

**STAFF AUGMENTATION FOR LOUISIANA STATE DEPARTMENT OF
HEALTH AND HOSPITALS LOUISIANA MEDICAID MANAGEMENT
INFORMATION SYSTEM SERVICES AND MEDICAID ELIGIBILITY
DATA SYSTEM
305PUR-DHHRFP-FI&EMEDS-MVA
Addendum III
Questions and Answers**

Item	Page #	Section	Question/Comment	Answer
1	30	9.b Corporate Financial Condition	Due to the large volume of our financial data (over 200 pages for each year), would the State accept our financial statements on a CD/USB in lieu of the printed version?	Yes. See addendum #4.
2	12 - 16	B. Deliverables E. Objectives	Section B indicates that the Contractor will be responsible for the development of the deliverables identified whereas Section E indicates that the Contractor shall be a contributor and assist the State in the creation of these items. Can the State please clarify the scope of responsibility of the Contractor in completing the deliverables identified in Section B.	Section B details the deliverables from the contract to be delivered and approved by the State. Section E details the expected outcomes of obtaining the contracted services. The contractor will develop the deliverables based on collaborative inputs from the contractor and the state in accordance with the work plan/work order approved during contract negotiations.
3	17	Project Director & Project Management Administration Consultants	Would the State consider reducing the mandatory years of experience of 10 years on large-scale projects to 5 years? For the Project Director, would the State remove the requirement that the project experience be public sector experience?	No, that level of experience is deemed to be a minimum requirement.
4	16	Dedicated Personnel	Would the State please indicate the number of consultants we should provide for each job role identified?	The Contractor must determine the team size they determine necessary to be provided in the technical proposal.

5	9	D. Key Requirements	The Prime Contractor must demonstrate the following minimum qualifications: Five (5) years of experience with project management of Medicaid systems implementation efforts. Is this specific to implementation efforts or does it include providing consulting services for a Medicaid system Planning, IV&V, QA, PMO or similar services over a system implementation effort?	Yes, it is specific to implementation efforts.
6	12	Section II A. Project Overview	Will the MMIS and MEDS efforts each require their own APD, APDU and/or IAPDs? Does the state expect to issue RFPs for system integrators and IV&V vendors for each effort?	APDs are separate between the Medicaid systems. How and when the Medicaid systems will be developed is part of this RFP scope of work.
7	12	Section II A. Project Overview	Will DHH provide facility space for the staff augmentation team?	Yes. The State will provide work space for up to fifteen (15) staff.
8	12	Section II A. Project Overview	Has Louisiana conducted a MITA self assessment? If so is it available for review by potential proposing vendors?	Yes, it is located in the Procurement Library.
9	13	Section II B. Deliverables Phase 1	The last bullet says "Conduct training for LA staff regarding needed skills to perform their roles in the project effort." How many staff does the state anticipate will require this training and what roles will these staff be filling?	The Contractor shall train staff on an agreed upon common protocol and methodology. Approximately 90 staff will require training.
10	13	Section II B. Deliverables Phase 2	Does the state expect that the tasks and documentation listed here will be completed as a combined effort for the MMIS and MEDS or will separate documentation be required?	This will be a combined effort that may result in documentation being separate.
11	13	Section II B. Deliverables Phase 2	Is there documentation from the previous MMIS effort such as requirements, cost benefit analysis, or APD, APDU, IAPDs that can be leveraged by the state?	Yes, the State will make that available in the Resource Library once the contract is approved.
12	13	Section II B. Deliverables Phase 3	Will the state need support to train evaluators?	Yes, the State will need support in training our evaluators.

13	15	E. Objectives	Last bullet "Identify all goals and objectives for changes to existing Eligibility and Enrollment (MEDS) and LMMIS systems." Can the state clarify what is expected here? Are you requesting vendors review current lists of changes to determine if they should or should not be made to the current systems?	Yes, the current lists should be considered, but are not all-inclusive.
14	17	Procurement SFP/RFP/APD Consultants	Regarding the minimum qualifications for the consultants in this section would the state consider the 5 year requirement applying to a Lead consultant and reducing the number of required years to 2 or 3 years for other staff assigned to these tasks instead of all staff required to have 5 years experience?	No, that level of experience is deemed to be a minimum requirement.
15	18	Project Management and Administration Consultants	Would the state consider reducing the 10 year requirement years down to 3 years for the Administration consultants?	No, that level of experience is deemed to be a minimum requirement.
16	18	Subject Matter Experts	How many DHH SMEs does the State anticipate for this effort?	The State will provide approximately 60 SME staff for this effort.
17	18	Senior Technical Consultants	Can the State clarify what the intent is regarding the statement: Senior Technical Consultants will design solutions applicable to Medicaid claims processing and Medicaid eligibility and enrollment and should therefore have, at a minimum? Generally the requirements feed into the SFO/RFP for which the SI will recommend or bid a design. Can the State clarify what they expect the planning vendor to design?	The vendor will collaboratively design the approach with the state. See addendum #4.
18	19	Dedicated Resources	Has the state defined roles and responsibilities for the specialty areas? If so, would the State provide these for this RFP?	Yes, the state has the roles and responsibility matrix defined. The matrix will be provided to the vendor upon contract approval.

19	20	J. Technical Requirements	Some companies have very restrictive security policies that require encrypted thumb drives. If the State is requiring vendors accommodate this type of device, is it prepared to provide that encrypted devices for State use? Would the State consider using a document management tool like SharePoint instead?	The State does not foresee use of thumb drives as SharePoint is our standard for document collaboration. If a need arises, encryption to FIPS 140-2 standards is required. See addendum #4.
20	27	d. i.	Can the state clarify that this only applies to Administrative Offices and not all offices where there are full time personnel?	It is inclusive of all office locations with full-time personnel.
21	28 & 29	O. 6 - Relevant Corporate Experience	This section has several references to developing, implementing large scale systems, client server applications, etc. Is the State looking for a vendor with system development or planning experience?	Please refer to addendum #4 for updated language for section III. O. 6.
22	45	Project Total Cost Sheet	Can the state clarify what total they expect to see under the "Staff Type" column?	Please refer to addendum #4 for clarification of Attachment V: Cost Worksheet.
23	20 - 21	II. K. Subcontracting	We sometimes contract with individuals or small consulting firms to provide services to us in a staff augmentation role. We may use one or more of these non-employee, independent consultants in the performance of the contract. Would the State consider these independent consultants "subcontractors" and therefore subject to the requirements of this section?	Yes, the Department would consider these individuals or small consulting firms as a subcontractor and therefore subject to the requirements.
24	21	II. L. Performance Bond	Will the State agree to eliminate this requirement? For large companies with significant resources, this requirement should not be necessary. For small companies, this requirement could be a barrier and result in decreased competition.	No, the State will not eliminate the requirement of a performance bond. Please refer to addendum #4 for an updated performance bond amount.

25	24	III. F. Assignments	We sometimes contract with individuals or small consulting firms to provide services to us in a staff augmentation role. We may use one or more of these non-employee, independent consultants in the performance of the contract. Would the State consider these independent consultants "subcontractors" and therefore subject to the requirements of this section?	Please refer to question #23.
26	32	IV. Contractual Information	Section B. indicates that the intent of the provisions of DHH Standard Contract Form CF-1 (Attachment III) will not be altered. We did not see any provision for any limits on the Contractor's liability in CF-1. May we include a request in our proposal for limitations on liability to be negotiated with the State?	You may include a request in your proposal. An updated CF-1 is provided in Addendum #4.
27	33	IV. C. 6.	This section is a warranty to comply with "all state and federal regulations." Since breach of a warranty could result in breach of the contract, we believe it is important to clearly define the warranty. Will the State agree to insert the word "applicable" before the phrase "state and federal regulations"?	No.
28	36	Attachment II, Certification Statement	Item 2 indicates that the Proposer accepts the "contract terms and conditions." Item 3 indicates that the Proposer accepts the "mandatory contract terms and conditions."	
			A. Is the Proposer required to accept all contract terms and conditions or just the mandatory ones?	Yes. Non-mandatory terms and conditions may be negotiated after contract award.
			B. Is the State willing to negotiate any of the terms and conditions in any of the following sections of the RFP?	
			Section IV. C. of the RFP	No.
			Attachment III. DHH Standard Contract Form (CF-1)	No.

			Attachment IV. HIPAA BAA	No.
			If the State is willing to negotiate any of these terms and conditions, may Proposers include a list of exceptions to items they wish to negotiate with their proposals?	No.
29	40	Attachment III, Section 19	This section requires the Contractor to provide a warranty that the products or services will not infringe the intellectual property rights of any third party. Would the State be willing to consider a request to negotiate a right to indemnification for infringement in lieu of this warranty of non-infringement?	No.
30	12	Deliverables	The timeframes for the deliverables are not clear. Can the state please share a work plan so we can understand the durations for each of the tasks? Also please indicate if the vendors will be solely responsible for completing the deliverables. If not, how will liquidated damages be applied when deliverables go beyond their expected due dates?	The final work plan will be developed in conjunction with the successful proposer. Deliverables that are the sole responsibility of the contractor will be negotiated in the contract as well as the assigned liquidated damages.
31	13	Phase 1	Would the State please clarify what is expected from a Project documentation collaboration plan?	A plan for document management and control. Refer to addendum #4 for further clarification.
32	13	Phase 2	What documentation is the State expecting as a result of the alternatives approaches research?	The documentation should include, at a minimum, the requirements of 45 CFR 95.610 that will result in a CMS-approved Implementation APD.
33	18	Senior Technical Consultant	Would the State consider removing the requirements of Public relations and community outreach skills as evidenced by references? This is not a typical skill required for Senior Technical Staff.	Please refer to addendum #4.

34	29	j. Staff Training Experience	Is this section referring to the vendor's past experience with training State staff?	Experience does not have to be exclusively with State staff.
35	29	7. Personnel Qualification	The introductory paragraph references a Scope of Work, Appendix I. Is this an incorrect reference? Or was a more detailed scope of work intended to be attached?	The Scope of Work is located in RFP Section II. See addendum #4.
36	1	General	Will participation or selection for the RFP 305PUR-DHHRFP-FI&EMEDS-MVA exclude vendor to bid directly or through subcontract/teaming for Request for Proposals (RFP) for LMMIS services and MEDS, as well as RFPs for Independent Verification and Validation (IV&V) services.	Yes. This is applicable to the contractor and any subcontractors.
37	2	Technical Requirement (Section II J Page 20)	Will DHH provide Office Infrastructure to provide services from DHH Office location in Baton Rouge?	Please refer to question #7.
38	3	Dedicated Personnel (Section 5 Page 16)	Are Technical Subject Matter Experts and Senior Technical Consultants (marked as dedicated personnel) under this RFP are expected to provide support to any current ongoing/future application maintenance/enhancement projects for the applications in scope.	No.
39	4	Dedicated Personnel (Section 5 Page 16)	Can offsite support provided from a non US location? We would like to know, if on approval from DHH can any extended offsite support work provided from nearshore or Offshore location?	See Section II. A Project Overview.
40	4	Dedicated Personnel (Section 5 Page 16)	Can you please advise on the expected tenure of "Procurement SFP/RFP/APD Consultants".	The State anticipates the tenure of the "Procurement SFP/RFP/APD Consultants" to be 1 to 2 years.

41	8	I.A. Claims System Infrastructure Background Paragraph 4 – 2nd sentence	Who is the current maintenance and support contractor?	The current Maintenance and support vendor is RedMane Technology LLC.
42	9	I.B. Purpose of RFP Paragraph 1 – Next to last sentence	Is the awarded contractor excluded from submitting proposals in response to any of the SFPs or RFPs developed?	Yes.
43	12	II.A – Project Overview Paragraph 3	To provide the best subject matter experts, it may be necessary for some staff to travel to Baton Rouge. Are there allowances for travel time?	No.
44	12	II.A – Project Overview Paragraph 3	Is the State requiring vendor staff to be on-site from 7 AM until 6 PM?	Please refer to addendum #4.
45	12	II.A – Project Overview Paragraph 4	What is the current level of the existing MITA assessment?	The State is in the process of assessing the current level of MITA version 3.0.
46	12	II.A – Project Overview Paragraph 4	Has the State completed any requirements to move to MITA 3? If not, what is the status of the State’s MITA process?	The State is in the process of assessing the current level of MITA version 3.0.
47	12	II.B - Deliverables Entire Section	Phase 1 and Phase 2 start and are conducted during Q3 and Q4 of 2013 with Phase 3 starting in Q1 of 2014 but the contract is for three years. Please provide more detail on the deliverable timeline and the State’s reasoning for the three-year contract. Please clarify how the deliverables equate to an initial contract period of three years for this effort.	The State anticipates that documents such as the APD, RFPs, and workplans will begin in the first year. Ongoing maintenance of these documents will continue over the life of the contract. In addition, workorders will be used over the life of the contract for staff augmentation services necessary to successfully complete the project through implementation, but not contained within a deliverable. Please refer to addendum #4 for more reference.

48	13	II.B - Deliverables 2nd bullet	Please clarify what is meant by "Project Documentation Collaboration Plan".	Please refer to question #31.
49	13	II.B - Deliverables 4th bullet	Approximately how many State staff will require training?	Please refer to question #9.
50	13	II.B - Deliverables 4th bullet	Approximately how many State staff will be assigned to the project (full-time and part-time)?	Please refer to question #9.
51	13	II.B - Deliverables 1st bullet	Please clarify the intent for participation in evaluation, review, and award process? For this activity to occur during this quarter is very aggressive.	See Section II B. Deliverables and addendum #4.
52	13-14	II.C - Current Systems Assessment Entire Section	Is the State anticipating that both systems will be developed and implemented at the same time?	How and when the Medicaid systems will be developed is part of this RFP scope of work.
53	15	II.E - Objectives 3rd major bullet	Please define "change management"?	Change management is a comprehensive, cyclic, and structured approach for transitioning individuals, groups, and organizations from a current state to a future state with intended business benefits.
54	17	II.F - Dedicated Personnel Project Director - 5th bullet	Please define "change management"?	Please refer to question #53.
55	17-18	II.F - Dedicated Personnel Project Director - 5th bullet	May one person fill multiple dedicated staff positions if they have the required background?	No, with the exception of the Subject Matter Expert (SME) role. The SMEs may be experts in multiple subject areas.

56	19	II.G - Dedicated Resources Entire Section	What percentage of the time will the State staff be dedicated to the LMMIS/MEDS Project?	Some State staff will be dedicated to the project 100% and others will have varying percentages.
57	20	II.J - Technical Requirements Entire Section	Will the State provide workspace for contractor staff? If so, how many workspaces? Will contractor staff have access to the State's internet, copiers/printers, etc.?	Please refer to question #7.
58	9	I.B	Purpose of the RFP is "staff augmentation" in section I.B on page 9, however, in section II.B on page 12 there are what appears to be defined deliverables and in Section II.F there are specific objectives. Could the State clarify the intent of having a staff augmentation contract and the relationship to the list of defined deliverables and objectives?	The Staff Augmentation contract is a request for additional expert resources to collaborate with internal state resources to develop an architectural direction for the MMIS/MEDS solution. The deliverables will be the contract expectations, the objectives are the overall scope of the engagement.
59	12	II.A	State wants most of the work performed on-site in Baton Rouge. Will the State consider cost effective proposals that are a combination of on-site when necessary and off-site when appropriate?	See Section II A. Project Overview, paragraph 3.
60	12	II.B	This section lists Phase 1, 2, and 3 along with a number of deliverables that will start during those specific quarters. What is the State expectation for the end dates for the deliverables? Does the State's answer to the staff augmentation question alter Section II.B description of Phase 1, 2, and 3?	The expected end dates will vary over the terms of the contract. This answer does not alter Section II.B description of Phase 1, 2, and 3. Please refer to addendum #4.
61	12	II.B	Does the State's answer to the staff augmentation question alter Section II.B liquidated damages associated with specific milestones?	The answer to question #60 does not alter Section II.B liquidated damages associated with specific milestones.
62	15	II.E	Can the State confirm the intent to work concurrently both the LMMIS and MEDS projects?	Although it is anticipated that work on both system replacements will run concurrently, how and when the Medicaid systems will be developed is part of this RFP scope of work.

63	16	II.F	Would the State consider an hourly rate card in lieu of a firm fixed quantity of staff? That is, would the State consider a true staff augmentation proposal using the designated job descriptions?	Please refer to addendum #4 for clarification of Attachment V: Cost Worksheet.
64	16	II.F	Other staff designations such as Technical Writer could be quite cost effective to the State. Is the list of resource types exhaustive? How would a vendor reflect additional resource types on the cost proposal?	Please refer to addendum #4 for clarification of Attachment V: Cost Worksheet with regards to position titles. As an example, "Technical Writer" may fall under the "Administration Consultant" title. All titles must be put into one of the listed titles in Attachment V.
65	19	II.G	Dedicated Resources describes the Department's intention to provide certain team members to provide support for the project. Can the Department confirm the positions listed are all full time positions dedicated to the project and what the approximate size of the team?	The state anticipates approximately 90 staff will be provided over the life of the project. Approximately 45 of those staff will be offered at full time availability. Please also refer to question #16 for availability of Subject Matter Experts. Vendor staff should be full time when needed.
66	21	II.L	A three million dollar (\$3,000,000) performance bond is high for a staff augmentation contract with the deliverables requested. Would the State consider a lower amount?	Please refer to addendum #4 for an updated performance bond amount.
67	23	II.P	Three years base period for the contract runs from September 23, 2013 through September 22, 2016. The optional years run from September 23, 2016 through September 22, 2018. Please confirm.	The three year base period will commence on <i>or near</i> the date approximated in the Schedule of Events. The agency may choose to extend for up to twenty-four (24) months beyond the base period.
68	Attachment I		Federal regulation 42 CFR § 457.940 states that any contract using SCHIP FFP must meet the requirements of 45 CFR § 92.36. Are the ten points the State is allocating on the scoring sheet for Veteran and Hudson initiatives in direct conflict with federal procurement rules? That is, how is the requirement for the Veteran or Hudson Initiative applicable under regulation 45 CFR 92.36?	No conflict between State and federal law. The requirement is part of the State procurement process.

69	Attachment I		45 CFR § 92.36.(C).(2) Grantees and subgrantees will conduct procurements in a manner that prohibits the use of statutorily or administratively imposed in-State or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference.	45 CFR § 92.36.(C).(2) does not apply to state contracts.
70	Attachment V		On the section for the project total cost there is a box for "quantity." Please define quantity in relation to totals.	Please refer to addendum #4 for clarification of Attachment V: Cost Worksheet.
71			As this RFP covers staff aug for both MMIS & MEDS can it be inferred that the winning firm will not be able to bid on any future RFP(s) that result from the assessments?	Yes. This is applicable to the contractor and any subcontractors.
72	13		Is it currently envisioned by the Project Director and DHH staff that any follow-on RFP will not encompass both systems but will necessitate two separate RFPs addressing the modernization of each system?	How and when the Medicaid systems will be developed is part of this RFP scope of work.
73			Are any firms precluded from bidding on the follow-on RFP(S) and, if so, which firms?	The successful bidder and any subcontractors are the only known entities that are precluded bidders. Preclusion from future contracts by the selected vendor will be determined on a case by case basis in accordance with Louisiana Revised Statues R.S. 39:1496.2 and R.S. 39:1594.3.

		Section B: Purpose of RFP states:	“Assistance is needed to augment staff throughout the development, award and contract negotiation processes for Solicitation for Proposal (SFP) or Request for Proposals (RFP) development regarding LMMIS services and MEDS, as well as RFPs for Independent Verification and Validation (IV&V) services. The successful proposer will assist in ensuring DHH obtains the maximum benefit in technology, business processes and human resources.”	
74			Does the proposed future procurement of a MEDS solution replace the previous procurement and canceled contract with Deloitte for the MEDS IT Architecture Upgrade (procured through LA DHH RFP #: 305PUR-DHHRFP-MEDS-UPGRADE-MVA LA)?	Yes, this procurement replaces the previous MEDS procurement process. A contract never existed.
75			The Louisiana Division of Administration’s Contract Transparency database indicates Contract #701741 with Deloitte Consulting for the MEDS IT Architecture Upgrade began on April 18, 2011 and expires April 17, 2014. Given the announced cancellation of this contract, what was the actual end date of the contract with Deloitte?	The contract that is being referenced is not a DHH contract, it is a contract for the Department of Child and Family Services and is still active.