

AMMP PM Request for Proposal (RFP)

Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
1	N/A	N/A	N/A	Is there a published budget?	No.	
2	N/A	N/A	N/A	As a part of due diligence, is the state checking with other states that had a troubled Provider Module project? TX, PA, TN, MT, etc.	Yes. See Section V. Corporate Background and References	
3	N/A	N/A	N/A	In the RRM file, on the services tab, is there any consideration for allowing a N/A option for the last three columns? There are some that don't appear to require these answers, for example: 4523, 4630, 6449.	See Amendment 3 Item #15 and #16	A-3; #15 A-3; #16
4	N/A	N/A	N/A	The lack of Provider module demos seems to give the legacy vendor an advantage as users have seen that operate. Why no demo?	No, a Vendor demonstration will not be part of the evaluation process. The current legacy solution does not meet all the requirements listed in the PM RFP.	
5	N/A	N/A	N/A	Is there a plan to have solution demos? If not, can you elaborate?	No, a Vendor demonstration will not be part of the evaluation process.	
6	Not Applicable	Overall response	Not Applicable	As part of our response, will the Agency accept links/hyperlinks to functionality as part of our solution Artifacts?	No. See Section IV.N. Proposal Format.	
7	Not Applicable	Site visits clarification	Not Applicable	During the Bidders conference, Mr. Daniel confirmed that virtual resources are allowed as part of this RFP response. Does that mean that the Agency is willing to change their current practice of conducting all provider site visits on-site to allowing virtual site visits?	No. See Req # 5786.	
8	RRM	RRM 5794	The Contractor shall provide a real-time interface with Electronic Verification of Vital Events (EVVE) from the National Association for Public Health Statistics and Information Systems (NAPHSIS).	How does the Agency plan to use this interface as an addition to the Social Security Death Master File (DMF)? What additional data fields are planned to be leveraged?	As specified in the RFP, the Contractor shall provide a real-time interface(s) with both NAPHSIS and the Social Security Administration's Death Master File (DMF) to verify social security numbers and dates of death for the individual provider, owners, authorized officials, delegated officials, and supervising physicians.	
9	RRM	System Requirements	Columns entitled Product Type, Hosting, and Security Tested	Would the agency consider an option to add "N/A" to the drop down list for these columns or provide more detail on how we should respond to requirements that are leveraging tools such as a Microsoft Project? There are some requirements that do not appear to require these answers. As an example, please refer to the Project Management requirements 4745, 4775, 4766, 4750 and 4523, and requirement 6499.	See Amendment 3 Item #15 and #16	A-3; #15 A-3; #16
10	311	SLA/KPI	KPI- Response Priority The verbiage for time to Response and Resolution associated to the Response Priority Key Performance Indicator is unclear	All of the measurement items are entitled "resolution notification" Should the first four KPIs entitled "Resolution Notification" be titled "Response Notification"?	No.	
11	42	II.E.2.d Table II-8: Security and Compliance – Security and Compliance Requirements	Requirement Master ID 4611: The Contractor shall utilize Agency approved software, applications, and tools as listed in the Enterprise Software List, to fulfill the requirements of this contract.	Within the Enterprise Software List, there is content that states "This software tool is not required for a SaaS vendor (external) system" associated to many of the tools outlined for Security. Please confirm that this means, if we are providing a SaaS or PaaS product, we can leverage our tools versus those on the Enterprise Software List.	Except for the installation and maintenance of AMMP Systems' Security Documentation and participation with the Agency's ATO process within the Agency's GRC Management platform, Vendors are not required to use Medicaid Information Security Office instances of tools for SaaS (external) systems as long as the Vendor's tools provide the same or better capabilities. At a minimum, the Vendor must ensure that all solution components and necessary environments maintain compliance with the security specifications described in the Medicaid Enterprise Security Policy.	

12	55	II.F.4.b. System Response Time SLA	During DDI, the contractor shall work with the Agency to establish a baseline set of system response times. Adjustments to the baseline system response times must be agreed upon by the Agency.  Ninety-five percent (95%) of responses occur within the baseline system response time.  Ninety-nine percent (99%) of response occur within the baseline system response time + 50%	Please explain the calculation for the system response time and what the +50% means and how this is measured in combination with the 95% response calculation. Can an example be provided?	Example: If the baseline measurement is 3 seconds, 95% of all transactions must occur within 3 seconds. Additionally, 99% of all transactions must occur within 4.5 seconds, which is equivalent to the baseline of 3 seconds plus 1.5 seconds (50% of the baseline system response time).	
13	75-76; 158	II.H.6.a. Table II-23: Provider Management – Content Management Solution Requirements (p.75-76)  II.L.1. Table II-56: Reporting Management – Reporting Management Requirements (p.158)	Requirement Master IDs: 6388, 6395, 5713, 5545, and 5698	It is not clear if the Content Management component will function as a long-term content storage solution. Will the Agency be providing an EDMS that the Provider services system will interface with or should the Content Management system serve as the long-term storage location?	The Content Management solution will serve as the long-term storage location.	
14	76	II.H.6.a. Table II-23: Provider Management – Content Management Solution Requirements	Requirement Master ID 6011: The Contractor shall provide a Content Management Solution that integrates with common scanning solutions, including those necessary for bulk-scanning.	With the capabilities available to upload information using the Provider Portal, please provide the use case scenario for what information might be bulk-scanned.	Providers may mail in information that needs to be scanned. Bulk scanning will be required when requested by the Agency.	
15	122	III.L.1.d. Project Schedule	A key component of project oversight is the PM Services Contractor's detailed project schedule. The Vendor must provide a high-level project schedule with the RFP response.	Can the State confirm whether vendors are permitted to include a PDF version of the Draft Project Schedule within their response package? (in lieu of an MPP version, assuming that not all state reviewers would have MS Project installed on their PC).	The Agency prefers Vendors submit their proposed project schedule in the provided Project schedule template. See Amendment 3 Item #4	A-3; #4
16	226 and 230	VI.A.N.1.d. Tab 5 – Pricing Schedule (p. 226)  VI.A.T.3.g Copies Required (p.230)	Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor's response.	Can the State confirm if vendors need to sign (wet signatures) only the PDF/Printed version of the Appendix C Pricing Schedule, not the Excel version, as part of the jump drive submission?	See Appendix C- Pricing.	
17	227 and 230	VI.A.N.1.f Tab 7 – RRM and Deliverables Requested for Submittal (p. 227)  VI.A.T.3.h Copies Required (p. 230)	Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor's response.	Can the State confirm if vendors are required to provide wet signatures only on the PDF/printed version of the completed Requirement Response Matrix (RRM), rather than on the soft copy submitted as part of the jump drive submission in MS Excel format?	See Appendix E- Requirements Response Matrix.	
18	229	VI.A.N.1.i. Tab 10 – Additional Attachments	Additional, sample, draft, example Deliverables and/or Artifacts, Templates, supporting the responses in Tabs 6 – 8.	Can the vendor include screenshots of our Provider Management Product as part of the Additional Attachments to provide additional information for the evaluators?	Yes screenshots can be included as part of Tab 10.	
19	33	Section DI. Technical Architecture and Environments, b. Software	"The Agency intends to use COTS products and Software-as-a-Service (SaaS) to the extent possible."	Can the State please clarify "to the extent possible"? Will Provider Module solutions that need to be developer assembled using Software Development Life Cycle (SDLC) resources be considered COTS?	See Section VIII.NN. Software and Ownership.	
20	150-151	Section L. Enterprise and General Services, 1. Enterprise and General Services Management, c. General Staffing, 6) Lead Personnel and Table II-53: Lead Personnel	"As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-53: Lead Personnel and all related requirements located in Appendix E –Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions. The Table lists the Lead Personnel roles, Agency-required responsibilities, and required experience and qualifications."	Apart from the Key Personnel required, please advise how the State would like bidders to prove the fulfillment of the separate Lead Personnel requirements. Are the inclusion of resumes required, or will a narrative suffice?	See Section VI.N Proposal Format Tab 8.	

21	150-151	Section L. Enterprise and General Services, 1. Enterprise and General Services Management, c. General Staffing, 6) Lead Personnel and Table II-53: Lead Personnel	"As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-53: Lead Personnel and all related requirements located in Appendix E –Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions. The Table lists the Lead Personnel roles, Agency-required responsibilities, and required experience and qualifications."	If bidders include resumes for Lead Personnel, as an addition to the narrative response required, should these resumes be included in Tab 8 or Tab 10?	See Section VI.N Proposal Format Tab 8.	
22	190	Section 2) CMS Streamlined Module Certification (SMC)	"As such, the Agency will utilize the Streamlined Module Certification (SMC) approach for individual module-based and enterprise-wide system certification, or an alternate certification methodology as required by CMS at the time the PM Services module is ready to be certified".	With CMS requiring User Experience (UX) testing as one of the key types of testing required during Streamlined Modular Certification (SMC), is the Agency asking vendors to demonstrate their SMC UX product experience?	No. See Section II.L.2.d Certification Management.	
23	221 and 228	Section B. Experience Requirements, 1. Provider Management Experience and 5) Experience Requirements	"The Vendor shall be able to demonstrate that they have successfully implemented and operated a CMS certified, standalone, large/enterprise scale Provider Management module solution with components equivalent to the scope of work described in this RFP. The Agency will accept demonstrated, qualified experience from engagements where the Vendor was the prime contractor."  "Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B.1 – Provider Management Experience."	Is the Prime bidder required to meet the requirements in Section 1. Provider Management Experience on page 221 of the RFP, or can the Prime's subcontractor meet these requirements instead?	See Section V.B.1 Provider Management Experience "The Agency will accept demonstrated, qualified experience from engagements where the Vendor was the prime contractor."	
24	268	Appendix C - Pricing, 4. Pricing Schedule C - Operations Evaluated Price and File Name: 2.4_PM_Appendix_C_Pricing_Schedule_Final_2-26-24	"Enter the monthly proposal price to operate each of the required Design Development and Implementation (DDI) elements, outlined in the table. The Vendor's cost for operations needs to account for cost of items such as hardware, software, staffing, and deliverable updates."	Please confirm bidders should account for all ongoing hardware, software, hosting, and licensing costs in the monthly fixed fee price for operations (Schedule C). How should bidders account for these costs during the implementation, including the months prior to Go Live for User Acceptance Testing (UAT) and other environments? Would those costs need to be accounted for within the cost for the deliverables (Schedule B)?	See Appendix C- Pricing 3. Pricing Schedule B-Deliverables Price.	
25	N/A	N/A-File Name: 2.4_Appendix_E_RFP_A_MMP_PM_RRM_Amendment_2_2-26-24	Tab: System Requirements	On the System Requirements tab, there are some requirements that are not system functionalities but are contractor compliance type requirements, making the dropdown choices not applicable. Can the State provide an updated Excel with N/A as a dropdown option in the choice columns? Or, please advise which option bidders should select for the columns when the requirement is not applicable.	See Amendment 3 Item #15 and #16	A-3; #15 A-3; #16
26	N/A	N/A-File Name: 2.4_Appendix_E_RFP_A_MMP_PM_RRM_Amendment_2_2-26-24	Tab: Non-System Requirements Requirement ID #5403, Row #80: "The Contractor shall adhere to Agency policies when adding or updating contract information when service requests are submitted by the provider or the Agency that require changes to existing contract information."	Does the State require a Contracting and Rate Setting component of the solution where contracts can be added and modified along with rate/fee schedules which can be created/modified? Please advise or clarify for Requirement ID #5403.	Provider contracts are provided to the PM Contractor by the Agency. See Req #5912.	
27	N/A	N/A-File Name: 2.4_Appendix_E_RFP_A_MMP_PM_RRM_Amendment_2_2-26-24	Tab: Non-System Requirements Requirement ID #5900, Row #102: "The Contractor shall provide a report for all providers with at least fourteen (14) months of inactivity."	Are the 14 months of inactivity defined as the provider not having logged into the system within the past 14 months, or that there has been no claims activity over the last 14 months? Please advise or clarify for Requirement ID #5900.	The last activity date will be provided to the PM Contractor by the AMMIS/CPMS Contractor. See Req #5897.	

28	N/A	N/A-File Name: 2.4_2024- PM_RFP_Question_Log_ R1_2-26-24.pdf	Question/Comment #21, Agency Response: "See PL19_FY2022 MMIS Stats which includes data for 2021 and 2022. Data for 2023 is not available at this time."	The State previously stated 2023 statistics were not yet available. Does the Agency plan on providing this data as supplemental information for the purposes of this procurement to ensure accurate bidder pricing, and if so, when can bidders expect this information to be released?	The 2023 statistics are not available currently.	
29	N/A	N/A-File Name: 2.4_2024- PM_RFP_Question_Log_ R1_2-26-24.pdf	Question/Comment #118, Agency Response: "No. There will be no demonstrations"	Without Provider Module solution demonstrations, evaluators would not be able to obtain a true feel of the product the State will be using for up to the next 8 years. Holding demonstrations can provide the Agency with significant information in viewing the live solution, such as the solution's configurability, business functionality, and the nuances that the product provides that enhances the user experience and streamlines processes. Vendor demonstrations are essential for ensuring objective evaluations of all available solutions. By providing an equitable platform for both established and new vendors, these demonstrations mitigate bias towards legacy systems or incumbent providers. Please provide additional clarification on why demonstrations will not be held, or advise if the Agency will conduct demonstrations to eliminate the potential for bias towards the current legacy solution.	Product demonstrations are not requested. The current legacy solution does not meet all the requirements listed in the PM RFP.	
30	N/A	N/A-File Name: 2.4_PL19_FY2022_MMIS Stats_V2_2-26-24	File: 2.4_PL19_FY2022_MMIS_Stats_V2_2-26-24	For the Site Visits volume provided on page 11, what percentage of these site visits were performed remotely vs. onsite?	None. See Req #5786.	
31	N/A	N/A-File Name: 2.4_PL25_March_2023_Call_Volume_Historical_Data_1-4-24	File: 2.4_PL25_March_2023_Call_Volume_Historical_Data_1-4-24, Provider Enrollment Statistics	For the volume of calls provided in PL25, are these statistics representative of all calls the Interactive Voice Response (IVR) system received, or actual calls answered by agents? If these represent all incoming calls received through the IVR, please provide the number of calls routed to and received by a live agent.	Call volume reported in PL_25 are all calls answered by Live Provider Enrollment specialist.	