

Count	RFP Page	RFP Section	Question	Response	Submitter
1.	85	6.2.3.7.2 Project Work Plan and 9.2.6 Project Management	<p>In the previous round of questions (dated 6/28/11 - question 8) the Department indicated that Section 9.2.6 contained the items that the bidders should include with their proposal submission. In these new questions and answers, that response was changed to indicate that bidders must include the items in 6.2.3.7.2 and 9.2.6 with the bid proposal. Due to this change, we are seeking additional clarification.</p> <p>6.2.3.7.2, requirement "a" specifies a requirement for a "narrative overview of the work plan tasks and schedule including any assumptions and constraints the contractor used in the development". However, page 12 explicitly indicates that any assumptions included in the proposal are grounds for disqualification. Can the Department please clarify how requirement "a" should be handled?</p>	<p>The Department has removed the word "assumptions" from 6.2.3.7.2(a).</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
2.	85	6.2.3.7.2 Project Work Plan and 9.2.6 Project Management	<p>In the previous round of questions (dated 6/28/11 - question 8) the Department indicated that Section 9.2.6 contained the items that the bidders should include with their proposal submission. In these new questions and answers, that response was changed to indicate that bidders must include the items in 6.2.3.7.2 and 9.2.6 with the bid proposal. Due to this change, we are seeking additional clarification.</p> <p>6.2.3.7.2 requirement "e" requires personnel</p>	<p>The Department has modified Section 9.2.6(a).</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
			<p>resources applied by name and level of effort in hours, while 9.2.6 asks the bidders to specify the allocation of resources by job. In addition, item 9.2.6.a requires "person-weeks" of effort rather than hours as specified in 9.2.6.a.</p> <p>Would the Department please reconcile these differences?</p>		
3.	85	6.2.3.7.2 Project Work Plan for Implementation	<p>In this new round of questions and answers, the Department clarified some of their instructions for the project work plan elements to be submitted with the proposal. That new clarification indicated (in question 8) that all of the elements in 9.2.6 and 6.2.3.7.2 need to be included with the proposal submission. Due to that change in instructions, we have a question on requirement "f" of 6.2.3.7.2.</p> <p>Specifically, how does the Department want the required skills and level of expertise for the Department resources that we feel should be allocated to the various activities?</p> <p>We believe that the most appropriate place to describe the required skills and level of expertise for Department resources is in the narrative that supports the work plan. Please confirm this approach meets the Department's expectation.</p>	A description of the required skills and level of expertise for Department resources is acceptable in a narrative format. However, the Department requires the Department resources, tasks, subtasks and associated hours to be included in the Project Work Plan.	Noridian
4.	80	6.2.2.3 Permanent Facilities	<p>This is a follow-up to question 20 of the questions and answers. To assure a level the playing field in submission of facility costs, we request that the</p>	The Department has modified N-1, MMIS Implementation and N-8, POS Implementation costs.	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
			Department require costs be submitted for a period consistent with the timeframes of Schedule N-4; specifically, that facility costs should be submitted by all bidders for the five-year contract term including three option years.	<p>Amendment: The RFP will be amended to incorporate this change.</p> <p>It was not the Department's intention to include temporary facility costs as part of Operational Costs.</p> <p>It is expected that the Department will be able to provide permanent facilities when Operations begins.</p>	
5.	342	9.2.6 Project Management (Q&A 298)	Question 298 clarifies the Department intends to require bidder's to include a project plan for the "Transition to Operations" phase within the proposal. The way the RFP was amended now reads "The Department requires that bidders produce a project management methodology which includes the project work plans for each phase of the contract: Start-Up and Implementation Phases which includes Transition to Operations, Operational Phase, Certification and Turnover Phases." Please confirm if submitting a total of four work plans is accurate. 1) Start-up and Implementation (including the tasks for the first three phases shown in RFP Section 6.1, which includes transition to operations) 2) Operational 3) Certification and 4) Turnover.	A Bidder can submit four separate Project Work Plans or a single Project Work Plan that includes all phases.	Noridian
6.	54	4.16 Impact Fraud and Abuse	It seems that although question 252 was a two part question, only one part has been answered	The Core MMIS contractor will be responsible for delivering a certifiable	Noridian

Count	RFP Page	RFP Section	Question	Response	Submitter
		Detection System (IFADS)	<p>by the State. Based on the RFP, we assume that since the IFADS system will not be replaced, the ISUR component of that system will also not be replaced. This was not clear from the answer. We believe that the answer ("Yes") is in response to the second part of the question which asks if the "Core Contractor needs to deliver a certifiable SUR reporting capability."</p> <p>Please clarify that ISUR and other associated products such as ImpactPro will not be replaced. In addition, please also clarify that the Core MMIS contractor will have the overall responsibility to ensure that the SUR capability in the new IA MMIS is certifiable even though SUR functionality might be implemented via another contractor's tools.</p>	<p>SUR component. Please refer to Table 3, Current IME Tools in the RFP which identifies what tools will be or will not be replaced.</p> <p>Additionally, the Department requests the Bidders to provide a separate cost for the Optional SUR component.</p> <p>The Department recently requested a price for a SUR component for another contractor, but the Department continues to use the legacy MMIS SUR subsystem.</p> <p>The Department requests Bidders to submit a SUR component solution and price in order for the Department to evaluate the best product solution and pricing for Iowa.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	

Count	RFP Page	RFP Section	Question	Response	Submitter
7.		Section 6 - Startup and Implementation Phases Question 19	As requested in the original Question 19, "In order to achieve consistency and uniformity between multiple bids and to level the playing field, the operation and maintenance activities (O&M) mentioned in the requirement should be tied to a fixed duration." In order to ensure consistency from the bidders, can the Department please provide direction for this duration in which the Core MMIS contractor would be responsible for operation and maintenance of all hardware and software?	Bidders will not itemize but will include in the overall cost on Pricing Schedule N-4 (MMIS Operational Services) the operation and maintenance costs for hardware and software for year 1 of Operations. Bidders will include as a separate line item on Pricing Schedule N-4 (MMIS Operational Services) the operation and maintenance costs for hardware and software for the 4 remaining base years and 3 option years.	Accenture
8.		8.1.5 Mail and Courier Service Question 34	Can the Department please clarify the scope of Mainstream to support the fulfillment services?	The Mainstream staff is responsible for stuffing the envelopes for all outgoing mail that is brought to the mailroom from the IME units.	Accenture
9.		8.1.6.3 Contractor Responsibilities Question 39	Regarding the original Question 39, it is our understanding that the scope of the current Provider Relations contractor provides the following functions: Provider Enrollment Provider Inquiry and Provider Relations Stale-Dated Checks Provider Outreach and Education Provider Training IME Support Services Individualized Services Information System (ISIS) Help Desk and Quality	The MMIS Core Contractor is responsible for providing a Member and Provider system solution based on the RFP requirements and implementing the Member and Provider components. This allows the IME Contractors (such as Provider and Member Services) the ability to research provider related information contained within the MMIS.	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			<p>Assurance</p> <p>Can the Department please clarify what function the Core MMIS Contractor would have to do differently than the Provider Contractor as it relates to the following requirement noted in Section 8.1.6.3.d?</p> <p>"Support research inquiries including contacting providers for additional information and assisting providers to resolve claims processing problems?"</p>		
10.		8.1.11.4 Performance Standards Question 42	<p>The Department notes that the reconciliation process is new; however, there can be no assumptions by the Bidder in the RFP Response. To that end, can the Department please provide the potential average of fallout or research records that could result from the reconciliation process (as a percentage of members) to enable the Bidder to appropriately plan for the staff to support this function?</p>	<p>This question is related to the previous response to Question 40.</p> <p>It is the Department's expectation that Bidders are able to provide solutions for new or enhanced features to a new MMIS based on past experience and research.</p>	Accenture
11.		8.1 - Core MMIS Operational Question 44	<p>Can the Department please clarify how many of the 24 staff identified as Core MMIS System staffing is for Ongoing Maintenance vs. Minor Enhancements vs. Project Work? Ongoing Maintenance services being defined as activities that, if not completed, can affect the availability or performance of production systems (e.g., production support, problem resolution, and preventative maintenance). Minor enhancements</p>	<p>It is the Department's expectation that Bidders will be able to estimate staffing needs based on the RFP requirements and experience as it relates to the Bidder's solution.</p>	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			being Service Requests of small magnitude that change the existing system components. Projects being large development efforts that add system functionality and features.		
12.		8.1.21 Optional Waiver, Facility and Enhanced State Plan Services Management Question 57	<p>In regards to the original Question 57, can the Department please clarify what the difference is between the Optional and Non-Optional scope? It is important to understand the difference in order to provide a pricing response.</p> <p>Please provide claims volumes, membership volumes, provider volumes, inbound correspondence volumes, and other volumes tied to the optional waiver programs to enable the bidder to price this program separately.</p>	<p>Please refer to Section 7 of the RFP that describes the Waiver, Facility and Enhanced State Plan Services Management requirements and the Optional Waiver, Facility and Enhanced State Plan Services Management requirements. Both of these require pricing.</p> <p>Please refer to the Waiver Data Report located on the IME Resource Library at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html which will be available by August 17, 2011.</p>	Accenture
13.		8.1.9 Claims Receipt Entry and Control Question 66	<p>In the response to Question 66, the Department documents volumes of Paper, EMC, and Computer generated claims.</p> <p>Can the Department please state the difference between EMC and Computer Generated Claims? Also please confirm that these volumes represent Monthly volumes of whole claims (not claim lines).</p> <p>Additionally, the EDI success rate for documents</p>	<p>EMC are the electronic media claims submitted by the provider via their electronic system.</p> <p>Computer generated claims include: Iowa Plan Capitation, HMO Capitation, MediPASS Patient Management Fees and Nursing Facility Paper Turnaround Documents.</p>	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			<p>is 82%. Can the Department confirm, that the 18% of failed EDI transactions are communicated back to the source of the transaction for re-submission? Or, alternatively, does the current CORE MMIS Contractor manually correct the invalid data and manually enter the 18% of failed EDI transactions into the MMIS system?</p> <p>Finally, can the Department confirm that (based on an 88% Auto Adjudication rate) that the following calculation is accurate:</p> <p>Monthly claims for manual adjudication = (Paper Claims received + EMC claims received + Computer Generated Claims received) *(1-Auto Adjudication Rate)</p> <p>Or in numbers as:</p> <p>Monthly claims for manual adjudication = (133,147+713,921+993,366) *(1-0.88) = 202,852 Claims for manual processing each month (average)</p> <p>Furthermore, can the Department reasonably confirm that these 202,852 claims for manual adjudication are transacted by the 13 Claims Staff noted in the response to Question 44?</p>	<p>The volume of claims represented is a whole claim.</p> <p>The Core MMIS contractor immediately submits the failed transactions back to the submitter.</p> <p>The calculation does not include the computer generated claims.</p> <p>The claims for manual adjudication were transacted by 5 Claims Adjudicators that are part of the Claims Team.</p>	
14.		Questions 66 and 33	<p>In the response to question 66, it is stated that there are 133,147 paper claims received and in the response to question 33, it is stated</p>	<p>The Department recommends the Bidder average the two amounts to arrive at a monthly paper claim volume as the amount of paper claims received can vary</p>	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			<p>that 150,569 are received.</p> <p>When developing the staffing solution for Claims staff to support the Department's claims volume, which value should the bidder use for defining Monthly Paper Claims volume?</p> <p>Additionally, can it be inferred from the answer to question 66 that the Department currently receives 1,993,804 (sum of the Paper, EMC, and Computer Generated Claims) unique claim forms, not claim lines, on a monthly basis for processing by the current CORE MMIS Contractor?</p>	<p>from month to month.</p> <p>Additionally, please refer to the MMIS Core quarterly reports located on the IME Resource Library at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p> <p>Claims are paid from unique claim forms.</p> <p>For example: A Provider submits a CMS 1500 which contains 5 claim lines. Only four of the claim lines are paid and 1 claim line is denied. The Provider will receive payment for the four claim lines as one payment. The denied claim may be resubmitted by the Provider for payment at a later date.</p>	
15.		8.1.9 Claims Receipt Entry and Control Question 67	<p>Can the Department confirm if the volumes of adjustments provided in the response to question 67 are inclusive of mass adjustments or if this volume is just the volume of manual adjustments requested individually by providers?</p> <p>If these volumes do include mass adjustments, can the Department please provide only the volume of manual adjustments (adjustments not performed via a mass adjustment system</p>	<p>The volumes of adjustments do not include Mass Adjustments.</p>	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
16.		8.1.5.2 Contractor Responsibilities Question 72	<p>function)?</p> <p>In Amendment 2, the Department has revised the Core MMIS Contractor Responsibility to the following requirement:</p> <p>"b. The contractor generating the mailing will be responsible for providing a print-ready copy of the documents to the printer the Department selects (such as the state print shop or a commercial print shop)."</p> <p>However, elsewhere in the RFP, it is stated that the Core MMIS Contractor is responsible for:</p> <p>a. Produce annual 1099s on federally approved forms and mail to providers. Produce the 1099s in electronic format if requested by the Department.</p> <p>b. Produce and mail notifications to providers due for re-certification or licensure based on the Department requirements.</p> <p>c. The Core MMIS contractor is responsible for producing checks for mailing.</p> <p>d. Produce and mail a Explanation of Medicaid Benefits (EOMB) each month to a statistically valid random sample using a state approved sampling methodology of members who received Medicaid benefits (currently, a 1 percent sample</p>	<p>The Department expects the Bidder to provide a solution for mailing of all related IME materials based on the requirements contained within the RFP.</p>	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			<p>is used).</p> <p>e. Produce and mail a paper report and invoice to entities responsible for the non-federal share of benefit expenditures with instructions to send the checks for payment to the Department.</p> <p>f. Provide paper, envelopes, check stock and all services associated with printing and mailing Residential Care Facility (RCF) letters and checks, including lien holder provider checks.</p> <p>Can the Department please clarify if the bidder should propose a solution in which the Department will print and mail all outbound correspondence based on print ready copies of the documents (inclusive of checks)?</p> <p>If not, can the Department clearly indicate the scope of documents (and checks) that will be the responsibility of the Core MMIS Contractor to physically print and mail? Also, please confirm the volumes for each correspondence type, including checks that will be mailed on a monthly basis?</p>		
17.		Sample Contract Schedule C 2(d) & 3 Question 112	The revised RFP has taken out the confidentiality and exception tables (pursuant to the Department's response to Question 26 and 27) from Attachment J-3 Primary Bidder Detail Form and Certification (renumbered from J-4 to J-3 in the revised RFP); however, the Department's	Yes, please refer to Section 9.2.2(f) of the RFP.	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			response to Question 112 indicates that suggested exceptions to the escrow agreement should go in Attachment J-3. The Department's responses to other questions indicate that exceptions to the Sample Contract should be put in the Transmittal Letter pursuant to Section 9.2.2(f) (e.g. Question 258, 271 and 285). With the removal of the J-3 confidentiality and exception tables, should all alternative solutions or exceptions to each of the contracts be contained in the Transmittal Letter?		
18.		8.1.6.4 Performance Standards (Member Management) Question 202	In regards to the Department's original response to Question 202, can the Department please provide monthly volumes for Member updates that are in scope for the Core MMIS Contractor?	This question is out of scope from the Department's original response and therefore cannot be answered. However, please refer to the IME resource library web site for data available located at: http://www.ime.state.ia.us/IMEResourceLibrary.html	Accenture
19.		8.1.9.4 Performance Standards (Claims Receipt Entry and Control) Question 205	With regards to the response to Question 205, the Department has stated that "The Department will not modify this requirement." Can the Department clarify the difference between "image of the claim to be viewable within the MMIS within one business day versus imaged claims must be immediately available for processing and viewing"? Can the Department clarify which of these requirements will not be	The Department has modified these requirements. Amendment: The RFP will be amended to incorporate this change.	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			modified (and therefore confirm the expectation of when images must be viewable) to ensure a fair process of bidders proposing solutions to consistent requirements?		
20.		8.1.9.3 Contractor Responsibilities (t) Question 233	With regards to the Department's response to Question 233, can the Department please confirm that the bidder will be able to configure an 800 number on the current call center infrastructure owned and operated by the Department to support the EDI Help Desk? Or will the Bidder have to set up and maintain a separate circuit and voice infrastructure to support this function? In addition, does the Department plan to provide a common CRM solution that can be leveraged by the Bidder's EDI Help Desk?	<p>The Bidder can utilize the Department's call center management system as described in Section 4.6 of the RFP or provide their own solution.</p> <p>The Cisco functionality is described in more detail in the IME Professional Services RFP, MED-10-001 and the Cisco web sites which can be located at: http://www.ime.state.ia.us/Reports_Publications/RFPMED10001.html http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/uccx70a_g.pdf</p>	Accenture
21.		Question 236	To clarify the State's desire related to the key personnel that are not in the Start-up and Implementation Phases as originally discussed in Questions 1 and 236, we understand the Department is not seeking Letters of Commitment for these key personnel roles. We are seeking direction on what the proposal requirement is for these roles given that naming a person and providing a resume for a role 2+ years in the future may not be beneficial. Is it the Department's intention that these roles would be	<p>Yes, that is correct.</p> <p>The Department requires the Bidder to provide Letters of Commitment and Resumes for the Start-up and Implementation Phases only.</p> <p>Please refer to Section 5.2.2 Tables 4, 5 and 6 which includes the "Key Person Start Date" for each of the phases.</p>	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			named and resumes provided to the Department according to the schedule outlined in Tables 5 through 8 of Section 5.2.2 of the RFP?	Additionally, refer to Section 5.2.5 of the RFP for the Letter of Commitment.	
22.		9.3.2, Bid Proposal Security 10.13, Acceptance Period Question 254	Regarding the SUR solution discussed in the original Question 254, can the Department please provide a list of reports (and analytic capabilities) required for the replacement SUR reporting function? We understand the Program Integrity contractor (and other stakeholders) will use these reports and extracts for their PI functions. After review of the information in the Bidder's Library and the PI functions, we are seeking clarification on the number, types and frequency of reports required of the replacement SUR system.	Question 254 addresses the bid bond. It does not address the SUR solution. Please refer to Section 7.1.2, MMIS System Requirements, Program Integrity Business Area of the RFP.	Accenture
23.		16.2, Operating Systems, Applications Software and Utilities Attachment A – Software License Agreement, Section 2.2, Escrow of Source Code Question 260	Regarding the Department's response to the original Question 260, what criteria does the Department use to determine whether software is commercially available? If the Department determines that the software is not commercially available, will the Department enter into a licensing, maintenance and escrow agreement directly with an affiliate of the contractor?	Commercially available software is software that is available on the open market for purchase, lease, or license to be used for the intended purpose without modifications. For software that is not commercially available, the owner of the software must commit to the software licensing terms set forth in the RFP. Payment for the software will flow through the contractor, but the actual license and long-term maintenance agreement for the software will be agreements entered into between the Department and the software owner.	Accenture
24.		Legal Question Question 282	In regards to the Department's response to Question 282, the State provides that a holdback will apply to the deliverables pricing schedule;	Please refer to Section 7.1 of the Sample Contract.	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			<p>however, the State does not quantify what percentage of holdback the service provider will be subject to and mentions a potential future amendment. Should each service provider assume a 5% holdback that will be paid upon certification which is outlined in the current payment schedule?</p> <p>In addition, after the State issues an amendment, will the State allow for a brief QA period following the amendment to ensure any questions that Bidders may have can be addressed?</p>	<p>The Department allowed for rolling dates during the Question and Answer period (June 7, 2011 - July 13, 2011) extended the Bid proposal due date to September 16, 2011 and added a Clarification response period. The Department is unable to offer any further Q&A based on the current timeline and the due date of Bid Proposals.</p>	
25.		15. Indemnification Question 284	<p>In the Department's answer to Question 284 related to indemnification, the Department responded that it would not grant the proposed indemnification relief. Consistent with other areas of the Department's responses which directed the Bidder's to pose alternative solutions or exceptions through Section 9.2.2(f) (e.g. Question 258, 271 and 285), would the Department consider alternative solutions for indemnification relief that are suggested through the Transmittal Letter in accordance with Section 9.2.2(f) to allow the contractor relief from indemnification due to the Department's negligence or willful misconduct?</p>	<p>The Department will consider alternative solutions or exceptions for indemnification relief by following the process as described in Section 9.2.2(f) of the RFP.</p>	Accenture
26.		Questions 20 and 225	<p>In regards to the Department's response to Question 20, can the Department please confirm that the intention was for the facility cost to be included in N-4 and not N-1 for MMIS?</p>	<p>Please refer to the Department's clarifying response to Question 4.</p>	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			In addition, related to question 225, can the Department please confirm that the State's direction is for each Bidder to provide an annual cost for maintaining a temporary local offsite space for the life of the contract as noted in the response to Question 20?		
27.		Questions 1 and 236	To clarify the State's desire related to the key personnel that are not in the Start-up and Implementation Phases as originally discussed in Questions 1 and 236, we understand the Department is not seeking Letters of Commitment for these key personnel roles. We are seeking direction on what the proposal requirement is for these roles given that naming a person and providing a resume for a role 2+ years in the future may not be a true indicator of who may fill this role. Is it the Department's intention that these roles would be named and resumes provided to the Department via a mutually agreed upon schedule in order to staff key personnel by the dates provided in Tables 5 through 8 of Section 5.2.2 of the RFP?	Please refer to the Department's clarifying response to Question 21.	Accenture
28.		ALL	With respect to the answers provided to by the State to the bidder questions, the State has amended the RFP and/or the Sample Contract in many instances but, in other instances, the answers provided by the State have not been incorporated into the RFP or the Sample Contract. Will the State agree to incorporate into the RFP by reference, the PDF of the bidder questions and the State's answers so that the	Please refer to Section 2.9 of the RFP.	Accenture

Count	RFP Page	RFP Section	Question	Response	Submitter
			bidders can rely on the State's answers that were provided when submitting a proposal?		