



Amendment of Solicitation

Date of Issuance: 1/18/2019

Solicitation No. 8070000044

Requisition No. 8070001071

Amendment No. 2

Hour and date specified for receipt of offers is changed: No Yes, to: _____ CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:

U.S. Postal Delivery:

Office of Management & Enterprise Services
5005 N. Lincoln Blvd., Attn: Sheri Diehm
Oklahoma City, OK 73105

Sheri Diehm
Contracting Officer

405 - 365 - 1964
Phone Number

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Office of Management & Enterprise Services
5005 N. Lincoln Blvd., Attn: Sheri Diehm
Oklahoma City, OK 73105

Sheri.diehm@omes.ok.gov
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

Question: To ensure high quality and thoughtful responses to the RFP, we respectfully request the State extend the due date for responses to the RFP from January 16th to February 13th? Our request is based on the following:

- The RFP is detailed and complex (i.e., 320 Functional Specification questions, 135 non-functional specification questions, 47 predictive analytics questions and 57 technical narrative questions), requiring a considerable investment of time and resources by the responding vendors to create quality responses.
- The RFP response window includes the Christmas and New Year holiday period during which many respondent personnel are on PTO that has been planned for months and unavailable to participate in crafting quality responses.
- There are only 8 business days between the posting of responses to questions (1/16) and the due date for responses to the RFP (1/16), leaving a respondent with very little time to change direction should a response not be as anticipated.
- The RFI for this RFP was released in 2014 by the State, we believe an additional month to ensure quality responses seems reasonable given the four year time lapse since the RFI.

Answer: The State has considered requests for extension and, per Amendment 1, we have extended the Question and Answer deadline to 1/15/19 and the closing date to 2/11/2019.

Question: Given the number of deliverables, it appears the State is looking for respondents to propose a "waterfall" implementation approach. Is the State open to respondents proposing an "Agile" implementation methodology?

Answer: Bidders are encouraged to bid the approach they believe will best meet the requirements of the RFP. Any approach that meets the RFP requirements will be considered.

Question: Two part question:

(1) On pg. 7 the RFP states that contract budget shall not exceed \$1.2M from the contract award date through 6/30/19. The calendar of events notes that the contract award date is 6/10/19. Is the \$1.2M budget truly for this 20 day period, or does go through 6/30/20?

Answer: (1) The not to exceed budget that was listed in the RFP is to insure that the state did not exceed encumbered funds for State Fiscal Year 19. Bidders should not view that as the available budget that will be awarded through July 1, 2019. It represents a ceiling for possible funds that can be expended. If the contract is awarded on July 1, 2019, as is now anticipated, that ceiling would be irrelevant.

(2) What is the overall not to exceed budget for the project through 2025, including all DDI, M&O and hosting costs?

Answer: (2) The total not-to-exceed budget for this contract is \$14,000,000.00 in implementation costs and an overall not-to-exceed budget of \$21,000,000.00 for the entirety of the contract across all renewal years. However, bidders should be aware that the evaluation of responses will include a cost component and bidders are encouraged to price competitively.

Question: Attachment D indicates there are 200 users of the current system. Are these "named" users or "concurrent" users? How many "concurrent" users are anticipated to use the new system?

Answer: The current system has approximately 200 named users. We anticipate needing 200 concurrent users to start, with the possibility of growth in the future.

Question: Section C - Instructions to Bidder - pg. 7. Identifies a requirement that the respondent must submit three references where the proposed Care Management system is currently in use. This would appear to favor vendors offering older technology and would disqualify new vendors offering state of the art, creative new technology, but who only have one or two customers at this point. Is this the State's intention? We respectfully request the State remove this requirement for three references where the proposed Care Management system is currently in use and reduce this requirement to one reference where the proposed Care Management system is currently in use.

Answer: Bidders may submit less than three references without being deemed non-responsive, however, references will be scored and in order to be eligible to receive full points for references a bidder must submit the maximum number requested.

Question: Will OHCA consider extending the RFP due date? If OHCA will consider this, can they provide a response of the revised due date by the end of the calendar year? We are requesting this extension and response timeline due to the upcoming holidays and the short timeframe from the time answers are made available to the proposal due date. Extending the due date provides vendors additional time to submit the best possible response to OCHA's thorough RFP.

Answer: The State has considered requests for extension and, per Amendment 1, we have extended the Question and Answer deadline to 1/15/19 and the closing date to 2/11/2019.

Question: Please provide specific details on the number of integration points (i.e., EHRs, claims systems, clinical integrations, analytics, portals, etc.) and what those systems are.

Answer: Respondent should propose those integration points required for the proposed system to meet the requirements of the RFP. This includes, but not limited to

*The Oklahoma MMIS data including MMIS Data, Data Warehouse and Analytics, the MMIS Provider Portal, the MMIS Member Portal, Predictive Modeling, documents and images.

*Available State HIEs for Clinical/HIE integration.

*Please refer to Attachment B, Figure 1 Care Management Enterprise Architecture for possible integration points.

Question: What is the total number of lives to be considered for pricing?

Answer: 1,021,000

Question: What is the estimated number of concurrent users or care managers who will be using the system?

Answer: Bidders should assume 200 named/concurrent users for the purposes of pricing.

Question: What is the desired go-live date for the solution?

Answer: Based on the new timeline, our desired go live date will be 18 months from contract award.

Question: Solicitation, Attachment B, Scope of Work - Cover Page states "Operations Begin - Monday, July 1, 2019"
Please clarify, what does "operations begin" refer to (i.e., project kick-off, etc.)?

Answer: In this context "operation begin" would indicate project/implementation kick-off. Due to the extension of the RFP, a new schedule will be posted with the Q&A Amendment.

Question: Solicitation, 2.a.ii. (page 7) - states: "The initial Contract period shall begin on the date of award and shall extend through June 30, 2019 (the "Initial Term") unless renewed, extended, or terminated in accordance with applicable Contract provisions."

Please clarify, what is the planned end date of Initial Term for RFP #807000044?

Answer: If the contract is awarded prior to July 1, 2019, the initial contract period will be through June 30, 2019 in order to keep the contract in line with the State fiscal year. If the contract is awarded on July 1, 2019 or later, the initial contract period will be through June 30, 2020.

Question: Solicitation, Attachment C, Instructions to Bidders - Section C.6.e.vi, Page 9 - Proposal Response Requirements - Section Six - EITA Compliance states: "...Please complete the applicable VPAT & Accessibility - OMES Form..."

- 1.) Is the applicable VPAT form to complete the "Web-Based Internet Information and Applications VPAT" form found at <https://www.ok.gov/cio.documents/VPAT4.3.pdf?>

Answer 1: As the State of Oklahoma does not know the specific nature of your solution prior to bid submission, we cannot indicate which VPAT forms should be completed. OMES does not provide specific forms to be completed. Responses to VPAT requirements should be provided on company letterhead or on forms the Bidder believes applicable to their submission in accordance with applicable rules and laws.

- 2.) Is there anything else that needs to be completed to address this requirement?

Answer 2: Bidders should refer to the RFP to determine what is needed to address these requirements. Specifically, Section A, A.33 and Section C, C.6.vi specify submissions requirements concerning VPATs.

Question: Solicitation, Attachment B, Scope of Work - Section B.2.c., Page 4 - Project Overview states: "...In addition, the project includes implementing the proposed solution throughout the entire OHCA provider network and providing ongoing support for the System."

Please provide a description of the OHCA provider network, including how many providers will be using the system.

Please provide a description of the OHCA provider network, including how many providers will be using the system.

Answer: The OHCA Provider Network is defined as providers who are contracted to provide health care services. The OHCA website at www.okhca.org provides additional information on the different types of OHCA contracted providers.

Bidders should assume 50,000 service locations with the possibility of growth.

Question: Solicitation, Attachment B, Scope of Work - Section B.2.g., Page 5 states: "OHCA requires that no interruption of care management services will occur during and after the implementation of the new solution."

Does OHCA desire an all-at-once or phased cut over to the new Care Management solution from the old system?

Answer: The RFP only requires that there be no interruption due to implementation of the new system. OHCA would prefer Bidders suggest the solution that will be the least disruptive, in the Bidder's own experience.

Question: Solicitation, Section C, Instructions to Bidder - 6.e.ii.2., Page 7 - Proposal Response Requirements - Section Two - References states: "Bidder will submit three (3) references where the proposed Care Management solution is currently in use."

Attachment H requests 5-10 references. Please clarify, should Bidders submit only 3 references or at least 5 references including 3 where the proposed solution is currently in use?

Answer: Attachment H should request only three (3) references. A revised version of Attachment H will be included with the Question and Answer Amendment.

Question: Solicitation, Section B, Scope of Work - Section B.2.g., Page 5 states: "OHCA requires that no interruption of care management services will occur during and after the implementation of the new solution."

Does OHCA desire an all-at-once or phased cut over to the new Care Management solution from the old system?

Answer: The RFP only requires that there be no interruption due to implementation of the new system. OHCA would prefer Bidders suggest the solution that will be the least disruptive, in their own experience.

Question: Attachment C - Technical Specifications, Functional Requirements, FNS-007 states: "The System shall resolve errors with the MMIS eMPI in near real-time."

What specific types of errors would OHCA expect the system to resolve?

Answer: Data Governance type errors between the MMIS eMPI and the vendor eMPI. For example linkage and duplication errors.

Question: Thank you. Can OHCA confirm that they would like the surveys completed, as originally defined in Attachment H, for the 3 references?

Answer: Please refer to the amendment and revised Attachment H. This will be posted after the Q&A period ends.

Question: Attachment B - Technical Questions, Interfaces Question 39, Page 5 states: "OHCA connects to the Federal Data Services Hub (FDSH), which requires it comply with MARS-E V. 2. Adding additional connectors to the ESB for other services requires SOA governance abilities to help clear authorization boundaries between SOAP services. Describe how the solution would help meet this requirement for the agency."

What does OHCA expect the system to provide as it relates to the connection to FDSH?

Answer: The Question and Answer Amendment will include a revised Attachment B – Technical Narrative Questions. The Question will be reworded for clarity

Question: Attachment C - Technical Specifications, Functional Requirements, FNS-029, FNS-165, FNS-168 refer to: "The Service Plan/POC shall contain at a minimum the following fields: a) Problem list b) Problem status c) Stages of change d) Priority e) Goal(s) f) Barrier(s) g) Intervention(s) h) Status i) Self-management"

Please define the "Stages of change" and "Self-management" field in the Plan of Care.

Answer: Stages of change is terminology used in relation to the stages associated with behavior change. These stages are commonly outlined as pre-contemplation, contemplation, preparation, action and maintenance. Not all varieties of plans of care and service plans will require use of stages of change, but availability is needed particularly for chronic care management.

Self-management is defined as the taking of responsibility for one's own behavior and well-being. It is a common principle related to chronic care management. Self-management planning is often a component of plans of care.

Question: Attachment C - Technical Specifications, Non-Functional Requirements, NFS-53 states: "The Contractor shall report incidents to OHCA via the OHCA helpdesk within 15 minutes of identification."

What type of incidents would OHCA expect the contractor to report?

Answer: The types of incidents are system availability. See Section A 29.8.2

Question: Attachment C - Technical Specifications, Non-Functional Requirements, NFS-55 states: "The System shall utilize a standard mapping software for internal System use."

What specific type of software is OHCA referring to?

Answer: Software for producing maps and geographical information.

Question: Attachment C - Technical Specifications, Functional Requirements, FNS-280 states: "The System shall provide a geographical information system (GIS) for mapping and spatial analysis capability for Care Management data ad hoc reports, system reports and queries."

Does OHCA have an existing GIS system asset, or access to one via a partner agency, that OHCA would like to leverage for this initiative?

Answer: No

Question: General question, 2 part:

1.) Could OHCA list all data sets it has access to for care management purposes including both internal OHCA data plus outside data (such as other state agencies, community organizations, hospital discharge, public health, CMS, Indian Health Services, etc.)?

Answer 1: OHCA is unable to do so in the Q&A timeframe.

2.) For each data set could OHCA also indicate the frequency that such data is updated and any restrictions it may have to use data (such as those related to state/federal laws, 42 CFR part 2, etc.)?

Answer 2: OHCA is unable to do so in the Q&A timeframe.

Question: General question:

Is OHCA currently involved or plan to be involved/request support from the CMS Innovation lab for supporting its predictive analytics strategy?

Answer: OHCA is not currently involved and has no current plans to request support from the CMS Innovation lab for supporting predictive analytics strategy.

Question: General question, 2 part:

1.) Does OHCA actively work with the Native American tribal community on care management for those members of the NA/AI community who may be actively in Medicaid care management or potential candidates for care management?

Answer 1: OHCA does have small outreach programs with a limited number of tribes. However, we do not target NA/AI members, in general, unless they meet a certain disease state or qualify for specific programs.

2.) If so, could OHCA indicate which tribes it has relationships with and whether OHCA receives data to support care management activities?

Answer 2: OHCA has an established tribal relations unit, consisting of staff that works with tribal governments. OHCA does not receive specific tribal care management data.

Question: General question:

If OHCA does not have an active engagement with the tribal community and given the large health disparities between NA and non-NA members, is OHCA interested in exploring paths to enhancing care management to include tribal entities within the state of Oklahoma?

Answer: OHCA has no specific plans to pursue such programs at this time.

Question: Attachment C - Technical Specifications, Functional Requirements

Could OHCA provide an estimated total number of users for reporting activities? If possible, could OHCA divide the users into different groups indicating briefly the types of anticipated functionality each user group will require? Please also include users from agencies outside OHCA.

Answer. 20

Question: Attachment C - Technical Specifications, Functional Requirements

Does the reporting solution require a mobile environment or additional mobile reporting/analytic requirements for members to interact with the care management solution?

Answer: All reporting requirements are listed in the RFP. Anything a Bidder would like to propose outside of the listed requirements can do so in the Value Added section of the RFP response.

Question: Attachment C - Technical Specifications, Value Add Requirements

In addition to LexisNexis MEDai, Does OHCA currently utilize any existing programming technology to support predictive analytics activities (such as SAS, R, etc...) If so, could OHCA indicate what technologies it uses to support predictive analytics?

Answer: OHCA does not currently utilize such technology.

Question: Attachment C - Technical Specifications, Value Add Requirements

In addition to LexisNexis MEDai , Does OHCA currently utilize any existing programming technology to support predictive analytics activities (such as SAS, R, etc...) If so, could OHCA indicate what technologies it uses to support predictive analytics?

Answer: OHCA does not currently utilize such technology.

Question: Attachment C - Technical Specifications, Value Add Requirements

How many data science/analytic resources does OHCA have on staff to support predictive analytics initiatives?

Answer: OHCA has 10 analytic resources to support analytic initiatives.

Question: Attachment C - Technical Specifications, Value Add Requirements

How often does OHCA receive updates from its current predictive analytics solution, specifically with regards to new candidates for care management and updated risk scores for those in care management?

Answer: Currently OHCA receives updates every two weeks.

Question: Attachment I, VPATs Should the IT standards applicability be evaluated based on internal facing modules separately OR combined?

Answer: Standards should be applied based on applicable law, depending on a Bidder's solution.

Question: General Provisions, b.i.: Is the budgeted amount of \$1,200,000.00 intended to cover the software, professional services and M & O?

Answer: The not to exceed budget that was listed in the RFP is to insure that the state did not exceed encumbered funds for State Fiscal Year 19. Bidders should not view that as the available budget that will be awarded through July 1, 2019. It represents a ceiling for possible funds that can be expended. If the contract is awarded on July 1, 2019, as is now anticipated, that ceiling would be irrelevant. The total not-to-exceed budget for this contract is \$14,000,000.00 in implementation costs and an overall not-to-exceed budget of \$21,000,000.00 for the entirety of the contract across all renewal years. However, bidders should be aware that the evaluation of responses will include a cost component and bidders are encouraged to price competitively

Question: 2. General Provisions a.i states that the initial contract period shall extend through June 30, 2019 (the "initial term"). The calendar of events indicates that operations begin July 1, 2019. Please confirm the anticipated term of year one of the contract is July 1, 2019 – June 30, 2020.

Answer: If the contract is awarded prior to July 1, 2019, the initial contract period will be through June 30, 2019 in order to keep the contract in line with the State fiscal year. If the contract is awarded on July 1, 2019 or later, the initial contract period will be through June 30, 2020.

Question: Are bidders required to submit a certification of subcontractor(s) with their proposal?

Answer: All requirements regarding subcontractors are listed in the terms and conditions of the RFP.

Question: Technical Narrative is limited to 150 pages if the bidder is not responding to value added services and 155 pages if the bidder is responding to value added services. The document, as provided, is 9 pages. Are these 9 pages included in the 150 or 155 page count?

Answer: The technical narrative document provided with the RFP, if included in the response, will not be considered when determining page count. If the technical narrative questions are restated as a part of the response to the Technical Narrative section, it will be considered part of the response and the 150 page limit will apply.

Question: The RFP specifies that any financial or proprietary confidential information is to be submitted separately. Please confirm that this means all financial and proprietary or confidential information is to be removed from both the full proposal marked Original and the 14 copies of Section Four – Technical Response.

Answer: All financial or proprietary/confidential information should be submitted as a separate component of each submittal. The Original should have a separately submitted financial/proprietary/confidential section, as should each of the copies.

Question: Is there a required timeline for when Phase 4 Implementation must be completed?

Answer: All requirements are listed in the RFP. OHCA anticipates an 18 month implementation.

Question: Can you provide Tables 1-5 for 2017?

Answer: OHCA will provide Tables 1-5 for 2018 in Amendment 2 in order to provide the most current data available.

Question: Please provide the predetermined method of calculation that will be used by the evaluation team for scoring this section?

Answer: OHCA does not reveal scoring methods or weights prior to award.

Question: Please provide the criteria you will be using in evaluating Attachment C - Specifications, specifically the weighting and factors?

Answer: OHCA does not reveal scoring methods or weights prior to award.

Question: Please provide the criteria you will be using in evaluating Attachment K – OMES Security Certification, specifically the weighting and factors.

Answer: OHCA does not reveal scoring methods or weights prior to award.

Question: Please provide clarification if the maturity rating needs to be completed for each requirement?

Answer: No, the maturity rating does not need to be completed for each requirement.

Question: The RFP notes the initial contract period shall begin on the date of award and extend through June30, 2019 unless renewed, extended or terminated in accordance with applicable contract provisions. Is this date correct? should the initial term be through June 30, 2020?

Answer: If the contract is awarded prior to July 1, 2019, the initial contract period will be through June 30, 2019 in order to keep the contract in line with the State fiscal year. If the contract is awarded on July 1, 2019 or later, the initial contract period will be through June 30, 2020.

Question: The budget for this Contract shall not exceed \$1,200,000.00 from the Contract Award Date through June 30, 2019. Is this end date of June 30, 2019 correct?

Answer: The not to exceed budget that was listed in the RFP is to insure that the state did not exceed encumbered funds for State Fiscal Year 19. Bidders should not view that as the available budget that will be awarded through July 1, 2019. It represents a ceiling for possible funds that can be expended. If the contract is awarded on July 1, 2019, as is now anticipated, that ceiling would be irrelevant. The total not-to-exceed budget for this contract is \$14,000,000.00 in implementation costs and an overall not-to-exceed budget of \$21,000,000.00 for the entirety of the contract across all renewal years. However, bidders should be aware that the evaluation of responses will include a cost component and bidders are encouraged to price competitively

Question: Can OHCA provide an update regarding when answers to questions will be posted, now that the question deadline has been extended to January 15th?

Answer: Answers are being obtained and posted as soon as possible. Due to the technical nature of many of the questions OHCA has had to wait to ensure the required personnel were available to answer.

Question: Please confirm by what date OHCA will post answers to vendor question or this RFP. Will they be posted by January 15th or the following week?

Answer: All answers and Amendment 2 will be posted on the website. We will post as soon as possible after the Q&A period has closed.

Question: How many users are working in the field?

Answer: 25 to 50 percent of users have the potential to sporadically work in the field.

Question: What access or system capabilities will outside agencies have with the new system?

Answer: Access by outside agencies will vary depending on the project and the unique relationship with the agency.

Question: How many IT staff will need administrative access to the system?

Answer: 5

Question: How many users need to be included training?

Answer: Approximately 10 to 20 users.

Question: Does the agency have Trainers or do you require the Vendor to administer all end user training?

Answer: Please reference training requirements of the RFP.

Question: Are outside agencies included in the training plan, if applicable?

Answer: No outside agencies are included.

Question: Can the agency provide information on the data components that need will be migrated from Atlantes as part of this project? (# of data tables and/or data elements)

Answer: OHCA is unable to provide this information during the timeframe of the Q&A.

Question: How many years of history must be imported into the new system?

Answer: All open Care Management cases and six months of history. All PASRR data for persons 95 and younger must be converted.

Question: Is waiver management and other Medicaid program management functionality required to be part of this system?

Answer: Yes. All requirements are listed in the RFP.

Question: Is case management functionality required for the new system?

Answer: All requirements are listed in the RFP.

Question: Must the system include prior authorization and utilization management and review capabilities?

Answer: Yes. All requirements are listed in the RFP.

Question: Section A of the RFP shows a not to exceed amount of \$1,200,000.00 through June 30, 2019. With an award date of June 10, 2019, does this "not to exceed amount" represent the 20 days between June 10, 2019 and June 30, 2019?

Answer: The not to exceed budget that was listed in the RFP is to insure that the state did not exceed encumbered funds for State Fiscal Year 19. Bidders should not view that as the available budget that will be awarded through July 1, 2019. It represents a ceiling for possible funds that can be expended. If the contract is awarded on July 1, 2019, as is now anticipated, that ceiling would be irrelevant. The total not-to-exceed budget for this contract is \$14,000,000.00 in implementation costs and an overall not-to-exceed budget of \$21,000,000.00 for the entirety of the contract across all renewal years. However, bidders should be aware that the evaluation of responses will include a cost component and bidders are encouraged to price competitively

Question: Is it OMES/OHCA expectation that the implementation period is from the "Award of Contract" (June 10, 2019) to "Operations Begin" (July 1, 2019) for a total of 20 days for implementation?

Answer: If the contract is awarded prior to July 1, 2019, the initial contract period will be through June 30, 2019 in order to keep the contract in line with the State fiscal year. If the contract is awarded on July 1, 2019 or later, the initial contract period will be through June 30, 2020. OHCA expects an implementation period of approximately 18 months...the implementation period is unrelated to the contract terms, which must be a maximum of 12 months due to State law and are aligned with the State fiscal year.

Question: Will the state have a dedicated project team to work with the selected vendor throughout the term of the contract?

Answer: OHCA anticipates having a dedicated project team throughout the term of the contract.

Question: Will the state have a dedicated CMS certification team assigned to work with the selected vendor to obtain CMS certification?

Answer: OHCA anticipates having a dedicated project team throughout the term of the contract.

Question: Can you provide Tables 1-5 for 2017?

Answer: OHCA will provide Tables 1-5 for 2018 in Amendment 2 in order to provide the most current data available.

Question: For vendors responding to the Value Add portion of the RFP, does OHCA require or prefer that the vendor supply a reference from a client using the Value Add capabilities? And if so, should that be 1 of the 3 required references or in addition?

Answer: No references are requested for the Value Add response.

Questions:

1. In order to derive at a licensing cost estimate, we are seeking the total number of named users that will access the solution.
2. What is the anticipated total number of OHCA internal users that will require access to the solution?
3. What is the volume of external users (other agencies) that will be accessing the solution on a monthly basis?
4. What is the anticipated number of administrators?

Note: For each of these user counts, please provide a total number of users, and not just the number of users accessing the system at any one time.

5. What is the frequency of logins per user?

Answers:

1. Acknowledged.
2. We anticipate 260 internal named users.
3. None are anticipated at this time.
4. Five.
5. We are unable to determine this information.

Question: There are contract staff mentioned in Attachment B- Scope of Work – but within the structure of the required response there is no place to propose staff. Is there a section in which OHCA would like proposed staff?

Answer: OHCA has revised Section C – Instructions to Bidders to include a submission requirement for the resumes of staff being proposed for the project.

Question: Who is currently providing operations and maintenance services for the Atlantes system?

Answer: DXC Technology

Question: Is OHCA able to provide the languages that need to be supported by the system?

Answer: OHCA anticipates the requirements are English and Spanish for the Member portal and mobile application, however the system must meet all CMS requirements, and CMS requirements can change throughout the lifetime of a system.

Question: We understand and agree with Oklahoma that bidders need to be financially viable and strongly support requirements to prove that viability. Large, private partnerships are leaders in providing advisory and technology work to State Governments, including projects with significant Federal funding. Partnerships are not held to the same financial disclosure and accounting rules as public companies making it impossible for us to provide the forms of proof required by this RFP. Conversely, being a partnership and not having the type of financials statements as a corporation has never prevented us from being awarded and performing work in any state or with the Federal government. In order to promote open competition and attract a broad range of bidders, will the State revise 6.e.iii Section Three – Financial Viability sub-section 1 to read “Bidder will include a copy of their certified financial statements for the previous year as a part of their Bid. If certified financial statements do not exist for the Bidder, document the reason and, instead, submit sufficient information, including financial statements or redacted information, for the two most recent fiscal years, stipulating whether the provided information is for the Bidder’s consolidated parent entity or Bidder’s subsidiary, to enable the State to assess the financial stability of the Bidder.”?

Answer: OHCA will allow Partnerships to respond to this requirement by documenting the reason certified financial statements are not available to meet this requirement and include sufficient financial statements and financial information for the two most recent fiscal years stipulating whether the information is provided for the Bidder’s consolidated parent entity or the Bidder’s subsidiary along with an attestation that the financial statements are true and accurate.

Question: Does OHCA have equipment for use for training, or is the contractor expected to provide all equipment (e.g. computers/laptops, projectors, etc.)

Answer: OHCA has equipment to use for training.

Question: Does OHCA have a training facility or room for training use?

Answer: OHCA has a dedicated training facility.

Question: Does OHCA have in-house trainers to review materials or add input to training materials?

Answer: Yes.

Question: Who is responsible for all communications about the implementation (including training, business changes, etc.)?

Answer: OHCA and Vendor will agree on these processes in the project communication plan developed after contract award.

Question: How many system administrators need to be trained?

Answer: Five.

Question: In the RFP OHCA states the Core System will be a separate implementation than the HIE, EHR and Direct Messaging components. Is the 18 month implementation period for both implementations, or just the core system?

Answer: We anticipate 18 months but we expect the awarded bidder to utilize their expertise to suggest a timeline both parties can agree on.

Question: How will the requested provider portal interact with the current provider portal for OHCA?

Answer: OHCA anticipates the requested provider portal will receive provider and staff logon information via a single sign-on token to transfer credentials from the current portal.

Question: In Attachment B – Scope of Work, Page 18, Phase 2 Deliverables – OHCA is asking for an Add-On Components List as a deliverable. Will OCHA please provide a sample format or sample of elements to be included in the deliverable.

Answer: The deliverable should list additional components, software products, COTS, and software components developed in-house that are not part of the base system. The following are examples of types of information to be provided for add-ons: License and type, license dates, version number etc. Exact information shall be confirmed during the DED approval process.

Question: Does the State plan to use a centralized IAM solution for all access across the integration of access to other systems? If so is the State expecting this RFP to offer a separate solution or leverage what the state may have already?

Answer: OHCA is expecting to use the current process. See Attachment C Security Specification SC-04.

Question: Will the State be providing office space for the duration of the project for contractor staff working on-site at the State's project location?

Answer: Yes.

Tables 1 – 5 for CY2018

Table 1 Care Management Episodes of Care by Type for CY 2018

Care Management Unit	Episode of Care Type	Approximate Count
Population Care Management	Chronic Care	1913
	General Case Management and Social Services	3946
	Breast and Cervical Care	1887
	OB Care	4672
	Pediatric and Special Needs Services	3720
	PACE Review	692
Behavioral Health	Behavioral Health Authorizations	8815
	Behavioral Health Referrals	1403
Community Living Services	Living Choice and Medically Fragile	564
Total Episodes of Care		33,093

Table 2 Documents Created in CY 2018

Document	Count
Letters Created	21,291
Assessments Completed	3,115
Documents Uploaded	62,536
Care Management Prior Authorizations Out of State Services	1514
Care Management In State Clinical Review	294
Care Management Private Duty Nursing	2,917
Behavioral Health Prior Authorizations	42,323
Medically Fragile Waiver Prior Authorizations	1,000
Living Choice Waiver Prior Authorizations	50

Table 3 PASRR Screenings SFY 2018

PASRR Review Level	Counts
Level I	32,376
Level II	1304
Resident Reviews	573

Table 4 Care Management Statistics, Since Program Inception

Unique Members Served by the Current System Since Inception	189,150
Average Activities Per Episode of Care	7.83

Table 5 Current Care Management System Users

Division	Counts
OHCA Care Management	65
Behavioral Health	35
Community Living Services	20
PASRR	10
Care Management Contractor	60
TEFRA	10
Total	200

The RFP has been revised as follows (all revisions to the documents are marked in yellow for easy identification):

Section B – Scope of Work

“Section B – Scope of Work” has been removed and replaced with “Section B – Scope of Work – Revision 1”.

Section B – Scope of Work has been revised to state the following, under Section B.8.b, page 17:

“The Value-Add Predictive Modeling System must be implemented simultaneously with the initial Scope of Work described in *Section B.9 Care Management System Scope of Work and Deliverables.*”

Section B – Scope of Work has been revised to state the following, under Section B.8.c, page 17:

“The required technical Lead and Clinical Lead described in *Section B.7, Table 4 Contractor Key Roles and Responsibilities* above must have predictive modeling implementation experience or an additional Technical and Clinical Lead with Predictive Modeling expertise must be proposed.”

Section C – Instructions to Bidders

“Section C – Instructions to Bidders” has been removed and replaced with “Section C – Instructions to Bidders – Revision 1”.

Section C – Instructions to Bidders has been revised to state the following, under Section C.6.3.ii, page 7:

- “2. Bidder will submit *at least one (1) but no more than three (3)* references where the proposed Care Management solution is currently in use.
- 3. *Bidder will submit resumes for key staff proposed in accordance with Section B – Scope of Work, Table*
- 4. *Staff must meet staffing requirements listed in Section B.8.c – Staffing.*”

Attachment B – Technical Narrative Questions

“Attachment B – Technical Narrative Questions” has been removed and replaced with “Attachment B – Technical Narrative Questions – Revision 1”.

Attachment B – Technical Narrative Questions has been revised to state the following, under Interfaces, Question 39, page 5:

- “39. *Security and Privacy compliance require clear authorization boundaries between services provided. Describe how these services employ SOA governance to meet this requirement.*”

Attachment H - References

“Attachment H – References” has been removed and replaced with “Attachment H – References – Revision 1”.

Attachment H – References has been revised to state the following, under “Preparing the Surveys”, page 1:

- “2. Each respondent should provide *at least one (1) but no more than three (3)* completed surveys.”

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**) Title

Authorized Representative Signature