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State of California—Health and Human Services Agency
Department of Health Care Services



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GOVERNOR

November 20, 2015

Dear Interested Parties:

CALIFORNIA DENTAL ADMINISTRATIVE SERVICES ORGANIZATION REQUEST FOR PROPOSAL 13-90271

ADMINISTRATIVE BULLETIN 3

Administrative Bulletin 3, issued by the California Department of Health Care Services (DHCS), Office of Medi-Cal Procurement (OMCP), announces release of information pertaining to Request for Proposal (RFP) #13-90271 for the California Dental Administrative Services Organization (ASO) procurement. DHCS provides notification to interested parties of the following:

Enclosed with this Administrative Bulletin is the release of DHCS' official responses to questions submitted by prospective Proposers. Prospective Proposers are reminded that no additional questions will be accepted, with the exception of questions or inquiries as described in RFP Section G, Proposer Questions.

Prospective Proposers can view and download the California Dental ASO RFP and other material relative to this procurement from the following internet site:

http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPDentalAsoDNLD.aspx

If unable to obtain the RFP, Administrative Bulletins, Addenda, etc., via the Internet, prospective Proposers are encouraged to contact OMCP at (916) 552-8006 or omcprfp2@dhcs.ca.gov to request disk or hard copy versions of the document(s).

Thank you for your continued interest in the California Dental ASO procurement.

Sincerely,

Original Signed by *Kevin Morrill*

Kevin Morrill, Chief
Office of Medi-Cal Procurement

Enclosure

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
1	General	Section: 44b & c; j; Page(s): 61-63	How many state personnel are required during the takeover period? Is it just the 10 with takeover specific roles, or all 50 related to onsite monitoring and auditing?	Please clarify	No RFP change required. The State will adjust the number of staff necessary as Takeover progresses.
2	General	Section: Attachment II, Section C, Beneficiary Outreach; Page(s): 41 of 246	Could DHCS provide number of beneficiaries enrolled in Medicaid per county, breaking the figures 0-5, 6-9, 10-21, 21+? Can DHCS provide these figures for each of the last 2+ (ideally 5) years? Can DHCS provide county by county eligibility and utilization figures per the above breakouts and periods?	Please clarify	No RFP change required. Please refer to the Data Library for this information.
3	General	Section: General; Page(s): General	Please confirm the start date for the beginning of the Base Year as used for measurement purposes.	Please clarify	No RFP change required. The time frame used in Base Year measurements will vary based on the item being measured. In some cases Base Year information has not yet been calculated and the start date range will be determined after the data has been collected and aggregated.
4	General	Section: General; Pages: General	If an ASO Contractor would like to expand their operations to care delivery, therefore, operating dental clinics in California for the purpose of expanding access to Denti-Cal members, is that a conflict that would be considered by DHCS?	Please define if this is perceived as a conflict.	No RFP change required. The ASO contractor adjudicating their own claims appears to be a conflict of interest. However, DHCS and the ASO Contractor may be able to develop a conflict of interest mitigation plan that would make this possible.
5	RFP Main	Section: P.4.f; Pages: 29-30	"The Work Plan must include an in-depth discussion and description of the methods, approaches, and step-by-step	Please clarify the level of detail the Work Plan should consist of relative to the responses of the	No RFP change required. The site referenced by the Contractor is in relation to Exhibit A, Attachment I, Section

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			actions that will be carried out to fulfill all SOW requirements found in Exhibit A, Attachments I through III." Is it the Department's expectation that the "Work Plan" consist of a detailed roll up of all required plans, or is the Department looking for a narrative/summary of the those plans?	requirements elsewhere in the RFP.	8, Takeover Project Plan. This section requires the Contractor to provide one comprehensive work plan. This is a detailed master plan, as specified in Exhibit A, Attachment I, Section 8, Takeover Project Plan, and does not replace the plans required elsewhere in the contract.
6	Cover Letter and RFP Main	Section: h. Project Personnel Plan; Page(s): 30	Could DHCS please provide organization charts that illustrate the current contractor's organization? What is the current count of FTEs supporting the Denti-Cal contract? supporting the ASO-related duties within current operations? supporting each of the different operations? Specifically, how many FTEs are there by function? Can DHCS supply this for both the current contractor and for DHCS? What additional contractors are being used today and in what roles are they used?	Please provide the FTE counts by functional group and/or org chart.	No RFP change required. Please refer to the Data Library for further information.
7	Attachments 12-3, 12-4, 12-5, 12-6	Cost Proposal Bid Sheets for Claims, TARS, TSC	Are the base volumes in the bid sheets ever adjusted throughout the contract period based on increased or decreased beneficiary and/or provider enrollment or trends in volume increases or decreases? Or do they remain the same for the life of the contract?	Please clarify	No RFP change required. No, the calculated base ranges will remain consistent for the length of the contract.
8	Attachment 12-5	Attachment 12-5, Page 1 of 1	In Operation Year 1 and Extension Year 1, the Minimum quantity shown in the Base Volume is the same number (5,679,000). Should the number in Extension Year 1 be	Confirm Base Volume.	No RFP change required. The ranges, as presented in the RFP, accurately represent the volume levels.

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			<p>escalated as all other numbers were from Operation Year 1 to Extension Year 1? And if so, will this also affect the numbers in Extension Years 3 through 6 for the Minimum quantity in the Base Volume? This same problem exists in the Maximum quantity for the Minus Level where both Operation Year 1 and Extension Year 1 have the same number (5,678,999). Does this number need to be adjusted and does it affect any succeeding levels?</p>		
9	Exhibits A1-A, Attachment I	Section: D.5; Page(s): D.5	<p>The RFP requires the ASO Contractor to: a. Increase the number of actively participating Medi-Cal dentists who have provided at least one service in the calendar year by ten (10) percentage points over four (4) years. The contractor must increase the measure by 2.5 percentage points in the first contract year and by 2.5 percentage in each of the first three (3) contract extension years; b. Increase the number of service offices accepting new patients and referrals by ten (10) percentage points over four (4) years. The contractor must increase the measure by 2.5 percentage points in the first contract year and by 2.5 percentage in each of the first three (3) contract extension years.</p>	Please clarify	<p>No RFP change required.</p> <p>The requirement in question does apply to service offices currently enrolled in the program. The measurement is to increase providers accepting referrals, and it applies to new and existing service office locations.</p>

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			Please clarify if the requirements in b. are applicable to currently participating offices, and/or new offices not currently participating?		
10	Exhibits A1-A, Attachment I	Section: Scope of Work - Takeover b & e.; Page(s): 4 of 79	How often is the CD-MMIS system updated with enhancements, break/fix updates, etc? Has there historically been a standard release schedule or is it ad-hoc based on need? If planned, what lead time is provided of updates/downtime.	Please clarify	No RFP change required. MMIS updates have been made as frequently as weekly. This effort is performed in the evenings or weekends to prevent downtime. Please refer to the Data Library for additional information.
11	Exhibit A, Attachment I	A.5, Page 6 of 79	The RFP does not define FI contractor responsibility for developing on-line training. For training areas that are the FI contractor responsibility, please clarify if the ASO contractor is responsible for developing training materials, or making the tool available to the FI contractor to develop training materials.	Clarify ASO responsibility.	No RFP change required. The ASO contractor is responsible for developing and providing on-line and computer-based interactive training through a Web-based user interface. The areas the ASO is responsible for are outlined in Exhibit A, Attachment II, Staff Training.
12	Exhibit A, Attachment I	A.8.c.5)a)-c), A.12.c.4), A.29.b.3), A.29.b.4), A.36.d.7), A.36.f.3), A.36.f.4) p.14, 19, 51, 73, 76 of 79	There are several requirements in the Takeover portion of the RFP that require submission of information after the completion of Takeover. These include: Collaborate with the FI Contractor beginning at AOO to develop performance metrics and reporting mechanisms; providing Staff Loading Charts and Hiring Progress Reports as Takeover Deliverables after Takeover Completion; submission of Records/File Summary and Master Index 1 and 4 months after	Clarify requirement.	No RFP change required. No, the items listed include tasks originating in Takeover, with associated activities taking place in operations.

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			Takeover Completion; processing duplicate authorizations through the end of month 19; submission of the Duplicate Payment Reports and Duplicate Payment Recovery Reports after AOO. These requirements have the potential to jeopardize Takeover Completion by January 5, 2018. Please clarify if these sections should be removed from the Takeover section and placed in the appropriate Operations section; or, if there is no appropriate location there, as part of Exhibit E.		
13	Exhibit A, Attachment I	A.11, Page 15 of 79	There is an enumeration of training areas which must be included in the Training Plan. Several of these areas (Mailroom, Checkwrite, document control) appear to be the responsibility of the FI Contractor. Please confirm whether the ASO Contractor is responsible for providing training in these areas and clarify the FI Contractor's role/responsibility for providing training in these areas.	Clarify ASO/FI responsibility.	No RFP change required. Clarification: The ASO Contractor is responsible to include activities the ASO Contractor performs under the Denti-Cal program in their Training Plan.
14	Exhibits A1-A, Attachment I	Section: 16.b.3; Page(s): 16.b.3	The RFP states: "The Contractor shall install Department owned/leased equipment operated by the prior Contractor. This equipment includes items such as personal computers, printers, controllers, servers, and modems to be connected to the Contractor's host computer, or, in the case of	Please clarify	No RFP change required. The ASO Contractor will not be asked to assume leases. The referenced section refers to equipment owned or leased by the State. The ASO Contractor will have to identify and acquire any leases relevant to their proposed response. The State will provide information during Takeover to support the onsite monitoring

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			<p>modems and associated equipment, to be installed at the Contractor's data processing center."</p> <p>Will the ASO Contractor receive a schedule of leases it is required to assume? Will the lease be transferred to the new contractor and will be the contractor supply the list of inventory</p>		staff.
15	Exhibits A1-A, Attachment I	Section: 15. Facilities Acquisition and Installation; Page(s): 24 of 79	The "State Capitol Building" is defined as the center point for driving distance radiuses. What is the exact address that will be used for DHCS Capitol when measuring these distances (ex. 1501 Capitol Avenue, Sacramento CA 95899-7413)? For measuring driving distances, is any specific mapping program acceptable or are any particular ones preferred?	Please clarify	<p>No RFP change required.</p> <p>The exact address used can be either "State Capitol, Sacramento, CA" or "The intersection of Capitol Mall and 10th Street, Sacramento, CA."</p> <p>The State has no recommendation or preference as to mapping software.</p>
16	Exhibit A, Attachment I	A.16.b.3), Page 27 of 79	This section requires the transfer of all Department-owned non-mainframe equipment to the ASO contractor. However, the FI RFP, Ex. A, Att I, Section A.16.b.3) says the Department will transfer all Department-owned non-mainframe hardware to the FI Contractor. Who will get what Department-owned equipment?	Who will get what Department-owned equipment.	<p>No RFP change required.</p> <p>The ASO Contractor will receive all Department owned non-mainframe equipment required to reside on the ASO facility in order for the ASO Contractor to perform activities defined in the Contract.</p>
17	Exhibit A, Attachment 1, FI Request for Proposal, and	Section 35.d 1), pg 80 of 81 pg 38 (ASO)	<p>(from FI)</p> <p>d. CD-MMIS Forms</p> <p>1) Accept, for processing, any CD-MMIS forms printed by the prior Contractor or its subcontractor and submitted by a provider. The</p>		<p>No RFP change required.</p> <p>The ASO Contractor has the responsibility to provide forms to the providers in support of payment treatment and operations.</p>

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	ASO Request for Proposal		<p>Department will transfer, for use by the Contractor, any forms owned by the Department. The Contractor shall print, imprint, and store claim forms, CIFs, RTDs, TARs, NOAs, radiographs, envelopes, claim billing envelopes, and any other forms needed by providers to bill the Contractor. (Exhibit B, Attachment I, Special Payment Provisions, specifies which forms are cost reimbursable);</p> <p><i>(from ASO)</i></p> <p>d. CD-MMIS Forms The Contractor shall:</p> <p>1. No later than four months following CED, obtain subcontracts for all cost reimbursed and fixed price CD-MMIS forms to be printed, or demonstrate the ability to print specific forms without a subcontract. No later than five months after CED, the Contractor shall have an adequate supply of these forms to perform the internal Operations of the CD-MMIS and to provide an initial set of forms and re-order forms to all enrolled Medi-Cal Dental providers (See Exhibit A, Attachment II, Provider Subsystem) prior to the startup of TAR processing. The Contractor shall verify providers have the supplies necessary to facilitate payment, treatment and operations of the Medi-Cal Dental Contract,</p>		In the course of CD-MMIS operations the FI contractor has the responsibility to print and distribute system output printed on pre-printed and flashed forms, and maintain the inventory requirements defined in the RFP.

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			<p>and as necessary, provide instructions for use in billing the Contractor, one month prior to the startup of TAR processing;</p> <p>This is a duplicate in both RFPs. Please clarify who will be responsible for this requirement.</p>		
18	Exhibits A1-A, Attachment I	Section: 25. Security and Confidentiality; Page(s): 46 of 79	Within the Security and Confidentiality Plan, DHCS requires that the ASO shall incorporate a "Statewide Entity Plan". What is the context for this plan and what detail does DHCS require for this plan?	Please clarify	<p>No RFP change required.</p> <p>Refer to http://csrc.nist.gov/publications/nistpubs/800-34-rev1/sp800-34-rev1_errata-Nov11-2010.pdf</p>
19	Exhibits A1-A, Attachment I	Section: 25. Security and Confidentiality; Page(s): 47 of 79	Could DHCS please clarify which data centers are in scope for the ASO and what data will be owned by each data center? For example, the RFP mentions the Office of Technology Services data centers as well as the need for the Contractor to support an ASO data center. What is the data to be stored within the ASO center and how does it compare to the data stored by the FI or the Office of Technology Services?	Please clarify	<p>No RFP change required.</p> <p>The ASO will be closely coupled with the FI data center. The FI data center will host the CD-MMIS system and the data associated with operations. As part of the adjudication process the system, by way of the FI, all interested parties will access eligibility information at the State data center.</p> <p>Refer to, but not limited to, the following manuals: Individual Subsystems Manuals; and Hardware and Software Manual.</p>
20	Exhibit A, Attachment I	A.30, Page 51 of 79	1) The intro to the Reporting Requirements states the Contractor shall deliver reports...that document the design, testing, and installation. Please clarify the	Clarify requirement and ASO/FI role.	<p>No RFP change required.</p> <p>Clarification: The FI and ASO contracts contain unique reports. The requirements for these reports</p>

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			subject of the design, testing and installation. 2)The corresponding FI requirement is nearly identical in wording. Please clarify the differences between the ASO and FI Contractors and whether there is some duplication or overlap between the two contractors.		are contained throughout the contract. Information regarding design, testing and implementation of reports are included in the corresponding RFP sections.
21	Exhibit A, Attachment I	A.30 p.51 of 79	The Reporting Requirements section seems to be addressing documentation deliverables that are to be developed and submitted as part of the SDLC development cycle for system changes, and as problems are identified, but this is not clear.	Clarify requirement.	No RFP change required. The Reporting Requirements listed in Takeover apply to the execution and implementation of Takeover requirements.
22	Exhibit A, Attachment I	A.32.a.3), Page 53 of 79	The RFP states, "Specifications and report formats for the development of new reports for ACSLs, TARs and TSC billable minutes using the CD-MMIS CP-0-495, CP-0496, and CP-0-497..." Report CP-O-497 is the consolidated ACSL and TAR billing report. The TSC billable minutes reports are MR-O-495, MR-O-496, and MR-O-497. Please confirm that these requirements are for the MR-O-495, MR-O-496 and MR-O-497.	Verification of reports.	No RFP change required. Yes. The requirements for the TSC billable minutes referenced on Page 53 are for the MR-O-495, MR-O-496, and MR-O-497 reports.
23	Exhibit A, Attachment I	A.32.c.1)a)-c), Page 53 of 79	The RFP states "The Contractor shall work with the FI Contractor to develop, test, and obtain Department approval for Operations billing reports that	Clarify ASO responsibility.	No RFP change required. The ASO Contractor's responsibility includes acceptance testing and participation in the DD&I activities

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			measure the following..." then lists several billing reports. The billing reports for Scanned Documents and SG are not listed in the ASO RFP. Please clarify if the ASO Contractor is responsible to work with the FI Contractor to develop, test and obtain Department approval of the Scanned Documents and SG billing reports (FI RFP Exhibit A, Attachment II A.29.c.1)a-e)) on page 51 of 81.		necessary to maximize the success of acceptance testing.
24	Exhibit A, Attachment I	A.35, Page 56 of 79	The Acceptance Test Plan is due 5 months and 15 days after CED. The Acceptance Test Support Plan is due 5 months after CED. Should these dates be reversed?	Confirm due dates.	No RFP change required. Clarification: No. The dates are correct as stated in the RFP.
25	Exhibit A, Attachment II	A.4.b.2), Page 3 of 246	The RFP states, "the major outputs for CD-MMIS which are to be managed by the <u>ASO Contractor</u> include but are not limited to" and there is a list of items. Please clarify the ASO Contractor's role in managing RTDs, NOAs, reviewed radiographs returned to providers, and various system generated reports.	Clarify ASO Contractor responsibility.	DHCS will correct the RFP reference(s) in a future addendum. The ASO Contractor is responsible for processing returned NOAs, RTDs and various system generated reports. Please refer to Exhibit A, Attachment II, A. Operations 4 b 2 g.
26	Exhibit A, Attachment II	Section: 3j; Page(s): 9	The contractor is responsible for erroneous payments made to providers who are suspended or deactivated by the Department. Does DHCS ever back-date any suspensions or deactivated providers? If so, would contractor be responsible for payment to the providers in the	Please clarify	No RFP change required. DHCS does at times request back dating suspension and/or deactivation of providers. The Contractor is not liable for payment to providers under conditions to which the Department owns responsibility.

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			event that a provider was retro-terminated or suspended?		
27	Exhibit A, Attachment II	Section: 6e; Page(s): 11	Can the monthly enrollment outreach and weekly assistance line events be conducted in person, on the phone, or by web?	Please clarify	No RFP change required. The Contractor is expected to conduct activities with Department approval to meet the requirements specified in the contract. Refer to the Data Library, B05 Provider Services Manual.
28	Exhibit A, Attachment II	Section: 7; Page(s): p.14-16	<p>A provider remains in a provisional status for 60 days, where the contractor will work on the credentialing status following all statutory requirements. Upon the completion of the credentialing, the provider will receive notification of enrollment. The provider cannot be paid until they are actively enrolled.</p> <p>Please confirm the following interpretation: A provider is in a provisional status for the first 60 days, and can treat patients, but cannot be paid until actively enrolled at the end of the 60 days. If this interpretation is correct, what happens to a provider who treats patients during the provisional period, but is then denied enrollment? Are they not paid for the treatment he provided? What are the qualifying criteria for a provider to move from provisional status into fully enrolled status?</p>	Please confirm our interpretation	No RFP change required. Refer to the Data Library. Including, but not limited to: B02 Denti-Cal Provider Handbook B05 Provider Services Manual Welfare and Institutions (W&I) Code section 14043.26(d)
29	Exhibit A,	Section: 7i;	The definition of an Integrity	Please clarify	No RFP change required.

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	Attachment II	Page(s): p.16	Review Profile is limited. Can DHCS expand on this and define the contents and attributes?		Refer to the Data Library, including, but not limited to A10 Fraud and Abuse Quality of Care Manual.
30	Exhibit A, Attachment II	B.9.q., Page 18 of 246	Please clarify the ASO responsibility for EDI. The RFP states, "Establish and maintain staffing with the following responsibilities..." including 2) Technical Support, 3) EDI Testing Certification and 5) Production EDI Help Desk Support. The FI Contractor is responsible for claim receipt and payment (FI RFP Exhibit A, Attachment II, D.6.o. page 30 of 217).	Clarify ASO responsibility.	No RFP change required. The ASO Contractor serves as the liaison between the provider and the FI Contractor when issues occur resulting in processing issues.
31	Exhibit A, Attachment II	Section: 3i; Page(s): p.9	The RFP states that out of state providers in border communities are considered to be "in state providers". Will new providers in the border communities be counted towards the increased provider participation calculation?	Please clarify	No RFP change required. Yes, if they meet the requirements of providers in border communities.
32	Exhibit A, Attachment II	B.10.C.4), Page 22 of 246	Does the orthodontic seminar have to be conducted by an orthodontist? The RFP only says "licensed dentist."	Clarify requirement.	No RFP change required. A licensed Dentist, meeting the contractual qualifications, can conduct the Orthodontic seminar.
33	Exhibits A1-A, Attachment I	Section: 20b.9.j; Page(s): p.38	Is DHCS open to hosting a requirement that provider offices of a certain size be required to submit claims and other documents using EDI and be paid using direct deposit (similar to GA)? This would be a modification of leaving the electronic capability as optional for all provider offices, as currently	Please clarify	No RFP change required. No. This is not an ASO RFP requirement.

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			defined.		
34	Exhibit A, Attachment II	Section: Attachment II, Section C, Beneficiary Outreach; Page(s): 43 of 246	Could DHCS provide data and analytics behind the usage of the Denti-Cal website? Examples: Geographic usage data, Time of Day and Day of Week usage patterns, Pages used, Dwell time, Bounce rate, etc.	Please provide the data and analytics.	No RFP change required. This level of information is not currently available.
35	Exhibit A, Attachment II	Section: Attachment II, Section C, Beneficiary Outreach; Page(s): 44 of 256	Could DHCS provide the number of case management and care coordination specific interactions performed annually? Can DHCS clearly define these interactions?	Please clarify	No RFP change required. Care coordination, as defined in this RFP, is a new requirement. The number of prior interactions is not available.
36	Exhibit A, Attachment II	F.6.a.2), Page 83 of 246	The Final RFP states that warm transfers are to be required if the bene is having trouble obtaining services. Please confirm warm transfers are to be offered to all beneficiaries.	Clarify requirement.	No RFP change required. As stated in the RFP, warm transfers are initiated to assist beneficiaries if they indicate they are having trouble obtaining services.
37	Exhibit A, Attachment II	F.8., Page 85 of 246	Exhibit A, Attachment II, F, 8 states, "Any vacancies shall be filled within thirty (30) calendar days unless specifically exempted by the Contracting Officer or the Department shall be reimbursed any vacant positions, per Exhibit E, Additional Provisions, Contractor Resource Levels." Does this requirement only apply to the Senior/Executive Managers, as listed in Exhibit I?	Verification that production staff is not included.	No RFP change required. The requirement applies to all staff required to execute the contract, including, but not limited, to those identified in exhibit I.
38	Exhibit A,	J.7.e, Page	RFP states: "Incorporate Contract	Clarify measures.	No RFP change required.

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	Attachment II	134 of 246	Management HEDIS Reporting.....". Please clarify what is meant by "Contract Management" HEDIS reporting. Does the Department intend for the contractor to report on CMS Medicaid core set measures related to dental or NCQA HEDIS measures related to dental?		The State expects the contractor to report on NCQA HEDIS dental measures.
39	Exhibit A, Attachment II	J.16, Page 142 of 246	The RFP states, "The environment shall include a test (mirror) version of the on-line and batch programs and system files identical to the production environment." On page 76 of 217 the RFP states, "Ensure E2E test environment accurately mirrors the current production environment of CD-MMIS." Please confirm the requirement of the acceptance test system is to include on-line and batch programs, test beneficiaries test providers and no PHI. The acceptance test environment normally would not house PHI.	Clarify requirement.	No RFP change required. The requirement is to mirror the production environment and functionality. This includes ensuring program code is current, and system configuration is the same. The intent is not to load production data or actual PHI. The E2E system will not contain production providers or Medicaid Beneficiaries.
40	Exhibit A, Attachment II	N.18., Page 175 of 246	The RFP states, "The Contractor shall provide secure Wi-Fi (Wireless Local Area Network) guest account access to the internet to facilitate networking needs for visiting DHCS employees, and also non-DHCS guests visitors. The wireless network can provide an alternative to a wired State network for utilization in time of State network outage. Wi-Fi equipment and	Clarify requirement.	No RFP change required. Clarification: Internet connectivity via a wireless local area network (Wi-Fi) is required. A PIN must be required in order to access the Wi-Fi. An SLA will not be required. No connection to DHCS network required.

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			<p>network shall be configured to meet all Information Technology Services Division (ITSD) and DHCS Information Security Office security standards."</p> <p>Is the Contractor required to only provide internet connectivity via wireless so a remote access (i.e. VPN) can be established, or is wireless connectivity required to connect directly to the DHCS network as the wired connectivity is setup?</p> <p>Please provide the ITSD and DHCS security standards or directions to access the standards the Contractor are required to meet.</p> <p>Will a Service Level Agreement (SLA) be associated with the wireless connectivity? If yes, what will the SLA consist of?</p>		<p>Security standard as follows:</p> <p>http://csrc.nist.gov/publications/nistpubs/800-153/sp800-153.pdf</p>
41	Exhibit A, Attachment II	Section: Q.7.c.2; Page(s): 199	<p>Can DHCS please confirm the ASO also must supply back-up power for the CD-MMIS? The same language (below) appears in the FI and ASO RFPs.</p> <p>"Maintain an operational back-up power supply capable of supporting vital CD-MMIS functions, until power is restored in the event of power failure"</p>	Please clarify	<p>No RFP change required.</p> <p>This requirement applies to both the ASO and FI Contractors.</p>
42	Exhibit A, Attachment	Section: Q.10.d;	The RFP states that the ASO back-up facility "shall be available	Please clarify	No RFP change required.

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	II	Page(s): 205	<p>for transfer of the full CD-MMIS Operations within twenty-four (24) hours after the main facilities are unable to perform all CD-MMIS Operations" (p. 204). This requirement is also in the FI Contract (Exhibit A, Attachment 2, p. 176).</p> <p>Given that the FI is responsible for maintaining and operating the CD-MMIS, can DHCS please clarify if both the FI and ASO need to have back-up facilities capable of fully operating the CD-MMIS in case of a malfunction?</p>		This requirement applies to both the ASO and FI Contractors.
43	Exhibit A, Attachment II	Section: T. Document Retention; Page(s): 220	<p>Please clarify retention requirements of claim processing and payment documents. As written, the FI and ASO RFP's do not clearly establish ownership over claims payment documents.</p> <p>FI RFP: "The FI Contractor shall be responsible for retaining all paper documents after the scanning process to be processed, archived, and stored." (FI RFP, exhibit A attachment II section T Records Retention Requirements)</p> <p>ASO RFP: "The FI Contractor shall be responsible for completing their document management responsibilities outlined in the California Dental Medicaid Management Information System (CD-MMIS) Fiscal Intermediary</p>	Please clarify	<p>No RFP change required.</p> <p>The FI Contractor is responsible to retain all hard copy documents within the document management scanning process. All other exceptions will be forwarded to the ASO Contractor. (i.e. Enrollment packages, state hearing packages)</p> <p>After initial claims payment document intake, the FI Contractor is responsible for owning hard copy document retention.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			<p>(FI) Contract, Exhibit A, Attachment II, Claims Processing, prior to transferring all paper documents and attachments to the ASO Contractor to be processed, archived and stored;" (ASO RFP, exhibit A attachment II section T Records Retention Requirements)</p> <p>After initial claims payment document intake, who is responsible for owning hard copy document retention?</p>		
44	Exhibit A, Attachment II	Section: Attachment II, Section T, Records Retention; Page(s): 223	Under Attachment 2 T.6.c.14, there is a requirement of delivery of requested data within 24 hours to locations within 25 miles. What is the volume of such requests daily?	Please clarify	<p>No RFP change required.</p> <p>The number of daily requests is unknown.</p>
45	Exhibits B-B, Attachment I	Section: Section H; Page(s): Section H	Please confirm that the payment penalties are only applicable in the operational phase of the program and not during the takeover phase.	Please clarify	<p>No RFP change required.</p> <p>The referenced section of the RFP does not exist.</p>
46	Exhibit B, Attachment I	3.I.1)a)ii., Page 12 of 25	<p>One of the Precedent-to-Payment requirements listed is "Timely Financial Reports (described in Exhibit E, Additional Provisions)."</p> <p>Exhibit E, 30, B Annual Accounting Year Information is the only recurring requirement for financial statements listed.</p> <p>Is the Annual report meant to satisfy the Precedent-to-Payment requirement? Please clarify the reports that are Precedent-to-</p>	What reports are required?	<p>No RFP change required.</p> <p>No. Refer to Exhibit B Attachment I, 3.I Conditions Precedent-to-Payment.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			Payment.		
47	Exhibit B, Attachment I	3.I.1)c, Page 12 of 25	The RFP requires the contractor to submit all required project plans by the specified contract date and all scheduled tasks/deliverables/milestones are met. Please clarify what project plans are being referenced. Are these the project plans developed and managed by the FI EPMO or are they project plans developed and managed by the ASO Contractor?	Clarify what project plans and which Contractor is responsible to develop and manage.	No RFP change required. The ASO Contractor is required to submit project plans for all work identified in the Contract.
48	Exhibit B - Attachment I	4., Page 18 of 25	Are email, text and call campaigns cost reimbursable? Please confirm the number of campaigns to be performed per year.	How many campaigns and if they are cost reimbursable?	No RFP change required. Outreach activities can be cost reimbursable. The number of annual Outreach campaigns and how they are conducted are part of the proposers' RFP response.
49	Exhibit E.	59, Page 80 of 97	The RFP states, "The Contractor is required to meet or exceed the standards" in Table 1: State of California Technical Standards and/or Guidelines. The table includes Medicaid Information Technology Architecture (MITA) 3.0. Is this requirement for the current CD-MMIS or future updates to CD-MMIS?	Clarify MITA requirement.	No RFP change required. Clarification: The requirement applies to the version of CD-MMIS transitioned over to the new Contractor during Takeover. Refer to the Data Library.
50	Exhibit E	59, Pages 83-84 of 97	The References listed in the table for 'Project Management' include the Department of Technology, California Project Management Methodology (PMM) manual. The website and manual refer to project plan/subplan templates	No longer a requirement.	No RFP change required. The Cal Tech PMM plans/sub-plans are accessible to external users via the internet. In the Project Management row of the table, follow link 2. To SAM 4910. Once inside

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			(which are not accessible to external users). Does the Department want Proposers to use the State's standard templates? If so, can they be placed in the Data Library?		SAM 4910, follow the CA-PMM link on the first line to 17 California Project Management Methodology, SIMM section 17. There you will find all the PMM supporting tools.
51	Facility Tour		How many Kodak scanners are used (asked during tour of mailroom)?		No RFP change required. Unknown to DHCS.
52	Facility Tour		What is the image repository?		No RFP change required. Unknown to DHCS.
53	Facility Tour		Does Delta manually key information into formworks?		No RFP change required. Unknown to DHCS.
54	Facility Tour		Are radiographs scanned (asked when showing clinical review of claims by "Delta Auditor")?		No RFP change required. No.
55	Facility Tour		Is Delta able to look at the original claim as a scanned image within its data system (asked during final stage of tour when manual claims processing (e.g. denial codes being entered) was demonstrated)?		No RFP change required. Yes
56	Facility Tour		Do the 32,000 document processed in the mail room include attachments?		No RFP change required. Yes, it's considered one document.
57	Facility Tour		X-rays are not scanned?		No RFP change required. X-Rays are not scanned.
58	Facility		Auditors do an initial review, and		No RFP change required.

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
	Tour		then if necessary go on to Dentist? (asked during claim errors example)		Yes.
59	Facility Tour		<p>During training room presentations:</p> <ul style="list-style-type: none"> o Claim suspends, ASO, anything that isn't paid? Any line that isn't paid. o Tracking today auto adjudication and what that rate is? <p>Of the four buildings on Delta's campus, what is the total square footage for Denti-Cal?</p>		<p>No RFP change required.</p> <p>Unknown to DHCS.</p> <p>Unknown to DHCS.</p> <p>Unknown to DHCS.</p>
60	Bidder's Conference	General	Where there are a lot of crossovers between the AS and FI RFP, will there be any 'co-blending' of the evaluations between the two entities?		<p>No RFP change required.</p> <p>The Department will determine how best to evaluate the proposals.</p>