



Request for Quotation

State of West Virginia
 Department of Health & Human Resources
 Office of Purchasing
 One Davis Square, Suite 100
 Charleston, WV 25301

RFQ NUMBER
MED12011

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
DONNA D. SMITH 304-957-0218

V E N D O R	
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S H I P T O	BUREAU FOR MEDICAL SERVICES 350 CAPITOL STREET, ROOM 251 CHARLESTON, WV 25301-3706
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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FUND

BID OPENING DATE: 2/6/2012 BID OPENING TIME: 1:30 PM

LINE	QUANTITY	UOP	CAT.NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. TO ANSWER VENDOR QUESTIONS (SEE ATTACHED).						
2. TO MODIFY THE RFP (SEE ATTACHED CHANGE TO RFP DOCUMENT).						
3. TO PROVIDE A MODIFIED ATTACHMENT II AND APPENDIX L (SEE ATTACHED).						
REQUISITION NO.: MED12011						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO.'S"						
NO. 1 _____						
NO. 2 _____						
NO. 3 _____						
NO. 4 _____						
NO. 5 _____						
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF PROPOSAL.						

SEE REVERSE FOR TERMS AND CONDITIONS		
SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFP, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED "VENDOR"

**GENERAL TERMS & CONDITIONS
PURCHASE ORDER/CONTRACT**

- 1. ACCEPTANCE:** Seller shall be bound by this order and its terms and conditions upon receipt of this order.
- 2. APPLICABLE LAW:** The laws of the State of West Virginia and the BMS Purchasing Manual shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
- 3. NON-FUNDING:** All services performed or goods delivered under BMS Purchase Orders/Contracts are to be continued for the terms of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, the Purchase Order/Contract becomes void and of no effect after June 30.
- 4. COMPLIANCE:** Seller shall comply with all federal, state and local laws, regulations and ordinance including, but not limited to, the prevailing wage rates of the WV Division of Labor.
- 5. MODIFICATIONS:** This writing is the parties' final expression of intent. No modification of this order shall be binding unless agreed to in writing by the Buyer.
- 6. ASSIGNMENT:** Neither this Order or any monies due, or to become due hereunder may be assigned by the Seller without the Buyer's consent.
- 7. WARRANTY:** The Seller expressly warrants that the goods and/or services covered by this order will: {a} conform to the specifications, drawings, samples or other description furnished or specified by the BUYER; {b} be merchantable and fit for the purpose intended; and/or {c} be free from defect in material and workmanship.
- 8. CANCELLATION:** The director of the DHHR Office of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
- 9. SHIPPING, BILLING & PRICES:** Prices are those stated in this order. No price increase will be accepted without written authority from the Buyer. All goods or services shall be shipped on or before the date specified in the Order.
- 10. LATE PAYMENTS:** Payment may only be made after the delivery of goods or services. Interest may be paid on late payments in accordance with the *West Virginia Code*.
- 11. TAXES:** The State of West Virginia is exempt from the federal and state taxes and will not pay or reimburse such taxes.
- 12. RENEWAL:** Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon contract null and void, and terminate such contract without further order.
- 13. BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
- 14. HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR § 160.103) and will be disclosing Protected Health Information (45 CFR § 160.103) to the vendor.
- 15. CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedure, and rules.
- 16. LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirement by any state or local agency of West Virginia, including but not limited to, the West Virginia Secretary of State's Office, the West Virginia Insurance Commission, or any other state agency or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

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- 7. WARRANTY:** The Seller expressly warrants that the goods and/or services covered by this order will: {a} conform to the specifications, drawings, samples or other description furnished or specified by the BUYER; {b} be merchantable and fit for the purpose intended; and/or {c} be free from defect in material and workmanship.
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Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
1.	2.5.3.4.1 Automated Pharmacy Prior Authorization Project	42		The section includes the statement "BMS recognizes the need to integrate successfully-piloted technologies into the proposed MMIS." Regarding the Patient Care Web Portal, does the previous statement mean that the portal functional capability developed under the Transformation Grant be retained and should be integrated with the proposed provider portal capabilities, or that the successful vendor is expected to redevelop the Patient Care functional capability in the proposed provider portal?	The successful Vendor is expected to redevelop the Patient Care functional capability in the proposed provider portal.
2.	4.1 Technical Proposal Format	101		<p>Requirement 4.1 states: "Vendor should place all items excluded from the three-hundred (300) page limit as separate sections at the back of their Technical Proposal...Each item should be labeled in accordance with the information provided..."</p> <p>The proposal should be formatted in the same order shown here, providing the information specified as follows:"</p> <p>Question: These two paragraphs seem to contradict each other. For example 4.1.2 Transmittal Letter is the second item in the organization list provided on page 102, but Transmittal Letter also is an item that is excluded in the list on page 101. Because this item is excluded, should this only be in the excluded section or should it also be included in the beginning of the proposal? The same question applies to items such as 4.1.5 and 4.1.13</p>	<p>The Transmittal Letter should be included at the beginning of the proposal only.</p> <p>All other items are to be placed at the back of the Vendor's Technical Proposal, in the section containing the list of excluded items.</p>
3.	4.1 Technical Proposal Format 3.2.10 Other Optional Services	101 98		The exclusion list on page 101 references sections "Vendor Proposed Services (3.2.10) and BMS Optional Services (3.2.11)". These sections do not exist in the RFP. Please confirm the section title is "3.2.10 Other Optional Services" and that this new section is still part of the exclusion list.	<p>Section 3.2.10 Other Optional Services is the correct reference, and is still part of the exclusion list.</p> <p>All references to Section 3.2.11 should be disregarded.</p>



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4.	4.1.9 Project Approach and Solution	102		Bullets 3 and 4, respectively, ask for the Timeline/Gantt chart and Attachment II Requirements Checklist. Please confirm that because these two items are excluded from the page limit, they should NOT be included within section 4.1.9 of the proposal organization and should be in the back of the proposal in separate tabs.	Correct. The Timeline/Gantt chart and Attachment II Requirements Checklist should be in the back of the proposal in separate tabs.
5.	4.1.1 Title Page 4.1.2 Transmittal Letter 4.1.3. Table of Contents	102		Please confirm that items 4.1.1, 4.1.2, and 4.1.3 are excluded from the 300-page limit but can be placed in the beginning of the proposal.	Correct.
6.	Appendix E: ME.3	E-2		Is eligibility update capability expected to be provided using the provider web portal, or inquiry only?	Inquiry only.
7.	Appendix E: OM4.16	E-51		Regarding requirement OM4.16: Does this requirement refer to receiving the EDB Medicare eligibility file directly from CMS and updating Medicare eligibility on our system only? Can we assume RAPIDS would process SDX and BENDEX eligibility files and send us the corresponding eligibility information as needed and we do not have to directly process and update eligibility based on the SDX and BENDEX eligibility files?	The Vendor will receive the EDB file from the Bureau to update Medicare eligibility. The Vendor will not need to directly process and update eligibility based on the SDX and BENDEX files.
8.	Appendix E: GT.502	E-137		Regarding the LTC rate submission and inquiry capability, please clarify the requirements specific to the provider portal. Is the primary functional capability to allow the upload and download of files specific to the provider? Besides the upload or download of reports and correspondence capability, what inquiry capability must be available through the portal?	The Bureau envisions the expanded use of portal functionality to accommodate the exchange of information with enrolled providers such as cost reports, rate information, data and or other reports specific to each provider inquiry. Direct inquiry into the system was not envisioned.



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9.	Appendix L	Appendix L		<p>Please clarify if Appendix L is to be included at the back of the proposal with other items excluded from the 300-page limit. Because it is a form, can it be included along with other forms?</p> <p>Also, please clarify what the name of Appendix L is. Is it: "Appendix L – Special Terms and Conditions" or "Appendix L – Disclosure by Fiscal Agents"?</p>	<p>The correct reference is Appendix L – Special Terms and Conditions. This form is not excluded from the 300-page limit, and is to be included with Section 4.1.13 Signed Forms.</p>
10.				<p>Before attending the mandatory pre-bid meeting December 13, I would like to know if the Bureau of Medical Services is open to upgrading the Medicaid member Identification card from its current format to a chip-based, "smart card" as proposed in the Medicare Common Access Card Act of 2011 to positively identify the patient and reduce fraud. The smart card could also be used for secure login to web portals containing sensitive patient and benefit information and eliminate passwords.</p> <p>House and Senate versions of the legislation can be found on the links below.</p> <p>http://www.opencongress.org/bill/112-h2925/show http://www.opencongress.org/bill/112-s1551/show</p> <p>Additional information can be found at www.upgradethecard.org</p>	<p>Yes, in the RFP under 3.2.10 Other Optional Services the State asks vendors to provide information on a Permanent Member Card.</p>
11.				<p>I was curious if the Department would be requiring Quality Assurance (QA) or Independent Verification and Validation (IV&V) services in support of the MMIS? If so will the Department be releasing a RFP for these services or be utilizing an existing state contract/internal resources? If utilizing an RFP, is there a timeframe available for the release?</p>	<p>Yes.</p> <p>Yes, an RFP will be released for these services.</p> <p>No date has been set at this time.</p>



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12.	1.10.4.6 Minimum Acceptable Score	012	1.10.4.4 Evaluation Criteria: Each proposal shall be evaluated, measured and ranked using the evaluation criteria described here. The Bureau hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to said criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria described here.	For the application of technical scores, will the State apply partial numbers (i.e., 3.5) or only whole numbers?	Whole numbers only.
13.	1.17 Schedule of Events	015	The Bureau intends to complete the selection process using the following schedule. However, the BMS reserves the right to modify or reschedule procurement milestones as necessary.	Will the Bureau provide answers to questions prior to January 23 in order to not impact the final production schedule or prevent vendors from addressing all issues addressed by answers to the questions?	No, answers to questions will be released on January 23, 2012.



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14.	2.4.5 GT.129, GT.130 Reporting 10. System Interfaces	028 E-117	<p>2.4.5 The State's reporting needs are currently handled by the MMIS through production reporting and the MARS Datamart, a static reporting database designed to produce specific monthly, quarterly, and annual reporting (a listing of current reporting may be found in the Procurement Library). Reports are generated using standard enterprise reporting tools such as Structured Query Language (SQL) queries, Data transformation Services (DTS) packages, Excel spreadsheets, and Crystal Reports. The reports are generated by authorized users and follow HIPAA compliance policies.</p> <p>BMS plans to implement a Data Warehouse/Decision Support System (DW/DSS) that contains static, reconciled data with a full decision support system capability, including System Utilization Review (SUR) reporting, therefore, these services are outside the scope of this solicitation.</p> <p>GT.129 Ability to produce required Federal and State data sharing, including (but not limited to) the following: GT.130 Program management reports (formerly known as Management and Administrative Reporting Subsystem (MARS))</p>	<p>The State entered into a purchase order with Thomson Reuters Healthcare, Inc. on 11/9/11 for DSS/DW services. Please clarify bidder's requirements regarding RFP Section 2.4.5 as it appears to conflict with other RFP requirements and the apparent scope of the 11/9/11 purchase order. For instance, Appendix E, Page 117, requirement numbers GT.129 and GT.130 reads "the MMIS is to have the ability to produce required Federal and State data sharing, including (but not limited) to the following: (GT.130) Program Management Reports (formerly known as Management and Administrative Reporting Subsystem (MARS))."</p> <p>There are other areas within the RFP where DSS/DW requirements appear to be included. Are bidders to include DSS/DW capability and functionality in their technical and price proposals? If the answer is yes, how will the State determine whether the Thomson Reuters or the successful MMIS bidder will be selected to perform this work?</p>	<p>The successful Vendor will be responsible for the production of MAR reports that do not rely on static, finalized claims data (e.g., operational reports, pending claims reports) and for providing an extract file for the DW/DSS (per Section 2.5.1.3).</p>



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15.	3.1.38 Mandatory Requirements	049	Provide increased staffing levels if requirements, timelines, quality or other standards are not being met, based solely on the discretion of and without additional cost to the Bureau. In making this determination, the Bureau will evaluate whether the Vendor is meeting deliverable dates, producing quality materials, consistently maintaining high quality and production rates, and meeting RFP standards without significant rework or revision.	In order to ensure appropriate staffing for the State to evaluate, will the Bureau provide the minimum number of staff required for each of the units of the fiscal agent operations to be full time and domiciled in Charleston (i.e., provider, claims, mailroom, financial, etc.)?	The State will not provide minimum staffing numbers. Vendors are to propose resources necessary to fulfill the requirements as specified in the RFP.
16.	3.2.1 Proposed West Virginia MMIS	051	The proposed MMIS can incorporate Commercial-Off-The-Shelf (COTS) products, COTS with modifications, "ground-up" design and development, transferred system from another state, transferred system with modifications, or any combination of these approaches. BMS does not desire any solution that requires it to be a "beta test site."	Based on recent CMS instructions, does the Bureau concur that the status of a system is considered operational if the system can adjudicate and pay claims, enroll providers, and enroll members in the production environment? For example, if the provider subsystem is operational but no other functionality in the system is operational and in use by a client, would the system be considered "operational?"	BMS reserves the right to determine when the MMIS is operational. All functionality must be in place and working for a production MMIS to be considered operational.



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17.	3.2.1 Proposed West Virginia MMIS	051	The proposed MMIS can incorporate Commercial-Off-The-Shelf (COTS) products, COTS with modifications, "ground-up" design and development, transferred system from another state, transferred system with modifications, or any combination of these approaches. BMS does not desire any solution that requires it to be a "beta test site."	Does the State's reference of not desiring to be a beta test site mean that the proposed system must be completely operational and in production for a Medicaid client at the time of proposal submission?	All components of the Vendor's proposed system do not need to be completely operational and in production for another Medicaid client at the time of proposal submission. Simply stated, Vendors should not propose a system whose core components: major subsystems, and/or applications versions have not been in production previously. BMS reserves the right to determine when the MMIS is operational. All functionality must be in place and working for a production MMIS to be considered operational.
18.	3.2.3.1 Key Staff	063 - 064	Financial Manager: BA/BS in accounting, business administration, West Virginia Department of Health and Human Resources finance or economics Experience (in addition to Qualifications above). Five years experience managing an organizational department or unit responsible for the accounting, budget and/or reporting function of a large commercial healthcare claims processing organization, Medicaid agency, or a similar government project; preferred MMIS financial management and accounting experience.	Does the State expect the financial manager key staff position to replace the use of contractors that are currently used today by the current fiscal agent? If not, should vendors include the cost for these contractors in their cost proposal?	No, under the current contract a financial manager is not a required position. Yes, the Bureau requires each proposal submitted contain the position of Financial Manager.



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19.	3.2.9.1, OM7.41 Drug Rebate Solution, Business and Technical Requirements: 3-Operations Management OM7 – Cost Recoveries OM7.41 – Manage Drug Rebate	097 E-60	3.2.9.1 Drug Rebate System Vendor Response Requirements: The Vendor’s proposal should include a detailed description of the Vendor’s proposed Drug Rebate solution, including the following: System features required to support the Drug Rebate operations as indicated in Appendix F (Vendor Operations Requirements), including: a. Interface capabilities, e.g., CMS, MCOs, drug manufacturers, supplemental rebate vendor. OM7.41 Ability to upload external drug rebate data into the system reference file (e.g., CMS labeler contact information and pricing file, supplemental rebate pricing file).	We understand from the RFP that the Bureau currently uses a vendor to negotiate and manage the supplemental rebate contract, and the vendor provides BMS with the preferred drug list (PDL). Based on two requirements in the RFP, it appears that BMS will continue contracting separately for the supplemental rebate services after the award of this RFP and during the RFP's operations phase. Please confirm that the supplemental rebate contract, including PDL development, is not part of this RFP.	Correct, the supplemental rebate contract, including PDL development, is not part of this solicitation. All that the Vendor will be required to do is produce and mail the rebate invoices.
20.	3.2.10 Other Optional Services	099	If BMS elects to procure any of the listed services, payment will be derived from the pool of 25,000 hours and the all-inclusive rate.	How will labor costs associated with operations staff that might be required as a result of implementing any of the optional services and are not covered by the pool of 25,000 hours all-inclusive rate be reimbursed?	If BMS elects to procure any of the listed services, payment will be derived from the pool of 25,000 hours and the all-inclusive hourly rate. This hourly rate would include any labor costs. Operations staff is to be paid out of the PMPM fee.



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21.	3.3.1 Bid and Performance Bonds	099	Bid and Performance Bonds: Non-applicable.	Historically, RFPs have mandated a performance bond to protect states due to the inability of the contractors to perform timely, and are in addition to liquidated damages. The only exception to this requirement was seen in the Maine contract in 2002, where the State had no recourse for late delivery. Maine wasted several years, millions of state dollars, and was forced to cancel the contract with no recourse to get what was due them from the contractor. Since that time, all state procurements have required performance bonds. For a procurement the size of West Virginia, we recommend that a performance bond be mandated in the amount of \$10 million dollars. Will the State amend the RFP with this type of modification to protect their interest?	Section 3.3.1 will be modified through the issuance of an addendum. No bid bond is required for this procurement. Vendor shall provide a performance bond for 50% of the cost of DDI upon execution of the contract. Vendor shall provide a performance bond, prior to commencement of operations for 100% of the estimated cost of annual operations, to be renewed annually.
22.	VI.1 Vendor Operations Requirements * VI. Pharmacy Point-of-Sale (POS)	F-8	Maintain and implement updates to the Preferred drug list and State Maximum Allowable Cost (SMAC) pricing files as approved by BMS.	The RFP does not say who develops the State Maximum Allowable Cost (SMAC). Is that a function to be performed by the new MMIS Contractor, or does the Bureau intend to have a separate contractor provide the SMAC to the MMIS vendor during the DDI and operations phases?	The Bureau has a separate contractor who will provide the SMAC data to the MMIS vendor.
23.	General	N/A	N/A	Are answers provided by the Bureau in the West Virginia MED11014 procurement addenda applicable to the current MED12011 procurement?	No.



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24.	1.11	13	<p>1.11 Rejection of Proposals</p> <p>The Bureau shall select the best value solution according to the evaluation criteria described in this document. However, the Bureau reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. The Bureau reserves the right to withdraw this RFP at any time and for any reason. Submission of, or receipt by the Bureau of proposals confers no rights upon the bidder nor obligates the Bureau in any manner.</p> <p>A contract based on this RFP and the Vendor's proposal, may or may not be awarded. Any contract resulting in an award from this RFP is not valid until properly approved and executed by the Secretary of the Department of Health and Human Resources.</p> <p>Unsuccessful vendors, who have requested and participated in a debriefing, can, protest an award within 5 business days of the date of the notification of an unsuccessful proposal. Protests will be submitted, in writing, to the DHHR Office of Purchasing Director. Protests will contain appropriate information, including grounds for the protest, supporting documentation, if necessary, and resolution or relief sought. The DHHR Secretary (or his/her designee) will review the protest; conduct a hearing (at the Secretary's discretion); and issue a written decision. Any delay of the procurement will be up to, and at the discretion of the DHHR Secretary.</p>	<p>A timing/scheduling conflict exists between Section 1.11 and Section 1.10.4.11 Vendor Debrief.</p> <p>It will be very difficult to request and attend a Vendor Debrief, evaluate the debriefing data, and file an appeal within the 5 business days currently required by this Section.</p> <p>Therefore, is it possible to change the time frames to permit an unsuccessful vendor to request a Vendor Debriefing within 5 business days of award notification, and to file an appeal within 15 business days of their scheduled debriefing?</p>	No.



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25.	1.21.14 Invoices, Progress Payments, & Retainage	19-20	<p>The Vendor shall submit invoices, in arrears, to the Bureau at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract. Progress payments may be made at the option of the Bureau on the basis of percentage of work completed if so defined in the final contract. Any provision for progress payments must also include language for a minimum 10% retainage until the final deliverable is accepted.</p> <p>If progress payments are permitted, Vendor is required to identify points in the work plan at which compensation would be appropriate. Progress reports must be submitted to BMS with the invoice detailing progress completed or any deliverables identified. Payment will be made only upon approval of acceptable progress or deliverables as documented in the Vendor's report. Invoices may not be submitted more than once monthly and State law forbids payment of invoices prior to receipt of services.</p>	<p>In order to manage risk and lower overall costs, would the State consider a Parent Guarantee, or in the alternative, an annually-renewable performance bond on a surety bondability letter issued by the Vendor's surety bond broker in an amount not to exceed 10% of the annual contract value, in lieu of the 10% retainage?</p> <p>If retainage is required, would the State consider reducing the amount retained, not to exceed 5%?</p> <p>If retainage is required, would the State agree to a quarterly release of retained funds?</p>	<p>No. No. No.</p>
26.	3.1.21	46	<p>Adhere to the current NCPDP version standards, or the most current HIPAA required version for single drug claims and compound prescriptions.</p>	<p>Will the formal change control procedures in RFP Section 1.21.13 be applicable to new or changed NCPDP version standards, in the same manner as ICD-10, HIPAA v5010 standards, and court ordered services referenced in RFP Sections 3.1.20?</p>	<p>Yes.</p>



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
27.	3.1.37	48	That agreement must, at minimum, provide for release of the source code to the Bureau a) when the owner of the software notifies the Bureau that support or maintenance of the Product will no longer be available; b) if the Vendor fails to provide services pursuant to this contract for a continuous period; or c) appropriate individual(s) from the Bureau have directed the escrow agent to release the deposited source code in accordance with the terms of escrow.	Would the State please elaborate on the meaning of the source code escrow agreement release provision where "c) appropriate individual(s) from the Bureau have directed the escrow agent to release the deposited source code in accordance with the terms of escrow." Please advise what the actual reason(s) would be for release of the source code?	Software source code for non - COTS MMIS will be required to be placed in escrow. If it is a COTS product, the medium necessary to reinstall that version as part of the MMIS platform must be kept. Any future versions of the same must also be kept and provided upon demand. Possible reasons for release of source code include, but are not limited to, Vendor bankruptcy, termination of contract due to non-performance, etc.
28.	3.2.3	55	Key Staff members are assigned to the project on a full-time basis, solely dedicated to the West Virginia account, and located onsite in the Charleston facility. Each Key Staff role is a full-time position, to be filled by one staff member only. Key Staff roles may not be combined or filled by multiple staff members. All Key Staff members will enter the project within 30 days of the contract award.	<p>Since key staff roles are full-time positions, will the incumbent vendor be prohibited from using existing resources assigned to their current fiscal agent contract as key resources for this procurement?</p> <p>If the incumbent vendor is allowed to bid existing fiscal agent resources in key staff roles, how will BMS ensure the phase 1 funding (DDI phase that overlaps with the current fiscal agent contract) for those roles are accounted for in this procurement and not funded by their existing contract? Allowing the incumbent to fund DDI key staff roles through their existing fiscal agent contract would create a significant cost advantage for the incumbent contractor.</p> <p>An alternative for BMS to consider is modifying the costing sheets to include a staffing section. Vendors would be required to show their Key Staff cost for each project phase; we recommend requiring an hourly rate for each key staff position along with the number of months required for the project phase for that position. This would provide the detail to BMS to ensure the incumbent contractor hasn't excluded phase 1 staffing costs in hopes of funding those positions through their existing fiscal agent contract.</p>	Per Section 3.2.3, Key Staff roles may not be combined or filled by multiple staff members. Furthermore, Section 3.2.3 explicitly states that Continuously Dedicated, Support and Other Staff may not hold other positions concurrently. This would preclude the current vendor from proposing various staff positions and funding them through their current contract. The incumbent vendor would be required to backfill any position included in their current contract for individuals they proposed in the various staffing categories in MED12011.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
29.	3.2.3.2	69-70	<p>Continuously Dedicated Staff: CD Staff positions are to be maintained in agreed upon quantities by category. The CD Staff categories are as follows:</p> <ol style="list-style-type: none"> 1. POS Quality Manager 2. Data Conversion Specialist* 3. Interface Specialist* 	<p>Table 3-3 indicates that all Continuously Dedicated Staff positions must be present for phase 1 of the project. Is BMS requiring the Continuously Dedicated Staff to be full-time positions during phase 1 or is the vendor allowed to consider the positions part-time and use as needed throughout the project phase?</p> <p>In either instance, how will BMS ensure the incumbent doesn't leverage existing staff funded through the existing fiscal agent contract to support the Continuously Dedicated Staff for phase 1 of this project? Allowing the incumbent to fund these phase 1 positions through their existing fiscal agent contract would create a significant cost advantage for the incumbent vendor.</p> <p>An alternative for BMS to consider is modifying the costing sheets to include a staffing section. Vendors would be required to show their Continuously Dedicated Staff cost for each project phase; we recommend requiring an hourly rate for each Continuously Dedicated Staff position along with the number of months required for the project phase for that position. This would provide the detail to BMS to ensure the incumbent contractor hasn't excluded phase 1 staffing costs in hopes of funding those positions through their existing fiscal agent contract.</p>	<p>Reference Table 3-3.</p> <p>Per Section 3.2.3, Key Staff roles may not be combined or filled by multiple staff members. Furthermore, Section 3.2.3 explicitly states that Continuously Dedicated, Support and Other Staff may not hold other positions concurrently. This would preclude the current vendor from proposing various staff positions and funding them through their current contract. The incumbent vendor would be required to backfill any position included in their current contract for individuals they proposed in the various staffing categories in MED12011.</p>



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
30.	3.2.3.3	71-72	<p>Support Staff: Support Staff are those staff with specific skills or expertise that supports certain stages throughout the life of the contract, as identified below.</p> <ol style="list-style-type: none"> 1. Trainer and Documentation Specialist 2. Medical/Dental Ad Hoc Reporting Analyst (2 Full Time Equivalent) 3. POS Reporting Analyst 4. Finance Report Analyst 5. Drug Rebate Analyst 	<p>Table 3-5 indicates that all Support Staff must be present for all three phases of the contract. Is BMS requiring the Support staff to be full-time positions during each phase or is the vendor allowed to consider the positions part-time and use as needed throughout the life of the contract?</p> <p>In either instance, how will BMS ensure the incumbent doesn't leverage existing staff funded through the existing fiscal agent contract to support phase 1 of this project? Allowing the incumbent to fund phase 1 through their existing fiscal agent contract would create a significant cost advantage for the incumbent vendor.</p> <p>An alternative for BMS to consider is modifying the costing sheets to include a staffing section. Vendors would be required to show their Support Staff cost for each project phase; we recommend requiring an hourly rate for each Support Staff position along with the number of months required for the project phase for that position. This would provide the detail to BMS to ensure the incumbent contractor hasn't excluded phase 1 staffing costs in hopes of funding those positions through their existing fiscal agent contract.</p>	<p>Reference Table 3-5.</p> <p>Per Section 3.2.3, Key Staff roles may not be combined or filled by multiple staff members. Furthermore, Section 3.2.3 explicitly states that Continuously Dedicated, Support and Other Staff may not hold other positions concurrently. This would preclude the current vendor from proposing various staff positions and funding them through their current contract. The incumbent vendor would be required to backfill any position included in their current contract for individuals they proposed in the various staffing categories in MED12011.</p>



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
31.	3.2.3.4	75-76	Other Staff - In addition to positions named above, the Vendor should supply the following staff types and maintain sufficient numbers of staff to fully perform the requirements of this RFP and the resulting contract. These persons are 100% dedicated to the West Virginia account for the time in which their services are required and may not hold any other positions concurrently. Exceptions to these requirements must be approved by the Bureau.	<p>How will BMS ensure the incumbent doesn't leverage existing staff funded through the existing fiscal agent contract to support phase 1 of this project to satisfy the 'Other Staff' requirement? Allowing the incumbent to fund phase 1 through their existing fiscal agent contract would create a significant cost advantage for the incumbent vendor.</p> <p>An alternative for BMS to consider is modifying the costing sheets to include a staffing section. Vendors would be required to show their Other Staff cost for each project phase; we recommend requiring an hourly rate for each 'Other Staff' position along with the number of months required for the project phase for that position. This would provide the detail to BMS to ensure the incumbent contractor hasn't excluded phase 1 staffing costs in hopes of funding those positions through their existing fiscal agent contract.</p>	Per Section 3.2.3, Key Staff roles may not be combined or filled by multiple staff members. Furthermore, Section 3.2.3 explicitly states that Continuously Dedicated, Support and Other Staff may not hold other positions concurrently. This would preclude the current vendor from proposing various staff positions and funding them through their current contract. The incumbent vendor would be required to backfill any position included in their current contract for individuals they proposed in the various staffing categories in MED12011.
32.	3.2.6.3.3	88	Data Conversion Task: The Data Conversion Task should begin early in the life of the Project. Therefore, BMS anticipates this task to overlap with other project Phases. This task includes the timely and accurate conversion of two years of historical and active data elements for operations in the current system needed to meet MMIS requirements unless otherwise specified by BMS.	Please clarify if image conversion is part of the vendor's responsibility. If there is a requirement to convert historical image from the existing (legacy) imaging system, please provide the product name/version # that is used by the current vendor. Also please include the number of images that need to be converted. In addition, if a separate imaging product to utilize to stored electronic reports, please include the product name/version # of that system. Vendors will also need to know how many historical electronic reports need to be converted.	Data Conversion is in reference to the claims data being converted to match the Vendor's system.
33.	4.1	101	<p>4.1 Technical Proposal Format.</p> <p>Only proposals meeting the Mandatory Proposal Requirements will have their Technical Proposals reviewed. This review includes:</p> <ul style="list-style-type: none"> • Vendor Capacity, Qualifications, References and Experience • Staff Capacity, Qualifications and Experience 	<p>A conflict exists between Section 4.1 and Section 3.2. Section 4.1 refers to <u>Section 3.2.10 Vendor Proposed Services</u>; and <u>Section 3.2.11 BMS Optional Services</u>.</p> <p>However, Section 3.2 contains <u>Section 3.2.10 Other Optional Services</u>, but does NOT contain a <u>Section 3.2.11</u>.</p> <p>Would the State please update Section 3.2 to include a reference to Vendor Proposed Services (Section 3.2.11)?</p>	All references to Section 3.2.11 should be disregarded. No update to the RFP will be issued to modify section 3.2 in response to this question. Section 3.2.10 Other Optional Services is the correct reference.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
			<ul style="list-style-type: none"> Project Approach and Solution Solution Alignment with BMS' Business and Technical Needs <p>The Technical Proposal should be limited to three-hundred (300) pages, including all charts and attachments, excluding the following:</p> <ul style="list-style-type: none"> Annual audited financial reports (may be submitted via hyperlink in the Technical Proposal, but must be submitted in full in the CD). Appendix E: Business and Technical Requirements. "Business Organization" document (as referenced in RFP Section 4.1.5). Description of the roles, responsibilities, and skill sets associated with each position on the organization charts (as referenced in RFP Section 3.2.3.5 (#2)), limited to one (1) page each. Key Staff resumes (as referenced in RFP Section 4.1.8), limited to two (2) pages each. Timeline or Gantt chart (as referenced in RFP Section 4.1.9). The following Project Management Plan subsidiary documents: <ol style="list-style-type: none"> Work Breakdown Structure; Deliverables Dictionary; and Project Schedule RFP Requirements Checklist (Attachment II). Skills Matrix (Attachment III). Sample reports, forms, and deliverables 		



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
			formats (as referenced in Section 3.2.2.1). <ul style="list-style-type: none"> • Initial draft deliverables (as referenced in RFP Sections 3.2.2.1 and 3.2.6.1.1). • Signed forms, addenda, and transmittal letters. • Vendor Proposed Services (as referenced in RFP Section 3.2.10). • BMS Optional Services (as referenced in RFP Section 3.2.11). • Additional materials describing company offerings that may be of value to BMS (as referenced in RFP Section 4.1.10). 		
34.	4.1	101	Technical Proposal Format The Technical Proposal should be limited to three-hundred (300) pages, including all charts and attachments, excluding the following:... <ul style="list-style-type: none"> • Signed forms, addenda, and transmittal letters. Vendors should place all items excluded from the three-hundred (300) page limit as separate sections at the back of their Technical Proposal.	Page 102 of the RFP asks for the Transmittal Letter to be the second section of the proposal (4.1.2) however, on page 101, it states that the Transmittal letter is excluded from the 300 page limit and is listed as an item (Signed, forms, addenda, and transmittal letters) that should be placed at the back of the Technical Proposal. Does the State want the Transmittal Letter to appear in the order specified on page 102 or should it be placed at the back of the proposal as per page 101?	The Transmittal Letter should be included at the beginning of the proposal only (as stated on RFP page 102).



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
35.	4.1.1	102	Title Page Should state the RFP Subject and number, the name of the Vendor, Vendor's business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, dated and signed by a person authorized to commit the vendor. Such authorization to commit will be included in writing, such as Board of Directors minutes, Delegation of Authority, etc.	Please confirm that the Title Page and the associated Vendor Authorization for person to commit on behalf of the company does not count towards the 300 page limit.	Correct.
36.	4.1.3	102	4.1.3 Table of Contents. Clearly identify the material by section and page number. RFP responses should follow the same order as the RFP and use the same titles.	Please confirm that the Table of Contents does not count towards the 300 page limit.	Correct.
37.	4.1.8	101	A letter of intent for each proposed staff member not currently employed by the Vendor. Each letter of intent should be signed by the named individual, indicating that they are to accept employment if the Vendor is awarded the contract.	All of the other supporting documentation, e.g., resumes, the staff skills matrix, and position descriptions, related to this section are listed on page 101 of the RFP as items excluded from the 300-page limit. Would the State allow vendors to include the letters of intent as part of our proposal appendix so that it does not count toward the 300 page limitation?	No.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
38.	Attachment 1 Cost Summary Bid Sheet	98, 106, and 112	<p>Page 98 "As described in Section 4.1.15, the costs of these services will be excluded from the cost bid evaluation scoring. Optional operational drug rebate services will be initiated through an approved Statement of Work."</p> <p>Page 112 "Total Not to Exceed Cost of Contract</p> <p>[Where Total Not to Exceed Cost of Contract = (Total Phases 1 Costs) + (Total Phases 2a, 2b, and 3 Costs) + (Total Phase 2c Costs) + (Optional Drug Rebate Services "</p> <p>"The cost proposal will be evaluated based on the Total Not to Exceed Cost of Contract. The cost bid should include all anticipated training, travel and related expenses including supplies and general administrative expenses."</p>	<p>RFP Section 4.1.14.4 specifically states that drug rebate optional services costs will not be considered in the cost evaluation scoring, however the formula used to calculate the evaluated "Total Not to Exceed Cost of Contract" includes these costs.</p> <p>Please confirm that optional drug rebate services are not included in the evaluated price or in the Total Not to Exceed Cost of Contract.</p>	<p>Optional drug rebate services will be considered in the evaluation of cost proposals. Section 4.1.14.4 will be modified through issuance of addendum to correctly reflect that these services are considered in the cost evaluation.</p>



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
39.	Attachment 1 Cost Summary Bid Sheet	112	<p>Total Not to Exceed Cost of Contract [Where Total Not to Exceed Cost of Contract = (Total Phases 1 Costs) + (Total Phases 2a, 2b, and 3 Costs) + (Total Phase 2c Costs) + (Optional Drug Rebate Services)</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Member month estimates were developed based on the best information available at the time of the solicitation. The member months are to be used for purposes of cost proposal and evaluation only. 2. The cost proposal will be evaluated based on the Total Not to Exceed Cost of Contract. The cost bid should include all anticipated training, travel and related expenses including supplies and general administrative expenses. 3. The Total Hours referenced in the Optional Drug Rebate Services are for purposes of cost proposal and evaluation only. 	<p>The RFP indicates that the member months in the cost summary bid sheet are for evaluation purposes only. However, the total used to evaluate the cost of the contract is called "Total Not to Exceed Cost of Contract".</p> <p>Please confirm that vendor will be reimbursed based on actual member months each year and there will not be a not to exceed cap applied based on the evaluation volume member months.</p>	Correct.
40.	Attachment II	114	Attachment II RFP Requirements Checklist	The last two rows on the checklist cite RFP Sections 4.1.16 and 4.1.17 but these sections do not appear in the RFP. May these entries be removed from the checklist?	Yes.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
41.	Appendix L	L-1	Appendix L – Special Terms and Conditions	<p>The version of Appendix L set forth in the RFP is actually the “Disclosure by Fiscal Agents” form and not the “Special Terms and Conditions” referenced in the title of Appendix L.</p> <p>Is Appendix L supposed to be additional Special Terms and Conditions (additional to RFP Section 3.3) or the Disclosure by Fiscal Agents form?</p> <p>In addition, if there are additional Special Terms and Conditions for bidders to review, will the State provide bidders and opportunity to ask questions relating to the Special Terms and Conditions?</p>	<p>Appendix L is Special Terms and Conditions. The only Terms and Conditions listed in Appendix L is the Disclosure by Fiscal Agent. There are no other Special Terms and Conditions.</p>



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
42.	Appendix F, XIII, 1.a.; XIII, 3	F-13; F-17		<p>The RFP states: "Maintain and staff a Customer Service Call Center to include toll-free telephone lines that are accessible according to the following schedule: a. POS Pharmacy Provider Help Desk Call Center: 8:30 a.m. to 9:00 p.m., ET, Monday through Saturday; and 12:00 p.m. to 6:00 p.m., ET, on Sunday."</p> <p>In Section XVIII, the RFP states: "Operate and maintain a BMS Technical Support Desk function within Customer Support Services, to provide first-level support as defined by BMS. The system is to be accessible, at a minimum, for one hundred (100) percent of the time during BMS working hours (except for negotiated downtime). The system should be accessible via the Web Portal, email, and telephone."</p> <p>The RFP also states that "BMS staff, Providers, Members, and other users (as authorized by BMS)" are to be provided "access to all Web Portal, AVRS, Pharmacy POS, and other system components as required by BMS, for one hundred (100) percent of the time 24 hours per day, 7 days per week, except for negotiated down time for system maintenance during off-peak hours."</p> <p>Please clarify the POS Pharmacy Provider Help Desk Call Center hours of operation and hours for urgent calls, if different.</p>	<p>The POS Pharmacy Provider Help Desk Call Center hours are as stated. There is no differentiation between hours of operations and hours for urgent calls.</p>
43.	OM 3.1	30 of 115		<p>The RFP states: "Enhance provider portal to support clinical decisions and to provide real-time access to cost settlement and rebate data." Is it the state's intent to provide rebate rates per NDC to providers on the web portal?</p>	<p>No, the Bureau envisions the expanded use of portal functionality to exchange claims level data with rebate manufacturers that will aid in the resolution of disputed invoice items and the exchange of invoices and collection notices.</p>



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
44.	3.2.9.1.1.c	97 of 115		The RFP states: "Data conversion and integration of existing system data." Is the state's existing rebate data at an NDC level back to 1991 and is claim detail available for all invoice data?	Claims data, including claim detail, for rebates is available back to 1991.
45.	3.2.9.1 2.a	97		The RFP states: "Integration of supplemental rebate pricing and utilization data from current/previous vendors." Is there more than one prior supplemental vendor from which history will need to be converted or is all history to be delivered by the existing vendor? Does the state support individual claim detail for the supplemental program or is the supplemental claim detail identified as part of the FFS detail?	Yes, information could be generated from the current vendor and possibly from two prior vendors. The claim level detail originates from FFS claims data.
46.	Appendix E, PG.280	E-76		The RFP states: "Ability to import CMS drug rebate file and use it for claims processing as directed by BMS." Is it the state's intent to use the CMS drug file for adjudication of claims even though the CMS drug file is only available to the states on approximately 125 days after the first day of the quarter?	The CMS drug file is used for DESI indications and terminated drugs comparison to pricing files. While this information is delayed, DESI and termination dates are planned to be used in the future for claims adjudication. Currently a report is used to reveal differences and this data is applied to the drug file.
47.	Appendix F, XI.3	F-12		The RFP states: "Perform direct data entry of all historical data from State sources." Will the state please clarify the requirement? Is it intended to be performing data entry of payments for all historic data? Will the state allow for mapping sessions with sources in order to automate the conversion of historic data, versus manually entering the historic data?	The reference refers to the posting and reconciliation of historical payment data. Yes. Automation of this process is not obtainable in an electronic format. Direct entry would be from paper invoices and payment records.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
48.	Appendix F, XI.6	F-12		The RFP states: "Generate invoice cover letters, collection letters, and follow-up collection letters according to BMS criteria." Will the state please clarify the criteria in use today (invoices are required to be mailed no later than 60 days after quarter end, per CMS)? Will the state agree to an existing standard of collection standards from the vendor (45, 75 and 90 days)?	Invoices are generated for Federal, State Supplemental and J-codes in accordance with CMS requirements. The State would consider using the proposed collection standards but will not commit to their use at this time.
49.	Appendix F, XI.11	F-13		The RFP states: "Prove a system that supports non-drug supplemental rebate processes." Is it the state's intent to develop a DME program?	Yes, the State plans to implement a rebate program for diabetic supplies. Future consideration could be given to other DME items.
50.	Appendix F, XI.12	F-13		The RFP states: "Provides a system that supports State administered drug rebate programs (IE ADAP)." How many members are currently enrolled in the ADAP program?	Currently 550 Members are enrolled in the ADAP program.
51.	4.1.14	104-105		In Section 1.10.4.1, the RFP states that "[p]roposals shall be requested and received in two distinct parts: Technical and Cost." Section 4.1.14, however, suggests that the cost proposal, though sealed separately, "be in a separately sealed envelope and be included with the technical proposal or attached there to." Please clarify whether the Cost Proposal should be submitted as a sealed package that is distinctly separate from the Technical Proposal.	Vendors are to adhere to the proposal instructions provided in Section 1.10.4.1. The Cost Proposal is to be submitted in a sealed envelope, distinctly separate from the Technical Proposal, and clearly marked/identified. Both the Cost Proposal and Technical Proposal (which must also be submitted in a sealed envelope that is clearly marked) may be received in a single sealed package.
52.	4.1.5	102		The RFP states: "Vendor's Organization. The following items must be included in a document titled 'Business Organization.'" What is the state's intent for having vendors submit a "document titled 'Business Organization'"? Is this for the purpose of the CD? If so, why is the document title different from the section title? Please clarify.	The Vendor is to adhere to the proposal instructions provided. Section 4.1.5 must be titled "Business Organization."



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
53.	3.2.3.2	69		<p>The RFP states: "Continuously Dedicated Staff: CD Staff positions are to be maintained in agreed upon quantities by category. The CD Staff categories are as follows:</p> <ol style="list-style-type: none"> 1. POS Quality Manager 2. Data Conversion Specialist* 3. Interface Specialist*" <p>Please provide clarification regarding the meaning of the asterisk for the Data Conversion Specialist and Interface Specialist positions.</p>	The asterisk may be disregarded.
54.	Attachment II	113		<p>The numbering for the RFP Requirements Checklist does not match the requirements listed in the respective sections. Please confirm that the numbering for section 3.1 should end at 3.1.46 and the numbering for section 4.1 should end at 4.1.14, since 4.1.15 is the last subsection and, per the RFP, "is informational, and does not require a response in the Vendor's proposal."</p>	Correct, vendors may disregard the following Attachment II RFP Requirements Checklist entries: 3.1.47, 3.1.48. 3.1.49, 4.1.16, and 4.1.17.
55.	Appendix E, OM3.49 and FI2.3	E-50, D-10		<p>The RFP states: "Ability to support payroll processing (e.g., HCBS Providers), including withholding payments for payroll, and State and Federal taxes."</p> <p>"Maintains financial transactions in sufficient detail to support 1099 and, if the State has elected to do so W-2 and FICA reporting requirements for personal service care providers and providers of services under self-directed care initiatives."</p> <p>Please confirm that support for W-2 and tax filing are presently outside the scope of work required of this RFP.</p>	Correct.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
56.	4.1.14	106		<p>The RFP states: "Costs for purchases that do not translate to an hourly rate (as referenced in Sections 3.2.7.3 and 4.1.14.3), such as licenses or software, are to be approved by the Bureau, and may not exceed \$50,000 per each contract year." Will the State please confirm that the \$50,000 threshold is specifically related to enhancements and that this cost should not be included in a bidder's cost proposal? If so, given the fact that some licenses may cost more than \$50,000, will the State approve such licenses on an as needed basis?</p>	<p>Per Attachment I, the \$50,000 is to be included in the vendor's cost proposal for Phase 2c Years 3-10 and Contingency Years 1 and 2.</p> <p>BMS will review and make a decision at the time if the vendor exceeds the \$50,000 per year.</p>
57.	1.2.14; 4.1.15.1	19; 107		<p>The RFP states: "Progress payments may be made at the option of the Bureau on the basis of percentage of work completed if so defined in the final contract. Any provision for progress payments must also include language for a minimum 10% retainage until the final deliverable is accepted."</p> <p>"Partial or progress payments on deliverables or milestones not yet accepted by BMS is not acceptable during Phase 1 of this contract."</p> <p>The referenced RFP language seems contradictory since, by definition, partial or progress payments would be made based on the percentage of work completed, without the deliverable or milestone being fully completed and accepted by the state. Please confirm the final contract will include language allowing for the option of partial/progress payments on deliverables or milestones not yet fully accepted by BMS.</p>	No.
58.	2.3.3	25-26		<p>The RFP states: "BMS has contracts with a number of business entities to perform specific functions in support of the Medicaid program. These contract relationships include the entities described below." Based on the "entities described below," BMS has 12 contract relationships in place. How many of those contract relationships will this RFP replace?</p>	This RFP will replace the Fiscal Agent vendor only.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
59.	4.1	101		The RFP states: "The Technical Proposal should be limited to three-hundred (300) pages, including all charts and attachments, excluding the following." Resumes have been excluded from the 300-page limitation, and are to be provided "as separate sections at the back of their Technical Proposal." Are the letters of intent, as required in Section 4.1.8, excluded from the 300-page limit?	No.
60.	1.17	15		Per the schedule, the Questions Addendum is to be issued January 23, 2012. Does the state anticipate providing responses to questions incrementally before the January 23 date, with any final answers issued no later than that day? Or does the state anticipate issuing answers to all questions on that date? If the latter, this vendor recommends that the state provide a short period for resulting questions following the addendum release, as well as additional time for the state to respond to those questions and allow for vendors to incorporate the changes.	The State will issue all answers on January 23, 2012.
61.	4.1.9, 3.2.2, 4.1.10, and 3.2.4	54, 78, and 104		<p>The RFP states: Within section 3.2.2, Project Management, which is required as part of the response to 4.1.9, the Project Management Plan should include the Facility Plan "as described in Section 3.2.4."</p> <p>Within 4.1.10, vendors are required to include: "A detailed proposal addressing the Vendor response requirements set forth in the following Part 3 Procurement Specifications sections: . . . 3.2.4 Project Facilities"</p> <p>Will the state clarify where the facility plan is described in Section 3.2.4? Will the state also further clarify the distinction between the information required of 4.1.9 as it relates to 3.2.4 and the information required of 4.1.10 as it relates to 3.2.4?</p>	<p>Section 3.2.4 describes the proposal requirements as they relate to the Facility Plan.</p> <p>The Facility Plan should be included with the Project Management Plan only. The reference to 3.2.4 Project Facilities in 4.1.10 should be disregarded.</p>



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
62.	3.2.10 and 3.2.11	98-99, and 101		RFP Section 3.2.10 is identified as "Other Optional Services," and there is no RFP Section 3.2.11, though both are referenced in Section 4.1 as Vendor Proposed Services (as referenced in RFP Section 3.2.10) and BMS Optional Services (as referenced in RFP Section 3.2.11). Will the state clarify its reference to 3.2.10 and 3.2.11? Is Section 3.2.11 a correct reference?	Section 3.2.10 Other Optional Services is the correct reference. All references to Section 3.2.11 should be disregarded.
63.	Appendix E	E-1, E-90		Per the table of contents, section 6 is referenced as Program Integrity, which starts on page 90. The table of contents also shows Pharmacy Point-of-Sale (POS) beginning on page 90. Will the state please confirm that Program Integrity has been removed?	Correct, Program Integrity requirements have been removed from this RFP. The POS requirements begin on RFP page E-90.
64.	PM.110	E-17		The RFP states: "Provider notifications should be linked to related documentation in the system." Can BMS provide more details on what this requirement means? A business scenario would be helpful.	This requirement is in reference to linking documents in the document management system.
65.	PM.135	E-18		The RFP states: "Ability to provide online, real-time, role-based access to the Provider information using a variety of secure methods, including: Point-of-service devices." What is the nature of provider information that will be queried using the Point of Service devices?	Provider information that might be queried using a point of service device may include but not be limited to provider file data such as address, contact info, demographics; provider identity verification via fingerprint biometrics, provider enrollment status, claim payment detail and authorization detail.
66.	PM.142	E-18		The RFP states: "Ability to maintain and display an audit trail of all changes to Provider attributes, including date/time and username/source of change (for an amount of time to be defined by BMS)." Can BMS specify what is the 'worst-case' scenario for the amount of time that the audit trail would have to be maintained? The amount of time is required to size the storage needs of the system.	Three (3) years.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
67.	Appendix F, II.10	F-3		The RFP states: "Receive and respond to all member eligibility and benefit questions." Are the number and type of inquires available (average/peak daily traffic)?	No.
68.	Appendix F, II.13	F-3		The RFP has the requirement to "Perform Member outreach" which includes a requirement for mailings and attendance at Town Hall meetings. Can the Department provide the number of expected town halls? Will postage and printing be cost reimbursed?	No more than twenty (20) town hall meetings will be held per BMS's discretion. Postage costs are a pass through cost. The Vendors will bear the cost of printing.
69.	Appendix F, IV.1	F-4		The RFP states: "Receive and respond to all Provider enrollment and relations questions." The Dashboard attachment in the procurement library only supplied volume data from 1 week - which includes a holiday. Can the Department provide monthly averages for a full year to include peak daily traffic?	Annual volumes are as follows: Provider Inquiry – 190,327; Provider Enrollment – 28,039
70.	Appendix F, IV.3	F-4		The RFP states: "Generate and distribute Provider materials – Enrollment applications, billing instructions, etc." Can we assume these are electronic only – for download? If not, will printing and mailing costs be reimbursed?	Electronic format is preferred; however some provider materials may require printing. The cost for printing is the responsibility of the vendor. Mailing costs will be reimbursed.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
71.	GT.246	E-124		The RFP states: "AVRS system is to be compatible with the State's phone systems and with industry telephony standards. (State's telephone systems consist of POTS, PBX, and IP telephony phone systems)." What is the current PBX (Avaya/Cisco etc.) and version details? Also specify what are the interconnectivity requirements between the states phone system and the vendor's phone system solution.	The Bureau for Medical services receives its telecommunication services through a memorandum of understanding with the state's WV Office of Technology http://www.technology.wv.gov/about-wvot/Pages/default.aspx . Although the Bureau is currently using a fairly modern Cisco VOIP solution the specific details of for system would be provided by the WV Office of Technology after contract award to ensure the most current information regarding the state's telephony system is provided.
72.	GT.233	E-123		Regarding 13, Automated Voice Response System (AVRS), what are the call volumes for the AVRS from Members, Providers and Other Entities, specifically: Call volumes/day Peak call volumes/hour Maximum number of simultaneous calls?	This data is not available. BMS does not maintain a count of these AVRS transactions.
73.	GT.252	E-124		Regarding item 14, Call Center, what are the call volumes for the current call center from Members, Providers and Other Entities, specifically: Calls volumes/day Peak volume calls/hour Current Busy Hour Call Completion Rate?	Annual call volumes are as follows: Provider Inquiry – 190,327; EDI – 26,592; Pharmacy – 4,063; Provider Enrollment – 28,039; Member Inquiry - 30,394. The remaining metrics requested in this question are not available. BMS did not calculate the other inquiries listed for a year's worth of data.
74.	GT.252	E-124		Regarding item 14, Call Center, how many agents are currently staffed for the call center?	The State will not provide the number of Call Center staff.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
75.	GT.257	E-124		The RFP states: "Ability to use automated repeat calls." Please clarify and elaborate upon this requirement.	Disregard requirement #GT.257.
76.	GT.259	E-124		The RFP states: "Ability to use automated message purge function with activity reporting." What is "automated message" function and how is it tied to activity reporting. Please clarify and elaborate on this requirement.	Disregard requirement #GT.259.
77.	Appendix F, Section XIII	F-13		How many and which languages need to be supported by the AVR and Customer Service Call Center?	At this time, the Vendor must support English but the Vendor's phone system and Call Center must have the capability to support other languages as mandated by future federal and state regulations and/or laws.
78.	3.1.19	46		The RFP states: "Develop any bridges and integration code necessary for the replacement MMIS to interface with other State software and systems, e.g., DW/DSS, HIE, HIX, and Enterprise Resource Planning (ERP) – none of which are currently interfaced." Does the state require the contractor to actually integrate and configure interfaces to the state wide systems such as HIE and HIX as a part of this contract scope? Or is the requirement to ensure the necessary software, adapters, bridges, and integration code is procured under this contract to be implemented at a later date?	The Vendor will be required to develop the interfaces as noted in Appendix E, including the DW/DSS interface, and should factor these into their estimated cost on the Total Phase 1 Costs line of the cost sheet. Other systems that are anticipated but are not currently interfaced (including, but not limited to, the HIE, HIX and ERP) will need to be developed during the term of this contract, but these costs should not be factored into the Vendor's cost proposal.
79.	3.1.32	47		The RFP states: "Employ a Relational Database Management System (RDBMS) or Object Oriented Database Management System (OODMS), to create a data infrastructure that is easily configurable, role-based with 24 X 7 access to data, and use best in class analysis tools." Please provide the number of state staff users that will use the data analysis tools.	The best-in-class analysis tools should be part of the MMIS. A minimum of five (5) state users will use the data analysis tools.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
80.	3.2.2.1 Item#9	54		In section 3.2.2.1, for the Vendor Response Requirements and item 9, Workflow Management Plan, please provide a description of the contents and purpose of the workflow management plan.	The Workflow Management Plan should describe the Vendor's approach to development and implementation of business workflows, including (but not limited to) business process review and end-user involvement.
81.	2.5.3.2	41		The RFP states: "Master Data Management Solution. DHHR has initiated the process of procuring a Master Data Management (MDM) solution. The vision is to provide a single view of data across the breadth of the organization. Management of the Master Data includes clients, providers of services to clients, and many other business objects. In order to unite these business objects across the applications used by the Department, the business objects have to be consolidated, standardized, and cleansed. This requires one- or two-way communications between the various applications and the MDM solution. The first three systems to be tied into the MDM are intended to be Recipient Automated Payment and Information Data System (RAPIDS), On-line Support Collections and Reporting (OSCAR), and Families and Children Tracking System (FACTS)." Does DHHR intend to include the new MMIS solution will be tied into the Master Data Management solution under the scope of this contract?	This work is expected to be performed as an enhancement, and therefore associated costs should not be factored into the Vendor's cost proposal.
82.	3.2.6.2.1 Item #5	84		Please clarify and describe what the state expects to be performed for the following: "5. Demonstration of the creation of validated data models."	The Vendor must use industry best practices in development of validated data models.



Ques #	RFP Section	RFP Page	RFP Requirement Text	Question	Answer
83.	WV Dashboard Report	Procurement Library		A dashboard report within the procurement library provides information for a period of only one week of data, it does not provide monthly average receipts. In order to properly staff the operations, would the Bureau be able to provide monthly average receipts for each of the operational units? This would include number of paper receipts received in the mailroom on a monthly basis.	Monthly Volume of Claims for CY10 are as follows: Adpays-96; Dental – 41,770; Inpatient – 5,469; Inpatient Crossover – 4,460; LTC 9,186; Outpatient 74,114; Outpatient Crossover – 17,888; Part B Crossover – 153,317; Pharmacy – 817,452; Practitioner 402,171. BMS does not keep track of mailroom receipts, but about 97% of claims are electronic.
84.	General Sizing			In order to properly size hardware and software, please identify the number of documents and the total number of pages that are expected to be converted to the offeror's EDMS solution.	BMS does not keep a count.
85.	General Sizing			In order to properly size hardware and software, please provide the average number of documents, document types, and pages received each month.	BMS does not keep a count.
86.	General Sizing			Can BMS please provide the estimated number of department and other stakeholder users of the MMIS?	Approximately 550 users, not including the Fiscal Agent staff.
87.	PM. 31	E-13		The RFP states: "Ability to conduct re-verification of currently enrolled Provider, based on BMS-specified conditions. (Specified conditions will be determined during DDI)." Is this requirement related to re-verification of Providers before implementation or an ongoing re-verification post-implementation?	Ongoing re-verification post-implementation.



Change To RFP	Current RFP Language Reads:	RFP Language Updated to Read:
3.2.3.2 <i>Continuously Dedicated Staff</i>	2. Data Conversion Specialist* 3. Interface Specialist*	2. Data Conversion Specialist 3. Interface Specialist
3.3.1 <i>Bid and Performance Bonds:</i>	Non-applicable.	No bid bond is required for this procurement. Vendor shall provide a performance bond for 50% of the cost of DDI upon execution of the contract. Vendor shall provide a performance bond, prior to commencement of operations for 100% of the estimated cost of annual operations, to be renewed annually.
4.1 <i>Technical Proposal Format</i>	<ul style="list-style-type: none"> • BMS Optional Services (as referenced in RFP Section 3.2.11). 	<ul style="list-style-type: none"> • BMS Optional Services (as referenced in RFP Section 3.2.10).
4.1.9 <i>Project Approach and Solution</i>	<ul style="list-style-type: none"> • A detailed proposal for providing the services as described in the following Part 3 Procurement Specifications sections: <ul style="list-style-type: none"> o 3.2.2 Project Management; o 3.2.7 Phase 2: Fiscal Agent Operations; o 3.2.8 Phase 3: Turnover and Close-Out; and o 3.2.9 Drug Rebate Solution. 	<ul style="list-style-type: none"> • A detailed proposal for providing the services as described in the following Part 3 Procurement Specifications sections: <ul style="list-style-type: none"> o 3.2.2 Project Management; o 3.2.4 Project Facilities; o 3.2.7 Phase 2: Fiscal Agent Operations; o 3.2.8 Phase 3: Turnover and Close-Out; and o 3.2.9 Drug Rebate Solution.



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<p>4.1.10 <i>Solution Alignment with BMS' Business and Technical Needs</i></p>	<ul style="list-style-type: none"> • A detailed proposal addressing the Vendor response requirements set forth in the following Part 3 Procurement Specifications sections: <ul style="list-style-type: none"> ○ 3.2.1 Proposed West Virginia MMIS; ○ 3.2.4 Project Facilities; and ○ 3.2.6 Phase 1: MMIS Replacement DDI and CMS Certification Planning. 	<ul style="list-style-type: none"> • A detailed proposal addressing the Vendor response requirements set forth in the following Part 3 Procurement Specifications sections: <ul style="list-style-type: none"> ○ 3.2.1 Proposed West Virginia MMIS; ○ 3.2.6 Phase 1: MMIS Replacement DDI and CMS Certification Planning.
<p>4.1.14.4 <i>Drug Rebate Optional Services Costs</i></p>	<p>Vendors must propose a composite billing rate for staffing the Optional Drug Rebate Services described in Section 3.2.9. Annual staffing rates must be provided separately for Drug Rebate Program Management services and Drug Rebate Accounts Receivable Management services, for each operational and optional year exercised by the Bureau. These costs will not be considered in the cost bid evaluation scoring.</p>	<p>Vendors must propose a composite billing rate for staffing the Optional Drug Rebate Services described in Section 3.2.9. Annual staffing rates must be provided separately for Drug Rebate Program Management services and Drug Rebate Accounts Receivable Management services, for each operational and optional year exercised by the Bureau. These costs will be considered in the cost bid evaluation scoring.</p>
<p>Appendix E <i>Business and Technical Requirements Table of Contents</i></p>	<p>6. Program Integrity..... 90 7. Pharmacy Point-of-Sale (POS).....90 8. General and Technical.....110</p>	<p>6. Pharmacy Point-of-Sale (POS).....90 7. General and Technical.....110</p>
<p>Appendix E <i>7. General and Technical (GT)</i></p>	<p>GT.257 Ability to use automated repeat call options. GT.259 Ability to use automated message purge function with activity reporting.</p>	<p>GT.257 Requirement deleted. GT.259 Requirement deleted.</p>



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<p>Appendix K <i>HIPAA Business Associate Addendum</i></p>		<p>Use the link provided below to obtain a complete and recent version of the HIPAA Business Associate Addendum. http://www.dhhr.wv.gov/bms/ProcurementNotices/Documents/HIPAA BAA_20100802.pdf</p>
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ATTACHMENT II

RFP REQUIREMENTS CHECKLIST

The RFP Requirements Checklist is a detailed listing of every general, technical, functional, staffing, and performance requirement. The Vendor is to crosswalk each RFP requirement (A) to the site where it is addressed in its proposal (Columns B and C). The RFP Requirements Checklist may be recreated by the vendor, but must be presented in the format shown here, i.e., formatting, including all header and Column A information, must be preserved and presented as shown here. The Vendor is not expected to restate requirements verbatim in Column A, but may include an abbreviated reference to requirements for the sake of ease of preparation and review.

A		B	C
MMIS RFP Requirements		Proposal Section	Proposal Page No.
3.1			
3.1.1			
3.1.2			
3.1.3			
3.1.4			
3.1.5			
3.1.6			
3.1.7			
3.1.8			
3.1.9			
3.1.10			
3.1.11			
3.1.12			
3.1.13			
3.1.14			
3.1.15			
3.1.16			
3.1.17			
3.1.18			
3.1.19			
3.1.20			
3.1.21			
3.1.22			
3.1.23			
3.1.24			
3.1.25			
3.1.26			
3.1.27			
3.1.28			
3.1.29			



A		B	C
MMIS RFP Requirements		Proposal Section	Proposal Page No.
3.1.30			
3.1.31			
3.1.32			
3.1.33			
3.1.34			
3.1.35			
3.1.36			
3.1.37			
3.1.38			
3.1.39			
3.1.40			
3.1.41			
3.1.42			
3.1.43			
3.1.44			
3.1.45			
3.1.46			
3.2	NA – OMITTED FROM THIS TABLE	NA	NA
3.3	NA – OMITTED FROM THIS TABLE	NA	NA
4.1			
4.1.1			
4.1.2			
4.1.3			
4.1.4			
4.1.5			
4.1.6			
4.1.7			
4.1.8			
4.1.9			
4.1.10			
4.1.11			
4.1.12			
4.1.13			
4.1.14			
4.1.15			



Appendix L – Special Terms and Conditions



Disclosure by Fiscal Agents: Information on ownership and control.

42 CFR 455.104 requires Medicaid agencies to obtain ownership and control disclosures from entities including fiscal agents. These regulations require that disclosures be made:

- (i) Upon the fiscal agent submitting the proposal in accordance with the State's procurement process.
- (ii) Upon the fiscal agent executing the contract with the State.
- (iii) Upon renewal or extension of the contract.
- (iv) Within 35 days after any change in ownership of the fiscal agent.

To ensure compliance with these regulations, the following disclosures must be submitted with each proposal

- (1)(a) The name and address of any person (individual or corporation) with an ownership or control interest in the disclosing entity or fiscal agent. The address for corporate entities must include as applicable primary business address, every business location, and P.O. Box address.
- (b) Date of birth and Social Security Number (in the case of an individual).
- (c) Other tax identification number (in the case of a corporation) with an ownership or control interest in the disclosing entity or fiscal agent or in any subcontractor in which the disclosing entity or fiscal agent has a 5 percent or more interest.
- (2) Whether the person (individual or corporation) with an ownership or control interest in the disclosing entity or fiscal agent is related to another person with ownership or control interest in the disclosing entity as a spouse, parent, child or sibling; or whether the person (individual or corporation) with an ownership or control interest in any subcontractor in which the disclosing entity or fiscal agent has a 5 percent or more interest is related to another person with ownership or control interest in the disclosing entity as a spouse, parent, child or sibling.
- (3) The name of any other disclosing entity or fiscal agent in which an owner of the disclosing entity or fiscal agent has an ownership or control interest.
- (4) The name, address, date of birth, and Social Security Number of any managing employee of the disclosing entity or fiscal agent.

This information must be submitted in a separately labeled attachment within the proposal and will not count in previously defined page limitations.



Ownership and Control Interest Disclosures

Any person with an ownership or control interest in the disclosing entity or fiscal agent or subcontractor in which the disclosing entity has a 5% or more interest must be listed. This includes owners and managing employee(s) of the disclosing entity. The address for corporate entities must include primary business address, every business location and P.O. Box Address. If you are required to provide this information for multiple persons (individuals and corporations) you may attach a separate page. For the attached page label it at the top of the page with **Supplement, Ownership Disclosures.**

Name _____

Address: _____

Address: _____

Address: _____

Date of Birth: _____

Social Security Number: _____

Federal Employer ID Number: _____

Relationship and Subcontractor Disclosures:

For each ownership or control interest listed, disclose any relationship to another person (parent, spouse, child or sibling) including control interest in subcontractors who has an ownership or control interest in the disclosing entity. If additional space is needed, you may attach a separate page. For the attached page, label it at the top of the page with **Supplement, Owner Relationships.**

Owner Name	Relationship	Owner Name



Contract Application

Notwithstanding any other provision of this Contract to the contrary, unless the Vendor objects in writing to notice from the State, the prices, terms and conditions set forth in the original Contract and subsequently executed change orders and amendments shall be extended to any state agency, United States Territory, or political subdivision seeking such services. The Vendor shall negotiate a separate agreement for any such entity regarding the terms and conditions for billing the entity directly for those contracted services, and all preliminary services related to implementing the contractual provisions, including but not limited to feasibility studies, equipment purchases and software purchases.