



COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300

Richmond, VA 23219

July 29, 2016

ADDENDUM No. 6 TO VENDORS:

Reference Request for Proposal: RFP 2016-04, Integration Services Solution

Dated: June 15, 2016

Proposal Due Date: August 12, 2016

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

1. Adjustment to proposal due date

DMAS has changed the due date for the receipt of proposals. As referenced throughout the RFP, please update the date as follows:

Proposal Due Date: **August 12, 2016, 10:00 A.M. ET**

2. Document Management and Enterprise Change Management - clarification and requirements updates

In RFP 2016-04 Integrated Services Solution, the ISS Documentation Management requirements were inadvertently placed in Appendix J.25.A (DMAS Defined Options) and Section 3, Scope of Work did not contain Section 3.a.9 Documentation Management.

- a. Section 3.a Contractor General Requirements is updated to add the following sub-section:
3.a.9 Documentation Management as follows:**

3.A.9 DOCUMENTATION MANAGEMENT

The Contractor shall provide a Documentation Management system that stores both operational artifacts, such as hard-copy inputs, report outputs, and any documents received, as well as system documentation, such as design documents, operations manuals, and training materials.

Implementation of the Contractor's Solution must include the conversion of all of the contents currently stored in the legacy ECM that are needed by DMAS and the Contractor to utilize the solution. The proposed solution must include an integrated automated workflow and provide comprehensive document storage and easy access to all documents from the user's desktop.

The requirements for Document Management are provided in Appendix J.16.a – Documentation Management.

- b. Requirements contained in Appendix J.25.A are now placed in Appendix J.16.A – Documentation Management. Requirement ID naming convention remains as originally published (e.g. ISS-DOC-XXX).

J.16.A – DOCUMENTATION MANAGEMENT

Requirement ID	Requirement
ISS-DOC-001	The Contractor shall capture all the incoming and outgoing documents in the repository with a unique ID, date, and timestamp.
ISS-DOC-002	The Contractor shall include electronic documentation context sensitive help screens for all online functions (desktop and browser).
ISS-DOC-003	The Documentation Management system shall provide full functionality for a robust Documentation Management system solution, including but not limited to: <ul style="list-style-type: none">➤ Web-based access➤ Document storage➤ Category meta-tagging➤ Collaborative editing with version controls➤ Workflow with automated notifications➤ Integrate and interface with common desktop productivity software➤ The ability to search among documents➤ The ability to enter notes or annotate documents
ISS-DOC-004	The Documentation Management system shall store all generated outputs, including but not limited to reports and letters.
ISS-DOC-005	The Documentation Management system shall store all MES documentation, including but not limited to designs, manuals, and training materials.
ISS-DOC-006	The Documentation Management system shall store all documents transmitted by internal and external sources, including but not limited to reports generated by other systems, faxes, and uploaded materials.

Requirement ID	Requirement
ISS-DOC-007	The Documentation Management system shall store images of all hard-copy documents received including but not limited to paper claims, provider enrollment applications, service authorization requests, attachments, including attachments to claims, and correspondence.
ISS-DOC-008	The Documentation Management system shall support the ability to retrieve and view all information stored, based on a variety of identifying information, including but not limited to report number, provider ID, letter ID, run date, as of date, payment date, RA number, check number, claim control number, and letter date.
ISS-DOC-009	The Documentation Management system shall provide the ability to search within documents.
ISS-DOC-010	The Documentation Management system shall provide the ability for users and applications to retrieve a document using a web-based application.
ISS-DOC-011	The Documentation Management system shall provide the ability to print and download any document in total or part as defined by the user.
ISS-DOC-012	The Documentation Management system shall manage access based on security rules defined for both internal and external users and systems.
ISS-DOC-013	The Documentation Management system shall maintain an audit trail of all actions related to ECM content, including but not limited to: <ul style="list-style-type: none"> ➤ Date and time document is entered in the System ➤ Any actions taken on the document or attachment; including the date and time of the edits/modification ➤ Record the user responsible for the changes ➤ Record all user inquiries even if no action was taken by the user
ISS-DOC-014	Audit trail reports shall be available on demand, both an aggregated report of all actions by type (inquiry, add, change, etc.) and by an individual user ID.
ISS-DOC-015	The Documentation Management system shall provide a scalable environment with a separate testing/staging environment.
ISS-DOC-016	The Documentation Management system shall convert and store the contents of the legacy ECM.
ISS-DOC-017	The Documentation Management system shall support data retention and deletion in accordance with Commonwealth record retention policies.
ISS-DOC-018	The Documentation Management system shall install and manage application-specific malware protection.
ISS-DOC-019	The Documentation Management system shall deploy customizations (e.g., web parts and solutions) supplied by an Authorized User using server tools.
ISS-DOC-020	The Documentation Management system shall provide all enterprise-level infrastructure hardware and software licensing required to support the services.
ISS-DOC-021	The Documentation Management system shall continually evolve to stay contemporary with best of breed market offerings.

Requirement ID	Requirement
ISS-DOC-022	The Contractor shall provide electronic documentation management capability that promotes automatic updates to the documentation when content, technical, and operational changes occur.
ISS-DOC-023	The Contractor shall provide an electronic document management capability to link, track, and update all electronic documentation, technical and operational, when affected by a subsystem or component or business practice and rules requirement change.
ISS-DOC-024	The Contractor shall provide the methodology to work with the Department to finalize the service-level criteria for the following: <ul style="list-style-type: none"> ➤ Distinguishing the priority and severity of a problem ➤ Determining the category of the problem ➤ Establishing the nature of the problem
ISS-DOC-025	The Contractor shall present instructions for requesting reports or other outputs with examples of input documents and replicas of screens (desktop and browser).
ISS-DOC-026	The Contractor shall provide the ability to accommodate electronic signatures.
ISS-DOC-027	The Contractor shall provide artifacts, including but not limited to reports, letters, documents, and documentation, for an Enterprise Content Management (ECM) system.

The Requirements Traceability Matrix (RTM) and the Proposal Evaluation Scoresheet in the DMAS procurement library reflect this revision.

c. Section 3.c.1.1 is updated as follows:

3.c.1.1. ENTERPRISE CONTENT MANAGEMENT

Protecting and managing sensitive content is a high priority for DMAS. DMAS seeks an Enterprise Content Management Solution that includes metadata management, document imaging with optical character recognition, keyword and full-text search, and the ability to export data in whole or in part. Additionally, DMAS seeks a Solution that supports file sharing, workflow mediated email notification related to content availability, and electronic signatures.

DMAS requires an Enterprise Content Management Solution that stores operational artifacts as well as project and system documentation. Operational content includes, but is not limited to, hard-copy and electronic inputs to the MES, program reporting outputs from MES modules, and forms and documents received from members, providers, or internal DMAS users. System and project documentation includes, but is not limited to, Contractor required project management plans and deliverables, system design documentation, change order requests including gated approval documentation, operational and training manuals or materials, and MES Contractor performance monitoring and SLA measurement documentation.

Implementation of the Contractor’s Solution must include the receipt or conversion of existing ECM content. The Contractor’s Solution shall include an integrated automated workflow where possible and shall provide comprehensive document storage with easy access to all documents from the user’s desktop or mobile device. The Enterprise Content Management solution must support end-user platform agnostic access including support for mobile devices. The Solution shall provide Security features such as documentation of user access, document check-out and check-in logging, audit trail logging and retention, and user level provisioned access and

permissions. The Solution shall also meet DMAS Compliance Requirements with particular attention given to those related to HIPAA and HITECH. The requirements for the mandatory optional Enterprise Content Management Solution are provided in Appendix J.25.A – Enterprise Content Management.

d. **Appendix J.25.A is updated as follows:**

J.25.A – ENTERPRISE CONTENT MANAGEMENT

Requirement ID	Requirement
ISS-ECM-001	The Contractor shall capture all the incoming and outgoing documents in the repository with a unique ID, date, and timestamp.
ISS-ECM-002	The Contractor shall include all DMAS identified documents from across MES.
ISS-ECM-003	The Enterprise Content Management system shall provide full functionality for a robust Enterprise Content Management system solution, including but not limited to: <ul style="list-style-type: none"> ▪ Web-based access ▪ Document storage ▪ Category meta-tagging ▪ Collaborative editing with version controls ▪ Workflow with automated notifications ▪ Integrate and interface with common desktop productivity software ▪ The ability to search among documents ▪ The ability to enter notes or annotate documents
ISS-ECM-004	The Enterprise Content Management system shall store all generated outputs, including but not limited to reports and letters.
ISS-ECM-005	The Enterprise Content Management system shall store all MES documentation, including but not limited to designs, manuals, and training materials.
ISS-ECM-006	The Enterprise Content Management system shall store all documents transmitted by internal and external sources, including but not limited to reports generated by other systems, faxes, and uploaded materials.
ISS-ECM-007	The Enterprise Content Management system shall support the ability to retrieve and view all information stored, based on a variety of identifying information, including but not limited to report number, provider ID, letter ID, run date, as of date, payment date, RA number, check number, claim control number, and letter date.
ISS-ECM-008	The Enterprise Content Management system shall provide the ability to search within documents.
ISS-ECM-009	The Enterprise Content Management system shall provide the ability for users and applications to retrieve a document using a web-based application.
ISS-ECM-010	The Enterprise Content Management system shall manage access based on security rules defined for both internal and external users and systems.

Requirement ID	Requirement
ISS-ECM-011	The Enterprise Content Management system shall maintain an audit trail of all actions related to ECM content, including but not limited to: <ul style="list-style-type: none"> ➤ Date and time document is entered in the System ➤ Any actions taken on the document or attachment; including the date and time of the edits/modification ➤ Record the user responsible for the changes ➤ Record all user inquiries even if no action was taken by the user
ISS-ECM-012	The Contractor shall provide an electronic document management capability to link, track, and update all electronic documentation, technical and operational, when affected by a subsystem or component or business practice and rules requirement change.
ISS-ECM-013	The Enterprise Content Management system shall support data retention and deletion in accordance with Commonwealth record retention policies.
ISS-ECM-014	The Enterprise Content Management system shall install and manage application-specific malware protection.
ISS-ECM-015	The Enterprise Content Management system shall provide all enterprise-level infrastructure hardware and software licensing required to support the services.
ISS-ECM-016	The Enterprise Content Management system shall continually evolve to stay contemporary with best of breed market offerings.
ISS-ECM-017	The Contractor shall present instructions for requesting reports or other outputs with examples of input documents and replicas of screens (desktop and browser).
ISS-ECM-018	The Contractor shall provide the ability to accommodate electronic signatures.
ISS-ECM-019	The Enterprise Content Management system shall provide a scalable environment with a separate testing/staging environment.

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

3. Modification to Appendix J.23 – Post-Implementation Support, as follows:

Requirement ID ISS-SR-POST-002 is corrected to read:

ISS-SR-POST-002	The Contractor shall provide cost estimate for eight years (five (5) years base and three (3) option years) of maintenance after implementation of all phases of ICAM & ISS.
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The Requirements Traceability Matrix (RTM) in the DMAS procurement library reflects this revision.

4. Modification to Appendix J.6 – Audit Support, as follows:

Requirement ID ISS-AUDIT-007 is updated to read:

ISS-AUDIT-007	The Contractor shall produce robust audit trails and audit logs of all application and engineering activities (including inquiry transactions) on the production systems. These audit logs will be kept available online, behind a front-end presentation toolset providing queries, reports and analytics on any log selected. The system will be able to answer typical control questions required by COV SEC 501-09 and NIST 800-053 REV 4 (or latest) with online reporting. The DMAS Internal Audit Division and the Office of Compliance and Security must be provided the capability to access the audit logs directly without the Contractors' intervention. The logs must be available to be reviewed by authorized Federal and state auditors. Log retention shall be three (3) years based on Library of Virginia standards.
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The Requirements Traceability Matrix (RTM) in the DMAS procurement library reflects this revision.

5. Appendix A – Service Level Agreement, ISS-TECH-SLA-003, ISS-TECH-SLA-004, and ISS-TECH-SLA-005 revisions

The “Description” columns of ISS-TECH-SLA-003, ISS-TECH-SLA-004, and ISS-TECH-SLA-005 are updated as follows:

ID	Description	Measurement	Remedy
ISS-TECH-SLA-003	The Log data must be kept online for 90 days.	Logs defined and mutually agreed upon during requirements.	1% of monthly contract value
ISS-TECH-SLA-004	The Log data must be kept in the archive for 3 years.	Logs defined and mutually agreed upon during requirements.	1% of monthly contract value
ISS-TECH-SLA-005	The archive log data must be provided within 3 business days from date of the request.	Logs defined and mutually agreed upon during requirements.	1% of monthly contract value

6. ISS RFP Appendix J.15 – Portal: Deletion of requirements ISS-TECH-WEB-034 through ISS-TECH-WEB-038

Delete the following requirements: ISS-TECH-WEB-034, ISS-TECH-WEB-035, ISS-TECH-WEB-036, ISS-TECH-WEB-037, and ISS-TECH-WEB-038.

Removed Requirements:

ISS-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).
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ISS-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).
ISS-TECH-WEB-036	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).
ISS-TECH-WEB-037	The Contractor shall ensure the website provides the ability for users to clone previously entered forms that are Department selected and approved (site specific).
ISS-TECH-WEB-038	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 this revision.

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,



Christopher M. Banaszak
DMAS Contract Manager

Name of Firm: _____

Signature and Title: _____

Date: _____

Attachment 1
RFP 2016-04, Addendum 6
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
ISS	12	ISS-SR-POST-002; Appendix C	<p>This requirement asks for 3 years of maintenance after implementation of all phases of ICAM and ISS.</p> <p>Currently, this requirement is different than the pricing tables requested in Appendix C. Please remove or update this requirement.</p>	Correction: The Contractor shall provide cost estimate for eight years (five (5) years base and three (3) option years) of maintenance after implementation of all phases of ICAM & ISS
ISS	13	3.a.1; 3.b.1; Section 1.1 File 3; Appendix J.2	Appendix J.2 includes requirements that would apply to all of work comprising DDI. The placement of the reference in the RFP implies that the requirements are for Operations & Maintenance. Please confirm that the entirety of response in Section 1.1 in File 3 (referring to 3.a.1) should be used to answer the J.2 requirements.	J.2 requirements are for DDI and should be responded to in file 3.
ISS	14	1.a.1	The Flight Plan (Figure 1) depicts gaps between the DDI and O&M phases of Tracks for EPS, FMS, and Core. What work is the ISS Contractor to be performing during those periods with those MES Solutions?	The flight plan is a simple depiction of a staggered implementation and not meant to represent gaps in periods. The ISS contractor will establish a Master Implementation Plan with the necessary tasks.

Attachment 1
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Offerors Questions and DMAS Responses

ISS	15	General	As of morning of 7/22, answers to questions have not been received. Answers to our questions and those submitted by other vendors will have significant impact on technical and cost proposal volumes. Given the limited time remaining prior to the August 8th due date, we are requesting an extension of one weeks for final submission.	All requests for extension of the proposal due date will be taken into consideration. Any extension will be documented in an RFP Addendum and posted on the eVA and DMAS websites.
ISS	16	Appendix P, Pricing Schedule (per submitter)	There are no line items for hosting and hardware in the pricing table - only licensing. Where should hosting and hardware numbers be included?	Contractors should include the pricing for this and any other related expenses (excluding Licenses and Configuration/Customization) within the Fixed Monthly Payment line item. Annual one-time prices should be amortized throughout the 12-month period so each monthly payment is the same.
ISS	17	Appendix A; SLAs 003,004,0005 and Appendix J.6 ISS-AUDIT-007	The ISS-TECH-SLA-003, ISS-TECH-SLA-004 and ISS-TECH-SLA-005 requirements state that logs should be available online for 90 days and archived for 3 years. However, per ISS-AUDIT-007, logs need to be kept available for 7 years. Please confirm the retention period for log files – online and at the archival location	The retention period as defined in ISS-AUDIT-007 is updated in Addendum 6. Affected SLAs are updated in Addendum 6.
ISS	18	3.a.7.4	Must VITA DR hardware be 100% dedicated to DR (effectively cold standby) or can other non-production hardware be reprovisioned in the event of a disaster?	Yes, so long as RPO and/or RTO are met if a disaster is declared.

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ISS	19	3.a.7.2	<p>What specific elements of hosting in the VITA data centers are being handled by the Commonwealth (e.g. redundant network connections, perimeter security devices, conditioned power) and need not be included in the vendor's estimates for VITA-based hosting?</p>	<p>VITA/Stateside will provide:</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 the solution for all the application environments including DR. • VITA will provide OS patching and monitor for performance and application security for all environments. • 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. • Vendor will install and configure software application on the VITA racked up hardware for all the applicable environments including DR. • Vendor will provide project management services and associated SMEs to facilitate and assist with the stand-up of the VITA hosted infrastructure to support the vendor solution. <p>Vendor will provide:</p> <ul style="list-style-type: none"> • Will provide the software and hardware specifications for the solution and the cost for all the environments including DR. • Will host all infrastructure and environments. • Will size and cost the network (WAN) connectivity from VITA data center to vendor's project site and operations site.
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Attachment 1
RFP 2016-04, Addendum 6
Offerors Questions and DMAS Responses

ISS	20	General	My question is, can ICS be a sub-contractor on any of the RFP's or would we also be excluded just as the prime would be and if so what RFP's would be excluded on by being a partner on which RFP?	See RFP 2016-04, Addendum 5 for response.
ISS	21		If a parent company responds to the SSI RFP, does that preclude any of its subsidiaries from responding as either a prime or sub-contractor	See RFP 2016-04, Addendum 5 for response.
ISS	22	General	Can a sub-contractor on SSI RFP serve as a sub-contractor on any of the other MES-RFPs?	See RFP 2016-04, Addendum 5 for response.
ISS	23	General	If a company serves as a sub-contractor on the SSI RFP, does it preclude them from responding as Prime Contractor to any of the other MES RFPs?	See RFP 2016-04, Addendum 5 for response.
ISS	24	1.e.4, Figure 5DMAS MES ICAM Solution Technology Future State Vision, page 16	Please expand on the "SMART PLATFORM", referenced in figure 5 on page 15. Is this a specific product or combination of products? What does it consist of? The same diagram is referenced in each RFP	The reference to Smart Platform refers to the presentation of a user interface that adjusts to the access point or device (e.g. mobile device versus desktop).
ISS	25	Appendix A - ISS-TECH-SLA-004 and 005	In connection with Appendix A, ISS-TECH-SLA-004 and ISS-TECH-SLA-005, the referenced SLAs appear to be duplicative. If not duplicative, can DMAS further clarify the scope??	Yes. SLA requirements ISS-TECH-SLA-004 & ISS-TECH-SLA-005 are duplicated in the posted version. Updated SLAs are posted in Addendum 6.

Attachment 1
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Offerors Questions and DMAS Responses

ISS	26	9.b.2.1; 3.c.1	We are unable to locate where in the Technical Proposal format (9.b.2.1) a vendor should respond to the requirements in Section 3.c.1, Mandatory Pricing Options. Will DMAS provide directions and revise the RFP to indicate where vendors are to respond to these requirements?	RFP 2016-04, Addendum 4, added a new numbered item section (#3) under section 9.b.2.1 Volume 1 – Technical Proposal, sub-section File 3: Scope of Work to accommodate responses to optional requirements.
ISS	27	1.a.1, Table 1; 1.a.1, Figure 1; Appendix C	Definitions of MES phases of work in Table 1 on page, Figure 1 on page 3, and Table C-1 on page 101 are in conflict. Please clarify the timing of DDI and Maintenance & Operations Phases 1 and 2 for each of the MES modules.	It is the Department's expectation that a bidder will submit a schedule showing the phases for each solution or module in its proposal. It is the Department's expectation that a bidder will submit a proposed Flight Plan provides the implementation of each module by 6/30/2018 in its proposal.
ISS	28	Appendix J.15 ISS-TECH-WEB-034 through 038	Requirements ISS-TECH-WEB-034 through ISS-TECH-WEB-038 are noted as "site specific". Please clarify what the "site specific" qualification means and how these requirements (web chat, auto callback, and form cloning) apply to the ISS portal?	The requirements will be stricken from Appendix J.15. This will be noted in RFP 2016-04, Addendum 6.
ISS	29	Reference J.6 Audit Support; 3.a.7.2	If the ISS solution is hosted in the Virginia VITA in the Chesterfield, VA offices, does the Department want the ISS Contractor to perform quarterly network security vulnerability testing? What would be the network scope of the quarterly test if the ISS vendor is to perform the test?	VITA is responsible for the network, however, the Contactor will be required to perform a vulnerability scan of its Solution(s).

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ISS	30	Appendix I, Section 3.b.5.3 and 3. b.6	Required deliverables are specified in Appendix I and then again for security artifact deliverables (in section 3.b.5.3) and SOA artifact deliverables (in section 3.b.6). Do these three tables / sections represent all of the required deliverables for the ISS contract? If not, specify additional required deliverables.	No, for example, requirement ISS-PROJ-DDI-022 details additional deliverables. It is the Offeror's responsibility to ensure that all required deliverables are addressed.
ISS	31	1.e.3.2; 3.a.8 (EDI)	Figure 4, DMAS MES ISS Technical and Information Architecture View of the Future State shows Electronic Data Interchange module passing all transactions through the ISS module while Section 3.a.8, Electronic Data Interchange indicates that each MES module will interact directly with the DMAS EDI Gateway. Please confirm the flow of EDI transactions from the DMAS Gateway to the MES Modules.	EDI Batch files will be submitted by providers directly to the DMAS EDI Gateway. But the EDI Gateway will send and receive batch transactions after compliance check with the MES Modules via the ISS as an individual transaction in XML format or JSON format. Real-time transactions are supported directly by the MES modules or it can be a pass through ISS (no compliance check in ISS) to corresponding MES modules.
ISS	32	1.e.2; 1. e.3.2	What is the Department's plan for the acquisition of the ECM platform?	Acquisition of the MES ECM platform should be included as part of the proposed Documentation Management as defined in the mandatory response DMAS Defined Options.

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Offerors Questions and DMAS Responses

ISS	33	1.e.2; 1. e.3.2	<p>For Document Management (Mandatory Optional Pricing), please provide the following: list of document types to be managed, sources of the documents, and annual volumes broken down by calendar month (during the year).</p>	<p>List of documents loaded in the past year:</p> <ul style="list-style-type: none"> • .jpg, .jpeg -> image/jpeg • application/vnd.openxmlformats-officedocument.wordprocessingml.document • application/octet-stream • .xml -> text/xml • application/vnd.ms-excel.sheet.macroEnabled.12 • .txt -> text/plain • application/vnd.ms-powerpoint • .htm, .html, .shtml -> text/html • .zip -> multipart/x-zip • .docm -> application/vnd.ms-word.document.macroEnabled.12 • .java -> application/java • .doc, .docx -> application/msword • .xlsx -> application/vnd.ms-excel • application/x-msdownload • .pdf -> application/pdf • .tif, .tiff -> image/tiff • .pep -> application/x-filenet-workflowdefinition • application/vnd.openxmlformats-officedocument.spreadsheetml.sheet • .pst, .ost -> application/msoutlook • application/x-zip-compressed • .xls -> application/excel • message/rfc822 • application/vnd.visio • .png -> image/x-png • .csv -> text/csv • application/vnd.ibm-OnDemand • application/vnd.openxmlformats-officedocument.presentationml.presentation <p>Sources vary, but primarily input comes from the current MMIS and Operations via scanning and loading.</p> <p>Annual volumes broken down by month will be driven based on the awarded solutions currently out for bid. A total of 67,000,000 documents currently reside in the VAMMIS ECM.</p>
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ISS	34	1.e.2; 1. e.3.2	In Figure 3, the ISS platform depicts Document Management and Document Transfer Services as part of the ISS. Figure 4 does not show these services as a part of the ISS platform, but has added an ECM (Enterprises Content Management) platform to the Future State graphic. Please explain which MES Contractor will be responsible for the depicted Document Management solution as well as which will be responsible for the Document Transfer Services.	Each vendor is expected to have their own Document Management Solution. As depicted in Figure 3, Document Management Services and Document Transfer Services apply to the ISS Contractor. There is a DMAS Defined Option for the ISS Contractor to provide an Enterprise Wide Content Management Solution for future consideration.
ISS	35	ISS-SR-VS-007; 6. b.4	The requirement to “identify all locations that will be used to support a resultant contract and the operations handled from these locations” potentially conflicts with requirement ISS-SR-VS-007, which states that computer processing must be performed within the continental United States. Please clarify where contractor services can be provided and where hosting can be located.	All contractor services and hosting must take place in the continental United States.
ISS	36	ISS-TRN-007	Requirement ISS-TRN-007 specifies that the contractor shall provide training facilities if no Commonwealth facilities are available. For planning purposes, please clarify the expected duration of training and number of users to be trained in these facilities.	Duration of training and number of users will be determined during the requirements gathering period of the project. Due to the complex nature of the integration between the ISS Contractor and the other MES modules, the exact number of users to be trained is not known at this time. The Offeror must evaluate their training methods, content, and delivery to determine the duration of training sessions as well as effective class size.
ISS	37	ISS-NFR-DR-008	What does 'LAST' refer to in this requirement statement?	It refers to the latest known good backup of the Production environment. If DR is invoked, the vendor shall restore to the DR site the latest known good backup of Production.

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ISS	38	Appendix J.17	Please provide requirement for file transfer volumes.	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces
ISS	39	Appendix J.17	Please provide requirement for ESB transactions per second, and file transfer volume and sizes for interfaces.	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time.
ISS	40	Appendix J.17	Please provide transaction volume for each of the other interfaces (inbound/outbound) the ISS is required to support by Phase (1 and 2).	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	41	Appendix J.17	Please provide list of any other interfaces (inbound/outbound) the ISS is required to support by Phase (1 and 2).	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	42	Appendix J.17	Please provide list of MMIS external interfaces (inbound/outbound)	Please refer to the Vendor Reference Library.
ISS	43	Appendix J.17	Please provide the number (volume) of messages/service calls (inbound/outbound) by for Encounter Processing Solution	The Encounter Processing Solution has not been developed, so we are unable to provide the number (volume) of messages/service calls (inbound/outbound). Approximately 43.5 million encounters were processed in CY2015, however that number does not include encounters for the Behavioral Health Service Administrator (BHSA) and Commonwealth Coordinated Care (CCC) programs.

Attachment 1
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ISS	44	Appendix J.17	Please provide a list of message/service call instances (inbound/outbound) by for Encounter Processing Solution	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	45	Appendix J.17	Please provide the number (volume) of messages/service calls (inbound/outbound) by for Pharmacy Benefit Management Solution	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	46	Appendix J.17	Please provide a list of message/service call instances (inbound/outbound) by for Pharmacy Benefit Management Solution	Due to the existing monolithic nature of the PBMS Solution, exact listings of potential messaging / service call instances are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	47	Appendix J.17	Please provide the number (volume) of messages/service calls (inbound/outbound) by for Financial Management Solution	The Financial Management Solution has not been determined, so we are unable to provide the number (volume) of messages/service calls (inbound/outbound). Refer to the Vendor Reference Library for information about volumes in the current MMIS.
ISS	48	Appendix J.17	Please provide a list of message/service call instances (inbound/outbound) by for Financial Management Solution	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	49	Appendix J.17	Please provide the number (volume) of messages/service calls (inbound/outbound) by for Core Services Solution	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.

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ISS	50	Appendix J.17	Please provide a list of message/service call instances (inbound/outbound) by for Core Services Solution	Due to the existing monolithic nature of the VAMMIS Solution, exact listings of interfaces for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	51	ISS-RULE-EGN-001	Requirement ISS-RULE-EGN-001 specifies the use of BPMN and BPEL methodologies for the business rules engine. Please provide examples of how business process modeling notation and execution are expected to be supported by the rules engine.	Examples of business process model integration and execution are content based routing of messages and decision services.
ISS	52	Appendix J.11 ISS-ICAM-006	Requirement ISS-ICAM-006 specifies that "Contractor shall provide a VITA-hosted Solution or an in-house Solution." Please verify that this means either the VITA-hosted option or the contractor-hosted option.	Yes. Reference the exact verbiage supplied in the RFP.
ISS	53	Appendix J.11 ISS-ICAM-006	Please confirm that a contractor hosted alternative is not required.	Confirmed.
ISS	54	Appendix J.11	Please provide the number of other MES users to be onboarded in ICAM by MES module, by user type	MES users, by module, will be determined during the DDI Phase(s) and are not known at the current time.
ISS	55	Appendix J.11	Please provide the number of DMAS users to be onboarded in ICAM	DMAS users number 500-600.

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ISS	56	ISS-TEST-024	Requirement ISS-TEST-024 specifies that the contractor shall plan for and include State participation and involvement in all testing efforts throughout the Software Development Life cycle. Please specify the number of State testing FTE's and level of testing experience for these FTE's for incorporating into the planning process.	The number of DMAS staff participating in testing phases will vary. All testers will be experienced in Medicaid Management Information Systems.
ISS	57	ISS-TECH-STND-007	Please clarify requirement ISS-TECH-STND-007, which states that the Solution shall provide notification to the ISS Contractor of all changes to application program interface (API) on a timely basis. Specifically, how shall the solution notify the ISS contractor?	Requirement ISS-TECH-STND-007 will be updated to the following: The Solution shall receive and log notification of all changes to application program interfaces (API) via the Change Management process.
ISS	58		Payment for holdback amounts are dependent on CMS Certification. Please confirm that ISS module holdback payments are not dependent on the Certification of other MES modules (i.e., ISS CMS Certification is independent).	Holdbacks for CMS certification will only occur for the supplier responsible for the area of certification and not cross over to suppliers not involved in that area of certification.
ISS	59	Appendix C	This section describes a 3% Quality Management Payment calculation which is a holdback. The RFP states that the withhold will be released after CMS Certification is received. Will DMAS seek CMS Certification separately by module or will the holdback funds be held until the CMS Certification is received for all modules?	DMAS will be working with the IV&V contractor and CMS on certification. At this time a final certification approach has not been determined. However, DMAS will seek certification for separate modules that move into production and not wait for all modules to be implemented for certification.

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ISS	60	Appendix C	In each O&M contract year, where would the bidder include the annual one-time price, e.g., the Vulnerability Assessment and Network Penetration Test	Contractors should include the pricing for this and any other expenses related to O&M (excluding Licenses and Configuration/Customization) within the Fixed Monthly Payment line item. Annual one-time prices should be amortized throughout the 12-month period so each monthly payment is the same.
ISS	61	Table 8; 6. f.3	Oracle certification is required for a proposed DBA. Please confirm that this is not the case if a database other than Oracle is proposed.	The DBA is required to have certification in the vendor proposed database system. In the event a certification program is not available in the industry for the vendor database solution, DMAS approval of relevant experience is required.
ISS	62	6.f.3	Table 7 includes roles for Data Analysts and DBA with years' experience of 10 each. We noticed that the EDWS RFP includes the same or similar roles with years' experience of 5-10 and 7-10 respectively. Please confirm that the different years of experience ranges were intentional.	Differences in ISS & EDWS key personnel requirements are intentional and based on RFP content.
ISS	63	Section 5, Project Management and Governance	Is this section informational or are there requirements that DMAS is expecting bidders to respond to? If a response is required, should that response be incorporated in Section 1.1 in File 3?	All Section 5 (Project Management and Governance) associated requirements are found in Appendix J.2 as noted in Section 5. The Master Work Plan is an additional requirement that must be submitted in Offeror Technical Proposal (9.b.2.1 – Volume 1, File 6).

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ISS	64	3.c	There are no instructions within Section 9.b.2.1 (Volume 1 - Technical Proposal) for how to respond to these optional requirements. Please confirm that it is correct to add a 3rd section within File 3: Scope of Work that is structured as follows: 3. DMAS Defined Options 3.1 Mandatory Pricing Options 3.2 Optional Pricing Options	RFP 2016-04, Addendum 4, added a new numbered item section (#3) under section 9.b.2.1 Volume 1 – Technical Proposal, sub-section File 3: Scope of Work to accommodate responses to optional requirements.
ISS	65	3.b.8	Section 3.b.8 specifies that the MES SSO authentication service be both REST'ful and use JSON for data transfer. Does this mean that SOAP and XML are not acceptable protocols and transports for this service?	DMAS has listed preferred technologies. Vendor may submit other Solution technologies for DMAS acceptance.
ISS	66	3.b.7 ICAM	What is the Commonwealth's preferred mechanism for integrating with the Commonwealth's on-premise Active Directory should the contractor-based hosting option be selected for ISS and ICAM?	There is no preferred method for AD integration. However, integration to DMAS/COV AD, will be accomplished in the most technically feasible manner possible when needed.
ISS	67	3.b.3	Please provide number of people to be trained by role in organization.	The number of users that require ISS training and the composition of these users is not known at this time due to the dependency on the MES Solutions to be awarded.
ISS	68	3.b.3	Can DMAS please confirm the number of users by user groups, such as Essential DMAS staff, Commonwealth Personnel, and Contractors, expected to require training on the ISS?	The number of users that require ISS training and the composition of these users is not known at this time due to the dependency on the MES Solutions to be awarded.

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ISS	69	3.b.2	<p>The RFP indicates that as part of DDI, the selected ISS vendor will develop the integration services and supporting technologies necessary for MES modules to exchange data with each other. Without having a named system and the specifications of the other MES solution integration service, it is not possible to develop viable fixed price proposal for such integration services.</p> <p>As such, please confirm that the work to integrate the identified MES module solutions is not included as part of the bidder's costs and that such integration work will be included in the ISS project through change orders once the MES modules have been selected and the integration capabilities of each model are known.</p>	<p>As part of a contractors proposed solution, contractors need to include the firm fixed cost to integrate all MES modules as updated and identified in RFP 2016-04, Addendum 4.</p>
ISS	70	3.b.1	<p>The RFP calls for a change management process that includes an Information Technology Service Management (ITSM) framework based Change Management tool such as Absolute Software or BMC Remedy OnDemand. Is the Commonwealth providing these ITSM tools or is the ISS contractor expected to include the software and services necessary to provision and support these tools.</p>	<p>The vendor is expected to provide the solution and services necessary to comply with this requirement</p>

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ISS	71	3.b.1	In responding to section 3.b.1, the RFP references the following “A schedule showing the phases for each – solution” and “A proposed “Flight Plan” to accommodate meeting DMAS 6/30/2018 deadline that includes each transition project, as shown above in Section 1.a.1”. Is it the Department’s expectation that a bidder should submit a schedule showing the phases for each solution or module in its proposal? Is it the Department’s expectation that a bidder would submit a proposed Flight Plan for the implementation of each module by 6/30/2018 in its proposal?	Yes. It is the Department’s expectation that a bidder will submit a schedule showing the phases for their proposed solution or module. Yes. It is the Department’s expectation that a bidder will submit a proposed Flight Plan that provides the implementation of each module by 6/30/2018 in its proposal.
ISS	72	3.a.8	Is the ISS vendor expected to provide and implement an EDI product or continue use the DMAS EDI Gateway?	ISS vendor is not expected to provide and implement an EDI product and will continue to use the DMAS EDI Gateway.
ISS	73	3.a.8	Please identify which EDI transactions the ISS vendor is responsible for supporting and what support is required.	The DMAS EDI Gateway supports all the batch EDI transactions. The ISS Contractor is expected to support all the real-time HIPAA X12 EDI transactions and must be CAQH/CORE compliant. The ISS Contractor, in developing standard exchanges may have to address EDI. The ISS Contractor will pass HIPAA EDI X12 transaction to the appropriate MES Solutions. NCPDP Pharmacy real-time claim transactions will be the responsibility of the PBMS Contractor.
ISS	74	Portal heading of section of 3.a.7.3	Should this be labeled as Section 3.a.7.8 Portal so it is not considered part of Section 3.a.7.3 "Security/Compliance Audit Management"?	Section labeling has no impact on the Offeror narrative response.

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ISS	75	3.a.8	Please provide a list of each of the EDI transactions processed through the DMAS EDI Gateway, approved format, inbound versus outbound, the purpose of the transaction, daily volumes over the last 12 months.	Please refer to the Vendor Reference Library.
ISS	76	Rules Engine section 3. a.7.3	Is it the Commonwealth's intent that the ISS business rules engine function be exposed as a shared service and used by other modules or used exclusively by ISS? If a shared service model is the preference, specify the BRE transaction volume across modules.	BRE requirements are specific to the ISS solution and is not required to be exposed as a shared service.
ISS	77	Rules Engine - in section 3. a.7.3	Should this be labeled as Section 3.a.7.6 Rules Engine so it is not considered part of Section 3.a.7.3 "Security/Compliance Audit Management"?	Section labeling has no impact on the Offeror narrative response.
ISS	78	Heading Integration Services in 3. a.7.3	Should this be labeled as Section 3.a.7.5 Integration Services so it is not considered part of Section 3.a.7.3 "Security/Compliance Audit Management"?	Section labeling has no impact on the Offeror narrative response.
ISS	79		The RFP specifies 24x7x365 availability but does not spell out explicit availability (e.g. three 9's – 99.9%). Is it the Commonwealth's intent that an HA/DR solution be structured that supports 100% availability?	Yes. Solution will need to meet the defined SLAs.
ISS	80	Business Continuity and Disaster Recovery (in 3.a.7.3)	Should this be labeled as Section 3.a.7.4 Business Continuity and Disaster Recovery so it is not considered part of Section 3.a.7.3 "Security/Compliance Audit Management"?	Section labeling has no impact on the Offeror narrative response.

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ISS	81	3.a.7.3	The Commonwealth expressed the interest to use contractor services and COTS products for network endpoint security threat monitoring, real-time security breach, or suspicious patterns reporting tools. Is the Commonwealth requiring these tools to be included in the bid and, if so, which of the hosting options should these tools be included for?	The contractor will include network endpoint security threat monitoring, real-time security breach, or suspicious patterns reporting tools as part of the vendor hosted solution. If the solution is hosted at the Commonwealth, the Commonwealth IT service provider will provide the services/software listed above.
ISS	82	3.a.7.2	For the VITA hosting option, is the Commonwealth providing an alternate data center for disaster recovery? Does that facility meet the 100 mile and network latency requirements to support the RTO/RPO specified in requirement ISS-NFR-DR-028?	Yes, the Commonwealth can provide an alternative datacenter. The Commonwealth Disaster Recovery data center is rated Tier 3 and meets all Disaster Recovery data center requirements as specified by VITA.

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ISS	83	3.a.7.2	<p>The RFP requires the ISS bidder to provide two hardware hosting options:</p> <ol style="list-style-type: none"> 1. Hosting at Contractor facility 2. Hosting at the VITA facility <p>A VITA hosted alternative if desired can be developed collaboratively with the awarded Contractor and VITA to achieve a more reliable comparison prior to contract acceptance. Please amend the RFP accordingly.</p>	<p>The Offeror is responsible for submitting only Offeror costs associated with a VITA hosted solution. Following is additional detail regarding the responsibilities of each entity under a VITA hosted solution:</p> <p>VITA/Stateside solution:</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 the solution for all the application environments including DR. • VITA will provide OS patching and monitor for performance and application security for all environments. • 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. • Vendor will install and configure software application on the VITA racked up hardware for all the applicable environments including DR. • Vendor will provide project management services and associated SMEs to facilitate and assist with the stand-up of the VITA hosted infrastructure to support the vendor solution. <p>Offeror solution:</p> <ul style="list-style-type: none"> • Will provide the software and hardware specifications for the solution and the cost for all the environments including DR. • Will host all infrastructure and environments. • Will size and cost the network (WAN) connectivity from VITA data center to vendors project site and operations site.
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ISS	84	3.a.7.2	<p>The RFP requires the ISS bidder to provide two hardware hosting options:</p> <ol style="list-style-type: none"> 1. Hosting at Contractor facility 2. Hosting at the VITA facility <p>It is not clear how ISS bidders will be able to quantify and describe cost-effectiveness of VITA in comparison to a Contractor hosted solution when those VITA costs are not available. We respectfully suggest removing this requirement from the RFP and request Contractor hosted ISS services exclusively for purposes of the RFP response.</p> <p>If the requirement is not removed, then please provide a VITA cost model with detailed elements representative of the expected ISS functionality that can be used for comparison purposes.</p>	<p>VITA/Stateside solution:</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 the solution for all the application environments including DR • VITA will provide OS patching and monitor for performance and application security for all environments • 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. • Vendor will install and configure software application on the VITA racked up hardware for all the applicable environments including DR • Vendor will provide project management services and associated SMEs to facilitate and assist with the stand-up of the VITA hosted infrastructure to support the vendor solution. <p>Vendor solution:</p> <ul style="list-style-type: none"> • Will provide the software and hardware specifications for the solution and the cost for all the environments including DR • Will host all infrastructure and environments • Will size and cost the network (WAN) connectivity from VITA data center to vendor's project site and operations site.
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ISS	85	3.a.2.3	When three or more modules are involved in testing their solutions in an end-to-end testing effort, please confirm that DMAS expects that the ISS vendor will have a lead role in coordinating (e.g., scenario and use case definitions, test data definitions, expected results definitions, documentation of results, defect resolution tracking) these end-to-end testing activities (e.g., Core, PBMS, EDWS, ISS).	ISS will coordinate and facilitate only the data exchanges. The Vendors exchanging the data are expected to do end to end test to ensure the data exchange.
ISS	86	3.a.2.3	The RFP states: "NOTE: The Contractor shall protect privacy by the use of an industry standard data anonymization package while providing accurate test data." Please confirm that the data obfuscation package that the EDW vendor delivers to DMAS will be available to the ISS vendor and other MES vendors for data anonymization purposes at no cost to the ISS and other MES vendors. (refers to requirement EDWS-FR-MET-007: The Contractor shall maintain the capability to employ data masking and obfuscation to replace sensitive data and shall ensure masked/obfuscated data is realistic-looking and has the same type and characteristics as the original data.)	Each solution is responsible for their test data.
ISS	87	3.a.1; 3.b.1; Section 1.1; Appendix J.2	Please confirm that it is acceptable that the response to Section 1.1 in File 3 (3.a.1) may be structured as follows (REFERENCE J.2): 1.1 Introduction 1.2 Approach to DDI 1.3 Approach to Operations and Maintenance 1.4 Major Milestones and Deliverables	The Offeror must provide its response in a format that aligns with the number structure proscribed in Section 9.b.2.1, File 3 Scope of Work.

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ISS	88	1.e.3.2	The portal goals for ISS are described as "to monitor system health, access audit logs, and transaction details, and troubleshoot." Please confirm that the ISS portal is for ISS monitoring purposes only and not to serve as the portal for the other functional modules.	Confirmed.
ISS	89		<p>According to Section 1.6 (page 10): "The E&E system is intended to become the system of record for all members in the social service programs in the State." This statement leads to a couple of questions and a request:</p> <ol style="list-style-type: none"> 1. Does DMAS anticipate MES modules will access the Virginia Eligibility and Enrollment (E&E) system via web services directly or via the ISS platform? 2. Alternatively, will a different source for eligibility information be used? <p>Request: Please clarify the requirements for Phases 1 and 2 regarding ISS integration with the E&E system.</p>	<p>All data exchanges across vendor solutions must be through the ISS platform. The current E&E interface will continue to be the source for member eligibility information and should be supported in the new MES solution.</p> <p>Section 1.a.1, Table 1., Page 2 of the RFP outlines the functionality required in each phase.</p>
ISS	90	1.a.1; Appendix C Price Schedule	For ISS, the solution moves to an operational phase once the Enterprise Data Warehouse Solution (EDWS) is integrated to the ISS solution. Price Schedule B is for the first O&M phase of work and shows a time period that starts July 1, 2018 ending June 30, 2019. Since there is no Pricing Schedule that enables pricing of O&M beginning when EDWS integration goes live, how should the pricing information be included in the Cost Proposal? The same question applies to milestone implementations of Encounter Processing Solution (EPS), Pharmacy (PBMS), and Financial (FMS).	During EDWS DDI all cost should be included in Pricing Schedules A. Once all DDI is completed for all MES Modules as identified in RFP 2016-04, Addendum 4, the Operation and Maintenance Phase(s) will begin and Contractor will be paid in accordance to Pricing Schedules B-I. Until all DDI is complete for all modules, Contractor will be paid based on the final negotiated price in Schedule B.

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ISS	91	1.a.1	Figure 1 indicates an award date of July 1, 2016 and Table C-1 as well as many Price Schedules indicate a start date of July 1. Currently, the procurement process is running along a different timeline. Please update the milestones of the Flight Plan and the Price Schedules accordingly? What dates should be used in the Flight Plan for purposes of planning and pricing?	Flight plan is comprised of high-level dates which will be adjusted during project Initiation phase with the chosen vendor.
ISS	92	1.a.1	The Flight Plan (Figure 1) identifies "Transition" between DDI and O&M Phases. What work is the ISS vendor to be performing during this "Transition" period?	Vendor activities and needs for participation will be jointly determined with DMAS and the chosen vendor during the Planning phase(s) of the Project.
ISS	93	1.a.1	Table 1 on page 2 lists the MES modules. The list does not include the EDWS module in the Table. Please explain the reasons for the omission of the EDWS module.	Please see RFP 2016-04, Integration Services Solution, Addendum 4 Item 2.
ISS	94		We have a significant number of questions that clarify the scope and RFP response instructions. We anticipate that the time between response to questions and due date of the RFP response will be too limited to react with a proper response. In addition, there will likely be answers to other vendor questions that may also impact our ability to submit a complete response by July 29th. As such, we respectfully request an extension of the due date by 3 weeks.	All requests for extension of the proposal due date will be taken into consideration. Any extension will be documented in an RFP Addendum and posted on the eVA and DMAS websites.

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ISS	95	3.a.2	The testing section refers to multiple test tools that the contractor would need to provide. Can vendors assume that we have the freedom to choose the toolsets that we deem appropriate for this engagement as opposed to a set of DMAS standard tools? i.e. test management, test data management, automation, performance etc.	Each Contractor should propose their chosen tool(s) and explain how they will meet the requirement.
ISS	96		In order for the vendor community to provide the Commonwealth with the best price, solution and partnership, we respectfully ask if DMAS will consider providing a 2 week extension of the proposal deadline in consideration of the fact that DMAS is working through a number of vendor questions pertinent to the size and scope of the solution.	All requests for extension of the proposal due date will be taken into consideration. Any extension will be documented in an RFP Addendum and posted on the eVA and DMAS websites.
ISS	97		Does DMAS have an established Identity Management software tool today? If yes, please identify software implemented and if it is the intent of DMAS to leverage this same software within the MES environment. If no, please confirm which of the 4 published RFPs is intended to meet the business need, e.g. Integration, Data Warehouse, Financial Management, Pharmacy...	No Identity Management tool in place.

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ISS	98		Within DMAS' MITA Roadmap V1.pdf, Section 2.6 Content management, DMAS denotes the procurement and implementation of software product that is designed to support the processes related to Contractor Management, is this purchase and implementation complete? Who is the provider and what is the naming convention of the software that has been or will be procured and implemented? Will it be the responsibility of the DMAS team to implement and utilize or the responsibility of the Integrator?	DMAS procured the Contract Insight Enterprise Contract Management Software application under VITA State Contract VA-121203-CSC from Cobblestone Systems Corp. Implementation is currently in process and soon to be fully operational. Future operation and maintenance will be handled by DMAS and Cobblestone.
ISS	99		Within DMAS' MITA Roadmap V1.pdf, Section 2.9 Business Process Modeling, DMAS denotes a purchase of IBM tools to support business process management that DMAS would like to utilize future state, what specific IBM tools have been purchased to date in support of this section?	This item is a MITA Roadmap item. DMAS is not currently using any IBM tool for Business Process Modeling.
ISS	100		Within DMAS' MITA Roadmap V1.pdf, Section 2.10 Oracle Financials Upgrade, DMAS denotes a June 2016 completion date of upgrading Oracle Financials from version 11.i to 12.2, has DMAS completed the Oracle Financials upgrade from version 11.i to 12.2? If not completed to date, will this project be completed by DMAS or will it be the expectation that the chosen vendor completes?	The Oracle EBS upgrade is in progress and DMAS will do the Oracle EBS upgrade.

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ISS	101		<p>What is the legacy ECM system? What is its size? How many documents are stored in it? Do metadata values need to be migrated as well as files?</p>	<p>ECM encompasses the following:</p> <ul style="list-style-type: none"> a. FileNet (these are being upgraded as part of cloud migration) <ul style="list-style-type: none"> i. Content Engine ii. Process Engine iii. Application Engine iv. WorkplaceXT v. Workplace vi. Business Process Framework (BPF) b. Content Manager OnDemand <ul style="list-style-type: none"> i. CMOD Core ii. OnDemand Web Enablement Kit (ODWEK) c. Datacap <ul style="list-style-type: none"> i. Taskmaster ii. Rulerunner d. Custom Components <ul style="list-style-type: none"> i. Java ii. C# <p>Current size of ECM is 8TB.</p> <p>Approximately 67,000,000 documents are currently stored.</p> <p>Whether the Metadata needs to be stored is dependent on the proposed solution.</p>
ISS	102		<p>What percentage end-user growth does the Department expect over the length of this contract? Is there any (currently) direct correlation between number-of-users and number-of-transactions?</p>	<p>End-user growth is not known and will be governed by several factors, including the Solutions of the MES Contractors.</p> <p>The current correlation of users to transactions is not tracked.</p>
ISS	103		<p>Can the Department provide a list of (or examples of) systems that will be sending secure files through the ISS?</p>	<p>The systems sending files through the ISS are defined in the requirements identified in the RFP document as well as in section 1.e.3 and Figure 4 of the ISS RFP.</p>

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ISS	104		Is there a required format for how Transaction Logs must be stored? (XML, PDF, etc.)	Vendor is expected to store the log information in a format that is useful for search and analysis.
ISS	105		Will the DMAS support a Hybrid architecture in which pieces of the solution are hosted at both the Chesterfield office and also at a location determined by the contractor?	Vendor will need to provide either a VITA hosted or Contractor hosted on-site solution as prescribed in the RFP requirements.
ISS	106		Within implementation will there be a business need to perform assessments or inspections out in the field when they are disconnected or have no signal – mobile requirements regarding rules engine	Not related to the ISS RFP.
ISS	107		What is MES operational objective regarding SLA for throughput of requests (expected authentications-per second)?	DMAS' operational objectives are reflected in the defined SLAs.
ISS	108		DMAS is unable to determine the context of the question without a direct citation of RFP content.	Current number of DMAS employees can be referenced on the agencies website.
ISS	109		What kind of SOA batch transactions will need to be accommodated on the SOA platform? How many batch transactions will be exchanged between Providers and the MES platform? What is the anticipated average size of each batch transaction?	Due to the existing monolithic nature of the VAMMIS Solution, exact listings of transactions and metrics for the new modular solution are not known at this time.
ISS	110		Will SOA transactional data need to be stored for audit purposes? If so, for how long?	No.
ISS	111		SOA is mentioned as a key aspect to the ISS solution; what are the anticipated production transaction volumes and SLAs associated with: Providers, Customers	Please refer to the Vendor Reference Library for transaction volumes and Appendix A for SLA detail.

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ISS	112		In regards to the ICAM functionality, is DMAS requesting this functionality be provided as part of the response, or does DMAS have any existing security (ICAM) components with which the proposed solution will need to integrate? If any ICAM components exist, please specify.	There is no current ICAM functionality. DMAS is requesting this functionality be provided as a part of the Offeror's response.
ISS	113	Section 8	Per RFP Section 8, Deloitte would like to request a copy of the DMAS License Agreement Addendum?	The License Agreement Addendum is available on the eVA and DMAS websites and is entitled RFP 2016-04, ISS Appendix H, Exhibit D - EULA.
ISS	114		My company does similar work in multiple states and wondering if there was a sign-in sheet for the pre-bid conference?	Attendance listings for participants of the pre-proposal conference were posted in RFP 2016-04, Addendum 2.
ISS	115		I wanted to inquire if there was a published or available list of participants in the pre-proposal conferences for RFP 2016-04 RFP 2016-05	Attendance listings for participants of the pre-proposal conference were posted in Addendum 2 for RFP 2016-04 and Addendum 3 for RFP 2016-05.
ISS	116	page 126 Appendix I Milestones	Deliverable dates in Appendix I are the same for the EDWS, FMS and ISS RFPs but are different within the PBMS RFP. Does the ISS contractor have the ability to modify the deliverable dates as part of development of the Master Integration Plan and Master Work Plan?	At this time the execution of a contract is unknown and DMAS does not expect contractors to use actual dates in the drafting of Master Integration Plan and Master Work Plan. Instead, contractors should use time frames (IE 1 week, 2-weeks, 3-weeks, etc....) with milestones/deliverables projected out from when a contract is executed. Hard dates within the Contractors Master Integration Plan and Master Work Plan will be discussed and finalized during negotiations.

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ISS	117	Page 138, ISS J3-Testing	Requirements , ISS-TEST-012, states, "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 will support the portions of end-to-end testing for provider on-boarding, claims submission, adjudication, payment, and storage as is applicable to their application.
ISS	118	6.f.3 pg 75	The key personnel tables (Tables 7 and 8 on RFP pages 75 and 76) have blanks in columns for "Years of Medicaid or Health Plan Experience" and "Richmond based." Will DMAS confirm that these are deliberate omissions?	DMAS confirms these are deliberate omissions to allow Contractor to demonstrate how each proposed team member fulfills the requirements under these columns. There is a note under Table 8 (page 76) indicating that the team member be Richmond Based is optional but the staff member will still need to be onsite as needed for specific phases and periodic meetings.
ISS	119	Section 3.a.7.2	Section 3.a.7.2 directs vendors to provide 2 hosting options, vendor hosted and VITA hosted. Since the RFPs list software as a service (SaaS) solutions as viable technologies for bids, will DMAS confirm that vendor hosted SaaS solutions will be exempt from the requirement to provide pricing for VITA hosting?	All Contractors submitting proposals are required to submit pricing for the two hosting options.

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ISS	120		<p>In the spirit of encouraging open competition, and expanding the ability for the State of VA to evaluate best of breed products and services for all procurements that comprise the overall solution, we would ask that this language be relaxed to state that any Offeror who is AWARDED a contract for one particular procurement would need to excuse themselves in consideration as primes for any of the other VA MES procurements.</p> <p>We believe this would not only meet your goals of open competition and best of breed technology, but equally help to eliminate any bias associated with a single vendor managing multiple portions of the transformation</p>	This question was addressed in RFP 2016-04, Addendum 5.
ISS	121	RFP preamble; and 8. Contract Standards (pg 79)	<p>With regard to the provisions of the ISS RFP that no contractor shall be eligible to hold both the ISS contract and another contract awarded under the MES RFPs, will DMAS consider announced but not yet completed mergers as a single contractor/bidder and thus ineligible to bid on both the ISS RFP and one or more of the other MES RFPs?</p>	Refer to Addendum 5, RFP 2016-04.
ISS	122		<p>If a parent company responds to the SSI RFP, does that preclude any of its subsidiaries from responding as either a prime or sub-contractor</p>	This question was addressed in RFP 2016-04, Addendum 5.
ISS	123		<p>Can a sub-contractor on the SSI RFP serve as a sub-contractor on any of the other MES RFPs?</p>	This question was addressed in RFP 2016-04 Addendum 5.

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ISS	124		If a company serves as a sub-contractor on the SSI RFP, does it preclude them from responding as a Prime contractor to any of the other MES RFPs?	This question was addressed in RFP 2016-04, Addendum 5.
ISS	125	J.25.B	Please provide respective metrics for a vendor to appropriately size the EDI Help Desk (such as call volume, current staffing, average call time, etc.).	EDI Metrics (1/1/2016 thru 6/30/2016): =====
				====
				EDI Call Volume Avg = 234 per month EDI Abandon Rate Avg = 7 per month EDI Average Speed of Answer = :34 EDI Average Call handle time = 3:50 EDI Average % of Calls Answered = 96.9%
				As for the current staffing, the Call Center is a pool of employees cross trained in various areas, and, therefore, a specific number with regards to EDI is not available
ISS	126	J.17	Please provide transaction metrics (including anticipated growth) for the ISS vendor to appropriately size their proposed integration platform.	Due to the existing monolithic nature of the VAMMIS Solution, the transaction metrics for the new modular solution are not known at this time.
ISS	127	6.f.3	If the ISS Vendor manages the project using an Agile SDLC, can Certified Scrum Master credentials be exchanged for PMP with the Project Manager?	Based on the size of the project and the requirements we would gladly welcome any credentials in addition to the required PMP certification.
ISS	128	3.c	Section 3.c is not included in the Contractor's Proposal Format outlined in Section 9.b.2.1. Are we required to include details of this section in the written response?	RFP Section 9.b.2.1, File 3, has been updated to include a Section 3 for Contractors to include their response to Section 3.c. Please refer to RFP 2016-04 Addendum 4 for additional details.

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ISS	129	1.e.3.2	Please clarify the functional requirements for Communication, Fax and Notification Services. Is it DMAS's desire to have these resources secured by the ISS vendor? If this is the intent of DMAS, please provide respective metrics for the vendor to appropriately size the capacity of proposed solution (number of transactions, growth rate, expected storage required, etc.)	Communication, Fax and Notification Services are depicted in the future state of the ISS. Please refer to section 1.e.3.2 where it is stated that the technical overview narrative and diagram in this section provides a high-level vision of and guidance on the future state and is not a mandatory set of requirements.
ISS	130	1.e.2	Please clarify the functional requirements of "Information Viewing Services" as identified in the ISS Business Overview.	Information Viewing Services includes Web Portals, Dashboards, etc...
ISS	131	1.a	Are Open Source technologies included in DMAS's vision for a COTS and SaaS based solution? Assuming they comply with functional and security requirements as stated.	DMAS is open to Vendor solutions that comply with the functional and security requirements stated in the RFP.
ISS	132		Please clarify how DMAS prefers ISS vendors to estimate the number of interfaces to be developed (considering that the PBM, Core, Financial and EDW vendors have not been selected)? Can DMAS provide a baseline? Or should vendors define assumptions based on industry experience.	Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time. Please refer to the vendor reference library for the existing interfaces.
ISS	133	3.a.9; 3.c.1.1; Appendix J.16.A; Appendix J.25.A	How many users will require electronic signature capability?	The metrics are not known at this time and will be defined during DDI.
ISS	134	Appendix A ISS-TECH-SLA-011	In connection with Appendix A, ISS-TECH-SLA-011, the referenced SLA does not utilize a tiering approach as was done in SLA-006. Can DMAS utilize the Category 1 through 4 approach for SLA001?	The SLA shall remain as stated in the RFP. Contractor must meet the SLA measured as <2 seconds at the Contractor's internal demarcation to the internet.

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ISS	135	3.a.9; 3.c.1.1; Appendix J.16.A; Appendix J.25.A	What percentage of documents require electronic signature?	The metrics are not known at this time and will be defined during DDI.
ISS	136	3.a.9; 3.c.1.1; Appendix J.16.A; Appendix J.25.A	What are the 3rd party systems that the Documentation Management system is expected to integrate with? Do those systems already have services exposed that could be leveraged?	The 3rd party systems that the Document Management System and Enterprise Content Management Solution are expected to integrate with will not be known until all RFP's have been awarded.
ISS	137	3.a.9; 3.c.1.1; Appendix J.16.A; Appendix J.25.A	Does the State already have defined retention policies for the documents that need to be stored in the Documentation Management system? If so how many retention policies are planned to be implemented in this system?	Yes. DMAS retention policies mirror the Library of VA standards.
ISS	138	9.b.1; 9.b.2.1; 3.a; 3.a.9; 3.c.1.1; Appendix J.16.A; Appendix J.25.A	Section 9.b.1 of the RFP lists a Section 1.9 Document Management. This RFP for ISS does not include mandatory requirements for document management, they are included in the Mandatory Optional Pricing portion of the requirements (see Section 3.c.1.1). Please confirm that Section 1.9 Document Management is not required as part of this RFP response and that the Document Management is a Mandatory Pricing Optional requirement (to be included in a response section that is not currently defined in File 3 (Scope of Work), but should be).	Please see RFP 2016-04 Integration Services Solution, Addendum 6 for updated content.
ISS	139	ISS-DOC-018; ISS-ECM-014	Other than checking for viruses for electronic document uploads what specific malware protection is expected to be driven by the Documentation Management system?	The requirement denotes application specific malware protection. The Offeror should describe its proposed solution to meet this requirement.

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ISS	140	Appendix J.16.A; Appendix J.25.A	What are the specific conversion needs the State has for legacy documents? What changes are expected as part of the conversion process? What are the source formats expected to be moved to the Documentation Management system? What is the expected format post conversion?	<p>Documentation Management solution vendor will be responsible for providing a conversion recommendation that satisfies the requirements of Appendix J.16.A (ISS Documentation Management) and J.25.A (DMAS Defined Option - Enterprise Content Management).</p> <p>Please refer to the Vendor Reference Library for information about current reports and documents.</p>
ISS	141	ISS-DOC-006; ISS-ECM-006	What reports are going to be stored in the Documentation Management system? What is the volume of reports that need to be managed by the Documentation Management system?	<p>Items to be stored include - Reports, letters, forms, applications, licenses, checks, 1099's, Medicaid Memo's, Paper Claims, Paper Claim forms, manuals, procedures, data models, text files, and other miscellaneous documentation.</p> <p>As it relates to Appendix J.25.A - Enterprise Content Management, the current size of documentation managed by ECM is 8TB and includes a total of 67,000,000 documents. The exact amount of documents and storage of documents applicable to the ISS Document Management Solution defined in J.16.A is not known at this time due to the existing VAMMIS monolithic architecture.</p>
ISS	142	Appendix J.16.A; Appendix J.25.A	<p>The requirements listed in this ISS RFP are the same as those listed in the EDWS RFP for Document Management. Two questions:</p> <ol style="list-style-type: none"> 1. If DMAS chooses to accept the ISS vendor Document Management solution, will the EDWS vendor also implement a Document Management solution for these same requirements? 2. Are there ISS unique Document Management requirements that bidders should respond to (e.g., facilitate exchange of documents between MES Modules)? 	<p>Each MES module must implement a Documentation Management system for their specific Solution. Requirements for the ISS Documentation Management Solution are in Appendix J.16.A.</p> <p>All ISS Enterprise Content Management requirements that relate to the DMAS Defined Option (Mandatory Response) are contained in Appendix J.25.A.</p>

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ISS	143	3.a.9; 3.c.1.1	Are there any specific security restrictions for storing documents (e.g. encryption at rest).	Sensitive data should be encrypted at rest.
ISS	144	3.a.9; 3.c.1.1	<ul style="list-style-type: none"> • Is it expected that hard copy documents will be scanned into the Documentation Management system by authorized users? How many scan stations are expected? What are approximate document volumes (hard copy, electronic etc.) that is expected to be stored in the system (e.g. what are the number of new documents per month?). • How many document centric workflow processes are envisioned in the Documentation Management system? How many business users will participate in these workflows? • How many users will be involved in capture? How many users will be involved in document editing and retrieval (concurrent & total) through web or desktop interfaces? 	<p>Offerors should propose number of users, scanning stations, and number of documents as it relates to their Solution. Please refer to the Vendor Reference Library for additional details.</p> <p>Offerors must propose workflow processes to support its Solution. The number of business users will be dependent upon the Contractor's Solution.</p> <p>The number of users who will be involved in document editing and retrieval (concurrent & total) through web or desktop interfaces will be dependent upon the Contractor's Solution.</p>

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ISS	145	3.a.9; 3.c.1.1	<p>What is the volume of content to be converted, by content type? Is this a one-time conversion? What are the source systems? Other than documents and metadata - what else related to the documents need to be migrated?</p>	<p>Following are the metrics from the current fiscal agent managed ECM system:</p> <p>Content Type: Reports, letters, forms, applications, licenses, checks, 1099's, Medicaid Memo's, Paper Claims, Paper Claim forms, manuals, procedures, data models, text files, and other miscellaneous documentation.</p> <p>As it relates to Appendix J.25.A - Enterprise Content Management, the current size of documentation managed by ECM is 8TB and includes a total of 67,000,000 documents. The exact amount of documents and storage of documents applicable to the ISS Document Management Solution defined in J.16.A is not known at this time due to the existing VAMMIS monolithic architecture.</p> <p>Please refer to the Vendor Reference Library for specific volumes.</p> <p>There will be an initial conversion with ongoing updates. The current Enterprise Content Management system is the VAMMIS ECM. There may be new indexes required.</p>
ISS	146	3.a.9; 3.c.1.1	<p>What is the expected volume of document centric service transactions (e.g. Document Transfer Service, Document Management Service) the Documentation Management need to support?</p>	<p>Due to the existing monolithic nature of the VAMMIS Solution, exact metrics for the new modular solution are not known at this time.</p>

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ISS	147	Figure 4	<p>Figure 4 - DMAS MES ISS Technical and Information Architecture View of the Future State In this diagram, there is an ECM system that is being referenced. Is this system same as the Documentation Management system referenced in the RFP? Will the requested Documentation Management repository be managing project documentation, deliverables etc. or supporting all the document management needs of the MMIS platform including documents related to claims, identity, medical records etc.?</p>	<p>Each Contractor is expected to have its own Documentation Management Solution and the Future State referenced ECM system is further detailed in Section 3.c.1.1 and Appendix J.25.A.</p> <p>There is a DMAS Defined Option for the ISS Offerors to provide an Enterprise Content Management Solution that would support managing project documentation, deliverables etc... as well as the operational report storage and document management needs of the MES.</p>
ISS	148	Figure 2	<p>In the Current Virginia MMIS Enterprise Architecture Diagram there is a reference to an ECM system. What is the ECM platform that is referenced in the diagram? What are some of the typical documents stored in the system? What role does the State envision the ECM will play in the future MES approach?</p>	<p>The ECM system noted in the MMIS Enterprise Architecture Diagram represents the DMAS Defined Option Enterprise Content Management System that may be a part of the ISS solution.</p> <p>The current Content Management System stores reports, letters, forms, applications, licenses, checks, 1099's, Medicaid Memo's, Paper Claims, Paper Claim forms, manuals, procedures, data models, text files, other miscellaneous documentation and other typical healthcare correspondence.</p> <p>ECM vendor solution is expected to serve as the overall content management solution for the MES</p>

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ISS	149	Appendix J.16.A - ISS-DOC-022 & ISS-DOC-023	Please provide additional details about how documents are updated in the documentation management system as described in these requirements. What general usage or use cases will be employed for updating and manipulating documents or parts of documents?	The Contractor Documentation Management Solution is expected to have APIs to manage documents. The Documentation Management Solution should have capabilities to support effective impact analysis and promotes automatic updates accordingly as noted in the requirements. DMAS expects the Contractor to provide the details as to how their proposed Solution would meet these requirements.
ISS	150	Appendix J.16.A - ISS-DOC-019	Please provide additional details about this requirement. Can you provide examples of customizations? Would an "Authorized User" generally be a system administrator, a power user, or a regular user? Does DMAS envision such customizations as being ad-hoc user-driven changes to system configuration, or planned changes performed by IT?	An example of customizations would include publishing a dashboard. An "Authorized User" would be a system administrator. DMAS envisions customizations as planned changes
ISS	151	Appendix J.16.A ISS-DOC-017; Appendix J.25.A ISS-ECM-013	Please provide additional details about the record retention policies to which DMAS is subject. Is retention generally date or event driven (or varies)? Does destruction typically require a phased human approval process or an automated process?	Please refer to Library of Virginia Standards for document retention policies and detail regarding document retention and destruction. Typically, destruction requires a phased human approval process.

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ISS	152	Appendix J.16.A Appendix J.25.A	<p>Please provide additional details about the existing legacy ECM system:</p> <ul style="list-style-type: none"> • What product(s) and version(s) does it user? • What types of content does it store and in what structure? • Is it DMAS's desire to maintain the existing structure of content stored in this environment, and simply move it to a new platform, or does DMAS wish to transform/re-organize content as a part of this conversion? • What is the total number of documents stored? • What is the total current storage requirement of the legacy system? • What is the current user base that accesses the legacy system, and is it equivalent to the projected user base for the future documentation system? • Does DMAS require that all data in the legacy system be converted at once ("big bang") or be converted over time as a part of a transition? 	<p>The Legacy ECM encompasses the following:</p> <ol style="list-style-type: none"> a. FileNet <ol style="list-style-type: none"> i. Content Engine ii. Process Engine iii. Application Engine iv. WorkplaceXT v. Workplace vi. Business Process Framework (BPF) b. Content Manager OnDemand <ol style="list-style-type: none"> i. CMOD Core ii. OnDemand Web Enablement Kit (ODWEK) c. Datacap <ol style="list-style-type: none"> i. Taskmaster ii. Rulerunner d. Custom Components <ol style="list-style-type: none"> i. Java ii. C# <p>2. DMAS expects the Contractor to move the content to a new platform.</p> <p>3. Reports, letters, forms, applications, licenses, checks, 1099's, Medicaid Memo's, Paper Claims, Paper Claim forms, manuals, procedures, data models, text files, and other miscellaneous documentation.</p> <p>4. 8 TB (Current size)</p> <p>5. The metrics on the number projected users is not known at this time. The vendor is expected to provide a viable solution for the conversion, please refer to the RFP for the implementation flight plan of other modular solution and the vendor reference library for metrics.</p>
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ISS	153	Appendix J.16.A ISS-DOC-014	Please provide additional details about the intended audience and consumption of the audit reports. Example: system administrators seeking to monitor and audit activity in the system, managers seeking KPI/activity information, etc.	System Admins, Developers, Business Analysts, Security Analysts, state and federal auditors, and managers will review and monitor system performance and Contractor compliance with established SLAs.
ISS	154		What are the system uptime requirements of the documentation management system?	The Documentation Management Solution and the Optional Enterprise Content Management Solution must adhere to the system uptime requirements found in J.24 Hours of Operation ISS-SR-HOP-001.
ISS	155		What are the disaster recovery requirements for the documentation management system? e.g., Recovery Point Objective, Recovery Time Objective, etc.	The ISS Documentation Management Solution and the Optional Enterprise Content Management Solution RTO is 24 hours and RPO is at least 3 years.
ISS	156	Appendix J.16.A ISS-DOC-003; Appendix J.25.A ISS-ECM-003	Does DMAS require specific workflows or workflow-based use cases to be implemented by the ISS vendor within the documentation management system? If so please provide additional details or use case description on the workflows required.	Please refer to RFP 2016-04 Integration Services Solution, Addendum 6 for additional clarification regarding the ISS Documentation Management requirements and the Enterprise Content Management Solution workflow requirements and expectation within the document management system. The Contractor must describe how workflows will be used in its Solution (e.g. gated change management approval process with electronic signature).

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ISS	157		Is it the expectation that the selected integration partner would provide a fixed price solution that includes the pricing matrix of each integration component inclusive of hardware and software or is it the expectation that the fixed priced solution from the additional partners provide the fixed priced for the integration components e.g. hardware and software and that the integration partner only project manage the integration?	It is the expectation that the selected integration partner would provide a fixed price solution that includes the pricing matrix of each integration component inclusive of hardware and software but not include any associated costs for the MES suppliers. If there are integration costs unique to the other MES suppliers, those costs should be identified for inclusion in the other MES suppliers billing.
ISS	158	J.16 Electronic Data Interchange	Can DMAS provide a summary of the services available via the DMAS EDI Gateway? Including SOA interface definitions where applicable.	The DMAS EDI Gateway supports all the batch EDI transactions. The ISS Contractor is expected to support all the real-time HIPAA X12 EDI transactions and must be CAQH/CORE compliant. The ISS Contractor, in developing standard exchanges may have to address EDI. The ISS Contractor will pass HIPAA EDI X12 transaction to the appropriate MES Solutions. NCPDP Pharmacy real-time claim transactions will be the responsibility of the PBMS Contractor.
ISS	159	Appendix J.16.A (ISS-DOC-005; ISS-DOC-006; ISS-DOC-007); Appendix J.25.A (ISS-ECM-005; ISS-ECM-006)	ISS-DOC-005 ISS-DOC-006 ISS-DOC-007 These requirements indicate the intent for the Document Management system to store both software development project related documents (e.g. design documents) and ongoing operational documents (e.g. provider enrollment applications). Is the ISS vendor to provide a solution that supports both types if use cases?	Yes, the ISS Contractor is required to provide a solution that supports both types of use cases as part of both the Documentation Management Solution and the Enterprise Change Management Solution.

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ISS	160	Appendix J.16.A Appendix J.25.A	The specific electronic document management requirements are identical across the RFPs (Financial Management, PBM, EDW and ISS). Please clarify if it is DMAS's desire to have one common shared document management system managed by the ISS vendor. If this is the intent of DMAS, please provide respective metrics for the vendor to appropriately size the solution (# of docs, growth rate, expected storage required, etc.)	<p>Each Contractor is required to provide and support its own Documentation Management Solution. Additionally, there is a DMAS Defined Option for the ISS Offerors to provide an Enterprise Content Management Solution.</p> <p>Current size of the Fiscal Agent managed ECM system is 8TB and there are approximately 67,000,000 documents currently stored in the Legacy ECM. The estimated growth rate of the source system is 9% annually. This growth rate value is based entirely on growth of the existing system under the current design and the future MES growth rate may vary.</p>
ISS	161	Appendix J.16	The specific EDI requirements are virtually identical between the ISS and the other RFPs (Financial Management, EDW, and PBM). The RFP also indicates the ISS vendor will exchange data with the DMAS EDI component. Please clarify is the ISS vendor expected to perform HIPAA data validation edits? Reply with ACK transactions such as 999? Perform data translation between X12 and proprietary formats to Core, PBM and other components?	The DMAS EDI Gateway supports all the batch EDI transactions. The ISS Contractor is expected to support all the real-time HIPAA X12 EDI transactions and must be CAQH/CORE compliant. The ISS Contractor, in developing standard exchanges may have to address EDI. The ISS Contractor will pass HIPAA EDI X12 transaction to the appropriate MES Solutions. NCPDP Pharmacy real-time claim transactions will be the responsibility of the PBMS Contractor.