ITS Mississippi Department of
Information Technology Services

3771 Eastwood Drive
Jackson, MS 39211-6381
Phone: 601-432-8000
Fax: 601-713-6380
www.its.ms.gov

Craig P. Orgeron, Ph.D., Executive Director

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4082 for the Mississippi State Department of Health (MSDH)

From: Craig P. Orgeron, Ph.D.

Date: June 14, 2018

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Khelli Reed

Contact Phone Number: 601-432-8194

Contact E-mail Address: khelli.reed@its.ms.gov

RFP Number 4082 is hereby amended as follows:

1.   **Title page, INVITATION is modified as follows:**

       INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until June 29, 2018 @ 3:00 p.m. Central Time for the acquisition of the products/services described below for Mississippi State Department of Health.

2.   **Title page, third box is modified as follows:**

<table>
<tr><td align="center">

PROPOSAL, SUBMITTED IN RESPONSE TO
RFP NO. 4082
DUE ~~June 19, 2018~~ June 29, 2018 @ 3:00 p.m.,
ATTENTION: Khelli Reed

</td></tr>
</table>

3.   **ITS RFP Response Checklist, Item 1, is being modified to read:**

       One clearly marked original response and ~~four (4)~~ five (5) identical copies of the complete proposal. Label the front and spine of the three-ring loose-leaf binder with the Vendor name and RFP number. Include the items listed below inside the binder. Please DO NOT include a copy of the RFP in the binder.

4.   **Section II Proposal Submission Requirements, Item 9.1 is being modified to read:**

The Vendor is required to submit one clearly marked original response and ~~four (4)~~ <u>five (5)</u> identical copies of the complete proposal, including all sections and exhibits, in three-ring binders.

5. **Section VII Technical Specifications, Item 3 General Overview and Background, is being modified to read:**

MSDH is seeking to procure a scalable~~, electronic health record~~ system that ~~uses~~ <u>interfaces with</u> CAREWare. The software will be used for managing and monitoring patients' eligibility information, HIV clinical and supportive care, and for producing completed Ryan White HIV/AIDS Services reports. The system must be cloud-based and hosted by the Vendor.

6. **Section VII Technical Specifications, Item 3 General Overview and Background, is being modified to add:**

<u>The Ryan White (RW) Program's functionality is to process applications for the AIDS Drug Assistance Program (ADAP). It has been in existence since 1991. ADAP is a part of the Prevention and Treatment Division, which was previously referred to as Care and Services, and is funded through the Ryan White Part B Program.</u>

<u>ADAP allows individuals to access health care services for HIV and other support services. MSDH currently processes Ryan White applications manually. The Program Area processes the applications for approval/disapproval, as well as sends correspondence to patients, providers, and MSDH Pharmacy.</u>

<u>MSDH is seeking to procure an electronic application system that will allow for more efficient processing and file storage. The proposed application system must be streamlined and include functionalities such as, but not limited to: multi-level security support, data retrieval, audit log, import/export expertise, systems integration, reporting, file storage, and system updates in a timely manner with accuracy and hosting.</u>

7. **Section VII Technical Specifications, Item 4 Project Schedule is amended as follows:**

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	06/~~06~~14/2018
Open Proposals	06/~~19~~29/2018
Evaluation of Proposals	06/~~19~~29/2018
Contract Negotiation	July 2018
Proposed Project Implementation Start-up	08/01/2018
Project Go-Live Deadline	TBD

8. **Section VII Technical Specifications, Item 6 is being modified to read:**

~~CAREWare~~ <u>ADAP</u> System Requirements

9. **<u>Section VII Technical Specifications, Item 6.1 General System Requirements, reprinted below, is hereby omitted.</u>**

6.1.1 The system must provide a cloud-based environment solution.

6.1.2 The system must operate in a real-time environment. Vendor must detail how the proposed solution meets the requirement.

6.1.3 The system must provide TEST, QA, and Production environments with current data.

6.1.3.1 MSDH must approve that each environment is fully functioning before being moved to the next environment.

6.1.3.2 The Vendor must provide data conversion. The Vendor must provide complete details as to how the requirement will be met.

6.1.4 The system must provide data backups nightly with full redundancy.

6.1.5 The system must provide secure File Transfer Protocol (FTP) capability. The Vendor must provide complete details as to how the requirement will be met.

6.1.5.1 The system must provide 24/7 secure FTP access to the nightly backups. The Vendor must provide complete details as to how the requirement will be met.

6.1.6 The system must provide for encrypted data and data transmission. The Vendor must provide complete details as to how the requirement will be met.

6.1.7 The system must provide a secure data center.

6.1.8 The Vendor must supply regular training, which includes user-training for the system.

6.1.9 Vendor must propose multi-level training for at least ten (10) users and two (2) administrators of Agency personnel. Vendor must train a designated staff person in all aspects of systems administration for the proposed system. Agency staff must be trained in the competent use of the Electronic Health Record System modules as well as the query and reporting tools.

6.1.10 MSDH envisions a train-the-trainer approach to provide training to remote staff. Vendor must provide training material in a format that is easily repeatable.

6.1.11 Vendor must describe the proposed training plan to include class objectives, scope, length of each class, class size and subject materials to be taught, and identify the costs associated with this requirement.

6.1.12 In addition, Vendor must furnish a training tutorial that will enable a new employee to perform system-related functions from day one of employment. This tutorial must take the employee through a stepwise introduction of each task necessary to perform any function of the system. The tutorial must be updated with each update the Vendor makes to their application software.

6.1.13 The system must be accessible at least ninety nine percent (99%) of the time, twenty-four (24) hours a day, seven days a week, except for scheduled maintenance and

required repairs, and except for any loss or interruption due to causes beyond the control of Vendor.

6.1.13.1 In the event that MSDH or an Active User is unable to achieve the 99% application availability due to causes that are not beyond the control of Vendor, the Vendor shall be required to reimburse MSDH twenty five percent (25%) of the monthly hosting fees for each (24) hour day during which there were such incidents of unavailability.

6.1.13.2 In the event that MSDH or an Active User is unable to achieve the 99% application availability due to causes beyond the control of Vendor, the Vendor shall not be required to reimburse MSDH twenty five percent (25%) of the monthly hosting fees for each (24) hour day during which there were such incidents of unavailability.

6.1.14 The system must provide scheduled maintenance and updates.

6.1.14.1 The Vendor will give at least 48 hour notice to MSDH prior to scheduled maintenance and updates.

6.1.15 The system must provide technical support by phone during normal business hours (7:00 am – 6:00 pm CST) and email support at other times for program related issues.

6.1.15.1 The Vendor must respond to all support inquiries within 48 hours.

6.1.16 The system must adhere to the Personal Identification Information of the Privacy Act in the Business Associate Agreement (BAA). See the BAA attached as Exhibit B.

6.1.17 The system must be Health Insurance Portability and Accountability Act (HIPAA) compliant.

6.1.18 It is preferred, not required, that the Vendor provide a Demo CD of the proposed system. This should be a generalized demo that covers the main components of the Vendor's system. Scoring will not be rated unfavorably if the Vendor does not satisfy this preference.

6.1.19 Vendor must submit, as a part of this proposal, a high-level Project Work Plan that outlines the overall strategy and approach to providing the requested System and services. The Plan must contain all significant work steps required for provision of the requested services. Timeframes must be specified in terms of work days or weeks after contract signing. The Plan must include the elements listed below.

6.1.19.1 The Plan must incorporate all tasks to be accomplished;

6.1.19.2 The Plan must address all project deliverables, including implementation, acceptance testing, schedule for actual functional and system testing, and go-live date;

6.1.19.3 The Plan must include resource estimates for both the Agency and Vendor timelines; and

6.1.19.4 The Plan must address assumptions that the Vendor has made based on the information rendered in these specifications.

10. **Section VII Technical Specifications, Item 6.1 General System Requirements is being added:**

6.1.1 **MANDATORY:** The system must be hosted and web-based.

6.1.2 **MANDATORY:** The system must operate in a real-time environment. Vendor must detail how the proposed solution meets the requirement.

6.1.3 **MANDATORY:** The system must be able to transfer data to the CAREWare system.

6.1.4 **MANDATORY:** The system must have the capability to scan files into the system.

6.1.5 The system must be able to delete duplicate records.

6.1.6 The system must provide TEST, QA, and Production environments with current data.

6.1.6.1 MSDH must approve that each environment is fully functioning before being moved to the next environment.

6.1.7 The system must provide data backups nightly with full redundancy.

6.1.8 The system must provide secure File Transfer Protocol (FTP) capability. The Vendor must provide complete details as to how the requirement will be met.

6.1.8.1 The system must provide 24/7 secure FTP access to the nightly backups. The Vendor must provide complete details as to how the requirement will be met.

6.1.9 The system must provide for encrypted data and data transmission. The Vendor must provide complete details as to how the requirement will be met.

6.1.10 The system must be housed in a secure data center.

6.1.11 The system must be accessible at least ninety nine percent (99%) of the time, twenty-four (24) hours a day, seven days a week, except for scheduled maintenance and required repairs, and except for any loss or interruption due to causes beyond the control of Vendor.

6.1.12 The system must provide scheduled maintenance and updates to the system.

6.1.12.1 The Vendor will give at least 48-hour notice to MSDH prior to scheduled maintenance and updates.

6.1.13 The system must provide technical support by phone during normal business hours (7:00 am – 6:00 pm CST) and email support at other times for program related issues.

6.1.13.1 The Vendor must respond to all support inquiries within 2 hours.

6.1.14 The system must be Health Insurance Portability and Accountability Act (HIPAA) compliant.

6.1.15 The system must have Active Directory log-in.

6.1.16 The System must allow patients to receive notifications. The Vendor must provide complete details as to how the requirement will be met.

6.1.17 The system must adhere to the Personal Identification Information of the Privacy Act in the Business Associate Agreement (BAA). See the BAA attached to RFP.

6.1.18 It is preferred, not required, that the Vendor provide a Demo CD of the proposed system. This should be a generalized demo that covers the main components of the Vendor's system. Scoring will not be rated unfavorably if the Vendor does not satisfy this preference.

6.1.19 Vendor must submit, as a part of this proposal, a high-level Project Work Plan that outlines the overall strategy and approach to providing the requested System and services. The Plan must contain all significant work steps required for provision of the requested services. Timeframes must be specified in terms of work days or weeks after contract signing. The Plan must include the elements listed below.

6.1.19.1 The Plan must incorporate all tasks to be accomplished;

6.1.19.2 The Plan must address all project deliverables, including implementation, acceptance testing, schedule for actual functional and system testing, and go-live date;

6.1.19.3 The Plan must include resource estimates for both MSDH and Vendor timelines; and

6.1.19.4 The Plan must address assumptions that the Vendor has made based on the information rendered in these specifications.

6.1.19.5 The Vendor must provide data conversion. The Vendor must provide complete details as to how the requirement will be met.

11. **Section VII Technical Specifications, Item 6.2.2.1 is being added:**

6.2.2.1 Patients must be able to enter their own information into the system for the ADAP registration. The Vendor must provide complete details as to how the requirement will be met.

12. **Section VII Technical Specifications, Item 6.2.3.1 is being added:**

6.2.3.1 Patients must be able to enter their own information into the system for recertification. The Vendor must provide complete details as to how the requirement will be met.

13. **Section VII Technical Specifications, Item 6.2.8 is being modified to read:**

6.2.8 The system must maintain client profile information, including the following:

6.2.8.1   Full name

6.2.8.2   Client ID

6.2.8.3   Social Security Number

6.2.8.4   Unique Record Number (URN)

6.2.8.5   Sex

6.2.8.6   Race

6.2.8.7   Ethnicity, including Hispanic subgroup

6.2.8.8   Phone Number(s)

6.2.8.9   Street Address

6.2.8.10 City, State

6.2.8.11 County

6.2.8.12 Zip Code

6.2.8.13 Date of Birth

6.2.8.14 Case Notes

6.2.8.15 History of communications with client

14.   Section VII Technical Specifications, Item 6.2.14 is being added:

6.2.14 The system must have VPN access.

15.   Section VII Technical Specifications, Item 6.2.15 is being added:

6.2.15 The system must be divided into different facilities and clinics.

6.2.15.1 Each facility and clinic must have its own access in the system.

6.2.15.2 Users from each facility and clinic must not have the capability to see other patients' information from other facilities and clinics.

 6.2.15.3 Each patient must be assigned to a specific facility.

6.2.15.4 The system must have the capability to move patients from one facility to another.

16.   Section VII Technical Specifications, Item 6.2.16 is being added:

6.2.16 The system must include the ability for users to manage and maintain patient enrollment history. The Vendor must provide complete details as to how the requirement will be met.

17. **Section VII Technical Specifications, Item 6.2.17 is being added:**

6.2.17 MSDH Pharmacy Requirements

6.2.17.1 The system must be able to send notifications to the MSDH Pharmacy. Vendor must provide details as to how this requirement will be met.

6.2.17.2 The system must be able to scan prescriptions into the system. Vendor must provide details as to how this requirement will be met.

6.2.17.3 The system may need to integrate with the Pharmacy's QS1 system. Vendor must provide details as to whether or not this requirement can be met.

18. **Section VII Technical Specifications, Item 6.2.18 is being added:**

6.2.18 Audit Log Requirements

6.2.18.1 The system must have an audit trail/change log. Vendor must provide details as to how this requirement will be met.

6.2.18.2 The audit log must show how many reports were started and completed.

6.2.18.3 The audit log must show when an application was first put into the system and any changes that were made to it.

6.2.18.4 The audit log must maintain an on-going log of who accessed, made changes to, deleted, etc. a file. Vendor must provide details as to how this requirement will be met.

19. **Section VII Technical Specifications, Item 6.2.19 is being added:**

6.2.19 Training Requirements

6.2.19.1 The Vendor must give face-to-face administrative training for four (4) people. Vendor must train four (4) designated staff in all aspects of systems administration for the proposed system.

6.2.19.2 The Vendor must give face-to-face initial training to 10 users.

6.2.19.3 The Vendor must provide ongoing online training for users.

20. **Section VIII Cost Information Submission is being modified to read:**

Section VIII, Cost Information Submission is being replaced with the attached Revised Cost Information Submission.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Is it acceptable to take general exception and defer to negotiate after the contract has been executed?

Response: **No, Vendor cannot submit a new exception after the contract has been executed. Vendor must list all exceptions on the Proposal Exception Summary Form, included in the proposal submission. If no Proposal Exception Summary Form is included, the Vendor is indicating that he takes no exceptions. Vendors who sign the Submission Cover Sheet may not later take exception during contract negotiations.**

Question 2: What is the total number of full-time/part-time physicians?

Response: **MSDH does not have a definitive number of physicians because they are not all users of the current CAREWare system.**

Question 3: What is the total number of mid-levels?

Response: **MSDH does not have the total number of mid-levels.**

Question 4: What is the total number of users?

Response: **MSDH does not have the total number of users.**

Question 5: What is the total number of concurrent users?

Response: **MSDH does not have the total number of concurrent users.**

Question 6: What is the total number of locations?

Response: **MSDH currently has 17 clinical locations that have actively used domains in CAREWare. New clinics apply regularly; therefore, that number is constantly updated.**

Question 7: Is each location a separate domain? Do clinics share patient data across the different locations?

Response: **Yes, each location/provider is a separate domain in CAREWare. No, the clinics do not share patient data across the different locations.**

Question 8: What are you currently using for a Practice Management System?

Response: **MSDH is not using a Practice Management System as all documentation is in paper format.**

Question 9: Will you remain on your current Practice Management System or do you plan to use a new Practice Management System?

Response: **MSDH is not using a Practice Management System as all documentation is in paper format.**

Question 10: Is it possible to be granted an extension for the proposal submission deadline?

Response: **Due to the delay in posting the RFP Questions and Clarifications Memorandum, the Proposal Submission deadline has been extended to June 29, 2018. See the revised Project Schedule above.**

Question 11: In the RFP Response Checklist (page 2), what does "Please DO NOT include a copy of the RFP in the binder" mean?

Response: **When submitting your proposal, do not include an extra copy of the RFP as was published on the ITS website. The binder should include required responses to the RFP, but it should not have an extra copy of the RFP that does not include Vendor responses.**

Question 12: Item 5.8 states, "The Vendor must provide all software components and implementation services (data conversion, installation, training, support and other services) with sufficient knowledge transfer to MSDH personnel as necessary for turnkey implementation of the proposed solution." What is the data that is being converted?

Response: **Currently, all data is in paper format. It will need to be scanned into the new system.**

Question 13: Can you provide your payor mix?

Response: **MSDH cannot provide the Payor mix until after the contract has been fully executed. The program is funded through Federal dollars.**

Question 14: Do you use a clearinghouse? What Vendor?

Response: **No, this system does not have a clearing house associated with it.**

Question 15: Can you provide your UDS table 5 details?

Response: **MSDH does not use a UDS table 5.**

Question 16: Item 6.2.13 states, "The system must provide the users with access control (sharing) capabilities. The Vendor must provide details as to how this requirement will be met." What do you mean by "access control"? Can you provide an example?

Response: **Access control is allowing individual patients/providers the ability to initiate logons when they are applying to the CAREWare System. MSDH may be required to initiate logons if the Active Directory function does not work. The staff would need the ability to retrieve uploaded information**

from the patient/provider. Additionally, the staff requests the ability to transfer patients from one clinic to another.

Question 17: Please advise if there is a specific format for the proposal response.

Response: **There is no specific format for the proposal response; however, Section II, Proposal Submission Requirements, provides information required to submit a response to this RFP.**

Question 18: Please advise if we need to include all the sections mentioned in the RFP, such as, Configuration Summary, Legal Information and Vendor Information in proposal response.

Response: **The Configuration Summary must be included in your proposal response. There are no responses required for Section IV Legal Information and Section III Vendor Information. Please see Section VII Technical Specifications regarding how to respond to each outline.**

Question 19: Please advise if the proposal can be delivered via email.

Response: **No. Proposals or alterations by fax, e-mail, or phone will not be accepted. Please see Item 4, in Section II, Proposal Submission Requirements.**

Question 20: Do we need to maintain provider's information in system?

Response: **Yes. The system will need to maintain the providers' information. A current list of CAREWare providers are as follows: AHCHC, AIDS Healthcare Foundation, Anderson Infectious Disease Clinic, Coastal Family Health Center, Crossroads – McComb, Crossroads Clinics North, DePorres Health Clinic, Family Health Center Laurel, GA Carmichael Family Health Center, Greenwood/Leflore Hospital/Magnolia Medical Clinic, Jackson-Hinds CHC, MSDH - Crossroads Clinics Central, NMMC - Garfield, Open Arms Healthcare Center, SEMRHI, UMC Special Care Dentistry, University of Mississippi Adult HIV Program, University of Mississippi Pediatric HIV Program, and Yazoo Dental Clinic.**

Question 21: How many types of health care services are provided through CAREWare?

Response: **CAREWare does not provide Health Care Services.**

Question 22: Please provide more detail on three differing clinics of Mississippi Medical Center.

Response: **Due to its size, the University of Mississippi Medical Center has three separate domains in the CAREWare system, as opposed to one domain. Each domain functions in CAREWare independent of each other.**

Question 23: How are funds managed in providing services to patients?

Response: **Funding is managed as a separate entity from the system.**

Question 24:   Items 6.24 – 6.2.4.7 state, "The system must include the ability for users to change and maintain the following without programming.
6.2.4.1 Data validation and eligibility rules
6.2.4.2 Form approvals and workflow
6.2.4.3 Process forms, including approval, rejection, returning for more information, and temporary approvals
6.2.4.4 Support multiple forms
6.2.4.5 Support Ryan White (multi-part) application forms
6.2.4.6 Support Insurance Premium Assistance application forms
6.2.4.7 Manage eligibility dates and notifications based on expiring eligibility."

Please specify the eligibility criteria to be considered.

Response: **This system does not determine eligibility.   ADAP eligibility staff determines if a patient is eligible.**

Question 25:   Item 6.2.6 states, "The system must send users notifications of system events and reminders. The Vendor must provide details as to how this requirement will be met." Please specify the types of alerts and notifications that are required.

Response: **Notifications will be sent to patients via phone, email, or text messaging. The type of notification is determined by the method the patient provides.**

Question 26:   Item 6.2.6 states, "The system must send users notifications of system events and reminders. The Vendor must provide details as to how this requirement will be met." Please specify the user groups that will receive alerts and notifications.

Response: **Patients, providers, ADAP staff, and ADAP management are the user groups who will receive alerts/notifications.**

Question 27:   Item 6.2.3 states, "Users must be able to enter and maintain Mississippi's ADAP recertification forms. Vendor must provide details as to how this requirement will be met."
Item 6.2.4.5 states, "Support Ryan White (multi-part) application forms."
Item 6.2.4.6 states, "Support Insurance Premium Assistance application form."

Please specify approximately how many forms does the State want the system to support.

Response: **The system will support between 7 and 10 forms.**

Question 28:   Please specify if Active Directory or any other source is used for user authentication and authorization.

Response: **Active Directory is used for authentication and authorization for MSDH employees. Other users will be have separate logins from Active Directory.**

Question 29:   Please specify if the State needs an option for payment and invoicing.

Response: **No. Payment and invoicing will not be done through the online ADAP application.**

Question 30: Please specify if the State needs features such as scheduling appointments and follow-ups.

Response: Appointments will not be set up using the ADAP application. Notifications will be sent to clinics and ADAP staff alerting them of updates and new submissions.

Question 31: Please specify if vendors should send the Cost Information as a separate document.

Response: The Cost Information Submission form should be included within the proposal submission. It should be submitted in its own section of the proposal. It does not need to be submitted as a separate document.

Question 32: Does the State want the Vendor to add the Reference Form in the response documents or should the Vendor submit it as a separate document?

Response: The Reference Form should be included within the proposal submission. It should be submitted in its own section of the proposal. It does not need to be submitted as a separate document.

Question 33: Please specify if Vendors should submit Standard Contract as a separate document.

Response: The Standard Contract is provided by ITS and it is listed as Exhibit A.

Question 34: Please advise if document management should be a part of the requirement. That is, although all the applications processing will be electronically, will supporting documentation need to be uploaded and stored as part of the application?

Response: The system needs to store historical data, including documentation uploaded by patients, in the online application forms.

Question 35: Please advise if the State wants to include ongoing system maintenance in the pricing proposal.

Response: Yes, the State will need on-going maintenance and hosting costs in the pricing proposal.

Question 36: Please advise if the State prefers Microsoft.net or Java platform.

Response: MSDH prefers Microsoft.Net, but Java can also be used.

Question 37: Please advise if the State intends on adapting workflows to the chosen system. That is, does the State intend to keep current workflows in place or is it open to using the system's workflows?

Response: MSDH will use the system's workflows.

Question 38: Please advise if the State can share the current workflows used in the application process?

Response: **Currently, MSDH does not have system workflows.**

RFP responses are due ~~June 19, 2018~~ June 29, 2018, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Khelli Reed at 601-432-8194 or via email at khelli.reed@its.ms.gov.

cc: ITS Project File Number 44087

ATTACHMENT: Revised Cost Information Submission