

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 40986, dated March 19, 2014 for the Mississippi Division of Medicaid (MDOM)

From: Craig P. Orgeron, Ph.D.

Date: April 10, 2014

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Chris Grimmer

Contact Phone Number: 601-432-8208

Contact E-mail Address: chris.grimmer@its.ms.gov

LOC Number 40986 is hereby amended as follows:

1. Item 3 Procurement Project Schedule is amended as follows:

Task	Date
Release of LOC	Wednesday, March 19, 2014
Deadline for Vendors' Written Questions	Friday, March 28, 2014 at 3:00 p.m. Central Time
Addendum with Vendors' Questions and Answers	Thursday, April 10, 2014 Friday, April 4, 2014
Proposals Due	Friday, April 18, 2014 Friday, April 11, 2014 at 3:00 p.m. Central Time
Proposal Evaluation/Interviews	Friday, April 18, 2014 Friday, April 11, 2014 – Friday, May 9, 2014
Presentation to ITS Board for Approval	Thursday, May 15, 2014
Notification of Award	Friday, May 16, 2014
Contract Negotiations/Execution	Friday, May 16, 2014 – Friday, June 6, 2014
Awarded Work to Begin	Monday, June 9, 2014

2. Item 4.12 has been added and reads as follows:

“Willow Healthcare Consulting is precluded from submitting a proposal in response to LOC No. 40986.”

3. Item 5.1.1 is being modified to read:

“Perform Project Management duties to support the procurement, implementation, and integration of the MDOM Interoperability Platform. Provide on-site duties at MDOM’s offices in Jackson, Mississippi, for up to a minimum ~~maximum~~ of 24 weeks on-site during each year of the project, with travel scheduled with mutual agreement between the contractor and MDOM. Additional travel requirements may include travel and participation in up to 4 conferences and/or user groups each year. Examples of such conferences and/or user groups include: the Healthcare Information and Management Systems Society (HIMSS) Annual Conference (in 2014 the Conference is in Orlando, Florida), the Medicaid Enterprise Solution (MES) Conference (in 2014 the Conference is in Denver, Colorado). Remote performance of duties is also required;”

4. Item 5.2.1 is being modified to read:

“Perform Technical Architect duties on-site at MDOM’s offices in Jackson, Mississippi, for up to a minimum ~~maximum~~ of 18 weeks total on-site during each year of the project, with travel scheduled with mutual agreement between the contractor and MDOM. Additional travel requirements may include travel and participation in up to 4 conferences and/or user groups each year. Examples of such conferences and/or user groups include: the Healthcare Information and Management Systems Society (HIMSS) Annual Conference (in 2014 the Conference is in Orlando, Florida), the Medicaid Enterprise Solution (MES) Conference (in 2014 the Conference is in Denver, Colorado). Remote performance of duties is also required;”

5. Item 5.3.1 is being modified to read:

“Provide on-site duties at MDOM’s offices in Jackson, Mississippi, for up to a minimum ~~maximum~~ of 24 weeks total onsite during each year of the project, with travel scheduled with mutual agreement between the contractor and MDOM. Additional travel requirements may include travel and participation in up to 4 conferences and/or user groups each year. Examples of such conferences and/or user groups include: the Healthcare Information and Management Systems Society (HIMSS) Annual Conference (in 2014 the Conference is in Orlando, Florida), the Medicaid Enterprise Solution (MES) Conference (in 2014 the Conference is in Denver, Colorado). Remote performance of duties is also required;”

6. Item 8.1 is being modified to read:

“Initial contract period will be from June 9, 2014 through June 8, 2017. The number of contract hours for each position will not exceed 1,840 ~~4560~~ hours per year. The State reserves the right to extend the contract for additional term(s).”

7. Item 12.1 is being modified to read:

“Vendor must deliver their response to Chris Grimmer at ITS by Friday, April 18, 2014 ~~Friday, April 11, 2014~~, by 3:00 P.M. (Central Time). Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE

DELIVERY OF PROPOSALS. It is solely the responsibility of the Vendor that proposals reach ITS on time. Vendors should contact Chris Grimmer to verify the receipt of their proposals. Proposals received after the deadline will be rejected.”

8. Attachment C, Professional Services Agreement, Article 3.1 is being modified to read:

“As consideration for the performance of this Agreement, Customer shall pay Contractor \$INSERT COST PER HOUR per hour for the actual number of hours worked, not to exceed 1,840 ~~1,560~~ hours. It is understood by the parties that travel, subsistence and any related project expenses are included in this hourly rate. No additional costs will be added to the monthly invoices for such expenses. It is expressly understood and agreed that in no event will the total compensation to be paid hereunder exceed the specified sum of \$INSERT TOTAL COMPENSATION. Contractor shall keep daily records of the actual number of hours worked and of the tasks performed and shall immediately supply such records to Customer upon request.”

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: To clarify the instructions on page 1 of LOC, a proposal narrative should begin with Item 3 (Time Schedule) and respond to each outline point in the LOC. Does this include Item 10 (Scoring Methodology); Item 11 (Instructions to Submit Cost Information); and Item 12 (Delivery Information)?

Response: **Yes; begin with Item 3 and through Item 12, including the attached Standard Professional Services Agreement, Attachment C.**

Question 2: LOC Section, General LOC Instructions, Page 1 of 56, Requirement: 1.1 Beginning with Item 3, label and respond to each outline point as it is labeled in the LOC.

- Question: Are vendors to respond to all sections after Item 3 all the way to through Item 12 with the “ACKNOWLEDGED,” WILL COMPLY,” etc.?

Response: **Refer to the response provided to Question 1.**

Question 3: In addition, per instruction 1.2 on page 1 of the LOC: does this mean that we must also respond in the narrative to each Article in Attachment C (which is the professional services agreement contract that will be executed)?

Response: **No; Vendors can respond to the Standard Professional Services Agreement as a whole.**

Question 4: Section 5.1.1 states that the Project Manager is expected to on site for a maximum of 24 weeks during each year of the project. Will the state consider someone who is 100% onsite?

Response: **Yes; the State will consider candidates who are available for 100% of the required time onsite at MDOM. Refer to Clarification Number 3 of this Memorandum.**

Question 5: Section 5.2.1 states that the Technical Architect is expected to on site for a maximum of 18 weeks during each year of the project. Will the state consider someone who is 100% onsite?

Response: **Yes; the State will consider candidates who are available for 100% of the required time onsite at MDOM. Refer to Clarification Number 4 of this Memorandum.**

Question 6: Section 5.3.1 states that the Project Specialist is expected to on site for a maximum of 24 weeks during each year of the project. Will the state consider someone who is 100% onsite?

Response: **Yes; the State will consider candidates who are available for 100% of the required time onsite at MDOM. Refer to Clarification Number 5 of this Memorandum.**

Question 7: Section 5.3.1, With regard to a "maximum of 24 weeks total on-site", does this mean "at least 24 weeks on site", or does it mean that 24 weeks will be on-site and the remaining weeks of the year must be off-site? The same question applies to each of the positions.

Response: **MDOM's expectation is that each of the candidates would be onsite for the minimum specified time. MDOM will not REQUIRE that a candidate spend more than the minimum specified time onsite, but is amenable to having a candidate onsite more time. Refer to Clarification Numbers 3, 4 and 5 of this Memorandum.**

Question 8: In Section 5.1.1/5.2.1/5.3.1 it states that additional travel "may include travel and participation in up to 4 conferences and/or user groups a year" - should these travel costs be included in the rate for each candidate?

Response: **Vendors should propose fully loaded rates including travel and per diem cost. Refer to LOC Page 25.**

Question 9: Can you please elaborate on the statement that "remote performance of duties is also required" in section 5.1.1/5.2.1/5.3.1?

Response: **This LOC is seeking a full-time position and is willing to accommodate off-site resources. This statement is intended to clearly communicate that successful candidates should be working on this project even when they are not onsite.**

Question 10: LOC Section(s) 5.1, 5.1.1, 5.2.1, & 5.3.1. The LOC requires that the candidates submitted under this LOC attend “up to 4 conferences and/or user groups each year”.

- Can the State confirm that four conferences are the maximum number of conferences and/or user groups each candidate will be required to attend?

Response: **The successful candidate should expect to attend a maximum of 4 conferences and/or user groups per year for the duration of the conference/user group. Refer to the example conferences listed for more information on conferences, location, and duration.**

Question 11: LOC Section(s) 5.1, 5.1.1, 5.2.1, & 5.3.1. The LOC requires that the candidates submitted under this LOC attend “up to 4 conferences and/or user groups each year”.

- Can the State provide the expected duration of each of these conferences and/or user groups that the candidates will be required to attend?

Response: **Conferences are of different durations. HIMSS and MES are five-day conferences while others are only three-day conferences.**

Question 12: LOC Section(s) 5.1, 5.1.1, 5.2.1, & 5.3.1. The LOC requires that the candidates submitted under this LOC attend “up to 4 conferences and/or user groups each year”.

- Can the State explain how the 1560 contract hour limit anticipated in Section 8.1 will be used during these conference and/or user groups?

Response: **MDOM expects the successful candidate to bill the number of hours worked against the contract for conference attendance.**

Question 13: Sections 5.1, 5.2, and 5.3 (pages 5-8) present an estimated level of effort for the three positions (up to 24 weeks each for the Interoperability Project Specialist and Interoperability Project Manager and up to 18 weeks of onsite work for the Interoperability Technical Analyst, plus additional remote duties and participation at conferences). This appears contradictory to the level of effort presented in Article 3.1 (page 28), which states that the number of hours will not exceed 1,560. Please clarify.

Response: **MDOM is amending the requirement as follows: The number of hours for each position is amended from 1,560 to 1,840 hours per year. This number is derived from the total number of annual hours less 6 weeks unpaid time (2 weeks state holidays, 2 weeks personal leave and 2 weeks medical leave). Refer to Clarification Number 6 of this Memorandum.**

Question 14: LOC Section 7.15, The LOC requires that candidates submitted under this LOC attend on-site interviews. In the interest of cost savings, would the State be amenable to video-conferencing (i.e. Skype) in place of an on-site interview?

Response: **MDOM would be amenable to video conference with potential candidates.**

Question 15: Section 7.23, Is it right to assume that the vendor must return to be compliant:

- Experience Information and References Workbook
- Resume(s)
- Cost Information Form
- Proposal Exception Summary Form (if applicable)
- Narrative to show how the vendor will comply/acknowledge all items defined from Item 3 to 12 as specified in Item 1

Response: Your assumption is correct.

Question 16: Section 8.1, Is it the intent that the initial period of performance will be three full years, or would it be one initial one-year term with 2 one year renewals?

Response: The initial period of performance will be a three-year term with up to 2 one-year renewals.

Question 17: LOC Section 8.1, The LOC states that the contract hours for each position "will not exceed 1560 hours per year". This appears to be less than full time.

- Will the State confirm that the engagement is anticipated to be for full-time positions?
- Can the State explain the origin of this?

Response: Refer to Clarification Number 6 of this Memorandum.

Question 18: In 8.1 it states, "The number of contract hours for each position will not exceed 1560 hours per year." That comes out to 30 hours per week.

- Is there a reason this isn't a 40 hour per week position?

Response: Refer to Clarification Number 6 of this Memorandum.

Question 19: It is stated that the maximum number of hours will be 1560 per year, is there an anticipated minimum number of hours per year?

Response: Refer to Clarification Number 6 of this Memorandum.

Question 20: Section 8.3, What is the meaning of "available 8:00am to 5:00pm Monday through Friday"? Since the contract allows for 30 hours of work per week, on average, does it mean that during the additional 10 hours per week availability is required but not billable? Or, does it mean that the 30 hours must fall between 8:00am and 5:00pm Monday through Friday? If the latter, would the days of the week to be worked vary from week to week?

Response: It depends on whether the candidate takes off the full 6 weeks allotted by the State for state holidays, personal and medical leave. A successful candidate can bill for 40 hours per week for 46 weeks or 35 hours per week for 52 weeks. The total number of hours is the same. As long as the candidate averages between 35 and 40 hours per week, either is fine as long as the total annual hours does not exceed 1,840 hours.

Question 21: LOC Section 8.2, 8.3, 8.4, & 8.5, Can the State clarify which portions of the work performed under this contract are required to be on-site at MDOM and which portions are able to be performed remotely?

Response: **MDOM expects that this level of detail will be addressed after contract award. Successful candidates will be required to be onsite at MDOM for the required amount of onsite time as specified, per position, in the LOC.**

Question 22: In the LOC Document there is a schedule for procurement of the systems to facilitate the interoperability platform, is there however a projected date for completion of the project?

Response: **The anticipated completion date for the project is June 2017.**

Question 23: Is there a list of the types of current external stakeholders and trading partners that will be leveraging HL7 and CCD interfaces to the interoperability platform?

Response: **MDOM will utilize the interoperability platform to connect to MS-HIN. MS-HIN will be working with individual providers and health care stakeholders, and will connect these providers to MS-HIN.**

Question 24: Are there any new stakeholders and/or trading partners that are not currently connected to the MDOM platform that will be coming to the table as part of this new platform being launched?

Response: **Refer to the response to Question 23.**

Question 25: Is there any current documentation MDOM has on use cases from its clinical and administrative user community for interoperability

Response: **Refer to the response to Question 23. Additionally, MS-HIN has more information available on interoperability with health care stakeholders at <http://www.ms-hin.ms.gov>.**

Question 26: Does MDOM have any templates/standards it uses for use case documentation?

Response: **MDOM can provide that information to the successful candidate at the time of award.**

Question 27: How are reporting relationships going to be structured for the consultants selected as technical architect, project manager and project specialist, will they all be reporting up to a single person at MDOM or potentially different people?

Response: **All staff will be under the direction of the Deputy Administrator of Information Technology Management, Rita Rutland, and will be required to work alongside multiple consultants/vendors to accomplish the goal of the project.**

Question 28: Will the architects role also include potentially helping drive selection of the Hardware/Hosting platform for the Interoperability platform or is that being handled separately?

Response: MDOM will rely upon the expertise and advice from the successful candidate for each role. MDOM will follow State procurement rules and laws for all procurements.

Question 29: Regarding 24 weeks onsite per year, are we to assume those are full 5-day weeks? Would there ever be a situation where a resource will need to travel every week for 1 or 2 days?

Response: Allowing time for travel, MDOM anticipates a 3.5 - 4 day workweek for travel weeks.

Question 30: Will the travel be regularly spaced, i.e. 2 weeks a month versus random?

Response: MDOM expects the successful candidate to have some flexibility in their travel schedule. Travel will depend on the project status and levels of effort required at that point of the project.

Question 31: If a resource is qualified for both the project manager and project specialist position, can they be submitted for both, allowing MDOM to match the person to the right job per their requirements?

Response: Yes; this approach is acceptable to MDOM.

Question 32: Are these new positions or are there incumbents?

Response: All are new positions.

Question 33: The number of contract hours for each position will not exceed 1560 hours per year. Will this be a 31.2/hrs work week?

Response: Refer to Clarification Number 6 of this Memorandum.

LOC responses are due April 18, 2014, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Chris Grimmer at 601-432-8208 or via email at chris.grimmer@its.ms.gov.

cc: ITS Project File Number 40986