ADDENDUM TWO
QUESTIONS and ANSWERS

Date: November 15, 2018

To: All Bidders

From: Nancy Storant/Annette Walton, Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal Number 5948 Z1 to be opened December 3, 2018 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.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
1.	V.F.2.b Interfaces	P 35	This section references interface to Mediware SAMS product. Our product has the same or better capabilities than those being used in SAMS and will cost little or no extra to be used as all of our modules are integral to the core product with no separate charges by module. Will there be consideration for transferring use of those capabilities to our product to eliminate duplicate entry and unnecessary import and export several times per day?	The bidder should provide the solution that meets the requirements of the RFP. The States' objective is not to change the system used by AAA's but your solution must interface with SAMS system.
2.	V.F.2.b Interfaces	P 35	Does Mediware SAMS have an API or established interface structure for import/export/transfer of data?	The State is unaware if Mediware SAMS has an API or established interface structure.
3.	Attch B-	P 9	"Describe how the	For example, a field noted a client's

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	1.c.SAMT-5		system reconciles data in an old assessment and new assessment." Does reconcile mean to be able to compare or does this involve some automated update. Please define "reconciles" as it applies to Nebraska assessments.	dominant hand. A user could select one choice: left hand or right hand. At a later date, the State updates wants to add new choices and update the old choices. Choice selection would be updated to: left-handed, right-handed, or ambidextrous. Can the system accommodate updating “left hand” to “left-handed” and “right hand” to “right-handed”? Will previously entered data (e.g. left hand) be available until manually updated by the user? Or will it be automatically updated (e.g. to “left-handed”)? What happens if a choice is deleted? The system should reconcile possible contradictory information updates.
4.	Attch B-1.k.DAT-5	P 25	Please provide detail on the established convention for data exchange with Mediware's SAMS product. Do they have an existing API, import/export module, etc? What is the data exchange format?	See response to Question #2
5.	Attch C-1.10	P 3	Conversion of previous FFY data (2017, 2018 and 2019). What is the data format and structure currently used?	The Ombudsman conversion data is in Microsoft Excel format. The current structure is in Microsoft Access.
6.	RFP	P28 – B.3	Please confirm that the AAA’s will continue to use the Public Assistance System for Home and Community Based Waiver Programs.	This RFP is not seeking a solution to the Public Assistance System for Home and Community Based Waiver Programs,

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7.	RFP	P27-A.5.g.c	Will the 200 senior centers be directly connected to the system as users in addition to the 150-250 SUA, IS&T team and AAA users?	Some senior centers may be connected, and are included in the usage estimates. See Section V.D.2
8.	RFP	P27-A.5.g.c	What will be the total number of providers connected to the system?	At go live, the eight Area Agencies on Aging will be connected. During production, the exact number of connected providers may increase. Also see question #7.See Section V.D.2
9.	RFP	P27 – A.5.e	Can you provide more detail on the separately funded care management service via legislative appropriation, and the more stringent reporting requirements?	See Attachment E - Appendix D-1 #2 & #5, and http://dhhs.ne.gov/medicaid/Aging/Documents/Current%20Taxonomy.pdf
10.	RFP	P28 – B.	Project Environment – Paragraph 2 & #4. - The State is soliciting bids for software to meet the needs of the SUA, AAA and a public resource directory. Is it the intent that the current Trilogy's NOC resource directory "public component" will be replaced, or is just the "internal staff component" being replaced? Note: There is no mention of data migration for the Agency/AIRS data conversion in Attachment B (sect k. / data, data warehouse). Note: There is no mention of Agency/AIRS data conversion in RFP p.36 (section F.3)	The Trilogy NOC resource directory data will be available for upload to a new system. Please submit a response that best meets the requirements of the RFP.
11.	RFP	P28 – B.	Is there a desire to keep just the "public component" of Trilogy's NOC resource directory solution, and link the	Please see response to Question #10

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			existing AIRS/service taxonomy to the new Aging Information System Software Solution?	
12.	RFP	P32 – E.1.d.v	Will the project also accommodate change orders that will require change to the budget?	Please see Section II.E.
13.	RFP	P33 – E.2.c	Pilot/Prototype – Can you provide details on what is expected with this deliverable beyond a working generic (off-the-shelf) test system with sample data.	A Pilot/Prototype can be a business model (user screens, test system, or diagrams) of how the proposed user functionality will work. It ensures that that the State requirements are being met. Generic data will be accepted.
14.	RFP	P35 – F.2.b	Interfaces – Is this Interface going in one direction from Mediware to collect data for the purpose of state reporting requirements for just NAPIS/ADRC? Will it continue to be just Home Delivered Meals for ENOA? Will it continue to be for Case and Care Management and I&R for Aging Partners?	This interface will go in one direction from Mediware to the Aging Information System Solution. Please see response to Question #2.
15.	RFP	42	There does not seem to be a requirement for returning Attachment C. “Optional Ombudsman Business Requirements Traceability Matrix”. Where would you like this inserted in the response format?	Attachment C is Optional so the bidder may or may not include this in their bid response. If bidder does decide to include Attachment C, it should be added as a separate document the same as Attachment B.
16.	Attachment B.	ASMT-2	Please clarify “multiple value choices”. Are these referring to drop down choices where more than one choice is allowable for the same question, or history of values that	Yes, ASMT-2 references multiple choice answers. Yes, ASMT-3 references history of values for the same question.

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			change over time (i.e. re-assessments) for the same question?	
17.	Attachment B.	ASMT-3	Please clarify "aggregates" data. What is different from a reporting feature to analyze data across a population for specific outcome data related to a specific service over time (as specified in ASMT-7)?	Aggregates references history of values. ASMT-3 and ASMT-7 are the same.
18.	Attachment B.	ASMT-5	Please clarify "Reconciles" data. Is this referring to retaining all data points as snap shots for each assessment and re-assessment for the same client?	Yes, reconciles refers to retaining all data points as snap shots for the same client.
19.	Attachment B.	ASMT-7	Please clarify "Deleted Assessment Questions". Does this refer to a revised assessment tool that does not ask a certain question anymore? Does it refer to deleting information in a completed assessment for a specific client?	Yes, this refers to a revised assessment tool that does not ask a certain question any more. No, it does not refer to deleting information in a completed assessment for a specific client.
20.	Attachment B.	ASMT-13	Please specify which InterRAI tools are desired and/or in scope for the proposed new Aging Information System Software Solution.	Please provide the best solution to meet the requirements of the RFP. The State has not made a determination on an InterRAI tool. Please provide information on solution's capabilities.
21.	Attachment B.	ASMT-8, 9, 10, 11, 12, 13, 14	Are all requested assessment tools in production today?	ASMT-8, -9, -10, -11, -12 are in production. ASMT-13 and ASMT-14 are not in production.
22.	Attachment B.	ASMT-8, 9,	Which requested assessment tools require	No assessment tools will require a data conversion. See #21 for assessment

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		10, 11, 12, 13, 14	data conversion?	tools that are in production.
23.	Attachment B.	ASMT-8, 9, 10, 11, 12, 13, 14	Which requested assessment tools are mandatory and should be included in the proposed new Aging Information System Software Solution scope/price?	ASMT-8, -9, -10, -11, -12 are mandatory and must be included in the proposed New Aging Software Solution. ASMT-13 and ASMT 14 are not required in the proposed New Aging Software Solution
24.	Attachment D.	STN-1	Is 508 or WCAG accessibility compliance considered satisfaction of the state accessibility requirements?	Yes.
25.	Attachment B	p. 6	SER-3 The system must be able to distinguish between service delivery models: self-directed care services and traditionally delivered services. *Can the state provide examples of each scenario?*	Traditionally Delivered Service: The Care Manager coordinates a Personal Care Service Provider to provide services to a client. Self-Directed Care Service: The Client selects a Personal Care provider and schedules the provider. The Care Manager may coordinate payment to the Personal Care provider or may issue a grant to the Client. If the Client receives the funds directly, the Care Manager validates the service was provided.
26.	Attachment B	p. 8	SER-15 Describe how the system automates and customizes waitlist and prioritization capabilities post system implementation. Describe how it can be customized by AAA and service. *How are waitlists currently being managed?* *Is there specific desired functionality?*	Service prioritization and waitlists are managed at the AAA level, following OAA guidelines. Service prioritization and wait list capabilities should be objectively enforced by AAAs. Bidders should submit a response that best meets the requirements of the RFP. No.
27.	Attachment B	p. 9	ASMT-6 Describe how the system would retain previously deleted assessment questions. *Is this asking how the*	Please see response to Question #19.

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			responses *to deleted questions would be retained?*	
28.	Attachment B	p. 13	USE-7 Describe how the system supports cross-module workflows. For example, client eligibility for a funding source may be determined in one module by a separate state agency, and the client then referred to the AAA for services. *Can the state provide an example of this desired functionality?*	An ADRC service provider may do an intake for an individual, and refer the individual to the AAA for services.
29.	Attachment D	p. 17	SEC-8: State of Nebraska requires identification and authorization of users through an enterprise directory known as the Nebraska Directory Services (NDS) to access web-based applications: Does DHHS support the use of SAML-based authentication within their NDS?	Yes. The State supports the use of SAML-based authentication.
30.	Attachment D	p. 22	SEC-25: Describe how the Bidder's proposed solution supports logging to a common audit engine using the schema and transports specified by DHHS: Can DHHS provide more details on what "using the schema and transports specified by DHHS" means? What type of information is DHHS expecting to include in the audit engine?	Refer DHHS-IT-2018-001F - DHHS Information Technology (IT) Auditing Standard located in the polices at http://dhhs.ne.gov/Pages/fin_ist_policies.aspx
31.	Attachment C,	3	Please provide an example of what is	Example: Describe how the State Ombudsman would validate data entry

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	Req. # 8		meant by “system data verification activities at the state and local level.” Does this refer to tracking NORS required fields or something else?	completed by a local ombudsman. Yes, this refers to tracking NORS required fields.
32.	Section II Terms and Conditions and Section VI.A.1	7, 42	Section II Terms and Conditions and Section VI.A.1 Request for Proposal Form indicate that Sections II through VII must be completed and returned with the proposal response. What is the expected response to Section V in the Request for Proposal Form? It appears that this section outlines the background and expected scope of work for the project. Response to Section VI A.3 requires vendors to provide narrative including an understanding of the project and a proposed development approach. Typically, vendors would reference the background and scope of work in those narratives. Does the State intend that vendors will also acknowledge the background and scope of work section by section or line by line in some way.? Or does the State have something else in mind?	Complete section by section ensuring you address each, in the order presented in the RFP. Bidders should submit a response that best meets the requirements of the RFP.
33.	Section II Terms and Conditions and Section	7, 42	Section II Terms and Conditions and Section VI.A.1 Request for Proposal Form indicate	Please see response to Question #32

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	VI.A.1		that Sections II through VII must be completed and returned with the proposal response. What is the expected response to Section VI in the Request for Proposal Form? It appears that this section outlines the requirements for submission. Typically, vendors would create a Technical Proposal response using the defined order in this section, addressing the required topics in turn. Does the State expect that vendors also, as part of the response to the Request for Proposal form, will acknowledge the proposal requirements section by section or line by line in some way?	
34.	Section II Terms and Conditions and Section VI.A.1	7, 42	Section II Terms and Conditions and Section VI.A.1 Request for Proposal Form indicate that Sections II through VII must be completed and returned with the proposal response. What is the expected response to Section V in the Request for Proposal Form? It appears that this section outlines instructions for the cost sheet. There would not appear to be any narrative response directly required with this section. Does the State expect that vendors will acknowledge these	For the cost proposal requirements submit Attachment A Cost Proposal.

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			instructions section by section or line by line in some way?	
35.	Attachments B-D	All pages	In the requirements matrices (Attachments B-D) where a description is not specifically requested, Is it the State's intention that vendors only complete the Bidder's Response section below each requirement when providing clarifications on the means by which vendors will meet the requirement or when providing required explanations regarding the response to (1) Comply? Does the State desire additional narrative descriptions of functionality in cases where the vendor's solution complies with the requirement "out of the box" with core functionality?	Yes, the State desires narrative with each. Language appears at the top of the attachments: The traceability matrices should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The State will consider any such response to the requirements in this RFP to be non-responsive and the bid may be rejected. The narrative should provide the State with sufficient information to differentiate the bidder's business solution from other bidders' solutions.
36.	VII. COST PROPOSAL REQUIREMENTS	45	Please provide details of the allocated budget is for this project.	Please provide your solution to meet all the requirements of the RFP and the Cost associated to accomplish that.
37.	5948 Z1 specs final VI. Proposal Instructions	Page-44	Attachment C: State Long-Term Care Ombudsman Program is not included in Technical Approach section. Where do we need to provide the responses?	Please see response to Question #15.
38.	5948 Z1 specs final VII. Cost Proposal Instructions	Page-45	Does the cost proposal need to be a separate document?	Yes. Complete Attachment A.
39.	5948 Z1 specs		Do we need to provide	Yes. See p. 43, section VI.A.2.h.

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	final		Client References?	
40.	5948 Z1 specs final		Where do we need to provide product value added services in the technical proposal?	Any Optional Product Value Added Services that are added should be noted on a separate document and all costs associated with that should be added to the Optional section of the Cost Proposal.
41.	5948 Z1 Attachment B		Does the vendor users will have access to create or import client records in NAPIS or only AAA users will be accessing the system?	At go live, the eight Area Agencies on Aging will be connected. During production, the exact number of connected providers may increase. Also see question #7. The State would be interested in hearing about bidder import solutions. Please see response to Question #40.
42.	5948 Z1 Attachment B State Unit on Aging requirements -> CLI-12	Page-4	Please elaborate what do you mean by 'relationship with separate client record'.	The caregiver should have a separate client profile. If the care recipient is known, they should have their own client profile. Also need to describe how the system would note the relationship between the two profiles.
43.	5948 Z1 Attachment B Service --> SER-4	Page-3	Is there any pre-defined format in which the user will upload Service and Service Provider data?	There is not a pre-defined format.
44.	5948 Z1 Attachment B Service --> SER-7	Page-4	What is the eligibility criteria for the client?	OAA eligibility can vary between grants. The update to the link in Appendix D-1, #1. Federal Regulations, Aging: https://legcounsel.house.gov/Comps/Older%20Americans%20Act%20Of%201965.pdf
45.	5948 Z1 Attachment B Service --> SER-8	Page-4	What is a difference between OAA eligible client and non-OAA eligible client?	Please see response to Question #44.

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46.	5948 Z1 Attachment B Service --> SER-13	Page-4	What all details will be required by the State for tracking the services?	Routing capabilities should include, but are not limited to: a. Route sequence creation, edit, and deletion. Home Delivered Meal routing should also include, but is not limited to: a. Client delivery days (Monday – Sunday), start date and end date. b. Meal delivery type (Hot Meal, Boxed, Frozen, Emergency, etc.) c. Client Diet type (diabetic, low sodium, bland, low carb, etc.) d. Exceptions for individuals (i.e. Client does not need delivery on Friday, 11-9-18, because she will be out with family) e. Exceptions for all clients for inclement weather and holidays (all clients will receive a frozen meal on Friday, 11-9-18, to reheat on Monday, 11-12-18). f. Delivery notes (i.e. knock twice, and come in.) g. Any electronic visit verification capabilities.
47.	5948 Z1 Attachment B Provider --> PRV-5	Page-21	Can a client avail services from two or three different providers?	Yes.
48.	5948 Z1 Attachment B Fiscal	Page-15	Please explain how payment cycle data is currently being provided to the State .	AAAs provide monthly reimbursement requests (Forms A & E, Form C, NSIP Report). Reimbursement forms can be found on: http://dhhs.ne.gov/medicaid/aging/pages/Resources.aspx. AAAs send forms with the scanned versions of their budgets and expenses. The State maintains Microsoft Excel spreadsheets to mirror agency budgets and expenses at a composite level by funding stream by SFY and FFY. If funding is available, funds are disbursed to AAAs.

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49.	5948 Z1 Attachment B Fiscal	Page-15	Do we have non-Medicaid Providers? If yes, can non-Medicaid providers submit claims to apply against the spenddown amount?	Yes, non-Medicaid providers are utilized at the AAA level. There is no "spenddown amount" in OAA programming.
50.	5948 Z1 Attachment B Fiscal	Page-15	Can recipients submit claims to apply against the spenddown amount?	Please see response to Question #49.
51.	5948 Z1 Attachment B Operations -> OPR-3	Page-22	What are the different type of documents does the client need to submit during Re-certification?	The link provided in OPR-3 includes the documents needed.
52.	5948 Z1 Attachment B Data / Data Warehouse -> DAT-5	Page-25	Do we also need to convert data from Mediware's SAMS product.	No.
53.	5948 Z1 Attachment B Security -> SCT-1	Page-27	Can the State provide the list of different user types who will be accessing the system?	At this time, it includes, but it not limited to: Data entry; Client review; Run pre-determined reports; resource development; Intake & Referral; quality assurance; Report creation (state administration level); and Super user (State administration level).
54.	Standards Requirements STN-1	Page-7	Does the State currently meet Federal HIPAA requirements for 837 and 835? Do all providers adhere to these formats?	This is not a requirement of the RFP. N/A
55.	Standards Requirements		Are Medically Needy affected by HIPAA guidelines?	Yes.
56.	General		Please confirm the total number of end users that need to be trained.	The estimate is for 12 Train the Trainers. Total end users are estimated at 150-250.

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57.	General		Does the State has up-to-date documentation for the current AIS applications?	No current documentation is available.
58.	General		Please confirm the availability of operating manuals/ system operating procedures and their last updated date.	Please see response to Question #57
59.	General		What are the current SLAs? Are there penalties and earn back associated with the existing support? If yes, please elaborate.	This is not applicable. There are no current SLAs, as the State built and supports the current system.
60.	General		What are the service management processes and tools in place today? Can we assume that this tool will be extended for future work as well?	There are no formal tools in place.
61.	General		Are there enhancements or defects backlogs for the applications in scope? If yes, please provide details	No.
62.	General		What is the current call volume, and a trend of call volumes over the past 1 year for end user support related calls?	The current support call volume is 2-3 requests per week.
63.	General		Does the State want to use Active Directory for user authentication and authorization?	Yes.
64.	General		Does the State want to use single sign on for the State and external users?	Yes.
65.	General		Please provide the database size of the current data stored in NAMIS, ADRC referral dashboard and other AIS applications.	Only NAMIS size is available. The NAMIS database size is approximately 10 GB.

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66.	General		Can you provide list of all the system the proposed AIS application will interface with?	Currently, two AAAs use Mediware and would require an interface.
67.	General		Does the State keep the active and inactive clients in the same database?	Yes.
68.	General		What is the State's data archival and retention policy?	See p. 29 of the RFP, V. D. 4. For records retention schedules.
69.	V. Project Description and Scope of Work	26	The section begins by stating: "The bidder should provide the following information in response to this RFP." The content of the rest of this section is primarily dedicated to explaining expectations, sometimes interspersed with specific solicitations of information. Is it expected that we responded only to specific subsections that solicit information (e.g. E-1-c, "Testing Methodology" or E-1-I, "Business Continuity/Disaster Recovery), or are we to generally respond to the expectations outlined in each subsection, including specific solicitations of information, and affirm whether and how we would meet them?	Respond to the requirements outlined in each subsection, including specific solicitations of information, and affirm whether and how you would meet them. Follow the order of the RFP.

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