

Count	RFP Section	Question	Response	Submitter
1.	5.2.5 Letter of Commitment	RFP Section 5.2.5 states "The proposal must include letters of commitment of all key personnel named in the proposal. A letter of commitment must accompany resumes <i>for all phases</i> ." However, RFP Section 5.2.1 states "Resumes, along with letters of commitment from the start-up and implementation staff must be supplied with the proposal." Section 5.2.2 requirement "b" indicates the bidder must have a commitment from key personnel by the beginning of the contract start date, with the exception of certification, operations, and turnover staff. Please clarify that the Department expects only letters of commitment for the start-up and implementation phase key personnel to be submitted with the proposal response.	A letter of commitment for all key personnel is only required to be submitted with bid proposals for the Start-up and Implementation phases. Amendment: The RFP will be amended to incorporate this change.	Noridian
2.	6.2.2.3 Permanent Facilities	RFP Section 6.2.2.3 states the Department requires that all staff directly associated with the provision of contract services to the IME during the operations, certification, and turnover phases be located at the IME permanent facility, and that approval for offsite work will be rarely granted by the Department. It is our understanding that EDI services are currently performed offsite. Is it the state's intention under the new contract to have the work performed in the Des Moines permanent facility?	All contract staff and subcontract staff will be located at the IME facility during the Operations, Certification and Turnover phase unless prior approval is requested and granted by the Department. Amendment: The RFP will be amended to incorporate this change.	Noridian
3.	6.2.3.7 Project Management Plans	RFP Section 6.2.3.7 (paragraph two) states "The contractor(s) must keep project management plans current and updated within 24 hours at all times throughout the life of the implementation	The Department requires the project management plans to be current. As changes occur, the project management plans shall be updated by the contractor within 3 business days of the occurrence through the implementation and	Noridian

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		and certification phases of the project." Does this mean 24 hours following Department approval of the plans and any updates to the plans? If so, are these business hours, or should bidders plan to post updates on weekends and holidays?	certification phases of the project and submitted to the Department for review and approval. Amendment: The RFP will be amended to incorporate this change.	
4.	6.2.3.7.11 Contractor Responsibilities (of 6.2.3.7 Project Management Plans)	RFP Section 6.2.3.7 includes subsection (6.2.3.7.1 through 6.2.3.7.9), which describe the project management plans. RFP Section 6.2.3.7.11, requirement "i" indicates it is the contractor's responsibility to develop a Data Migration Plan for Implementation. This plan was not described in previous subsections with the other plans. Please provide a description and the expectations of this plan.	The Data Migration Plan for Implementation is not required as this information is included as part of the Conversion Plan which is identified in RFP Section 6.3.1.2 (s). Amendment: The RFP will be amended to incorporate this change.	Noridian
5.	6.3 Implementation Phase	RFP Section 6.3 states "The following implementation functions will be performed at the contractor's temporary office in Des Moines, Iowa: 6.3.1 Analysis and Design Activities and 6.3.2 Development Activities". Since a contractor can often conduct some of these types of activities, such as those required under Section 6.3, more efficiently and effectively at its permanent facilities, would the Department consider revising Section 6.3 to permit some of these activities to be performed at contractor facilities other than at the temporary office in Des Moines, Iowa, similar to the language in RFP Section 6.2.2.1 which allows the POS contractor to perform some implementation activities that the Department approves at an offsite location?	The Department will consider work performed at another location other than the contractor's temporary office located in Des Moines, Iowa during the Start-up and Implementation phases such as the contractor's permanent facility. The contractor must request prior approval from the Department. Amendment: The RFP will be amended to incorporate this change.	Noridian

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6.	6.3.1.4 Performance Standard (of 6.3.1 Analysis and Design Activities)	Requirement "c" of RFP Section 6.3.1.4 lists a performance standard of "Must meet a measurement of ninety-nine percent accuracy." Can the Department please clarify what this is a measurement of? What performance attributes should be considered within this calculation?	This performance standard is not applicable. It is the Department's intent to avoid multiple deliverable iterations and the deliverables are complete and accurate within the initial submission. Amendment: The RFP will be amended to incorporate this change.	Noridian
7.	9.1 Instructions and Attachment L	Section 9.1 requirement "m" states that electronic proposal files must be submitted as "protected" PDFs, and that they cannot be password protected or saved with restrictions that prevent copying, saving, highlighting, or reprinting of the contents. However, Attachment L requirement 17 asks if all electronic files are in "read-only" PDF format. Please clarify what kind of protection PDFs should contain. If files still need to be able to be copied, saved, highlighted, etc., is it still a "read-only" file? Is it acceptable to submit a password-protected PDF that only limits the ability to edit a file (viewing, copying, saving, highlighting, commenting, and printing are still allowed)?	Electronic proposal files must be in PDF format. The PDFs must not be password protected or saved with restrictions that prevent the Department from copying, saving, highlighting or reprinting of the contents. Amendment: The RFP will be amended to incorporate this change.	Noridian
8.	9.2.6 Project Management and 6.2.3.7.2 Project Work Plan for Implementation	RFP sections 9.2.6 and 6.2.3.7.2 both list elements of what should be included in the project work plans. It is our understanding bidders should follow the requirements listed in Section 9.2.6 for proposal submission, and that the work plan requirements listed in Section 6.2.3.7.2 are those items that will be added or revised by the contractor to reflect any change in dates or activities based on contract negotiations. Please	The Department requires bidders to include the work plan requirements identified in RFP Section 6.2.3.7.2 and 9.2.6 with the bid proposal. Please note that section 9.2.6 references the additional elements in section 6.2.3.7.2.	Noridian

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		confirm that the project work plans submitted in the proposal should follow the requirements of RFP Section 9.2.6.		
9.	9.2.6 Project Management	RFP Section 9.2.6 (paragraph four) states that the work plan should allow for a period of 15 business days for the Department approval of each submission or re-submission of a deliverable. However, in requirement "e" of this section, it states a "minimum of 10 business days for the Department to review". (RFP Section 6.2.3.8 Contract Deliverable Procedures also references a 10 day review, with the exception of design deliverables where there must be 15 business days.) In addition, Section 6.2.3.8 also states the Department must review and approve the format of all deliverables prior to the contractor starting work on the deliverable. Can the Department please clarify: 1) the timeframe for the review and approval of the deliverable format, 2) the timeframe for the review and approval of the original deliverable submission (draft), and 3) the timeframe for the review and approval of the final (assuming changes to the deliverable were needed)?	<p>The timeframe for all initial deliverables must be submitted to the Department within 10 business days. The Department will have 10 business days to review and approve the original deliverables. If iterations are necessary, the Department requires the contractor to provide the revised deliverables within 5 business days and the Department will have 5 business days to review and approve the deliverables.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
10.	9.2.6 Project Management	RFP Section 9.2.6 indicates the project work plan should include a network diagram/PERT chart (9.2.6.b and 6.2.3.7.2.h) and a Gantt chart (9.2.6.c and 6.2.3.7.2.g). Is it acceptable for bidders to include the electronic version of the Microsoft Project (or acceptable alternative) file on the proposal CD where evaluators can	The Department requires the bidder to include the project work plan, network diagram/PERT and Gantt chart with the technical proposals in hard copy and electronic format (CD-ROM or DVD).	Noridian

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		select the views they want to see rather than bidders printing hundreds of pages of hard copy prints of those charts to include in the technical proposal?		
11.	Attachment B and J-2	Both Attachment B and J-2 of the RFP are titled Bid Proposal Certification. The forms appear to be nearly identical. Do bidders need to be complete, sign, and submit both forms with the technical proposal response?	Attachment B and J-2 are duplicates. The bidder must complete and submit Attachment B only. Amendment: The RFP will be amended to incorporate this change.	Noridian
12.	Attachment J-4 Primary Bidder Detail Form and Certification	Instructions on RFP Attachment J-4 state to submit the completed form behind Tab 3 of the proposal. However, instructions in RFP Section 9.2.3 do not indicate to include the attachment. RFP Section 9.2.5.5 indicates signed copies of attachment B through J should be included in Tab 5. Please clarify where Attachment J-4 should be submitted in the proposal response.	Submission of all of the attachments included in B through J must be included in Tab 5. Amendment: The RFP will be amended to incorporate this change.	Noridian
13.	Attachment J-5: Subcontractor Disclosure Form	Instructions on RFP Attachment J-5 state to submit the completed form behind Tab 3 of the proposal. However, instructions in RFP Section 9.2.3 do not indicate to include the attachment. RFP Section 9.2.5.5 indicates signed copies of attachments B through J should be included in Tab 5. Please clarify where Attachment J-5 should be submitted in the proposal response.	Please refer to the response to question 12. Amendment: The RFP will be amended to incorporate this change.	Noridian
14.	Pricing Schedule N-4 MMIS Operational Services and Contract	Schedule N-4 displays Year 1 through Year 5, but the sample contract indicates the base contract is Jan 2012 through July 31, 2018; 31 months for DDI and Operations beginning Aug 2014, which means 4 years. (Section 6 Term of Contract -	The Pricing Schedule N-4, MMIS Operational Services is correct. The Operations phase is for five years. Amendment: The Contract will be amended to incorporate	Noridian

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		<p>page 6). Please clarify the number of years for Operations.</p> <p>Aug 2014 - July 2015</p> <p>Aug 2015 - July 2016</p> <p>Aug 2016 - July 2017</p> <p>Aug 2017 - July 2018</p>	<p>this change.</p>	
15.	2.1 – Proposal Timetable	<p>During our comprehensive review of your requirements, we have mapped our solution accordingly to determine our competitive position. We have determined that the scope of work for the Iowa Medicaid Enterprise System Services RFP is, as expected, comprehensive and complex and aligned with our approach. Additionally the RFP states “Any ambiguity concerning the RFP, as well as the contract language in Attachment O must be addressed through the question and answer process, as bidders are prohibited from including assumptions in their bid proposals. “</p> <p>Due to the comprehensive nature of the RFP and the need to address all potential assumptions through the question and answer process, we respectfully ask that:</p> <p>The Department consider a two-week extension on the due date for the questions,</p> <p>The Department consider allowing additional clarification questions once answers are provided by the Department on an ongoing basis up to the</p>	<p>The Department has extended the due date for Bidder questions to July 13, 2011.</p> <p>Bidders can continue to pose questions related to the Department responses as well as submit additional questions from June 29, 2011 through July 13, 2011.</p> <p>The Department has posted Amendment 1 to the RFP on the IME website at the link below:</p> <p>http://www.ime.state.ia.us/Reports_Publications/RFP/MED-12-001.html</p>	Accenture

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		end of the period for question and responses.		
16.	2.1 – Proposal Timetable	We would ask the Department to consider an additional two weeks to submit proposals so that all items in need of additional clarification can be addressed and final answers applied to the proposal. Would the department consider an amendment to the RFP extending the proposal submission date to September 16, 2011?	<p>The Department has extended the due date for bid proposals to September 16, 2011.</p> <p>The Department has posted Amendment 1 to the RFP on the IME website at the link below:</p> <p>http://www.ime.state.ia.us/Reports_Publications/RFP/MED-12-001.html</p>	Accenture
17.	5.2.2 Key Personnel for Start-Up and Implementation Phase	In Table 4: Key Personnel for the Start-Up and Implementation Phases, the “Special Requirements” column for both the Systems Implementation Manager and Quality Assurance Manager include language stating “Must be 100 percent dedicated to the Iowa Medicaid Project until operations begin under new contract”. The other key personnel positions listed in the table do not contain this same reference of “dedication until operations begin under new contract.” Are all key personnel only required until the start of operations, not just the Systems Implementation Manager and Quality Assurance Manager?	<p>The Department has removed the verbiage “until operations begin under new contract” in the “Special Requirements” column for the Systems Implementation and Quality Assurance managers in Table 4: Key Personnel for the Start-Up and Implementation Phases.</p> <p>All key personnel are identified by each phase of the contract in Table 4 through Table 8.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
18.	5.2.4 Key Personnel References	Section 5.2.4 lists the requirements for key personnel references. Requirement “a” asks for three professional references outside of the employee’s organization”. Requirement “c” states to “include the agency’s or company’s full name and street address with the current telephone number and e-mail address of the client’s	The Department is requesting a minimum of 3 references, whether the reference is from an agency, company or professional.	Noridian

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		<p>responsible project administrator or service official who is directly familiar with the key person's performance."</p> <p>Are bidders to submit three professional references in addition to the reference required in "c", for a total of four references? Or should bidders submit only three references, which should include the name of the agency or company that employs the reference?</p>		
19.	6 Startup and Implementation Phases	<p>Language from RFP: The successful contractor for the implementation of the MMIS must implement all hardware and software required to support the MMIS in the state's data center located in Des Moines, Iowa, and is responsible for operation and maintenance of all hardware and software for a period ending one month after the MMIS is certified by CMS unless the Department elects to exercise the option to extend the contractor's operation and maintenance of the MMIS for one or more years.</p> <p>Since system certification depends on several factors, not all of which are under the control of the contractor, a hard and fast date cannot be associated with "one month after certification" without making assumptions. The proposal instructions do not allow for any assumptions to be made. In order to achieve consistency and uniformity between multiple bids and to level the playing field, the operation and maintenance</p>	<p>The certification approval date is the date CMS notifies the state that the system has met all certification criteria and is approved for enhanced funding.</p> <p>It's the Department's option to extend the operation and maintenance activities of all hardware and software beyond the 30 days post certification. It's the Department's option to extend the operation and maintenance activities of all hardware and software in increments of one or more years.</p>	Noridian

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		activities (O&M) mentioned in the requirement should be tied to a fixed duration. Would the Department consider changing the period of in scope O&M activities to a specific time period, such as 12 months after go live of claims payment?		
20.	6.2.2.3 Permanent Facilities	<p>The RFP states "In the event that the Iowa Medicaid Enterprise facility is not available for full occupancy, all affected IME contractor(s) will maintain their temporary local offsite office space at the contractor's expense. The Department will make every effort to identify any delays as early as possible."</p> <p>In order to achieve consistency and uniformity between multiple bids, we recommend that the Department ask each bidder to include the monthly operational cost for maintaining a temporary local offsite space (including all office infrastructures) as a separately priced line item in their cost proposal. Please indicate if this recommendation is acceptable.</p>	The Department requires this cost to be provided in Schedule N-1 (MMIS) and N-8 (POS) Operational Services, in the "Other Costs" column as a separate line item.	Noridian
21.	6.2.3.11.1 Weekly Status Reports	<p>Section 6.2.3.11.1 requirement "h" states that weekly status reports will include "a cost variance report showing the planned value of the work completed to date, the actual cost of the work completed to date and the variance."</p> <p>For firm fixed price contracts, it is not standard practice for bidders to provide any cost-related</p>	<p>The Department will remove requirement "h" in Section 6.2.3.11.1.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian

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		reports to the customer. Please clarify the intent of this requirement.		
22.	7.1.2 MMIS System Requirements (Member Management Business Area)	<p>System requirement BE2.SS.01 states "Provide the capability of real time updates to the member module as directed by IME."</p> <p>The requirement does not specify the source of the real-time updates and also does not indicate the specific data elements within the member module that would need to be updated. Please provide relevant details to meet this requirement.</p>	<p>The winning Bidder will be required to provide real-time updates as defined throughout Section 7.1.2 of the Member Management Business Area requirements.</p> <p>It is the expectation that the winning Bidder will collaborate with the Department during requirements gathering to establish specific data elements related to the Member Management Business Area.</p> <p>Please refer to the MMIS Interfaces Visio document to view the current interface sources on the IME Resource Library located at: http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Noridian
23.	7.1.2 MMIS System Requirements (Provider Management Business Area)	<p>System requirement PR.SS.11 states "Provide capability to provide data required for rate setting."</p> <p>The requirement does not specify any particular data elements that are required. Please provide more details on what capability is required to meet the requirement as stated.</p>	<p>The winning Bidder will be required to provide data required for rate settings as defined throughout Section 7.1.2 of the Provider Management Business Area requirements.</p> <p>It is required that the winning Bidder collaborate with the Department during the requirements gathering sessions to establish data elements for specific rate settings related to the Provider Management Business Area.</p> <p>Please refer to the MMIS Interfaces Visio document to view the current interface sources on the IME Resource Library located at: http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Noridian
24.	7.1.2 MMIS System Requirements	The immunization registry system requirements table is included under the "Optional Waiver, Facility, and Enhanced State Plan Services	The Immunization Registry is not part of the "Optional Waiver, Facility, and Enhanced State Plan Services Management Requirements".	Noridian

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	(Optional Waiver, Facility, and Enhanced State Plan Services Management Requirements – MMIS)	Management Requirements – MMIS” section of the RFP. The RFP indicates this optional section is part of the optional services that may replace the current ISIS system. Is it intended to have the Immunization Registry requirements included within this “optional” section, and this is one of the optional services the department may not elect to procure?		
25.	8.4.1 State Responsibilities (Turnover Phase)	Requirement “f” of RFP Section 8.4.1 indicates the Department will review and approve a "turnover results report that documents completion of each step of the Turnover Plan". However, this report is not included as a requirement or deliverable for the contractor in RFP Section 8.4.1.1 Contractor Responsibilities or 8.4.1.2 Deliverables. Please provide clarification on if it is required for contractors to complete this report.	The Department will add a “turnover results report” to Section 8.4.1.1 Contractor Responsibilities and 8.4.1.2 Deliverables. Amendment: The RFP will be amended to incorporate this change.	Noridian
26.	Attachment J-4: Primary Bidder Detail Form and Certification	There are two references to Section 3.1 in Attachment J-4; one in the Request for Confidential Treatment table, and another in the Exceptions to RFP/Contract Language table. However, Section 3.1 of the RFP references the Medicaid Program Administration. Please clarify the reference provided in Attachment J-4.	The Department will remove the “Request for Confidential Treatment” and “Exceptions to RFP/Contract Language” tables in Attachment J-4 of the RFP. Amendment: The RFP will be amended to incorporate this change.	Noridian
27.	Attachment J-4: Primary Bidder Detail Form and Certification	Attachment J-4 includes a table for requests for confidential treatment, a table for exceptions to RFP/contract language, and bid proposal certification. The Request for Confidential Treatment table seems to be duplicative of what is required in Section 9.2.2 Transmittal Letter,	1.) Any request for confidential treatment of information will need to be identified in the transmittal letter. The Department will update Attachment J4. 2.) The Bidders are to comply with the instructions in section	Noridian

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		<p>requirement "n".</p> <p>The Exceptions to the RFP/Contract Language table seems to be duplicative of what is required in Section 9.2.2 Transmittal Letter, requirement "f".</p> <p>The Bid Proposal Certification seems to be duplicative of Attachment B and Attachment J-2. Please clarify where bidders should submit the information in their proposal responses (in Attachment J-4, or in the transmittal letter), and if it's required to complete the other bid proposal certification documents.</p>	<p>9.2.2.n Transmittal Letter. The Department will update Attachment J4.</p> <p>3.) The Bidders will need to sign and submit attachment B for certification. The Department will update Attachment J4.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	
28.	Attachment N: Pricing Schedules	Pricing schedules N-1 and N-5 relate to the implementation costs. Please provide instructions on how bidders should complete these templates.	Please refer to the response to Questions 14, 20, 28, 29, 30, 106, 107, 108, 109, 225, 234, 235, 239 and 240	Noridian
29.	Attachment N: Pricing Schedules	Pricing schedules N-2 and N-3 contain a column titled "Number". Please provide instructions on how bidders should complete this column.	<p>The column reflects the number of software license purchased in the column titled "Number". The Department will modify Attachments N-2 and N-3.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
30.	Attachment O: Sample Contract Section 7.1; RFP Section 6.2.3.8; and Pricing	Section 7.1 of Attachment O, Sample Contract, of the RFP states "eighty percent (80%) of the DDI Price may be invoiced at the end of the first two months of the Contract term after a successful implementation to operations as determined by	<p>Yes, the Sample Contract language will be updated.</p> <p>Amendment: The Sample Contract will be amended to incorporate this change.</p>	Noridian

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	Schedule N-1	<p>the Department."</p> <p>However, section 6.2.3.8 of the RFP states "Upon receipt of a signed deliverable acceptance letter, indicating the Department agrees that a deliverable is approved or a milestone has been met and payment will be made, the contractor(s) may submit an invoice for that deliverable or milestone according to the payment schedule agreed upon in the contract."</p> <p>Please confirm that the language in the sample contract will be updated to refer to the milestones and respective percentages (indicating percentage of implementation costs to be paid upon completion and acceptance of each milestone as stated in section 6.2.3.8 of the RFP) as listed in Pricing Schedule N-1.</p>		
31.	Attachment O: Sample Contract Section 14	<p>The sample contract states "The Contractor shall post a performance bond or an irrevocable letter of credit acceptable to the Department in an amount equal to fifty percent (50%) of the DDI price. The surety shall be in force during the DDI Phase of the contract and shall remain in force until the Department approves, in writing, the completion of the successful DDI to operations. The performance bond or irrevocable letter of credit shall be delivered to the Department within 30 days of executing the contract." The sample contract further states "The Contractor shall post</p>	<p>Please refer to section 9.2.2(f) of the RFP for instructions when proposing alternative solutions to the Department.</p> <p>The Department has removed the Performance Bond or Letter of Credit requirement for the DDI phase of the project.</p> <p>However, the Performance Bond or Letter of Credit for Operations is a requirement for the current IME Professional and System Services contractors.</p> <p>The IME Professional Services contracts are located on the</p>	Noridian

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		<p>another performance bond or an irrevocable letter of credit acceptable to the Department for the Operations phase. The amount shall be based on a declining graduated formula adjusted and posted with the Department on an annual basis. Beginning on August 1, 2014, the amount shall be equal to twenty percent (20%) of the total operations price for the five (5) Base Contract Years (as described in Section 6.0), without regard to the Contract Renewal Option Years [e.g. (20%) x (the sum of costs for three (3) years)]."</p> <p>It is not standard practice in the industry to require performance bonds for such large sums of money for such long durations.</p> <p>Most of the MMIS contracts that have been awarded recently have not had any performance bond requirements.</p> <p>The standard practice on such contracts is to implement payment withholding (typically 10-15% of the purchase price of each deliverable). The withheld amounts are typically paid back to the contractor after system certification or after achieving full value of respective deliverables. Payment withholding is a good option for both the contractor and the state. Would the Department consider revising the performance bond requirements and replacing them with payment</p>	<p>IME web site located at:</p> <p>http://www.ime.state.ia.us/Reports_Publications/RFPMED10001.html</p> <p>http://www.ime.state.ia.us/Reports_Publications/RFP/RFPME D_10_013.html</p> <p>Amendment: The Sample Contract will be amended to incorporate this change.</p>	

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		withholding requirements?		
32.	7.1 - Requirement Instructions,	<p>RFP Instructions for column value completion require that for column "C" bidders indicate if requirements will be met with either a system modification (SM) or through the use of Commercial off the shelf (COTS) product(s) and column "D" asks bidders to indicate the # of DDI hours associated with the system modification.</p> <p>Additionally, the narrative instructions for completion of the column headings indicate that proposals containing COTS solutions must address the description of the product and the implementation process.</p> <p>Unlike a custom coded MMIS solution that must be modified through the use of specific DDI hours, a MMIS solution based purely on the use of COTS products will meet modifications through the product upgrade process, which is supported by a structured, fully-defined product release schedule (i.e. roadmap).</p> <p>Applying the product releases as they roll out are factored into the overall implementation work plan and will not require additional DDI hours to support.</p> <p>Will the Department amend the table, specifically in Column "D" to allow for the entry of "Scheduled</p>	<p>Yes. The Department will allow for the entry of "Scheduled Product Release" rather than "# of DDI hours in column "D" if a COTS product is being used.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Accenture

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		Product Release” rather than “# of DDI hours” for system requirements identified in Column B as a “No” and in Column “C” as a “COTS”?		
33.	8.1.5 Mail and Courier Service • Page 268	<p>Section 8.1.5 Mail and Courier Service; Page 268:</p> <p>Please provide the following forecasted monthly volume metrics:</p> <p>a. Volume breakdown by type of inbound mail (monthly basis);</p> <p>b. Volume of returned mail (monthly basis);</p> <p>c. Volume of outbound correspondence by correspondence type (monthly basis).</p>	<p>Inbound mail</p> <p>Claims received = 150,569 monthly Correspondence received = 38,246 monthly</p> <p>Returned mail</p> <p>Return to Provider Letters (RTP) letters created for claims = 2,285 monthly RTP letters created for adjustment/credits = 3,600 monthly</p> <p>Outbound correspondence</p> <p>RTP’s mailed = 5,885 monthly Member Services enrollment letters = 6,000-10,000 monthly Member Services annual reminders = 6,000-9,000 monthly Member Services Iowa Care FAQ’s = 1,200 monthly Member Services “J to G” singles = 9,000 monthly Member Services “EPP” singles = 17,000 monthly Member Services “confirmation” singles = 2,800 monthly Member Services SIQ’s, COC’s, and FAQ’s = 1,500 monthly Lead Letters = 2,500 monthly</p>	Accenture

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			<p>Trauma Lead Letters = 9,000 monthly Provider MediPASS Listings = 1,600 monthly HIPP documents = 1,000 monthly HIPP documents = 300 quarterly Medical Services "special project" documents = 2,000 monthly</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	
34.	8.1.5 Mail and Courier Service • Page 268	<p>As stated in the RFP Section 8.1.5 - Mail and Courier Service, Page 268, "The mailroom, which is located in Des Moines, Iowa, at the IME facility, receives all incoming mail, logs the claim, screens all claim documents and attachments and returns to the provider those claims that fail the screening criteria specified by the Department."</p> <p>Please confirm whether the expectation of the Department is that the Contractor will staff and execute mailroom and scanning functions using the Department's physical mailroom and supporting scanning and OCR technologies.</p>	<p>It is the winning Bidder's responsibility to staff and execute mailroom and scanning functions. The Department encourages Bidders to leverage current IME staff. The current Core MMIS contractor subcontracts with Mainstream to perform some fulfillment services.</p> <p>The new Core MMIS Bidder has the option to replace or operate and maintain the current workflow process management system (OnBase).</p> <p>Please refer to the IME resource library web site for current core mailroom operational procedures located at: http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Accenture
35.	8.1.5.2 Contractor Responsibilities • Page 268	As stated in the RFP, Section 8.1.5.2. (f) Contractor Responsibilities, Page 268, "Imaged claims must be immediately available for	Please refer to the Core Mailroom Operational Procedures located on the IME resource library web site located at:	Accenture

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		processing and viewing." Can the Department please clarify whether documents that are not readable will be rejected and returned to the submitter?	http://www.ime.state.ia.us/IMEResourceLibrary.html	
36.	8.1.5.3 Performance Standards • Page 269	As stated in Section 8.1.5.3. (a) Performance Standards, Page 269, "Return claims lacking a procedure and diagnosis code to the provider, unless an exception is made by the Department within one business day." Please confirm that the Contractor can return a scanned image of the original claim to meet this requirement.	Please refer to the response to Question 35.	Accenture
37.	8.1.6.1 Activities • Page 270	Find Eligibility statement... As stated in the RFP, Section 8.1.6.1. (f) Activities, "Distribute eligibility data to other processing agencies as required." Please describe the Department's strategy regarding the Eligibility System of record and please clarify the eligibility data referred to in this requirement is limited to the Medicaid Eligibility data.	Currently, the eligibility system of record is maintained in the Iowa Automated Benefit Calculation (IABC) System. It is the intention of the Department to implement a new eligibility system around October 2013. The new eligibility system will remain the system of record for Medicaid eligibility. The eligibility data referred to in this requirement is limited to the Medicaid eligibility data.	Accenture
38.	8.1.6.3 Contractor Responsibilities • Page 271	As stated in the RFP, Section 8.1.6.3.(b) Contractor Responsibilities, Page 271, "Process updates to member eligibility data transferred by the Department and process a month-end replacement file for all medical assistance on a monthly, daily, or real-time basis or as directed by	Eligibility updates are received electronically. Please refer to the MMIS Interfaces Visio document to view the current interface sources on the IME Resource Library located at:	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>the Department."</p> <p>Please confirm that all eligibility updates are electronic that the contractor is required to process. If manual updates are required, please specify the average monthly volumes.</p>	<p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	
39.	8.1.6.3 Contractor Responsibilities • Page 271	<p>As stated in the RFP, Section 8.1.6.3. (d) Contractor Responsibilities, Page 271, "Allow accessibility to the member file for the member services contractor who is responsible for manning the member call center. Support research inquiries including contacting providers for additional information and assisting providers to resolve claims processing problems. Send results of the research to the Department for issuance of a notice to the member."</p> <p>Please provide the volume (12 month historical and 12 month forecast) of escalated call center member calls or other research inquiries to the Contractor.</p>	<p>Please refer to the IME resource library web site to review the historical call center volume by various types in the IME quarterly reports for Member Services located at: http://www.ime.state.ia.us/IMEResourceLibrary.html</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	Accenture
40.	8.1.6.3 Contractor Responsibilities • Page 271	<p>As stated in the RFP, Section 8.1.6.3. (j) Contractor Responsibilities, page 271, "Perform quarterly reconciliation of eligibility file records with the Department."</p> <p>What is the average number of fallout or research records that result from this quarterly reconciliation?</p>	<p>The reconciliation is a new process to confirm that the new MMIS and new eligibility systems remain synchronized.</p> <p>Items that appear on the report will need to be researched and corrective action plans will be determined based upon the issues uncovered.</p>	Accenture

Count	RFP Section	Question	Response	Submitter																														
		Who is responsible for the disposition of each fall out transaction, the Department or the Contractor?																																
41.	8.1.7.3 Contractor Responsibilities • Page 273	<p>As stated in the RFP, Section 8.1.7.3.(f) Contractor Responsibilities, Page 273, "Apply verified medical expenses against the unmet spenddown obligation and reject expenses that cannot be applied to spenddown."</p> <p>Please confirm how the Department receives these verified medical expenses.</p> <p>Does the Department receive Member submitted receipts to impact spenddown amount?</p> <p>What are the volumes of recipients who are in the spenddown program?</p> <p>If so, please provide volumes (12 month historical and 12 month forecast) for these document types.</p>	<p>Please refer to the IME resource library web site to review the Medically Needy Spenddown procedures located in the Core Operational Procedures located at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p> <p>Medically Needy Members:</p> <table> <tbody> <tr><td>Jul-09</td><td>6,939</td></tr> <tr><td>Aug-09</td><td>6,969</td></tr> <tr><td>Sep-09</td><td>7,001</td></tr> <tr><td>Oct-09</td><td>6,754</td></tr> <tr><td>Nov-09</td><td>6,663</td></tr> <tr><td>Dec-09</td><td>6,597</td></tr> <tr><td>Jan-10</td><td>6,725</td></tr> <tr><td>Feb-10</td><td>7,006</td></tr> <tr><td>Mar-10</td><td>7,124</td></tr> <tr><td>Apr-10</td><td>7,156</td></tr> <tr><td>May-10</td><td>6,971</td></tr> <tr><td>Jun-10</td><td>6,684</td></tr> <tr><td>Jul-10</td><td>6,361</td></tr> <tr><td>Aug-10</td><td>6,047</td></tr> <tr><td>Sep-10</td><td>5,648</td></tr> </tbody> </table>	Jul-09	6,939	Aug-09	6,969	Sep-09	7,001	Oct-09	6,754	Nov-09	6,663	Dec-09	6,597	Jan-10	6,725	Feb-10	7,006	Mar-10	7,124	Apr-10	7,156	May-10	6,971	Jun-10	6,684	Jul-10	6,361	Aug-10	6,047	Sep-10	5,648	Accenture
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Count	RFP Section	Question	Response	Submitter
			<p>Oct-10 5,564 Nov-10 5,343 Dec-10 5,211</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	
42.	8.1.11.4 Performance Standards • Page 285	<p>As stated in the RFP, Section 8.1.11.4 (d) and (e), Performance Standards; Page 285, "Hardcopy claims must be imaged within one business day of receipt." "Imaged claims must be immediately available for processing and viewing."</p> <p>Does the Department expect to receive Encounter data via paper from other parties? If so, please provide the forecasted monthly volume (12 months) for each submission type?</p>	The Department currently receives all encounter data through electronic data files from the managed care organization.	Accenture
43.	8.1.8.3 Provider Maintenance • Page 276	<p>Per the requirement mentioned in the RFP, Section 8.1.8.3 Contractor Responsibilities p. Support provider data synchronization with the Health Information Network provider directory.</p> <p>What is the frequency for the required synchronization?</p>	<p>The solution must utilize a service oriented architecture model that will send and receive real time updates from the Health Information Network provider directory as directed by the Department.</p> <p>The solution must allow for data extracts that can be provided to the Health Information Exchange on a scheduled basis for full file reconciliation.</p>	Accenture
44.	8.1 - Core MMIS Operational	Could the Department please provide current Core MMIS staffing supporting each of the in	The Department's Core MMIS staffing is not separated into the same sub categories as referred to in section 8.1 Core	Accenture

Count	RFP Section	Question	Response	Submitter
	Requirements • Page 263	scope functions described in Section 8.1 (Core MMIS Operational Requirements)? Specifically: - Mail & Courier Service - Member Management (Support for Member Service Contractor) - Provider Management (Support for Provider Service Contractor) - Claims Receipt and Entry - Claims Adjudication - Encounters - Reference Data Management - Prior Authorization (Support for PA Contractor) - Third Party Liability (Support for TPL Contractor) - Financial Management - Managed Care - Waiver Programs - Level 1, 2, 3, Helpdesk Support - Technical Staff (DBA's, Sys Admins)	MMIS Operational Requirements. Below is the staffing structure for the current Core MMIS contractor: Claims - 13 Mailroom -18 Mainstream-14 Systems - 24 Management- 5	
45.	9.2.10 MMIS or POS System Requirements (Tab 9) • Page 345	Under section 9.2.10 MMIS or POS System Requirements (tab 9) on page 345 the RFP states, "Bidders will explain in detail how they plan to approach each contractor responsibility and operational requirement for the contract function." Can clarification be provided for what contractor responsibilities and operational requirements should be addressed within Tab 9 versus those	The Department requires the Bidders to address each system requirement within section 7 MMIS and POS System Requirements in Tab 9. The Department requires the Bidders to address each operational requirement within section 8 MMIS and POS Operational Requirements, Certification and Turnover Phases in Tab 10.	Accenture

Count	RFP Section	Question	Response	Submitter
		within Tab 10 - Section 9.2.11 MMIS or POS Operational Requirements?		
46.	9.2.10 MMIS or POS System Requirements (Tab 9) • Page 345	Under section 9.2.10 MMIS or POS System Requirements (tab 9) on page 345 the RFP mentions "contract function" and "function". Is "contract function" and "function" referring to the business area groupings within the Section 7 System Requirement Sections?	The Department requires the Bidders to explain their approach to each system requirement within Section 7 MMIS and POS System Requirements. "Contract function" and "function" have the same meaning. Please refer to the response to Question 215. Amendment: The RFP will be amended to incorporate this change.	Accenture
47.	8.1.17 Financial Management • Page 297	As stated in the RFP, Section 8.1.17.3. (r) Page 297, "Accept and process the Department of Administrative Services Offset Program file received monthly from the Department." Can the Department please confirm if this will be an electronic file interface?	The Department of Administrative Services Vendor Offset file is an electronic interface and is received weekly. Amendment: The RFP will be amended to incorporate this change.	Accenture
48.	8.1.15.b Program Management Reporting • Page 293	As stated in the RFP, Section 8.1.15 b. "Assume all costs associated with producing special reports that require no changes to the system such as reports generated through the use of reporting capabilities inherent to the system." Can the Department please provide additional details or examples of special reports and potential volumes based on current operational requirements?	The average number of ad hoc requests is 3 per month. An example of an ad hoc report is a Health Insurance Premium Payment (HIPP) claim details report. The Department requires the proposed MMIS solution has the capability to generate ad hoc reports based on the Department's requests.	Accenture
49.	Attachment O Sample Contract 14. Performance Bond	The Sample contract contains many provisions providing the State with options to ensure contract performance of the Service Provider. In order to increase the number of potential Bidders in	Please refer to the response to Question 31.	Accenture

Count	RFP Section	Question	Response	Submitter
	14.1 Implementation	response to this RFP and given the number and strength of contract avenues already present to ensure Service Provider performance, will the State reduce the Performance Bond amount per Section 14 of Attachment O, Performance Bond, from 50% of the DDI price and 20% of the Operations price to 10% during all phases?		
50.	8.1.5 Mail and Courier Service	<p>As stated in the RFP, Section 8.1.5 Mail and Courier Service "return(s) to the provider those claims that fail the screening criteria specified by the Department." At 8.1.5.3 Performance Standards, items #a and #b specify approximately six criteria for determining when a claim will be returned to the provider.</p> <p>Please verify that the listed criteria are the complete "screening criteria specified by the Department." If there are more criteria, please provide the comprehensive list. Also, please clarify the timeframe in which the claims must be returned to the provider.</p>	<p>The Department provided the Bidders with the performance standards that are required for the Mail and Courier services activities.</p> <p>As stated in the RFP, the timeframe in which claims must be returned to the provider is one business day which is stated in the Performance Standard:</p> <p>a. Return claims lacking a procedure and diagnosis code to the provider, unless an exception is made by the Department within one business day.</p> <p>It is required that Bidders will provide a solution for the Mail and Courier services screening requirements with their respective bid proposals.</p>	Accenture
51.	8.1.9 Claims Receipt Entry and Control	<p>As stated in the RFP, Section 8.1.9.3.(O), "Assume responsibility for marketing of the EDI concept to providers. Obtain written agreements from new providers wishing to submit claims via electronic media and ensure existing EDI agreements remain in effect."</p> <p>Based on the description of the Provider services section, it is unclear what marketing requirements</p>	<p>The Core MMIS winning Bidder will work in partnership with the Provider Services unit for outreach and marketing. The Core MMIS winning Bidder will be responsible for the materials and communication planning.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		the Core MMIS contractor will perform vs. the Provider Relations contractor. Please clarify the scope of this requirement.		
52.	8.1.8 Provider Management	<p>8.1.8.3 Contractor Responsibilities, Page 275 Section 8.1.8.3.a states, "Maintain Provider data on providers in an acceptable format".</p> <p>It is the bidder's understanding that there is a Provider contractor that will perform all provider management activities. Can the Department please clarify and confirm what provider data maintenance functions are required to be performed by the Provider Management Contractor vs. the Core MMIS Contractor?</p>	<p>For additional information related to the Core MMIS responsibilities for provider data maintenance, refer to section 8.1.9, Claims Receipt Entry and Control of the RFP.</p> <p>The Provider Services contract's complete scope is described in the IME Professional Services RFP, MED-10-001 and can be located on the IME web site located at: http://www.ime.state.ia.us/Reports_Publications/RFPMED10001.html</p>	Accenture
53.	1.4 RFP Summary; RFP MED-12-001	<p>As stated in the RFP, Section 1.4, "The Core MMIS contractor must implement all hardware and software required to support the MMIS in the Iowa Data Center located in Des Moines, Iowa and is responsible for operation and maintenance of the hardware and software for a period ending one month after the MMIS is certified by CMS unless IME elects to exercise the option to extend the contractor operation and maintenance for one or more years. Once the Core MMIS contractor ends the operation and maintenance phase, ownership of all hardware and software licenses will be transferred to the Department."</p> <p>Please clarify if the Department requires the contractor to have someone onsite at the Data Center or will the Department provide the</p>	<p>The Department will provide state personnel for onsite support at the State of Iowa Data Center; however the Core MMIS winning Bidder is required to supply staff with the necessary skill sets to be available to offer support to the state personnel as needed to resolve issues.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		necessary onsite support from State personnel.		
54.	4.6 Call Center Management System	<p>As stated in the RFP, Section 4.6, "Customer interaction management helps ensure that each contact is delivered to the right agent the first time. The following information highlights the system."</p> <p>The following is stated in this section "The following information highlights the system." However there is no information that follows this statement in the body of the RFP. Please provide a link or reference to this highlighted information.</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:</p> <p>http://www.ime.state.ia.us/Reports_Publications/RFPMED10001.html</p> <p>http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/uccx70ag.pdf</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Accenture
55.	8.1.5 Mail and Courier Service	<p>Per the RFP Section 8.1.5 Mail and Courier Service, please provide the following forecasted monthly volume metrics:</p> <p>a. Volume breakdown by type of inbound mail (monthly basis) b. Volume of returned mail (monthly basis) c. Volume of outbound correspondence by correspondence type (monthly basis)</p>	Please refer to the response to Question 33.	Accenture
56.	8.1.22 Interactive Voice Response System (IVRS) Management	<p>As stated in the RFP, Section 8.1.22, "The existing Interactive Voice Response System (IVRS), also called Eligibility Verification System (ELVS) which is not being replaced, is a telephone voice and touch-tone response system maintained by the contractor that provides access to limited data elements from the MMIS."</p> <p>Will the Core MMIS Contractor be required to maintain and host the IVRS system? If so, please</p>	<p>The IVR is hosted by the IME. The Windows server is managed by the DHS Division of Data Management (DDM).</p> <p>The application is maintained by the Core MMIS contractor.</p> <p>The Iowa Communications Network (ICN) provides the T1.</p> <p>Please refer to the IME Resource Library for the IVR</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		clarify the hardware and software technology components that comprise the IVR/ELVS?	specifications located at: http://www.ime.state.ia.us/IMEResourceLibrary.html	
57.	8.1.21 Optional Waiver, Facility and Enhanced State Plan Services Management	In the RFP, there are two sections - Optional Waiver section (8.1.21.g) vs. the Waiver Section (8.1.20.d). Can the Department please clarify which requirements are optional and which are to be included in the Bidder's response?	The Department requires Bidders to respond to the Waiver, Facility and Enhanced State Plan Services Management requirements and the Optional Waiver, Facility and Enhanced State Plan Services Management requirements. As it relates to the Optional Waiver, Facility and Enhanced State Plan Services Management requirements the RFP states, "Depending on the proposed bidder's cost and solution, the Department may or may not elect to procure these services."	Accenture
58.	8.1.17.2 Contractor Responsibilities	As stated in the RFP, Section 8.1.17.2.(j), "Provide the Department with electronic copies of remittance advices and EOMB forms." Are EOMBs required to be provided to the Department only the statistical sample required to be sent to members or does every claim require an EOMB to be produced?	The Core MMIS winning Bidder is required to provide random sampling of the EOMBs to the Department on a monthly basis.	Accenture
59.	8.1.17 Financial Management	As stated in RFP, Section 8.1.17 Financial Management, please provide volumes (12 month historical and 12 month forecast) for the following metrics on a forecasted monthly basis: a. Number of provider accounts out of balance (monthly basis) b. Number of refunds to providers on a monthly basis c. Percentage of providers with Lien or Withhold	Please refer to the Revenue Collections quarterly reports for historical data located on the IME Resource Library web site located at: http://www.ime.state.ia.us/IMEResourceLibrary.html The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).	Accenture

Count	RFP Section	Question	Response	Submitter
60.	8.1.13.2 Contractor Responsibilities	<p>As stated in RFP, Section 8.1.13.2.(c), "Receive and forward electronic PA requests received from providers to the appropriate prior authorization contractor as directed by the Department."</p> <p>Section 8.1.13.2.d states, "Scan, image and forward paper PA requests received from providers to the appropriate prior authorization contractor as directed by the Department."</p> <p>Please confirm that the contractor is permitted to forward electronic images of scanned paper PA forms or relevant electronic data that is contained in the form.</p> <p>Please provide the monthly forecasted (12 months) Prior Authorization forms and provide sample PA forms.</p>	<p>The image of the scanned paper PA form is forwarded to the appropriate Unit within the IME. We have received 30,427 PA forms in the last 12 months.</p> <p>July 10 = 2162 Aug 10 = 2377 Sept 10= 2645 Oct 10 = 2454 Nov 10 = 2560 Dec 10 = 2461 Jan 11 = 2481 Feb 11 = 2519 March 11 = 2898 April 11 = 2695 May 11 = 2491 June 11 = 2684</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	Accenture
61.	8.1.12.3 Contractor Responsibilities	<p>As stated in the RFP Section 8.1.12.3.(h), "Maintain a master file of valid procedure, diagnosis, drug and revenue codes with appropriate pricing information for use in claims processing."</p> <p>Is the Contractor expected to purchase all initial and updated files for the required code sets, or will the Department supply access to all required</p>	<p>The Department supplies access to all required code sets.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		code sets?		
62.	8.1.10.3 Contractor Responsibilities; RFP MED-12-001	As stated in RFP, Section 8.1.10.3, Contractor Responsibilities, "Identify potential and existing third-party liability (including Medicare) and avoid paying the claim if it is for a covered service under a third party resource for applicable claim types." Can it be assumed that the current TPL contractor will provide the Core MMIS Contractor with the processes and rules to identify potential and existing third-party liability?	The Revenue Collections contractor is responsible for identification of TPL. The Revenue Collections scope of work is described in detail in the IME Professional Services RFP, MED-10-001 which can be located on the IME Resource Library located at: http://www.ime.state.ia.us/Reports_Publications/RFPMED10001.html	Accenture
63.	8.1.9.4 Performance Standards	As stated in Section 8.1.9.4, Performance Standards, please clarify which EDI Clearinghouses are currently in use by the Department? Please confirm that it is the Department's expectation for the Clearinghouse Contractor to meet the transmission accuracy rate.	Please refer to the IME web site located in the provider section for additional Clearinghouse information located at: http://www.ime.state.ia.us/Providers/index.html EDISS is the current Clearinghouse subcontractor that contracts with the current Core MMIS contractor. It is the responsibility of the winning Bidder to meet the transmission accuracy rate.	Accenture
64.	8.1.9.3 Contractor Responsibilities	As stated in the RFP, Section 8.1.9.3.(t), "Provide and adequately staff an Electronic Data Interchange (EDI) Helpdesk call center exclusively for the Iowa Medicaid business that works closely with providers, system vendors, billing agents and clearinghouses to support EDI transactions (ANSI X12 healthcare transactions). The EDI Helpdesk shall be open from 8:00 a.m. to 5:00 p.m. Central Time (CT) for providers." Please provide call volumes (12 month historical and 12 month forecast) and intervals of call	The 12 months average historical call data is as follows: Call volume = 8,800 Average handling time = 6:59 Interval of call arrival = 15 minutes The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).	Accenture

Count	RFP Section	Question	Response	Submitter
		arrivals and the average handle times for the calls for this scope.		
65.	8.1.9.2 State Responsibilities	<p>As stated in the RFP Section 8.1.9.2 State Responsibilities, "Design claim forms unique to the Iowa Medicaid program and make revisions to claim forms as directed by the Department."</p> <p>Does the Department plan to use claim forms other than standard CMS and HCFA claim forms? If so, can sample claim formats be provided?</p>	<p>Please refer to the sample claim forms on the IME web site located at:</p> <p>http://www.ime.state.ia.us/Providers/claims.html</p> <p>http://www.ime.state.ia.us/HCBS/CDAC_index.html</p>	Accenture
66.	8.1.9 Claims Receipt Entry and Control	<p>With regard to RFP Section 8.1.9 Claims Receipt Entry and Control, please provide future monthly volume (12 months) projections for the following claim data:</p> <p>a. Paper Claims received b. EMC Claims received c. Computer Generated Claims</p> <p>Please provide the following data points:</p> <p>a. Percentage of clean claim volume b. Current OCR success rate for Paper claims c. Current EDI success rate for claims d. Current Auto Adjudication rate</p>	<p>a. Paper claims received 133,147 b. EMC claims received 713,921 c. Computer Generated Claims 993,366</p> <p>a. Percentage of clean claim volume 91% b. Current OCR success rate for Paper claims 91% c. Current EDI success rate for claims 82% d. Current Auto Adjudication rate 88%</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p> <p>Please refer to the IME Resource Library for Core MMIS current quarterly and annual reports located at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Accenture

Count	RFP Section	Question	Response	Submitter
67.	8.1.9 Claims Receipt Entry and Control	<p>As stated in the RFP, Section 8.1.9, "Claim adjustments are processed as online real-time transactions. All claims are subject to the same edits and audits regardless of the billing media or method of entry into the claims module"</p> <p>Can the Department please provide monthly claim adjustment volume for the last 12 months?</p>	<p>Total volume 179,433</p> <p>Jul 10 = 13144</p> <p>Aug 10 = 15269</p> <p>Sep 10 = 15015</p> <p>Oct 10 = 14222</p> <p>Nov 10 = 14042</p> <p>Dec 10 = 13729</p> <p>Jan 11 = 14887</p> <p>Feb 11 = 13269</p> <p>March 11 = 18356</p> <p>April 11 = 16384</p> <p>May 11 = 14918</p> <p>June 11 = 16198</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	Accenture
68.	8.1.9 Claims Receipt Entry and Control	<p>As stated in the RFP, Section 8.1.9 Claims Receipt Entry and Control, "The Core MMIS contractor will provide courier service to pick up mail and deliver reports or other items to external entities as required."</p> <p>How many sites will the courier be responsible for picking up mail and in addition, how many external entities will this courier be required to deliver reports?</p>	Please refer to the response to Question 35.	Accenture
69.	8.1.7.3 Contractor	As stated in the RFP, Section 8.1.7.3.(e), "Claims	194,452 - Claims adjudicated from MMIS within the Medically	Accenture

Count	RFP Section	Question	Response	Submitter
	Responsibilities	<p>received for a non-covered Medicaid service are entered into the system and are applied toward the spenddown accumulation amount. If a claim for a non-covered service is received after spenddown has been met, the amount of the non-covered service is counted toward the spenddown instead of a claim that had been used to meet spenddown."</p> <p>Please provide the volume (12 month historical and 12 month forecast) of spend down documents, claims, and other transactions.</p>	<p>Needy subsystem. 196 - Expense Deletion Request forms 122 - Eligibility Status Turn Around documents 1650 - Medically Needy transmittals were received to be manually entered. 230 - Letters were sent to Income Maintenance (IM) Workers. The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	
70.	8.1.5.3 Performance Standards	<p>As stated in the RFP, Section 8.1.5.3 Performance Standards, "One hundred percent of claims and all other documents will be scanned and available within in the system within a 24 hour period of receipt."</p> <p>Can the Department please provide the number of unreadable claims (or Paper Claim rejection rate) submitted by Providers over the past 12 months?</p>	<p>270. The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	Accenture
71.	8.1.5.2 Contractor Responsibilities,	<p>As stated in the RFP, Section 8.1.5.2 Contractor Responsibilities, "Develop and maintain screening instructions for each claim type. Screen all hard copy claims upon receipt."</p> <p>Can the Department please describe the OCR process currently in place post Claim Scanning?</p>	<p>Please refer to the response to Question 35.</p>	Accenture
72.	8.1.5.2 Contractor Responsibilities,	<p>As stated in the RFP, Section 8.1.5.2 Contractor Responsibilities, "The Department will identify for large-volume mailings the most cost-effective way</p>	<p>The Department will remove requirements "b" and "d" in Section 8.1.5.2 and add "b" and "c" to Section 8.1.5.1.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		to print and mail." How is it determined that a mailing is large vs. small volume and what the Contractor will own vs. the Department will retain for outbound mail?	Amendment: The RFP will be amended to incorporate this change.	
73.	5.2.1 Named Key Personnel	It appears that the key personnel requirements for full time managers are scaled for the MMIS implementation team, and that the number of key full time managers for POS is disproportionate to the effort. Would the IME consider allowing POS bidders to name key personnel but to indicate some personnel will be assigned less than full time throughout the DDI, but full time in appropriate phases as noted in the bidders project plan?	The Department requires each Named Key Personnel to be full-time and 100% dedicated to the project. The key personnel must be available for assignments and any immediate actions that may be required at any time.	Goold
74.	5.2.1.b & c Named Key Personnel	For the POS vendor, can the roles of Systems Implementation Manager and Project Manager be the same person?	Due to the complexity and importance of each Named Key Personnel position, the Department will not allow the same staff person to fulfill multiple roles.	Goold
75.	6.2.2.1 Temporary Office	Since it is most advantageous to the project to have all staff in one location and since POS staff requirements are minimal, would the State consider amending the RFP to require the MMIS vendor to provide facilities for up to seven POS contract staff in the DDI facility?	The Department encourages the winning MMIS and POS Bidders to collaborate regarding co-location during the DDI phase. However, the Department is neither responsible for managing nor responsible for any costs associated with these types of arrangements.	Goold
76.	6.2.2.2 Meeting Rooms and workspace requirements – Start-up and Implementation	Can the State please segregate meeting room and workspace requirement by MMIS and POS requirements? For example, 100 telecom lines for a temporary POS project site seem to be significantly more than what would be required. If this requirement is to be met by the POS bidder, it will result in a significant cost to be added to the	The Department will consider other reasonable recommendations that will satisfy the workspace requirements.	Goold

Count	RFP Section	Question	Response	Submitter
		bid for no apparent use.		
77.	6.2.3.6 Project Management Portal	Can the Project Management Portal functionality be met by proposing the combination of available software packages, provided that all of the functionality is met? Is the functionality required for both the MMIS and POS projects?	The Department will consider reasonable recommendations from Bidders to satisfy this requirement. This is required for both the POS and MMIS contracts.	Goold
78.	SPSS.01 Security & Privacy Requirements – MMIS and POS	What methods does the IEAAS support? (eg. Kerberos, Tokens, Smart Cards, SAML v.x, CAS, ADFS or LDAP integration, etc.)	Please refer to the Information Technology Enterprise (ITE) environment that is fully described at: https://forge.iowa.gov/wiki/	Goold
79.	POS1.02	Is the intent of this requirement to allow providers to have real time look up capabilities, i.e., via web portal?	It is a requirement of the Department to allow all providers real-time look up capabilities.	Goold
80.	POS1.03.03 POS3.01.01 POS6.24.d	There is a likelihood of charges associated with the use of third party networks including the HIE. Since the volume of traffic is unknown and the possibility of transaction based charges is likely, would the IME amend the RFP to state that these costs are to be passed through to the State?	The volume to the Department is unknown at this time. As more data becomes available to the Department, the Department may amend the RFP to reflect these costs at a later date.	Goold
81.	POS1.03.03 POS3.01.01 POS6.24.d	Would a web portal made available to providers at the point of patient encounter be suitable to meet this requirement?	This is suitable to meet POS3.01.01 and POS6.24.d POS1.03.03 requires the winning Bidder to work with the Iowa Health Information Exchange to determine how best to provide the PDL in a manner that is available to the providers through their electronic health records systems at the time the prescription is being determined.	Goold
82.	POS1.05.01	Is it the State's expectation that the drug file be updated more than weekly?	The winning Bidder must load and update the pricing files from MediSpan weekly, at a minimum, on a schedule agreed upon by the Department.	Goold

Count	RFP Section	Question	Response	Submitter
83.	POS1.05.02	Is it the State's intent to use the NCPDP POS eligibility transactions standard E-1?	It is the Department's intent that POS system supports all current NCPDP transactions standards as well as any transactions that become mandatory in the future and any mandated by the Department.	Goold
84.	POS1.07	Our system maintains the date and timestamp for each POS claim. In addition, the complete transaction record is sent to MMIS for payment and history. Please confirm that this process will support the requirements to ensure that all claims are paid within X days of receipt. .	The winning Bidder is required to pay pharmacy claims within the 30 day timeframe. MMIS Requirement: CA1.07 - Document and report on the time lapse of claims payment flagging or otherwise noting clean claims (error free) that are delayed over 30 days. See 447.45 CFR for timely claims payment requirements.	Goold
85.	POS1.SS.0 4	Is a new spend down requirement expected to be more fully defined in the design phase of the project?	The Department requires a new spend-down requirement to be fully defined during the design phase.	
86.	POS2.01.01	Are Voids and replacements the equivalent of an NCPDP B2 (reversal) and B3 (reverse and resubmit) transmission?	Yes.	Goold
87.	POS2.04.01	Will this information be provided from the provider eligibility file as part of the MMIS?	Yes.	Goold
88.	POS2.14.03	This requirement will require a cross reference of Medicaid covered professional services procedure codes mapped to NDC codes. Will this file be provided to the POS contractor?	The Department will discuss and review this potential process with the winning Bidder.	Goold
89.	POS2.14.03	Will relevant non POS claims be exposed (directly readable) to the POS for purposes of real time query during POS real time processing?	Please refer to the response to Question 88.	Goold
90.	POS2.14.03, POS6.03.08	Is it the intent of the IME to process non-pharmacy drug claims on the POS rather than on the MMIS system, or is there another intent	It is not the intent of the Department to process the non-pharmacy drug claims through the POS system. It is the intent of the Department to provide the capability to prevent	Goold

Count	RFP Section	Question	Response	Submitter
		behind these requirements?	duplicate claims through different billing methods as well as the potential end amount to the DUR program as described by CMS.	
91.	POS2.15	Will you continue to utilize the DOJ file?	The Department will continue to use the DOJ Medicaid AWP pricing file for those NDC's with active pricing.	Goold
92.	POS2.15.02	What is meant by "an application which supports the maintenance of multiple types of MAC"?	The Department expects the application will support the following MAC files: FUL, State SMAC and non prescription over the counter drug MAC.	Goold
93.	POS2.16	Can electronic adjustments of paid claims be managed by utilizing the NCPDP B1, B2 and B3 transmissions?	The Department requires the electronic adjustments of paid claims be managed by utilizing the NCPDP B1, B2 and B3.	Goold
94.	POS2.23.05	Can the IME clarify custom ME.SSaging (*typo or distinct expectation referring to an action)?	The word is "messaging" and not "ME.SSaging". Amendment: The RFP will be amended to incorporate this change.	Goold
95.	POS3.01.01	Can the provider inquiry capability be provided through any application or service, or is it expected to be within the confines of the actual POS adjudication engine? (*group)	The Department expects the Bidders to recommend the provider inquiry capability process.	Goold
96.	POS3.01.01	How will the Provider access this information? (Portal?)	Please refer to the response to Question 95.	Goold
97.	POS3.03	Can the IME provide a use case for this requirement?	The CMS checklist requires this particular function.	Goold
98.	POS4.02	Would modeling from the pharmacy data warehouse satisfy this requirement?	Yes.	Goold
99.	POS4.04	Is there a specific mechanism required to communicate general alerts to pharmacy providers? Can Fax Blasts satisfy this requirement? Portal?	The Bidder's proposal can present their approach to the type of communication mechanism to disseminate the specific information to the providers. Currently, various methods of communication are used including Fax Blasts, Informational	Goold

Count	RFP Section	Question	Response	Submitter
			Letters and POS messaging.	
100.	POS6.02.03	Can the IME provide their definition/list of DME covered products (given that this can vary by state)?	The Department currently limits DMS initiatives to diabetic supplies through the POS system. Discussion of expanding coverage of future DME products may be considered by the Department and the winning Bidder.	Goold
101.	POS6.03.08	Can the IME provide an example of what action a POS system would take utilizing medical claims for ProDUR and RetroDUR processing? (*POS systems typically provide Concurrent DUR.)	CMS has expressed an interest in the MMIS being designed to incorporate covered outpatient physician administered drug data into the DUR criteria for both prospective DUR and retrospective DUR. The intent would be to prevent potential ProDUR therapy problems and identify RetroDUR issues. The Department will discuss and review this potential process with the winning Bidder.	Goold
102.	POS6.24	In Inputs, sub§e, it states that : “e. Member eligibility data requests from providers”. Does the IME intend that these requests would be accomplished during the claims adjudication initiated by an NCPDP B1 or B3 transaction? Also in Inputs, sub§g, can the IME clarify the specific need(s) for “Medical claims from CORE MMIS for rebate processing”? Does the IME envision medical claims being part of the POS claims engine, or the pharmacy data warehouse/rebate management system?	For Inputs, sub§e: Member eligibility data requests from providers, it is the Department’s requirement that the POS system support all the current NCPDP transactions standards as well as any transactions that become mandatory in the future including those mandated by the Department. For Inputs, sub§g: medical claims from MMIS for rebate processing, the Department requires the winning Bidder to receive claims from MMIS for rebate processing. For this specific initiative the winning Bidder should store the claims in the appropriate system to accomplish this task.	Goold
103.	POS6.24	In Outputs, sub§d, it states that: d. Provide a monthly file of pharmacy claims.....this includes the file of covered outpatient physician administered drugs where NDCs have been collected pursuant to the Deficit	In Outputs: The monthly file of pharmacy claims to the Pharmacy Medical Services Unit to support retro-DUR activities performed by the DUR Commission, including the file of covered outpatient physician administered drugs where NDCs have been collected pursuant to the Deficit Reduction	Goold

Count	RFP Section	Question	Response	Submitter
		Reduction Act.” Similar to question #30 above, does the IME envision this output coming directly from the POS engine? Or from the pharmacy data warehouse?	Act. The Department requires the Bidders to determine the appropriate system functionality to meet this requirement.	
104.	8.2.4.2.k	Would a separate configuration managed test environment be acceptable?	A separate configuration managed test environment is acceptable.	Goold
105.	Pricing Schedule N-8	Please confirm that the table should be completed by multiplying the total Implementation price in Schedule N-12 by the Milestone % to arrive at the Total Phase Price.	Yes.	Goold
106.	Pricing Schedules N-9 and N-10	Does the Department want initial hardware and software purchases included in the Implementation Price in Schedule N-12 or the Base Operational Price?	The Department requires the initial hardware and software pricing to be included in the Implementation Price in Schedule N-12.	Goold
107.	Pricing Schedule N-11	Only staffing appears to be in this price schedule. Should other annual costs such as equipment maintenance and service be included from Schedule N-8 and N-9? For example, if equipment maintenance fees are 15% per year, should multiple lines be shown in Schedule N-10 for each year, or just the original equipment price and the balance supporting costs shown in Schedule N-11 under itemized costs?	All software and hardware associated maintenance costs should be itemized and included in Schedules N-9 and N-10 respectively. All associated software and hardware maintenance fees from Schedules N-9 and N-10 should be itemized and included in the pricing for Schedule N-11.	Goold
108.	Pricing Schedule N-11	Please confirm that the Salaries and Benefits rates are fully burdened rates, including travel, office and all other expenses, with the exception of Administrative Overhead costs like legal, finance, and HR allocations.	Yes.	Goold
109.	Pricing Schedule N-12	Please confirm that the Department wants one line item for POS for all of the Implementation	Pricing Schedule N-12 will be entered on the first POS line. The second “Total” line will be removed.	Goold

Count	RFP Section	Question	Response	Submitter
		<p>Price, all the operations costs in Base Operational Price, and all of the extension year costs, without annual details for each year.</p> <p>There is another line item for Total; should this be left blank or copied from cells above? Would the Department prefer to have multiple pricing lines for each year in Schedule N-12, with the total of all years for the period in the row for Total? Section 7.1 of the sample contract Page 6 shows Operations in the Base Term and Option Years by itemized yearly cost.</p>	<p>Amendment: The RFP will be amended to incorporate this change.</p>	
110.	Sample Contract 2.1	<p>Please confirm that the license requirements under Section 2 do not pertain to proprietary software provided as part of the POS solution, but only software created under this project as “works for hire”.</p>	<p>The provision the Bidder points to is part of the Software License Agreement. Generally speaking, this language will be used for any proprietary software that will in any way be a part of either the POS or MMIS solutions. Narrow exceptions may exist for commercially available software or items such as code sets that are only available pursuant to standardized contracting terms. Any such exceptions must be identified and agreed to before the parties sign a contract.</p>	Goold
111.	Sample Contract 2.2	<p>Is the Department satisfied with the existing escrow services being provided by the current POS vendor? Can this process be continued and expanded upon as needed to encompass new software delivered as part of the new procurement?</p>	<p>Although the Department has not had concerns with the existing escrow agreement for POS that is irrelevant. The Department anticipates expanded use of escrow agreements going forward and desires to normalize escrow terms across all contracts.</p>	Goold
112.	Sample Contract Schedule C 2(d) & 3	<p>Some of the escrow validation services that are being requested of the Escrow Agent are very cost prohibitive, such as the compiling and testing of the code. Virus scans, readability and other</p>	<p>The concept suggested by the Bidder should be detailed in the Primary Bidder Detail Form and Certification (Attachment J-3) under the “Exceptions to RFP/Sample Contract Language” when submitting a bid.</p>	Goold

Count	RFP Section	Question	Response	Submitter
		basic tests are common, but the more comprehensive testing requested in the sample contract becomes costly as escrow agents are not familiar with the highly specialized software required for Medicaid programs. Should the Department determine that this level of validation is required, would the Department consider the vendor conducting the testing of a sample file on-site with the vendor paying for Department staff to travel to the vendor's site to first witness, and then deposit the materials with the escrow agent? This eliminates the infrastructure costs and in-depth training of the escrow agents that would be required to conduct the testing at the escrow agent's facilities.	Should Bidders desire to deliver source code to the Department for secure storage rather than escrow the code, the Department will offer that option.	
113.	1.4 RFP Summary	May a bidder be in two bids, one as a subcontractor and the other as the prime contractor?	Yes.	SXC
114.	2.1 Procurement timetable	Due to the extended implementation for replacing the MMIS (31 months), is the state open to a PBM implementation schedule that is condensed? (i.e. participation in kick-off requirements, limited involvement while much of the MMIS is being constructed, then full involvement in the later phase of the project as all teams prepare for go-live.)	The Department reserves the right to change the dates but at this time maintains the dates as they are stated in the RFP.	SXC
115.	5.1.o General Requirements for MMIS and POS	It is noted that MediSpan is currently delivered as interface data to both the POS system and Data Warehouse today. Does the state maintain the MediSpan license or will it be the requirement for the new POS vendor to maintain it?	The winning Bidder will procure the MediSpan license and maintains it, however the Department reimburses the winning Bidder for the cost of the license.	SXC

Count	RFP Section	Question	Response	Submitter
116.	5.2.1 Named Key Personnel	Is the state flexible with regard to the full time staffing requirements throughout the implementation? (i.e. PBM implementations are typically much shorter than 31 months). Does the bidder have discretion in determining which positions are necessary for their proposed approach?	The Department requires each key personnel as stated in the RFP to be full-time and 100% dedicated throughout the entire project.	SXC
117.	5.2.2, table 4 Key Personnel Requirements	For POS only bidders, it is not uncommon for the interface and conversion manager to be the same person. Will the state accept a response where the same resource is named for more than one position?	The Department requires each key staff position such as the Interface manager and the Conversion manager be 100% dedicated to the Iowa Medicaid Project. Therefore, this requires two individuals, one for each position filled.	SXC
118.	5.2.2, table 4 Key Personnel Requirements	Based on our experience, some RFP required POS staff would not be needed 100% from the start of contract award, ie. Testing Manager and QA Manager. Would it be acceptable to commit them to a true expected level of commitment which may peak to 100% during a portion of the implementation?	Please refer to the response to Question 73.	SXC
119.	5.2.2 Key Personnel requirements	During the Operations Phase, do both the Account Manager and the Operations Manager need to be physically located in the Iowa office?	The Department requires each key staff position such as the Account Manager and the Operations Manager be 100% dedicated to the Iowa Medicaid Project and must be located at the Iowa Medicaid Enterprise facility.	SXC
120.	5.2.1.3 Background Checks	Will the state please define "periodically"?	The Bidder is required to complete criminal background checks prior to submitting proposal staff. The winning Bidder is required to conduct periodic background checks based on their corporate guidelines, but the guidelines must be approved by the Department.	SXC
121.	5.11 Payment	Please clarify whether PERM is part of the PBM	The POS Bidders are responsible for providing screen prints	SXC

Count	RFP Section	Question	Response	Submitter
	error rate Measurement (PERM) Project	responsibilities.	of paid claims that have been selected for the PERM review. Amendment: The RFP will be amended to incorporate this change.	
122.	6.2.2.1 Temporary Office	If two contracts (MMIS and POS) are awarded as a result of this procurement, does the Department anticipate that the MMIS and POS vendors will co-locate in the temporary office space?	Please see response to Question 75.	SXC
123.	6.2.2.3. Permanent facilities	Must the Pharmacy POS Contractor locate all POS operations staff at the IME permanent facility? If not, please identify the operations staff that may be located elsewhere.	The Pharmacy Point-of-Sale system may be operated at an offsite location approved by the Department, but the local contract staff associated with the POS functions (excluding systems staff) must be located at the IME facilities.	SXC
124.	6.2.2.3 Permanent facilities	In the event that the IME work location is full after startup, will the state accept the option to have POS staff work at contractor locations other than the temporary facility?	In the event that the IME facility is not available for full occupancy, all affected IME contractors will maintain their temporary local offsite office space at the contractor's expense. The Department will make every effort to identify any delays as early as possible.	SXC
125.	6.2.2.3.1 State Responsibilities	Will the state allow the use of the contractors' workstations in the permanent IME facility?	The Department will provide the contractor's workstation at no cost to the contractor.	SXC
126.	6.2.3.3 PMO Processes, Policies and Procedures 6.2.3.5 Establish a project Management Office	If two contracts are awarded (MMIS and POS), does the Department anticipate that the MMIS and the POS vendors will establish and staff separate or combined PMO offices?	Please refer to the response to Question 75.	SXC
127.	6.2.3.6 Project Management Portal	If two contracts are awarded (MMIS and POS), how does the Department envision the two organizations establishing an Enterprise Project	The Department requires the Bidders to provide a project management portal. This is required for both the MMIS and POS winning Bidders.	SXC

Count	RFP Section	Question	Response	Submitter
		Portal?		
128.	6.3.1.1 State Responsibilities	In section 6.3.1.c, the contractor's requirement is to document the rules in the existing POS system. Will the state commit to providing a resource or access to a subject matter expert who will provide the current business rules?	The Department will provide resources or access to subject matter experts to provide the current business rules.	SXC
129.	6.3.1.2.g Contractor Responsibilities	Typically due to the proprietary nature of POS systems, incumbent contractors do not allow competitors access to their systems, nor do they train them on how to determine the business rules and configuration. What is the State's expected approach to making the current business rules available to the new contractor?	Please refer to the response to Question 128.	SXC
130.	6.3.2.1 Data Conversion Task	Please confirm the volume of historical POS data.	Please refer to the POS data located on the IME Resource Library located at: http://www.ime.state.ia.us/IMEResourceLibrary.html	SXC
131.	6.3.2.1.2 Contractor Responsibilities	The first paragraph lists 'the initial loading of all information currently captured on paper that will be automated'. Please explain what type of information is stored on paper that needs to be converted.	The current POS contractor captures prior authorizations, exceptions and other claims on paper. The Department requires the winning Bidder to provide an automated solution for the paper claim transactions.	SXC
132.	6.3.2.1.2 Contractor Responsibilities	Sentence states: The contractor(s) must write programs, use tools or utilize existing extract routines to extract data from the current MMIS and POS. Please define what type of extract routines currently exist and or the details as to how the data is stored.	The Department requires the winning Bidder to have the capabilities to extract POS related data between the MMIS and POS. Please refer to the POS operational procedures and MMIS interfaces located on the IME Resource Library located at:	SXC

Count	RFP Section	Question	Response	Submitter
			http://www.ime.state.ia.us/IMEResourceLibrary.html	
133.	6.3.2.1.2 Contractor Responsibilities	Item C: The contractor(s) must detail all procedures and develop scripts to reconcile the converted data back to its original content during the execution of parallel runs. How does the state envision doing a parallel run on conversion? Does this mean what occurred in a test environment vs. what occurs with production?	The Department requires the winning Bidder to provide a solution for parallel runs with the new POS and existing POS. This does included what occurs in the test environment and the existing POS.	SXC
134.	6.3.2.1.2 Contractor Responsibilities	Item F-2. 'before and after versions of each converted file'. Please explain what type of file is needed after conversion occurs given that it is a file being loaded into the new data tables.	The word "file" has been removed from this requirement. Amendment: The RFP will be amended to incorporate this change.	SXC
135.	6.3.2.2.1 Configuration and Rules Engine	Will the state have separate implementation teams for the MMIS and POS or will there be combined/shared teams?	The Department requires separate implementation teams for the MMIS and POS.	SXC
136.	6.3.2.3.2.1 Establish Testing Environment	Please clarify the expected number of environments the state expects the POS provider to supply.	The Department requires at a minimum an implementation testing environment, a conversion testing environment and UAT environment. Establishment of these environments is to be identified as milestones in the applicable work plan to be approved by the Department.	SXC
137.	6.3.2.3.2.1 Establish Testing Environment	Is it acceptable for bidders to propose that the conversion, UAT and Production environments be the same environment if it can be demonstrated that system functionality allows for testing activities to be logically separated from production activity?	Any environment that is proposed must be identified as milestones in the applicable work plan meeting all requirements. These proposed environments must be prior approved by the Department.	SXC
138.	6.3.2.4.4 Knowledge Transfer Plan	A separate KT environment is mentioned in this section. Is it acceptable to utilize a test or production environment for Knowledge Transfer	Please refer to the response to Question 137.	SXC

Count	RFP Section	Question	Response	Submitter
		activities?		
139.	6.3.2.4.10 Prepare Evaluation Tool	Is the state looking for the MMIS and POS to utilize similar Evaluation Tools and if so, is the state open to having one of the suppliers provide the tool (i.e. MMIS)?	The Department requires a separate MMIS and POS evaluation tool.	SXC
140.	POS1.07 POS Requirements	Please clarify if the PBM sends interfaces to the MMIS or state system and who is responsible for generating payments.	The POS provides adjudicated claims and payment processing data to the Core MMIS contractor who is responsible for generating payments	SXC
141.	POS1.SS.01 Pharmacy Point- of- Sale System Requirements	Please identify the Department's current drug pricing vendor.	Medispan is the current drug pricing vendor for the Department.	SXC
142.	OS2.15.02 Pharmacy Point- of-Sale System Requirements	Please identify the various levels at which MAC pricing is currently maintained.	The Department expects the application will support the following MAC files-FUL, State MAC and non prescription (over the counter) drug MAC.	SXC
143.	POS2.23.07 Pharmacy Point- of Sale System Requirements	Please identify the formularies against which claims may be processed.	Currently, in addition to the standard Medicaid formulary, there is a formulary for Medicare-Medicaid dual eligibles, pregnant women, family planning waiver, IowaCare and Indian Health Services. These categories may change as Health Care Reform initiatives are implemented.	SXC
144.	POS6.02.04	Please provide the IME criteria for the exclusion of providers and claims from the drug rebate extract.	<p>The IME criteria for exclusion of providers and claims from drug rebate includes drugs with discounts generated from participation in Section 340B of the Public Health Services Act of 1992, which are not eligible for federal drug rebates and drug claims from these pharmacies must be excepted from drug rebate invoices.</p> <p>Additionally, IowaCare claims are excluded from drug rebate invoicing. See 8.2.8.3 Contractor Responsibilities section I.</p>	SXC

Count	RFP Section	Question	Response	Submitter
145.	POS6.04.04	Please confirm that the claims contemplated in POS6.04.04 are physician administered drug claims.	POS 6.04 refers to Physician Administered Drug Claims.	SXC
146.	POS6.05	Please explain the “other electronic forms” defined by IME for which vendor must accommodate receipt of current quarter drug rebate payment details.	The Department will discuss and review with the winning Bidder any change to the current process or receipt of the drug rebate payment details based on the award of the POS.	SXC
147.	POS6.21	Please explain what is meant by running drug rebate invoice cycles on an ad hoc basis.	The winning Bidder may be required to provide rebate invoice details for a certain time period as requested by the Department.	SXC
148.	POS6.22	Please define “federal report code” and “account code”.	<p><u>Federal Report Code</u> Where expenditures and rebates get reported on the CMS-64 report will vary depending on the Medicaid program (waiver vs. non-waiver), the category of service, and the Federal match rate (regular FMAP, enhanced FMAP, Indian Health rate, Family Planning rate). The Federal Report code will be an internal code used by the State to assign claims to the appropriate form/line/category on the CMS-64 report. The purpose of this code is so that individual claims can be easily traced back to the CMS-64 report.</p> <p><u>Account Code Level</u> Where expenditures and rebates get reported in the State’s accounting system will vary depending on the Medicaid program (waiver vs. non-waiver), the category of service, and the Federal match rate (regular FMAP, enhanced FMAP, Indian Health rate, Family Planning rate). The Account Code Level will be an internal code used by the State to assign claims to the appropriate appropriation/accounting unit within our accounting system. The purpose of this code is so that</p>	SXC

Count	RFP Section	Question	Response	Submitter
			<p>individual claims can be easily traced back to the State's accounting system.</p> <p>The Department requires prescription drug claims to be assigned a federal report code and account code with the ability to assign these codes to the rebates.</p>	
149.	8.2.8	Please clarify the expected frequency of transmitting claims to the MMIS. In section 8.2.8 it references three times per week. However earlier, it was outlined that a file should be received by 10PM on the night prior to the check run.	Claims are transmitted to the MMIS vendor three times per week. Since payments are processed weekly, claims transmitted the night prior to the payment day need to be received by 10:00 p.m. the night before.	SXC
150.	8.2.8	Is the Pharmacy POS Contractor responsible for the administration (invoicing, payment reconciliation, disputes resolution and reporting) of state supplemental rebates for drugs?	The POS contractor is responsible for the administration of the entire drug rebate function under the direction of the Department excluding negotiation of and contracting for state supplemental rebates.	SXC
151.	8.2.8.3.d.	Please identify the data elements in a drug manufacturer data set which aid in calculating variable Federal Medical Assistance Percentage or otherwise explain what the Department is seeking with this requirement.	<p>The drug rebate system must maintain a drug manufacturer data set with data necessary for processing drug rebate claims and be capable of applying variable Federal Medical Assistance Percentages as well as billing interest on past due accounts. The rebate labeler information management must include the ability to view, add, update and terminate labelers based on the CMS listing.</p> <p>In almost all cases, the drug claims paid by the Department will be reimbursable at 1 of 4 Federal match rates (regular FMAP, enhanced FMAP, Indian Health Services match rate or the Family Planning match rate). The MMIS identifies which of the Federal match rates a drug payment qualifies for based on the claim detail.</p>	SXC

Count	RFP Section	Question	Response	Submitter
			The rebates associated with a drug payment are returned to CMS at the same match rate as the original expenditure. Therefore, the Department requires the winning Bidder identify the Federal match rate at which the rebate should be returned based on the match rate received on the original payment, but will not be required to calculate the specific Federal percentage; just identify in which Federal "bucket" the rebate falls.	
152.	8.2.8.3.o.	Does the Department require physician administered drug claims to be billed with a NDC and a HCPCS code?	Providers must include the NDC on all claims for J-code drugs. J-code drugs billed without an NDC will automatically deny due to lack of NDC. This is a CMS requirement.	SXC
153.	8.2.8.3.q.	Please identify all historic drug rebate data that will be transferred to the Pharmacy POS Contractor including the quarters (quarter/year) involved, the rebate type (federal fee-for-service, federal MCO, supplemental, etc.) and the media for the data (electronic or paper).	The rebate types include federal fee-for-service, MCO and supplemental and the media for the data is electronic. The historic data begins in 2004 and 2005.	SXC
154.	8.2.8.3.r.6.	Please confirm that the Pharmacy POS Contractor will be responsible for utilizing the current Lockbox (#3010195 at Wells Fargo in Des Moines, IA) to receive rebate checks from manufacturers. If confirmed, will the Pharmacy POS Contractor be responsible for the Lockbox fees? If so, what is the annual cost for the Lockbox?	The Pharmacy POS winning Bidder will be responsible for utilizing the current Lockbox (#3010195) at Wells Fargo. The Department is responsible for the Lockbox fees and annual cost.	SXC

Count	RFP Section	Question	Response	Submitter																			
155.	8.2.8.3.y.	Please identify by quarter/year, the number of NDCs that are currently in dispute.	<p>2010Q1 - 2010Q4 Iowa Open Disputes by Quarter/Program</p> <table border="1"> <thead> <tr> <th>Quarter/Program</th> <th>Program Total</th> <th>Quarter Total</th> </tr> </thead> <tbody> <tr> <td>20101</td> <td>OBRA JCode</td> <td>27 7</td> <td>34</td> </tr> <tr> <td>20102</td> <td>OBRA JCode</td> <td>19 9</td> <td>28</td> </tr> <tr> <td>20103</td> <td>OBRA JCode</td> <td>16 12</td> <td>28</td> </tr> <tr> <td>20104</td> <td>OBRA JCode</td> <td>23 11</td> <td>34</td> </tr> </tbody> </table>	Quarter/Program	Program Total	Quarter Total	20101	OBRA JCode	27 7	34	20102	OBRA JCode	19 9	28	20103	OBRA JCode	16 12	28	20104	OBRA JCode	23 11	34	SXC
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156.	8.2.8.3.y.1.	Will the Pharmacy POS Contractor be responsible for providing claims level detail to Data Niche? If so, please explain the responsibility.	It is the responsibility of the IME Data Warehouse to provide pharmacy claims to Data Niche.	SXC																			
157.	8.2.8.3.y.	Please identify by quarter/year, the number of NDCs that are currently in dispute.	Please see the response to Question 155.	SXC																			
158.	8.2.8.4.e.	Section 8.2.8.3.r.6. states that the Pharmacy POS Contractor is responsible for sending to the Department all drug rebate funds collected (through Lockbox 3010195) on a monthly basis while Section 8.2.8.4.e. states that all payments from drug manufacturers must be deposited into designated state accounts within one business day of receipt. Please explain this apparent discrepancy.	Section 8.8.3.r.6 references the responsibility of Wells Fargo to send the Department all drug rebate funds collected on a monthly basis. Section 8.2.8.4.e references the performance standard for the Bidder to deposit payment should they directly receive those rather than through the Lockbox.	SXC																			
159.	8.2.8.4.f.	Is the Department requiring the Pharmacy POS Contractor to invoice rebates associated with J-Code claims separately from rebates associated with pharmacy claims?	The Department requires any rebate report received will breakout the J-codes separately including the invoice amounts.	SXC																			
160.	9.2.3.2; 9.2.3.3, and 5	The RFP requires bidders to complete both a "General Requirements Cross-Reference" (9.2.3.2) and a "MMIS and POS Systems Services Requirements Cross-Reference" (9.2.3.3). Accordingly, the General Requirements	<p>9.2.3.3, MMIS and POS System Services Requirements Cross-Reference (tab 3) requires the Bidders to list each requirement by a reference number.</p> <p>In addition to the above, 9.2.10 MMIS or POS System</p>	SXC																			

Count	RFP Section	Question	Response	Submitter
		<p>Cross-Reference is to address the requirements in Section 5, General Requirements. However, although requirement 9.2.3.3 does not specifically identify the requirements to include in the Systems Services Cross-Reference, requirement 5 identifies the “system services component requirements” as items 5.1 through 5.16, which are the same requirements included in the General Requirements Cross-Reference. Considering this, and the fact that the “MMIS and POS System Requirements” (section 7) are required to be referenced in the table identified in 9.2.10 MMIS or POS System Requirements (Tab 9), will the State please clarify what requirements need to be referenced within the “MMIS and POS Systems Services Requirements Cross Reference” in RFP section 9.2.3.3?</p>	<p>Requirements (tab 9), requires Bidders to agree to meet each system requirement and identify how each of the system requirements will be met as well as providing the additional requested information related to COTS, system modification (SM), DDI hours and the proposal reference for each requirement.</p>	
161.	9.2.10.1	<p>In requirement 9.2.10.1, the RFP references “external interface requirements in section 7 MMIS and POS System Requirements of the RFP”. The only item in section 7 that we interpret to be categorized as an external interface requirement is 7.1.5 – Current MMIS External Interfaces. Can the State please confirm our assumption that in order to comply with requirement 9.2.10.1, bidders must respond to the instructions on RFP page 237 under 7.1.5 Current MMIS External Interfaces?</p>	<p>The external interfaces only apply to the MMIS Bidders.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	SXC
162.	9.2.9; and 6.2	<p>In section 6.2 Start-Up Phase and its subsections, the RFP does not explicitly call out deliverables as it does in sections 6.3 Implementation, 8.3</p>	<p>Please refer to section 6.2.3.7.12, Performance Standards which reference all deliverables required for the Start-up Phase.</p>	SXC

Count	RFP Section	Question	Response	Submitter
		Certification, and 8.4 Turnover. Can the state please clarify whether there are specific deliverables required within the Turn-Over phase? Are the PMO documents considered deliverables?	Please refer to section 8.4.1.2 Deliverables which reference all deliverables required for the Turnover Phase.	
163.	9.2.9	<p>In section 9.2.9 Start-Up and Implementation Phases, the State asks that Bidders “provide a detailed description of the approach to completing the contractor’s responsibilities and producing the deliverables for each of the following:</p> <ul style="list-style-type: none"> Start-Up Tasks Analysis and Design Tasks Development Tasks Conversion Tasks Testing Tasks Training Tasks Implementation Tasks Post Implementation Tasks” <p>Can the State please clarify which RFP items, responsibilities, and deliverables align with which group of tasks in the bulleted list?</p> <p>For example, do the Knowledge Transfer Activities in RFP section 6.3.2.4 and its subsections fall under “Training Tasks”? Likewise do Transition to Operations requirements in RFP section 6.4 fall under “Implementation Tasks”?</p>	The Department requires the Bidders to provide a detailed description which encompasses the requirements of this RFP as outlined in section 6 Start-Up and Implementation Phases and must describe the methodology to be followed in sufficient detail to demonstrate the Bidder’s direction and understanding of the scope of work.	SXC

Count	RFP Section	Question	Response	Submitter
164.	9.2.10	<p>In tab 9, will the State please confirm that proposals for MMIS and Core MMIS Operations address only 7.1.2 MMIS System Requirements, 7.1.3 MMIS and POS Infrastructure Requirements, 7.1.4 MMIS Infrastructure Requirements, and 7.1.5 Current MMIS External Interfaces?</p> <p>Likewise, will proposals for Pharmacy Point-of-Sale (POS) System and POS Operations address only 7.1.3 MMIS and POS Infrastructure Requirements, 7.1.5 Current MMIS External Interfaces, and 7.1.6 Pharmacy Point-of-Sale (POS) System Requirements?</p>	<p>Section 9.2.10 requires the MMIS Bidders to address the following sections of the system requirements in tab 9 of the proposal:</p> <p>7.1.2 MMIS System Requirements 7.1.3 MMIS and POS Infrastructure Requirements 7.1.4 MMIS Infrastructure Requirements 7.1.5 Current MMIS External Interfaces</p> <p>Section 9.2.10 requires the POS Bidders to address the following sections of the system requirements in tab 9 of the proposal:</p> <p>7.1.3 MMIS and POS Infrastructure Requirements 7.1.6 Pharmacy Point-of-Sale (POS) System Requirements</p>	SXC
165.	9.2.11	<p>In tab 10, will the State please confirm that proposals for MMIS and Core MMIS Operations will address only 8.1 Core MMIS and Operational Requirements and its subsections, 8.3 Certification Phase, and 8.4 Turnover Phase?</p> <p>Likewise, will proposals for Pharmacy Point-of-Sale (POS) System and POS Operations will address only 8.2 POS Operational Requirements and its subsections, 8.3 Certification Phase, and 8.4 Turnover Phase?</p>	Yes.	SXC
166.	5.2.2	Considering that bidders electing to submit	Please refer to the response to Question 74.	SXC

Count	RFP Section	Question	Response	Submitter
		proposals for both MMIS and Core MMIS operations, AND Pharmacy Point-of-Sale (POS) System and POS operations must submit two self-contained and self-sufficient proposals, will they be required to propose different key personnel for each contract? For example if a bidder submits two proposals, will it propose two account managers, each 100 percent dedicated to their respective portions of the project?		
167.	9.2.6; and 6.2.3.8	<p>Within the requirement for Tab 6 (Project Management) the RFP states: "the schedule should allow fifteen (15) business days for the Department approval of each submission or re-submission of each deliverable."</p> <p>It later states: "e. A schedule for all deliverables, with a minimum of 10 business days for the Department to review."</p> <p>May bidders assume 10 business days are required for the review of deliverables, except design deliverables, which require 15 days, as stated in RFP section 6.2.3.8 Contract Deliverable Procedures?</p>	Please refer to the response to Question 9.	SXC
168.	9.2.5.1, item g	Will the State please clarify what type of projects bidders should include in their response in requirement 9.2.5.1, item g, and how they should differ from the projects listed in the response to requirement 9.2.5.1, item f?	<p>9.2.5.1 (g) Any services the Bidders are currently providing or have provided that are not listed in item (f) that are different than described in this RFP.</p> <p>9.2.5.1 (f) Any services you are currently providing or have provided that are described in this RFP are to be listed here.</p>	SXC

Count	RFP Section	Question	Response	Submitter
169.	1.4 RFP Summary; 5.1(a) General Requirements for MMIS and POS; 6.2.2.3 Permanent Facilities	These sections state that contractors will be located with state staff at a common facility. Section 6.2.2.3 further specifies "all staff directly associated with the provision of contact services... during Operations". Since a contractor can often conduct some of these types of activities, specifically those involving technical support of the operating infrastructure, more efficiently and effectively at its permanent facilities, would the Department consider revising the requirement to permit some of these activities to be performed at contractor facilities other than at the facilities in Des Moines, Iowa? This would be similar to the way in which the POS contractor would perform the same types of services.	Please refer to the response to Question 2.	Noridian
170.	1.4 RFP Summary	Section 1.4 states that "the Core MMIS contractor must implement all hardware and software required to support the MMIS in the Iowa Data Center located in Des Moines, Iowa and is responsible for operation and maintenance..." We understand EDI support will be located at the IME, but are contractors allowed to use enterprise EDI collection/translation systems not located in Des Moines?	Bidders may submit alternative solutions to the Permanent Facilities requirements which will be considered by the Department. Please refer to section 9.2.2(f) of the RFP for instructions when proposing alternative solutions to the Department.	Noridian
171.	4.3 Data Warehouse and Decision Support (DW/DS) Function	It is our understanding that the DW/DS system is refreshed from the MMIS on a regular basis. Further, we understand that data related to provider, recipient and prior authorization is refreshed on a daily basis whereas the claims data is refreshed on a weekly basis. Please	The new MMIS is required to support the same refresh schedule.	Noridian

Count	RFP Section	Question	Response	Submitter
		confirm that the new MMIS is expected to support the same refresh schedule.		
172.	5.2.2 Key Personnel Requirements	Table 4 indicates that the key personnel for the Start Up and Implementation phase must start at contract signing and must be 100 percent dedicated to the project. Please confirm if this implies that all key personnel must be fully dedicated to the contract throughout the full 32 months of DDI.	The Department requires all key personnel to be fully dedicated to the project during the Start-Up and Implementation Phases which includes the entire 32 months.	Noridian
173.	5.10 Banking Policies	The banking policies requirements indicate that if a check is received, the systems services contractor must log and prepare all payments for deposit. It is our understanding that checks are scanned and logged by the Core MMIS contractor, while processing of checks is the responsibility of the appropriate services contractor(s). Please confirm whether processing of checks beyond scanning and logging is additional workload being added to the scope of work for the Core MMIS contractor.	The Department requires any unit that receives checks or money orders will be responsible for assistance and participation for the activities associated with section 5.10 Banking Policies.	Noridian
174.	6.2.2.3 Permanent Facilities	In response to question 2 in the first published questions and answers (MED12001-QuestionsandAnswers.pdf) the Department has reiterated that "All contract staff and subcontract staff will be located at the IME facility during the Operations, Certification and Turnover phase unless prior approval is requested and granted by the Department." Based on this response, We understand DHS'	Please refer to the response to Question 170.	Noridian

Count	RFP Section	Question	Response	Submitter
		desire for EDI support services to be located at the IME. Are bidders allowed to use enterprise EDI collection/translation systems not located in Des Moines?		
175.	6.2.2.3 Permanent Facilities	<p>In response to question 2 in the first published questions and answers (MED12001-QuestionsandAnswers.pdf) the Department has reiterated that "All contract staff and subcontract staff will be located at the IME facility during the Operations, Certification and Turnover phase unless prior approval is requested and granted by the Department."</p> <p>Can bidders assume that DHS' acceptance of a bidder's proposal constitutes acceptance of any services or systems bid offsite?</p>	<p>The Department accepting a Bidder's proposal does not constitute acceptance of any services or systems bid offsite.</p> <p>Also, reference the response to Question 170.</p>	Noridian
176.	6.2.2.3 Permanent Facilities	To provide an accurate cost proposal, bidders must determine which elements of services or systems they may elect to perform offsite. If DHS does not consider acceptance of a bidder's response as approval for work elements or systems permitted to be supported offsite, will DHS please advise bidders of the process for receiving prior approval in cases where it may be less costly to DHS that services or systems be supported offsite?	Please refer to the response to Question 170.	Noridian
177.	6.2.2.2 Meeting Rooms and Workspace Requirements –	This section specifies that "The contractor(s) is responsible for furnishing appropriate equipment that will accommodate, at minimum, 30 MMIS and 10 POS testers." Please confirm that the testers	Yes, testers will include a combination of Department staff as well as other contractor staff excluding MMIS and POS staff as determined by the Department.	Noridian

Count	RFP Section	Question	Response	Submitter
	Start-up and Implementation	referred to in this section are Department testers, rather than bidders' testers.	Amendment: The RFP will be amended to incorporate this change.	
178.	6.2.2.2 Meeting Rooms and Workspace Requirements – Start-up and Implementation	In the first paragraph, it states "The contractor(s) is responsible for the furnishing of telecom equipment to accommodate 100 lines..." Is it the intent of the Department to require 100 telephone lines for the temporary facility? Or does the contractor need to provide 10 telephone lines for the 10 dedicated workspaces for the Department?	<p>The Department requires the winning Bidders to have the capacity to provide a conference line that allows up to a 100 attendees at once.</p> <p>The winning Bidders are not required to provide 10 telephone lines for the 10 dedicated workspaces for Department staff.</p>	Noridian
179.	6.2.3.1 Project Mgmt - State Responsibilities	<p>Requirement "I" states "Review and approve the project management plans that must be implemented for each project during the Start-up Phase."</p> <p>Please clarify what is meant by "each project during the Start-up phase." If this is intended to refer to other phases such as operations and turnover, would the state consider allowing contractors to submit the DDI plan during the Start-up Phase and then adapt it for operations and turnover later in DDI? This allows vendors to leverage the proven successful elements of their plan and make any necessary modifications based on changes during DDI.</p>	"Review and approve the project management plan that must be implemented for each project " is a distinction between the MMIS and POS winning Bidders.	Noridian
180.	6.2.3.7.11 Contractor Responsibilities (Project Management Plans)	This requirement specifies that the contractor should "Develop the following PMO documents for Implementation, Certification, Operations, and Turnover Phases unless otherwise indicated below". The list references some specific plans for implementation and certification and the others	<p>All PMO documents unless otherwise noted in the RFP are required for Implementation, Certification, Operations and Turnover Phases with the exception of "b". (project work plans for implementation).</p> <p>Amendment: The RFP will be amended to incorporate this</p>	Noridian

Count	RFP Section	Question	Response	Submitter
		<p>are left open, leading us to assume they are required for each of the phases. The plans that are not indicated as specific to a phase include:</p> <ul style="list-style-type: none"> a. Communications Management c. Project Work Plan Baselines (note Project Work Plan, item b, is only indicated for implementation) e. Issues Management f. Quality Management g. Staffing Management k. Change Management <p>However, these plans are not included as deliverables in the Certification, Turnover, or Operations sections of the RFP. Can the Department please clarify if the above plans should be considered as new deliverables during the Certification, Turnover, and Operations phases so that we can schedule the appropriate development, review, and approval time needed for each plan?</p>	change.	
181.	6.2.3.8 Contract Deliverable Procedures	The RFP states "The Department must approve the content and format of all deliverables prior to the contractor(s) start on the deliverable." Several deliverables, including the Project Management Plans are due 45 days from contract award. For these early deliverables, can we begin reviewing the deliverable expectations with the Department during contract negotiations?	No.	Noridian
182.	6.3.1.2. Contractor Responsibilities	Requirement "x" discusses the Disaster Recovery Plan. We assume the Department expects bidders to provide the hardware and software	The Department will add to requirement "x" "the Department's expectation is for Bidders to provide the hardware and software necessary to create the disaster recovery back-up	Noridian

Count	RFP Section	Question	Response	Submitter
	(Analysis and Design Activities)	necessary to create the disaster recovery back-up solution to be located in a state data center. Will the Department please confirm this assumption to assure all bidders interpret the requirements consistently and include the associated costs in their cost proposals?	solution to be located in a state data center.” Amendment: The RFP will be amended to incorporate this change.	
183.	6.3.1.2. Contractor Responsibilities (Analysis and Design Activities)	Requirement “x” states that “the contractor(s) will develop during implementation and maintain throughout operations, a disaster recovery plan (DRP) and backup plan that addresses recovery of business functions, business units, business processes, human resources and the technology infrastructure.” It is our understanding that the Department currently provides both the computer space and network communication connectivity at two locations in Des Moines which provide for both primary and backup capabilities for the current DRP. Will these facilities continue to be available in the new contract to meet DRP requirements?	Yes.	Noridian
184.	6.3.2.4.3 Staff and Management User Knowledge Transfer	This section describes the contractor responsibilities for knowledge transfer to IME personnel. Can the Department confirm that this training will be conducted at the existing IME facility?	The knowledge transfer training will be conducted at the winning Bidder’s temporary facilities.	Noridian
185.	6.3.2.4.13 Performance Standards (Knowledge)	Requirement “a” states “100% of all required staff must successfully complete the knowledge transfer courses.” Can the Department provide an estimate of the number of staff that will	Approximately 500.	Noridian

Count	RFP Section	Question	Response	Submitter
	Transfer Activities)	require training?		
186.	7.1.2 MMIS System Requirements (Member Management Business Area)	<p>Requirement BE1.02.03 states "Provide the capability to generate claims based on NOD for denials of selected services such as therapy services, rehabilitation therapy service, claims for occupational therapy, physical therapy and speech therapy."</p> <p>The requirement talks about generating claims for services that were denied. Please explain why a claim needs to be generated for denied services. Who generates this claim and where does it go?</p>	<p>This requirement has been modified.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
187.	7.1.2 MMIS System Requirements (Member Management Business Area)	<p>BE1.SS.06 states "Provide the capability to produce reports and notices, as required by a wholesale income change."</p> <p>1) What is meant by a wholesale income change? 2) Please describe the requirements for these reports.</p>	<p>This requirement has been removed as it relates to eligibility for members.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
188.	7.1.2 MMIS System Requirements (Member Management Business Area)	<p>Requirement BE4.01 states "Support system transmission and receipt of all current version X12N eligibility verification transactions. System is required to support future standards through the life of the contract at no charge to the State of Iowa."</p> <p>It is very challenging for vendors to scope and price an open-ended requirement such as this and can result in unbalanced bids. Would the Department consider bounding this to "the system will include all standards in place at the end of</p>	No.	Noridian

Count	RFP Section	Question	Response	Submitter
		system design"? The system will be capable of handling future standards. New standards introduced after the end of design will be handled through the change management process.		
189.	7.1.2 MMIS System Requirements (Provider Management Business Area)	Requirement PR2.SS.08 states "Support automated criminal background checks for all providers as specified by IME." It is our understanding that the background checks are currently performed by the Provider Services contractor and that process will continue as is. Please explain how the MMIS is expected to support automated criminal background checks.	Background checks are performed by the Provider Services contractor and that process will continue. The Department requires the Bidder to provide a process to support automated criminal background checks.	Noridian
190.	7.1.2 MMIS System Requirements (Provider Management Business Area)	Requirement PR.SS.19 states "Provide the functionality to allow multiple provider status codes to be valid for the same or overlapping timeframes." Will the Department please provide the business case(s) for which this functionality is required?	It is the expectation that the contractor will collaborate with the Department during joint application design (JAD) to establish specific business case(s) of the requirement.	Noridian
191.	7.1.2 MMIS System Requirements (Operations Management Business Area, Claims Adjudication Requirements)	Req#CA2.25 states "Have the capability to pay claims per capita from encounter data or FFS." Please confirm that this requirement is asking for the capability to pay capitation claims on a per member per month basis. If not, please explain the desired functionality.	Yes.	Noridian
192.	7.1.2 MMIS System Requirements	Requirement CA.SS.30 states "Provide security reports." Please provide details on what kind of information should be included in these reports,	The reports will identify the access and authorization individuals have to the system for satisfying audit questions and have the capability to provide reports to support research	Noridian

Count	RFP Section	Question	Response	Submitter
	(Operations Management Business Area, Prior Authorization Requirements)	and how many are to be generated.	for HIPAA violations.	
193.	7.1.2 MMIS System Requirements (Operations Management Business Area, TPL Requirements)	Requirement TP1.SS.01 states "Provide IME with the capability to update member TPL Resource by tape, batch interface or online real-time." It is our understanding that currently there is no TPL data that is updated from a tape. Please confirm that no tape based interfaces will need to be supported in the new MMIS.	There is no TPL data that is updated from a tape. Amendment: The RFP will be amended to incorporate this change.	Noridian
194.	7.1.2 MMIS System Requirements (Program Management Business Area)	Requirement PM5.SS.01 states "Provide the capability to store and retrieve all reports per IME requirements." Please explain the IME storage and retrieval requirements.	The IME currently stores 1521 reports in the Imaging Development System (IDS) for a total of 2,000,712 reports in the document retrieval system. Along with images, the current storage requirements are 1G for active documents and 4G for archived documents. The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).	Noridian
195.	7.1.2 MMIS System Requirements (Program Management Business Area)	Requirement PM5.SS.08 bullet b under Inputs talks about maintaining "Budget Information". Please clarify what is meant by budget information in this context. Does this include information from the CMS grant letters, or is this referring to something else?	This requirement refers to the 1115 Waiver program which has budgetary cap amounts on how much Iowa Medicaid can spend in claims for that program.	Noridian
196.	7.1.2 MMIS	Requirement FI1.01.01 states "Provide EOB	Currently, the Department supports English and Spanish are	Noridian

Count	RFP Section	Question	Response	Submitter
	System Requirements (Financial Management Business Area)	<p>notices on the web portal in multiple languages, as defined by IME." Requirement F1.01.02 states "Provide capability to generate an EOB for every member or a selected group of members, based on requirements as defined by IME, including in multiple languages."</p> <p>Please provide a list of all languages that must be supported to satisfy the above requirements. Please also confirm that the Department will provide all the text and static documents needed to generate the EOBs in all languages other than English.</p>	<p>the current languages. However, as populations increase other language(s) maybe required by the Department.</p> <p>The winning Bidder is required to work with the Department and current IME contractors to obtain text and static documents.</p>	
197.	7.1.2 MMIS System Requirements (Program Integrity Business Area)	<p>Requirement PI.SS.09, bullets a, b, c, d and f specify outputs where data and/or reports are to be provided to other contractors. It is our understanding that all of these outputs are currently provided on a monthly basis. Please confirm that the new MMIS is expected to produce these outputs according to the same schedule.</p>	<p>Outputs will be produced according to the same schedule unless the Department determines a need to change schedules based on Department policy or rule changes.</p>	Noridian
198.	7.1.4 MMIS Infrastructure Requirements (Web Portal Requirements)	<p>Requirement WPSS1.15 says "Provide and display web content in multiple languages as directed by IME."</p> <p>Please provide a list of all languages other than English that are to be supported on the public unsecured, as well as secured, Member and Provider portals. Please also confirm that the Department will provide the static files for all languages other than English (in a format such as</p>	<p>Please refer to the response to Question 196.</p>	Noridian

Count	RFP Section	Question	Response	Submitter
		HTML or PDF) that can be displayed directly on the portals.		
199.	7.1.4 MMIS Infrastructure Requirements (Web Portal Requirements)	Requirement WPSS1.65, letter "j" states the web portal should have the functionality to "View PDL". Please confirm that the Preferred Drug Listing will be supplied and maintained by the Pharmacy Medical Services contractor.	<p>The PDL is maintained and supplied by the Pharmacy Medical Services contractor.</p> <p>Please refer to the Pharmacy Medicaid Services operational procedures located on the IME web site located at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Noridian
200.	7.1.4 MMIS Infrastructure Requirements (Web Portal Requirements)	Requirement WPSS1.65, letter "f" states the web portal should have "Information regarding electronic health records and HIE." Please provide more information or specific data elements on what information should be made available.	It is the expectation that the winning Bidder will collaborate with the Department during requirements gathering sessions to establish specific data elements for this requirement.	Noridian
201.	8.1.5.3 Performance Standards (Mail and Courier Service)	Requirement "d" states that documents will be available within the system a 24 hour period of receipt. Please confirm that weekends and holidays are excluded from this expectation.	<p>Requirement "d" excludes state holidays and weekends.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
202.	8.1.6.4 Performance Standards (Member Management)	Several requirements (c, d, e and f) in this section read as though they are manual updates to member data. Can the Department confirm these requirements are the responsibility of the Member Services Contractor and not the System Services Contractor?	These requirements are the responsibility of the Core MMIS contractor.	Noridian
203.	8.1.8.3 Contractor Responsibilities (Provider Management)	Requirement "d" indicates contractors are to "Produce annual 1099s of federally approved forms and mail to providers." Can the Department confirm that the printing and mailing of 1099s are	The MMIS contractor is responsible for printing and mailing provider 1099s.	Noridian

Count	RFP Section	Question	Response	Submitter
		the responsibility of the Department, not the contractor?		
204.	8.1.9.3 Contactor Responsibilities (Claims Receipt Entry and Control)	Requirement "u" states "Coordinate the activities of the EDI helpdesk with the Provider Services contractor to perform site visits, in the cases where phone support is not sufficient to resolve or educate the providers." Can the Department clarify the number of site visits the contractor will be required to support?	Although there have not been any site visits required with the current MMIS contractor, the support is required in the event that a resolution cannot be achieved via the EDI help desk.	Noridian
205.	8.1.9.4 Performance Standards (Claims Receipt Entry and Control)	Requirement "a" indicates the contractor would have five business days to data enter 98 percent of claims and adjustments, but requirements "b" and "h" requires the image of the claim to be viewable within the MMIS within one business day. Can the department consider a modification to the requirement to have the image viewable within five business days? Requirement "l" of this section and requirement "e" of Section 8.1.10.4 indicates imaged claims must be immediately available for processing and viewing. These requirements conflict with those listed above. Will the Department please clarify the expectation of when images must be viewable?	The Department will not modify this requirement.	Noridian
206.	8.1.9.4 Performance Standards (Claims Receipt Entry and Control)	Requirement "n" refers to a Service Level Agreement for incoming calls. We assume this requirement refers to SLA expectations for the EDI Help Desk personnel. Please confirm.	The SLA refers to the EDI help desk. Amendment: The RFP will be amended to incorporate this change.	Noridian
207.	8.1.9.4	Requirement "n" implies that bidders have their	The Bidders may elect to propose an EDI help desk solution	Noridian

Count	RFP Section	Question	Response	Submitter
	Performance Standards (Claims Receipt Entry and Control)	<p>own phone system and customer relationship management software to measure the prescribed service level. Are bidder's expected to price their own phone system and CRM products to support the EDI Help Desk calls, or will the existing Department supported phone system and Cisco CRM be available to bidders for support of EDI Help Desk calls?</p> <p>In the event bidders are allowed to use the Department phone system and CRM, will the Department please confirm that these products are able to analyze service levels to the specificity required by requirement n.</p>	which utilizes the Department's Cisco products or another solution that meets the EDI help desk requirements.	
208.	8.1.9.4 Performance Standards (Claims Receipt Entry and Control)	Requirement "o" states "Ninety-five percent of all provider claims are able to clear EDI editing and continue to be uploaded and processed in the system." Can the Department clarify this percentage is for "clean" EDI claims that meet EDI submission standards?	<p>This requirement refers to "clean" EDI claims.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
209.	8.1.17.3 Performance Standards (Financial Management)	<p>Requirement "c" states "Produce, post and mail the Explanation of Medicaid Benefits (EOMB) within five business days of the pay cycle." Requirement "d" states "Produce, post and mail all remittance advices within one business day of the pay cycle."</p> <p>Can the Department confirm that the printing and mailing of EOMBs and remittance advices are the responsibility of the State, not the contractor?</p>	This requirement is the responsibility of the Core MMIS winning Bidder.	Noridian

Count	RFP Section	Question	Response	Submitter
210.	8.3.1.2 Contractor Responsibilities (System Certification)	<p>This section specifies that the contractor must "Update the CMS Certification Checklists to reflect changes or additions to system requirements that were submitted with the implementation advance planning document IAPD."</p> <p>Please confirm that this task entails updating the actual Checklists from the CMS Toolkit, and adding the state specific requirements from the RFP, and marking as out of scope any System Review Criteria that are not represented in the RFP.</p> <p>Can the bidders rely on the fact that the Department has included in the RFP all requirements that were submitted with the IAPD? In the event the Department expect bidders to perform this type of gap analysis, will the Department provide the IAPD for this procurement to bidders to assist in performing this review?</p>	The document that contains the detailed system requirements is the RFP not the IAPD.	Noridian
211.	9.2.3.3 MMIS and POS System Services Requirements Cross-Reference	Section 9.2.3.3 asks bidders to develop a System Services Requirements Cross-Reference. There is no information provided that says what RFP section(s) this cross-reference is for. (For example, RFP Section 9.2.3.2 says column A needs to lists requirements by reference number from Section 5). What section(s) of the RFP should be included for this cross-reference?	The Department will modify Section 9.2.3.3 to include "Section 7 MMIS and POS System Requirements" of the RFP Amendment: The RFP will be amended to incorporate this change.	Noridian
212.	9.2.6 Project	RFP states "In addition to task lists and	The RFP will be changed to reflect the project plans are	Noridian

Count	RFP Section	Question	Response	Submitter
	Management	<p>corresponding start and end dates, the project plans for each phase will include a calendar-year-based schedule for all tasks (including operational tasks), specify the allocation of resources by job for those tasks and identify the timeframes in which the tasks will occur (expressed in weeks during transition and turnover and in quarters during operations). The bidder must be capable of updating and maintaining this information systematically throughout the contract.”</p> <p>It would seem appropriate to enter effort in hours and duration in days. However, the requirement asked the vendors to provide the timeframes by weeks during DDI and by quarter in Operations.</p> <p>To meet this requirement, we can show the summary task durations in Microsoft Project in weeks. However, Microsoft Project does not allow for the summary tasks to display in Quarters. Is it acceptable to display in months?</p>	<p>expressed in hours and days for all contract phases.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	
213.	9.2.6 Project Management	<p>The fourth paragraph of this instruction indicates that, "The project work plans and schedules required for Implementation, Certification, and Turnover phases must include a detailed project work plan broken down by tasks and subtasks and a schedule for the performance of each task, The work plan to be proposed must include all responsibilities, milestones and deliverables outlined previously in this RFP. This</p>	<p>All requirements for project plans included in section 9.2.6 are applicable for each phase of the contract.</p>	Noridian

Count	RFP Section	Question	Response	Submitter
		<p>section shall cover: etc....."</p> <p>From these instructions, we believe that items a through e apply to the work plans/schedules for Implementation, Certification and Turnover and not for Operations (especially since network and critical paths for day to day operations would not be applicable). We believe that the project work plan for Operations would include the items specified in the third paragraph of the instructions. Is this a correct assumption?</p>		
214.	9.2.10 MMIS or POS System Requirements	<p>The RFP states "Bidders will also explain in detail how they plan to approach each contractor responsibility and operational requirement for the contract function."</p> <p>The identical language is included in section 9.2.11, MMIS or POS Operational Requirements, which provides instructions for preparing the response to Tab 10. This language seems more appropriate to include in Tab 10, since the response addresses the requirements in section 8 of the RFP, which includes contractor responsibilities. Did the state intend for this requirement to be included in Tab 9, and, if so, how should the Bidder address "each contractor responsibility and operational requirement" as it relates to system requirements?</p>	<p>The Department intended for Tab 9 to refer to MMIS and POS system requirements only.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Noridian
215.	9.2.10 MMIS or POS System Requirements	The RFP states "This section should provide a comprehensive integrated narrative that describes how the contractor will meet the requirements,	This paragraph will be removed from the RFP.	Noridian

Count	RFP Section	Question	Response	Submitter
		<p>including a description of the bidder's processes, control procedures and quality assurance procedures for each function. In addition, the bidder may provide process flow diagrams to supplement the narrative."</p> <p>The identical language is included in section 9.2.11, MMIS or POS Operational Requirements, which provides instructions for preparing the response to Tab 10. This language seems more appropriate to include in Tab 10, since the response addresses the requirements in section 8 of the RFP, which includes contractor responsibilities. Did the state intend for this requirement to be included in Tab 9, and, if so, how should the Bidder address "each contractor responsibility and operational requirement" as it relates to system requirements?</p>	<p>Amendment: The RFP will be amended to incorporate this change.</p>	
216.	9.2.10 MMIS or POS System Requirements	<p>The RFP states "Bidders are to list the requirement numbers for addressed requirements above the paragraph or set of paragraphs that addresses them." Will the State consider a slightly different format for the table? We suggest adding a row beneath each requirement in which the Bidder will provide its response to each requirement. This would eliminate column E, thereby making it easier for the evaluator to review the response by not requiring the individual to flip to the cross-referenced sections.</p>	No.	Noridian
217.	10.5.1 Scoring Cost Proposals	<p>Please confirm the formula expressed in the RFP: "Bidder's cost score = (lowest cost/bidder cost) x</p>	<p>The cost formula expressed in the RFP will be used to separately score the implementation costs and fixed price</p>	Noridian

Count	RFP Section	Question	Response	Submitter
		maximum points" will be used to <u>separately</u> score both implementation costs and fixed price operations costs and the sum of these two scores will be added to derive the points awarded.	operations cost. The sum of the two scores will be calculated to determine the points awarded.	
218.	Attachment N: Pricing Schedules	According to 6.2.2.1, bidders must establish a temporary office for DDI work. Where should bidders include costs for the temporary offices in the Pricing Schedules?	Please refer to section 9.2.2(f) of the RFP for instructions when proposing alternative solutions to the Department.	Noridian
219.	Attachment O: Sample Contract, Section 12 Assessment of Damages	What liquidated damages, if any, are assessed for failure to complete the DDI by September 30, 2014?	The RFP is not designed to impose liquidated damages.	Noridian
220.	Attachment O: Sample Contract, Section 14.2 Operations (dates and years change)	Would the Department modify the language associated with the performance bond requirement for the Operations period to explicitly allow for an annual bond form?	Please refer to section 9.2.2(f) of the RFP for instructions when proposing alternative solutions to the Department.	Noridian
221.	Attachment O: Sample Contract, Section 18 Warranties	Is there a warranty period for the DDI phase that extends beyond the September 30, 2014. If so, how long is the warranty period?	The warranty applicable to the system extends through the period of the service contract associated with the installed system. Corrections to the system will be made during the run of that contract consistent with how standard maintenance of the system is managed in today's environment – the successful Bidder's programming staff will maintain and correct the system as necessary as part of the flat fee paid to the successful Bidder.	Noridian
222.	Attachment O: Sample Contract, Section 18 Warranties	What are the warranty terms for the Core MMIS systems services operations contract?	The Warranty is "for the term of the Services Contract."	Noridian

Count	RFP Section	Question	Response	Submitter
223.	6.2.3.3 - PMO Processes, Policies and Procedures	<p>As stated in the RFP, Section 6.2.3.3 - PMO Processes, Policies and Procedures, "The Department will provide a central repository for all project artifacts (deliverables, status reports). The contractor(s) must provide the Department with access to all project tools. The cost of such access shall be incurred by the contractor(s)."</p> <p>Can the Department please clarify the number of Department personnel that will require access to the project tools?</p>	400. This may include any Department personnel or IME contractor working with the MMIS contractor.	Accenture
224.	8.1.8.4 (a) - Performance Standards	<p>As stated in the RFP, Section 8.1.8.4 (a) Performance Standards, "If the State develops an automated interface for licensing or certification data, the Core MMIS contractor must meet these standards for update of this licensing and certification data."</p> <p>Does the State intend the Bidders to include this in our pricing?</p>	Yes.	Accenture
225.	6.2.2.3 - Permanent Facilities	<p>As stated in the RFP Section 6.2.2.3, Permanent Facilities, "In the event that the Iowa Medicaid Enterprise facility is not available for full occupancy, all affected IME contractor(s) will maintain their temporary local offsite office space at the contractor's expense. The Department will make every effort to identify any delays as early as possible." The RFP does not state when the IME permanent facility is expected to be available. This language creates an unlimited requirement for the Bidders.</p> <p>Please specify the date on which the permanent</p>	<p>System Services operations will begin October 1, 2014, which is the target date for the system services contractors to occupy the IME permanent facilities.</p> <p>The cost should be represented in Schedule N-1 (MMIS) and Schedule N-8 (POS) as part of the milestones percentage pricing.</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>facility is expected to be ready for occupancy and the period of time that the contractor be required to maintain the temporary facility if the permanent facility is not ready for occupancy by the planned date.</p> <p>In addition, how is the cost of the temporary facility to be represented in the pricing sheets?</p>	mandates related to the Affordable Care Act (ACA).	
226.	General Item	<p>The RFP does not state a growth percentage that should be incorporated in the Contractors Operations Bid.</p> <p>Please specify the annual growth rate that should be used to calculate Contractors' pricing.</p>	<p>The annual growth rate is the responsibility of the contractor.</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	Accenture
227.	8.1.3 - Change Management Process	<p>As stated in the RFP Section 8.1.3, Change Management, "During the Operations Phase, any system modification or operations improvement activity will be considered a project. The contractor will comply with all aspects of the approved Change Management Plan for any project undertaken during the Operations Phase required in this RFP, as deemed appropriate by the Department, for the size of the project and comply with the development standards in this RFP for any system modification projects. A Change Management Request (CMR) will be used to identify all changes for system maintenance and enhancements."</p> <p>Will the Department please clarify how Change Orders to current RFP scope will be administered?</p>	<p>This is a process not pricing. The Department expects a certain level of support as changes occur.</p> <p>The process may be negotiated during the planning phase of the project.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		Can the Department please clarify if the Bidder should price all potential changes into the contract. If these changes are to be included in the contract, please provide historical change order enhancement metrics.		
228.	8.1.22 Interactive Voice Response System (IVRS) Management	For further clarification, please provide a technical specification of the IVRS called Eligibility Verification System (ELVS). In addition, please provide historical support information such as staffing- support levels and frequency of change on the IVRS system.	Please refer to the response to Question 56.	Accenture
229.	8.1.17.2 (o), Financial Management	As stated in the RFP Section 8.1.17.2 (o), Financial Management, "Maintain the table of Integrated Information for Iowa (1/3) financial accounting system codes in the system." Would the Department please provide the structure of the financial accounting system codes that are required? Also, please provide the frequency of updates that are made to these financial accounting system codes?	It is the expectation that the winning Bidders will collaborate with the Department during requirements gathering sessions to establish specific criteria and data elements for this requirement.	Accenture
230.	8.1.5 Mail and Courier Service	As stated in the RFP Section 8.1.5 Mail and Courier Services, we will "return(s) to the provider those claims that fail the screening criteria specified by the Department." Section 8.1.5.3.a and 8.1.5.3.b Performance Standards, specify approximately six (6) criteria for determining when a claim will be returned to the provider. Please verify that the listed criteria are the complete "screening criteria specified by the	The timeframe will not change. Criteria will be part of the operational procedures and modified through the change process of operational procedures as needed.	Accenture

Count	RFP Section	Question	Response	Submitter
		Department.” If there are more criteria, please provide the complete and comprehensive list. Should there be more criteria; does the specified timeframe of one business day apply?		
231.	Contract Attachment B - 12.37 Contract Compliance Audit	Per RFP Contract Attachment B - 12.37, Contract Compliance Audit, this attachment does not specify the type of audit to be conducted. Will the State require a SSAE 16 (i.e., the replacement for the SAS-70), be performed on an annual basis, and at the vendor's expense?	The type of audit will be determined by the Department. The audit will be conducted on an annual basis at the contractor's expense.	Accenture
232.	Section 4.19 Provider Self Review (Table 3 Current IME Tools)	Per RFP Section 4.19 Provider Self Review (Table 3 Current IME Tools), Section 4, the Department states in Table 3 (Section 4.4) that the OnBase workflow tool replacement is optional. In the event that the Contractor chooses to retain this software in the Core MMIS Solution, what Hyland Software OnBase licenses does the State have at this time? Please provide a list of the licenses available to the Core MMIS Contractor for operations use. Is it the Department's intent to maintain existing licenses and associated costs including monthly or annual vendor maintenance fees or should the Bidder include such costs in their pricing?	The Department requires the Bidders to include the costs to maintain existing licenses in their pricing and include associated costs as well as the monthly or annual maintenance fees. Please refer to the current OnBase Licenses document located on the IME Resource Library located at: http://www.ime.state.ia.us/IMEResourceLibrary.html	Accenture
233.	8.1.9.3 Contractor Responsibilities (t)	Per the RFP Section 8.1.9.3 (t) Contractor Responsibilities, "Provide and adequately staff an Electronic Data Interchange (EDI) Helpdesk call center exclusively for the Iowa Medicaid business	The winning Bidders are required to accept all EDI calls. The Provider Services contractor will supply the providers the EDI help desk telephone number and will not complete a warm transfer nor via the IVR.	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>that works closely with providers, system vendors, billing agents and clearinghouses to support EDI transactions (ANSI X12 healthcare transactions. The EDI Helpdesk shall be open from 8:00 a.m. to 5:00 p.m. Central Time (CT) for providers."</p> <p>Please clarify if the Provider Contractor Call Center will accept all calls from Providers and that calls specific to EDI that require escalation to the EDI help desk will be done via the IVR or through a warm or cold transfer to this EDI Help Desk.</p>		
234.	1.4 RFP Summary	<p>As stated in RFP Section 1.4 Summary, "The Core MMIS contractor must implement all hardware and software required to support the MMIS in the Iowa Data Center located in Des Moines, Iowa and is responsible for operation and maintenance of the hardware and software for a period ending one month after the MMIS is certified by CMS unless IME elects to exercise the option to extend the contractor operation and maintenance for one or more years. Once the Core MMIS contractor ends the operation and maintenance phase, ownership of all hardware and software licenses will be transferred to the Department."</p> <p>Based on review of the pricing schedules, it is not clear where the Bidder should document the pricing for the operations and maintenance of the hardware and software if the IME chooses to exercise the option to continue this service for one or more years.</p>	<p>MMIS Operational Services, Pricing Schedule N-4 contains an "Other Costs" column, please identify the service and insert the cost for the appropriate year.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		Would the Department please specify how the Bidder should document pricing for this service for one or more years?		
235.	Pricing Schedules N-2 Software Pricing and N-3 Hardware Pricing	Pricing Schedules N-2 Software Pricing and N-3 Hardware Pricing call for the service provider to provide a price for each component, respectively. Since the form does not allow for input of a date of each component, is the State's intent to purchase the respective HW/SW at the time needed for continued System Development according the Service Provider's schedule and the State will take title to each piece at the time of purchase? Under this approach, should RFP Summary Section 1.4 which currently states, "Once the Core MMIS contractor ends the operation and maintenance phase, ownership of all hardware and software licenses will be transferred to the Department" should be modified to state, "Once the Core MMIS contractor ends the operation and maintenance phase, responsibility of all hardware and software will be transferred to the Department"?	<p>The Department is not responsible for payment of any hardware or software that is required to be placed in the State of Iowa data center by the winning Bidder.</p> <p>However, ownership of all hardware and software become the property of the Department.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Accenture
236.	5.2.5, Letter of Commitment	<p>Per the June 28 question response to RFP Section 5.2.5, Letter of Commitment, and Question #1 where IME indicates that "A letter of commitment for all key personnel is only required to be submitted with bid proposals for the Start-up and Implementation phases."</p> <p>Would the State please confirm that the Certification Manager, Turnover Manager, Systems Manager, and Claims Operations</p>	Please refer to section 5.2.2.b of the RFP.	Accenture

Count	RFP Section	Question	Response	Submitter
		Manager do not need to be named or have resumes submitted with the proposal response?		
237.	8.1.10.2 State Responsibilities, Claims Adjudication	<p>As stated in RFP Section 8.1.10.2 State Responsibilities, Claims Adjudication, State Responsibilities, "However, the state assumes responsibility for the following claim types:"</p> <p>The bullet points that follow this statement pertain to the functions that the State will perform in support of the claims module. There claim types for which the State will assume responsibility are not specified. Is this accurate?</p>	<p>The intent is related to the Department supporting "claim's operations".</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	Accenture
238.	8.1.5 Mail and Courier Service 8.1.5.2 (a) Contractor Responsibilities	<p>As stated in RFP Section 8.1.5 Mail and Courier Service states, "The mailroom which is located in Des Moines, Iowa, at the IME facility, receives all incoming mail, logs the claim, screens all claim documents and attachments and returns to the provider those claims that fail the screening criteria specified by the Department."</p> <p>Section 8.1.5.2.a states "All outgoing mail will go through the IME mailroom including regular daily mail and small-volume mailings."</p> <p>Will the Department provide all mailroom equipment (including but not limited to Scanners, Mail openers, Printers for small mailings, Check Printers, and Check stock) in addition to the physical mailroom facility to the Core MMIS Contractor for use during Operations? Further, is it the Department's intent that the Contractor will provide the staff to operate this State-owned</p>	<p>Yes. The Department will provide mailroom equipment. The winning Bidder will provide the staff to operate the state owned equipment.</p> <p>All mailroom equipment is to be operated at the IME facility.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>equipment?</p> <p>For further clarification, would the Department please specify which mailroom equipment will and will not be available for use by the Core MMIS contractor?</p> <p>If certain mailroom equipment (e.g., Check printers) is not furnished by the Department, will the Core MMIS Contractor be able to support these functions in a facility outside of the current IME mailroom location?</p>		
239.	Attachment O, Section 6, Term of the Contract	<p>As stated in RFP Attachment O, Section 6 Term of the Contract, “the term of the Base Contract is January XX, 2012 through - July 31, 2018 with operations effective August 1, 2014. The Contract Renewal Option Years will consist of three (3), one (1) year options.” With a Go Live date of August 2014, this implies the following timeline: a 32 month DDI, 4 run years, and 3 option years. Pricing Schedules N-4, N-6, and N-11 provide pricing inputs for Year 1 – Year 5 and then 3 Option Years.</p> <p>Should these pricing tables be adjusted to show pricing for Year 1 – Year 4 followed by 3 Option Years?</p>	<p>Please refer to the response to Question 14. The go-live date has been changed to October 1, 2014 as noted in Amendment 1.</p> <p>The Pricing Schedules are correct.</p>	Accenture
240.	Pricing Schedule N-1 and N-5	<p>Pricing Schedule N-1 and N-5 have percentage allocations listed next to each milestone. Please confirm the State will pay the provided percentage of the Service Provider’s DDI Price for each milestone on the date listed in the service</p>	<p>The deliverables percentage allocation will be reviewed by the Department and a mutual agreement will be established with the winning Bidders.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		provider's deliverable schedule?		
241.	Section 2. Proposal Timeline	Given the volume of questions that will be answered following the Question deadline of 7/13 and the potential that further clarification may be needed following the State's answers, we request the State grant additional time for clarification questions that may be required to further clarify the State's answers to Bidder's questions.	A time period will be established by the Department for clarification to questions the Department has responded to. Amendment: The RFP will be amended to incorporate this change.	Accenture
242.	6.2.2.3, Permanent Facilities	As stated in the RFP Section 6.2.2.3, Permanent Facilities, "Approval for offsite work will be rarely granted by the Department," Will the State allow the Core MMIS vendor to support some of the development activities that do not require direct interaction with the State staff to be done at an off-site location outside of Des Moines?	Please refer to the response to Question 170.	Accenture
243.	6.2.2.1, Temporary Offices	As stated in RFP Section 6.2.2.1, Temporary Offices, "The Core MMIS and POS system implementation key personnel will perform duties at these Des Moines where the implementation functions will be performed." Development staff that will not have direct implementation tasks can work remotely, off-site, outside Des Moines. Does the State require all resources to travel to Des Moines and work in the temporary office or will the State allow those development staff personnel that do not require direct interaction with State Staff to support the project remotely?	Please refer to the response to Question 170.	Accenture
244.	6.2.2.3.2,	As stated in the RFP, Section 6.2.2.3.2,	All 400 IME staff require access to the system	Accenture

Count	RFP Section	Question	Response	Submitter
	Permanent Facilities	<p>Permanent Facilities, "There are approximately 400 staff that comprise of Department and contractor staff that reside at the IME Facility." Could the State identify how many of the 400 staff at the IME Facility or any other State staff that will be users of the system? Also could the State categorize the users of the system as:</p> <ol style="list-style-type: none"> 1. Number of named users who are people who have an active User ID and access to the system? 2. Number of active Users that would be core Users who transact with the system daily to complete their tasks? 3. Number of casual Users that use the system to complete routine tasks and look up information. (Examples include report viewing, employee self-service, etc.)? 	<p>Approximately 325 daily users Approximately 75 casual users</p> <p>The Department is unable to forecast these statistics; however it is anticipated that the Medicaid population will increase by 100k – 150k in 2014 based on the federal mandates related to the Affordable Care Act (ACA).</p>	
245.	7.1.2 MMIS System Requirements, PR.SS.02	<p>As stated in the RFP, Section 7.1.2, MMIS System Requirements PR.SS.02, "Maintain the flexibility to change provider type categories and convert history records to reflect new provider type categories."</p> <p>Can the State please define the attribute "provider type category" and provide some information on how this attribute is used in the claims system, if the history records to be converted are claim records, provider records or some other records and how frequently these categories are changed?</p>	<p>The "provider type category" indicates the service of the provider such as physician, dentist, podiatrist, etc. The records could be provider or claim types that would need to be changed. The change order on these provider types is minimal.</p> <p>Please refer to the MMIS Valid Values Booklet (Medicaid Guide) located on the IME Resource Library located at: http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Accenture
246.	7.1.2 MMIS System	As stated in the RFP, Section 7.1.2, MMIS System Requirements, CA2.35, "Provide	Please refer to section 6.3.2.3-6.3.2.3.3.1 of the RFP for all testing related requirements.	Accenture

Count	RFP Section	Question	Response	Submitter
	Requirements, CA2.35.05	<p>authorized IME users as specified by IME, inquiry access to the ITF. There must be two separate distinct environments that mirror the production environment in which testing can be done."</p> <p>Can the State please confirm that the mirror environment for testing is to mirror functionality and capabilities and test volumes are sufficient in the test environments?</p>		
247.	6.3.2.1.2 Contractor Responsibilities	<p>As stated in the RFP, 6.3.2.1.2, Contractor Responsibilities, "Additionally, the contractor(s) must provide resources to complete the loading and application functionality to allow for the initial loading of all information currently captured on paper that will be automated in the new MMIS and POS."</p> <p>Can the State please provide metrics or estimates on the number of paper documents/reports/forms where the information is not in the current system and will require initial loading by the new Contractor as well as breakdown of the types and complexity of the documents/reports/forms?</p>	<p>Please refer to the MMIS Paper Documents Report located on the IME Resource Library located at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Accenture
248.	6.3.2.1.2 Contractor Responsibilities	<p>As stated in the RFP, 6.3.2.1.2, Contractor Responsibilities, "The contractor(s) must write programs, use tools or utilize existing extract routines to extract data from the current MMIS and POS."</p> <p>Can the State please provide a listing of the existing extract routines used to extract data from</p>	<p>Please refer to the MMIS Interfaces and System Interface Diagram located on the IME Resource Library at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Accenture

Count	RFP Section	Question	Response	Submitter								
		the current MMIS and POS along with a listing of those tables or subsystems that do not have extract routines that would support conversion activities?										
249.	6.3.2.1.2 Contractor Responsibilities	<p>As stated in the RFP, 6.3.2.1.2, Contractor Responsibilities, "The contractor(s) must write programs, use tools or utilize existing extract routines to extract data from the current MMIS and POS."</p> <p>Will the State provide data dumps from the legacy MMIS and POS for the new Contractor to support analysis and conversion tasks? The dumps would be required during the initial analysis and design activities as well as during the test runs of conversion for parallel testing and again during the final conversion.</p>	The Department will ensure the winning Bidder will have access to the appropriate data dumps from the legacy MMIS and POS systems with assistance from the current contractors.	Accenture								
250.	6.3.2.1.2 Contractor Responsibilities	Can the State please provide to the bidders for the purpose of estimating conversion the number of legacy tables within the MMIS and POS, metrics on the number of rows within each table and data definitions or attribute list for each table?	<p>Please refer to the MMIS Detailed System Design (DSD) document to view legacy tables and data definitions located on the IME Resource Library at:</p> <p>http://www.ime.state.ia.us/IMEResourceLibrary.html</p>	Accenture								
251.	7.1.2 MMIS System Requirements, EDSS.06	<p>As stated in the RFP Seduction 7.1.2 MMIS System Requirements, "Provide conversion of all documents to a format as defined by IME."</p> <p>Can the State please provide metrics or estimates on the number of documents that will require conversion and is this term "all documents" referring only to the conversion of legacy images?</p>	<p>Below are the estimates on the number of documents that will require conversion as of 7/20/11. A total of 83,816,080.</p> <table> <tr> <td>Electronic Claims</td> <td>44,258,153</td> </tr> <tr> <td>Claim Images</td> <td>27,877,987</td> </tr> <tr> <td>Core</td> <td>2,166,490</td> </tr> <tr> <td>COLD Reports</td> <td>2,005,038</td> </tr> </table>	Electronic Claims	44,258,153	Claim Images	27,877,987	Core	2,166,490	COLD Reports	2,005,038	Accenture
Electronic Claims	44,258,153											
Claim Images	27,877,987											
Core	2,166,490											
COLD Reports	2,005,038											

Count	RFP Section	Question	Response	Submitter
			Medical Services 1,849,403 OnBase System E-forms 1,753,490 Provider Services 1,144,483 Deleted Documents 735,952 Revenue Collections 536,599 Member Services 414,364 OnBase System Reports 272,861 Envelope 249,851 RTP Claims 243,086 HIPP 98,410 Point of Sale 82,842 Program Integrity 64,248 Policy 37,710 Provider Cost Audit 20,894 Pharmacy 3,564 ISU 600 Data Warehouse 55 The conversion includes the legacy, current and new documents.	
252.	Table 3: Current IME Tools Table entry 4.1.7: Surveillance and Utilization Review Subsystem	The State indicates the SUR system will be replaced in Table 3: Current IME Tools. The current IFADs system is described as having a certified SUR component (ISUR) and is indicated as not being replaced. The Program Integrity requirements in Section 7 and Section 8 specify the Core contractor will provide extracts and	Yes.	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>select reports to the Program Integrity contractor and other entities designated by the State.</p> <p>Can the State please clarify if the Core Contractor is replacing the ISUR component for Iowa and will require the Core Contractor to deliver a certifiable SUR reporting capability?</p>		
253.	<p>6.2.3.8, Contract Deliverable Procedures</p> <p>Section 5.6 , Error Correction, Page 6</p>	<p>Section 6.2.3.8, Contract Deliverable Procedures, of the RFP states that non-compliant deliverables must be made compliant within 10 business days of notice from the Department; however, Section 5.6, Error Correction, of the Sample Contract states that all Deficiencies must be promptly corrected.</p> <p>Can the Department please confirm that 10 business days is the timeframe for promptly correcting non-compliant deliverables specific to this RFP?</p>	Please refer to the response to Question 9.	Accenture
254.	<p>9.3.2, Bid Proposal Security</p> <p>10.13, Acceptance Period</p>	<p>Section 9.3.2, Bid Proposal Security, requires a bid bond/letter of credit to be submitted with the Cost Proposal and states that the bid bond must be delivered to the Department.</p> <p>Section 10.13, Acceptance Period, states that if the successful bidder fails to negotiate and execute a contract by the date specified in Section 2.1 of the RFP, the Department may revoke the award and award the contract to the next highest ranked bidder.</p> <p>Will the bid bond be returned to the Bidder if the bidder and the Department are unable to agree on</p>	Yes.	Accenture

Count	RFP Section	Question	Response	Submitter
		a definitive contract?		
255.	Attachment B, Software Maintenance and Technical Support Agreement Attachment J-4, Primary Bidder Detail Form & Certification, Page 387	Attachment B, Software Maintenance and Technical Support Agreement, states that the Bidder accepts and will comply with all Contract Terms and Conditions contained in the Sample Contract without change except as otherwise expressly stated in the Primary Bidder Detail Form & Certification (Attachment J-4). Can the Department please clarify that the contract will be negotiated between the parties based on our response and our proposed amendments in Attachment J-4?	Yes, additionally please refer to response to Question 27.	Accenture
256.	7.4, Withholding Payments	Section 7.4 Withholding Payments, of the Sample Contract states that the Department can withhold payment in whole or in part without penalty if the Contractor has failed to perform any of its duties or obligations or if a Deliverable fails to meet or conform to the applicable Specifications or contains or is experiencing a Deficiency. The Sample Contract further states that if the total amount withheld is greater than \$100 for three consecutive months, the Contractor will forfeit 5% of the withheld amount. If the Contractor is working in good faith to correct the Deficiency/failure, will the Department consider limiting the forfeiture to situations involving a material failure to perform, a material failure to conform or a material Deficiency?	No. As noted elsewhere in these answers, the winning Bidder will be paid based on the acceptance of deliverables. Withholding over and above the standard withhold applicable during the DDI phase is not anticipated. However, the Department does retain that right as a small method through which it may bring about positive improvement in a contractual relationship.	Accenture
257.	10.1, Change Service Requests	Section 10.1, Change Service Requests, of the Sample Contract states that if the Department	The Department determines consistency with existing scope based upon Scope of Work language. For example, if an	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>requests or directs the Contractor to perform any service or function that is consistent with and similar to the scope of services required to be performed by the Contractor, the Contractor will proceed to make the changes.</p> <p>What criteria does the Department use to determine whether the new service is considered consistent with or similar to the scope of services?</p> <p>For clarification, could the Department please provide additional details on what constitutes a change service request versus a similar service?</p>	<p>RFP required a contractor to staff a call center for one particular program and paid the contractor based on a flat fee regardless of call volume, and increase in call volume would be considered consistent with and similar to the scope of services set forth in the RFP. In other words, a change of service would not be appropriate. However, if the contract was expanded to cover an entirely new program, a change of service may very well be appropriate.</p> <p>In respect to the present RFP, changes in legal requirements that impact the scope of work could result in change service requests. However, the successful Bidder should recognize that numerous daily activities of the system services RFP contractor will be considered to fall within existing scope, and the contractor should not enter into the relationship with the expectation that change service requests will be the norm.</p>	
258.	13.2, Coverage and 13.3 Subcontractors	<p>Section 13.2, Coverage, and 13.3, Subcontractors, of the Sample Contract require that the subcontractor provide certificates of insurance and maintain the required insurance set forth in Section 13.1.</p> <p>Will the Department consider replacing the insurance required for subcontractors with a more conventional policy of \$5 million for general aggregate and comp/op aggregate and \$2 million per occurrence? Such a change is in the best interest of both the subcontractors and the Department because it will encourage and allow more subcontractors to bid as part of our solution.</p>	<p>Please refer to section 9.2.2(f) of the RFP for instructions when proposing alternative solutions to the Department.</p>	Accenture
259.	14.1, Implementation and 14.2,	<p>Section 14.1, Implementation and 14.2, Operations, of the Sample Contract require that the Contractor post a performance bond or</p>	<p>Please refer to the response to Question 31.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
	Operations (dates and years change)	<p>irrevocable letter of credit during the implementation and operations process. Section 14.2 states when the bond/letter of credit related to operations are released, however, Section 14.1 does not state when the bond or letter of credit will be released back to the Contractor.</p> <p>Can the Department please confirm that the Performance Bond will be released back to the Contractor at go live of the new system?</p>		
260.	16.2, Operating Systems, Applications Software and Utilities Attachment A – Software License Agreement, Section 2.2, Escrow of Source Code and Documentation	<p>Section 16.2, Operating Systems, Applications Software and Utilities, of the Sample Contract states that the License Agreement and Maintenance Agreement must be entered for any Contractor-owned proprietary software. Attachment A, Software License Agreement, Section 2.2, Escrow of Source Code and Documentation also requires that the licensor enter into an Escrow Agreement for source code and related documentation.</p> <p>When software is owned by an affiliate of the Contractor, is the Department willing to enter the License Agreement, Maintenance Agreement and Escrow Agreement directly with a vendor who is an affiliate of the Contractor?</p>	<p>Any software that the Bidder(s) intends to incorporate into the MMIS solution must be either commercially available and subject to standardized licensing obligations (i.e., Oracle, Microsoft SQL, Crystal Reports), or not commercially available. Products that the Department determines are not commercially available will be subject to the licensing, maintenance, and escrow contractual obligations as set forth in the RFP. The contractual obligations for such non-commercially available components must be agreed to before the parties execute the contract derived from this RFP.</p>	Accenture
261.	3.3, Preference	<p>Section 3.3 of the Sample Contract, states that the RFP shall control over the terms of the Bid Proposal and the Contract controls over the RFP. Further, Section 3.3 states that the Proposal does not create any obligations on the Department. If the bidder has key provisions and details in its Proposal, is it the Department's</p>	<p>"If the Bidders have key provisions and details in its Proposal, is it the Department's intention that such provisions will be reflected in the Contract?" It is the Department's intent to have the contract language control. A Bidder's proposal will have no bearing on legal requirements if the issue at hand is addressed in either the contract or the RFP</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		intention that such provisions will be reflected in the Contract?	language.	
262.	4, Definitions, Page 2 and Section 5. Scope of Work and Services Requirements	Sections 4 and 5 of the Sample Contract states that there will be a Statement of Work governing the scope of the services. Could the Department provide further clarity on how the SOWs will be issued and finalized?	The standard Sample Contract language uses the term "Statement of Work," which includes all documents outlining how the winning Bidder seeks to meet the Scope of Work in the RFP. Therefore, the Statement of Work would include all work plans and, by definition, would include the RFP's Scope of Work and the Bidder's proposal. The Statement of Work is not a separate document.	Accenture
263.	4, Definitions	Section 4 refers to "Acceptance Testing" but does not provide the process and timeframes by which such testing will be conducted. We request that the Department confirm that the Test Plan to be created as part of DDI will represent the acceptance test process applicable for the entire project.	The Sample Contract language will be modified through a subsequent amendment to outline that the standards of acceptance will be established through the various plans to be submitted and agreed to by the successful Bidder and the Department.	Accenture
264.	General Legal	The Sample Contracts (including the software license agreement, the support and maintenance agreement and the source code escrow agreement) do not provide limits on the contractor's/vendor's liability, but does provide some for the Department. We request that the Department consider a reasonable limit on liability that is tied to the fees paid to contractor/vendor in a defined period prior to the date the cause of action arose and a mutual disclaimer of liability for consequential, incidental, indirect, special or punitive damages, losses or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings).	The Department understands that Bidders exposure may either unnecessarily escalate pricing or limit competition. At the same time, the Department must take reasonable steps to protect the taxpayer assets managed by the Department. Balancing the various interests, the Department is willing to provide a limitation of liability of 100% of the total value of the contract, inclusive of all optional years and payments associated with amendments or change service requests. The other proposals referenced by the Bidders are not acceptable.	Accenture

Count	RFP Section	Question	Response	Submitter
265.	5.4, Department Not Required to accept or Install Enhancements	Section 5.4 of the Sample Contract proposes that Contractor's obligations cannot be conditioned on the requirement that Department implement any enhancements or additional functionality provided by Contractor. Please provide further clarity on the intent of this provision and how it will apply to recommendations or functional requirements for the MMIS operations.	In certain contexts, particularly when dealing with proprietary code to which the Department does not have access to the source code, Bidders can at time condition continued use of the software or support of the software on installation of the latest version of the code. At times the Department has elected to not install the latest version of code for various reasons, including but not limited to additional licensing charges, security concerns, etc. The clause affords the Department the right to continued use of the current code should the rare decision be made to not upgrade. In this event, the successful Bidder would be obligated to continue to support the currently installed code.	Accenture
266.	5.6, Error Correction	Section 5.6 of the Sample Contract proposes that the Contractor correct deficiencies in any deliverables even if previously accepted by the Department. In addition, Section 18 of the Sample Contract proposes various warranties with respect to the contractor's obligations; however there is no warranty period. We request that the State grant a warranty period of ninety (90) calendar days after the services are performed and deliverables are accepted.	Bidders should understand that this RFP contemplates installation of a multi-million dollar system followed by an extensive service contract that will require the successful Bidder to co-locate staff with other contractors and state staff within the Iowa Medicaid Enterprise. The ongoing service contract will provide for continued support for the system during the full term of the contract, which will of necessity include making changes and corrections to the system. The Sample Contract language simply notes that as part of that ongoing system support and maintenance, the contractor will continue to correct any errors or deficiencies found in the system. Any such corrections will fall within the contractor's obligations under the service contract and will not be subject to additional payment obligations. As noted elsewhere in these answers, the "Warranty Period" will be clarified to mean the term of the service contract arising from this RFP, which will make the contractual Warranty Period consistent with the same Warranty Period that would be applicable to any software licensed to the state pursuant to the Software	Accenture

Count	RFP Section	Question	Response	Submitter
			License Agreement attached to the RFP.	
267.	7.4, Withholding Payments	Section 7.4 provides for the right for the Department to withhold amounts due to the Contractor. Please clarify the process that will apply if the Contractor disputes such withholding and how such amounts will be paid.	See Section 23.35 of the Sample Contract.	Accenture
268.	8.4, Termination Due to Lack of Funds or Change in Law	Section 8.4 of the Sample Contract permits the Department to terminate the contract in part due to certain changes in law or funding. Please confirm that any partial termination shall be managed through the change control process.	The change control process would not be applicable. A termination or partial termination based on this Section 8.4, which is required by Iowa law, would occur either through an Amendment or through notice to the contractor of the termination. The change control process relates to either minor or moderate changes that expand scope of work. Significant contract changes are managed through amendments.	Accenture
269.	Section 8, Termination	Under Section 8 of the Sample Contract, please clarify rights and remedies available to the Contractor if the Department fails to timely pay a valid invoice?	See Section 23.35 of the Sample Contract.	Accenture
270.	Section 8, Termination	Under Section 8 of the Sample Contract, we request the Department allow that upon any termination of the Contract the parties will work in good faith to settle all amounts due between them, and the Contractor shall be entitled to payment for work performed through the termination date except for any work that was not in material compliance with the requirements described herein and any capital costs incurred for materials that were procured and delivered to the Department for the benefit of the project.	No. The contract derived from this RFP will not be a time and materials contract. Rather, the successful Bidder will be paid during the DDI phase based on accepted deliverables only.	Accenture
271.	8.7, Contractor's	In reference to Section 8.7 of the Sample	Please refer to the response to Question 258.	Accenture

Count	RFP Section	Question	Response	Submitter
	Default Cured by the Department	Contract, please confirm that the Contractor will be excused to the extent that any failure of the Contractor to perform is due to acts or omissions of Department or its agents or contractors.		
272.	10, Change of Service and Section 11, Procedure	Sections 10 and 11 of the Sample Contract propose a change of service provision, applicable to changes by the Department. However, during the term of the contract, we suspect that either party may propose to modify the scope or requirements of the deliverables or services. Please advise if the procedure is available for contractor initiated changes.	The Department welcomes and often receives suggestions from contractors. Should the Department elect to pursue a suggestion, the endeavor may result in a contract amendment or a contractual change service request.	Accenture
273.	11.1, No Agreement on Change Service Request	Section 11.1 of the Sample Contract; please define the term "Contract Administrator"?	The Contract Administrator is the principal contact for contract related matters.	Accenture
274.	18.4, Intellectual Property	Section 18.4 of the Sample Contract provides for terms and conditions on the Department's ownership of the work product created under the contract. We request the following concepts be incorporated into the contract : Confirm that contractor will continue to be the owner of its intellectual property that was created prior to the Contract or independently developed by it? Will the Department grant a royalty-free, fully-paid up, nonexclusive and transferable license for Contractor to use any work product for its internal and external business purposes, including provision of services to other Contractor clients?	The Department is under various legal obligations related to ownership of work product, in particular ownership of software deliverables. 45 C.F.R. § 95.617(a) expressly requires state ownership of any software "designed, developed, or installed" with federal funds. (See Section 16.1 of the Sample Contract). However, CMS has clarified through guidance recently that states may implement MMIS solutions that are in some respects proprietary. State must claim federal financial participation at a much lower rate for proprietary components. The communication from CMS stated as follows: "MMIS software procured or developed using Federal funds (at any level of FFP) must be freely owned/shared by the State/CMS. CMS is not authorized to approve FFP (at any level) for costs associated with the development of	Accenture

Count	RFP Section	Question	Response	Submitter
			<p>proprietary software. However, States may procure a license(s) to use proprietary software (or other proprietary code) provided by Bidders for use in an approved MMIS and CMS is authorized to fund the reasonable costs of such a license(s) at the 75 percent FFP rate (see Section 11276.3 of the SMM).</p> <p>CMS also may approve FFP (at 90 percent, or in some cases 50 percent FFP rates) for reasonable costs associated with development of any custom programming code that would be necessary to make a proprietary software solution function in the State's MMIS environment, or otherwise customize the solution to meet State business needs, provided that the State/CMS freely owns the portion of the code that is customized code. Again, any custom code must be freely owned by the state/CMS...else it is considered proprietary and only the reasonable costs for the license fees would be eligible for 75% FFP.</p> <p>When procuring proprietary software for an MMIS, the APD and Bidder contract must break out the components or deliverables of an MMIS that are licensed under a proprietary arrangement, and components or deliverables that are custom developed and owned by the State/CMS, and show a breakout of the total costs and FFP rates for each.</p> <p>For licensed software, we recommend that States consider requiring Bidders to provide a license for continued use of proprietary software (e.g., perpetual license or license extension at state option) in case the State decides to take-over the MMIS or award a contract for a take-over by another Bidder in the future."</p> <p>Because of this, it is critical for states to understand what components the Bidders to be proprietary in any way,</p>	

Count	RFP Section	Question	Response	Submitter
			<p>including but not limited to prior works or independently developed works. While CMS may allow the introduction of proprietary works into MMIS solutions, the state may simple not be able to afford a heavily proprietary system due to the decrease in FFP.</p> <p>All non-proprietary components of the installed MMIS will be subject to the obligations of 45 C.F.R. § 95.617(a). All proprietary components of the installed MMIS will be subject to the license, maintenance, and escrow obligations as set forth in the RFP. The Department is not opposed to the “license back” statement suggested in part “B” of the Bidder’s question.</p>	
275.	18.8, Compatibility Warranty	Section 18.8 provides for a compatibility warranty; please clarify the intent of this provision.	The intent of the clause is to make sure that contractors are aware that any software installed pursuant to this RFP must live in peaceful cohabitation with other DHS systems and not only function properly but also exchange data properly with other core state systems.	Accenture
276.	18.11, Warranties Implied by law 18.12, Business Requirements	Sections 18.11 and 18.12 of the Sample Contract incorporate warranties implied by law. We are not familiar with the scope of these warranties. Please advise on the specific types of implied warranties the State is looking to include in the contract?	While the Department does seek to be responsive to the inquiry, the Department cannot also offer legal advice. The Department can convey that many software vendors seek in their license agreements or contracts to expressly exclude the implied warranty of merchantability and warranty of fitness for a particular purpose. Exclusion of such warranties would be prohibited by this clause. Beyond this, we can only suggest that you consult with your counsel.	Accenture
277.	23.11, Knowledge of the Iowa Medicaid Program	Section 23.11 states that Contractor acknowledges that the Department relies on Contractor’s knowledge of Medicaid. Please note that we do not provide legal advice and/or legal recommendations. Please confirm that the Department will provide its own legal resources to	The Department has its own legal staff through the Iowa Attorney General’s Office. At the same time, the Department’s lawyers are not programmers. The winning Bidder must be knowledgeable of Medicaid and prepared to craft a solution that satisfies the legal requirements placed on	Accenture

Count	RFP Section	Question	Response	Submitter
		define and interpret legal policies and procedures to ensure State compliance with applicable laws and regulations.	the Department.	
278.	23.35, Contract Disputes	Section 23.35 of the Sample Contract proposes a dispute resolution process. We request that the Department propose a process that includes representatives from the Department and the Contractor and is arbitrated by an independent party.	Please refer to the response to Question 258.	Accenture
279.	5.13, Regulatory Compliance	Under Section 5.13 of the RFP, Contractor reaffirms its commitment to comply with the applicable laws and regulations. Please confirm that the Department's request for a fixed price is based on laws and regulations governing the services as of the Contract effective date and that any post-contract changes in laws or regulations that may impact cost or schedule for delivery of the services or deliverables will be addressed in the mutually agreed change order process.	Please refer to the response to Question 258.	Accenture
280.	8.1.10.3, Contractor Responsibilities	In Section 8.1.10.3 of the RFP, there is a requirement for certain "qualified" personnel. As part of the services and deliverables, we expect such qualified personnel to consist of registered nurses. Please clarify if the Department is seeking other licensed, certified and/or registered personnel or entity licenses and if so, please provide the details of such qualifications.	The Department does not require the winning Bidder to provide other licensed, certified or registered personnel or entity licenses. The Department requires the contract to provide qualified staff to perform these functions.	Accenture
281.	Legal Question	To further clarify the terms of the Sample Contract, with respect to all products and materials provided by third parties and services purchased by Contractor for the Department	No. It is the Department's expectation that each Bidder will identify any component of the proposed system that is provided by third parties. Each such third party should review the RFP and complete a Subcontractor Disclosure	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>("Third Party Materials"), Contractor shall pass through or assign to the Department the rights Contractor obtains from the third parties of such Third Party Materials and services, including warranty, escrow and license rights, all to the extent that such rights are assignable. However, please confirm, in Section 16.3, with respect to a conflict between the terms of the license to Third Party Materials and the Contract, that the Department acknowledges and agrees that the provisions of the applicable third party agreement will supersede any requirements of the Contract with respect to the Third Party Materials, and the Contractor shall not have any greater obligations or liability for Third Party Materials beyond the provisions of the applicable agreement with the third party.</p>	<p>Form (Attachment J-4). In addition, any system component or portion thereof that is provided by a third party will be subject to the licensing, maintenance, and escrow agreements set forth in the RFP. The only acceptable exceptions to this obligation will relate to commercially available software from third parties or such items as code sets only available pursuant to established contractual terms. Any such exceptions to the licensing, maintenance, and escrow obligations must be identified in the bid and agreed to by the Department before the contract is signed. This is the only way that the Department can fully understand its contractual obligations and know completely its exposure to potential business interruptions.</p>	
282.	Legal Question	<p>Contractor agrees to pay mutually agreed upon amounts for failure to meet the milestones and performance standards set forth in the RFP. Please confirm the following for any assessment of damages.</p> <p>Such amounts will only be assessed if the applicable failure was caused solely by Contractor, as objectively determined by a jointly performed root cause analysis.</p> <p>Any assessed amounts for failure to achieve a milestone will have a mutually agreed upon grace.</p> <p>Such amounts can be paid as service credits redeemable by Department for future services to be performed by Contractor following go-live of</p>	<p>The Bidder's proposals are inconsistent with the concept of this RFP. As will be clarified in a subsequent amendment, the contractor will be paid on a per-deliverable basis following acceptance of each deliverable. Such payments during the DDI phase will be subject to a withhold, which will be payable at the conclusion of the DDI phase once the system is certified by CMS. The Department reserves the right to withhold payments or to set off payments over and above the standard withhold, but such extreme remedies are without question not the norm.</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		<p>the MMIS.</p> <p>If Department elects to assess any such amounts for a failure, the paid amounts will be Department's exclusive remedy for such failure.</p> <p>If an act or omission by Contractor triggers the failure of multiple items with damages or penalties, Department will be entitled to receive the damages or penalties from the performance standard or milestone that has the highest damage amount.</p> <p>If Contractor successfully achieves the go-live of the MMIS on time, any accrued amounts, damages or penalties will be forgiven and the amount of credit issued shall be voided.</p> <p>In the event that Contractor in good faith disputes the assessment of any amounts, damages or penalties, Contractor shall not be required to pay any such, until the dispute resolution process has been completed.</p>		
283.	Legal Question	<p>In the event of a nonperformance or delay caused by the Department or its contractors, please confirm that the Contractor will be excused from performance until such time as the Department remedies the applicable nonperformance and the Project schedule will be revised and extended to address the impact of the delay. If there is a delay of the Contract over thirty (30) calendar days in the aggregate, please provide details on Contractor's rights and remedies if the Department is unable to adjust the project price,</p>	<p>In that the Sample Contract attached to the RFP is being amended to reflect that payments will be made based on a per-accepted-deliverable basis during the DDI phase, the Bidder's question does not seem applicable. With payments associated with accepted deliverables, the contractor will be paid when deliverables are accepted regardless of whether or not the contractor is ahead of schedule or behind schedule. Because of the anticipated cost of this project and the clear exposure in the event of failure, the Department has every incentive to help the successful Bidder meet its timelines, and the Bidder has a direct financial interest in</p>	Accenture

Count	RFP Section	Question	Response	Submitter
		scope of work, service levels or schedule as necessary to remedy the cost impact.	getting approval on completed deliverables. Absent changes in scope, it will be the Department's expectation that there will be no adjustments to project price. Bidders should price the project accordingly.	
284.	15, Indemnification	Specific to the indemnification provisions of Section 15, we request that Department grant relief if the claim is caused by: (i) Department's misuse or modification of the item; (ii) Department's failure to use corrections or enhancements made available by Contractor; (iii) Department's use of the item in combination with any unauthorized product or information; (iv) information, direction, specification or materials provided by Department or any third party not under Contractor's direction; or (v) Department's failure to perform obligations of it or its agents and contractors.	No.	Accenture
285.	23.16, Repayment Obligation	As noted in Section 23.16 of the Sample Contract, please confirm if the following are acceptable for any penalties imposed by the Federal Government : If the Federal Government seeks to impose penalties, sanctions or reduction in Federal Financial Participation, Department will pursue appeals with appropriate Federal entities and take all reasonable actions to seek lifting or avoidance of such sanctions. Upon request, Department will reasonably consider allowing Contractor to participate in a dialogue with the appropriate Federal entities unless such entities instruct Department to the	Please refer to section 9.2.2(f) of the RFP for instructions when proposing alternative solutions to the Department.	Accenture

Count	RFP Section	Question	Response	Submitter
		contrary. Contractor shall be entitled to rely on and share equal benefits with Department for any grace or cure period or other similar relief provided by the Federal Government.		
286.	Legal Question	The Bid Proposal process requires that if the bidder objects to any term or condition of the RFP Sample Contract, such objection be identified in J-4 certification. However, the requirements further state that exceptions that materially change the terms or requirements of the RFP may be deemed non-responsive and could lead to disqualification. We request that the Department confirm that proposed amendments to terms and conditions in the submission of J-4 will not result in disqualification or be considered non-responsive.	The Department must assure that the bidding process is fair and that bids submitted can be fairly compared to one another. The Department has seen instances in which Bidders have inserted assumptions in a proposal that unfairly skewed the cost scoring in favor of a particular Bidder. It is that type of unfair bidding that could lead to disqualification, although the approach is typically to consult the Bidder during the evaluation process and have the Bidder address the concern. Proposed changes to contract language are simply proposals by a Bidder and generally will not be viewed as seeking to skew the procurement in favor of that Bidder.	Accenture
287.	Legal Question	The bid proposal process states that the Department reserves the right to execute a contract without further negotiation with the successful bidder. We respectfully request that the Department allow for good faith negotiations to occur post Intent to Award and will address items included in Attachment J-4 and that such negotiations would not cause forfeiture of the bid security.	The Department does not anticipate any form of extensive contract negotiations at the conclusion of the RFP process. Bidder concerns about specific Sample Contract language raised through Attachment J-4 will be addressed during the bidding process.	Accenture
288.	6.2.3.3 & 6.2.3.6 PMO Processes, Policies and Procedures	Section 6.2.3.3 states that the department will provide a central repository for all project artifacts. Section 6.2.3.6 states that the contractor will	The contractor portal maintains the required information for the Department as well as the contractor may place other items on the portal that is relate to their specific information they used for the Iowa project but is not data that is reported	SXC

Count	RFP Section	Question	Response	Submitter
		<p>establish a secure enterprise project portal that will, "...serve as the electronic repository for the official Project Work Plan (PWP), all deliverables and other project artifacts from project start-up through operations."</p> <p>What is the purpose of the department provided portal, and how does it differ from the contractor provided portal?</p>	<p>to the Department such as company procedures.</p> <p>The Department's portal will maintain the required contractor data but it may also hold other information other than contract specific data.</p>	
289.	6.2.3.3 & 6.2.3.6 PMO Processes, Policies and Procedures	In the event there are two different vendors selects, will both vendor portals be used for their respective project scopes or will the State designate one portal to be used for all aspects of the project?. If two vendors are selected but the State wishes to use just one portal, which contractor's portal will be used?	At this time, the Department requires each Bidder to provide a portal solution.	SXC
290.	6.2.3.3 & 6.2.3.6 PMO Processes, Policies and Procedures	How many licenses must be provided by the contractor for State, IV&V, QA, and MMIS contractor staff?	<p>The Bidder is required to provide approximately 50 project portal licenses for the Department, IV&V and QA staff.</p> <p>The Bidder will determine the number of MMIS staff that will require project portal licenses.</p>	SXC
291.	6.2.3.4 Industry Standards	<p>The RFP states that the contractor must, "... implement and maintain all systems with strict adherence to published, industry recognized standards, including but not limited to ..."</p> <p>Will the State consider removing the clause, "... but not limited to ..." as this is not a measurable requirement and cannot be bound or priced?</p>	The strict adherence to published industry recognized standards includes the Capability Maturity Model Integration (CMMI) and Standards from the Institute of Electrical and Electronic Engineers (IEEE) but is not limited as there may be a comparable model the Bidder proposes and this model must be approved by the Department. Therefore, the "not limited to" statement is applicable.	SXC

Count	RFP Section	Question	Response	Submitter
292.	6.2.3.5 Establish a Project Management Office (PMO)	Inasmuch as it is possible that there will be separate vendors for the MMIS and POS systems, the RFP requires each vendor to establish a PMO. In this case, will a coordinating PMO, responsible for resolution of conflicts and dependencies, maintenance of a master project plan and schedule, and other activities to ensure smooth integration of the two PMOs, be established? If so, who will be responsible for establishing the coordinating PMO?	The Department will be responsible for establishing a PMO for the integration of the MMIS and POS contractors.	SXC
293.	6.2.3.7.2 Project Work Plan for Implementation	Item e. of the requirement requires that the project work plan include named staff and level of effort in hours. Inasmuch as this is a fixed price contract and the level of effort is solely at the contractor's risk, can the State please clarify the purpose of the contractor providing this data and how it will be used?	The Department requires the number of hours associated with each work plan activity in effort to determine if a particular activity is on schedule or delayed.	SXC
294.	6.2.3.7.2 Project Work Plan for Implementation	Item l of the requirement requires a matrix by subtask, summarized by total hours per person, per month. Inasmuch as this is a fixed price contract, and the level of effort is solely at the contractor's risk, can the State please clarify the purpose of the contractor providing this data and how it will be used?	Please refer to the response to Question 293.	SXC
295.	6.2.3.11.1 Weekly Status Reports	Item h of this requirement requires a cost variance report. Inasmuch as this is a fixed price contract, and the level of effort is solely at the contractor's risk, can the State please clarify the purpose of	Please refer to the response to Question 21.	SXC

Count	RFP Section	Question	Response	Submitter
		the contractor providing this data and how it will be used?		
296.	6.2.3.9 Cost Management	<p>This requirement states that the contractor must provide costs variances and estimates to complete at the task level. The State states that this data will be used for planning and setting priorities.</p> <p>Can the State please elaborate on how costs borne by the contractor are relevant to priority planning? Since, this data and reporting arrangements are usually found in time & materials or cost plus type contracts, how will this data be used in a fixed price environment.</p> <p>Further, how are costs to be tracked? Are they to be tracked at the direct labor level considering labor loads are highly proprietary? Additionally, there are other costs incurred by the project that are not attributable to labor or specific tasks such as travel, equipment, and other overhead charges.</p>	<p>The Department will remove this requirement.</p> <p>Amendment: The RFP will be amended to incorporate this change.</p>	SXC
297.	9.2.6 Project Management	Is it acceptable for work identified by contract phase to be consolidated into a single Microsoft Project file as long as it is rational and each phase is clearly identified?	Yes.	SXC
298.	9.2.6 Project Management	Requirement 6.1, Contract Phases (RFP page 78), identifies six project phases:	<p>Yes.</p> <p>Amendment: The RFP will be amended to incorporate this</p>	SXC

Count	RFP Section	Question	Response	Submitter
		<p>Start-Up Implementation Transition to Operations Operations Certification Turnover</p> <p>However, in requirement 9.2.6 (page 342), the RFP identifies only five of those six phases as requiring project plans, as the "Transition to Operations" phase is omitted. Does the State's intend to require respondents to include a project plan for the "Transition to Operations" within the proposal?</p>	change	
299.	Attachment O – Sample Contract Section 3.1 (Incorporation of Documents)	<p>Section 3.1 states that Contractor agrees to all terms and conditions of the RFP unless specifically noted in this Contract. Section 5 (Scope of Work and Service Requirements) then incorporates specific sections of the RFP for certain contractors.</p> <p>Can it be clarified in this Section 3.1 that system services component contractors only agree to the terms and conditions specific to their respective services component(s)?</p>	Provisions of the RFP that are expressly applicable to only the POS project will only be made applicable to the successful Bidder for that project. Likewise, the provisions of the RFP that are expressly applicable to only the MMIS project will only be made applicable to the successful Bidder for that project. Generally applicable provisions of the RFP will be applicable to all contractors.	SXC
300.	Attachment O – Sample Contract Section 18.13 (Security)	Are the security standards referenced in this section available for review prior to submission of a response? If so, please advise where the	The Department does have internal system security standards, but the documents are confidential and cannot be made outward facing to the public without also creating a security risk. Most of the internal requirements relate to	SXC

Count	RFP Section	Question	Response	Submitter
	Standards)	security standard can be accessed.	security methods used in relation to particular program (i.e., the use of “stored procedures” in a SQL environment as a security measure). In addition, Bidders should be cognizant of the HIPAA security obligations and should be prepared to assure the Department that all patient information will be secured consistent with the technical, administrative, and security obligations of the HIPAA regulations including but not limited to access logging and auditing to assure compliance with the obligations of 42 C.F.R. §164.312(b).	
301.	Attachment O – Sample Contract Section 18.4 (Intellectual Property)	<p>Section 18.4 indicates that the State is the owner of all Deliverables provided under the Contract. Deliverables include, among other things, the Software.</p> <p>Is it the State's expectation that it will be the sole owner of Vendor's proprietary applications provided under the Contract?</p> <p>Will the State affirm in writing that the Software provided by Vendor under the Contract will in no case be considered a Deliverable under the Contract and that Vendor retains all rights, title, and interest thereto?</p>	<p>The Department is under various legal obligations related to ownership of work product, in particular ownership of software deliverables. 45 C.F.R. § 95.617(a) expressly requires state ownership of any software “designed, developed, or installed” with federal funds. (See Section 16.1 of the Sample Contract). However, CMS has clarified through guidance recently that states may implement MMIS solutions that are in some respects proprietary. That said, state must claim federal financial participation at a much lower rate for proprietary components.</p> <p>Because of this, it is critical for states to understand what components the Bidders to be proprietary in any way, including but not limited to prior works or independently developed works. While CMS may allow the introduction of proprietary works into MMIS solutions, the state may simply not be able to afford a heavily proprietary system due to the decrease in FFP.</p> <p>All non-proprietary components of the installed MMIS will be subject to the obligations of 45 C.F.R. § 95.617(a). All proprietary components of the installed MMIS will be subject to the license, maintenance, and escrow obligations as set forth in the RFP.</p>	SXC

Count	RFP Section	Question	Response	Submitter
			All software that is a part of the MMIS will be a deliverable under the contract, but the software will be subject to the ownership/license obligations as stated in response to this question. Bidders should be cognizant that it will be the Department's expectation that proprietary components of the installed MMIS should be discrete and readily identifiable, and the proprietary components cannot constitute a significant portion of the installed system because of the limitations on state funding for this project.	
302.	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 1. Definitions – Services Contract Definition	This section references a Service Contract (and an SOW) that will be entered into by contractor and the State. Is a copy of the Services Contract & SOW available for review prior to submission of a response? If so, please advise where the Services Contract & SOW can be found?	The RFP includes a copy of the service contract, which begins on page 424 of the 531 page RFP uploaded to Iowa's Bid Opportunities website. The "Statement of Work" is defined in the services contract as essentially all documents that define what the Department is purchasing, including but not limited to the RFP Scope of Work and related work plans.	SXC
303.	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 1 (Definitions) – Definition of Software	The definition of Software in Contract Attachment A, Section 1, Definitions, differs from that in the Software Maintenance and Technical Support Agreement (Contract Attachment B). Is it possible to make this definition consistent with the definition of Software in the Software Maintenance and Technical Support Agreement?	The Department will be reviewing all of the "Software" definitions in the various contracts and may issue an amendment modifying the terms before the date for submission of bids.	SXC
304.	Attachment O – Sample Contract – Attachment A – Software License	The License referenced in section 2.1 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, is granted to Government Entities, which includes a	No.	SXC

Count	RFP Section	Question	Response	Submitter
	Agreement Section 2.1 (License)	very broad set of users. Is it the State's intention that all government entities, including the US Government and any unit of another state would need the ability to use the application?		
305.	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 2.1 (License) – Sub-sections 2.1.1, 2.1.2 & 2.1.3.	Sections 2.1.1, 2.1.2, and 2.1.3 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, give Licensee, Government Entities & Authorized Contactors the right to enhance and prepare derivative works of the Software and to combine the Software with other software, firmware, Public Code and hardware. Is it the State's intention that these rights shall only apply in the event that Source Code is provided pursuant to Section 2.2 (Escrow of Source Code and Documentation)?	The subsections of Section 2.1 of the Software License Agreement most certainly apply to software over which the Department has obtained source code pursuant to contractual right. Proprietary code to which the Department does not have source code rights will be part of large, complex, mission critical system over which the Department must assure that it has the broadest license rights possible. This is the only way to assure the Department that it can continue to maintain the system into the distant future without any threat to that continued use. Although the Department believes that the license rights set forth in the license agreement are appropriate to the circumstances, Bidders should understand that it is strains credulity to assume that the Department has the desire or wherewithal to do anything with proprietary software other than use the product in production.	SXC
306.	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 6 (Representations, Warranties and Covenants) – Sub-section 6.3	Section 6.3 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, requires Licensor to represent and warrant that it is the owner of the Software and all IP rights therein and that the Software be wholly original with and prepared solely by Licensor. It is not uncommon for a software application to include third party software to which Licensors have a license to and/or the right to sub-license. Is it the State's intention to only use Software that is wholly owned and developed by Licensor?	In a large, mission-critical system such as an MMIS, it is critical that the Department have a clear understanding of all ownership and license obligations associated with every component of the system. The Department understands that some components of a system may be commercially available products that are provided for sale only under standard licensing terms. Examples of this would include Oracle, Microsoft SQL, or Crystal Reports. At the same time, the Department has seen more than one instance in which a contractor creates a software product using a licensed component that is not commercially available, and such	SXC

Count	RFP Section	Question	Response	Submitter
			<p>instances have lead to strained relationships over licensing/escrow arrangements surrounding the sublicense.</p> <p>To the extent that some component of a Bidder's solution is owned by a third party and not commercially available, the Department will very much be inclined to require that the third party component be subject to the license/escrow obligations set forth in the RFP.</p> <p>As noted previously, Bidders must be aware that state funding for this project is limited. Because of the impact proprietary software has on federal funding, a solution that is heavily proprietary may be cost prohibitive to the state.</p>	
307.	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 6 (Representations, Warranties and Covenants) – Sub-section 6.6	Section 6.6 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, requires that Licensor represent and warrant that all Software and Enhancements not contain anti-use devices, etc. It is not uncommon for a software application to require a license key that restricts use of the Software to only the functionality licensed by specific clients. Is it the State's intention to prohibit the use of license keys that restrict use of the Software to only the functionality licensed by the State?	<p>The response to the question depends on the nature of the proprietary interest in the software. Many commercially available software products require the use of license keys, and the Department accepts that it may be required to obtain such license keys as part of this project. As to non-commercially available solutions, the Department has a heightened concern about the use of restrictive keys, particularly time-limited keys. For such a mission-critical system, a time-limited key would not protect the Department's use of proprietary software in the event of contractor bankruptcy.</p> <p>Bidders should describe, in painstaking detail, any use restrictions, such as limits on the number of users or "named user" licensing, as well as any license "key" obligations for each and every component, including third-party components, that is included in the proposed solution.</p>	SXC
308.	Attachment O – Sample Contract – Attachment A –	Section 6.9 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, requires Licensor to abide by all	The statement is intended to assure compliance with Section 508 of the Rehabilitation Act, as well as any related state requirements. Section 508 is currently undergoing an	SXC

Count	RFP Section	Question	Response	Submitter
	Software License Agreement Section 6 (Representations, Warranties and Covenants) – Sub-section 6.9	<p>standards and requirements established by the Architectural Transportation Barriers Access Board and the Iowa Department of Administration Services, Information Technology Enterprise.</p> <p>Will the standards and requirements of the Architectural Transportation Barriers Access Board be available for review prior to submission of a response? If so, please advise where such standards and requirements can be accessed.</p> <p>Are the standards and requirements of the Iowa Department of Administrative Services, Information Technology Enterprise different from the security standards referenced in Section 18.13 of Attachment O (page 25 of Attachment O)? If they are different, will these standards and requirements be available for review prior to submission of a response? If so, please advise where such standards and requirements can be accessed.</p>	<p>update. For more information please consult this website: www.access-board.gov</p> <p>As to the DAS, ITE standards, please consult the following website: http://das.ite.iowa.gov/standards/enterprise_it/index.html</p> <p>Bidders should be particularly aware of the Chapter 12 “IT Security” standards. These standards are updated or changed from time to time, and the Department endeavors to always comply with the obligations.</p>	
309	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 9 (Contract Administration) – Sub-section 9.2	The first sentence of section 9.2 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, references the Agency’s Fair Info. Practices rules, which seems to be missing a citation. Will the citation be available prior to submission of a response?	<p>The Sample Contract language will be amended to reflect the Department’s Open Records administrative rules: 441 Iowa Admin. Code chapter 9, which is available at this website: http://www.legis.state.ia.us/aspx/ACODocs/agencyList.aspx</p> <p>The Sample Contract will contain the web site references above.</p>	SXC

Count	RFP Section	Question	Response	Submitter
	(Confidentiality)			
310.	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 9 (Contract Administration) – Sub-section 9.5 (Third-Party Rights)	Section 9.5 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, indicates that the Agreement is intended to benefit Governmental Entities. Is it the State’s intention to allow entities other than the Licensee to utilize the applications provided under the Agreement?	<p>The sample contractual clause is unrelated to the question asked. The sample contractual clause prohibits any third party from claiming that it is an intended third party beneficiary under the contract and, therefore, entitled to bring a lawsuit against the parties to the contract because of that intended beneficiary status. The Department puts a “no third party beneficiaries” clause in every contract to prevent such third-party lawsuits.</p> <p>The question asked relates to third parties having access to the applications that make up the MMIS. By its very nature, the Iowa Medicaid Enterprise does require that third parties access and use the MMIS on a daily basis. Therefore, contractors within the MMIS and potentially outside of the Iowa Medicaid Enterprise will have access to the MMIS applications.</p>	SXC
311.	Attachment O – Sample Contract – Attachment A – Software License Agreement Section 9 (Contract Administration) – Sub-section 9.12 (Use of Third Parties)	Section 9.12 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, prohibits the delegation/subcontracting of Services to a Third Party. Would the State consider allowing Licensor’s wholly owned subsidiaries to provide Services under this Agreement provided that Licensor remain responsible for the provisions of Services by such wholly owned subsidiaries?	<p>Depending on the circumstances, a subsidiary of a corporate parent may be considered a “subcontractor” and may need to complete a subcontractor disclosure form (Attachment J-4).</p> <p>It should be noted that the Bidder is pointing to a provision in the licensing agreement, and the clause only relates to the “Agreement”, which is defined on the first page of the license as being the license agreement. Essentially, the clause prohibits the unilateral delegation of the license obligations, such as call center support for the license, to a third party without prior approval.</p>	SXC
312.	Attachment O – Sample Contract – Attachment A – Software License	In Section 9.26 of Attachment O, Sample Contract, Contract Attachment A, Software Licensing Agreement, the term Licensee Property is capitalized, but is not defined elsewhere in the	<p>The capitalization will be removed.</p> <p>Amendment: The Sample Contract will be amended to incorporate this change.</p>	SXC

Count	RFP Section	Question	Response	Submitter
	Agreement Section 9 (Contract Administration) – Sub-section 9.26 (Care of Property)	Contract. Will a definition of “Licensee Property” be provided and eventually added to the Contract?		
313.	Attachment O – Sample Contract – Attachment A – Software License Agreement – Schedule C – Source Code Escrow Agreement General Question	There are several instances in this agreement that require immediate action. Would the State consider replacing “immediate” with a reasonable number of days?	The Department believes that the term “immediate” is generally more appropriate. The term would normally encompass a short period of time necessary to access the facts and circumstances. However, the more severe the issue, the more “immediate” the response should be. For instance, Section 6.4 requires immediate notice in event that there is a claim of infringement. Assuming that claim could lead to loss of access to the code in question if the claim is successful, then the most immediate notice possible would be appropriate considering the mission-critical nature of the system in question.	SXC
314.	Attachment O – Sample Contract – Attachment B – Software Maintenance and Technical Support Agreement Section 1.2 (Term)	This section refers to the System Services Contract. Is this the same agreement as the “Services Agreement” referenced in Section 2 (Definitions) and throughout Attachment A (Software License Agreement) to Attachment O (Sample Contract Attachment) of the RFP? If not, is a copy of the System Services Contract available for review prior to submission of a response? If so, please advise where the System Services Contract can be accessed. If it is the same Agreement as the Services Agreement referenced throughout the Attachment A (Software License Agreement) to Attachment O	The term “System Services Contract” relates to the template Sample Contract that begins on page 424 of the 531 page PDF document uploaded to the Iowa Bid Opportunities website. The Department may issue an amendment normalizing the term through the Sample Contract attached to the RFP.	SXC

Count	RFP Section	Question	Response	Submitter
		(Sample Contract Attachment) of the RFP, can this section please be modified to reflect the correct agreement?		
315.	Attachment O – Sample Contract – Attachment B – Software Maintenance and Technical Support Agreement Section 2 (Definitions) – Definition of Software	The definition of Software in this Agreement differs from that in the Software License Agreement. Is it possible to make this definition consistent with the definition of Software in the Software License Agreement (excluding the Source Code escrow portion)?	Please refer to the response to Question 303.	SXC
316.	Attachment O – Sample Contract – Attachment B – Software Maintenance and Technical Support Agreement Section 3 (Documents Incorporated) – Sub-Section 3.2 (Contractual Obligations)	<p>Section 3.2 states that the terms and conditions of the RFP and of the proposal that Vendor submits in response to the RFP are contractual obligations of Vendor.</p> <p>Can it be clarified in this Section that only the terms and conditions of the RFP that are applicable to system services component contractors are contractual obligations of Vendor?</p> <p>Can language also be added to the Software License Agreement in order to clarify this point as well?</p>	<p>Provisions of the RFP that are expressly applicable to only the POS project will only be made applicable to the successful Bidder for that project. Likewise, the provisions of the RFP that are expressly applicable to only the MMIS project will only be made applicable to the successful Bidder for that project. Generally applicable provisions of the RFP will be applicable to all contractors.</p> <p>“Can language also be added to the Software License Agreement in order to clarify this point as well?” It is anticipated that the very nature of the various contractual arrangements may drive minor changes to the contract language at the conclusion of the RFP process, but it is anticipated that the final contract language will clearly identify the fact that non-relevant portions of the RFP are inapplicable to the successful Bidder.</p>	SXC
317.	Attachment O – Sample Contract	Are the security regulations referenced in this section available for review prior to submission of	Generally speaking, the security regulations mentioned in this statement relate to the core HIPAA obligations.	SXC

Count	RFP Section	Question	Response	Submitter
	– Attachment B – Software Maintenance and Technical Support Agreement Section 6 (Security Regulation; Cooperation)	a response? If so, please advise where the security regulations can be accessed.	<p>However, there are other security regulations that may apply. For instance, both the Social Security Administration and the Internal Revenue Service have security regulations related to Social Security Number usage and access and IRS tax information, respectively. In addition, the Department has internal security standards and policies that it relies upon. These internal policies and standards are not shared outside of the organization and just generally relate to how the Department codes certain types of software (i.e., the use of “stored procedures” in Microsoft SQL). Finally, the state does have certain published security standards, which are available at this website:</p> <p>http://das.ite.iowa.gov/standards/enterprise_it/index.html</p>	
318.	Attachment O – Sample Contract – Attachment B – Software Maintenance and Technical Support Agreement Section 8 (Representations, Warranties and Covenants) – Sub-section 8.6	<p>This section requires Vendor to abide by all standards and requirements established by the Architectural Transportation Barriers Access Board and the Iowa Department of Administration Services, Information Technology Enterprise.</p> <p>Will the standards and requirements of the Architectural Transportation Barriers Access Board be available for review prior to submission of a response? If so, please advise where such standards and requirements can be accessed.</p>	<p>The statement is intended to assure compliance with Section 508 of the Rehabilitation Act, as well as any related state requirements. Section 508 is currently undergoing an update. For more information please consult this website:</p> <p>www.access-board.gov</p> <p>As to the DAS, ITE standards, please consult the following website:</p> <p>http://das.ite.iowa.gov/standards/enterprise_it/index.html</p>	SXC
319.	Attachment O – Sample Contract – Attachment B – Software Maintenance and Technical Support	<p>This section requires Vendor to comply with and adhere to all State and Agency information technology standards and all technical and security standards.</p> <p>Are the standards referenced in this section</p>	<p>Please consult this website and focus on the items listed in Chapter 12:</p> <p>http://das.ite.iowa.gov/standards/enterprise_it/index.html</p>	SXC

Count	RFP Section	Question	Response	Submitter
	Agreement Section 8 (Representations, Warranties and Covenants) – Sub-section 8.7	available for review prior to submission of a response? If so, please advise where the security standard can be accessed.		