



Addendum #4
3 Jan 07

RFQ / RFP # 7002823

Title: Medicaid Management Information System – MMIS Choices

Submission Deadline: 1 February 07 @ 2:00 PM (EST)

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A handwritten signature in black ink, appearing to read "Jerome D. Moynihan".

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

I. Written vendor questions submitted to DoA on Dec. 14, 2006

Vendor A

1. *Section 3.6.1 DDD (page 2-11)*

Q. The description of the State's applicable current systems environment included personal computers running Windows 95 and 98. Microsoft no longer supports these operating systems. Are there plans to upgrade machines running these operating systems to supported versions?

A. The state now has very few computers running Windows 95 and Windows 98 since they are being phased out of operation. Therefore the vendors can prepare their responses based on Microsoft Windows 2000 as the oldest client computer operating system.

2. *Section 4.1.3 General Contractor Responsibilities, Item 1 (page 3-3)*

Q1. Is the vendor expected to extend a 12-month warranty for each implementation? In other words, if the core Data Warehouse component is implemented in month 12 and the core Care/Service Management component is implemented in month 18 does the warranty begin in month 13 for the Data Warehouse and month 19 for the Care/Service Management module?

A1. Yes, per Section 4.1.3.1.

Q2. Is a warranty expected for the optional software?

A2. Yes, per Section 4.1.3.1.

3. *Section 4.1.3 General Contractor Responsibilities, Item 14 (page 3-4)*

Q. The requirement to identify and obtain a local application/data hosting and operations facility site within 10 miles of the DHS main office provides an unintended competitive advantage to Rhode Island's MMIS vendor who has such a facility already in-place. We recommend that the state allow vendors to propose hosting the MMIS CHOICES module at the state's Johnson Data Center and/or require the state's MMIS vendor to provide cost information for hosting the MMIS CHOICES at the EDS Cranston data center to all interested vendors. Both options provide a level playing field for all vendors. The second option was invoked for CHOICES I where the winning vendor installed their delivered application at the MMIS vendor's data center in Cranston.

A. As discussed at the pre-proposal conference, DHS does not wish to utilize the state's Data Center located in Johnston, RI nor require the state's present fiscal agent to provide hosting arrangements for other vendors for this RFP. The state will allow the application/data hosting to be located anywhere within the state of Rhode Island. It will require an operations facility to be within the 10 mile radius as defined in Section 4.3.1.7.

The RFP is modified as follows:

Modified Section 4.1.3.7: Identify local operations site within thirty (30) days of contract signing - local site to be within ten miles of the DHS main office, which is located at 600 New London Avenue in Cranston, Rhode Island. Identify application/data hosting site within (30) days of contract signing – location may be anywhere within Rhode Island. The vendor must request approval of the location(s) from the State. Establish local facilities within one hundred and twenty (120) days of contract signing.

Modified Section 7.3.6.2.5: Identify local operations site to be within ten miles of the DHS main office, which is located at 600 New London Avenue in Cranston, Rhode Island. Identify application/data hosting site anywhere within Rhode Island. Establish local facilities within one hundred and twenty (120) days of contract signing.

4. *Section 4.1.4 Choices MMIS System Modifications, Second sentence (page 3-5).*

Q. Please clarify how the 960 hours per year for Year #1 and Year #2 are to be utilized. Are they for modifications to the Core portions of the CHOICES MMIS module for unforeseen requirements over and above those to be covered by a fixed price bid, or are they for “development and implementation of the system”?

A. The 960 hours per year are to be used on essential system developments that are not covered by the original fixed price bid. As stated in Section 4.1.4, this can include “on-going modifications to Federal and State regulatory and policy changes, Medical Assistance program initiatives, and technological innovations in the industry.”

5. *Section 4.2.3 Contractor Responsibilities, Item 58 (page 3-12)*

Q. Who will be responsible for manually cleaning data that has been identified as being in error but cannot be scrubbed in an automated fashion?

A. This will be determined during the Analysis phase. Designation of cleansing responsibility will be determined by the nature of the data and an inventory of the kinds of data scrubbing problems. Every effort should be made by the vendors to handle errors automatically if feasible and appropriate.

6. *Section 4.3.3 Contractor Responsibilities (page 3-15)*

Q. Item 2 states “Staff and maintain CHOICES MMIS Module Help Desk from 7:30 AM to 4:30 PM Eastern Time, Monday through Friday and any other times that the system is scheduled to be up.”

Item 8 states “Provide access to CHOICES MMIS Module 23 hours a day seven days a week with any downtime scheduled between 2 AM and 3 AM on weekdays and between midnight and 6 AM on weekends.”

If the CHOICES MMIS Modules must be accessible 23x7, should this be considered as part of “any other times that the system is scheduled to be up”? If so, please clarify how it should be determined which additional hours the Help Desk must be staffed.

A. The help desk hours are meant to coincide with normal times of usage of the software that are expected to be the state daytime hours of operation. Unforeseen user needs may require the shifting of the 7:30 AM to 4:30 PM times to correlate with user needs.

7. *Section 4.3.3 Contractor Responsibilities (page 3-15)*

Q. Item 8 states: “Provide access to CHOICES MMIS Module 23 hours a day seven days a week with any downtime scheduled between 2 AM and 3 AM on weekdays and between midnight and 6 AM on weekends.”

Is the entire midnight to 6AM time periods on weekends available for system maintenance activities or just one hour during that period (to satisfy the 23x7 availability)?

** Also applies to Section 6.3 System Availability (page 5-3)

A. The entire midnight to 6AM time period on weekends is available for system maintenance activities.

8. *Section 4.4 Turnover Phase; State Responsibilities, Item 6 (page 3-18)*

Q. Is it the State’s intention to coordinate transfer of the hardware/hardware maintenance leases/agreements and software licenses for just the production environment?

A. Transfer will also include Test, QA, and Staging (aka Acceptance) server environments and will not include Development environments.

9. *Section 5.2.10 Security (page 4-4)*

Q. Is security maintenance functionality expected to be incorporated directly into the CHOICES MMIS module, or does the State utilize (or plan to implement) an enterprise-wide security structure (such as single sign-on and LDAP)?

A. The appropriate security structure to be utilized will be determined in the Analysis phase of the project.

10. *Exhibit 5.2 Data Warehouse Core Data Sources, Row 10 (page 4-10)*

Q. The Physical Location for “Data from the Community Supports Management application to be developed through this RFP” is listed as “EDS Cranston.” This appears to be in conflict with item 14 of Section 4.1.3. Again, we recommend that the state allow vendors to propose hosting MMIS CHOICES at the state data center

and/or require the state’s MMIS vendor to provide all vendors with a uniform pricing for hosting it at EDS’s Cranston facility.

A. Please see the below rows from Exhibit 5.2 with two rows “10a” and “10b” to replace the original Row #10 of the Exhibit.

Exhibit 5.2 (revised) – Data Warehouse Core Data Sources

#	Database/Type of Organization	Priority	Freq.	RI Agency	Physical Location	Source Database	Comments
10a	Data from the recently implemented CDM (Consumer Direction Module aka Personal Choices)	Core	Weekly	DHS	EDS Cranston	Microsoft SQL Server 2005	
10b	Data from the new Community Supports Management application to be developed through this RFP. To include Connect Carre and the Rehabilitation waiver.	Core	TBD	DHS	TBD	Connect Carre data now in Excel but is being converted to Microsoft Access. Rehabilitation waiver data is paper-based.	

11. Section 5.3.3 Processing Requirements, Item 2 (page 4-13)

Q. Will discrepancies be reported and feedback information provided for only the information received from the MMIS interface, InRhodes interfaces and DDD, or should the same functionality apply to any Core, Optional, or Future data source?

A. The same functionality should apply to any Core, Optional, or Future data source. Note that Section 5.3.3.2 states “The contractor must devise a means to present feedback information to the data source on data anomalies or questions, even though the feedback information may not be implemented immediately by the data source’s organization.”

12. Section 5.3.3 Processing Requirements, Item 26 (page 4-15)

Q1. Is the vendor responsible for providing hardware, software, and telecommunications for the 150 non-contractor users?

A1. No

Q2. How many users are envisioned for the Community Support application?

A2. Vendors should assume 150 concurrent users for Years #1, 2, and 3.

13. Section 5.4.3 Processing Requirements (page 4-17)

Q1. Is automated eligibility a functional requirement of the Eligibility Intake and Referral process?

A1. Some of the non-clinical eligibility can be automated but the clinical portion is hand-done. The Analysis phase will determine the appropriate tack to take.

Q2. If so, is the eligibility criteria/policy available in the procurement library?

A2. No.

14. Section 5.5.3 Processing Requirements, Core Functions Item 4 (page 4-21)

Q. This requirement for caseload management and tracking is identified in Section 5.2.4 Caseload Management as being “required as part of the Optional Functions.” Please confirm that the state requires this function for the Core Community Support Management application.

A. Please refer to Section 5.5.3 for details on the work included in the core and optional functions.

15. Section 5.12 Exhibit 5.5 (page 4-40)

Q1. Is the vendor expected to provide support for all data cleansing activities?

A1. Please see Answer #5

Q2. Our assumption is that we will monitor and report the data problems but that it is the State’s responsibility to “cleanse” the data in the legacy systems. Is this correct?

A2. Yes

16. Section 7.3.10.2 Vendor Experience, Item 6 (page 6-8)

Q. The requirement for MMIS experience could be interpreted that vendors must have experience as a MMIS Fiscal Agent. That would severely and unnecessarily restrict the number of vendors who could respond. Would the state consider removing or rewording this requirement?

A. The RFP says nothing of a vendor’s experience as an MMIS Fiscal Agent. It states: “Experience with MMIS, including the hardware/software environments.”

17. Section 9.4.1 Deliverables Summary (page 8-18)

Q. The 15 % hold back until MMIS Certification is achieved seems excessive given that the state will have been instrumental in approving all contractual deliverables leading up to the request to CMS for a Certification Review. Additionally, CMS’s ability to rapidly respond to the state’s request for Certification is dependent on variables outside the control of the state or the vendor (e.g., federal travel budgets). We respectfully request that the state reduce the holdback to 10%; 5% being paid at the time the state requests a Certification and the remainder upon achievement of Certification.

A. The State cannot receive enhanced funding until the module is certified, thus 15% is reasonable since the state is at risk for that amount.

Vendor B

18. *Section 2 Procurement Information, Item 2.3.2 (Page 1-1) and Section 4 Scope of Work, item 4.1.3.14 (Page 3-3)*

Q. The Instructions and Notifications to Offerors section states that "proposals which depart from or materially alter the terms, requirements, or scope of work defined by this request will be rejected as being non-responsive." Section 4.1.3 General Contractor Responsibilities item number 14 also states that the contractor must "comply with terms and conditions of contract." How should a bidder propose alternative terms and conditions to be considered?"

A. The vendor must submit a scope of work in response to the RFP and must meet the terms and conditions of Section 9.

19. *Section 2 Procurement Information, item 2.3.9 (Page 1- 2)*

Q. Is it possible for anyone to access the bid documents that are made public?

A. Once an award has been made, all vendor submissions made in reference to this solicitation will be in the public domain and the information will be provided to anyone who requests it.

20. *Section 2 Procurement Information, item 2.5 (Page 1-3)*

Q1. What will be the format for the pre-proposal conference?

A1. The state will do an overview of the functions to be implemented in the RFP in order to provide useful context for use by the bidders in their submissions. The state will review important project dates and point out important clarifications to the RFP document. The floor will then be opened to the vendors for additional questions.

Q2. Will the vendors receive written responses to their questions at the event?

A2. No, written responses will be posted on the Purchasing website on Wednesday, January 3, 2007.

Q3. Will the State of Rhode Island go through the questions and responses?

A3. No.

21. *Section 3 Background and Purpose, item 3.5.2 (Page 2-10)*

Q. Please provide more detail on CHOICES Management Consultant position. Will this position be an internal employee or external position?

A. It is the State's prerogative to hire either an internal employee or contract with an external entity.

22. *Section 4 Scope of Work (Page 3-1 to 3-17)*

Q. Has this work ever been completed by an outside contractor? If so, please provide information on the name of the contractor, the amount paid, and the contract provisions.

A. The amount paid and provisions of that contract are not part of this RFP.

23. *Section 4 Scope of Work (Page 3-1 to 3-17)*

Q. Does the state have standard templates they want utilized for the documentation (i.e. Scope, Charter, Requirements, Change Management, Issue Logs, etc.).

A. No, the state is looking to vendor's suggestions on the above documents. The state will approve the documents as satisfactory for use on the project.

24. *Section 4 Scope of Work, item 4.2.2 (Page 3-6)*

Q. Will the State provide a formal Business Requirement Document?

A. No, the vendor is expected to conduct the needed business analysis to come up with a formal Business Requirement Document. The State will have substantial input to the document's contents.

25. *Section 4 Scope of Work, item 4.3.3.13 (Page 3-16)*

Q. Is the location for the meeting space and two State personnel within the same 10 mile parameter as the data center?

A. Please see Answer #3.

26. *Section 4 Scope of Work, item 4.4.3.11 (Page 3-19)*

Q. Is the cost for the technical assistance to be provided at turnover to be charged separately at that time?

A. No, turnover costs are part of the fixed price contract submitted by the vendor.

27. *Section 6.1.2*

Q1. ...says any proprietary products of the Contractor that are used in the ongoing operation and maintenance of the system shall be turned over to the state at the end of the contract without any ongoing license and maintenance fees. We had planned to use components of a system we developed and currently license to approximately 40 other clients (including another state Medicaid department). Can you confirm that you want to still be able to use these components for free after the contract ends?

A1. Yes.

Q2. Will we be able to continue to market this system to others?

A2. Yes, if the vendor's system existed prior to the start of the RFP.

28. *Section 7 Proposal Content and Organization, item 7.3.6.1.7 (Page 6-4)*

Q. Are the two references for all of the key personnel or are you requesting two references per individual?

A. Two references per individual.

29. *Section 1 Introduction (Page 1-1), Section 9 Terms and Conditions, item 9.3.2 (Page 8-9), and from the General Conditions of Purchase (GCP), Section 32 and 33 a to 33g (Pages 13-14)*

Q. The front page indicates a bid surety and bond is needed and so does Section 9 but the GCP indicates may be requested. We wanted to verify that these will be required. Also, are both of these required at the time the bid is submitted?

A. The front page bid surety of \$1,000,000 is correct.

30. *Section 9 Terms and Conditions, item 9.2.1 (Page 8-1)*

Q. In this section, you refer to the terms and conditions in the Purchase Order or contract as being an agreement between the State and the contractor, how can we obtain a copy of the Purchase Order terms and conditions?

A. Once the purchase order has been issued by DoA, the vendor will receive a copy.

31. *Section 9 Terms and Conditions, item 9.3.2 (Page 8-9)*

Q. Starting on this page you start referencing an “EP&P” contract, how can we obtain a copy?

A. All references to “EP&P” should be removed from the RFP text.

Vendor C

32. §2.6, page 1-3

Q. RFP Questions. This section indicates the opportunity for a second round of questions after the Bid Conference, but the Schedule of Activities does not include it. Will there be a second round of questions? (It is generally helpful for clarification purposes.)

A. Please see Answer #43.

33. §3.1.1, page 2-3

Q1. CHOICES Enrollment. Will data on all 4,200 consumers served by DDD be included in the scope of the Core systems?

A1. All functionality for DDD is part of the Optional system as described further in Section 5.5.

Q2. What is the total count of consumers (all programs) whose data will be encompassed in the scope of the Core work versus Optional work?

A2. Please see RFP Appendix G.

34. §3.1.2, page 2-3

Q1. Informix Database. This section implies that replacing the Informix database is an option, but it seems that the data warehouse would indeed replace the current Informix system. Is that a correct assumption?

A1. No.

Q2. If not, what role would the current Informix system continue to play?

A2. The purpose of the DDD Optional system is to create a transactional system that would replace the Informix transactional application/database. MHRH does not now have a data mart so the new Choices MMIS data mart/warehouse will be new functionality for that agency.

35. §3.4, page 2-9

Q1. Management Consultant. Who was the management consultant that was hired by DHS in March 2002 to help plan for this project?

A1. This information is not available or relevant to RFP vendors.

Q2. Is that contractor eligible to bid on this opportunity?

A2. No.

36. §4.1.1, page 3-1

Q. Optional Components. Are there funds available in the current budget to cover the cost of building and operating the Optional components?

A. The answer to this question is now unknown and depends on future unpredictable budgetary circumstances.

37. §4.1.1, page 3-1

Q. References to Appendix "J". Are the references to Appendix J actually to RFP Appendix G?

A. No. The Dec. 6, 2006 original posting of RFP Appendices I & J were in PDF format and thus did not display several spreadsheet tabs that are viewable in Excel. Appendix I and J are both Excel spreadsheets that can be emailed to the vendor when the vendor makes an email request to Jerome D. Moynihan using the email address found on the first page of the RFP.

38. §4.1.3.7, page 3-3, and §4.3.3, page 3-15

Q1. Local Office. Would the State please clarify its requirement for a local office?

A1. Please see Answer #3.

Q2. Must all work, even all programming program, occur in Providence? Since specialized expertise is useful for this project, it is not practical to require that all work be performed in Providence.

A2. No. Development does not necessarily need to be done in Rhode Island but must be done in the USA. The applications/data center must be in Rhode Island and the operations center must be within the ten mile radius. Vendor must also be mindful to provide sufficient knowledge transfer so operations personnel can carry on the required work after the development phase completes.

39. §4.1.4, page 3-5

Q. DDI time in Years 1 and 2. Is it the State's intention that the allowance of 960 hours per year apply to DDI (i.e., modification) work that needs to be done after the conclusion of the initial implementation? (More than 960 hours would likely be required during the initial DDI phase.)

A. Please see Answer #4.

40. §5.3.1, page 4-6, §5.3.3.26, page 4-15

Q. Data Warehouse Users. The given range of 50-150 users in Year 1 is a fairly broad range. For the purpose of estimating hardware capacity and other relevant resources, it would be helpful if the State could give the bidders a more precise estimate of the likely usage, by level (1, 2, 3), so that the bidders are utilizing the same factors for their pricing. For example, a reasonable estimate (based on experience) would be something like 20 Level 1, 10 Level 2, and 5 Level 3 users for the first 6 months, then ramping up to 50-30-20 by the end of the year, then adding the remaining users in Year 2 in roughly the same proportions.

A. Your suggestion is appropriate and will provide better consistency in the bids. The following table summarizes the numbers to be used by the vendors in the bid with a total of 150 users at the end of Year #1 with 50 concurrent users assumed.

Time Frame	Level 1 <u>Total</u> Users	Level 2 <u>Total</u> Users	Level 3 <u>Total</u> Users
First 6 Months	30	10	10
End of 1st Year	90	40	20

41. §5.3.1, page 4-6

Q1. Data Warehouse Update Frequency. As long as real-time information is available in the Management module, would weekly updates to the data warehouse be sufficient?

A1. The appropriate timing of updates will result from the Analysis phase work.

Q2. If not, would selective daily updates be sufficient (i.e., for certain types of information such as claim and service detail data)? Too frequent updates sometimes make the data in the warehouse too volatile to support easy historical trending and other types of analytic reporting.

A2. The concern expressed by this question should be one of the factors driving the update timing answer to Question A1.

42. §6.1.2, page 5-2

Q. All Servers Must Use Same Operating System. If the bidder can make a positive cost-benefit argument for multiple operating systems, would the State entertain such a proposal (especially given the fact that the State wishes the contractor to maintain these systems)?

A. No.

Vendor D

43. *Section 2.4.*

Q. Can we get actual due dates for all of the milestones listed under exhibit 2.1? – Specifically, what is the due date and time for questions after pre-proposal conference?

A. Yes, please see the below revised exhibit that includes the two week extension to the proposal due date.

Exhibit 2.1 – Procurement Process Schedule (revised from original RFP)

Activity	Date
RFP Issued	Wednesday, December 6, 2006
Questions for Pre-Proposal Conference Due	Thursday, December 14, 2006 – noon
Mandatory Pre-Proposal Conference	Wednesday, December 20, 2006 – 2pm
Questions after Pre-Proposal Conference Due	Wednesday, December 27, 2006 – noon
Responses to Offerors’ Questions Posted by DoA	Wednesday, January 3, 2007
Proposals Due	Thursday, February 1, 2007 – 2pm
Presentations (if requested)	Monday, February 12, 2007 – starting at 9am
Technical Review Report Completed	Wednesday, February 21, 2007
Director of Administration Makes Award (estimated)	Wednesday, March 28, 2007
Contract Begin Date (estimated)	Wednesday, May 2, 2007

44. *Section 5.5.4, number 8*

Q. ...references “new reports defined during the design phase” (same for 5.6.4 #7). Would the State consider a level of effort estimate based upon time and materials for requirements which may be undefined in the RFP, but emerge as part of the project delivery process?

A. It is the responsibility of the vendor to estimate their costs in the response keeping in mind the potential usage by the state of the 960 hours per year.

45. *No section specified.*

Q. Has the State prioritized requirements in terms of what functional deliverables (i.e. reports) they would like to receive first?

A. No, priorities will be defined during the Analysis phase.

46. *No section specified.*

Q1. There are several system components identified as “optional.” Are vendors required to propose solutions for the “optional” components as part of their response?

A1. Yes.

Q2. Is a fixed price response required for the optional components, or would the State consider an estimate based on time and materials?

A2. A fixed price response is required for the optional components.

Q3. Are there any bonding requirements for the optional components?

A3. Yes.

47. *Section 4.1.3 item # 7*

Q1. ...referenced a data hosting facility within 10 miles of the DHS office. Would the State consider a proposal where the systems are hosted in the state data center and supported by the vendor?

A1. Please see Answer #3.

Q2. If so, will vendors be allowed to negotiate terms and conditions for vendor support with the division of IT as part of their proposal response?

A2. Please see Answer #3.

Q3. Given the current state data center is administered by EDS, would this facility also be made available to competing vendors? If so, would EDS be required to provide hosting services under the same terms and conditions they would propose in a separate bid – i.e. their own bid?

A3. Please see Answer #3.

48. *No section specified.*

Q. It is our understanding that the State has made significant investments into various technologies designed to be implemented as shared infrastructure. Will respondents be allowed to leverage existing state infrastructure in their proposed solution – specifically, storage area network(s), servers and software licenses? If so, will the State disclose the specifics of these assets?

A. No.

49. *Section 4.2.3, item #5*

Q. Section 4.2.3, item #5 references a cost allocation plan. Is this intended to describe a breakdown of internal vendor costs or is this intended to be a cost allocation method for between state agencies or divisions? Can the State describe the purpose and contents of this cost allocation plan?

A. The RFP states “Prepare Cost Allocation Plan and submit to the State for approval; plan to include allocation formulas, methods for collecting costs, and reporting.” Data and functionality is across various funding sources. Contractor is required to develop a cost allocation plan that enables the state to properly allocation costs.

50. *Section 5.3.1, third paragraph the bottom*

Q. Section 5.3.1, third paragraph the bottom references an estimate of 50 to 150 users accessing the data warehouse from levels 1, 2 and 3. Can the State estimate the breakdown of those users, ie. How many level 1 users, level 2 users and level 3 users?

A. Please see Answer #40.

51. *Section 5.1.2 – exhibit 5.4*

Q1. This exhibit is described as a “tentative” schedule. Does this describe the State’s preferred schedule of work, or would alternative schedules be considered?

A1. Alternative schedules may be considered with the major part of the effort on the data warehouse portion of the project. Any alternative schedule must finish the core sections of work within the 2 year limit from the start of work. The State will have the final say on the chosen schedule.

Q2. Does this schedule imply that the vendor will have to support (operation and maintenance) any completed modules until all project deliverables are complete?

A2. Yes.

52. *Section 9.2.17*

Q1. Section 9.2.17 references a performance bond of \$1,000,000. The cover page for the RFP references a bond requirement of 100% of contract value. Does this imply that the budget for the project is \$1,000,000?

A1. No.

Q2. What is the actual bond requirement?

A2. Please see Answer #29.

53. *Section 8.1.4*

Q. Section 8.1.4 references the State's right to negotiate a final contract. Section 9 outlines general terms and conditions. Are there any additional terms and conditions the State expects to negotiate that may materially affect vendor responses?

A. None are now known.

54. Section 9.3.2

Q1. Section 9.3.2 references a 3 year term for the contract, with two one-year options for extending the contract. Does this imply that the entire scope of work must be completed within the 3 year time frame?

A1. Exhibit 5.4 shows the core work finishing 1-1/2 years from the start of the project. Any optional work agreed upon in the first six months will finish within 1-1/2 years from the start of the optional work. Year 3 is comprised of Operations and Maintenance. Please also see Answer #51.

Q2. Would this include the optional components?

A2. Please see Answer #54 - A1.

Q3. Can we assume that the fixed price proposal will be for the 3-year term, with separate a separate cost proposal for each of the 1-year extensions?

A3. Yes. Please see the various tabs of the RFP Appendix J spreadsheet showing the format of costs to be submitted by the vendor. Please also see Answer #37.

55. Section 9.3.39

Q1. ...references the requirement of contractors to cooperate with each other. How does the State plan to insure that incumbent vendors will cooperate with the winning vendor on the implementation of the new system?

A1. Section 9.3.39 deals with the responsibility of the vendor to cooperate with "other contractors and State employees or designated agents." Also see Sections 4.2.2, 4.3.2, and 4.4.2.

Q2. Specifically, will EDS and Northrop Grumman be required to make information on the systems they support available as necessary?

A2. Yes.

56. Section 9.4.1

Q1. Section 9.4.1 describes the payment terms by milestones. Milestone group 2 references a WBS format based upon the four project components shown on exhibit 5.4 and references Appendix K – deliverable milestone groups. Can you please

clarify – does Appendix K reference an overall set of project milestones, or would the State like to see a WBS with the milestones in Appendix K for each of the four major project components?

A1. The State would like to see a WBS with the milestones in Appendix K for each of the four major project components

Q2. Specifically milestone group 2 appears to apply to all of the four major project components, yet milestone 3 appears to apply only to the MMIS data warehouse core?

A2. Milestone Group #2 does include all four major project components. Milestone Group #3 does not apply only to the Data Warehouse work.

Q3. Are the percentages outlined in Appendix K to be applied at the project level (i.e. against the overall project cost), or at the component level (i.e. against the cost of each of the four components)?

A3. The percentages detailed in Section 9.4.1 are applied at the component level, since the schedule staggered the work time of the various components.

57. *Section 7.3.10.3*

Q. The RFP references two paragraphs as 7.3.10.3, is this a mistake?

A. The second 7.3.10.3 should be 7.3.10.4. The sections following 7.3.10.3 should also be renumbered.

58. *No section specified*

Q. Should there also be a line item for “Other Cost” in Year 1 (Analysis to Implementation Phase) as there is for Years 2-5 (Operations and Maintenance Phase) (see Appendix J – Schedule A)?

A. No.

59. *Paragraph 9.4.2*

Q. Invoicing states detailed backup documentation may be required. Since this proposal is based on a Firm Fixed Price what backup documentation is required to be submitted with invoices?

A. The appropriate backup documentation will be defined by the State once the project starts.

60. *Paragraph 6.1.2*

Q. Software. The second to last paragraph requires any proprietary software developed (other than commercial) to be turned over to the State. May the licensor

assume that it retains ownership of pre-developed materials (software, documentation, and training materials) that it owned prior to the contract?

A. Yes. The state reserves the right to utilize the materials turned over as it sees fit.

61. Paragraph 9.2.7

Q. Pricing states the validity of the proposal is 120 days. Paragraph 9.2.8 Awards states the proposal is irrevocable for a period of 60 days after bid opening. These appear to be in conflict. What is the proposal validity period?

A. The two sections deal with different subjects. Section 9.2.7 deals with the pricing of the proposal as being good for 120 days. Paragraph 9.2.8 deals with the award made to the successful bidder being complete within 60 days.

62. Paragraph 7.3.3

Q1. Transmittal Letter - requires the contractor to make a statement acknowledging and agreeing to the terms and conditions of the RFP. Paragraph 8.1.4 Negotiation – The state reserves the right to negotiate with vendors on cost and deliverables.

Will the State be amenable to negotiate specific terms and conditions contained in section 9? For instance cost and deliverables negotiations may have a direct impact on the terms and conditions. (i.e. software ownership, deliverables summary, payment terms and conditions etc.)\

A1. The vendor must comply with all terms and conditions of Section 9. The State reserves the right to negotiate with the vendor on costs and deliverables to meet its needs.

Q2. Is it allowable to list specific clauses in our cost proposal we would like to discuss during negotiations? If we are selected technically we would then negotiate mutually acceptable terms and conditions.

A2. Please see Answer #62-A1.

63. No section specified

Q. The RFP references Extract Transform and Load (ETL) tools. Would the State consider alternative technologies to traditional ETL tools which would provide equal or better functionality?

A. The vendor is free to propose alternative methods keeping in mind the essential nature of the ETL process for the data warehouse project. The ETL process must have sophisticated functionality and ease of use to make ongoing changes relatively easy to accomplish.

64. *Section 5.1.2 – Exhibit 5.5*

Q1. Does this architectural drawing describe the required solution architecture or is it intended more as a functional example of one of several possible architectural solutions?

A1. It is intended as a functional example. The state expects the vendors to propose solutions that will meet the functionality expressed in the RFP and Exhibit 5.5.

Q2. This drawing describes various functions such as “scrub” and “de-dupe” – does this imply that the winning vendor must cleanse all data that is entered into the data warehouse, or would respondents only be required to provide the tools for this function?

A2. It is the responsibility of the vendor to first analyze the data in order to automatically “scrub” and “de-dupe” as much of the incoming data as possible. The state recognizes that certain outlier data exceptions cannot be handled automatically. The vendor is expected to propose a system to handle these outlier data values as well as the data values to be handled automatically.

Q3. Can respondents propose a minimum acceptable record for load?

A3. Cannot answer the question since “minimum acceptable record for load” must be better defined. If it means the minimum fields required to populate a record in the data warehouse de-duped table, the requirements will be defined during the Analysis phase.

Q4. If respondents are required to cleanse the legacy data, will those databases be made available to respondents so that we may assess the current state of the data in order to estimate cost?

A4. No, databases will be made available to the vendor once the winning vendor is chosen, contract negotiations are completed, and the project has started.

Q5. The diagram implies the movement of data from legacy systems, through an ETL tool, into reporting databases and OLAP cubes. Would alternative methods for creating reporting databases and cubes of equal or better design be considered?

A5. Yes, keeping in mind Answer #64 – A1.

65. *No section specified*

Q1. What is the state’s preferred method for reconciling identity across the various systems?

A1. The vendor should propose identity processes normally used data warehouse ETL tools such as First Name, Middle Name, Last Name, SSN, ID

numbers used by the various legacy systems, Date of Birth, Gender, and other factors deemed appropriate by the vendor.

Q2. Would a master client index be considered a component of the proposed solution?

A2. In effect, the vendor will need to create a master client index as part of the de-duping process so the system has an ID for each unique client spanning all data sources.

66. *No section specified*

Q1. What is the total data size of each database in gigabytes?

A1. Please refer to RFP Appendix G for database hard disk sizes.

Q2. How many tables in each database? Please give the sizes in gigabytes for each table greater than 10 GB.

A2. Please refer to RFP Appendix G for database table information.

67. *No section specified*

Q1. What kind of access will be allowed to production database systems as part of the proposed solution?

A1. There will be no access to production systems, but there will be periodic data extracts from the production databases. Detailed information such as this will be gathered during the Analysis phase.

Q2. What is the LAN speed into each system supporting a database of interest?

A2. Detailed information such as this will be gathered during the Analysis phase.

Q3. What is the average CPU availability on each system supporting a database of interest, during first, second and third shifts?

A3. Detailed information such as this will be gathered during the Analysis phase.

Q4. What is the total CPU capacity of each of those systems?

A4. Detailed information such as this will be gathered during the Analysis phase.

Q5. What is the total amount of data in GB that can be queried and moved off the system during each shift?

A5. Detailed information such as this will be gathered during the Analysis phase.

68. *No section specified*

Q. Will the State provide samples of anticipated queries that are likely to result in heavy system load?

A. This information will be determined during the Analysis Phase.

69. *No section specified*

Q1. Has the State defined an SLA [assumed to mean Service Level Agreement] for ad hoc queries?

A1. Need more information on specifically what you mean by SLA for ad hoc queries. SLA can mean a server uptime agreement for ad-hoc queries and if so, the state does not presently have a requirement since uptime has rarely been an issue.

Q2. What is it?

A2. None known.

70. *No section specified*

Q1. Transaction data: what is DB of record?

A1. Please see Exhibit 5.2 for Core Data Sources and Exhibit 5.3 for Optional Data Sources.

Q2. What is the peak anticipated transaction rate?

A2. This information will be determined during the Analysis Phase.

71. *No section specified*

Q. Does the prime contractor have to provide the data hosting facility or can an approved subcontractor provide the facilities?

A. An approved subcontractor can provide the local facility, but it is the responsibility of the prime contractor to ensure compliance with all provisions of the RFP.

72. *No section specified*

Q1. When the RFP refers to “on-line real-time updates”, does this mean updates to the data warehouse?

A1. No. All RFP mentions of “real-time updates” are confined to the Community Support Management application.

Q2. Or does this mean updates real-time to the Choices State Agency information system?

A2. Yes, but to the Community Support Management application.

II. Vendor verbal questions from Dec. 20, 2006 Pre-Proposal Meeting

73. *Data warehouse policy*

Q. Will the data warehouse be made available to the budget office and the legislature?

A. It is the intent of the State to allow the budget office and the legislature to have access to portions of the data warehouse.

74. *Predictive modeling capabilities.*

Q. What kind of predictive modeling capabilities are desired in the data warehouse?

A. This will be more fully determined during the Analysis phase. Examples of the type of predictions desired:

- a. Predict outcomes based on assessment characteristics.**
- b. Predict frailty based on future changes in the RI population base.**
- c. Predict future costs based on trends and census predictions of RI future demographics.**

Q. Are there any current models for predictive modeling?

A. No.

75. *Page 4-8. Potential Dimension Hierarchies*

Q. Is Exhibit 5.1 a suggested design for the data warehouse?

A. No, Exhibit 1 lists possible data warehouse dimensions and is offered to give vendors a sense of the range of potential dimensions. The list of dimensions will be determined during the Analysis phase. We expect that certain database warehouse dimensions will be assigned higher priorities compared to others.

76. *Other state care management systems*

Q. Is there another state that serves as a care management system model for Rhode Island?

A. No.

77. *Data Center within 10 mile radius*

Q. Is the state willing to change the location of the data center within the 10 mile radius?

A. Please see Answer #3.

78. *Page 4-10, Row 10*

Q. Please explain the contents of Row 10 of Exhibit 5.2.

A. Please see Answer #10

79. *Connect Carre and Rehabilitation Waiver*

Q. Is it correct to assume that the Connect Carre and Rehabilitation Waiver data will be in the core?

A. Yes, please see the revised Exhibit 5.2 in Answer #10.

80. *MMIS Data*

Q. What MMIS data will be placed in the data warehouse?

A. All claims (encounter) data that resides in the state's MMIS computer system should be included.

81. *Personal Choices Data*

Q1. What format is the Personal Choices electronic data in?

A1. Per revised Exhibit 5.2 – Microsoft SQL Server 2005.

Q2. What format is the Rehabilitation waiver in?

A2. Per revised Exhibit 5.2 – paper-based.

82. *Data Conversion*

Q. Is it the task of the winning vendor to key in legacy data into an electronic format?

A. Yes. Per Section 4.2.3 #55-63, the vendor is expected to key in data for approximately 25 rehabilitation beneficiaries and 1,800 A&D waiver beneficiaries.

83. *Updating Source Application Data from the Data Warehouse*

Q. Once data is in the data warehouse, is it the responsibility of the vendor to automatically upgrade the data source if bad data is found during the data scrubbing process?

A. No. However the vendor must provide the means to “back-feed” data to the source even though the source application is not able or willing to accept changes. Please see Section 5.3.3.2 for more explanation.

84. RFP Scoring on Core/Operations & Maintenance vs. Optional

Q. Will the state reconsider the 90% to 10% weighting of the Core/Operations & Maintenance to the Optional components?

A. No. Please see Section 8.1.3.

85. Proposal Due Date

Q. Will the state consider an extension to the dates the proposals are due since the vendors must prepare proposals across the holiday season?

A. Please see Answer #43.

86. RFP Budgeting

Q1. Is the RFP fully budgeted for the Core and Operations/Maintenance components?

A1. Yes.

Q2. Is the RFP fully budgeted for the Optional components?

A2. No.

87. Budget estimate

Q. Is there a budget estimate for the project?

A. Yes.

88. Oracle

Q. Does the state have a current enterprise license for Oracle?

A. No. Please see Answer #48.

89. SQL Server

Q. Is Microsoft SQL Server an acceptable database?

A. Yes.

90. Performance Bond

Q. Is \$1,000,000 or 100% of the bid value the correct amount for the performance bond?

A. Please see Answer #29.

91. Website/Application Standards

Q1. Does the state have standards for website design?

A1. The state requires website 508 or Bobby compliance to best serve people with disabilities.

Q2. Does the state have standards for application design?

A2. Please refer to the RFP's guidance on SOA. There are no known DoIT Java or .NET application framework standards.

92. Data Access

Q. To what extent do the other non-DHS agencies allow access into their data?

A. Please see RFP Exhibits 5.2 and 5.3 for information on the relevant data hosting locations. The State will provide access to the data warehouse data sources named in the RFP.

III. Written vendor questions submitted to DoA on Dec. 27, 2006

93. *Operations & Maintenance Personnel*

Q1. Section 4.3.3 #26 references a number of FTE's for the Operations and Maintenance phase. Can a single individual play multiple roles as defined in the RFP?

A1. Yes, as long as the vendor can demonstrate a single individual can play multiple roles.

Q2. Does the state require a separate support and maintenance team for each module, or can a single integrated team provide support to all of the completed modules?

A2. An integrated team approach is acceptable as long as the vendor can demonstrate a logical planned team strategy.

Q3. Can members of the implementation team working on the development of incomplete modules also provide support under the operation and maintenance section for completed modules?

A3. Yes, as long as the vendor can demonstrate the dual development/support capabilities of a team member.

94. *Offshore Subcontracting*

Q1. What is the state's position on work that may be subcontracted offshore?

A1. Please see Answer #38 – A2.

Q2. Would the state be interested in a cost quote for work which may be subcontracted offshore?

A2. Please see Answer #38 – A2.

95. *Payment Schedule*

Q1. Does Appendix K suggest a payment schedule?

A1. The deliverables of Appendix K are tied to Section 9.4.1. Please see Section 9.4.1 for the rationale linking deliverables to payments.

Q2. If so, would the state be willing to negotiate an alternative payment schedule?

A2. No.

Q3. Would the state be willing to negotiate a payment schedule based on deliverables and earned value methodology?

A3. No.

96. *Predictive Analysis – Section 5.3.1, 6.1.2, and 7.3.7*

Q. Can the state describe the type of predictive analysis it would like to perform?

A. Please see Answer #74.

97. *MMIS Data Warehouse*

Q1. Appendix A defines Data Warehouse as “a database with integrated information from multiple sources optimized for reporting. Other definitions in Appendix A (Measure/Cube, OLAP) reference “data warehouse technologies” which may not necessarily be stored in a relational database management system. Does the word database in the data warehouse definition imply that only a relational database would be considered for the data warehouse platform, or would other data stores optimized for reporting be considered?

A1. The vendor is free to propose alternative methods keeping in mind the data warehouse business goals defined in the RFP. The proposed solution must have sophisticated functionality, contain robust security, provide ease of use to make ongoing changes relatively easy to accomplish, and provide the functionalities defined in the RFP.

Q2. Is it the state’s goal to have a single relational database serving as a repository?

A2. Please see Answers #63 and 97 - A1.

Q3. Would a federated approach be considered?

A3. Please see Answers #63 and 97 - A1. The vendor must consider the mix of data sources defined in Exhibits 5.2 and 5.3.

98. *Section 1 Procurement Information, Item 2.3.3*

Q. Can vendors team with each other to propose joint solutions in response to the Request for Proposal?

A. Yes.

99. 2. *Section 4 Scope of Work, Item 4.1.3.7 (Page 3-3)*

Q1. Is the vendor required to identify a separate local application/data hosting and operations facility site within ten miles of the DHS office?

A2. Please see Answer #3.

Q2. Can vendors leverage the current facility?

A2. Please see Answer #3.

100. *Section 5 Data Warehouse, Items 5.3.1, 5.3.3, 5.3.3.17 (Pages 4-6, 4-13, 4-15), Section 6 Technical Requirements, Item 6.1.2 (Page 5-1), and Section 7 Proposal Content & Organization, Items 7.3.1.7.j, 7.3.7.3.g, 7.3.10.2.1 (Pages 6-4, 6-6, 6-8)*

Q. Throughout the Request for Proposal and during the Pre-Proposal Conference, the term predictive modeling was used. Can you provide more detail to your specifications for modeling and the tools required for the areas mentioned, such as ConnectCARRE, Clinical, Financial, and Actuarial?

A. Please see Answer #74.

101. *Page # 3-28*

Q. There is a requirement on page # 3-28 "Identify local application/data hosting and operations facility site within thirty (30) days of contract signing and request approval of location from State; local site to be within ten miles of the DHS main office, which is located at 600 New London Avenue in Cranston, Rhode Island; establish local facilities within one hundred and twenty (120) days of contract signing."

Since it was announced during the pre-bid conference that EDS is currently the sole independent provider for hosting services for RI HHS agencies this gives EDS a distinct advantage for the Choices MMIS Module procurement with respect to the hosting requirement, would the state respectfully consider taking the hosting requirement out of the Choices MMIS Module RFP by either requiring the EDS hosting site will be used by the awarded vendor under existing hosting and Service Level Agreements (SLA) the state has with EDS, or by offering other equitable alternatives like the DOIT data center?

A. Please see Answer #3.

102. *Page # 4-6 and 4-43*

Q. There is a requirement on page # 4-6. "The state has multiple input sources to be moved into a de-normalized database in a format suitable for data warehousing".

Stating the data warehouse will be of de-normalized and dimensional construct has specific design implications. The specific data warehouse architecture discussed in the RFP could restrict the ability of the data warehouse to be extensible, flexible, scaleable, performant [sic], and can be in contradiction to the vision of easily adding additional data elements and agencies to the design.

Will the state be open to other data warehouse architectures as mentioned on page 4-43 - "Vendors are encouraged to envision design scenarios that could leverage the

extensive data warehouse functionality to be built through this RFP" that will increase the states flexibility, scalability, and performance while still meeting the business requirements outlined in the RFP?

A. Please see Answer #97.

103. *Section 7.3.10 section 6*

Q. Section 7.3.10 section 6 outlines proposal response requirements for subcontractors. Can we assume that the state would like this information only for the significant subcontractors providing services related to the solution, not technology vendors who are providing technical product or only minor product support services?

A. Vendors providing hardware and software will not require submission of subcontractor information as defined in the Section 7.3.10 of the RFP. If a vendor is supplying minor product support services, the nature of the services should be explicitly defined so the State can accurately determine if the subcontractor's level of effort is indeed minor. If the subcontractor's level of effort is minor, Section 7.3.10 will not apply to that subcontractor.

104. *Section 7.3.10 section 6*

Q. RFP Addendum #2, released 12/21/06 states that the RFP submission date has been extended to February 1. Exhibit 2.1 references presentations on Monday January 29th which is before the RFP submission is due. Is this an error or are vendors requested to present their approaches prior to the submission of their RFP?

A1. Please see Answer #43.

Q2. Are the remaining dates in exhibit 2.1 accurate?

A2. Please see Answer #43.

105. *Section 4.1.3 Page 3-3.8*

Q1. Is the vendor expected to house any state staff during design, development and implementation (DDI)?

A1. Please see Answer #3.

Q2. For instance, is the vendor expected to supply meeting rooms for requirements and design work sessions involving state staff?

A2. Please see Answer #3.

106. *Section 4.2.3 Page 3-11*

Q1. What number of staff will require end user training?

A1. Final figures will be determined during the Analysis phase. For proposal purposes, assume 150 Data Warehouse users (all users of warehouse), with 60% of the users expected to be Level 1, 25% at Level 2, and 15% at Level 3. There will be 300 Community Support Management users (given 150 potential concurrent users). For proposal purposes, assume 10% of Community Support Management users will require training to be an Administrator of the software.

Q2. Technical training?

A2. Question is not clear on what is meant by “technical training”. Operations and Maintenance will be done by the successful vendor.

Q3. Turnover training?

A3. Assume 3 to 5 people for proposal purposes.

107. Section 8.1.3 Page 7-1

Q. During the DDI phase, for those resources that are not "on-site" in Rhode Island, will the State permit vendors to utilize resources outside the continental United States?

A. Please see Answer #38 - A2.

END