

Request for Proposal (RFP) - Quality Assurance (QA) Services for New York State Medicaid Management Information System (MMIS)  
Including Medicaid Data Warehouse (MDW)  
RFP # 15458  
Questions and Answers 1 through 104

No.	RFP Section	Page	Question	Response
1.	Introduction	1	The RFP states that QA responsibilities include “ongoing review of MMIS and MDW transition planning, as well as transition activities of the MMIS and MDW contractors.” What are the current activities related to transition and what relationship will those activities have to the QA role?	<p>Current QA transition activities are focused on analysis of the current MMIS vendor’s eMedNY Turnover Plan.</p> <p>In addition, the Department has enlisted the help of a Business Transformation contractor to assist with planning and resource assessment.</p> <p>Please see “Section II: Scope of Work” for information on the relationship of the QA contractor to transition activities.</p>
2.	Section II, A	3	Does the scope of the QA work include QA for the following programs: Adult Cystic Fibrosis Assistance Program, American Indian Health Plan non clinic claims, Elderly Pharmaceutical Insurance Coverage Program, New York Prescription Saver Program, and the Preferred Diabetic Supply Program? We note that they are included in the scope of the MAS vendor.	Yes, though the small size of most of these programs leads the Department to expect correspondingly small QA resource needs.
3.	II: Scope of Work	3-4	<p>The deliverables list in Section II: Scope of Work, Subsection B, cover the following services:</p> <ol style="list-style-type: none"> <li>1) Develop and maintain a quality assurance plan;</li> <li>2) Develop review and evaluation criteria for MMIS and MDW contractor deliverables;</li> <li>3) Provide ongoing risk management;</li> <li>4) Provide ongoing consultation and project management support;</li> <li>5) Review and evaluate MMIS and MDW contractor deliverables;</li> <li>6) Provide project status reporting;</li> <li>7) Monitor system change management projects; and</li> <li>8) Support MMIS certification activities.</li> </ol> <p>Please clarify the State’s expectations for deliverables as it relates to the following additional items from Subsection A:</p> <ol style="list-style-type: none"> <li>1) Enterprise Data Governance approach</li> <li>2) Procurement assistance to the Department</li> </ol>	<ol style="list-style-type: none"> <li>1) As stated on page 9 of the RFP, the QA contractor must “3. Provide the lead in developing an enterprise-wide data governance approach”. The offeror’s proposed data governance methodology (not the full approach) must be included as part of the proposal submission.</li> <li>2) The QA contractor may be called upon to provide assistance to the Department during any phase of the procurement cycle, including but not limited to: product research, RFP development, development of selection criteria, and monitoring approval statuses.</li> </ol>
4.	B.4 Ongoing	9	What software is the automated project management	The RFP requires that Microsoft Project be used for “for managing, updating, monitoring and

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	Consultation and Project Management Support Services		system? Who installed and maintains the system?	reporting on the status of work plans of all major parties” (p. 10)  Additional tools may be proposed by the bidder.  The system(s) must be procured, installed and maintained by the QA contractor and should support approximately 100 users.
5.	B.7 System Change Management Project QA Monitoring Services	15	Are these services to be covered by the “Fixed Cost” portion of the Pricing Schedule? If so, what MAS scope elements are to be covered by System Change Management? Also, what distinguishes between what elements are considered “System Change Management” vs. what elements are considered “Additional Activities” (per Section D. of the RFP).	Except where explicitly noted, all services described in the RFP should be included in the fixed cost.  Hours for additional activities will be used to undertake supplemental Quality Assurance projects as the need arises in response to circumstances that cannot currently be foreseen (for example, in response to new State or Federal legislation) and as directed by the Department.
6.	III A & Section V. C	18 & 25	In section III A it states that narratives should use 12 pt font or larger but in section V.C item #2 it states 11 pt font or larger in Arial. Please clarify which size font is required.	Please use Arial (or a similarly legible font) 12 pt. or larger, double spaced.
7.	B.4.5 Letters of Reference	21	What will be the process for the Department’s possible request for Letters of Reference. Specifically, at what point in the process would they be requested and how much turn-around time will be provided?	Letters of Reference may be requested by the Department at any time during the proposal evaluation period. No more than a one-week turnaround time is anticipated.
8.	H. Contract Renewal Pricing	29	Please confirm our understanding that the Fixed Cost for an Optional year is the Fixed Cost for the prior year plus the noted price increase.	Confirmed.
9.	Sample Contract (RFP Attachment 8) - Appendix A, Standard NYS Clauses		Would you consider inclusion of a mediation term in the Contract, as follows: “Any controversies between the State and the Contractor which arise under, or are by virtue of, this Contract shall first be submitted to non-binding mediation. Mediation may take place at a location to be designated by the parties using the Mediation Procedures of the International Institute for Conflict Prevention and Resolution, with the exception of paragraph 2 (Selecting the Mediator). If, after good faith efforts, the parties are unable to resolve their dispute through mediation within 90 days after the issuance by one of the parties of a request for mediation, then a party may pursue other legal remedies. Either party may seek to enforce any written agreement reached by the parties during mediation in any	No, the current terms and conditions meet the needs of the Department.

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			court of competent jurisdiction.”	
10.	State of New York Agreement Form	80-82	<p>Please consider the following changes to terms and conditions included in the RFP and the sample documents.</p> <p>A. Section III.C: Delete the second sentence and substitute the following: “This notice shall provide Contractor with a reasonable opportunity to cure, which shall be at least ten (10) business days. If the Contractor does not cure the issues giving rise to the termination notice, termination shall be effective at the end of the cure period specified in the notice.”</p> <p>B. Section V.A, Indemnification: please delete and substitute the following: Contractor shall be fully liable for the actions of its agents, employees, partners or Subcontractors and shall fully indemnify and save harmless the STATE from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property and intellectual property caused by any intentional act or negligence of Contractor, its agents, employees, partners or Subcontractors, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the STATE.</p>	<p>A. No, the current terms and conditions meet the needs of the Department.</p> <p>B. See Amendment #1</p>
11.	Appendix D, General Specifications		<p>Please consider the following changes to terms and conditions included in the RFP and the sample documents.</p> <p>A. Section B: Delete all of the text after “whereupon” in line two and substituting something like the following: “the undersigned will perform the work with the intent that it shall be completed within the time mutually agreed to by the parties.”</p> <p>B. Sections L, M, and N: Please confirm that these terms would not apply to this contract because we will not be providing software or technology as deliverables.</p> <p>C. Section Q (Sufficiency of Personnel): Delete this provision and substitute something along these lines: “The parties will discuss and mutually resolve any issues arising from the Department of Health’s opinion that services cannot be satisfactorily performed because of insufficiency of Contractor personnel.”</p>	<p>A. No, the current terms and conditions meet the needs of the Department.</p> <p>B. No, the current terms and conditions meet the needs of the Department.</p> <p>C. No, the current terms and conditions meet the needs of the Department.</p> <p>D. No, the current terms and conditions meet the needs of the Department</p> <p>E. 1. The eighth line of this paragraph is amended to read: be canceled, materially changed, or not renewed without at least thirty (30) days prior written notice to the Department 2. This will not be deleted. This requirement may be met by naming The People of the State of New York as an additional insured on the contractor’s General Liability Policy. The limits may be provided through a combination of primary and umbrella/excess liability policies. 3. This will not be deleted. This requirement may be met by naming The People of the State of New York as an additional insured. The limits may be provided through a combination of primary and umbrella/excess liability policies.</p> <p>F. The current terms and conditions meet the needs of the Department. Minor modifications as proposed by the winning vendor at time of contract award may be considered.</p> <p>G. i. See Amendment #1. ii. No, the current terms and conditions meet the needs of the Department</p>

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			<p>D. Section T (Provisions Upon Default): Add the following at the end of paragraph 2: "This notice shall provide Contractor with a reasonable opportunity to cure, which shall be at least ten (10) business days. If the Contractor does not cure the issues giving rise to the termination notice, termination shall be effective at the end of the cure period specified in the notice."</p> <p>E. Section W (Contract Insurance Requirements):</p> <ol style="list-style-type: none"> <li>1. Paragraph 1: Delete "changed or" in line eight.</li> <li>2. Paragraph 1.b.ii: Delete.</li> <li>3. Paragraph 1.b.iii: Delete.</li> </ol> <p>F. Section Y (Confidentiality Clauses): Delete paragraph 4 and substitute the following: 4. All reports, data sheets, documents, etc. generated under this contract shall be the sole and exclusive property of the Department of Health, provided, however, that the work papers prepared by CONTRACTOR which are pertinent to its performance under this AGREEMENT and are used in preparation of contract deliverables are the property of CONTRACTOR and will be maintained in accordance with the terms and conditions of Item 10 of the Standard Clauses for New York Contracts (Appendix A). Upon completion or termination of this AGREEMENT, the CONTRACTOR shall deliver to the Department of Health upon its demand all copies of materials relating to or pertaining to this AGREEMENT. The CONTRACTOR shall have no right to disclose or use any of such material and documentation for any purpose whatsoever, without the prior written approval of the Department of Health or its authorized agents, except when required by law, legal process or applicable professional standards. The forgoing notwithstanding, CONTRACTOR may retain a copy of information received, developed, or otherwise relating to this AGREEMENT in order to comply with its contractual obligations and applicable professional standards. Information stored on routine back-up media for the purpose of disaster recovery will be subject to destruction in due course. Latent data such as deleted</p>	<p>iii. No, the current terms and conditions meet the needs of the Department</p> <p>iv. No, the current terms and conditions meet the needs of the Department</p> <p>v. The Department will add the following language: "If any proprietary methodologies, methods, processes, or procedures of the Contractor that pre-existed or were developed outside the scope of this Contract are contained in any of the deliverables hereunder, the Contractor grants to the Department a royalty-free, paid-up, non-exclusive, perpetual license to use such Contractor intellectual property in connection with the Department's use of the deliverables."</p> <p>vi. No, the current terms and conditions meet the needs of the Department</p> <p>vii. No, the current terms and conditions meet the needs of the Department</p> <p>viii. No, the current terms and conditions meet the needs of the Department</p>

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			<p>files and other non-logical data types, such as memory dumps, swap files, temporary files, printer spool files and metadata that can customarily only be retrieved by computer forensics experts and are generally considered inaccessible without the use of specialized tools and techniques will not be within the requirement for the return of records as set forth by this paragraph. In the event of a termination for default or convenience, CONTRACTOR shall not have any liability to the Department of Health as a result of the Department of Health's use of any unfinished, incomplete, or draft work products and materials that are furnished to it, provided that CONTRACTOR has notified the Department of Health of the incomplete status of such material.</p> <p>G. Add the following clauses:</p> <p>i. Limitation of Liability – Except for the indemnification obligations set forth in this Agreement, the limit of liability shall be as follows:</p> <p style="padding-left: 20px;">a. Contractor's liability for any claim, loss or liability arising out of, or connected with the Products and services provided, and whether based upon default, or other liability such as breach of contract, warranty, negligence, misrepresentation or otherwise, shall in no case exceed direct damages in: (i) an amount equal to two (2) times the fees paid or owing to the Contractor for the contract year in which the services subject to dispute and allegedly giving rise to liability were performed, or (ii) one million dollars (\$1,000,000), whichever is greater.</p> <p style="padding-left: 20px;">b. The STATE may retain such monies from any amount due Contractor as may be necessary to satisfy any claim for damages, costs and the like asserted</p>	

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			<p>against the STATE unless Contractor at the time of the presentation of claim shall demonstrate to the STATE's satisfaction that sufficient monies are set aside by the Contractor in the form of a bond or through insurance coverage to cover associated damages and other costs.</p> <p>c. Notwithstanding the above, neither the Contractor nor the STATE shall be liable for any consequential, indirect or special damages of any kind which may result directly or indirectly from such performance, including, without limitation, damages resulting from loss of use or loss of profit by the STATE, the Contractor, or by others</p> <p>ii. Use Of Vendor – DOH acknowledges that in connection with the performance of services under the Agreement, Contractor may use the services of CONTRACTOR controlled entities and/or CONTRACTOR member firms to complete the services required by this Agreement. DOH also acknowledges that in connection with the performance of services under the Agreement, Contractor uses vendors within and without the United States to provide at Contractor's direction administrative and clerical services to Contractor. These vendors may in the performance of such services have limited access to information, including but not limited to confidential information, received by Contractor from or at the request or direction of DOH. Contractor represents to DOH that each such vendor has agreed to conditions of confidentiality with respect to DOH's information to the same or similar extent as Contractor has agreed to pursuant this Agreement. Contractor will have full responsibility to cause these vendors to</p>	

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			<p>comply with such conditions of confidentiality and Contractor shall be responsible for any consequences of their failure to comply. Accordingly, DOH consents to Contractor disclosure to a vendor and the use by such vendor of data and information, including but not limited to confidential information, received from or at the request or direction of the City for the purposes set forth herein.</p> <p>iii. Management Responsibility - Contractor's services may include advice and recommendations; but all decisions in connection with the implementation of such advice and recommendations shall be the responsibility of, and made by, DOH. The Contractor will not perform management functions or make management decisions for DOH.</p> <p>iv. Third Party Usage – Notwithstanding anything to the contrary in this Agreement, any advice, recommendations, information, deliverables or other work product provided to DOH under this Agreement is for the sole use of DOH, and is not intended to be, and may not be, relied upon by any third party, and all advice, recommendations, information, deliverables, or other work product may be marked to so indicate. Except for disclosures that are required by law or that are expressly permitted by this Agreement, DOH will not disclose or permit access to such advice, recommendations, information, deliverables, or other work product to any third party without the Contractor's prior written consent.</p> <p>v. Ownership of Materials – The Contractor retains all ownership rights in any proprietary methodologies, methods, processes, or procedures of the Contractor that pre-exist or were developed outside the scope of this Contract. If any such property of Contractor is contained in any of the deliverables hereunder, the Contractor grants to the City a royalty-free,</p>	

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			<p>paid-up, non-exclusive, perpetual license to use such Contractor intellectual property in connection with the City's use of the deliverables.</p> <p>vi. Electronic Communication – CONTRACTOR may communicate with the Department of Health by electronic mail or otherwise transmit documents in electronic form during the course of this engagement. The Department of Health accepts the inherent risks of these forms of communication (including the security risks of interception of or unauthorized access to such communications, the risks of corruption of such communications and the risks of viruses or other harmful devices) and agrees that it may rely only upon a final hardcopy version of a document or other communication that CONTRACTOR transmits to the Department of Health. The CONTRACTOR will exercise the same level of care to protect the Department of Health's information under this AGREEMENT as CONTRACTOR exercises to protect its own confidential information but in no event less than reasonable care.</p> <p>vii. Active Spreadsheets and Electronic Files – Contractor may use models, electronic files, and spreadsheets with embedded macros created by Contractor to assist Contractor in providing the services under the Contract. If DOH requests a working copy of any such model, electronic file or spreadsheet, Contractor may, at its discretion, make such item available to DOH for DOH's internal use only and such item shall be considered a deliverable (subject to the requirements herein); provided that DOH is responsible for obtaining the right to use any third party products necessary to use or operate such item.</p> <p>viii. DOH Vendors – DOH is aware that Contractor may be providing assurance, tax and/or advisory services to other actual or potential vendors of</p>	



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			<p>DOH. Contractor will perform an internal search for any potential client conflicts relating to any of the City's vendors identified by DOH as having a role in connection with Contractor's performance of this Agreement. DOH hereby agrees that a vendor's status as a Contractor client does not impact Contractor's engagement to perform this Agreement Contractor will advise DOH of any conflicts of interest that could prevent it from performing the Agreement. However, Contractor is a large firm that is engaged by new clients on a daily basis and as a result it cannot guarantee that, following its conflict search, an engagement for any other related party will not be accepted somewhere else in Contractor's firm. Should any new information come to Contractor's attention, Contractor will promptly inform DOH. Contractor shall perform this Contract in accordance with applicable professional standards.</p>	
12.	Appendix H	92	<p>If a vendor already has an existing BAA agreement with the Department, can that be used in place of the one identified in Appendix H?</p>	<p>A new BAA agreement will be required with the new contract.</p>
13.	Appendix H	92	<p>Note: If the Department will not use a vendor's existing BAA with the Department, we request the following changes to the BAA in Appendix H.</p> <ol style="list-style-type: none"> <li>In II. I delete the requirement that requires a vendors internal practices, books, and records available to the Department, as HIPAA only requires that this disclosure be made to the Secretary. Replace with this alternative language. "Upon reasonable request by the Covered Plan, Business Associate agrees that it shall make available qualified individuals and/or a member of senior management responsible for security and data protection, for the purposes of discussing relevant information technology controls, including those policies, procedures, and controls relevant to the provision of services and security obligations under this Appendix H and applicable laws. Business Associate will make every reasonable effort to be responsive to such inquiries, but reserves the</li> </ol>	<p>The BAA as presented meets the needs of the Department. Minor modifications as proposed by the wining vendor at time of contract award may be considered.</p>

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			<p>right to limit disclosure of details, if it determines, in its sole judgment, that such disclosure would put at risk the confidentiality, availability, or integrity of its own or its other clients' data."</p> <p>2. In III. C after "Information" add "for the proper management and administration of Business Associate, provided Business Associate complies with 45 C.F.R. § 164.504(e), or".</p> <p>3. In IV. B after "Program," add "which shall be no less than thirty (30) days,".</p> <p>4. In IV. C. 2 delete "Upon mutual agreement of Business Associate and Covered Program that return or destruction of Protected Health Information is infeasible," in the second sentence.</p> <p>5. In V. B add the following at the end: "In no event shall Business Associate be liable to the STATE for any consequential, indirect, special, or punitive damages."</p> <p>6. In VI add a new item "A" as follows: "Minimum Necessary. The parties shall limit their use, disclosures, and requests of Protected Health Information to the minimum Protected Health Information necessary to achieve the intended purpose of the use, disclosure, or request."</p> <p>7. In VI in the original item "A" and "D" after "Program" add "and Business Associate"</p> <p>8. In VI add a new item "G" as follows: "Encryption. Electronic Protected Health Information transmitted or otherwise transferred between the parties must be encrypted by a process that renders the Electronic Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals within the meaning of §13402 the HITECH Act and any implementing guidance, including but not limited to 45 C.F.R. § 164.402.</p>	
14.			I saw on the DOH website that the submission of questions pertaining to the QA Services RFP should be directed to you [Patrick Allen]? Please let me know if this is incorrect.	It is correct.
15.			I was trying to confirm if there will be a separate need for IV&V services for the MMIS (ASO) replacement, or if the state will only be utilizing Quality Assurance services?	The QA RFP covers IV&V services. There will be no separate procurement for IV&V.

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16.	B.1	7	Can the State elaborate on the scope and quality assurance activities desired to achieve Data Governance goals?	The QA bidder should propose a viable and acceptable Data Governance Methodology for formally managing, assessing, using, improving, monitoring, maintaining, and protecting organizational information. The bidder should use its judgment proposing such a methodology.
17.	B.1	8	The RFP says the work plans must provide sufficient time (minimum of ten (10) business days) for the Department review and approval of each deliverable based on the scope of the deliverable. However, on page 28 of the RFP, it says "...within fifteen (15) business day of receipt..." Can the State clarify the required review time for deliverables?	The minimum ten (10) business days referenced on page 8 is applicable to the initial Quality Assurance Work Plan(s) required of the QA contractor within thirty days of contract approval as described in Section II, B.1. The fifteen (15) business days referenced on page 28 in Section V. F is a target applicable to all deliverables.
18.	B.4	9	The RFP says the contractor shall set up and manage the automated project management system. Is it the State's expectation that the contractor propose an automated project management system and can the State clarify which teams and the number of users that will need to use this system?	The RFP requires that Microsoft Project be used for "for managing, updating, monitoring and reporting on the status of work plans of all major parties" (p. 10)  Additional tools may be proposed by the bidder.  The system(s) must be procured, installed and maintained by the QA contractor and should support approximately 100 users.
19.	B.4	9-10	The RFP says the contractor shall use Microsoft Project for managing, updating, monitoring and reporting on the status of the work plans for all major parties. Can the State clarify "major parties" and confirm that includes only the eMedNY vendor, the MAS vendor, and the MDW vendor?	Major parties may include the QA contractor, the eMedNY vendor, the MAS vendor, the MDW vendor, a replacement MDW vendor and the Department.
20.	B.5	10	The RFP says that the contractor shall complete the initial review of the MMIS and MDW contractors' deliverables within five business days of receipt from the appropriate contractors. Exhibit II-3 lists the required MAS contractor deliverables by project phase. Can the State provide a list of MDW deliverables the selected vendor will be expected to review in order to help scope the level of effort required?	Representative deliverables for the current MDW are available in the MDW RFP, which can be found online at: <a href="http://www.health.ny.gov/funding/rfp/inactive/0711050248/">http://www.health.ny.gov/funding/rfp/inactive/0711050248/</a> .
21.	A.2	23	A.2 details how the vendor's technical approach will be evaluated. Item #3 in Section A.2 says that the bidders will be evaluated on how well they translate the quality assurance goals and responsibilities contained in the RFP into an effective and efficient quality assurance program. On page 22, the RFP says that the quality assurance plan should include the application of industry standards methodology (#5) and high-level work plan (#6). However	These items will be evaluated as part of the technical scoring.

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			these two items are not referenced as being part of the technical approaches scoring proposal under item #3 on page 23. Can the State verify if the aforementioned items will be included with the scoring of the technical approaches?	
22.	Section B	5	In Responding to #8 of the "QA Contractor shall provide deliverables for the following services" - Does the support of MMIS Certification activities include MITA 3.0 Certification?	Certification in this instance refers to certification by CMS of the MMIS solution (MAS) to receive enhanced FFP.
23.	Section B, B-6	6	In Responding to the Long Term Planning and MITA - Which one of the Key Staff will lead the SS-A effort? Assuming this will be a MITA 3.0 SS-A, is there a current MITA 2.0 SS-A? Will the state expect more than the single Key Staff motioned in Section C - QA Contractor Staffing Requirements (pg. 17) in order to complete this task?	A MITA 3.0 SS-A has been completed. The SS-A will be required to be updated once sufficient MAS functionality is implemented expected to be within a year of MAS Phase 2 implementation. Presumably, the MAS Project Manager would be best positioned to lead the MITA SS-A effort. However, the QA contractor could assign this task to any of the key staff. The proposer must identify staffing levels sufficient to deliver all services required by the RFP.
24.	II. B.4 Ongoing Consultation and Project Management Support Services	9	Can the Department provide more details about the facilities, IT support and/or equipment, if any, to be provided by the Department? In particular will the Department provide access to its IT systems for the contractor to perform the work? Will the Department provide computer equipment?	MAS facilities have not yet been established. The QA contractor will have access to all Department IT systems necessary to conduct its work, and computer equipment will be provided for on-site staff.
25.	III. B.1 Transmittal Letter	19	In Section 8, the bidder should provide a subcontractor summary for each subcontractor proposed. 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 as members of the proposed project staff. Should we list these individuals as subcontractors and provide the additional information required for subcontractors in Section 8?	Bidders should submit information for all known subcontractors that they intend to use.
26.	V.U. Appendices	37	Item #7 lists Appendix H – Health Insurance Portability and Accountability Act (HIPAA) if applicable. Does the Department anticipate that Appendix H will be applicable for this project and therefore incorporated into the resulting contract?	The contractor will have access to PHI and therefore Appendix H will be applicable and incorporated into the resulting contract.
27.	Attachment 8, Appendix	87	Bidder requests an exception to the requirement that certificates shall state that policies shall not be changed or	If the contractor's insurance provider will not provide a certificate of insurance or an endorsement to the contractor's policy inclusive of the notification requirement, the contractor must submit, within

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28.			Bidder requests the addition of a contract provision that (a) limits the Bidder's liability under the resulting contract and (b) excludes liability or responsibility for any lost profits/revenues or any special, indirect, incidental, consequential or punitive damages.	See Amendment #1.
29.	5B, Second paragraph	24	We have successfully negotiated mutually agreeable terms and conditions to NYS contracts in the past. Should we be selected, would the Department of Health be open to discussing previous contracts between respondent and NYS as a potential structure for this project?	The current terms and conditions meet the needs of the Department. Exceptions to the RFP may not be submitted with the proposal. However, minor changes to the terms and conditions as proposed by the winning vendor at time of contract award may be considered.
30.	General		Does the Department intend to issue a separate RFP for IV&V Services in support of its MMIS/MDW implementations?  If yes, please provide timelines for the IV&V procurement.	The QA RFP covers IV&V services. There will be no separate procurement for IV&V.
31.	General		Can the Department provide details on its staffing plan for managing and working with the successful QA contractor?	No further details are available at this time.
32.	Section I, C. Project Background	3	<i>RFP text: "When the MDW was split off from the rest of the MMIS, a separate RFP for MDW QA services was created, with the result that the Department currently maintains two QA contracts for MMIS and related services. The current eMedNY QA contract expires June 30, 2014 and the current MDW QA contract expires May 31, 2016."</i> Please identify the MDW QA and the eMedNY QA contractors.  Are these contractors eligible to bid on this procurement?  Please provide current levels of staffing for both QA contracts.  Can the Department provide prospective bidders with access to a procurement library that includes the executed	KPMG is the current MDW QA contractor. Cognosante is the current eMedNY QA contractor.  These contractors are eligible to bid on this procurement.  Currently, there are approximately 5 FTEs dedicated to eMedNY QA. Supplemental staff is added as needed on a project basis.  Currently, there are approximately 4.5 FTEs dedicated to MDW QA. Supplemental staff is added as needed on a project basis  However, we expect the bidder to independently evaluate the requirements of this RFP and to use its best judgment in proposing staffing levels sufficient to complete the work requested, including any efficiencies gained from consolidation of QA contracting.

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			contracts and work products of the Department's current QA contractors?	Contracts and work products of the current QA contractors will not be made available as part of this RFP.
33.	Section II, B.1 Quality Assurance Plan	8	<p><i>RFP text: "In creating this plan, the QA contractor must consider previous planning and resource assessments conducted by a Business Transformation contractor."</i></p> <p>Please identify the Business Transformation contractor. Is this contractor eligible to bid on this procurement?</p> <p>Can the Department provide prospective bidders with access to the referenced planning and resource assessments?</p>	<p>Deloitte has been engaged as the Business Transformation contractor.</p> <p>Yes, the Business Transformation contractor is eligible to bid on this procurement.</p> <p>No, the Business Transformation project is currently in process. The Department expects these assessments to be available at the contract start date.</p>
34.	Section II, B.2 Develop and Maintain Review and Evaluation Criteria for Contractor Deliverables	8	<p><i>RFP text: "The QA contractor will maintain, and modify if needed, the existing review and evaluation criteria for the current MMIS and MDW contractor deliverables."</i></p> <p>Please provide the existing review and evaluation criteria referenced here.</p>	Existing review and evaluation criteria will be discussed with the project director after the contract has been awarded as part of the full QA plan development.
35.	Section II, B.4 Ongoing Consultation and Project Management Support Services	9	<p><i>RFP text: "The contractor shall set up and manage the automated project management system"</i></p> <p>Could the Department please clarify if this a [sic] text reference to Microsoft Project or some other tool?</p>	<p>The RFP requires that Microsoft Project be used for "for managing, updating, monitoring and reporting on the status of work plans of all major parties" (p. 10)</p> <p>Additional tools may be proposed by the bidder.</p> <p>The system(s) must be procured, installed and maintained by the QA contractor and should support approximately 100 users.</p>

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36.	Section II, B.4 Ongoing Consultation and Project Management Support Services	9	<p><i>RFP text: "Be present at and provide documentation in the form of minutes of all project management meetings, project status meetings, steering committee meetings (as required), and be accessible, and available for, joint application design (JAD) sessions ..."</i></p> <p>To accurately plan for and staff this activity could the Department please provide the number (or start and end dates), duration, and frequency of these meetings and JAD sessions?</p>	<p>The bidder must use its best judgment in proposing staff sufficient to provide the services requested in the RFP.</p> <p>Currently, MMIS (eMedNY) project status meetings are held weekly, as are project management meetings. Meeting duration is usually about an hour; ad hoc meetings are held as needed and generally do not exceed one per week.</p> <p>MDW project meeting are held every 2 weeks. Leadership meetings are held monthly.</p> <p>There is no set schedule for MAS steering committee, project meetings, and JAD sessions at this time. During DDI, the vendor should anticipate that Project meetings and JAD sessions will be frequent and it is expected that on occasion 3 or more meetings will be held simultaneously.</p>
37.	Section II, B.4 Ongoing Consultation and Project Management Support Services	9	<p><i>RFP text: "Provide dedicated staff to maintain a full time presence on-site at all MMIS and MDW project facilities in support of the Department through the term of the contract resulting from this procurement, in accordance with the QA staffing requirements necessary to accomplish the tasks described in this RFP based upon the annual activities of the current MMIS contractor and MDW contractor as discussed in Section I."</i></p> <p>Will the Department allow certain tasks that do not require day-to-day interaction with the Project Teams, such as compiling findings into status reports and deliverable reviews, to be performed off-site?</p>	<p>Activities that do not require day-to-day interaction may be performed off-site, subject to the prior approval of the Department.</p>
38.	Section II, B.8 MMIS Certification Support Services	16	<p>RFP cite: "QA contractor support must include, but not be limited to:</p> <ol style="list-style-type: none"> <li>1. Review, evaluation and validation of requisite MMIS and MDW subsystems to determine if they meet core CMS federal MMIS certification requirements;</li> <li>2. Coordination of certification support with replacement MMIS and MDW contractors and Department staff;</li> <li>3. Establishing checklists for the CMS onsite visits;</li> <li>4. Support of certification review team/CMS Regional Office staff briefing and pre-certification meeting/call;</li> </ol>	<p>The Department believes the RFP cite adequately describes respects in which the QA contractor's role is to be an active participant and not merely that of an evaluator.</p>

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			<p>5. <i>Completion of preparations for CMS onsite visits;</i>  6. <i>Support for the entrance conference, MMIS evaluation and exit conference with State debriefing;</i>  7. <i>Analysis of data;</i>  8. <i>Resolution of issues;</i>  9. <i>Review of CMS certification report; and,</i>  10. <i>Preparation of Department response to CMS.”</i></p> <p>Please clarify the QA Contractor’s role for MMIS certification. Does the Department view the QA Contractor as being an active participant on the certification effort, or as an evaluator of the quality of the Department and its DDI contractors’ efforts to obtain CMS certification?</p>	
39.	Section III, B.4.6 Anticipated Staffing	21	<p><i>RFP text: “The bidder should determine and identify in its staffing plan any staff beyond this minimum that will be needed to meet the requirements set forth in this RFP.”</i></p> <p>Do non-key staffs that are needed to meet the requirements set forth in the RFP need to be named in the bidder’s response? If yes, are resumes for these non-key staff required? If yes, can they be representative resumes?</p>	As stated on pg. 21 of the RFP: for non-key staff, the bidder must provide title, associated qualifications and number of positions. Only key staff members are required to be named.
40.	Section IV, A.2 Technical Proposal Scoring	23	<p><i>RFP text: “1. Understanding of Department Requirements (25 points). Bidders will be evaluated on how well they demonstrate an understanding of the scope and purpose of the various Quality Assurance activities to be performed. The bidder must demonstrate knowledge of the environment in which the activities will take place including identification of issues and obstacles to implementing an effective and consistent Quality Assurance program for existing and future systems.”</i></p> <p>We assume that the points awarded for Understanding of Department Requirements will be based on an evaluation of the bidder’s proposed Quality Assurance Plan as described in RFP Section III, B.5 and not B.3, Executive Summary/Statement of Understanding.</p>	<p>The assumption is not correct. The Executive Summary/Statement of Understanding will be a key factor in evaluating the bidder’s understanding of Department requirements.</p> <p>The Department interprets “knowledge of the environment in which the activities will take place” to refer primarily to a generic understanding of MMIS and MDW environments. Knowledge of New York’s current and future MMIS and MDW environments will also be helpful in submitting responsive proposals, but the information required to demonstrate knowledge is high level and publicly available, such as that provided in this RFP, the MAS (MMIS replacement) RFP, the MDW RFP, and the eMedNY website.</p>



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			<p>Is this assumption correct?</p> <p>We respectfully request that the reference to the bidder’s ability to <i>demonstrate knowledge of the environment in which activities will take place</i> be deleted or revised to reflect a generic understanding of MMIS and MDW environments. As currently worded, the incumbent QA contractors would have a significant advantage over bidders who are not currently engaged on one of these projects.</p>	
41.	Section IV, A.2 Technical Proposal Scoring	23	<p><i>RFP text: “3. Technical Approaches (25 points). Bidders will be evaluated on how well they translate the Quality Assurance goals and responsibilities contained in the RFP into an effective and efficient Quality Assurance program. The bidder’s approach to quality management, project management and data governance, issue and problem tracking and resolution, and risk management will be evaluated based on the goals and objectives set forth in the Scope of Work section of the RFP.”</i></p> <p>RFP Section II, Scope of Work, provides details on QA Tasks and Deliverables, and Staffing Requirements but it does not appear to list specific <i>goals and objectives</i>. Can the Department provide some guidance on the specific QA goals and objectives that bidders Technical Approach will be evaluated?</p>	<p>Goals and objectives should be interpreted from the Section II Scope of Work; e.g., providing superior MMIS and MDW project management support services, efficiently monitoring the effectiveness of quality management practices of the current MMIS contractor, effectively monitoring the transition of data, processes, capabilities and operational knowledge to the replacement MMIS (MAS procurement), and providing appropriate and insightful recommendations on quality improvement for all areas, etc.</p>
42.	Section V: Admin, B. Inquiries	24	<p><i>RFP text: “Prospective bidders may submit questions relating to the RFP in writing by email to the designated contact listed on page ii of the RFP. To the degree possible, each inquiry should cite the RFP section and paragraph to which it refers. Questions must be received by the Department on or before 3:00 pm Eastern Time on the date specified in the schedule of key events on the cover page of the RFP.”</i></p> <p>Given the complex and multi-project nature of this engagement, it is likely that the Department’s responses to bidder inquiries may raise additional follow-up or new</p>	<p>The Department does not anticipate a 2<sup>nd</sup> round of inquiries at this time.</p>

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			inquiries. Request that the Department provide an opportunity for bidders to submit follow-up and/or additional inquiries after the initial responses are posted on 4/15/2015.	
43.	Attachment 2: Preferred Staffing Qualifications	41	<p><i>RFP text: "Managed four (4) or more projects with teams of greater than four (4) and at least one (1) project with a team of ten (10) or more."</i></p> <p>Normally only DDI projects have teams of 10 people, most States' QA and IV&amp;V projects usually only allow for teams of 2-4 people at most; with team of 5 people being large and the exception. Would the Department consider lowering the management requirement from team of 10 to 5 people?</p>	Attachment 2 lists preferred qualifications, not mandatory qualifications. The referenced experience does not need to have been gained on an MMIS QA project.
44.	Section 1A	1	<p>The RFP states that "the contractor selected as a result of this procurement, including parent and/or subsidiary companies or other companies in which it has a financial or legal interest, will be precluded from acting as a contractor, subcontractor, or agent to the Department's MMIS, Fiscal Agent, or MDW contractors for the duration of the QA contract"</p> <p>a. Is the QA contractor selected in this procurement precluded from working with the Department's current MMIS, MDW, and MAS contractors for any and all projects or only those projects relative to this procurement?</p> <p>b. What are the names of the vendors that are included as contractors (or subcontractors if applicable) in the current MMIS, MDW, and MAS as referenced in the RFP statement above?</p> <p>c. Does this apply only to the prime QA contractor, or to both the prime QA contractor and sub-contractors to the prime QA contractor?</p>	<p>a. The preclusion applies to this procurement; however, the contractor selected will need to disclose any potential conflicts of interest and discuss resolution to the satisfaction of the Department.</p> <p>b. Contractors and major subcontractors are: eMedNY—CSC (prime), HID (subcontractor), First Health (subcontractor) MDW— CMA (prime), IBM (subcontractor), Salient (subcontractor) The MAS provider has not yet been selected. When the winning bidder is announced, it will be posted on the DOH procurement website for the MAS RFP.</p> <p>c. Both</p>

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45.	Section 1A	1	How many people currently serve as QA resources on the current MMIS?	Currently, 5 FTEs are assigned. Supplemental staff are added as needed on a project basis
46.	Section 1A	1	How many people currently serve as QA resources on the MDW?	Currently, 4.5 FTEs are assigned. Supplemental staff are added as needed on a project basis
47.	Section 1A	1	The RFP states that “The current MDW contract expires January 31, 2016”. Will the QA resources needed to support the procurement of a replacement MDW and the transition to the replacement MDW be part of the fixed price or part of the supplemental hours?	As stated on page 4 of the RFP, the fixed price scope of work requires the QA contractor to “provide procurement assistance to the Department” and “monitor the transition to any future replacement data warehouse contractor, including the development of turnover materials”.
48.	Section 2A	4	Several of the activities included in the Scope of Work indicate that they will be required “If needed” (for example: items 8, 9, 13 and 15). Should the resources required for these types of activities be included in the QA bidder’s fixed price, or will they be performed using the hours of additional assistance described in the RFP?	Those resources should be included in the QA bidder’s fixed price.
49.	Section B1	8	Item 7 indicates that the QA project work plan includes “Reviewing and monitoring the MMIS and MDW contractors’ adherence to technical standards, such as programming standards and efficiency of code, system development methodology, storage capacities and response times.” a. Is it a requirement that the QA contractor perform code reviews to determine if the programming standards including efficiency of code are being met? b. If code reviews are required, does the Department expect all code to be reviewed or a sample of the code to be reviewed? c. If a sample of code is to be reviewed, what percentage of code does the Department view as an acceptable sampling?	a. The Department intends to make maximum use of product configuration and minimize the requirement for new code. However, there may be a need to develop code for specialized functionality. The QA contractor should perform whatever steps necessary, including code reviews if so deemed, to accomplish the stated objective. b. The Department would expect a sufficient amount of code to be reviewed (if deemed necessary—see a., above) to accomplish the stated objectives. c. See responses to a. and b.
50.	Section B1	8	The RFP states “...the QA contractor must consider previous planning and resource assessments conducted by a Business Transformation contractor.” Will the Department provide the assessments that have been completed by the Business Transformation contractor as a Procurement Library addendum to the QA RFP?	No, the Business Transformation project is currently in process. The Department expects the assessments to be available at the contract start date.

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51.	Section B4	9	<p>The RFP states “The contractor shall set up and manage the automated project management system and shall monitor and assist in the implementation of project scheduling and status reporting functions. An integrated scheduling system must allow communication of each team’s work plans and schedules, and it must include the capacity for frequent updates.”</p> <p>a. Does the Department currently use an automated project management system and scheduling system? If so what is the name of the existing systems?</p> <p>b. If not, will the QA contractor be responsible for the acquisition, implementation and management of both the “automated project management system” and an “integrated scheduling system”?</p> <p>i. If yes, will the Department require access to these systems for Department staff (and how many Department users will be accessing the system).</p> <p>ii. If yes, does the Department require the identification of these systems in the bidder’s proposal?</p> <p>iii. If yes, will the Department provide additional information on the requirements of these systems as part of a Procurement Library addendum to the QA RFP?</p>	<p>a. Several automated project management tools are in use within the Department, including Microsoft Project, SharePoint, Oracle Scheduler, QSM SLIM and custom Access Databases. Currently, QA project management for eMedNY and MDW is not integrated within any of these tools.</p> <p>b. The system(s) must be procured, installed and maintained by the QA contractor and should support approximately 100 users. Proposed tools should be included in the RFP response. The RFP requires that Microsoft Project be used for “for managing, updating, monitoring and reporting on the status of work plans of all major parties” (p. 10). No further details on the Department’s requirements are available at this time; the bidder should use its best judgment in selecting tools that will enable it to successfully deliver the services required in this RFP.</p>
52.	Section B5	10	<p>The RFP states “The QA contractor shall develop and make available to the MMIS and MDW contractors the required form and presentation for deliverables to the Department.”</p> <p>a. Does this apply only to QA deliverables?</p> <p>b. If not, what MMIS and MDW contractor deliverables are included?</p>	<p>a. No. The requirement refers to MMIS and MDW contractor deliverables.</p> <p>b. MAS contractor deliverables are specified in the MAS RFP (FAU Number 1211260917) and summarized in this RFP in B.5 Exhibit II-3. The bidder may assume that eMedNY operational deliverables are comparable to the operational deliverables in B.5. Representative deliverables for the current MDW are available in the MDW RFP, which can be found online at: <a href="http://www.health.ny.gov/funding/rfp/inactive/0711050248/">http://www.health.ny.gov/funding/rfp/inactive/0711050248/</a>.</p>
53.	Section 2D	17	<p>The DDI period for the new MMIS and the replacement MDW represent a significantly higher QA resource requirement than during the operational period. Are the additional required resources expected to be included in the bidder’s fixed price, or will the additional</p>	<p>QA resources to support replacement DDI activities will be included in the fixed price.</p>

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			(supplemental) hours specified within the RFP be used for this purpose?	
54.	Schedule of Events		The period of time between the "on or about April 15, 2014" and the Proposal Due is very short for an opportunity of this nature. Would the Department extend the submission date two weeks to allow more time to incorporate the Department's responses to questions?	No, there are no changes to the proposal due date at this time.
55.	Schedule of Events		The period of time between the "on or about April 15, 2014" and the Proposal Due is very short for an opportunity of this nature. If the Department exceeds the April 15th date will the Department extend the Proposal Due date?	No, there are no changes to the proposal due date at this time.
56.	I.1 Introduction – Paragraph 2	1	The RFP states "an expected contract start date of March 28, 2014." The MAS projected start date is no longer valid and a new projected start date has not been announced as of today's date. Will a delay in the MAS contract start date affect the start of QA Services anticipated July 1, 2014 contract start date? If yes, please describe the continued impact of the delay of the MAS and how it will continue to delay the QA Services start date.	No, the MAS contract start date will not affect the start date for services requested in this RFP.
57.	II.B – Major Task and Deliverables	4	"QA is the systematic process of checking to ensure that the MMIS and MDW contractors meet all operational service level agreements (SLAs);..." Can bidders assume that the MMIS and MDW contractors are currently meeting all operational SLAs? If not, please detail what the Department expects the QA contractor responsibilities to include?	Both vendors met all SLA's for the current month.
58.	II.B – Major Task and Deliverables	4	QA is the systematic process of checking to ensure that the MMIS and MDW contractors meet all operational service level agreements (SLAs);... Can bidders assume that the evaluation of the MMIS and MDW contractors SLA will begin with current and future performance and not prior to the QA contract start date?	While QA activities will be on a current basis, findings may dictate a retroactive review within certain contractor deliverable areas.
59.	II.B.4.1 – Ongoing Consultation and Project	9	1...." Space will be provided at the project facilities for designated QA contractor staff at no additional cost."  Can bidders assume the "space" will be work ready; i.e. desks, chairs, copy equipment, phones, etc.?	Yes, the assumption is correct. Standard office capabilities, including cubicles with desk, chairs, phones, personal computers, access to fax, printers, copiers, etc., will be provided.

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	Management Services		<p>Will conference room space be available for meetings?</p> <p>Are telephones included?</p> <p>Please describe the work ready capabilities.</p>	
60.	III.B.1.2 – Transmittal Letter	19	Requirements for the Transmittal Letter include “2. A statement that the bidder accepts the contract terms and conditions contained in this RFP including any exhibits and attachments; ” Non-negotiable terms and conditions could limit competition because companies may decide not to bid based upon the non-negotiable language or could be disqualified for an issue that could easily be resolved through negotiations. Would the Department reconsider the wording in requirement 2 of the Transmittal letter to allow a company to identify an exception and offer a remedy?	The current terms and conditions meet the needs of the Department. Minor modifications as proposed by the winning vendor at time of contract award may be considered.
61.	Section II.A, #7	5	Throughout the RFP, including in this description, the term “support certification” is used. Who will hold primary responsibility for CMS certification of the replacement MMIS?	The New York State Department of Health.
62.	Section II.B, Exhibit II-1, Deliverable B.4	5	Throughout the RFP, including in this deliverable description, it states that the contractor is to provide project management support services. Will there be a separate entity holding primary responsibility for the project management and/or a PMO other than the QA contractor? What is the State’s project management structure for this project? Please clarify.	The New York State Department of Health will hold ultimate responsibility for project management.
63.	Section II.B.1, #7	8	Reference is made to reviewing and monitoring programming standards and efficiency of code. However, it does not appear that there are any deliverables to be provided by the MMIS vendor that would allow for this review. Please confirm that these types of reviews are required and how the code is to be obtained from the MMIS replacement vendor.	<p>The Department intends to make maximum use of product configuration and minimize the requirement for new code. However, there may be a need to develop code for specialized functionality. The QA contractor should perform whatever steps necessary, including code reviews if so deemed, to accomplish the stated objective.</p> <p>Source code will be available from the MMIS contractor at the direction of the Department.</p>
64.	Section II.B.1 (second to last paragraph)	8	The work plan is to include 10 days for the review and approval of each deliverable. Page 10 (Section B.5) states that the QA contractor is to perform its review within five business days of receipt from the contractor. Does that mean that the State will use the remaining five days for its	As stated on page 8: the work plan must include a <b>minimum</b> of 10 days for “the <b>Department</b> review and approval of each deliverable based on the scope”, which applies to all deliverables provided by MMIS, MDW, and QA contractors.

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			review? How many days are to be allocated for the MMIS and MDW replacement vendors to respond and how many days are to be allocated for re-review and approval?	Page 10 refers to the QA contractor's initial review of deliverables provided by the MMIS and MDW contractors, and also states that "review procedures must be developed and implemented".
65.	Section II.B.3, #2	9	Support is to be provided in "reviewing and monitoring <u>all</u> project status reports" (emphasis added). Exactly what status reports are to be monitored and reviewed?	Project status reports are usually generated weekly by the MMIS or MDW contractor and document the progress of every project currently in flight, including the phase of the SDLC in which the project currently resides.
66.	Section II.B.4, #1	9	This section requires the QA contractor to maintain a full time present on-site at all MMIS and MDW project facilities. How many facilities will there be? Are these all in the greater Albany region?	All project facilities at which the QA contractor must maintain a full time presence will be within 10 miles of the state capitol. Currently there is one MMIS site and one MDW site. As the procurements progress there will be another site for the replacement MMIS contractor and another for the replacement MDW contractor.
67.	Section II.B.4, #6	9	In order to help assist with the appropriate level of effort, please provide examples of what technical advice is to be provided for operational issues and when technical advice is not supposed to be provided.	The bidder should propose the types and levels of technical assistance it believes will be appropriate to the respective projects.
68.	Section II.B.4 (paragraph following the numbered items)	9	Reference is made to "the automated project management system." It is not clear what this references or what organization is responsible for procuring this system. Please clarify. If it is the QA contractor's responsibility, to which deliverable does this tie to?	The RFP requires that Microsoft Project be used for "for managing, updating, monitoring and reporting on the status of work plans of all major parties" (p. 10)  Additional tools may be proposed by the bidder.  The system(s) must be procured, installed and maintained by the QA contractor and should support approximately 100 users.
69.	Section II.B.5 (sentence before Exhibit II-3)	10	Is it acceptable for the QA contractor to have more than five business days to complete its initial deliverable review for large deliverables?	The Department will address the issue with the QA contractor on a case-by-case basis, should the need for additional review time be required.
70.	Section II.B.5, Exhibit II-3	10	It appears that some deliverables may be missing, such as conceptual and technical design deliverables, deliverables providing code (if code is to be reviewed), data dictionary, and performance test results. Please clarify.	All deliverables required in the MAS RFP have been identified. Additional deliverables could be recommended and added as part of the change management process.
71.	Section II.B.5, Exhibit II-3	10	Exhibit II-3. A UAT Support Plan is listed as a MAS vendor deliverable. Who is responsible for the full UAT Plan and will the QA contractor be required to review it?	The MAS contractor is responsible for the UAT support plan; all deliverables, including the UAT support plan, are to be reviewed by the QA contractor.
72.	Section II.B.6.2	14	This section indicates that "QA Status Reports are required monthly for <u>all</u> operational systems" (emphasis added). Does this refer only to the eMedNY, replacement MMIS,	It refers to the eMedNY, replacement MMIS, MDW and replacement MDW systems.

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			and MDW systems, or are there other systems that require monthly QA Status Reports?	
73.	Section II.B.7, #4	15	Will QA reporting for system change management activities be communicated as part of the bi-weekly, monthly, and quarterly status reports described in Section B.6, or is DOH requesting separate status reports for the System Change Management QA monitoring activities?	QA reporting for system change management activities may be included as part of the bi-weekly, monthly, and quarterly status reports described in Section B.6.
74.	Section II.B.8, #7	16	Please clarify what data is to be analyzed.	Data to be analyzed is comprised of any data required to be reviewed by CMS as part of the certification process, which is described in the CMS MECT and its checklists: <a href="http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/MMIS/MECT.html">http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/MMIS/MECT.html</a> or as described in any CMS guidance released prior to certification of the new MMIS.
75.	Section II.C	16	Does the DOH have an estimated or preferred Full-time Equivalent (FTE) staffing range for the fixed-fee component of the QA services contract?	No. The bidder should propose what it feels is an appropriate staffing level sufficient to accomplish the goals and objects set forth in the RFP.
76.	Section III.A	18	Section III.A requests proposals to be double spaced, using a 12 pitch font or larger. Page 25, Section V.C, #2 requests a type size of 11 points or larger and an "Arial" font for body text, with no reference to line spacing. Please clarify. Would 11 point Arial font with a line spacing of 1.15 be acceptable for body text?	Please use Arial (or a similarly legible font) 12 pt. or larger, double spaced.
77.	Section III.B.4.6, Paragraph 2, 1 <sup>st</sup> sentence	21	Please provide a list of the expected project stages.	Project stages consist of operations (currently eMedNY and the present MDW) and the planning, DDI and operational stages for the replacement MMIS (MAS) and replacement MDW.
78.	Section IV.A.2	23	Under which scoring criteria will the QA Plan fit?	3. Technical Approaches; the QA plan may also be referenced in the Executive Summary/Statement of Understanding and factor in the evaluation of 1. Understanding of Department Requirements.
79.	Sections IV.A.2 and IV.A.3	23	In order to ensure that the submitted Technical Proposals meet the DOH's needs, will proposers need to meet a certain threshold score for their Technical Proposal in order to have their Price Proposal evaluated?	No, there are no threshold scores. The Technical and Price proposals will be evaluated separately. Before undergoing either evaluation, a compliance review will be conducted to ensure that proposals comply with all mandatory requirements. Proposals that do not meet all mandatory requirements may be disqualified.
80.	Section V.C, #3	25	Please clarify what is meant by "proposal part and version."	The files should be labeled with a reference to the technical proposal component or attachment name; version should be marked as final.



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81.	Section V.C (first paragraph on top of page 26)	26	If we plan to ship our proposal via FedEx, are we required to provide the 24-hour advance contact to Mr. Allen?	No; however, the bidder is responsible for ensuring that the proposal is received by the Department by the stated deadline.
82.	General Question		General Question: Will there be a separate IV&V procurement?	No, IV&V services are included in this procurement.
83.	General		Who are the incumbent QA vendors? Are these vendors eligible to respond to this RFP?	KPMG is the current MDW QA contractor. Cognosante is the current eMedNY QA contractor.  These contractors are eligible to bid on this procurement.
84.	General		What information is required from subcontractors besides the summary document appended to the Transmittal Letter?	All requirements are listed in the RFP.
85.	III.B.1	23	Statement #2 in this section requires that the bidder "accepts the contract terms and conditions contained in this RFP..." Since the RFP does not clearly state any limitation of liability (LOL), would the State consider allowing a bidder to add this provision to the terms before acceptance?	See Amendment #1.
86.	II.B.2	8	First sentence, third paragraph states, "These procedures for the replacement MMIS must be presented in the QA Plan." Is this referring to the Proposed QA Plan to be included in the proposal or the Final QA Plan?	Methodology pertinent to the procedures must be discussed in the proposed plan included in the proposal. A complete system of review and compliance procedures must be presented in the final QA plan.
87.	II.B.4.1	9	How many QA staff can be accommodated at the project facilities?	Space will be available sufficient to accommodate proposed staffing levels of the winning bidder.
88.	III.A	18	Bullet 1 – Would the Department consider removing the requirement for consecutive numbering from beginning to end? Instead would the Department consider allowing vendors to consecutively number within individual sections of the proposal response (e.g., 1-1, 1-2, etc.; 2-1, 2-2, etc)?	No, pages should be numbered consecutively.
89.	III.A	18	Bullet 2 – This section states that the font must be 12 pitch or larger. However, Section V.C (page 25) states that the type size must be Arial 11 points or larger. Please clarify.	Please use Arial (or a similarly legible font) 12 pt. or larger, double spaced.

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90.	III.B.4.5	21	This section states that “the Department reserves the right to request letters of reference...” Please confirm that letters of reference are not required at the time of proposal submission.	Confirmed.
91.	V.C.	25	Please clarify what is meant by proposal part and version in this statement.	The files should be labeled with a reference to the technical proposal component or attachment name; version should be marked as final.
92.	V.C.1	25	For vendors planning to submit their proposals via FedEx or other overnight service, please confirm that the address provided in Section V.C.1 is an acceptable address for FedEx or other delivery services.	Confirmed.
93.	V.C.1	25	Is it acceptable that the Technical and Price proposals are submitted in one box as long as they are separately sealed within the box?	Yes.
94.	V.S	35	Please confirm that no action is needed to comply with the Iran Divestment Act.	No additional action is required; as stated in Section V.S, by virtue of submitting a bid, the bidder certifies as noted relative to the Iran Divestment Act.
95.	V.T	36	In what section should bidders provide the completed Attachment 9?	It should be included with the pricing proposal.
96.	Section I.A	1	Section I.A INTRODUCTION page 1 reads “The purpose of this Request for Proposals (RFP) is to procure the services of a quality assurance (QA) contractor for a base six year term (plus two one year renewal options and/or six one-month options) to support New York State Department of Health (the Department) Medicaid Management Information System (MMIS) and Medicaid data warehouse (MDW) oversight. Such oversight consists of: the QA of ongoing operations of current and future MMIS and MDW contractors; the QA of design, development, and implementation (DDI) activities related to the replacement of the Department’s MMIS and MDW contractors; and the QA monitoring of any other activities related to the transition to a new system that wholly or partly replaces the functions of the Department’s MMIS or MDW during the QA contract term. The Department’s MMIS contractor also serves as New York State’s (the State’s) Medicaid Fiscal Agent, and so all MMIS QA activities include oversight of the State’s present and future Medicaid Fiscal Agents. The	<p>A. KPMG is the current MDW QA contractor. Cognosante is the current eMedNY QA contractor.</p> <p>B. Computer Sciences Corporation (CSC) is the current MMIS and Fiscal Agent contractor.</p> <p>C. The contract has not yet been awarded.</p> <p>D. CSC and the selected MAS contractor, along with their subcontractors</p>

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			<p>current eMedNY contract for MMIS and Fiscal Agent services expires February 28, 2014. The Department is exploring an extension of the contract until February, 2016. The current MDW contract expires January 31, 2016. The Department is in the process of replacing the current MMIS and Fiscal Agent contractor through a competitive bid process. Pursuant to this, the Department posted an RFP for a Medicaid Administrative Services (MAS) contractor on June 25, 2013 with a proposal deadline of November 25, 2013, and an expected contract start date of March 28, 2014....A phased implementation is planned, with Provider and non-Medicaid pharmacy functions operational nine months after contract start, followed by new claims takeover, call center and other core functions operational eighteen months after contract start, and legacy claims run-out and full data conversion complete 24 months after contract start. ... The contractor selected as a result of this procurement, including parent and/or subsidiary companies or other companies in which it has a financial or legal interest, will be precluded from acting as a contractor, subcontractor or agent to the Department's MMIS, Fiscal Agent or MDW contractors for the duration of this QA contract."</p> <p>Question A: What contractors have been providing QA services for MMIS and MDW?</p> <p>Question B: What contractor is being replaced as the MMIS and Fiscal Agent contractor?</p> <p>Question C: What contractor was awarded a contract as a result of the Medicaid Administrative Services (MAS) and Fiscal Agent Services Project RFP (expected start date of March 28, 2014)?</p> <p>Question D: What contractors are currently precluded from being awarded this contract on the basis that they are acting as a Fiscal Agent?</p>	
97.	Section II.A.1	3	Section II.A.1 INTRODUCTION page 3 reads "Provide MMIS and MDW project management support services including	No, the QA contractor will support project management by the Department.

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			<p>development of an approach for enterprise data governance, contractor deliverable reviews, project status reporting, risk assessment, system development and enhancement project management and coordination, and federal certification activities “</p> <p>Question: For clarification, would the State please clarify the reporting responsibility relative to project management support (e.g., will the MAS project managers report into the QA PM much like a PMO structure).</p>	
98.	Section I.A.7	4	<p>Section I.A.7 INTRODUCTION page 4 reads “Support certification of replacement MMIS and subsystems, as required by CMS ”</p> <p>Question: For clarification, would the State clarify the named party primarily responsible for “...certification of replacement MMIS and subsystems...”.</p>	The New York State Department of Health.
99.	Section B.1	8	<p>Section B.1. QUALITY ASSURANCE PLAN page 8 reads “In creating this plan, the QA contractor must consider previous planning and resource assessments conducted by a Business Transformation contractor.”</p> <p>Question: Is this information referenced above (i.e., previous planning and resource assessments conducted by a Business Transformation contractor) available to the bidders for review and if appropriate, incorporation into their proposals?</p> <p>Is the Business Transformation contractor referenced above eligible to bid on this project?</p> <p>Who is the Business Transformation contractor referenced above?</p>	<p>No, the Business Transformation project is currently in process. The Department expects the assessments to be available at the contract start date.</p> <p>Yes</p> <p>Deloitte has been engaged as the Business Transformation contractor.</p>
100.	Section B.4.1	9	<p>Section B.4.1 ONGOING CONSULTATION AND PROJECT MANAGEMENT SUPPORT SERVICES page 9 reads “Provide dedicated staff to maintain a full time presence on-site at all MMIS and MDW project facilities in support of the Department through the term of the contract resulting from this procurement, in accordance with the QA staffing</p>	As a general rule, all staff are required to have a full-time local presence. Exceptions will be considered by the Department on a case-by-case basis.

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			<p>requirements necessary to accomplish the tasks described in this RFP based upon the annual activities of the current MMIS contractor and MDW contractor as discussed in Section I. Space will be provided at the project facilities for designated QA contractor staff at no additional cost. “</p> <p>Question: Are all proposed QA staff required to have a full-time local presence or is the QA Team to “maintain a full-time local presence” (i.e., a senior or key member of the QA Team must have a “full time local presence”)?</p>	
101.			<p>What source(s) of funds will be used for the QA contract? I understand that FFP is used towards MMIS DDI, but am not familiar if that same method is used for services related to DDI. If FFP, what’s the percentage funded by the feds and percentage that the state is responsible for?</p>	<p>The Department has requested enhanced FFP at the rate of 90% FFP for all DDI related activities. The State would be responsible for the remaining 10%.</p>
102.			<p>Has a budget been established for the QA contract? And by that, I mean a ballpark budget...such as \$100K, \$500K, \$1M, etc...</p>	<p>The Department has made an estimate of the QA contract cost for both State and federal budgeting purposes. This estimate, however, has no relevance to the procurement process.</p>
103.			<p>Which vendors hold the current eMedNY QA contract and MDW QA contract?</p>	<p>KPMG is the current MDW QA contractor. Cognosante is the current eMedNY QA contractor.</p>
104.			<p>Was a contract ever awarded for the Medicaid Administrative Services (MAS) and Fiscal Agent Services Project?</p>	<p>The MAS provider has not yet been selected. When the winning bidder is announced, it will be posted on the DOH procurement website for the MAS RFP.</p>