Section: 1.1.1

Topic:	MITA
Question #:	230
Question:	MITA principles encourage the use of COTS products where appropriate. For purposes of pricing and proposing COTS solutions that are term based, is it the State's desire to negotiate new contracts directly with the COTS vendors that comprise a proposed solution at the end of the Base contract term as defined in Section 3.4.1 (page 23) of the RFP, or is it the State's desire that respondent proposals include negotiated contracts and pricing with COTS vendors that can be assumed by the state at the end of the Base Contract Term?
Answer:	It is the State's intention to assume the contracts with COTS vendors at the end of the Base Contract Term. The state will entertain respondent proposals with negotitated contracts. Ultimately, the State is interested in the most cost effective means for securing contracts with COTS vendors.

Section: 1.2

Topic:	License Agreements
Question #:	135
Question:	Instead of ownership, would the state consider license agreements for the MMIS and POS?
Answer:	No, as the RFP states, vendors responding to the MMIS and/or POS portions of this RFP are required to offer proposals that allow for award of a "turnkey" solution and the State will own the implemented MMIS and POS.

Section: 12.7

Topic:	Pricing Schedules
Question #:	162
Question:	Please explain the vendor responsibilities for hardware and equipment upgrades to the State's data center for the new system.
Answer:	The State will perform hardware and equipment upgrades. The vendor will be responsible for providing hardware specifications and other hardware requirements of the replacement system.

Section: 12.7.1

Topic:	HW/SW Pricing
Question #:	163
Question:	The RFP clearly states that MMIS, POS, and DSS functionality to be a turnkey solution delivered to the State. Please confirm that all hardware and third-party software components of the turnkey solution(s) should be licensed in the State's name. Also please clarify how these costs should be represented on the pricing schedules. For example, should the cost of all hardware and software components be presented in the "Software Costs" line item on the pricing schedules 1 (a, b, and c), or should they be represented as a pass through expense elsewhere on the pricing schedules?
Answer:	The DSS is NOT a "turnkey" solution. The MMIS and POS will be "turnkey" solutions. For hardware, bidders will need to provide recommendations for hardware specifications in their solutions. Included in the hardware specifications are items such as number of servers, number of processors per server, memory, application disk space, operating systems, etc. The State will undertake pricing of hardware, including licenses. For software, again bidders will need to provide specifications of any software that is part of the bidder's solution. These specifications will need to include the recommended number of licenses. The State will purchase and license software under the State's name. The State is willing to discuss licensing of other third-party software components where the bidder may have existing relationships.

Section: 12.8.1

Topic: SPOC

Question #: 164

Question: Please explain this program and how it differs from regular Medicaid services for claims payment.

Answer: Under a Medicaid state plan amendment, targeted case management services are an allowable expense if they are provided for children involved in the child protection system and services are required or the children are placed out of the home. Claims can only be submitted for care coordination work provided by certified county workers. Counties must be an enrolled Medicaid provider and enter the child's treatment plan into the single plan of care (SPOC)computer system before submitting claims.

Section: 2.10

Topic: Bid Proposal Opening

Question #: 137

Question: Will Bidder's be allowed to be present when the Department opens the Bid Proposals at 4:00 PM on September 1, 2005? If so, where will the Bid Proposals be opened?

Answer: The opening of the proposals will be witnessed by State employees assigned to the Medicaid Systems Project only. As stipulated in Section 2.10, website posting of the identity of bidders who have submitted Letters of Intent to Bid and who have submitted Bid Proposals will occur on or around September 6, 2005.

Section: 2.7

Topic: Bidders' Questions

Question #: 136

Question: While the State will post written responses to the bidder's questions on or before August 1, 2005, will it be possible for Bidder's to ask questions/clarifications of the State's written responses?

Answer: No, it was the State's decision to only allow one iteration of question and answer.

Section: 3.0

Topic: System Warranty Period

Question #: 138

Question: Within Section 3.0 Contract Terms and Conditions, and elsewhere in the RFP, reference is made to the "System Warranty Period". Please provide the definition of the "System Warranty Period" as it relates to the objectives of the State's RFP.

Answer: The System Warranty Period is intended to provide the State with correction of any application defects incurred during the 1-year warranty period. The warranty period also provides for additional services as outlined in section 7.1.1.18. The warranty period also includes the MMIS contractor's responsibility in preparing the MMIS-related components to collectively meet CMS MMIS Certification requirements. The Contractor will be responsible for the new releases, patches, and upgrades to the application software and for any related impact to the operating environment. The State will be responsible for the new releases, patches, and upgrades to the system software.

Section: 4.4.2

Topic:	Eligibility
Question #:	139
Question:	Is the contractor responsible for replacing the VERIFY automated voice response system?
Answer:	No, it wasn't the State's intention for the MMIS contractor to provide an automated eligibility inquiry voice response system. If the contractor would like to propose an integrated AVR system that would accommodate eligibility inquiries, the State will consider the proposal.

Section: 4.4.2.2

Topic:	SCHIP
Question #:	140
Question:	Does the MMIS determine the premium amount for the SCHIP program, or is the MMIS being used merely to take enrollment and premium data from the VISION system and send it to Noridian?
Answer:	The North Dakota State Insurance Department, in conjunction with Noridian Mutual Insurance Company, determine the premium amounts for the SCHIP program. Through an ANSI 1040A1 820 Transaction, MMIS creates and sends the premium payment to Noridian Mutual Insurance Company. Through an ANSI 1040A1 834 Transaction, MMIS creates and sends the enrollment/disenrollment data to Noridian Mutual Insurance Company.

Section: 4.4.7.3.3

Topic:	Estate Recovery
Question #:	141
Question:	Is the reference to paying a recipient's premium for other insurance in the last sentence the HIPP program?
Answer:	Yes, if it is cost-effective to pay the premium for health insurance the recipient has access to, the system must be capable of making these premium payments. In North Dakota, we refer to the HIPP program as the Cost-Effective or Buy-In Program.

Section: 4.4.7.4.2

Topic:	Workers with Disabilities
Question #:	142
Question:	Which system tracks and maintains receipt of the monthly premium for the workers with disability? Does that system also terminate eligibility if the premium is not received?
Answer:	The states eligibility system, Vision tracks and maintains receipt of the monthly premium for the workers with disability. The Vision system also terminates eligibility if the premium is not received.

Section: 5.2.1.1

Topic:	Provider Web Portal
Question #:	184
Question:	As requested by North Dakota, must provide: "The Provider Web Portal will provide on-line, automated training for providers to access as their needs require. These resources will include on-line Provider Manuals, computer-based training for ND Medicaid providers, and other on-line services as defined by DHS." What are these other on-line services?
Answer:	We anticipate there will be information such as Coding Guidelines, Provider Bulletins, Fee Schedules, Provider Enrollment, on-line claims submission, etc. "Other on-line services" refers to the State's requirement for a communication facility to our providers rather than specific content. Content will be determined by DHS during and after the project.

Section: 5.2.1.2

Topic: Member Services Support

Question #:   165

Question: Confirm that the third bullet is requesting that recipients be able to access DHS policies, procedures, forms, computer-based education, health education programs and REOMB via the web portal. Does North Dakota expect CBT courses for recipients? If so, what topics would that cover? Please explain the term computer-based education for recipients via the web.

Answer: The third bullet refers to both recipients and providers having the ability to view policy, procedure, and electronic forms via the web portal, as well as providing other assistance to providers and recipients (example: finding a provider near a recipient's home). DHS is not expecting to provide computer-based education for recipients.

Section: 5.4

Topic: Project Schedule

Question #:   173

Question: The timeline on page 80 indicates work beginning on the MMIS and POS Development and Implementation on 1/1/06. As this is a Sunday and the following Monday is a holiday, please confirm that work should actually be planned to begin on 1/3/06, the following Tuesday.

Answer: Yes, the State's current plans are that work would begin on 01/03/06.

Section: 6.2.1

Topic: Key Personnel/ Qualifications

Question #:   143

Question: Explain the difference between the phrase: "May not serve in any other position." and "May not serve in any other capacity"

Answer: For purposes of the RFP, these phrases are equivalent.

Section: 7.1.1.20

Topic: Network Training

Question #:   147

Question: Since the bidder is not required to install the network (the State will install based on bidder's equipment/technology acquisition plan), what type of training must the bidder provide to network staff?

Answer: The bidder will need to work with the State network staff to ensure thorough understanding of the network operations for the replacement system. This will include regular briefings on matters pertaining to the network environment. The bidder will not be required to provide training to the State network staff.

Topic:	Programming Languages
Question #:	148
Question:	What is the current State's Technical Team's experience with Java? Does the bidder have to provide training to non-Java staff to enable them to code in Java? What criteria would the State use to determine if this task was successful?
Answer:	The State (ITD - Information Technology Department) has approximately 30 developers trained in Java/J2EE. Half of these developers have over 2 years of experience with several having more than 4 years of experience. ITD develops J2EE applications which run as HTML in a web browser. The applications utilize Struts/JSPs for the Model-View-Controller and Stateless Session Enterprise Java Beans/JDBC to manipulate database data.

ITD will provide J2EE Java training for state staff assigned to the project. The bidder must provide state staff any additional J2EE training or mentoring for J2EE components other than mentioned above.

The task will be successful if state staff is able to explain in detail the execution of all replacement system components to the Contractor and other state staff to the satisfaction of everyone involved. This includes the execution environment and the detail processing within each component.

Section: 7.1.1.4

Topic:	Server Training
Question #:	144
Question:	What type of training must the bidder provider to ITD for maintaining the servers?
Answer:	The bidder should plan on providing application specific training on servers that are included in the proposed hardware specifications. Training will provide State staff the necessary skills to support the replacement system.

Section: 7.1.1.5

Topic:	Security Standards
Question #:	145
Question:	The RFP states that the State "Information Technology Security Policy" is available upon request. Could the State please provide this information?
Answer:	Upon request, State of North Dakota Security Standards shall be made available to a vendor authorized to submit RFP questions. This request should be made via phone or email to the North Dakota Medicaid Systems Project Procurement Officer who will determine the validity of the request.

Section: 7.1.1.8

Topic:	Back-up and Recovery
Question #:	146
Question:	Solution Requirements Item #1 requires the contractor to "provide point-in-time recovery of data to the last completed transaction." Please clarify point-in-time recovery of data.
Answer:	The State (ITD – Information Technology Department) will be responsible for performing point-in-time recovery as administrators of the data center. The bidder will be responsible for proposing the process for back-up and recovery as outlined in section 7.1.1.8. This process will need to include the ability to recover to a given point-in-time. Point-in-time recovery is the ability to back-out to a given date/time since the last full backup. This is separate from disaster recovery that will allow the recovery according to the back-up schedule.
	The state is currently implementing a second data center. The intent of this second data center is to provide business continuity in the event of a disaster. This will include data replication and application services. The state would prefer that the Medicaid systems accommodate a dual data center approach. The state and the vendor will work together to implement the solution.
Topic:	Back-up and Recovery
Question #:	233
Question:	Solution Requirements Item #1 requires the contractor to "provide point-in-time recovery of data to the last completed transaction." Recovery to the last completed transaction in the event the data center is severely damaged or destroyed may require a fully-mirrored solution.Please clarify point-in-time recovery of data.
Answer:	The State (ITD – Information Technology Department) will be responsible for performing point-in-time recovery as administrators of the data center. The bidder will be responsible for proposing the process for back-up and recovery as outlined in section 7.1.1.8. This process will need to include the ability to recover to a given point-in-time. Point-in-time recovery is the ability to back-out to a given date/time since the last full backup. This is separate from disaster recovery that will allow the recovery according to the back-up schedule.
	The state is currently implementing a second data center. The intent of this second data center is to provide business continuity in the event of a disaster. This will include data replication and application services. The state would prefer that the Medicaid systems accommodate a dual data center approach. The state and the vendor will work together to implement the solution.

Section: 7.2.10

Topic:	Call Management
Question #:	155
Question:	After Sections 7.2.11 Workflow Management & 7.2.12 Document Receipt and Control, the Bidder's Note states that the solutions proposed for these requirements are to be priced independently of Sections 7.2.1 through 7.2.9, in the event…. Please confirm that this section is also to be priced independently of Sections 7.2.1 through 7.2.9.
Answer:	Section 7.2.10 (Call Management)and section 7.2.11 (Workflow Management) must be bid and are to be priced independently of Sections 7.2.1 through 7.2.9.
	Section 7.2.12 (Document Receipt and Control) is optional to bid, however if bid must be priced independently of Section 7.2.1 through 7.2.9.

Section: 7.2.11

Topic:	Workflow Management
Question #:	156
Question:	Please provide specifications of the current FileNet components, including imaging and COLD-ERM, used by the State. Is the vendor only to include costs for the workflow component expansion of FileNet in the bid? If an alternate workflow solution is bid that is integrated with imaging and COLD-ERM, are vendors permitted to bid an entire alternative to the FileNet document management system?
Answer:	The State's EDMS environment is made up of several different technologies, listed below.

For Capture of incoming paper documents we use a product called Teleform from Verity, version 8.2. Currently, each agency has their own system. In the near future we will be migrating to version 9.1 and start the consolidation efforts to one enterprise system.

Our FileNet environment is P8. The components of P8 we have are application engine (AE), content manager (CM), web content manager, rendition engine, and Business Process Manager (BPM).

All currently installed P8 applications are running in a Microsoft Server 2003 clustered environment:

AE – Version 3.0 and patch level 6
CM – Version 3.0 and patch level 4
BPM – Version 3.0 and patch level 2

Currently web content manager and rendition engine are not installed.

For the capture of COLD/ERM, the State uses a product called Wappapello from Knowledge Lake. All reports, forms, or documents captured, parsed and indexed by this product are stored in FileNet.

The preference is to use existing tools/environments. However, vendors can bid an alternative.

Section: 7.2.2.3.1

Topic:	Waivers and Special Programs
Question #:	149
Question:	Please explain special program records and how they are used in claims processing.
Answer:	Special program records refer to the LOC (level of care) screenings done for clients in the Waiver, DD and Long Term Care programs. This data ensures that the living arrangement and authorization periods are consistent with the claims submitted.

Section: 7.2.2.5.1

Topic:	Recipient Liability/Co-payment
Question #:	150
Question:	Item 14 requires the ability to invoice recipients for remaining monthly liability amounts due. Please explain under what conditions unmet liability amounts would be billed to recipients.
Answer:	The current MMIS does not provide this function. The requirement of the new system would be to invoice these liability amounts to the recipients. An example would be estate recovery when we need to collect unmet liability from the estate. Other conditions will be addressed during design.

Section: 7.2.5.2.1

Topic: Claims Processing/ Call Management

Question #:   151

Question: Some of these requirements In Item 42 on page 180 and on pages 222-224 require telephone system components, in addition to a call management system. What phone system does the State currently have in its call management center? Is the vendor to propose and provide a replacement telephone system that provides this information? If so, please provide specifications of the current system, including features, equipment, and number of operators.

Answer: The State does not consider the State's telephone system as the complete solution for the call management system. The State will not consider a replacement of the telephone system. Preference for the IVR will be given to a Voice XML solution. The State currently uses a proprietary IVR solution which is planned to be replaced. The State uses Nortel Communications Server 1000 with Symposium Call Center Server and CallPilot Voice Messaging.

Section: 7.2.7.1.2

Topic: Member Utilization Interfaces

Question #:   152

Question: What specific data, and in what format, is sent to ND HC Review?

Answer: Currently, Institutional inpatient and outpatient claim information and Institutional HMO encounter data is FTP'd in a flatfile format to NDHCR at the end of each month.

Section: 7.2.9.1.1

Topic: Managed Care

Question #:   153

Question: Please explain further the requirement in Item 9 for managed care entity rating information. Is this an interface or information entered directly by a user?

Answer: The PCP (Primary Care Providers) is a fee for service program with a monthly case management fee and the MCO (Managed Care Organization)is a fully capitated program. The information is entered directly into MMIS by state staff. The State would prefer the solution to include an electronic import feature.

Topic: Managed Care Rules

Question #:   154

Question: In Item 3, does VISION produce the actual managed care choice notice to the recipient?

Answer: The MMIS must notify the Vision system of managed care auto-enrollment of a recipient. The notices to the recipient are produced by the Vision system.

Section: 8.3.1.2.7

Topic: Business Continuity and Contingency Plan

Question #:   157

Question: Bullet #8 requires the contractor to provide "continued processing of all business transactions assuming loss of the primary site." Is the Contractor required to provide a DR data center, does the State provide the DR data center? Can the State please provide further details regarding this requirement?

Answer: The State will provide a site for the disaster recovery data center. See answer to question #159.

Section: 8.4.4.2.4

Topic:	User Acceptance Test Training
Question #:	158
Question:	What role does the State expect the vendor to play in User Acceptance Test training?
Answer:	The IV&V vendor will have primary responsibility for directing the DHS staff in user acceptance testing (UAT) activities, and it is expected that the software vendors will be working with the IV&V vendor's staff to make UAT a success.

Specifically, the software vendors will be responsible for supporting UAT in a variety of ways, including (but not limited to) serving as resources in setting up technical environments for UAT, providing subject matter expertise in the technical execution of the application under test during test planning, defect correction during testing, etc.

Section: 8.4.6.2.9

Topic:	Updated Business Continuity and Contingency Plan
Question #:	159
Question:	The 4th bullet on page 309 requires the contractor to provide "…continued processing of ND transactions assuming the loss of the Contractor's primary processing site." If the Contractor places equipment in ITD's data center, does the State also provide the DR data center? Can the State please provide further details regarding this requirement?
Answer:	The State will provide a site for the disaster recovery data center. The bidder will need to provide recommendations on hardware specifications and architecture that meets the State's business needs as laid out in the RFP. The state is currently implementing a second data center. The intent of this second data center is to provide business continuity in the event of a disaster. This will include data replication and application services. The state would prefer that the MMIS integrate into this dual data center approach. The state and the vendor will work together to implement the solution.
Topic:	Updated Business Continuity and Contingency Plan
Question #:	160
Question:	The final paragraph in this section requires the contractor to conduct a "live demonstration of the operation of the BCCP." Can the State please provide further details regarding this requirement? What activities are included as part of the live demonstration?
Answer:	The state and the vendor will work together to conduct the live demonstration of the operation of the BCCP. The disaster recovery requirements in this section are addressed in the resolution to other questions. The intent of this overall requirement is for the vendor to develop and maintain the initial BCCP. The live demonstration will be conducted by ND ITD staff with direct support from the vendors. The demonstration will include a live disaster recovery drill. The details of this drill will be finalized during the DDI phase.

Section: 8.4.8

Topic: Pilot Test

Question #:   161

Question: The schedule on page 80 shows a one month gap between the pilot and statewide implementation. Does this mean that providers in the pilot will have to stop using the new system for a month?

Answer: No, although labeled as a "Pilot Test", a Pilot rollout is in fact a production deployment to a limited set of providers, recipients, et al. The lag between the "end" of pilot and "System Implementation" is a time buffer so that anything that DHS must address after the pilot deployment may be addressed before the rest of the system users are brought on-line. The Pilot providers, et al. will continue to use the new MMIS, POS and DSS/DW during the period from the end of Pilot to full system implementation.

Please note also that the schedule shown in Figure 5 on page 80 is a proposed schedule and will change based on the direction of the Project. We will define the Pilot activities and schedule in detail as a part of IV&V services.

Section: 8.4.8.2

Topic: Provider Training

Question #:   166

Question: Is the contractor or the State responsible for providing Provider Training?

Answer: The State will be responsible for provider training. The Contractor is responsible for the deliverables in section 8.4.8.

Section: 8.4.8.2.2

Topic: Provider Training Materials

Question #:   167

Question: North Dakota is requesting "alternate formats and bilingual languages" for the provider training curriculum and materials. Which languages must be supported? Please confirm that the alternate formats are just online and hard copy.

Answer: Training curriculum and materials need to be prepared in English. The requirement for bilingual languages for provider training and curriculum and materials will be removed with a RFP amendment.

The alternate formats would be hard copy and an electronic format.

Section: 8.4.8.2.5

Topic: Provider Re-enrollment

Question #:   168

Question: The Bidder's Note on page 316 indicates the MMIS Contractor will be responsible for re-enrolling all providers with the North Dakota Medicaid program 6 months prior to the system's "Go Live" date. If the web portal is ready, may the contractor require re-enrollment by providers electronically via the web portal, or will paper signatures be required?

Answer: The contractor may not require all providers to enroll electronically via the web portal. Some ND providers do not have access to the web. The State will accept electronic signatures. Depending on the provider type and specialty, additional forms may be required to complete the enrollment. These required forms may not be available electronically.

If the vendor's intent is to re-enroll through the web portal 6 months prior to production deployment, that requirement must be stipulated during the schedule development and build strategy activities during the start-up phase.

Section: 8.5.1.2

Topic: State Staff Training

Question #:   169

Question: Please provide approximate number of State staff requiring new system training. Please provide breakdown specific to MMIS, POS, and DSS/DW?

Answer: There will be approximately 125 State staff to be trained (75 MMIS, 10 POS, 40 DSS/DW). The DDI vendors have the primary responsibility for this training; the Validation vendor is expected to incorporate the training materials during the Validation efforts to ensure that the State staff conducting the validation tests are trained and thereby "test" the training materials as well.

               The State has 2 computer-equipped training facilities at our disposal for this Project, including one facility on-site.

Topic: State Staff Training

Question #:   170

Question: Does the State currently have a training facility where State Staff training can be conducted? If so, how many trainees can the site support in one session? What equipment does the training facility have? Can it support "hands-on" training exercises, i.e. does it have desktop computers that are connected to the state data center where the Training Region will be located? Will this facility be dedicated to the Medicaid Systems Replacement Project or will it be shared with other state agencies?

Answer: We have two training facilities available. Each site can accommodate 14 trainees. Equipment includes standard desktops, network access, printer, projector, etc. These facilities will be reserved for our use during the training period.