidelines are located at <a href="http://nitc.nebraska.gov/standards/index.html">http://nitc.nebraska.gov/standards/index.html</a> . The DHHS Information Systems and Technology Security Policies and Standards are located at <a href="http://dhhs.ne.gov/pages/fin_ist_policies.aspx">http://dhhs.ne.gov/pages/fin_ist_policies.aspx</a>
46.	III-E	12	██████████ typically provides, as part of its cloud hosting solution, a production and disaster recovery environment. Is the State interested in having a test and training environment provided as part of their solution?	Yes.
47.	III-E	12	The ██████████ solution can provide a turnkey case and financial management system for the full lifecycle of consumer care from initial inquiry for services to case closure. This may include information and referral, intake, assessment and reassessment, care planning, service authorization, service delivery, payment, case closure,	Yes.

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			monitoring and follow up reporting. Is this the State's intent for this new system?	
48.	III-E	12	██████████ can provide a user-defined view of end-user activities and responsibilities, including upcoming activities, assessments due, care plans expiration and renewals, consumers assigned and other defined client listings. Is this contemplated functionality for the new system?	The vendor is encouraged to present this information.
49.	III-E	12	██████████ includes a robust forms and eligibility engine. Does the State contemplate having a system that provides pre-defined assessment forms and user defined forms, including custom indicators, to calculate need and enrolment eligibility status?	Yes.
50.	III-E	12	██████████ is a leading enterprise Health and Human Service software vendor in the U.S. The system includes a graphical workflow engine, forms designer, eligibility engine, reporting, user administration, and HIPPA compliance security. Has the State established a baseline of functionality that must be included in the new system?	The state issued the RFI to gather information and will establish a baseline in the RFP.
51.	III-E	12	Has the State contemplated a mapping and routing system as part of the COTS solution?	The vendor is encouraged to present this information.
52.	III-E	12	Is it the States intent to have billing and payment functionality built in or integrated with new system?	Yes.
53.	III-E	12	Is the State considering built in automated file/report generation from system data NAPIS, SHIP, SART, and other mandated reports?	Preliminary reports should be presented. The system has to integrate with NAPIS.
54.	III-E	12	Which existing systems are required to be replaced by the new application on the go-live date?	That will be determined as a result of the RFI, and will be issued in the RFP.

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55.	III-E	12	How many of the systems being replaced will need to have data migrated to the new application? Please identify them.	See the answer to question 54.
56.	III-E	12	Is all data to be migrated available in an industry standard file format?	The State has not determined this yet.
57.	III-E	12	What interfaces with other existing State systems will need to be established?	That will be determined as a result of the RFI, and will be issued in the RFP.
58.	III-E	12	Which of the required interfaces is import, export or bi-directional?	That will be determined as a result of the RFI, and will be issued in the RFP.
59.	III-E	12	Do any of the interfaces require real-time exchange?	That will be determined as a result of the RFI, and will be issued in the RFP.
60.	III-E	12	Is HICAP Insurance Counseling included in the system and is an export to the SHIP System required?	The State Unit on Aging does not manage the SHIIP program. The vendor is encouraged to present their information.
61	III-E	12	What is the projected user base for the system you plan to implement or replace? We have several options available with the basic being a state program that would allow each AAA to submit their annual data to you. Our most popular and widely used product is a complete senior center and AAA management system that allows the AAAs to streamline their data management and improve center operations. The RFI states approximately 100 users, but what type of users are they?	This will be provided in a subsequent RFP. The vendor is encouraged to present their information.
62.	III-E	12	Can you provide a preliminary list of requirements for each of the six products specified in the RFI? a. Nebraska Aging Management Information System (NAMIS), supporting the aging network b. Non-NAMIS c. Mediware's Harmony OmbudsManager™ d. Home and Community Based Services, administered through	The vendor is encouraged to present their information. This will be provided in a subsequent RFP.

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			Medicaid and Long-Term Care. e. Community based disability services, administered through the Division of Developmental Disability Services. f. Direct services for individuals with developmental disabilities e. Community based disability services, administered through the Division of Developmental	
63.	III-E	12	Can you provide a sample NAMIS database for evaluation?	This information will be made available during the subsequent RFP process.
64.	III-E	12	Is the proposed system the Nebraska equivalent of the National Aging Program Information Systems (NAPIS)?	No. See Section III-D – System Overview.
65.	General Question	N/A	Does the Agency envision a solution that integrates health and medical records (i.e., EMRs) into the system as part of the citizen's case for care planning, care management, or informational purposes?	The vendor is encouraged to present this information.
66.	General Question	N/A	Do any programs require an application for eligibility determination? Or, are all programs available to anyone over the age of 60?	Different services have different applications and assessment requirements.
67.	General Question	N/A	Since Nebraska has a large number of remote locations, is the Agency interested or do you have a mobile solution which works in an offline capability eliminating the need for reentering data?	The Agency does not currently have an offline solution to NAMIS. The vendor is encouraged to present this information.
68.	Scope of Service	Cover page	The Request for Information Form says to Return to SUA without a street address. Should our response be sent to the 301 Centennial Mall South address (listed as the RFI Opening Location	Use the address located in Section II-A: Schedule of Events.

This addendum will become part of the proposal and should be acknowledged with the Request for Information.