



COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300

Richmond, VA 23219

July 25, 2016

ADDENDUM No. 5 TO VENDORS:

Reference Request for Proposal: RFP 2016-03, Financial Management Solution

Dated: June 15, 2016

Proposal Due Date: August 5, 2016

Below are updates that may delete, add, modify or clarify certain aspects of the aforementioned RFP. Please incorporate as necessary.

1. Appendix J.15 Electronic Data Interchange Modification to requirements

Individual requirements FMS-EDI-010 and FMS-EDI-014 are removed from Appendix J.15 – Electronic Data Interchange. Requirements FMS-EDI-011 through FMS-EDI-013 are renumbered to FMS-EDI-010 through FMS-EDI-012 respectively. Requirements FMS-EDI-015 and FMS-EDI-016 are renumbered to FMS-EDI-013 and FMS-EDI-014 respectively. There are a total of fourteen (14) requirements in Appendix J.15 – Electronic Data Interchange after this update is applied.

Removed requirements:

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| FMS-EDI-010 | The Contractor shall ensure an hourly EDI statistics email is sent to listed users. |
| FMS-EDI-014 | The Contractor shall ensure human readable format is produced for 999 and TA1. |

Renumbered requirements:

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| FMS-EDI-010 | For real-time submission, the Contractor shall ensure unique UUID is assigned, and the ID is tied to the backend process. |
| FMS-EDI-011 | The Contractor shall ensure an alert is sent to the appropriate technical team regarding the system status. |
| FMS-EDI-012 | The Contractor shall ensure SLA reports are generated and include information such as amount of time it took to process the file, file rejection rate, and file acceptance rate. |
| FMS-EDI-013 | The Contractor shall ensure all the submitted file information is kept in the database for easy access (file submitted timestamp, file size, user, and so on). |

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| FMS-EDI-014 | The Solution shall validate that a provider has identified a relationship with the service center and transaction ID as part of processing an EDI transaction. |
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The Requirements Traceability Matrix (RTM) in the DMAS procurement library reflects these revisions.

2. Appendix J.24 Payment and Reporting – Addition of requirement

A new requirement FMS-PR-012 is added to Appendix J.24 – Payment and Reporting, at the end of the existing table of requirements as follows. There are a total of twelve (12) requirements in Appendix J.24 – Payment and Reporting, after this update is applied.

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| FMS-PR-012 | The Solution shall provide the capability to generate a data file to provide information that meets the current HIPAA standards for the X12 820 transaction. |
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The Requirements Traceability Matrix (RTM) in the DMAS procurement library reflects this revision.

3. Appendix J.21 Accounts Receivable - Deletion of requirement FMS-AR-074

J.21 Accounts Receivable Management contains duplicate requirements for FMS-AR-064 and FMS-AR-074. Please delete requirement FMS-AR-074. Requirements FMS-AR-075 through FMS-AR-080 are renumbered to FMS-AR-074 to FMS-AR-079.

Removed Requirement:

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| FMS-AR-074 | The Solution shall provide the capability to support Receivable management for entities other than providers, including but not limited to: members, attorneys, health and casualty insurance Companies, courts and individual restitutions. |
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Renumbered Requirements:

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| FMS-AR-074 | The Solution shall provide the capability to confirm the validity of provider information against the related claims information including but not limited to provider ID and applicable service types (MPC) prior to setting up new invoices to ensure the provider exists in MES and that it will be feasible to recoup funds owed to DMAS. |
| FMS-AR-075 | The Solution shall support real-time views into member eligibility, provider eligibility, other reference tables used in claim processing and payment history to support TPL and Estate Recovery investigation as well as other types of recoveries (e.g. Casualty, Special Needs Trust, Annuities, Long Term Care insurance, Worker’s Comp. Pre-need Burial Trust, Recipient Audit Unit cases, Provider Audit Cases, and vendor case referrals to Accounts Receivable Unit to pursue collections). |
| FMS-AR-076 | The Solution shall provide online tools to compute the recovery amount based on the details of a record (e.g., TPL resources, thresholds and limits, manual data entry of services and charges when information cannot be obtained electronically, etc.). The information for the reporting above must be provided to the data warehouse. |
| FMS-AR-077 | The Solution shall provide a calculation of a member’s total payment history, as well as payments for services rendered on or after age 55, for estate recovery purposes as well as other types of recoveries deducting any amounts that have previously been recovered by DMAS , incorrectly paid benefits, or services not allowed to collect through the Estate recovery process, etc. |

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| FMS-AR-078 | The Solution shall provide integrated views of all debts that a specific debtor (e.g., member, member's relatives, providers, power of attorney, insurance companies, other interested parties, etc.) owes across all aspects of a recovery record. |
| FMS-AR-079 | The Solution shall provide the functionality to enable authorized users to designate case assignment criteria by one or more criteria. |

The Requirements Traceability Matrix (RTM) in the DMAS procurement library reflects this revision.

4. Appendix A – Service Level Agreement, FMS-SLA-001 revision

The “Remedy” column of FMS-SLA-001 is updated as follows:

| ID | Description | Measurement | Remedy |
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| FMS-SLA-001 | Contractor caused incorrect payments may result either from the contractor's failure to utilize available information or by a failure to process the payment transaction correctly. | Any negligent contractor performance that cannot be recovered in total by the Department within ninety (90) calendar days from the identification of the problem. | The lesser of the overpayment error and 2% of annual contractor value. |

5. FMS RFP Appendix J.14 –Deletion of requirements FMS-TECH-WEB-034 and FMS-TECH-WEB-035

Delete the following requirements: FMS-TECH-WEB-034 and FMS-TECH-WEB-035

Removed Requirements:

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| FMS-TECH-WEB-034 | The Contractor shall ensure the website provides live chat functionality for end user personnel to be connected with a customer service representative (site specific). |
| FMS-TECH-WEB-035 | The Contractor shall ensure the website provides auto call back technology. Auto call back shall be triggered based on the average wait time, the number of people in the queue, the current service level, or the current abandon rate to reduce the number of repeat callers, and provide greater customer satisfaction (site specific). |

Renumbered Requirements:

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| FMS-TECH-WEB-034 | The Contractor shall ensure the website provides the ability for users to save data in heavily used forms as user specific templates for future submission (site specific). |
| FMS-TECH-WEB-035 | The Contractor shall ensure the website provides the ability for users to clone previously entered forms that are Department selected and approved (site specific). |
| FMS-TECH-WEB-036 | The Contractor shall ensure the website provides links for context sensitive referenced materials, e.g. materials from manuals, price lists, referenced materials (site specific). |

The Requirements Traceability Matrix (RTM) in the DMAS procurement library reflects these revisions.

See Attachment 1 (below) for additional questions posed by Offerors and the Department of Medical Assistance Services (DMAS) responses.

A signed acknowledgment of this addendum must be received by this office, either prior to the proposal due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher Banaszak". The signature is fluid and cursive, with the first name "Christopher" written in a larger, more prominent script than the last name "Banaszak".

Christopher M. Banaszak
DMAS Contract Manager

Name of Firm: _____

Signature and Title: _____

Date: _____

Attachment 1
RFP 2016-03, Addendum 5
Offerors Questions and DMAS Responses

| RFP | Question # | RFP Cite | Offeror Question | DMAS Response |
|-----|------------|---------------------------------------|--|--|
| FMS | 17 | General | Whether companies from Outside USA can apply for this? (like, from India or Canada) | Interested Offerors/Suppliers should read the requirements and restrictions located throughout the RFP and consult with their legal counsel on determining eligibility to apply. |
| FMS | 18 | Appendix J.3 Testing; FMS-TEST-012 | Requirements PBMS-TEST-012, ISS-TEST-012, FMS-TEST-012 and EDWS-TEST-012 all state, "The Contractor shall support provider testing of new provider claims submission systems by allowing providers to submit direct data entry claims and electronic claims test files that are processed through the adjudication cycle without impact on system data." This requirement is written in each of the four RFPs. Can the Commonwealth please clarify and amend the requirements to specifically identify which contractor is responsible for working with Providers to test web portal claims submission and complete EDI trading partner testing? | Each Contractor should support the portions of end-to-end testing for provider on-boarding, claims submission, adjudication, payment, and storage as is applicable to their application. |

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Offerors Questions and DMAS Responses

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| FMS | 19 | 3.a.8; J.15 - Electronic Data Interchange | <p>The RFP states, "The Contractor shall exchange with the DMAS EDI Gateway information that is needed to support any electronic standard healthcare transactions that are mandated by DMAS and any other transactions required to operate its solution." The RFP also provides several requirements that indicate the FMS contractor shall bring and manage an EDI solution. This includes requirements FMS-EDI-009 - FMS-EDI-016. Can the Commonwealth please confirm that the intent of the MES is to use a single EDI solution with the ISS contractor responsible for:</p> <ol style="list-style-type: none"> 1) trading partner management, 2) data and business validation, including HIPAA compliance, 3) data translations to and from other MES components (such as FMS, EDWS, CSS and PBMS), and 4) transaction reporting and auditing. <p>If the ISS contractor is not fully responsible for all of the above four functions, can the Commonwealth please clarify expectations for each of the four component vendors, such as FMS, EDWS, CSS and PBMS.</p> | <p>The DMAS EDI solution will be used to address the following:</p> <ol style="list-style-type: none"> 1) trading partner management, 2) data and business validation, including HIPAA compliance, 3) EDI data translations to and from other MES components including FMS, and 4) transaction reporting and auditing. |
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| FMS | 20 | Appendix J.16 - Documentation Management | Both the FMS and EDWS RFPs include requirements to provide a document management system. Also, requirements FMS-DOC-016 and EDWS-DOC-016 both state, "The Documentation Management system shall convert and store the contents of the legacy ECM." Is the intent for each contractor to include a separate document management solution and effort to convert legacy documents in their bid, or will the Commonwealth be pursuing a single, Enterprise Document Management System that could be leveraged by all contractors? | Each Vendor will operate and maintain their own Document Management System. |
| FMS | 21 | Appendix I - Milestones and Deliverables | Appendix I lists completion dates for project milestones and deliverables. Can contractors assume these completion dates are for phase 1 activities and that dates for phase 2 will be established by the Commonwealth jointly with the selected MES vendors and included in the Master Work Plan? | In general, the deliverables identified pertain to the entire project rather than a phase. However, if a deliverable is phase related, the dates must be established relative to the phase schedule and the Master Work Plan will identify a deliverable per phase. For example, the Phase 1 Implementation and Transition Plan is due 3 months before the implementation of Phase 1, and the Phase 2 Implementation and Transition Plan is due 3 months before the implementation of Phase 2. |

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| FMS | 22 | Appendix J.14 - Portal Requirements; FMS-TECH-010 | Requirement FMS-TECH-WEB-010 states, "All Contractor websites shall support English, Spanish, and any other language that is used by 5% or more of the population." Can the Commonwealth please confirm what languages, other than English and Spanish, are currently spoken by 5% or more of the population? | Other than English and Spanish, there are currently no other languages spoken by 5% or more of the Virginia population. |
| FMS | 23 | Appendix J.9 Security/Compliance Audit Reqs; FMS-SSDR-SAD 012 to 016 | Requirements FMS-SSDR-SAD-012, FMS-SSDR-SAD-013, FMS-SSDR-SAD-014, FMS-SSDR-SAD-015 and FMS-SSDR-SAD-016 speak to managing user IDs and passwords. Can the Commonwealth please confirm that the FMS contractor is to integrate with the ICAM solution being provided by the ISS contractor and that this ICAM solution will be responsible for these requirements? | Although the ICAM Solution has not yet been determined, DMAS expects that the ICAM solution will manage user IDs and passwords for each MES solution. Vendors must be prepared to support the integration of their solution into ICAM. |
| FMS | 24 | Appendix J.3 Testing; FMS-TEST-013 | Requirement FMS-TEST-013 states, "The Contractor shall utilize a DMAS approved or supplied automated testing tool that works seamlessly with all components of the MES." Can the Commonwealth please clarify what automated testing tool will be supplied by DMAS? | Each Contractor should propose their chosen tool and explain how it will meet the requirement. |
| FMS | 25 | Appendix J.3 Testing; FMS-TEST-017 | Requirement FMS-TEST-017 states, "The Contractor shall utilize a well-established and DMAS approved or supplied defect tracking tool for management and reporting of system defects." Can the Commonwealth please clarify what defect tracking tool will be supplied by DMAS? | Each Contractor should propose their chosen tool and explain how it will meet the requirement. |

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| FMS | 26 | Section 3.a.7.2 | The State has stated that it is interested in SaaS solutions for its FMS system. However, Section 3.a.7.2. asks vendors to provide two hardware hosting options 1) at a vendor site, and 2) at a state site. In SaaS solutions, the state would not need to procure hardware for the solution. Therefore, could the State please clarify if a SaaS (Cloud) solution will be considered for the FMS. | Section 3.a.7.2, paragraph 1 requires Contractors to offer and price an FMS Solution hardware hosted at a location determined by the vendor. A SaaS (Cloud) could be considered as the Contractor's proposed hosted solution in this case. |
| FMS | 27 | | <p>1. What is the average number of transactions per month (or annual total)? This would include all types of transactions that would interact with the rules engine for example Eligibility, Fee Calculations, Provider Eligibility, Plan Assignment, etc.</p> <p>a. What is the estimated average amount of these transactions processed in batch mode?</p> <p>b. What is the estimated average amount of these transactions processed in real-time?</p> | <p>As the current VAMMIS financial system is embedded as part of a larger MMIS, there are no provider, eligibility, fee calculation extracts, etc. Therefore, the answer to this question pertains simply to financial transactions. An average of 5,600 financial transactions are created monthly.</p> <p>a. The estimated average amount of these transactions that are processed in batch mode is 95%</p> <p>b. The estimated average amount of these transactions processed in real-time is 5%.</p> |
| FMS | 28 | | How many agents/call center operators/case workers do you have? | All MMIS calls are routed through a provider help line managed by the fiscal agent, including all financial related calls. |
| FMS | 29 | | Do you have staff working out in the field performing assessments/inspections? If so what is the size of that workforce, the number of people? | This question does not reference a specific FMS RFP requirement. The Contractor's solution must address the requirements specified in the FMS RFP. |

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| FMS | 30 | General | For how long will FMS data be required to be retained? | The Solution shall comply with Commonwealth and Federal records management policies and retention schedules. |
| FMS | 31 | | What are the access requirements for retained data? (i.e. Tier 1 storage for high volume updates & reporting?, Tier 2 Storage for infrequent update & reporting?, Archive storage for long term offline storage?) | Access requirements for retained data will be based on role-based security in the FMS. The management of various tiers will be addressed in vendor requirements sessions. |
| FMS | 32 | General | How many transactions will be processed by the FMS on a daily basis? i) How many total users? ii) How many concurrent users? iii) Average number of transactions per user? | Due to the fact that there is not currently a single Financial Management Solution, DMAS is not able to measure the number of transactions, total users, concurrent users, or transactions per user. |
| FMS | 33 | General | How many batch transactions will be processed by the FMS on a daily basis? i) What kind of batch transactions will be processed on a daily & monthly basis? ii) What is the anticipated average batch size? | The number of batch transactions processed by the FMS on a daily basis is dependent upon the awarded solution. i) The kind of batch transactions processed on a daily & monthly basis is dependent upon the awarded solution. ii) The anticipated average batch size is dependent upon the awarded solution. |
| FMS | 34 | 1.a.1; Flight Plan Model (Figure 1) | There is conflicting information on the MES project implementation plan. Table 1 breaks out FMS DDI into two Phases but Figure 1 has DDI in only one phase with a separate phase for O&M. Please clarify. | Figure 1 was not intended to depict Phase II DDI activity but rather to demonstrate a phased implementation approach. Phase II DDI activity is expected to occur throughout the entire DDI period. Table 1 represents the correct phases. |

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Offerors Questions and DMAS Responses

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| FMS | 35 | 1.a.1; Figure 1 | Please update the Flight Plan Model to reflect the current anticipated contract award date. The current date has passed. | The Flight plan dates are high level estimates that will be revised with the awarded vendor. The Flight Plan should be used as a guide to create a staggered Master Implementation Plan. There will be a collaboration of DMAS and other MES Suppliers on actual dates. |
| FMS | 36 | 1.a.1; Figure 1: Integration Project Implementation Flight Plan Model | Please clarify the actual time duration of the FMS implementation plan. Is it 10 months for DDI and 10 months for O&M? | The Flight Plan dates are high level estimates that will be revised with the awarded vendor. The Flight Plan should be used as a guide to create a staggered Master Implementation Plan. There will be a collaboration of DMAS and other MES Suppliers on actual dates. |
| FMS | 37 | 1.a.1; Figure 1 (Flight Plan) | In Table 1 - Business Process Area - FMS DDI Phase 1 identifies only Financial Accounting & Reporting as the scope, where as in Figure 1: FMS timeline Phase 1 depicts complete DDI (i.e., Phases I and II) as in scope. Please clarify what is in scope for FMS DDI Phase 1 and what is in scope for DDI phase II as in Table 1. | The scope of DDI Phase I is to implement the replacement of the Oracle Financials system currently operated and supported by DMAS. The scope of DDI Phase II is to address all remaining requirements. |

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| FMS | 38 | Appendix J (J.19 - J.22) | <p>Are the requirements defined in J.19 a comprehensive list of the scope for DDI Phase I? Or are the requirements in J.20 onwards also part of scope for DDI Phase I?</p> <p>Please clarify which specific requirements are in scope for the associated DDI Phases.</p> | <p>The scope of DDI Phase 1 is to implement the replacement of the Oracle Financials system currently operated and supported by DMAS. The requirements in Appendix J.19 specifically address the Financial Accounting and Reporting System that will serve as the replacement. However, there are requirements in J.20, J.21, and J.22 that also apply to the Financial Accounting and Reporting System.</p> |
| FMS | 39 | Appendix A; FMS-SLA-008 | <p>So that we may assess the effort for performing this task, what is the estimated number of daily, weekly or monthly non-MES payable transactions?</p> <p>Please provide the frequency of the anticipated payment cycle. For example, will this be weekly? Monthly?</p> | <p>In the last quarter, there were 845 non-MES payments processed. Future transaction counts may vary. Non-MES payments must be processed on a daily basis.</p> |
| FMS | 40 | Appendix A; FMS-SLA-013 | <p>So that we may assess the effort for performing this task, what is the estimated number of out of cycle manual check requests per month?</p> | <p>For FY16, there were 7 out-of-cycle checks required. Future amounts may vary.</p> |

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| FMS | 41 | 3.a.8; FMS-EDI-005, 010, & 014 | <p>We understand based on section 3.a.8, that DMAS owns an EDI gateway through which the contractor needs to send the required data in non X12 format to generate the EDI files such as 835 and 820. The following requirements contradict the above approach and ask the FMS vendor to generate the X12 EDI files directly which will require the vendor to procure and install a HIPAA EDI framework. Please modify the below requirements.</p> <p>FMS-EDI-005 FMS-EDI-010 FMS-EDI-014</p> <p>Our recommendation is that for the FMS vendor to utilize the DMAS EDI gateway and not to standup their own EDI stack. Otherwise it would add additional cost and scope, including EDI testing with the provider, maintenance of an EDI Trading partner file in the FMS and X12 Core compliance assessments.</p> | <p>DMAS will issue an addendum to remove requirements FMS-EDI-010 and FMS-EDI-014. FMS-EDI-005 will remain as stated. FMS will be responsible for providing the information to the EDI Gateway to produce all necessary transactions.</p> |
| FMS | 42 | Appendix J (19-24) | <p>Can you more clearly define the differences in (perhaps by appendix):</p> <p>DDI Phase I: Financial Accounting & Reporting and</p> <p>DDI Phase II: General Ledger, Accounts Receivable Management, Accounts Payable Management, Fiscal Management, and Payment and Reporting</p> <p>For example, does Appendix J.19 represent Phase I and J.20-J.24 Phase II?</p> | <p>As stated in the RFP the intent of Phase 1 is to replace the current Oracle accounting system. A clear understanding of any requirements to be included should be reached during Phase 1 DDI. Appendix J.19 contains Phase 1 requirements however, the Contractor must review Appendix J.20 – J.24 for any Financial Accounting and Reporting related requirements that must be addressed during Phase 1.</p> |

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| FMS | 43 | | Do you expect the existing core financial system to be installed and interfaced with Cardinal in phase I (not listed in J.19)? OR, do you expect all interfacing and customization to be part of Phase II? | The existing core financial system interfaces with Cardinal. The expectation is that the new FMS will interface with Cardinal in Phase 1. |
| FMS | 44 | Appendix J.21 FMS-AR-048 | What is an example of a non-repayment recoupment from another MES system? | A non-repayment agreement recoupment is a full negative balance created in the system for the total amount owed to the agency. A repayment agreement recoupment is setup in the system to recoup monies based on the repayment agreement terms. |
| FMS | 45 | Appendix J.21 FMS-AR-048 | Are you importing a "potential payment", being made by another system to one of your vendors/customers, and using it to offset/net against a negative balance in FMS? If so, will other systems be able to do the same (taking an FMS payment and using it to offset/net their negative balances)? | There may be outside vendors for such things as TPL that would have to be posted within the FMS. There are currently no FMS payments sent to other vendors to offset/net their negative balances. |
| FMS | 46 | Appendix J.23 FMS-FM-007 | To what level of aggregation are you currently summarizing claims? (i.e. what are "all" of the aggregate data elements available to be used to pend expenditures?) | DMAS requires claim information at the detail level, with the ability to aggregate based on state or federal needs. |
| FMS | 47 | Appendix J.23 - FMS-FM-009 to 011 | How do you resolve a conflict if you find that the same budget has been modified at another agency when you are attempting to upload your edited budget back to the state (FMS-FM-010, FMS-FM-011)? | The requirements refer to the ability of the FMS to provide data to other entities, as directed and initiated by DMAS. As such, there would not be an instance where that data would be modified or edited and returned back to the FMS. |

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| FMS | 48 | Appendix J.23 FMS-FM-009 to 011 | If another agency can override your edits, at what point can the budget be accepted to be used with payment of claims? In other words, if you edit your budget to pay claims, can another agency (DOA, etc.) override your changes after you have paid the claims and now push you into an overage on your budget (perhaps the edit occurs on the same day)? | The FMS is envisioned to encompass two components. The first is currently now in the form of the agency's Oracle Government Financials System, which interfaces with the state enacted (or imposed) budgets that would need to have the ability to interface with other state (and potentially federal) agencies. The second component (currently the Financial subsystem of VAMMIS) is the self-imposed caps or limits on MMIS-released claims that DMAS establishes. The two do not interact or "touch" each other. They are separate. |
| FMS | 49 | Appendix J.24 FMS-PR-004 | Is this assumed to be only for detailed adjudicated claims (837's) (and not manual invoices)? | No, the 835 includes all claims-based and financial transactions. |
| FMS | 50 | General | How different are the CARS vs. Cardinal interfaces in general terms (i.e. just debits and credits; no transaction codes)? | Cardinal has replaced CARS and all interfaces have been defined accordingly. |
| FMS | 51 | General | What file format(s) or methods are used to interface with Cardinal? | The Cardinal file formats are in the Vendor Reference Library. |
| FMS | 52 | General | Do you expect to use "transaction codes" in any way in the FMS sub-ledger (Phase I or II)? | The use of transaction codes will be evaluated based on the proposed solution. |
| FMS | 53 | General | Will the new FMS system need to also interface to CARS for a period of time? | No interface with CARS will be required. |

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| FMS | 54 | General | <p>What are all of the accounting components DMAS will use to form account strings in their local Chart of Accounts from this list: Fund, Account, Program, FIPS, Project – Capital Outlay, Department, Cost Center, Project – Non-Capital Outlay, Task, Asset, Agency Use 1, Agency Use 2</p> <p>Are there any other account components not listed here but planned?</p> | <p>The Solution must have the capability to use all of the data elements listed, even though some are not currently used. DMAS also uses transaction code and fund split.</p> <p>The Solution must be capable of adding other account components in the future, if defined by DMAS, including components that may be defined during design sessions.</p> |
| FMS | 55 | General | <p>Do you use either Project – Capital Outlay or Project – Non-Capital Outlay?</p> <p>If so, do you expect to carry additional attributes and/or elements for each project (name, start/end date, cash/accrual, funding sources, etc.)?</p> | <p>DMAS currently has Non-Capital Outlay projects, and requires the capability to support Capital Outlay projects in the future.</p> <p>DMAS requires support of additional attributes concerning projects, including name and start/end dates, in addition to Cardinal data requirements.</p> |
| FMS | 56 | Appendix J.21; FMS-AR-066 | <p>Will GL be the only interface to Cardinal, after having imported its subsidiary transactions from the FMS AP, AR, etc.?</p> <p>Or, will all of the modules (AP, AR, GL, etc.) upload/expose their individual un-exported transactions directly to Cardinal in separate interfaces?</p> | <p>The Cardinal file names and formats are in the Vendor Reference Library.</p> |

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| FMS | 57 | | <p>Please list all of the expected individual custom external interfaces (or expected data import/export sources through ISS) with all of the disparate systems that you expect to be written as part of this FMS RFP and in what phase (I or II) they will be required.</p> <p>For example, Cardinal (I), CMS (II), other expected data sources exposed through ISS, etc.</p> | <p>DMAS expects the Solution to provide any interfaces required in each DDI phase that are needed to support DMAS business requirements and processes. Information regarding current interfaces is identified in the Vendor Reference Library.</p> |
| FMS | 58 | Appendix J.21 FMS-AR-063 | <p>Please list all of the individual custom reports (or data sources that could dynamically be used to generate reports) that you expect to be written (or converted from the legacy system) as part of this FMS RFP and in what phase (I or II) they will be required.</p> <p>For example, CMS-64, GL/AP/AR/Budget Dashboards, Budgeting, etc. Note: This DOES NOT include standard reports expected in any COTS accounting application (Aged Open Items, Vendor/Customer History, Trial Balance, etc.)</p> | <p>DMAS expects the Solution to provide reports that are needed for DMAS to perform its business processes. After DMAS sees the reports provided by the proposed solution and meets with the Contractor, any additional required reports will be defined.</p> |

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| FMS | 59 | Appendix J.21 FMS-AR-050 | <p>Will the FMS be expected to verify FMAP rates, aid codes, service dates, etc., using table-based rules, and reject claims that do not match the FMS table-based rules?</p> <p>Or, will the adjudication system be "trusted" to verify all of this before any claims are sent to FMS to be paid(claims)/recouped(voids)?</p> | The results of the adjudication system should be used by the Solution and 'trusted.' However, FMAP, multi-purpose codes (MPC), and other financial information will be the responsibility of the FMS. |
| FMS | 60 | | <p>Will the FMS be expected to summarize detailed claims (both regular and void) into AP invoices for payment?</p> <p>OR, will the information come to FMS already summarized into AP or AR invoices?</p> | FMS will receive detailed claims for payment |
| FMS | 61 | | <p>If FMS must summarize detailed claims, to what level of aggregation should claims be summarized (i.e. vendor/customer, program/title, Fiscal Year, FFP, SGF, County/Local, etc.)?</p> | DMAS requires the ability in the FMS to aggregate claims detail based on state or federal requirements. |
| FMS | 62 | | <p>Will the FMS be expected to summarize detailed voids, that cannot be netted with AP regular claims, as AR invoices?</p> | Since the question does not refer to a specific requirement or requirements, we are unable to interpret the request and cannot provide a response. |
| FMS | 63 | | <p>Will there be various custom AR invoice formats tied to various programs/types (Title 19, 21, Cost Settlement, Utilization Review, Admin Costs, CMS FFP, etc.)?</p> | Yes. |

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| FMS | 64 | | <p>Will the Remittance Advice format be different depending on whether payment is for detailed claims vs. other payment requests?</p> <p>If so, what will determine the difference in format (type of invoice being paid, vendor type, etc.)?</p> | <p>The format will differ between detailed claims and other financial transactions. The determination of the format will be discussed during DDI.</p> |
| FMS | 65 | | <p>Will AP payments of FFP and SGF be on the same check/EFT payment or should the system separate these payments?</p> | <p>Yes. They will be on the same check.</p> |
| FMS | 66 | Appendix J.21 FMS-AR-043 | <p>How would voiding of claims in FMS translate back to the adjudication engine? Would this be part of an 835 interface, or something else?</p> | <p>A void claims request will be sent to the OPSS or PBMS, as appropriate, for processing. The result of this process would then be sent to the FMS.</p> |
| FMS | 67 | Appendix J.21 FMS-AR-051 | <p>Please elaborate on "detailed/transaction level".</p> <p>Does this mean removing void claims from an AR invoice after they've been imported from the adjudication engine? OR, does this only mean the user can see the detailed claim level as part of a detailed report attached to the main invoice face sheet?</p> <p>If this means removing individual claims, what happens to the claims? Also, please confirm this does not mean editing the claims within FMS.</p> | <p>Voided claims will be sent to the FMS from OPSS or PBMS. They must be shown as voids on the Remittance Advice documents.</p> |

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| FMS | 68 | Appendix J.21 FMS-AR-075 | <p>What should happen if the provider does not exist in MES, or it is determined not to be feasible to recover funds?</p> <p>How is such a claim handled?</p> | <p>The Solution should not allow a transaction to be entered in the FMS for a provider that does not exist.</p> <p>If an AR cannot be recovered through the system, DMAS will initiate its recovery process.</p> |
| FMS | 69 | Appendix J.22 FMS-AP-011 | <p>Why is this an AP import instead of the GL import?</p> <p>Are 1099's affected by these PR payments?</p> | <p>DMAS payroll expenses are a GL import. 1099's are not affected.</p> |
| FMS | 70 | Appendix J.22 FMS-AP-028 | <p>Please elaborate on this one. Does this include PHI?</p> | <p>All data required to fully execute and document claims payment must be available. This data will include PHI.</p> |
| FMS | 71 | Appendix J.22 FMS-AP-028 | <p>What is the purpose and general scope of exposing "all supporting claim information pertaining to a payment" in a view/export</p> | <p>This information is vital to the reporting and analysis done by DMAS and also enables providers to better understand and record their payments.</p> |
| FMS | 72 | Appendix J.22 FMS-AP-045 | <p>Please elaborate; we are paying a non-member and associating it to the member's record.</p> <p>What is an example of a member and non-member in this case?</p> | <p>When a Medicaid member (recipient) must travel for medical services performed out of state, the Agency reimburses the member or a member of the family for the cost incurred to get to a medical facility out of state. Because Medicaid does not pay members directly, either the member or member's relative must be set up as a non-provider in order to reimburse them for the cost associated with medical transportation.</p> |

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| FMS | 73 | Appendix J.14 FMS-TECH-WEB-025 | Requirement FMS-TECH-WEB-025 states, "The Contractor shall ensure all solution components that are accessible from the Public Internet (e.g. websites) shall make the site's privacy policy and terms of service available prior to authentication." Can the Commonwealth confirm if the ISS contractor will provide the authentication/login page as part of the ICAM solution? Is the intent to display privacy and terms of service from the login page or a separate page provided by the Financial Management Solution contractor? | DMAS requires confidentiality and security banner disclaimers on all DMAS entry points to applications. The Contractor should be prepared to have similar disclaimers at the entry points of their applications. As DMAS users navigate from one MES application to another, the confidentiality and security banner disclaimers must be consistent. |
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| FMS | 74 | Appendix J.21 FMS-AR-076 | Requirement FMS-AR-076 states, "The Solution shall support real-time views into member eligibility, provider eligibility, other reference tables used in claim processing and payment history to support TPL and Estate Recovery investigation as well as other types of recoveries (e.g. Casualty, Special Needs Trust, Annuities, Long Term Care insurance, Worker's Comp. Pre-need Burial Trust, Recipient Audit Unit cases, Provider Audit Cases, and vendor case referrals to Accounts Receivable Unit to pursue collections)." Can the Commonwealth clarify that it is the responsibility of the Financial Management Solution contractor to only support payment history for TPL recovery? Can the Commonwealth confirm that it is the responsibility of the Core Services Solution contractor to provide real-time access to information used in claims processing? | The FMS must provide real time access to the information maintained within the FMS, such as the payment history for TPL recovery. The FMS must access real-time information needed from other MES solutions using web services processed through the ISS, such as claims information maintained by the OPSS. |
| FMS | 75 | Appendix J.22 FMS-AP-021 | Requirement FMS-AP-021 states, "The Solution shall provide the capability to directly deposit HIPP and HIV payments." Can the Commonwealth clarify the contractor or group responsible for identifying HIPP eligibility and determining premium amounts? | The Operations Services Solution will be responsible for identifying HIPP eligibility and determining premium amounts, within it financial management module. |

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| FMS | 76 | Appendix J.24 FMS-PR-011 | Requirement FMS-PR-011 states, "The Solution shall support the ability to provide payment and other information via the Provider Portal." Can the Commonwealth clarify if the intent is for the Financial Management Solution contractor to provide payment information via a service to an existing screen within the Core Services Solution's Provider Portal, or if the Commonwealth would like the Financial Management Solution contractor to provide this portion of the Provider Portal? | Information will be provided to the Provider Services Solution for inclusion on their portal. |
| FMS | 77 | 3.b.5 | The RFP states, "The Financial Management Solution shall be capable of making payments to a variety of organizations and individuals including, but not limited to: ... Medicare Buy-In premiums..." Can the Commonwealth clarify the contractor or group responsible for exchanging buy-in files and responses for Medicare Part A, B and D with CMS to identify Medicare Buy-In participants? | The Operations Services Solution (OPSS) Contractor has this responsibility. |

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| FMS | 78 | 3.b.5 | <p>The RFP states, "The Financial Management Solution shall be capable of making payments to a variety of organizations and individuals including, but not limited to: ...financial transactions for special payments to providers (e.g., cost settlement) ..." Can the Commonwealth confirm that Myers & Stauffer will continue to perform the cost settlement process for DMAS and that the Financial Management Solution contractor will be responsible for making payments or recoupments identified from the cost settlement process? Which contractor or group is responsible for producing the MARS and Cost Reports used in the Cost Settlement process?</p> | <p>The Provider Services Solution (PRSS) Contractor will be responsible for gathering and tracking cost settlements. The process will continue to be performed by Myers & Stauffer.</p> |
| FMS | 79 | Appendix J.21 FMS-AR-060 | <p>Requirement FMS-AR-060 states, "The Solution shall provide the capability to track receivable statuses (such as, appeals, collections, active, Repayment, etc.)." Can the Commonwealth clarify the contractor or group responsible for member and provider grievances and appeals, including acceptance of complaint/appeal, tracking and managing appeals through disposition, and communicating to appropriate parties?</p> | <p>DMAS is responsible for member and provider grievances and appeals. A solution to support member and provider grievances and appeals is addressed in another RFP.</p> |

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| FMS | 80 | Pre-Proposal Conference Item | During the pre-proposal conference, the Commonwealth mentioned a desire to leverage the existing structure created by the eligibility project. Can the Commonwealth please provide additional details related to this desire, including what technology or capabilities the Commonwealth would like to leverage? | The Commonwealth would like to leverage the following IBM products that are used by the eligibility project: Datapower WSRR WODM WAS IIB MQ |
| FMS | 81 | Appendix J.12 Rules Engine | Will the FMS provider be responsible for providing the rules engine or will this be provided by one of the other RFP respondents? If provided by one of the other RFP's please define which RFP the rules engine should be included within. | The Contractor must provide the rules engine included in its Solution. |
| FMS | 82 | General | Will the FMS provider be responsible for providing the security suite or will this be provided by one of the other RFP respondents? If provided by one of the other RFP's please define which RFP the security suite should be included within. | The FMS Contractor will be responsible for providing the application security. |
| FMS | 83 | General | Does the new FMS system have the ability to budget and forecast or just accept budget data from the commonwealth? | This question does not reference a specific FMS RFP requirement. The Contractor's solution shall address requirements in the FMS RFP. |

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| FMS | 84 | General | Does the new FMS system have to track Grants and account for them (grants management)? | From the RFP Accounts Receivable Management includes supporting cash and grants management, which is the Agency's accounting for all receipt instruments including Grants, Cash, Checks, Wires Transfers, EFT, Credit Card, State Agency Revenue Transfers, etc. All transactions processed as Cash Management Accounting will flow to the general ledger for posting. Transactions include Receipt Deposits, Receipt Invoice Posting and Grant Recording with all required State and Federal coding. Cash and Grants Management serves as the entry point for all cash and grants related transactions. |
| FMS | 85 | General | Can a vendor bid only on the implementation phase and not the operate and maintain phases? | No. |
| FMS | 86 | General | What type of FMS documents need to be tracked and saved (the RFP refers to claim documents but those would be originated from the core system)? | The Contractor shall track and save all images and other document types that are received and produced by FMS and applicable to the solution. |
| FMS | 87 | General | Will the new FMS system need to replace all the current systems (FINREP, Budget, DMASAR, MAD, Repay_sch, CGBILL, ATV Pymt) or just integrate with them? | There is not a requirement to replace the internal systems identified in Section 1.d.3.5. However, during the DDI phase DMAS will determine with the Contractor if the functionality within these systems is addressed in the proposed Solution. |

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| FMS | 88 | 1.a.1 | Are both Prime and subcontractors who bid on the ISS RFP disqualified from also bidding as Prime and subcontractors for any of the other MES RFPS? | Please reference FMS Addendum No. 4 for additional information. |
| FMS | 89 | 3.a.7.3 | Please provide us the ICAM technical solution. | The ICAM solution has not yet been awarded; therefore, we cannot provide additional details on the ICAM technical solution at this time. |
| FMS | 90 | 3.a.7.3; Figure 9 | Is ICAM running on LDAP or Active directory server? | The ICAM solution has not yet been awarded; therefore, we cannot provide additional details on the ICAM technical solution at this time. |
| FMS | 91 | 3.a.7.3 ; Figure 9 | What kind of application program interfaces are available to periodically push the role information from the FMS solution to ICAM? | The ICAM solution has not yet been awarded; therefore, we cannot provide additional details on the ICAM technical solution at this time. |

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| FMS | 92 | Price Schedule J Optional Enhancements | <p>For the mandatory pricing option “Manage Accounts” - Please provide clarity on the following questions.</p> <p>Should the contractor price the business operations in addition to the technical requirements?</p> <p>If the contractor needs to provide cost estimate for business operations, please provide metrics in terms of:</p> <ul style="list-style-type: none"> • Number of receivable case types and cases to consider • The average handling time for High, Medium and Low complex cases • Total number of operational staff currently supporting these functions | No, the Contractor should not price the related business operations. |
| FMS | 93 | Appendix B - SWaM | Are the small business subcontracting plan and the SWaM Procurement Plan the same? | Yes. |
| FMS | 94 | Appendix B SWaM | Can the State please clarify what is meant by “the initial period of the contract” of the SWaM Table in Section B. | Initial Period includes Design, Development and Implementation (DDI) Year 1 and Year 2, as well as Operation and Maintenance Years 1-5. |
| FMS | 95 | 3.a.4 | Please confirm that the CMS Certification Process that you are expecting the Contractors to follow is the new MECT Medicaid Enterprise Certification Lifecycle (MELC) process. The MECT was revised to the MECT MELC as of March 2016. | The CMS Certification Process will follow the latest MECL and associated checklists. |

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| FMS | 96 | 9.b.2.3 Volume 3 | <p>Can the Offeror include a website to access financials versus providing paper copies?</p> <p>This would significantly reduce the environmental impact of the submitted proposals.</p> | <p>Please see section 6.c Financial Information for acceptable methods to submit information under 9.b.2.1 Volume 1 Technical Proposal, File 4 Contractor Profile and Key Personnel, #3 Financial Information.</p> |
| FMS | 97 | Appendix I and Appendix J.2 FMS-PROJ-DDI-027 | <p>Appendix I--Milestones and Deliverables there is a Performance Reporting Plan and Status Summary milestone/deliverable that is to be completed 6 weeks after contract signed and updated weekly thereafter. However, in requirement FMS-PROJ-DDI-027: "The Contractor shall create a DDI Project Management Plan according to the schedule outlined in Appendix I to be approved by DMAS. The project management plan shall include Project Performance Management Summary Plan." Are these the same milestone/ deliverable? Please clarify.</p> | <p>The requirement is correct.</p> |
| FMS | 98 | Appendix J.21 | <p>Requirements: FMS-AR-064 and FMS-AR-074 Appear to be duplicate requirements. Are they the same, and does the second occurrence indicate a missing requirement?</p> <p>Will the State consider deleting one of the requirements?</p> | <p>Requirement FMS-AR-074 will be deleted, no requirements are missing.</p> |
| FMS | 99 | Appendix J.19 FMS-AS-002 | <p>The requirement in FMS-AS-002 includes the following language "including but not limited to ". Please remove this wording as it is unbounded and therefore not possible to price under a FFP contract.</p> | <p>The "including but not limited to" language will remain in the RFP to allow for clarification during the Requirements Validation meetings conducted in DDI.</p> |

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| FMS | 100 | Appendix J.19 FMS-AS-002 | <p>The following requirements are referenced for the first time in the RFP. Can the State please provide explaining these requirements:</p> <ol style="list-style-type: none"> 1. Multi-year project tracking 2. Purchase orders with workflow approval 3. Fixed asset tracking | The requirements cited are standard functionality for a financial accounting and reporting system. DMAS will evaluate how they are addressed in the proposed solution. |
| FMS | 101 | Appendix J.16 - FMS-DOC-007 | The requirement in FMS-DOC-007 includes the following language "including but not limited to ". Please remove this wording as it is unbounded and therefore not possible to price under a FFP contract. | The "including but not limited to" language will remain in the RFP to allow for clarification during the Requirements Validation meetings conducted in DDI. |
| FMS | 102 | Appendix J.16 FMS-DOC-026 | Please provide clarity on how digital signature will be used within the scope of this RFP. Please provide specific uses cases. | DMAS is asking for the ability to support digital signatures. The specific use of this functionality will be determined during the DDI phase(s). |
| FMS | 103 | 1.d.3.6; 1.e; Appendix A | Can the State please provide a set of requirements that lay out the operational scope of work of the future state. For example, SLA 013 and SLA 005 are operational in nature but there are no associated requirements within the Statement of Work. | Please refer to the related requirements in Appendix J, such as FMS-AP-027 and FMS-AP-033. |

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| FMS | 104 | 3.a.7.3 | <p>The State asks to provide the “business area operations continuity and contingency plan” but there are no associated requirements specified in the RFP for operations.</p> <p>Can the State please provide these requirements? If DMAS continues to operate the FMS operational functions, what is the operational scope of work for the contractor personnel?</p> | Any operational tasks being addressed by the vendor during Operations and Maintenance must be included in Business Continuity Plan. |
| FMS | 105 | General | Given the size and scale of the proposal response, Contractor respectfully requests a two week extension to the submission deadline. | At this time, DMAS has no intent to extend the due date/time. If a decision is made to extend the deadline, DMAS will notify all participating Offerors by posting an Addendum on the eVA and DMAS websites |
| FMS | 106 | General | We would like to ask that the RFP2016-03 response due date be extended by 2 weeks to August 19 to provide enough time for a proper response once we receive clarifications to the questions that are due on July 15. Thank you in advance for your consideration. | At this time, DMAS has no intent to extend the due date/time. If a decision is made to extend the deadline, DMAS will notify all participating Offerors by posting an Addendum on the eVA and DMAS websites |

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| FMS | 107 | 3.a.7.2 | <p>Please provide clarity on what would be the FMS vendor's scope vs VITA's scope for the second option, which is to host the FMS solution in VITA data center, so that DMAS receives accurate pricing from all vendors.</p> <p>For example, are the following assumptions true? VITA:</p> <ul style="list-style-type: none"> • VITA will establish and manage the data center including the facility, power and cooling need • VITA will stand up the HW, OS, prewire the LAN and firewall as related to FMS solution for all the application environments including DR • VITA will provide OS patching and monitor for performance and application security for all environments <p>FMS Vendor:</p> <ul style="list-style-type: none"> • Will provide the software and hardware specifications for the FMS solution and the cost for all the environments including DR • Will size and cost the network (WAN) connectivity from VITA data center to FMS vendors project site and operations site • Will Install and configure FMS software application on the VITA racked up hardware for all the applicable environments including DR | <p>DMAS has confirmed the assumptions below for the Hosted Solution options in the FMS RFP Section 3.a.7.2.</p> <p>For the VITA-Hosted solution, the following assumptions are true:</p> <ol style="list-style-type: none"> 1. VITA will establish and manage the data center including the facility, power and cooling need. 2. VITA will stand up the HW, OS, prewire the LAN and firewall as related to FMS solution for all the application environments including DR. 3. VITA will provide OS patching and monitor for performance and application security for all environments. <p>In addition, VITA will provide all infrastructure components needed to support the hosted application, network connectivity, desktop client/applications install and DR at the associated Commonwealth costs for services to DMAS. These costs will be passed on to the supplier. For pricing purposes, supplier should only price their provided items.</p> <p>For the Vendor-Hosted solution, the following assumptions are true:</p> <ol style="list-style-type: none"> 1. Will provide the software and hardware specifications for the FMS solution and the cost for all the environments including DR. 2. Will size and cost the network (WAN) connectivity from VITA data center to FMS vendor's project site and operations site. 3. Will Install and configure FMS software application on the VITA racked up hardware for all the applicable environments including DR. |
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| FMS | 108 | Appendix A: FMS-SLA-001 | In the event that the overpayment error is estimated to be less than 2% of the annual contract value, will the government consider allowing the contractor to reimburse the government the incorrectly paid amount if the amount cannot be recovered? | Yes. This SLA will be revised and included in FMS Addendum No. 5. |
| FMS | 109 | Appendix J.16 FMS-DOC-016 | Please provide approximate volume in terms of data size and type of documents needed to be converted. | The current data size is at 8TB, of which a portion would be applicable to the FMS. The type of documents range from checks, 1099's, remittance advices, documentation, manuals, and various provider agreements (for example repayment agreements). |
| FMS | 110 | 5.b; 9.b.2.1 | File 3: Scope of Work (p.76) does not include Section 5.b Contractor Project Management. Where should this response appear in the Contractor's Proposal? | Contractor's response to Section 5.b. should be included in RFP Section 9.b.2.1., File 6, Item 5. |
| FMS | 111 | 3. Scope of Work | What are the requirements for help desk support so that work may be proposed consistently and evaluated accurately? | The Contractor must provide access to technical support for its solution, as referenced in Appendix J.2, FMS-PROJ-DDI-064, On Call Support. DMAS assumes that a COTS product will provide product or application help desk support. Contractors are encouraged to elaborate on how they will address this in their Solution. |

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| FMS | 112 | Appendix J.14 FMS-TECH-WEB-035 | Requirement FMS-TECH-WEB-035 states, "The Contractor shall ensure the website provides auto call back technology. Auto call back shall be triggered based on the average wait time, the number of people in the queue, the current service level, or the current abandon rate to reduce the number of repeat callers, and provide greater customer satisfaction (site specific)." Can the Commonwealth clarify if auto call back functionality is expected to be implemented per each component such as FMS, Core, etc. or will this be a centrally offered and managed function through the ISS? | FMS-TECH-WEB-035 will be stricken from this RFP. This deletion will be included in FMS Addendum No. 5. |
| FMS | 113 | Appendix J.14 FMS-TECH-WEB-034 | Requirement FMS-TECH-WEB-034 states, "The Contractor shall ensure the website provides live chat functionality for end user personnel to be connected with a customer service representative (site specific)." Can the Commonwealth clarify if live chat functionality is expected to be implemented per each component such as FMS, Core, etc. or will this be a centrally offered and managed function through the ISS? | Requirement FMS-TECH-034 will be stricken from this RFP. This deletion will be referenced in FMS Addendum No. 5. |

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| FMS | 114 | Appendix J.21 FMS-AR-036 | <p>Is this saying the FMS COTS accounting system automatically generates a request for FFP funding from CMS through an Accounts Receivable invoice, for the FFP portion in AP invoices to be paid, and automatically ties receipt of CMS funding (FFP) to the release of the related AP invoices for payment?</p> <p>In other words, should AP invoices that require FFP be automatically held (not approved in the workflow) until CMS FFP funding has been received and posted in the FMS AR module?</p> | <p>The current DMAS process for this requirement is as follows. When a cash advance is requested, an entry is posted in MMIS (9500 Payable) representing the issuance of the Manual Check. The manual check is processed and mailed by the Fiscal Agent. A second entry, a receivable (1200 series recoupment) transaction, is automatically created in MMIS to recoup the funds associated with the 9500 Cash Advance transaction. These funds are recouped by the agency during the next remittance cycle. Today this process is automated and the related transactions are linked to the original Cash Advance. DMAS expects the FMS to be able to provide a trail that identifies all the pieces associated with a cash advance in order to ensure the agency receives the funds back from the provider and the system properly reflects the details of the transaction. This information also is reflected on the Provider RA so that the provider can see the complete picture.</p> |
| FMS | 115 | | <p>How many backup copies will be required for each environment? (i.e. PROD, TEST, DEV)</p> | <p>The vendor must explain its approach to backups and how it will meet Disaster Recovery and Business Continuity requirements.</p> |