



**Project Oversight, Management and Integration Services
RFP MED-12-029
Bidder Questions**

Item	RFP Section	Question	Response	Submitter
1.	Section 1.8.1 Deliverables, Performance Measures and Monitoring Activities pg. 7	<p>Key Activity #1 Performance Measures states, "100% of the recommended resolutions and risk mitigations will result in allowing the contractors to return to execution of their approved work plans in order to continue to progress towards transition to successful operations.."</p> <p>Q1 - Please explain how the Agency expects to objectively measure this criteria?</p> <p>Q2 - Is the POMI vendor expected to take responsibility for decisions made by other vendors that are contrary to the POMI's recommendation(s) of action?</p> <p>Q3 - What action will be taken by the Agency if 100% of the POMI's vendor recommendations are not accepted?</p>	<p>Q1 – Within in the control of the POMI contractor, the expectation is that all issues impacting timely performance of contractors will have resolution and follow-up to ensure a successful MMIS implementation.</p> <p>Q2 – No.</p> <p>Q3 – If it is beyond the control of the POMI contractor then the POMI contractor will not be responsible for the lack of cooperation from other contractors. Such issues will be escalated to the Agency's Project Director for resolution.</p>	4Thought
2.	Section 1.8.1 Deliverables, Performance Measures and Monitoring Activities pg. 9	<p>Key Activity #6 Performance Measures states, "All risks will be identified timely resulting in mitigation strategies submitted to the Project Director within 2 business days of identification of those risks through resolution.." Q1 - Please clarify if the risk mitigation strategy is also due with 2 days of risk identification.</p> <p>Q2 - Please clarify if the 2 days are business days or calendar days.</p>	<p>Q1 – The due date will depend upon the type of risk identified and the level of effort involved in the mitigation strategy. It is the expectation that Bidders provide a risk mitigation strategy methodology with the Technical proposal.</p> <p>Q2 – The due date for risk mitigation strategies will be determined by business days.</p>	4Thought



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3.	Section 1.8.1 Deliverables, Performance Measures and Monitoring Activities pg. 11	Key Activity #11 Performance Measures states, "Through the coordination of the implementations of both the IIEP and MMIS projects, the Contractor will inform 100% of the other healthcare initiatives of impacts to those initiatives so that smooth transitions to operations occur between these two projects and the other healthcare initiatives.? Q - Is the POMI vendor expected to be responsible for the appropriate level of communications from the IIEP and MMIS projects to meet the performance measure defined above?	Yes.	4Thought
4.	Section 1.8.1 Deliverables, Performance Measures and Monitoring Activities pg. 12	Key Activity #12 13 Deliverables states, "100% of issues identified during this six (6) month period will be resolved through corrective action plans or other expeditious means in order that the State may request CMS certification timely." Q - Please explain how the POMI vendor will be held responsible for successful execution of other vendor's corrective action plans to meet this performance measure?	While the appropriate IME contractor is responsible for the creation and execution of the correction action plans, the POMI contractor is responsible for overseeing the implementation and resolution of the correction action plans. Escalation to the Agency's Project Director will occur if the POMI contractor does not receive the appropriate cooperation from other contractors.	4Thought



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5.	1.8, page 5 Statement of Work	The 2 nd to last paragraph states, "At a minimum all Project Oversight, Management and Integration (POMI) staff will be expected to be on-site during normal business hours. Outside of those hours it is the expectation that the Agency will be able to reach the key personnel of the Contractor seven days a week." Traveling staff would have to arrive Sunday evening in order to be on-site Monday morning and leave after business hours on Friday. Is a Monday morning arrival and Friday afternoon departure acceptable for traveling staff?	Due to the critical nature and aggressive timeline of the project and the important role of the POMI contractor, this requires decisions and actions to occur timely. It is therefore, important that the appropriate resources are available to IME project participants and stakeholders during regular business hours and after hours as needed.	Cognosante
6.	1.8, page 6 Scope of Work	In this section it states: "The Contractor will bring a team of individuals who will be experienced in these types of projects and will have successfully managed such a project spanning a similar timeline with similar complexities and interdependencies and coordination requirements. Because of a shortage of qualified state staff positions available to monitor and guide all areas of implementation this contract is responsible for providing qualified, objective persons to augment the State's staff and to act on behalf of	Q1 part 1 – Yes. Q1 part 2 – No. Q2 – Yes, however, during times if any of these positions experience down-time, the Agency's Project Director may task these positions with other Agency functions as it relates to the MMIS implementation. Q3 – Refer to Section 1.8, Scope of work for high level job descriptions. The Agency expects Bidders to provide experienced personnel based on previous projects of similar size and scope. Q4 – Upon implementation of the contract, a	Cognosante



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		<p>the State in the MMIS DDI: Cultural Change Manager Certification Manager. Communications/Knowledge Transfer Manager Implementation/Transition Manager</p> <p>These positions as well as the Project Manager position shall report directly to the State's MMIS Project Director and are considered key personnel in the contract. These positions must be independent positions and hold no other position within the scope of MED-12-029."</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. Are the four named positions above separate from the key positions that the contractor proposes to perform the POMI scope of work in the RFP OR can the contractor use these four positions to perform some or all of the scope of work including tasks, deliverables listed under the Key Activities #1-13? 2. Does the State require contractors to provide the above four positions full time -100% dedicated from the start 	<p>more detailed job description will be available.</p>	



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		<p>of the contract and for the entire duration of the contract? Will the State require full-time dedicated staff even when there are periods throughout the project when the activity of one of the roles does not require full-time effort?</p> <p>3. Does the State have any minimum qualifications for the above four positions?</p> <p>4. Can the State provide a description of the functions, roles and responsibilities for the above four positions?</p>		
7.	1.8, page 11 Scope of Work Activity #10	Please clarify who is the Certification Manager that is referred to in this requirement. Is this a State employee or is it the Certification Manager that is to be provided by the POMI contractor?	The Certification Manager is working on behalf of the Agency and provided by the POMI contractor.	Cognosante
8.	1.8, page 5 Scope of Work 3.2.5.2.3, page 22	<p>Section 1.8 states that each proposed team member must be 100% dedicated to the project.</p> <p>Section 3.2.5.2.3 requests proposers include the percentage of time the project manager and key project personnel will devote to this project on a monthly basis.</p>	<p>The expectation of the Agency is that all key personnel will be 100% dedicated to this project.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Cognosante



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		Please clarify these two requirements.		
9.	1.8.1, page 8 Deliverables, Performance Measures, and Monitoring Activities Key Activity #3	<p>Key Activity #3 Deliverables: (Bullet #1) All project organizational plans (Bullet #4) A listing of all key management positions, job descriptions, and percent of time dedicated to that job.</p> <p>Please clarify if the deliverables requests for project organizational plans and key management positions, job descriptions and percent of time dedicated to that job for only the POMI contractor OR for all contractors and State staff involved with the MMIS and IIEP projects.</p>	<p>The project organizational plans and key management positions and job descriptions refer to the POMI contractor only.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Cognosante
10.	1.8.1, page 8 Deliverables, Activity #4	Can the Project Library be maintained on the contractor's website (Cognosante Project portal with access for State staff, or must the Project Library be maintained on State hardware?	The Project Library will be maintained on State hardware.	Cognosante
11.	3.1, page 20 Paper Size	Please confirm that the proposal should be printed single-sided, not double-sided.	<p>This requirement will be amended to read double-sided.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Cognosante



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12.	3.2.1, pg 21 and 3.3, pg 24 Bid Proposal Security	The RFP contents and organization requirements list the Bid Proposal Security in both Tab 1 of the Technical Proposal and Tab 2 of the Cost Proposal. Will the State please clarify the following: a. Should the Bid Proposal Security be included in both the Technical and Cost Proposals? If so, should the original be placed in the Cost Proposal and a copy placed in the Technical Proposal?	No, the bid bond, certified check, cashier's check or irrevocable letter of credit should be provided behind Tab 1 of the Technical Proposal. Amendment: The RFP will be amended to incorporate this change.	Cognosante
13.	3.2.5.1, Experience, page 22 3 rd bullet, description of all contracts and projects currently undertaken by bidder	Based on the matrix information provided in the 2 nd bullet, will the State accept the following information as meeting the requirement for describing current contracts: <ul style="list-style-type: none"> • Name of client agency or business • Project title • Project role (primary/subcontractor) • General description of the scope of work 	No.	Cognosante
14.	4.4.2, page 25 Scoring of Technical	What are the minimum qualifications for POMI staff that will be used to evaluate the technical proposals?	Committee members are selected at the exclusive discretion of the Department.	Cognosante



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	Proposals			
15.	Amendment 2, Page 2 Bidder Eligibility Requirements	<p>The Amendment states: “Likewise the bidder winning the contract resulting from this award may not be the same bidder that is awarded a contract for any of the following:</p> <ul style="list-style-type: none"> • RFP MED-12-029, Project Oversight, Management and Integration Services for the MMIS Implementation Project.” <p>Should this reference be changed to RFP MED-12-017, Independent Verification and Validation Services for the MMIS Implementation Project?</p>	<p>Yes.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Cognosante
16.	N/A	<p>Would the state consider moving the MITA SS-A Task from the QA/QC RFP to the Project Oversight, Management and Integration RFP? Typically, the Quality Assurance and Quality Control contractor would provide an independent review of the MITA SS-A process and products and not conduct the actual MITA SS-A, which would be the responsibility of the MMIS Project Team.</p>	No.	Cognosante
17.	For clarification	<p>The positions listed in section 1.8 Scope of Work are assigned solely to the State and are not available to perform PMO</p>	Correct.	SES



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		work in any capacity?		
18.		Given that the “Best of Breed” IME model is a One of a Kind – What other kinds of “Best of Breed” models would qualify as sufficient comparable performance experience?	It is the expectation that Bidders have previous experience with projects of similar size and scope of a MMIS build and implementation comparable to Iowa.	SES
19.		Are there any major enhancements/improvements planned for the State’s Data Center and Warehouse? If so, do they fall under the scope of the PMO?	Any enhancements or improvements planned for the state’s Data center do not fall under the scope of work for the POMI.	SES
20.		Are any of the DDI vendors / System Integrators required to have CMMI Level 3 or ISO 9000 certifications or other best practice benchmarks/organizational maturity capability levels?	No.	SES
21.		During the past 5-7 years of operation for the IME, it is assumed that a number of new performance metrics have been added to the functional areas. Where are these metrics located and do we have viewing access to them?	Please refer to the IME Resource Library at the following link: http://www.ime.state.ia.us/IMEResourceLibrary.html	SES