

Voluntary Letter of Intent

Purpose	This is a non-binding <u>Voluntary</u> Letter of Intent whose purpose is to assist DHCS in determining the staffing needs for the Proposal evaluation process and to improve future procurements.
Information requested	DHCS is interested in knowing if your firm intends to submit a Proposal or your reasons for not submitting a Proposal. Completion of this form is voluntary
Action to take	Indicate your intention to submit a Proposal by checking items 1 or 2 below. Follow the instructions below your selection.

1. **My firm intends to submit a Proposal.**

- A. Check box number 1 if the above statement reflects your intention.
- B. Complete the bottom portion of this form and return it to DHCS as instructed in the RFP section entitled, "Voluntary Non-Binding Letter of Intent".
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2. **My firm does not intend to submit a proposal for this project.**

- A. Check box number 2 if the statement in item 2 reflects your intention.
- B. Indicate the reason(s) for not submitting a Proposal by checking each of the following statements that apply.

- My firm lacks sufficient staff expertise or personnel resources to meet all RFP requirements.
- My firm lacks sufficient experience (i.e., not enough or wrong type).
- My firm believes the qualification requirements are too restrictive.
- Insufficient time was allowed for Proposal preparation.
- Too much paperwork is required to prepare a Proposal response.
- Other commitments and projects have a greater priority.
- My firm did not learn about the contract opportunity soon enough.
- My firm does not provide the full range of services that DHCS is seeking.
- My firm is only interested in becoming a subcontractor, consultant, or supplier.
- My firm cannot meet the DVBE requirements - we do not wish to subcontract any work.
- Too much effort and/or paper work is required to meet California DVBE requirements.
- Insufficient time was allowed for DVBE compliance.
- Other reason: _____
- _____
- _____

- C. Complete the bottom portion of this form and return it to DHCS as instructed in the RFP section entitled, "Voluntary Non-Binding Letter of Intent".
- D. By indicating there is no intention to submit a Proposal, DHCS may elect not to send your firm Administrative Bulletins, RFP Addenda, clarification notices, Proposer Question and Answer notices, or other procurement and/or administrative notices.
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Name of Firm:

Printed Name/Title:

Signature:

Date:

Request for Inclusion on Distribution List

The Department of Health Care Services (DHCS) will continue to provide automatic updates about RFP # 13-90270 California Dental Medicaid Management Information System Fiscal Intermediary Services **only** to prospective Proposers who complete and return this Request for Inclusion on Distribution List form. DHCS is in the process of building a distribution list for this project and asks prospective bidders to complete this attachment with the appropriate information in order to become part of the permanent, active distribution list for this project. In order to continue to receive updated information relevant to this RFP, please return this form as soon as possible via mail, hand delivery or overnight express/courier service or email using the information referenced below.

It is incumbent upon any Proposer who does not submit the Request for Inclusion on Distribution List form, but intends to bid on this contract, to monitor the website at http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx for any RFP Administrative Bulletins and/or RFP Addenda updates to the RFP.

Submit this Request for Inclusion on Distribution List form through one of the following methods:

U.S. Mail, Hand Delivery or Overnight Express/Courier Service or Email:
Department of Health Care Services Office of Medi-Cal Procurement Attn: Teri Lesh/Subran Singh RE: Request for Inclusion on Distribution List - RFP 13-90270 California Dental Medicaid Management Information Services Fiscal Intermediary Services 1501 Capitol Avenue, Suite 71.3041 Mail Stop 4200 Sacramento, CA 95814 or P.O. Box 997413, Mail Stop 4200 Sacramento, CA 95899-7413 Email: To: omcprfp2@dhcs.ca.gov Subject: Request for Inclusion on Distribution List - RFP 13-90270 California Dental Medicaid Management Information Services Fiscal Intermediary Services

Name of Proposer:

Mailing Address (*Street address, P.O. Box, City, State, Zip Code*):

Printed Contact Name:	Title:
Telephone number: ()	Email address:

Conflict of Interest Compliance Certificate

- A. DHCS intends to avoid conflicts of interest or the appearance of conflicts of interest on the part of the Contractor, subcontractors, or independent consultants, or employees, officers and directors of the Contractor, subcontractors, or independent consultants. Thus, DHCS reserves the right to determine, at its sole discretion, whether any information received from any source indicates the existence of a conflict of interest.
- B. Any of the following instances would be considered a “conflict of interest”, including, but not limited to:
1. An instance where the Proposer/Contractor, any of its subcontractors, or independent consultants, or any employee, officer, or director of the Proposer/Contractor, any subcontractors, or independent consultants:
 - a. Has an interest, financial or otherwise, in a Medi-Cal provider; or
 - b. Is currently a party to a contract with a Medi-Cal provider; or
 - c. Is currently either providing to or receiving from a Medi-Cal provider, information of the type that would be exchanged with Medi-Cal providers under the Contract; or
 - d. Is currently either providing to or receiving from a Medi-Cal provider, information of the type that would be prohibited from exchange with Medi-Cal providers under the Contract.
 2. An instance where the Proposer/Contractor, any of its subcontractors, or independent consultants, or any employee, officer, or director of the Proposer/Contractor, any subcontractors, or independent consultants holds a position of interest, financial or otherwise, which would allow use or disclosure of information obtained while performing services for private or personal benefit or for any purpose that is contrary to the goals and objectives of the Contract.
 3. An instance where a Medi-Cal provider employs the Proposer/Contractor, any of its subcontractors, or independent consultants, or any employee, officer, or director of the Proposer/Contractor, any subcontractors, or independent consultants.
 4. Where pursuant to the Political Reform Act (Government Code Section 87100-87500), a DHCS official has an economic interest in the Contractor and the official makes, participates in the making of, or uses his or her official position to influence the making of a decision involving the Contractor, where it is reasonably foreseeable that the decision could materially affect the official's economic interest.
 5. Where pursuant to Government Code Section 1090 et seq., a DHCS official participates in the making of a contract with the Contractor and the official is financially interested in the Contract.
- C. DHCS' determination of a suspected or potential conflict of interest will be based on all of the Proposer's/Contractor's business affiliations and contractual relationships.
- D. If DHCS is aware of a known or suspected conflict of interest, the Proposer/Contractor will be given an opportunity to submit additional information or to resolve the conflict. A Proposer/Contractor with a suspected conflict of interest will have five State work days from the date of notification of the conflict by DHCS to provide complete information regarding the suspected conflict. If a conflict of interest is determined to exist by DHCS and cannot be resolved to the

satisfaction of DHCS, before or after the award of the Contract, the conflict will be grounds for the Proposal to be deemed nonresponsive and/or termination of the Contract.

- E. The Proposer shall place this Certificate in the Appendix Section of its Narrative Proposal response to this RFP. This Certificate shall bear the original signature of an official or employee of the Proposer who is authorized to bind the Proposer.
- F. This Certificate will be incorporated into the Contract, if any, awarded from this RFP. It is understood that this requirement shall be in effect for the entire term of the Contract. The Contractor shall obtain a completed Certificate from any proposed subcontractor and independent consultant, and submit it to DHCS prior to approval of the subcontractor or independent consultant by DHCS.
- G. The Contractor, each subcontractor and independent consultant shall notify DHCS, Medi-Cal Dental Services Division, at MS 4708, 11155 International Dr., Rancho Cordova, CA 95670 within ten (10) State work days of any change to the information provided on this Certificate.
- H. If the Proposer/Contractor has a suspected or potential conflict of interest, the Proposer/Contractor shall attach to this form a description of the relationship, a plan for ensuring that such a relationship will not adversely affect DHCS, and procedures to guard against the existence of an actual conflict of interest.

The undersigned hereby affirms that: (check one)

- The statements above have been read and that no conflict of interest exists.
- A suspected or potential conflict of interest does exist, and additional information (as described in Paragraph H above) is attached along with a plan to address the possible conflict of interest.

Signed: _____ **Title:** _____ **Date:** _____

Type or Print Name of Authorized Representative: _____

Proposer Response Guide

The Proposer Response Guide is a document which identifies where a Proposer has provided information that fully explains details or otherwise provides information that will enable evaluators to make an informed evaluation of the proposal for a specific evaluation question. Each narrative question is identified by the number corresponding to an evaluation question. Space is provided to identify the location of your response within your proposal. The Department is not dictating the format of your response, but your response should identify where the information may be found so that effective identification may be allowed. There is no limitation to the number of cites to which you direct an evaluator. The Department recognizes that certain questions are more general to the overall information presented. It is appropriate to identify your response as a "General Response" or a "General Response of Section (i.e. L.2.a...)" as you deem appropriate.

Change Requirements

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Systems Group

- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____
- 11. _____
- 12. _____

13. _____

Administrative Support of Contract Changes

14. _____

15. _____

16. _____

Document / Correspondence Management System

17. _____

Document Control

18. _____

19. _____

Claims Processing

20. _____

21. _____

22. _____

23. _____

Payment Processing

24. _____

25. _____

Takeover

26. _____

27. _____

28. _____

29. _____

Quality Management

30. _____

31. _____

32. _____

Information Security

33. _____

34. _____

Security and Confidentiality

35. _____

36. _____

37. _____

38. _____

Financial Process

39. _____

40. _____

41. _____

42. _____

Turnover/Runout

43. _____

Records Retention

44. _____

Q #	Evaluation Questions/Considerations	SOW Requirements
Change Requirements		
1	<p>To what extent does the Proposer demonstrate an understanding of and commitment to establishing the unique and distinct database versions (Central Versions) necessary to perform Systems Testing, Acceptance Testing, and production, as well as other specific areas needed to test and operate the California Dental Medicaid Management Information System?</p>	Exhibit A, Attachment III
	<p>Scoring Considerations:</p> <p>Does the Proposer list, detail and explain all areas necessary to test and execute the California Dental Medicaid Management Information System?</p> <p>Does the Proposer understand the unique resources required to perform the tasks associated with managing the California Integrated Database Management System on which the California Dental Medicaid Management Information System operates?</p> <p>Does the Proposer demonstrate an understanding of the Pseudo-Relational database used in the operation of the California Dental Medicaid Management Information System?</p>	
2	<p>To what extent does the Proposer understand the effort required to build the Integrated Database Management System database used to store, retrieve and manipulate the data necessary to provide Medicaid services to and for the people of the State of California?</p>	Exhibit A, Attachment III
	<p>Scoring Considerations:</p> <p>Does the Proposer understand the user level security requirements necessary to ensure the data is secure and available?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the proposer understand the volume of data and the time required to load this information?</p> <p>Does the Proposer have a Change Process to accommodate and allow changes to be made to records, databases and elements as necessary to accommodate day-to-day operations of the CD-MMIS program?</p>	
3	<p>To what extent does the Proposer have in place the hardware necessary to operate the State of California's California Dental Medicaid Management Information System (CD-MMIS)?</p>	<p>Exhibit A, Attachment III</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer have in place a plan to contract/implement a mainframe system capable of servicing the State's California's California Dental Medicaid Management Information System (CD-MMIS)?</p> <p>Does the Proposer present a system capable of meeting the processing requirements for the volume of claims, calls, and ancillary services required to operate the California Medicaid Management Information System (CD-MMIS) program?</p> <p>Does the Proposer have a plan to increase the processing capacity of the hardware and software, if the system is unable to meet the volume requirements?</p>	
4	<p>To what extent does the Proposer have in place the infrastructure (processes, procedures, and personnel) necessary to execute the jobs, produce the reports and backup the data off-site?</p>	<p>Exhibit A, Attachment III</p>

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Scoring Considerations:</p> <p>Does the Proposer have in place the staff (non-billable staff) required-to perform the basic functions of operating and administering the mainframe system they are proposing?</p> <p>Does the Proposer have the capability and infrastructure to execute the daily, weekly and monthly jobs required to execute the California Dental Medicaid Management Information System (CD-MMIS)?</p> <p>If the Proposer proposes subcontracting the mainframe operations, does the Proposer demonstrate processes and procedures to ensure the subcontractor(s) have the ability to meet the requirements listed above?</p>	
<p>CHANGE REQUIREMENTS Max Score <u>16</u> Points X 1.0 = 16.00 Points</p>		
<p>SYSTEMS GROUP</p>		
<p>5</p>	<p>To what extent does the Proposer meet the organizational structure described in Exhibit A, Attachment III?</p>	<p>Exhibit A, Attachment III</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer identify proposed staffing for each organizational unit in the appropriate position levels or classifications as described in Exhibit I, Staffing Qualifications to support the Systems Group and begin full California Dental Medicaid Management Information Systems Operations?</p> <p>Does the Proposer demonstrate how they would organize and manage the appropriate resources for all development efforts under the Fiscal Intermediary Contract?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer demonstrate a Management style approach and method to track and control project status from design through implementation?	
6	To what extent does the Proposer offer comprehensive and technically sound procedures, methods, and approaches to providing on-going monitoring and maintenance to ensure capacity and volume of database areas and indexes meets the needs of the California Dental Medicaid Management Information System?	Exhibit A, Attachment III
	<p>Scoring Considerations:</p> <p>Does the Proposer offer controls to measure effectiveness and accuracy of the system?</p> <p>Does the Proposer's response proactively prevent out-of-space errors?</p> <p>Does the Proposer offer a staffing blend and levels (business and technical) to support the implementation and maintenance of change instruments throughout the life of the contract?</p>	
7	To what extent does the Proposer demonstrate their approach and methodology to implement and provide the ongoing operational and maintenance support for all non-mainframe systems in existence, and those to be developed during the existence of this Contract in order to meet contractual requirements.	Exhibit A, Attachment II, Non-Mainframe Systems
	<p>The following will be considerations in scoring:</p> <p>Does the Proposer's response provide for the maintenance of all non-mainframe systems?</p> <p>Does the Proposer's response provide for the support of all contractor-owned workstations and the network to which they are attached?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer's response provide for the maintenance of all State-Owned workstations at the Proposer's facility and the network infrastructure to which they are attached?</p>	
8	<p>To what extent does the Proposer describe their approach and methodology for implementing changes mandated by policy, regulation, statute, or judicial interpretation, or directed by the Department of Health Care Services?</p>	<p>Exhibit A, Attachment III</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer describe the coordination of the Enterprise Project Management Office's efforts with the Systems Group resources to ensure successful implementation?</p> <p>Does the Proposer describe the coordination of the Department's and Administrative Services Organization Contractor's efforts with the Systems Group resources to ensure successful implementation?</p> <p>Does the Proposer demonstrate an understanding of the formalized process to notify the Department, the Administrative Services Organization Contractor and all impacted parties on an ongoing basis of changes and/or amendments to be made to the California Dental Medicaid Management Information System?</p>	
9	<p>To what extent does the Proposer describe the estimation tool, methodology, metrics and project control processes employed to support implementation of changes to the California Dental Medicaid Management Information System?</p>	<p>Exhibit A, Attachment III</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer describe the identified estimation tool and metrics, and show how they will be used to size the change for California Dental Medicaid Management Information System projects?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer describe an approach to incorporating the proposed metrics into the System Development Life Cycle?</p> <p>Does the Proposer clearly demonstrate how accuracy of estimates will be measured and improved over time?</p> <p>Does the Proposer offer appropriate staffing levels, functional responsibilities and qualifications which are defined?</p> <p>Does the Proposer offer a Management style approach and method used to track and control project status from design through implementation?</p>	
10	<p>To what extent does the Proposer offer comprehensive and technically sound procedures, methods and approaches of Design, Development, and Implementation (DDI) for all system/process changes to California Dental Medicaid Management Information System within the phase and deliverable structure in accordance with this Contract?</p>	Exhibit A, Attachment III
	<p>Scoring Considerations:</p> <p>Does the Proposer's response demonstrate an understanding of the Enterprise Project Management Office's System Development Life Cycle (SDLC) processes, including the processes to implement Miscellaneous Change Documents and Problem Statements?</p> <p>Does the Proposer's response demonstrate an understanding of the contract documentation standards?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer's response demonstrate an understanding of the purpose and deliverables from each System Development Life Cycle, Miscellaneous Change Document, and Problem Statement phase?	
11	To what extent does the Proposer demonstrate comprehensive and technically sound procedures, methods and processes for coordinating and conducting systems and acceptance testing activities for mainframe and non-mainframe systems?	Exhibit A, Attachment III
	<p>Scoring Considerations:</p> <p>Does the Proposer offer an approach to System Testing which ensures that all applications will function correctly in a production-type environment?</p> <p>Does the Proposer show an understanding of the interrelationships and functional dependencies between End-to-End testing and Acceptance testing?</p> <p>Does the Proposer offer an approach to the establishment of separate environments?</p> <p>Does the Proposer offer an approach to coordinating and tracking of test activities?</p>	
12	To what extent does the Proposer offer a comprehensive and technically sound approach and method for implementation of the Business Rules Extraction (BRE)?	Exhibit A, Attachment III
	<p>Scoring Considerations:</p> <p>Does the Proposer's response demonstrate an understanding of the purpose and use of Business Rules?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer's response identify how business rules will be discovered and captured as part of the System Development Life Cycle?</p> <p>Does the Proposer's response identify how business rules will be modified and maintained during the life of the contract?</p>	
13	<p>To what extent does the Proposer demonstrate the ability to facilitate the reporting responsibilities as well as to ensure consistent application of requirements for all manual and automated California Dental Medicaid Management information System (CD-MMIS) reports?</p>	<p>Exhibit A, Attachment III</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer describe their approach to complying with the General Reporting requirements?</p> <p>Does the Proposer's plan ensure that all reporting will be maintained and accessible ?</p> <p>Does the Proposer describe their approach to ensuring accuracy and timeliness of all California Dental Medicaid Management Information System reporting?</p>	
<p>SYSTEMS GROUP Max Score <u>36</u> Points X .60 = 31.20 Points</p>		
<p>ADMINISTRATIVE SUPPORT OF CONTRACT CHANGES</p>		
14	<p>To what extent does the Proposer demonstrate an understanding of the Enterprise Project Management Office's purpose and responsibilities?</p>	<p>Exhibit A, Attachment II, Administrative Support of Contract Changes</p>

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Scoring Considerations:</p> <p>Did the Proposer’s description of their use of the Enterprise Project Management Office demonstrate how they would organize and manage the appropriate Contractor’s resources for all development efforts under the Fiscal Intermediary contract?</p> <p>Does the Proposer provide an approach to ensure necessary communications, status updates, notifications, education, and training are coordinated throughout all levels of Operations between the Department and the Administrative Services Organization (ASO) Contractor?</p> <p>Does the Proposer describe their approach to ensuring business and system requirements are captured during Design, Development, and Implementation?</p>	
15	<p>To what extent does the Proposer demonstrate the knowledge and understanding of industry accepted best practices in Project Management to provide effective and efficient management of staff resources and the allocation of those resources to the entire portfolio of projects the Department assigns?</p>	<p>Exhibit A, Attachment II, Administrative Support of Contract Changes</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate an understanding of industry best practices in project and portfolio management?</p> <p>Does the Proposer identify how it will provide effective and efficient management of staff resources?</p> <p>Does the Proposer identify how it will efficiently allocate and utilize staff across the portfolio of projects assigned by the Department?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
16	<p>To what extent does the Proposer demonstrate the knowledge and understanding of implementation of a formalized process to make changes and/or amendments to the California Dental Medicaid Management Information System?</p>	<p>Exhibit A, Attachment II, Administrative Support of Contract Changes</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's response identify the change management roles, responsibilities, policies, processes, guidelines and procedures necessary to control and manage change?</p> <p>Does the Proposer demonstrate the ability to facilitate at all levels of Operations, including the Department, Administrative Services Organization (ASO) Contractor, and the Systems Group, the approvals of all required deliverables?</p> <p>Does the Proposer's response provide for documenting all changes as required by the Contract?</p>	
<p>ADM. SUPPORT CONTRACT CHANGES MAX Score <u>12</u> Points X 1.75 = 21.00 Points</p>		
<p>DOCUMENT / CORRESPONDENCE MANAGEMENT SYSTEM</p>		
17	<p>To what extent does the Proposer offer an approach to accept, manage, and store all documents and supporting attachments into the California Dental Medicaid Management Information System?</p>	<p>Exhibit A, Attachment II, Claims Processing Subsystem</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer describe a sound solution in providing automated retrieval and retention of original documents and all supporting attachments?</p> <p>Does the Proposer's solution provide extensive search capabilities to allow different types of documents to be quickly and consistently accessed?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer's solution support a workflow tool to support and enhance the formal tracking and approval of correspondence between the Contractors and the Department?</p>	
<p>DOC./CORRESPONDENCE MANAGEMENT Max Score <u>4</u> Points X 2.00 = 8.00 Points</p>		
<p>DOCUMENT CONTROL - IMAGE CAPTURE AND DATA CORRECTION</p>		
<p>18</p>	<p>To what extent does the Proposer offer an approach to accurately process all documents and supporting attachments into the California Dental Medicaid Management Information System?</p>	<p>Exhibit A, Attachment II, Claims Processing Subsystem</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer describe a sound solution in providing OCR/ICR to support claim/TAR data entry edits?</p> <p>Does the Proposer's response provide for the entry of captured document data into the system and the application of appropriate claim/Treatment Authorization Request edits?</p> <p>Does the Proposer's response provide for the required manual pre-screening functions?</p>	
<p>19</p>	<p>To what extent does the Proposer offer methods used to track, record and report all activity for each document type from receipt through final payment to provide a complete audit trail and be in compliance with all reporting requirements?</p>	<p>Exhibit A, Attachment II, Claims Processing Subsystem</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's response provide for the tracking of all document activity from receipt to final payment?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	Is the Proposer's response in compliance with the contract reporting requirements?	
DOCUMENT CONTROL Max Score 8 Points X 2.10 = 16.80 Points		
CLAIMS PROCESSING		
20	To what extent does the Proposer demonstrate the ability to maintain the system to ensure that performance requirements (e.g. system uptime), and ongoing operations are executed on time and cycle times are being met?	Exhibit A, Attachment II, Claims Processing Subsystem
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate an understanding of the Contract performance requirements?</p> <hr/> <p>Does the Proposer demonstrate the ability to develop and implement tools and/or system enhancements to be used to ensure the accuracy and efficiency of processed documents?</p> <hr/> <p>Does the Proposer demonstrate the ability to maintain document control for all document activity from receipt to final payment?</p>	
21	To what extent does the Proposer demonstrate the ability to maintain the system to ensure performance requirements?	Exhibit A, Attachment II, Claims Processing Subsystem
	<p>Scoring Considerations:</p> <p>Does the Proposer's demonstrate the ability to ensure California Dental Medicaid Management Information System continues to process claims and related documents, applying edits and audits to each document to final adjudication?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer demonstrate an understanding of Provider, Recipient, Procedure, and Surveillance and Utilization Review Subsystem edit criteria?</p> <p>Does the Proposer demonstrate an understanding of History Crosscheck audit criteria?</p> <p>Does the Proposer demonstrate knowledge of different dental programs; (e.g., California Children’s Services/Genetically Handicapped Persons Program and Regional Center Consumers), and the unique scope of benefits and processing requirements for each program?</p>	
22	<p>Does the Proposer's response demonstrate an understanding of the ADA claim form?</p>	<p>Exhibit A, Attachment II, Claims Processing Subsystem</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's response provide for the implementation of the ADA claim form?</p> <p>Does the Proposer's response describe how the Proposer will support the proprietary Claim/Treatment Authorization Request forms until the ADA form is phased-in?</p>	
23	<p>To what extent does the Proposer demonstrate the ability to maintain and process all electronic media documents and comply with the most current Electronic Data Interchange standards adopted pursuant to Health Insurance Portability and Accountability Act and in accordance with Department approved formats and specifications?</p>	<p>Exhibit A, Attachment II, Claims Processing Subsystem</p>

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Scoring Considerations:</p> <p>Does the Contractor demonstrate an understanding of Health Insurance Portability and Accountability Act requirements, and are there adequate processes in place to ensure federal and State Health Insurance Portability and Accountability Act mandates are met or exceeded?</p> <hr/> <p>Does the Proposer's response provide for the processing of Electronic Data Interchange Claims/Treatment Authorization Requests and the capability to link radiographs and other supporting documents to the Claims/Treatment Authorization Requests?</p> <hr/> <p>Does the Proposer's response describe the ability to support Electronic Data Interchange submission and retrieval twenty-four (24) hours each day Monday through Saturday including fluctuating volumes?</p> <hr/> <p>Does the Proposer's response demonstrate an understanding of all Electronic Data Interchange requirements including producing files and reports to support in Electronic Data Interchange document submission/processing?</p>	
<p>CLAIMS PROCESSING Max Score <u>16</u> Points X 1.00 = 16.00 Points</p>		
<p>PAYMENT PROCESSING</p>		
<p>24</p>	<p>To what extent does the Proposer demonstrate an understanding of the checkwrite process and demonstrate the ability to develop and implement procedures, processes and methods to ensure the checkwrite requirements will be met?</p>	<p>Exhibit A, Attachment II, Claims Processing Subsystem</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer provide an approach to ensure and verify payment files are accurate?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer demonstrate comprehensive and technically sound approaches and methods in executing the processes that generate the data required to produce provider warrants?</p> <p>Does the Proposer demonstrate comprehensive and technically sound approaches and methods to execute Electronic Fund Transfers?</p> <p>Does the Proposer demonstrate an understanding of the accounts receivable system and the interrelationships and functional dependencies within the checkwrite process?</p>	
25	<p>To what extent does the Proposer demonstrate comprehensive and technically sound approach and methods to execute the California Dental Medicaid Management Information System functionality necessary to produce checks on behalf of the Administrative Services Organization Contractor and to pay Clinical Screeners for the their services?</p>	<p>Exhibit A, Attachment II, Claims Processing Subsystem</p>
<p>PAYMENT PROCESSING Max Score 8 Points X 1.60 = 12.80 Points</p>		
<p>TAKEOVER</p>		
26	<p>To what extent does the Proposer demonstrate a knowledge and understanding of the services to be provided as described in the Takeover Plan?</p>	<p>Exhibit A, Attachment I</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer show an understanding of the interrelationships and functional dependencies between all required tasks and activities to ensure successful completion of Takeover?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer show the ability to develop and implement procedures, processes, methods, and tools that will be used to ensure Takeover milestones and deliverable requirements will be met, including allocation and distribution of resources?</p> <p>Does the Proposer identify proposed staffing for each organizational unit and the appropriate position levels or classifications to support Takeover and begin full California Dental Medicaid Management Information System operations?</p>	
27	<p>To what extent does the Proposer demonstrate comprehensive and technically sound approaches and/or methods for coordinating and conducting System Testing in Takeover?</p>	<p>Exhibit A, Attachment I</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate an understanding of activities and tasks required to validate the readiness of the California Dental Medicaid Management Information System for Acceptance Testing?</p> <p>Does the Proposer demonstrate an ability to develop and implement procedures, processes, methods and tools that will be used to ensure the effectiveness and accuracy of System Testing?</p> <p>Does the Proposer provide a system-tested version of the operational mainframe and non-mainframe systems?</p>	
28	<p>To what extent does the Proposer demonstrate comprehensive and technically sound approaches and/or methods for coordinating and supporting Acceptance Testing in Takeover?</p>	<p>Exhibit A, Attachment I</p>

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate the ability to provide an acceptance test environment of the operational mainframe and non-mainframe systems capable of supporting Administrative Services Organization Contractor testing?</p> <p>Does the Proposer provide an approach used to support the Administrative Services Organization Contractor and Department's role in monitoring, conducting and approving acceptance testing activities and deliverables?</p> <p>Does the Proposer demonstrate an understanding of activities and tasks required to takeover and stabilize the California Dental Medicaid Management Information System?</p> <p>Does the Proposer demonstrate an ability to develop and implement procedures, processes, methods and tools that will be used to ensure readiness for assumption of California Dental Medicaid Management Information System Operations?</p>	
29	<p>To what extent does the Proposer demonstrate the capability of meeting Facilities and Resources requirements and responsibilities?</p>	<p>Exhibit A, Attachment I</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate comprehensive and technically sound approach/methods for cut-over/transfer of the California Dental Medicaid Management Information System terminal network data lines, backup dial-up business lines, files to ensure transition is transparent to the Administrative Services Organization Contractor, Department of Health Care Services, providers and beneficiaries?</p> <p>Does the Proposer show an understanding of on/off site hardware equipment, software and the installation of the hardware equipment and software to support the California Dental Medicaid Management Information System, including all non-mainframe systems?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer provide a contingency plan in case of schedule slippage and/or equipment failure?	
TAKEOVER Max Score <u>16</u> Points X 1.10 = 17.60 Points		
QUALITY MANAGEMENT		
30	To what extent does the Proposer demonstrate their overall capability to identify, measure, monitor, and report on all Contractor’s performance?	Exhibit A, Attachment II, Quality Management Operations
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate procedures, methods, and processes to ensure the entire systems operation is in compliance with Capability Maturity Model Integration and International Organization for Standardization 9001:2008 standards upon Contract implementation and shall be certified to International Organization for Standardization 9001:2008 within one year of the start of the Operation’s period and remain current with the latest release?</p> <hr/> <p>Does the Proposer offer a description of how they will define and measure each performance standard? And does the Proposer offer a description of how they will validate the reliability of the performance measure?</p> <hr/> <p>Does the Proposer’s response demonstrate their ability to conduct the required system reviews?</p> <hr/> <p>Does the Proposer’s response demonstrate their ability to develop preventive measures used to identify, research, report and correct problems, which if resolved would increase the efficiency and accuracy of California Dental Medicaid Management Information System operations?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
31	<p>Does the Proposer provide a detailed Quality Management plan addressing quality planning, quality assurance, quality control and quality improvement?</p>	<p>Exhibit A, Attachment II, Quality Management Operations</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer offer a description of each performance standard?</p> <p>Does the Proposer in their Request For Proposal response offer an approach to evaluate concurrent and retrospective reviews of the system and Contractor performance and compliance with all contract requirements, including accuracy and timely performance?</p>	
32	<p>To what extent does the Proposer demonstrate knowledge and understanding of the process for reviewing, verifying, and validating processes, work products, and deliverables to ensure compliance with Contract requirements, as well as processes for improving performance?</p>	<p>Exhibit A, Attachment II, Quality Management Operations</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate the ability to develop and implement procedures, processes, methods and tools which will be used to ensure the on-going improvement of contract and employee performance?</p> <p>Does the Proposer's response describe how quality will be measured and how quality will be improved when processes are unstable or outside of controlled limits?</p> <p>Does the Proposer offer methods and approaches to gather accurate required information for the quality management performance reporting?</p>	
<p>QUALITY MANAGEMENT Max Score <u>12</u> Points X 1.30 = 15.60 Points</p>		

Q #	Evaluation Questions/Considerations	SOW Requirements
INFORMATION SECURITY		
33	<p>To what extent does the Proposer demonstrate knowledge and understanding of the services to be provided by the Security and Privacy Office?</p>	<p>Exhibit A, Attachment II, Information Security and Privacy Office</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's response demonstrate knowledge and understanding of the general responsibilities of the Information Security and Privacy Officer(s)?</p> <p>Does the Proposer's response demonstrate knowledge and understanding of the reporting responsibilities?</p> <p>Does the Proposer's response demonstrate knowledge and understanding of the Security Risk Assessor's and the Security Architect's responsibilities?</p>	
34	<p>To what extent does the Proposer demonstrate knowledge and understanding of the policies, procedures, guidelines, safeguards, and audit controls that shall protect data confidentiality, data integrity, privacy rights, and ensure the integrity, security, and availability of these information systems?</p>	<p>Exhibit A, Attachment II, Information Security and Privacy Office</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate an understanding of policies and procedures for the collection, storage, access and destruction of information assets?</p> <p>Does the Proposer demonstrate an understanding of policies and procedures for the use, disclosure, transmission, and storage of information that is protected under applicable federal and State laws?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer demonstrate an understanding of the policies and procedures for reporting incidents involving the unintentional or unauthorized use, disclosure, or modification of protected information?	
INFORMATION SECURITY Max Score 8 Points X .75 = 6.00 Points		
SECURITY AND CONFIDENTIALITY		
35	To what extent does the Proposer demonstrate knowledge and understanding of the administrative, physical and technical safeguards that protect the confidentiality, integrity and availability of the public, confidential, sensitive and personal information?	Exhibit A, Attachment II, Security and Confidentiality
	<p>Scoring Considerations:</p> <p>Does the Proposer's response provide adequate physical and system security for the California Dental Medicaid Management Information System and non-mainframe subsystems?</p> <p>Does the Proposer's response provide adequate security for the Proposer's facilities?</p> <p>Does the Proposer's response provide for the development of adequate procedures for the handling, packaging, and transportation of sensitive/confidential data or resources?</p>	
36	To what extent does the Proposer demonstrate their capability for meeting all applicable federal and State security and privacy requirements (including HIPAA) to provide adequate physical and system security for the California Dental Medicaid Management Information Systems and non-mainframe subsystems network?	Exhibit A, Attachment II, Security and Confidentiality

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Scoring Considerations:</p> <p>To what extent does the Proposer's response demonstrate an understanding of the applicable federal and state security and privacy requirements?</p> <p>Does the Proposer's response address all facilities associated with the proposal?</p> <p>Does the Proposer's response provide a solution that tracks the application access of all it's employees and State employees and contractors?</p>	
37	<p>To what extent does the Proposer demonstrate their capability to provide for adequate back-up and recovery for all Operations, both manual and automated, mainframe and non-mainframe system/applications, including all functions required to meet the back-up and recovery time frames as specified in their Business Continuity Plan?</p>	<p>Exhibit A, Attachment II, Security and Confidentiality</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's response provide for the identification of all resources that require back-up?</p> <p>Does the Proposer's response identify back-up facility(ies) and resources where operations can be continued?</p> <p>Does the Proposer's response demonstrate their ability to develop required deliverables to identify and offer resolutions to potential risks to California Dental Medicaid Management Information System operations?</p> <p>Does the Proposer response demonstrate their ability to develop and implement required back up plans to ensure continued California Dental Medicaid Management Information System operations?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer's response provide for meeting the recovery timeframes as required in the Request for Proposal?	
38	<p>To what extent does the Proposer demonstrate an understanding of Health Insurance Portability and Accountability Act requirements, and are there adequate processes in place to ensure federal and State Health Insurance Portability and Accountability Act mandates are met or exceeded and employees are properly trained?</p>	<p>Exhibit A, Attachment II, Security and Confidentiality</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's plan provide for the training as identified in the Request for Proposal?</p> <p>Does the Proposer's plan provide for the prevention of unauthorized disclosure or access of confidential data?</p>	
<p>SECURITY AND CONFIDENTIALITY Max Score <u>16</u> Points X .40 = 6.40 Points</p>		
<p>FINANCIAL PROCESS</p>		
39	<p>To what extent does the Proposer demonstrate knowledge and understanding of the process for requesting payment for operations?</p>	<p>Exhibit B, Payment Provisions; Exhibit B, Attachment I, Special Payment Provisions</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer demonstrate an understanding of Takeover invoicing?</p> <p>Does the Proposer demonstrate an understanding of Operations invoicing?</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer demonstrate an understanding of Turnover and Runout invoicing?	
40	<p>To what extent does the Proposer describe their approach and methodology for providing reporting and supporting documentation of Operations payments?</p>	<p>Exhibit B, Payment Provisions; Exhibit B, Attachment I, Special Payment Provisions</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer describe their approach and methodology for providing certifications and reports for Claim and Treatment Authorization Request Documents?</p> <p>Does the Proposer's response provide for the required monthly and annual reconciliation reports?</p> <p>Does the Proposer's response provide for the conditions precedent-to-payment for operations invoices?</p>	
41	<p>To what extent does the Proposer demonstrate understanding and compliance with the payment requirements detailed in Exhibit B, Special Payment Provisions and Exhibit E, Additional Provisions?</p>	<p>Exhibit B, Payment Provisions; Exhibit E, Additional Provisions</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer acknowledge and accept the payment requirements and liquidated damage sections contained in Exhibit B Special payment Provisions and Exhibit E, Additional Provisions.</p>	

Q #	Evaluation Questions/Considerations	SOW Requirements
42	<p>To what extent does the Proposer demonstrate a working knowledge and understanding of the erroneous payment correction process?</p>	<p>Exhibit A, Attachment II, Quality Management Operations</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's response demonstrate a clear understanding of it's erroneous payment correction responsibilities?</p> <p>Does the Proposer's response provide for the creation of Problem Statements as necessary when researching erroneous payments?</p> <p>Does the Proposer's response provide for cooperating with the Administrative Service Organization Contractor as necessary to resolve erroneous payments?</p>	
<p>FINANCIAL PROCESS Max Score <u>16</u> Points X 3.5 = 5.60 points</p>		
<p>TURNOVER/RUNOUT</p>		
43	<p>To what extent does the Proposer demonstrate a knowledge and understanding of the services to be provided as described in the Turnover/Runout Plan?</p>	<p>Exhibit A, Attachment IV</p>
	<p>Scoring Considerations:</p> <p>Does the Proposer's response provide for the required turnover services for transfer of the Proposer's Operation?</p> <p>Does the Proposer's response provide for appropriate runout activities to complete its contractual obligations and fulfill its contractual liabilities?</p>	
<p>TURNOVER/RUNOUT Max Score <u>4</u> Points X .30 = 1.20 Point</p>		

Q #	Evaluation Questions/Considerations	SOW Requirements
RECORDS RETENTION		
44	<p>To what extent does the Proposer demonstrate knowledge and understanding of the record retention requirements and responsibilities as the custodian of all claims payment records?</p>	<p>Exhibit A, Attachment II, Records Retention Requirements</p>
<p>Scoring Considerations:</p> <p>Does the Proposer's response demonstrate an understanding of the record retention requirements for the Proposer's corporate and financial records?</p> <p>Does the Proposer's response demonstrate an understanding of the record retention requirements for Medi-Cal Dental claims payment records?</p> <p>Does the Proposer's response provide for the authorized access to retrieval services and certification of claims payment records under its custodianship?</p>		
RECORDS RETENTION Max Score <u>4</u> Points X .25 = 1.00 Point		