



DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

REQUEST FOR PROPOSALS
Developmental Disabilities Administration Solicits
(Re-Solicit) Quality Improvement Organization Services (QIO)
MDH-OPASS #21-19004
eMMA# BPM024313 - Issue Date: May 24, 2021

Vendor Questions and Answers #5

- 1. Question:** (3.6) 1) Can the Department please provide clarity on Sections 3.6 C and D regarding Insurance Requirements? 2) Regarding the “loss payee” requirement, can the Department elaborate on the reason behind this request? 3) Would the awarded vendor be responsible for holding money for the state at any point and/or have access to any state funds, including bank accounts? 4) Would the State except a Cyber Security/Data Breach limit of \$5 million per occurrence instead of the referenced \$10 million?

Response: 1) and 2) Insurance requirements are set forth in the Statewide RFP template and are considered appropriate based on the Scope of Work. 3) No, the awarded vendor will not be responsible for holding money for the State at any point and/or have access to any state funds, including bank accounts. 4) No. The State will not except a Cyber Security/Data Breach limit of \$5 million per occurrence instead of \$10 million.
- 2. Question:** (3.15.1) If the selected vendor is providing only services for this contract, do these sections apply?

Response: Per Section 6.2. Technical Proposal Evaluation Criteria, Offeror’s Technical Proposal should illustrate a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed. Proposals which include limited responses to work requirements such as “concur” or “will comply” will receive a lower ranking than those Proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them.
- 3. Question:** (3.7.6) Do these sections apply if the selected vendor is providing only services to the state versus providing a software system?

Response: Per Section 6.2. Technical proposal Evaluation criteria, Offeror’s Technical Proposal should illustrate a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed. Proposals which include limited responses to work requirements such as “concur” or “will comply” will receive a lower ranking than those Proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them.



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4. **Question:** (3.7.8) To the extent that Offeror's solution incorporates activities covered by PCI DSS standards, Offeror shall meet all requirements set forth in the RFP pertaining to PCI DSS compliance.
Response: Section 3.7.8 PCI Compliance removed by Addendum #5.
5. **Question:** (3.7.8) Does this contract involve the acceptance of payments by credit card, or any other financial transactions covered by PCI compliance?
Response: Section 3.7.8 PCI Compliance removed by Addendum #5.
6. **Question:** (General) The RFP lists the contract type as firm fixed price, however, also request we “submit a separate price for each type of evaluation to be performed (Clinical Review, Paper Review, PAS/MI, PAS/ID, PAS/MI/ID/RC, etc.)” Can the state please confirm we need to submit separate unit costs, and please list the review types required. Also, if this is required, can the state please provide more detail around where we should present these unit costs, as Attachment B does not include a section for these.
Response: Per Section 6.3 Financial Proposal Evaluation Criteria-All Qualified Offerors (see Section 6.5.2.D) will be ranked from the lowest (most advantageous) to the highest (least advantageous) price based on the **Total Proposal Price within the stated guidelines set forth in this RFP and as submitted on Attachment B - Financial Proposal Form**. Per the Instruction Tab of Attachment B - Financial Proposal Form -All Financial Proposal prices entered are to be fully loaded prices that include all costs/expenses associated with the provision of services as required by the RFP. The Financial Proposal price shall include, but is not limited to, all: labor, profit/overhead, general operating, administrative, and all other expenses and costs necessary to perform the work set forth in the solicitation. No other amounts will be paid to the Contractor. If labor rates are requested, those amounts shall be fully loaded rates; no overtime amounts will be paid. Offeror should also review Section 5.4 of the RFP.
7. **Question:** (2.3.11.E) Regulatory updates may require additional software/hardware which could result in a cost, which would be unknown at this time and may require increasing a vendor's budget to accommodate this possibility. Might the Department consider discussing the impact of regulatory updates and mechanisms to pay for the associated costs if they arise during the course of this contract?
Response: No. The Department will not consider discussing the impact of regulatory updates and mechanisms to pay for associated costs.



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8. **Question:** (2.3.14.C) Since the solution is a SaaS solution it is already built, and every user is on the same version. As a result, there really is no “back releases” available. Will the Department please remove this from the agreement given it is not applicable?
Response: No. The Offeror should try to meet the requirements as set forth in the RFP.
9. **Question:** (2.3.14.D) Maintenance and Support) Since the solution is a SaaS solution, there is no previous version of the software available. Will the Department please remove this from the agreement given it is not applicable?
Response: No. The Offeror should try to meet the requirements as set forth in the RFP.
10. **Question:** (2.3.14.2) Our data solution is a fully cloud based solution within the Amazon Web Services (AWS) environment. Daily backups are retained for 12 months, and weekly backups are retained for 6 weeks. Data, including backups, are stored using redundant AWS technologies including multiple availability zones. Given cloud-based environments, such as AWS, or now standard practice, will the Department please confirm that the referenced backup schedule along with the redundancies that come with a cloud-based solution (e.g., AWS) will adequately meet the 2.3.14.2 Backup requirement.
Response: The Offeror should try to meet the requirements as set forth in the RFP.
11. **Question:** (3.5.1.B.1 & 2) Is a Disaster Recovery (DR) site that is at least 100 miles from the primary operations site required if the selected vendor uses an entirely cloud based solution (hosted through AWS)?
Response: The Offeror should try to meet the requirements as set forth in the RFP.
12. **Question:** (3.5.1.D) It is our experience that use of a secure cloud environment (e.g., AWS) that includes full redundancy, minimizes any service interruptions. Further, significant changes to the application will also be associated with an update and testing of our information system. Would the Department consider reducing the frequency of contingency/DR plan testing from twice to once a year if this test included backup media restoration and failover/fallback operations?
Response: No. The Department will not consider reducing the frequency of contingency/DR plan testing from twice a year to once a year.
13. **Question:** (3.7.9.A.1) Industry standards are 48 hours; would the State please consider 48 rather than 24 hours to consistent with industry standards?
Response: MDH and/or the Department requires 24 hours.