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Department of Health Care Services



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GOVERNOR

November 20, 2015

Dear Interested Parties:

CALIFORNIA DENTAL MEDICAID MANAGEMENT INFORMATION SYSTEM FISCAL INTERMEDIARY SERVICES REQUEST FOR PROPOSAL 13-90270

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) #13-90270 for the California Dental Medicaid Management Information System (CD-MMIS) Fiscal Intermediary (FI) Services 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 CD-MMIS FI Services RFP and other material relative to this procurement from the following internet site:
http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPDentalFiDNLD.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 CD-MMIS FI Services 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 Legal Comment		We did not notice several provisions that are standard, such as a Limitation of Liability, Force Majeure, and Excused Performance Provision. Will these be incorporated as well?		The Department is working with the Department of General Services to determine if a limitation of liability provision is appropriate for these contracts.
2	RFP Main	P.4.Content Requirements; Page 23	Please clarify where in the Narrative Proposal section order we address Exhibit A, Attachment III and Attachment IV.	We recommend Exhibit A, Attachments I through IV be their own separate narrative sections as it would be easier for evaluators to find each Attachment requirements in one area.	No RFP change required. Proposers are to use Attachment 16, Proposer's Response Guide, to inform evaluators where to find their responses.
3	RFP Main	P.4.f. Work Plan; Page 23	Please clarify what is meant by "Work Plan" in this section. Is it the Department's expectations for vendors to address all SOW requirements found in Exhibit A Attachments I through IV?	We recommend separating Exhibit A, Attachments I through IV into their own separate narrative sections as it would be easier for evaluators to find each Attachment requirements in one area.	No RFP change required. The site referenced by the Contractor is in relation to Attachment 1, 8 Takeover Project Plan. This section requires the Contractor to provide one comprehensive work plan. This is a detailed master plan, as specified in Attachment 1, 8 Takeover Project Plan, and does not replace the plans required elsewhere in the contract.
4	RFP Main	4.i; Page 33-34	Please confirm that facilities, resources and equipment included in the Facility Plan should be dedicated to the account and not leveraged or shared with other Contractor accounts. We suggest this to ensure that the Denti-Cal program is not in contention for contractor resources with other Medicaid or commercial healthcare programs, risking service delivery to the dental members and providers.		No RFP change required. The contractor is required to meet the requirements as set forth in the RFP.
5	RFP Main	P.4.n. Systems Group	Requirement n. Systems Group Procedures and Organization plan, item 3, states that there are further	Please Clearly define the page numbers of SG specific requirements within	No RFP change required. Refer to Exhibit A, Attachment III, Change

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		Procedures and Organization; Page 36	SG Procedures requirements within Exhibit A, Attachment II, Operations. We do not see specific requirements that are related to SG. Please clarify where these requirements are located in Attachment II Operations.	Attachment II, Operations.	Requirements for additional responsibilities and requirements associated with Exhibit A, Attachment II, Operations.
6	Attachment 2a		Please explain the DHCS position on proposer submission of supplemental terms or exceptions.		No counter proposals accepted.
7	Attachment 2a		<p>As provided in the PCC governing contracts awarded by competitive bid, DHCS reserves the right to amend the contract after DHCS makes a contract award.</p> <p>If an inconsistency or conflict arises between the terms and conditions appearing in the final agreement and the proposed terms and conditions appearing in this RFP, any inconsistency or conflict will be resolved by giving precedence to the final agreement.</p> <p>Will the state please confirm negotiations will occur upon contract award?</p>		No negotiations will occur upon contract award.
8	All Bid sheets	Sheets 2-3	These sheets are blank.	Please confirm these should remain blank.	<p>No RFP change required.</p> <p>Sheets 2-3 of all bid sheets are purposely left blank.</p>
9	Attachment 12-3	Attachment 12-3, Page 2 of 2	In Extension Year 3 and Extension Year 4, the Minimum quantity shown in the Lower Minus Level is the same number (5,900,000). Should the number in Extension year 4 be escalated as all other	Confirm Lower Minus Level.	<p>No RFP change required.</p> <p>The low range for Extension Year 4 will not be modified.</p>

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			numbers were from Extension Year 3 to Extension Year 4? And if so, will this also affect the number in Extension Year 5 for the Minimum quantity in the Lower Minus Level?		
10	Exhibit A, Attachment I	5.c; Page 7 of 81	When will the BRR be available? Is there an example of the BRR that can be provided so vendors can understand the effort required to maintain it? Is the incumbent responsible for maintaining the BRR until assumption of operations? If so, what effort are you expecting the new vendor to perform in regard to BRR maintenance during the takeover?	We are trying to understand the level of effort involved during takeover since the new vendor will not be responsible for code changes.	No RFP change required. Clarification: The new contractor will receive a current version of the BRR at the start of Takeover, and is responsible for updating the BRR for changes related to Takeover, as well as new and in process projects assumed and completed by the new Contractor.
11	Exhibit A, Attachment I	6.b; Page 7 of 81	Please clarify why the State will need two additional days to review a deliverable for each day the vendor is late in delivering that deliverable. The deliverable has not changed; thus the amount of effort to review has not changed.	We recommend removing this bullet as it adds unnecessary delays to the project.	No RFP change required. The State's schedule is built around timely deliverables. The State will attempt to process approvals as expeditiously as possible.
12	Exhibit A, Attachment I	Section 14.c 1), pg 22 of 81	How far back should the vendor check for duplicate payment and authorizations by prior contractor?	Please limit scope on amount of claims, payments and authorizations reviewed.	No RFP change required. The contractor must ensure duplicate claims and treatment authorizations are not processed and paid during the Takeover and data installation period. The system utilizes edits to prevent the submission of duplicate procedures and documents, but it is the contractor's responsibility to ensure these edits are not bypassed during the Takeover activities.
13	Exhibit A, Attachment I	Section 14.j, pg	Please list the existing subcontracts that the State expects vendors to		No RFP change required.

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		23 of 81	include in the solution.		Please refer to the data library and the RFP for information related to contract requirements and the necessary subcontracts.
14	Exhibit A, Attachment I	A.16.b.2 .a; Page 28 of 81	<p>RFP States: "Equipment shall be installed, as needed, to support each Takeover task. Equipment required for System Testing shall be installed and operational two months after CED and the actual equipment needed shall also be identified in the Contractor's System Test Plan."</p> <p>Two months is insufficient time to order, receive, and install equipment. Vendors would have to start ordering before CED, which would put the vendor at risk, and we would likely be going into a 3rd party organization DC.</p>	We recommend changing installation timeframe to four to six months to allow time to ready the receiving environment, order equipment, and set up the environment prior to installing Denti-Cal application software.	No RFP change required.
15	Exhibit A, Attachment I	A.17.b.2 & 3; Page 32 of 81	<p>RFP states: "Mainframe: The Contractor shall accept and fully install the CD-MMIS in its own facility two months after CED. Non-Mainframe: The Contractor shall accept and fully install the non-mainframe systems software in its own facility two months after CED."</p> <p>This is insufficient time allowed, creating risk for the project.</p>	We recommend changing installation timeframe to four months to allow time to ready the receiving environment, order equipment, and set up the environment prior to installing Denti-Cal application software.	No RFP change required.
16	Main and Exhibit A, Attachment I	P.4.q. and A.5.c, Page 37 and 7	RFP Section P.4.q refers to Business Rules requirements contained in Exhibit A, Attachment I, Takeover and goes on to request a description of the proposer's	Clarify business rule extraction requirement.	No RFP change required. The proposer shall take into consideration work already completed as documented in the Data Library. Refer to MCD1502

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			<p>approach to rules extraction. Exhibit A, Attachment I, A.5.c. explains that the Department has created a repository of business rules and that the FI contractor will be responsible for maintaining and updating the Business Rules Repository (BRR). Please clarify what responsibilities the FI contractor will have for rules extraction from the current CD-MMIS in order to comply with the request for the Project Management Plan under RFP Section P.4.q.1).</p>		
17	Exhibit E, Attachment 1	Section 29.a.1, p40	<p>RFP states: "The escrow account shall hold a copy of all documentary information developed in preparation of bid prices for this procurement."</p> <p>Can Vendor submit electronic copies of documentary information into escrow account on electronic media (encrypted CD or USB drive)?</p>		<p>No RFP change required.</p> <p>The escrow account must contain a hard copy of the escrow bid documents.</p>
18	Exhibit A, Attachment I	Section 26.a 2), pg 47 of 81	<p>The RFP states: "The procedures the Contractor shall undertake in order to ensure the production of acceptable copies of claims payment records that have been converted to microfilm/microfiche or that have been retained in on-line environments;" Please confirm that reproduction on microfilm/microfiche is not required as long as the records are retained in on-line environments.</p>		<p>No RFP change required.</p> <p>Microfilm/Microfiche is not required for claims that have been scanned or received through EDI.</p>

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19	Exhibit A. Attachment I.	A.27.c.2 ; Page 49 of 81	<p>RFP states: "The following are the annual volumes:</p> <p>The annual volumes table needs to be updated with 2013-2014 and 2014-2015. With the addition of ACA, Healthy Families and Adult Dental claims, the numbers need to include the most current volumes."</p>	<p>We recommend updating the annual volumes table with 2013-2014 and 2014-2015. The numbers include the most current volume, incorporating ACA, Healthy Families and Adult Dental claims.</p>	<p>DHCS will correct the RFP reference(s) in a future addendum.</p> <p>The volume levels in Attachment 12-3 are correct. The table referenced in Exhibit A, Attachment I, Takeover, page 49 will be removed. It does not relate to Attachment 12-3.</p> <p>The document volumes referenced in Attachment 12-3 do include adjustments for ACA, Healthy Families and the restoration of Adult Dental.</p>
20	Exhibit A, Attachment I	Section 27.c.1) and 3) pg 49-50 of 81	<p>The RFP states the following two requirements for Document Management</p> <p>c. Statistical Data</p> <p>1) At a minimum, the system shall be capable of permanently storing the present claims/TAR/NOA/CIF/RTD, plus any additional supporting attached documents, each year, containing images each ranging from one to four;</p> <p>3) The system shall have the capability for long term (ten (10) years) storage of images;</p> <p>These two requirements are in conflict - one says to store permanently, the other says to store 10 years.</p> <p>Please confirm that 10 years is the required storage requirement.</p>		<p>No RFP change required.</p> <p>The storage retention requirement for claim images is 10 years.</p> <p>The system must have the ability to retain information related to paid claims indefinitely for procedures allowed once in a lifetime.</p> <p>Refer to Exhibit A, Attachment II, Record Retentions and Data Processing and Documentation Responsibilities for additional requirements.</p>

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21	Exhibit A, Attachment I	A.28, Page 50 of 81	This requires submission of 'reports that document the design, testing and Installation.' Of what is not specified. Please clarify the subject of the design, testing and installation.	Clarify requirement.	No RFP change required. The FI and ASO contracts contain unique reports. The requirements for these reports are contained throughout the contract. Information regarding the design, testing and implementation of the reports are included in the corresponding RFP sections.
22	Exhibit A, Attachment I	A.29.a.3), Page 51 of 81	Please clarify FI Contractor's role in designing the reports for TSC billable minutes for the ASO Contractor. The ASO RFP implies the ASO Contractor is responsible for this report design.	Clarify FI Contractor's role.	No RFP change required. The FI Contractor is responsible for designing, developing, and implementing TSC billable minute reports to meet the business needs/requirements provided by the State and the ASO Contractor.
23	Exhibit A, Attachment I	A.32.b.6 ; Page 54 of 81	RFP states: "Develop a method to conduct two parallel tests of the CD-MMIS claims and TAR processing functions with the prior Contractor." Since the turnover of TAR and claims processing will occur on two separate occasions, will there actually be four parallel tests, two for TARs (one with prior contractor and one with ASO contractor) and two for claims (one with prior contractor and one with ASO contractor)?	Please clarify that the Department expects one FI test and one ASO test for TARs, and a second test for claims processing. Please specify a daily/weekly input for testing. The requirement should clearly state the requirements for each contract.	No RFP change required. Clarification: Two parallel test methods shall be developed. The first parallel test to include both claims and TARs processing shall be conducted in systems testing. The second parallel test to include both claims and TAR processing shall be conducted in acceptance testing.
24	Exhibit A, Attachment I	A.34.a ; Page70 of 81	RFP states: "Assumption of CD-MMIS" There is concerned with assumption of operations being date-of-service driven rather than having a single	Please specify assumption of operations on a specific date. Running two CD-MMISs, then merging claims from one database into another and adjusting history, creates a	No RFP change required.

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			cut-over date.	potential for duplicate billing and increases the risk to the Department and the providers. The requirement needs to be changed to a straight cutover to avoid these issues.	
25	Exhibit A, Attachment I	Section 34.a 4), page 71 of 81, and Section 34.d 5), page 74 of 81	Page 71 item 4) refers to the transfer of PO Boxes; page 74 d. 5) states the contractor shall “establish new PO Boxes.” Establishing new PO Boxes will require informing providers and beneficiaries then monitoring and managing forms sent to the wrong PO Box. We recommend the new vendor assume the PO Boxes. Which approach is preferred?		No RFP change required. Clarification: Existing PO Boxes will be transferred. In the event new PO Boxes are needed, the Contractor is required to inform providers and beneficiaries.
26	Exhibit A, Attachment I	A.34.b., Page 72 of 81	Please update the table to specify which contractor is responsible for each activity listed.	Clarify Contractor responsibility.	No RFP change required. The FI contractor has responsibilities related to each of the referenced steps.
27	Exhibit A, Attachment I	Section 34.e 3), pg 76 of 81	The process calls for Prior Contractor providing adjudicated claims history to Contractor. Please confirm this is intended to be the weekly adjudicated claims and not the entire claims history file?		No RFP change required. The section referenced, Exhibit A, Attachment I, Section 34 e. 3), is referencing the transfer of weekly claims data.
28	Exhibit A, Attachment 1, FI Request for Proposal, and ASO Request for Proposal	Section 35.d 1), pg 80 of 81 pg 38 (ASO)	<i>(from FI)</i> d. CD-MMIS Forms 1) Accept, for processing, any CD-MMIS forms printed by the prior Contractor or its subcontractor and submitted by a provider. The Department will transfer, for use by the Contractor, any forms owned by the Department. The Contractor shall print, imprint, and store claim		No RFP change required. The ASO Contractor has the responsibility to provide forms to the providers in support of payment treatment and operations. 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

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			<p>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, and as necessary, provide instructions for use in billing the Contractor, one month prior to the startup of TAR processing;</p>		<p>inventory requirements defined in the RFP.</p>

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			This is a duplicate in both RFPs. Please clarify who will be responsible for this requirement.		
29	Exhibit A, Attachment II.	B.2.e; Page 8 of 217	<p>RFP states: "Provide on-line access to eligibility data for State and Administrative Services Organization (ASO) Contractor-authorized users;"</p> <p>How will the FI vendor determine the cost for connecting to the ASO vendor before the contract is awarded? The cost includes equipment, one time installation, data line and ongoing line cost along with maintenance. What costing sheet does this information go on (see earlier question on Cost sheet recommendation)?</p>	We recommend changing the requirement and adding the detail so that the bidder can determine where to place these costs in the proper place in their bid given the complex nature of this requirement.	<p>No RFP change required.</p> <p>Clarification:</p> <p>Refer to Exhibit A, Attachment I, Takeover; Attachment 12 Cost Proposal Bid Sheets; and Attachment 12-1.</p>
30	Exhibit A, Attachment II.	C.3.d ; Page 12 of 217	<p>RFP states: "Be liable for erroneous payment made by the Contractor to providers who have been suspended or deactivated from the Medi-Cal Dental program or otherwise declared ineligible by the Department."</p> <p>The ASO is responsible for updating the Provider Master File and for manual adjudication of claims. This section needs to be clear on the FI's responsibility. The FI cannot be held financially liable for the claims manually processed or provider status updates by the ASO.</p>	We recommend to remove from the FI RFP as this is an ASO function. Exhibit E should also be modified to add specific situations where the FI contractor would be held responsible for an erroneous payment when the sole responsibility is to run the system and not enter information into the system.	<p>No RFP change required.</p> <p>The FI Contractor is responsible to ensure the CD-MMIS is operational and properly functioning and all processes and procedures are in place.</p>

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31	Exhibit A, Attachment II.	C.4.a ; Page 13 of 217	<p>RFP States: "Process and forward to the ASO contractor priority mail; misdirected mail; requests for interim payments; returned checks, warrants, and money orders; miscellaneous correspondence; and mutilated claims"</p>	<p>This adds tremendous complexities to each vendor moving this information between contractors. Would the State consider having the ASO get all this mail, with the exception of mutilated claims? Other mail types could be scanned and indexed so the ASO could access the information electronically which eliminates multiple physical hand-offs.</p>	<p>No RFP change required.</p> <p>No, the State will not consider this change.</p>

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32	Exhibit A, Attachment II.	C.4.b; Page 13 of 217	RFP states: "Mail a written acknowledgement of any correspondence received within five business days after receipt"	We recommend this requirement should be moved to the ASO RFP. Correspondence with Providers is controlled by the ASO.	No RFP change required. The FI Contractor is responsible for mailing CD-MMIS system generated correspondence.
33	Exhibit A, Attachment II	Section C.4.b, pg 13 of 217	The RFP states: "Mail a written acknowledgement of any correspondence received within five business days after receipt;" There is a similar requirement in the ASO RFP. Please confirm that this responsibility is with the FI to mail these acknowledgements. If so, please provide average monthly volumes.		No RFP change required. The FI Contractor is responsible for system generated acknowledgements. Please refer to the Data Library, including, but not limited to E02 Provider Subsystem Design.
34	Exhibit A, Attachment II.	A.4.m; Page 14 of 217	RFP states: "Ensure changes are applied to the database for eligibility and business changes received by the ASO Contractor staff within ten(10) business days of receipt from the original requestor" Recommend this task be the responsibility of ASO Contract, as they have responsibility for updating and maintaining the PMF.	We recommend moving the 10-day processing requirement to the ASO contract, and requiring the FI contractor to update as soon as the ASO contractor enters it in the system for update.	No RFP change required. Each contractor will be responsible for meeting the overall goal of processing time requirements. Failure to meet the requirement is addressed in Exhibit E.

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35	Exhibit A, Attachment II	A.5.a.2; Page 14 of 217	<p>RFP states: "Ensure provider status transaction entered into the PMF by authorized staff are accurate and timely."</p> <p>Recommend this task be the responsibility of ASO Contract as they have the responsibility of updating and maintaining the PMF.</p>	We recommend removing requirement from FI contractor's RFP and add to the ASO RFP.	<p>No RFP change required.</p> <p>Each contractor will be responsible for meeting the overall goal of accurate and timely processing requirements. This includes ensuring the system is accurately validating, editing, and processing the information entered into CD-MMIS. Failure to meet the requirement is addressed in Exhibit E.</p>
36	Exhibit A, Attachment II.	C.5.a.2; Page 14 of 217	<p>RFP states: "Ensure provider status transactions entered into the PMF by authorized staff are accurate and timely according to Department procedures"</p> <p>How does the FI contractor ensure the ASO contractor entered a valid status on the PMF?</p>	We recommend to move this requirement to the ASO RFP. Entering transactions timely is an ASO contract function and should be removed from the FI RFP. The ASO would also be responsible for the values enter into the system and not the FI.	<p>No RFP change required.</p> <p>The FI Contractor is responsible to ensure the CD-MMIS is operational and properly functioning and all processes and procedures are in place</p>
37	Exhibit A, Attachment II.	C.5.a.3; Page 14 of 217	<p>RFP states: "Ensure that a single, active provider does not have multiple, duplicate identification numbers."</p> <p>How does the FI contractor ensure an active provider does not have duplicated IDs, when they are not responsible for creating the IDs nor have the staff to review the enrollment information used to add the provider?</p>	We recommend to move this requirement to the ASO RFP. Entering valid provider transactions is an ASO contract function and should be removed from the FI RFP. The ASO would also be responsible for the values entry into the system to validate they are not duplicated and not the FI.	<p>No RFP change required.</p> <p>The FI Contractor is responsible to ensure CD-MMIS processes provider enrollment records according to the policy set forth by the Contracting Officer.</p>
38	Exhibit A, Attachment II.	C.5.c ; Page 15 of 217	<p>RFP states: "Compute the provider count and status after each PMF update. Transactions determined to be in error shall not be updated to the PMF, but shall be correct by the following business day."</p>	We recommend moving this requirement to the ASO RFP. Entering corrected transactions by the following business day is an ASO contract function and should	<p>No RFP change required.</p> <p>The FI Contractor is responsible for generating CD-MMIS reporting including control reports generated at the end of batch processing.</p>

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				<p>be removed from the FI RFP. The ASO would also be responsible for the values enter into the system and not the FI.</p>	
39	Exhibit A, Attachment II	Section C.6.e, g, and j, pg 15 of 217	<p>The RFP states: "e. Generate and send provisional status notification letters to the provider number that originated the provisional status;"</p> <p>"g. Upon completion of the enrollment process, generate, and send written notification to the provider confirming the provider's enrollment effective date. Payment for services will not be made until the provider is actively enrolled in the Medi-Cal Dental Program;"</p> <p>"j. Provide each applicant notification of denial of their provider enrollment application within ten (10) business days upon determination of eligibility."</p> <p>The ASO RFP has similar requirements to notify providers of their enrollment status. Please confirm these requirements are the FI responsibility. If so, please provide average monthly volumes.</p>		<p>No RFP change required.</p> <p>It is the FI Contractor's responsibility to produce and mail system generated notification letters.</p> <p>Refer to the Data Library, E02 Provider Subsystem Design.</p>
40	Exhibit A, Attachment II.	A.8; Page 16-17 of 217	<p>RFP states: "Electronic Data Interchange"</p> <p>Responsibilities overlap for FI and ASO contractors. There should be no overlap in responsibilities so that</p>	Please provide clear delineation of EDI responsibilities between the FI and ASO contractors.	<p>No RFP change required.</p> <p>Clarification:</p> <p>The FI Contractor is responsible for receiving EDI submissions and loading</p>

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			both bidders can provide accurate staffing for the portion of the work.		<p>them into the system. The FI shares in the responsibilities related to certifying new EDI providers. This includes validating EDI submissions are properly formatted and bundled, and ensure HIPAA compliance.</p> <p>The ASO Contractor serves as the liaison between the provider and the FI Contractor when issues occur resulting in processing issues.</p>
41	Exhibit A, Attachment II	C.8.r; Page 18 of 217	<p>RFP states: "Process provider requests to discontinue or modify existing EDI/billing agent's arrangements."</p> <p>There does not appear to be operational staff in the FI contract to support this function. These are provider interactions and should be an ASO function.</p>	We recommend to move this requirement to the ASO RFP. Entering requests from providers is an ASO contract function and should be removed from the FI RFP. The ASO would also be responsible for the EDI agent's arrangements.	<p>No RFP change required.</p> <p>Clarification:</p> <p>The FI Contractor shall ensure the system recognizes/processes the requests.</p>
42	Exhibit A, Attachment II.	C.10.b; Page 18 of 217	<p>RFP states: "Provide referrals in a manner that will ensure that neither the Contractor nor the Department is perceived as recommending a particular provider or assuming responsibility for the quality of care rendered by any provider."</p>	We recommend to move this requirement to the ASO RFP. Providing any referrals is an ASO contract function and should be removed from the FI RFP.	<p>No RFP change required.</p> <p>The FI Contractor is responsible to develop a technical solution under the electronic referral system to meet this requirement.</p>
43	Exhibit A, Attachment II	Section C.10.c, pg 18 of 217	<p>The RFP states, "c. Generate confirmation letters and mail letters the next business day following the inquiry."</p> <p>There is a similar requirement in the ASO RFP.</p> <p>Please confirm that this responsibility is with the FI to mail these acknowledgements. If so,</p>		<p>No RFP change required.</p> <p>The FI Contractor is responsible for system generated letters and mail letters.</p> <p>Refer to the Data Library, Beneficiary Services Manual for additional information regarding the BCTS Beneficiary Referral System and the E08 Recipient Subsystem Design Manual.</p>

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			<p>please provide average monthly volumes.</p>		
44	Exhibit A, Attachment II	D.4.a and f; Page 26 of 217	<p>RFP states: "a. Ensure Medi-Cal dental policy, as determined by the Department, is consistently applied to all claims/CIFS/TARS..." and "f. Ensure that appropriate Contractor staff with relevant knowledge, skills, and qualifications attend and actively participate in the Department's Dental Policy Advisory Group (DPAG) to resolve claim/TAR processing problems."</p> <p>These areas are ASO functions and should not be included as part of the FI contract. While it is important the FI has the appropriate code in the system, the ASO contractor can override claims and, thus, the FI contractor cannot ensure all Department policy is consistently applied. Typically, the Doctors attend the DPAG meetings so this should be removed from the FI contract.</p>	Recommend removal from FI contract since this is an ASO function.	<p>No RFP change required.</p> <p>The FI Contractor is responsible to participate in DPAG to provide support in ensuring dental policy is applied to CD-MMIS processing.</p>
45	Exhibit A, Attachment II	D.13, Page 35 of 217	<p>The RFP states, "The FI Contactor is responsible for executing the CD-MMIS functionality necessary to produce checks on behalf of the ASO Contractor to pay Clinical Screeners for their services." The ASO Contractor is responsible for recruiting and managing the Clinical Screeners. Should the ASO Contractor also be responsible for paying the Clinical Screeners instead of the FI Contractor</p>	Clarify ASO Contractor responsibility.	<p>No RFP change required.</p> <p>The State is willing to consider this request after CED if it is mutually supported and beneficial to both the FI and ASO contractors.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			handling check stock and making payment from an ASO Contractor bank account?		
46	Exhibit A, Attachment II	Section D.16.a, pg 37 of 217	<p>The RFP has this requirement.</p> <p>a. Issue RTDs when claim/NOA/TAR errors or omissions can only be corrected via changed or additional data from the billing provider. The RTD must supply the provider with all necessary information to research the original claim/NOA/TAR and resolve the error(s) cited. All RTDs generated for a provider during one business day's processing shall be mailed to the provider in the same envelope and shall be mailed within three calendar days to the provider's service location address. All RTDs mailed shall be sorted to obtain the presort discount on first class mail and nine digit Zip Code (Zip + 4) discount. The Contractor shall not establish any process or criteria to automatically issue a RTD without prior Department approval;</p> <p>Please provide the average monthly volumes of RTDs that are generated.</p>		<p>No RFP change required.</p> <p>Refer to the Data Library, E03 Claims Subsystem Design Manual and the D04 Reports User Manual.</p>
47	Exhibit A, Attachment II	Section D.17, p37	<p>This section describes requirements for Claim Inquiry Form (CIF) Processing</p> <p>We are unable to find volumes associated with CIFS in the bidder's library. Please provide the average</p>		<p>No RFP change required.</p> <p>Refer to Data Library. Including, but not limited to:</p> <p>PS-O-039.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			monthly volumes for each type of CIF (Tracer, Adjustment, Re-evaluation).		
48	Exhibit A, Attachment II	Section D.18.a.1 1, p39	<p>RFP states, "Produce hard copy and electronic EOBs including full narrative descriptions of all messages corresponding to printed EOB denial and/or adjustment codes;"</p> <p>We are unable to find volumes associated with the EOBs in the Bidders Library. Please provide the average number of pages per EOB and the average number of providers that receive the EOBs each week.</p>		<p>No RFP change required.</p> <p>Refer to the Data Library. Including, but not limited to:</p> <p>E04 Payment Subsystem Design.</p>
49	Exhibit A, Attachment II.	G.5.b-f; Page 57-58 of 217	<p>RFP states: "Provide S/URs and CDR training to Department-authorized users and the ASO contractor..."</p> <p>S/URs training is currently provided by the S/URs organization, which in the new contract will be under the ASO. This section looks like the FI contractor is required to perform the training. This should be the ASO contractor's responsibility; otherwise the costing sheets will need to include the staff for this responsibility. It might make sense to move this responsibility to the ASO RFP.</p>	We recommend to move this requirement to ASO RFP.	<p>No RFP change required.</p> <p>Refer to Exhibit A, Attachment II, S. Staff Training.</p>
50	Exhibit A, Attachment II	G.7; Page 60 of 217	<p>RFP states: "The FI Contractor shall work in partnership with the ASO Contractor's S/URs staff to maintain documentation."</p>	We recommend updating the requirement to clearly delineate FI and ASO roles and responsibilities in	<p>No RFP change required.</p> <p>Documentation and/or manuals include technical and non-technical updates. Dates</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			<p>This is an ASO function to provide the FI the updates to the manual, then the FI's technical writer applies the updates. Dates should be required in the RFP for when the updates to the manual need to be provided so the FI can make the updates and deliver to the Department. We recommend stating the time frames and which contractor will provide the updates.</p>	<p>maintaining S/URs documentation.</p>	<p>are to be submitted for Department approval through appropriate change instrument process.</p>
51	Exhibit A, Attachment II	H.4.f and H.5.b, Pages 62 and 63 of 217	<p>Please clarify the requirement regarding obtaining ISO and CMMI certifications: 1) Must the FI contractor achieve both ISO 9001:2008 certification and CMMI Level 3, or may they choose one of the two? 2) Is certification required at the end of the first contract year or the end of the first year of operations?</p>	<p>Certifications required.</p>	<p>No RFP change required.</p> <p>The referenced requirement is to obtain and achieve certification and compliance of ISO 9001:2008 and CMMI Level 3 by the end of Operations Contract Year 1.</p>
52	Exhibit A, Attachment II	H.16.a. and H.18.C, Pages 73 and 76 of 217	<p>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 CDMMIS." 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.</p>	<p>Clarify requirement.</p>	<p>No RFP change required.</p> <p>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.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
53	Exhibit A, Attachment II	I.6; Page 85-87 of 217	<p>RFP States: List of non-mainframe subsystems.</p> <p>The Dental Testing Application (DTAP) is excluded from the list of non-mainframe applications. DTAP is used internally to generate test EDI transactions and OCR/ICR batch files.</p>	Consider adding the application to the list. Include in the new costing sheet referenced earlier for the systems.	<p>No RFP change required.</p> <p>The RFP language is correct as written. Please refer to the Data Library, including, but not limited to E09 Non Mainframe Applications for additional information.</p>
54	Exhibit A, Attachment II	J.3.y., Page 92 of 217	The RFP requires a procedure manual documenting how each process listed below interfaces with the Document Management System. The requirements include 3) Description of workflow for Medi-Cal processes and using Project feature of the 5) Document Management System. Please clarify which procedure manual is being referenced in this section.	Clarify which procedure manual.	<p>No RFP change required.</p> <p>Refer to the Data Library, including, but not limited to, A01 Automated Methods and Procedures and E09 Non Mainframe Applications for additional information.</p>
55	Exhibit A, Attachment II	Section L, p96.	<p>Paragraph 2 states “store a variety of data from many disparate sources to support Medi-Cal Dental program.”</p> <p>What data sources are currently being loaded into the data warehouse and at what frequency?</p>		<p>No RFP change required.</p> <p>Refer to the Data Library.</p>
56	Exhibit A, Attachment II	Section L, p96 of 217	<p>Objective I. Allow for Department contract monitoring.</p> <p>If contract monitor reporting is being done in a product outside of the Decision Support System is that acceptable? Contract Monitoring data is not in the decision support system.</p>		<p>No RFP change required.</p> <p>The contractor may propose, during operations, using additional tools and capabilities to supplement contract monitoring capabilities.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
57	Exhibit A, Attachment II	Section L, p96.	<p>Regarding the Decision Support System:</p> <ol style="list-style-type: none"> 1. What is the expected volume of data for the rolling five years of adjudicated claims? 2. What is the growth rate for claims over the next 5 years? 3. Do you currently have an analytical tool such as SAS or SPSS in use with the warehouse? 4. Is there a need to mask data output in extracts? In reports? 5. Please identify the reports listed in the bidder's library that come from the DSS and those that come from the mainframe. 6. How many reports are generated from the current DSS? 7. Are there dashboards and complex reports generated, such as parameterized reports, graphs, drill down and drill through? <p>Please identify number of ad hoc reports coming out to of the DSS and number of ad hoc reports coming out of the mainframe.</p>		<p>No RFP change required.</p> <p>Refer to the Data Library.</p>
58	Exhibit A, Attachment II	Section L.2.n, p97 of 217	<p>Objective n. Provide information gathered on the selected providers concerning procedure codes, shared unduplicated beneficiaries, geographic area dates of service, and beneficiary samples.</p>		<p>No RFP change required.</p> <p>Refer to the Data Library.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			<p>What are the use cases the State is trying to accomplish with this request? Please provide an example.</p>		
59	Exhibit A, Attachment II	N.17.i., Page 125 of 217	<p>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 network shall be configured to meet all DHCS 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. Will a Service Level Agreement (SLA) be associated with the wireless connectivity? If yes, what will the SLA consist of?</p>	Clarify requirement.	<p>No RFP change required.</p> <p>Clarification:</p> <p>Internet connectivity via a wireless local area network (Wi-Fi) is required. A PIN must be required in order to access the Wi-Fi.</p> <p>An SLA will not be required.</p> <p>No connection to DHCS network required.</p> <p>Security standard as follows:</p> <p>http://csrc.nist.gov/publications/nistpubs/800-153/sp800-153.pdf</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
60	Exhibit A, Attachment II	Section O.9.b, p153	<p>RFP states: "Deliver reports utilizing the Contractor's courier service, United States (U.S.) Mail or parcel service. Delivery to locations within twenty-five (25) miles of the State Capitol Building shall be by courier service, and delivery outside of this radius shall be via U.S. Mail or parcel service"</p> <p>We understand that many of the CD-MMIS reports are available online via Enterprise Output Solution. The bidder's library included the MR-0-556 report which lists all the reports that are generated but it does not designate which are available on line or are to be delivered hardcopy. Notably Claim Detail Reports would generate significant amounts of paper if distributed hardcopy.</p> <p>Can the State please confirm which reports would be required to be delivered by the FI as a hardcopy report? Can the State also provide the average number of pages currently printed each day, week and month?</p>		<p>No RFP change required.</p> <p>Please refer to the Data Library, Including, but not limited to, the Report User Manual and the MR-O-557 report for report distribution information.</p> <p>The State does not have information on the average number of pages printed per day, week or month.</p>
61	Exhibit A, Attachment II	Section T.3.b, p191	<p>RFP states: "The FI Contractor shall preserve, protect, and maintain original documents for a minimum period of sixty (60) business days after their reproduction unless required differently, and in writing by the Contracting Officer.</p>		<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.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
		Section T.5.e, p195	<p>“If the Department determines that hard copies produced from scanned versions of claims payment records are unacceptable in meeting the requirements of (c) and (d) above, the Department shall, at its discretion, extend the period for which original claims payment documents and records shall be maintained by the ASO Contractor. Any additional costs incurred by the ASO Contractor in connection with compliance with this provision shall be the sole responsibility of the FI Contractor.”</p> <p>These two requirements are in conflict. Please confirm the FI contractor is responsible for retaining original documents.</p>		<p>(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>
62	Exhibit A, Attachment II	Section T.3.b, p197	<p>RFP states: “Document copies shall be delivered to the ASO Contractor or Department staff no later than twenty-four (24) hours following the date/time the request is received by the Contractor. This standard shall apply to the first two hundred (200) documents requested on any one day. The Contractor must respond to all documents requested above the two hundred (200)-documents-per-day standard within forty-eight (48) hours of receipt of the request.” We cannot locate volumes in the bidder’s library associated with this requirement. Please provide the average monthly number of</p>		<p>No RFP change required.</p> <p>The number of requests varies, based upon the departments needs.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			requests and the number of records requested for the past year.		
63	Exhibit A, Attachment III	2. Contractor's Obligation to Implement; Page 2 of 38	<p>RFP states: "The Department shall withhold twenty percent (20%) of the project's cost until the Department approves the closure of the project."</p> <p>Does this only apply to when change orders go through DHCS approvals and require price changes? The RFP indicates that there should be no financial impact for change orders.</p>	Please revise this requirement as needed.	<p>No RFP change required.</p> <p>The text as written in the RFP is correct.</p>
64	Exhibit A, Attachment III	4.12; Page 4 of 38	<p>RFP states: "Supporting and maintaining all testing environments allowing for report generation of statistics between all environments. On a quarterly basis, run and produce a difference report between test and production environments/servers to ensure they are a mirror of each other. Provide a gap analysis and a plan to rectify any differences."</p> <p>The structure of an IDMS database does not readily allow for different environments to be mirror images of one another. Inherently, testing environments will differ based on the fact that different data is executed in each environment.</p>	We recommend revising the RFP requirement to remove the statement as it relates to 'mirror of each other.' By nature, a test environment is where new code and test data to execute the code reside. The test environment could only be compared if it is frozen to match production and the data feed to both systems is the same. Accounting for all differences otherwise is very time intensive, given the differences at any one moment in time.	<p>No RFP change required.</p> <p>Clarification:</p> <p>The Contractor shall develop a methodology/solution to monitor the environments and account for differences identified during gap analysis to ensure the environments are operational/stable for maximum testing.</p>
65	Exhibit A Attachment, III and Exhibit I	Exhibit A, III 5.d Page 9 of 38	Exhibit A page 9 of the RFP documents the requirements of the Operations Liaison in the SG. The focus is on supporting the State	Eliminate or make optional the requirement for the Operations Liaison to have Dental office experience	<p>No RFP change required.</p> <p>The text as written in the RFP is correct.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
		and Exhibit I, Section 3 Page 13-14	through CD-MMIS System knowledge, the ability to analyze processing output and system changes. In Exhibit I on page 13 the qualification for the Operations Liaison includes two years of Dental office experience or graduation from an accredited dental school. Would the state consider making the Dental office experience optional based on the primary need to have CD-MMIS claims processing experience, in addition to HIPAA knowledge.		
66	Exhibit A, Attachment III	7.c., Page 12 of 38	<p>The RFP states, "Billable hours will be reimbursed depending on the volume of hours for a given year, specified in the bid sheets. The billable rate for the SG shall be based on an annual range of forty eight thousand, six hundred (48,600) to fifty four thousand (54,000) hours. The RFP states, "Billable hours will be reimbursed depending on the volume of hours for a given year, specified in the bid sheets. The billable rate for the SG shall be based on an annual range of forty eight thousand, six hundred (48,600) to fifty four thousand (54,000) hours."</p> <p>In comparison, the two most recent Systems Group Annual Reports in the data library list the Actual Billable Hours Utilized as 33,609 for 2012 and 27,000.50 for 2013 which is only 69.2% and 55.6% of the</p>	Verify the annual range of billable hours.	<p>No RFP change required.</p> <p>The range of billable hours as specified in the RFP is correct.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			<p>minimum annual range, respectively.</p> <p>Does DHCS anticipate the number of billable hours to increase enough to reach the annual range listed in the RFP?</p>		
67	Exhibit A, Attachment IV, Turnover and Runout	Section 8, a-c, p13-14	<p>RFP states: “The Contracting Officer shall a. Identify the schedule for transfer of all cost reimbursed purchased or leased equipment. “b. Maintain a current inventory list of all cost-reimbursed purchased or leased equipment.... “c. Transfer to the successor Contractor responsibility for all cost reimbursed purchased or leased equipment....”</p> <p>Could DHCS please verify if there should be a comma after “cost reimbursed” (should this read “cost reimbursed, purchased, or leased”)?</p>		<p>No RFP change required.</p> <p>The text as written in the RFP is correct.</p>
68	Exhibit A, Attachment IV, Turnover and Runout	Section 10.b.1, p17	<p>RFP states: The Contractor shall: 1) On the first day of Runout Startup, provide to the successor Contractor, via the Department, a minimum of one electronic copy of records for all documents (including TARs).</p> <p>For the “...electronic copy of records for all documents (including TARs)”, what is the scope of these documents?</p>		<p>No RFP change required.</p> <p>The scope of the referenced records is that required to ensure that the successor Contractor has the data necessary to complete the successful assumption of CD-MMIS operations.</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
69	Exhibit B, Attachment I	2. Takeover; Page 1 of 24	<p>RFP states: "Payment for Takeover will be on a fixed price basis with the exception of those specific work items paid under ... and Hourly Reimbursed Systems Group." Price Sheet 12-4 SG Bid Rate starts with Operations Year 1, which is after the takeover period.</p> <p>Where should the vendor provide the State the Hourly Reimbursed Systems Group rates referenced?</p>	Please revise this requirement as needed.	<p>No RFP change required.</p> <p>Partial SG expenses shall be included in the Takeover Bid Price.</p>
70	Exhibit B, Attachment I	A.1 & 2; Page 2 of 24	<p>Between bullets 1 and 2, the State is in essence asking for a 50.5% holdback on takeover payments. Industry standard is typically a 10% holdback which is part of bullet 1. This may cause a serious cash flow problem for vendors and reduce competition. To mitigate this cash flow issue, firms may need to significantly increase their holdback costs so that expenses are being covered with the current 50.5% payment approach. Finally, with the State having final ruling over reasonable takeover costs, vendors may elect not to bid or the winning bidder may need to drop out if State deems their takeover costs unreasonable. This may create significant delays to the project and force an additional extension with the incumbent.</p>	We respectfully ask the State to reconsider the current requirements, remove bullet #2, and update bullet #1 so that 90% of the payment is pro-rated across 12 months with a 10% holdback. This will reduce costs to the State and stimulate competition.	<p>No RFP change required.</p> <p>The State will not reconsider the referenced requirements.</p>
71	Exhibit B, Attachment I	3.B.2; Page 3 of 24	<p>RFP states: "Additionally, the Contracting Officer may exercise a one-time Extended Operations Period of the Contract for a time</p>	Please revise this requirement as needed.	<p>No RFP change required.</p> <p>In the event the State exercises the one-time extension, the State and the Contractor</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			<p>frame of no less than six months and no more than twelve (12) months.”</p> <p>Where should the vendor provide the State the price for this?</p>		will negotiate a price.
72	Exhibit B, Attachment I	3.D.b; Page 5 of 24	<p>Would the State please expand the volume calculation example to include a scenario that starts with monthly claim volume in the Minus Level of the Lower Volume Range and progresses through each range until it is in the Plus Level of the Upper Volume Range? This would be greatly appreciated and ensure understanding of the pricing mechanism across all the bands.</p>		No RFP change required.
73	Exhibit B, Attachment I	3.H.1)a) i., Page 9 of 24	<p>One of the Precedent-to-Payment requirements listed is “Timely Financial Reports (described in Exhibit E, Additional Provisions).”</p> <p>Exhibit E, 31, 2) 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-Payment.</p>	What reports are Precedent-to-Payment?	<p>No RFP change required.</p> <p>Refer to Exhibit B, Attachment I, 3. H for requirements regarding Precedent-to-Payment.</p>
74	Exhibit B, Attachment I	3.H.1)b) ; Page 9 of 24	<p>RFP states: "Payment shall be made for this category when the Contractor meets all cycle time requirements in Exhibit A, Attachment II, Claims Processing Subsystem."</p>	We recommend splitting the cycle time requirements based on each contracts service types. For example, the FI processes documents. There should be a cycle time	<p>No RFP change required.</p> <p>The State must demonstrate compliance with federal cycle time requirements. Each contractor will be responsible for meeting the cycle time requirements of the individual</p>

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			The FI should not be held responsible for cycle time requirements related to claims processing after the claims are scanned and entered into the system. This needs to be broken out based on each contractor's (ASO & FIs) responsibility.	for the time for entering the claims through that process. The ASO should have cycle time for the claim from that point through adjudication. Each RFP should only measure what they are responsible for in the process. This recommendation applies to all categories contained in the precedent to payment section.	contract, but the overall goal is to meet federal cycle time requirements. Failure to meet the requirement is addressed in Exhibit E.
75	Exhibit C and Exhibit E	All	Throughout the Exhibit there are clauses that provide DHCS access to Contractor's cost data. Cost data should generally only be provided for cost-reimbursable line items. (e.g., Exhibit C Section 7 and Exhibit E Sections 9, 22, 29).	Please revise.	No RFP change required. Please refer to the RFP Main, Escrow Bid Documents for further information.
76	Exhibit E	Section 2; Page 1 of 98	Section 2 - Access Requirements. Access should be limited to contractor sites used to provide the services.	Please revise.	No RFP change required. This is a standard California State Provision.
77	Exhibit E	Section 4; Page 7 of 98	Section 4 - Affiliates. The requested information is very broad and may be better served if limited to relevant affiliates.	Please revise.	No RFP change required. This is a standard California State Provision.
78	Exhibit E	Section 9; Page 9 of 98	Section 9 - Audit Requirement. The requested audit rights are very broad and should be limited to relevant contract data and not include cost or other customer data nor access to affiliates/parent	Please revise.	No RFP change required. This is a standard California State Provision.

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			companies.		
79	Exhibit E	Section 28; Page 39 of 98	Section 28 - Disputes and Appeals. Waiver of claims should be determined by the statutes and administrative regulations of the State.	Please revise.	No RFP change required. This is a standard California State Provision.
80	Exhibit E	Section 34; Page 49 of 98	Section 34 - Indemnification. Should be limited to third parties and subject to a limitation of liability except for discrete items.	Please revise.	No RFP change required.
81	Exhibit E	39.b.3) and 4), Page 56 of 98	It is clear that the Department's expectation is that both Contractors are expected to work in concert to meet the contract requirements. However, if one Contractor causes another Contractor to incur an additional expense, how will that Contractor be reimbursed for this expense?	Confirm course of action for reimbursement.	No RFP change required. Exhibit E, 39, Liquidated Damages, addresses the possibility of a failure to meet a contractual obligation due to the ASO contractor's failure to perform. As stated, in this event the Contracting Officer will apportion damages in an amount proportionate to each contractor's culpability.
82	Exhibit E	Section 44; Page 64 of 98	Section 44 - Notification of claims. To the extent this section contemplates any waiver of claims, notification and waiver should be determined by the statutes and administrative regulations of the State.	Please revise.	No RFP change required. This is a standard California State Provision.
83	Exhibit E, Additional Provisions	58, Page 83	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 accepted by the new Contractor during Takeover.
84	Exhibit E	Section	Section 60 - Termination. The	Please revise.	No RFP change required.

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
		60; Page 91 of 98	termination for cause clause does not provide any notice period. Prior to termination for cause Contractor requires a cure period such as 30 days to respond to DHCS's concerns.		This is a standard California State Provision.
85	Exhibit E	65., Page 96 of 98	Will waivers related to current CD-MMIS limitations (such as SURS profiling) be extended to the new FI contract/contractor? Does the Department intend for Proposers to include an alternate system/software tool with the capability to perform SURS profiling in their FI Proposal?	How will S/URS profiling be addressed?	No RFP change required. Existing waivers will not be extended. The Department does not intend for Proposers to include alternate system/software tool with the capability to perform SURS profiling with their FI Proposal.
86	Exhibit I	Senior Management Team; Page 1 of 14	Can the vendor provide the Information Security Officer and Privacy Officer roles through a single resource who meets all qualifications of both and would perform all responsibilities of both roles?		No RFP change required. Clarification: Yes, as long as the single resource meets all the qualifications and requirements. The Department may at any time require the Contractor to provide another resource at the Contractor's expense if the Department's needs are not met in a timely manner.
87	Exhibit I	Page 1 of 14	Requirement states: "If the same Contractor is awarded the ASO Contract and the FI Contract, then it shall only staff one of any named senior management staff positions that are identified in both Contracts." The requirement will create an unfair advantage to a bidder who bids both RFPs. They will be able to bid a lower cost for the FI than	The RFP should be modified to only require the staff needed for that specific piece of work contained in the RFP.	No RFP change required. Vendors must bid both RFPs independently.

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			bidders only bidding on one contract. The requirement also puts the State at risk if a bidder on both contracts loses one of the two. The State would then need to deal with a contract change order of some type to sort out how staffing for each contract should work.		
88	Exhibit I	Intro paragraph, pg 2	Will the State please clarify that this statement "At the discretion of the Contracting Officer, relative work experience may be substituted for the required college education on a two for one basis" applies to all Senior Management staff in this section?		No RFP change required. Yes, experience may be substituted for required education of Senior Management at the State's discretion.
89	A11_fnl_Hardware Equipment & Software.pdf – from Bidders Library	Section 1.3.1	The section states that there are 891 MIPs, but that CD-MMIS usage is approximately 34% of the mainframe. Please confirm if the 891 is the CD-MMIS usage or total mainframe value.		No RFP change required. Refer to the Data Library including, but not limited to, A11 Hardware, Equipment, and Software Manual.
90	A11_fnl_Hardware Equipment & Software.pdf – from Bidders Library	Section 1.3.1	If possible, please provide detail surrounding peak utilization versus average utilization for each processor on a daily and/or monthly basis		No RFP change required. Refer to the Data Library including, but not limited to, MN-O-180, MN-O-185 and MN-O-190 reports.
91	A11_fnl_Hardware Equipment & Software.pdf – from	Section 1.3.1	Please provide the number of LPARs		No RFP change required. Refer to the Data Library including, but not limited to, MN-O-180, MN-O-185 and MN-O-190 reports.

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
	Bidders Library				
92	A11_fnl_Hardware Equipment & Software.pdf – from Bidders Library	Section 1.3.1	Please confirm the number of subsystem and regions in use by CD-MMIS <ul style="list-style-type: none"> • CICS Regions • DB2 Subsystems • IMS Regions • MQ Regions 		No RFP change required. Refer to the Data Library including, but not limited to, E01-E10, and A16 Manuals; and reports MN-O-180, MN-O-185 and MN-O-190 reports.
93	Facility Tour		How many Kodak scanners are used (asked during tour of mailroom)?		No RFP change required. Unknown to DHCS.
94	Facility Tour		What is the image repository?		No RFP change required. Unknown to DHCS
95	Facility Tour		Does Delta manually key information into formworks?		No RFP change required. Unknown to DHCS.
96	Facility Tour		Are radiographs scanned (asked when showing clinical review of claims by “Delta Auditor”)?		No RFP change required. No.
97	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.
98	Facility Tour		Do the 32,000 document processed in the mail room include attachments?		No RFP change required. Yes, it’s considered one document.
99	Facility Tour		X-rays are not scanned?		No RFP change required. X-Rays are not scanned.
100	Facility Tour		Auditors do an initial review, and		No RFP change required.

Q #	RFP Reference	Section	Question-Issue	Remedy Sought	DHCS Response
			then if necessary go on to Dentist? (asked during claim errors example)		Yes.
101	Facility Tour		During training room presentations: <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? Of the four buildings on Delta's campus, what is the total square footage for Denti-Cal?		No RFP change required. Unknown to DHCS. Unknown to DHCS. Unknown to DHCS.
102	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?		No RFP change required. The Department will determine how best to evaluate the proposals.