RCI | REALISTIC COMPUTING INC.
4 West Rolling Crossroads, Suite 13, Baltimore, Maryland 21228

"Providing Comprehensive High Value IT Solutions"

David Gamzon
Senior Business Development Manager/
Account Executive

(E) dgamzon@realistic-computing.com (P) 410-744-8144 (C) 410-300-0729

WWW.REALISTIC-COMPUTING.COM

United Solutions
reshaping the future of business

Nhi Nguyen
PRINCIPAL
CREATIVE DISRUPTIONS

http://www.unitedsolutions.biz
email: nhi_nguyen@unitedsolutions.biz
mobile: 240.423.4321
fax: 240.238.9579

" The light at the end of the tunnel has been turned off due to budget cuts. "
— Anonymous

Don Riley
Vice President of Operations

113 West Monument Street
Baltimore, MD 21201
office: (410) 962-1188 x42
mobile: (443) 977-8767
driley@bithgroup.com

www.bithgroup.com

Quevera

CORY NEWBY
TECHNICAL DIRECTOR

10320 LITTLE PATUXENT PARKWAY
SUITE 610
COLUMBIA, MARYLAND 21044
CORY.NEWBY@QUEVERA.COM
(301) 660-0707
WWW.QUEVERA.COM

United Solutions
reshaping the future of business

Nhi Nguyen
PRINCIPAL
CREATIVE DISRUPTIONS

http://www.unitedsolutions.biz
email: nhi_nguyen@unitedsolutions.biz
mobile: 240.423.4321
fax: 240.238.9579

" The light at the end of the tunnel has been turned off due to budget cuts. "
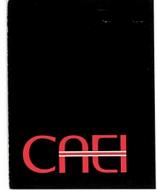— Anonymous

---

SOFTWARE CONSORTIUM

Brian Zernhelt
Vice President Business Development
bzernhelt@softwareconsortium.com

Office: 410 740 1910 x 104
Mobile: 443 690 0880
www.softwareconsortium.com

SOFTWARE CONSORTIUM

Ken Mattola, PMP
Vice President Technology Solutions
kmattola@softwareconsortium.com

Office: 410 583 9393 x 118
Mobile: 443 286 2248
www.softwareconsortium.com

Richard K. McClearn
Business Development Manager

rmcclearn@caeiinc.com
(T) 443.319.5381
www.caeiinc.com

CAEI

Exxelot Corporation
"Minority Business Enterprise (MBE)"

RICHARD K. McCLEARN
Business Development Manager

rmcclearn@exxelot.com

5831 Brandons Way
Elkridge, MD 21075
410-715-0113
Fax 410-715-0114
Mobile 443-204-5131
www.exxelot.com

<u>Introductions</u>
Attendees
    DHMH:
- Queen Davis, OPAS
- Susan Harrison, LTSS Contract Manager
- Mike Curtis, LTSS Project Manager
- John Wilson, OHS
- Whitney Moyer, OHS

    Potential Bidders:
- Cory Newby, Quevera
- Ken Mattola, Software Consortium
- Brian Zernhelt, Software Consortium
- Chirag Bhatt, FEi
- Nicholas Quinones, FEi
- Rick Wheeler, Oakland Consulting
- Nhi Nguyn, United Solutions
- David Gamzon, Realistic Computing, Inc.
- Manish Dave, GRPA
- Don Riley, BITHGROUP
- Richard McClear, CAEI

<u>DHMH presented the following overview of the TORFP:</u>
    TORFP Key Information Sheet
- Functional Area 2 – Web & Internet Systems
- Questions Due: July 9 by 2:00 PM
- Closing Date & Time: July 16 by 2:00 PM
- TO Type: Fixed Price
- Period of Performance:
  - Base Period: NTP through June 30, 2017 (approx. 3 years)
  - Option Periods: Two additional one-year option terms (up to June 30, 2019, 5 years)

    MBE/VSBE/SBR Discussion
- MBE Goal   5%
- VSBE   0%
- SBR   No

    Primary Location
- DHMH located at 201 West Preston Street, Baltimore
- Vendor location – no room at DHMH, location must be w/in 20 miles of DHMH (refer to section 2.6.2.2)

    TORFP Section 2 – Scope of Work
- System & Agency Background

- o Describe Roles of DHMH OPAS & System Users (providers, case managers, etc.) – Susan
  - ▪ LTSS is a care management system and ISAS is a billing system for personal care providers.
- o Describe LTSS/ISAS/IVR – Susan
  - ▪ Procurement is for continued maintenance and development of system.

- Purpose
  - o Software Development & Business Process Support:
    - ▪ Incumbent is FEi Systems, through October 31, 2014
    - ▪ O&M is not part of this TORFP, performed by FEi Systems up to June 30, 2015
  - o Two types of work:
    - ▪ Project Support – TORFP deliverables, manage SDLC, manage work order process, perform services in delivery of work orders
      - Start-up Period (first 2 months of contract)
      - Base Period (excludes start-up & end-of-contract transition)
      - End-of-Contract Transition Period (last 2 months of contract)
      - Option Periods (option years)
    - ▪ Work Orders – fixed price software development (by SDLC phase) & business process support services
  - o Core Team of four (4) full-time named resources:
    - ▪ TO Contractor Manager (Project Manager)
    - ▪ Lead Business Analyst
    - ▪ Development Lead
    - ▪ QA Lead
    - ▪ Additional resources possible, vendor needs to demonstrate value-added by each resource
    - ▪ Fixed price monthly for the Core Team Services
  - o Potential System Enhancements & Business Process Improvements – refer to pages 17-19
- Requirements
  - o Sections 2.6 through 2.10 are the meat of the TORFP (page 20)
  - o 2.6.2.9 Change Control Process – CCW approach, involves change order process
  - o 2.6.2.10 Source Code owned by the State
  - o 2.6.3 SLAs
    - ▪ Help Desk – no liquidated damages but could escalate to a CAP
    - ▪ Core Team staffing
    - ▪ Failure to meet CAP deadlines
    - ▪ Timely Submission of Deliverables
  - o 2.8.4 Deliverables
  - o 2.9 Minimum Qualifications
    - ▪ Care Management Systems
    - ▪ interRAI
    - ▪ Billing & Service Validation (EDI, HIPAA X12)
    - ▪ PM – 1 year State of MD IT project using DoIT SDLC methodology & deliverable templates

- o 2.12.3 (H) Work Order Process
  - Stage 1 runs through Use Case and design
  - Stage 2 runs through development through post-launch warranty

TORFP Section 3 – Vendors need to read carefully and follow these submission requirements

TORFP Section 4 – Award Process

Question & Answer from the meeting (Questions previously sent in are a separate attachement)

Question 1:
The RFP states contractor must be full time. Does this mean contractor is available 100 percent of the time or that contractor will be utilized 100 percent of the time? *(Brian Zernhelt, Software Consortium)*
Answer:
Contractor's Core Team is expected to work 100 percent of the time on the project. While the RFP states that the contractor's primary location will be located DHMH, 201 W. Preston, the contractor is expected to have another site within 20 miles of DHMH. DHMH facilities are limited and therefore require that the contractor have space elsewhere.

Question 2:
Who is incumbent? *(Richard McClear, CAEI)*
Answer:
Incumbent is FEi Systems, through October 31, 2014.

Question 3:
The TORFP includes a corporate minimum qualification of two (2) years experience with interRAI. Could the contractor use an equivalent tool or application as a substitute? Will the State consider changing the requirement for interRAI? *(Ken Mattola, Software Consortium)*
Answer:
DHMH has an investment in interRAI with the current LTSS/ISAS system. The offer shall demonstrate in their proposal how they will support the current assessment system (interRAI). DHMH is modifying the TORFP as follows:
- Section 2.9.1 OFFEROR'S COMPANY MINIMUM QUALIFICATIONS (applies to Section 3.4, as well)
  - o Text removed: ~~minimum of two (2) years of experience with interRAI~~
  - o Text added: minimum one (1) year of experience with assessment systems (e.g. interRAI)
- 2.9.2 OFFEROR'S ERSONNEL MINIMUM QUALIFICATIONS Lead Business Analyst
  - o Text removed: ~~minimum one (1) year with interRAI~~
  - o Text added: **minimum one (1) year with assessment systems (e.g. interRAI)**

Question 4:
Given that the interRAI is a new, rare and complicated tool, very few people will be able to meet the two year minimum experience with InterRAI aside from the incumbent. Will the State consider changing the requirement for interRAI? *(Richard McClear, CAEI)*
Answer:
Refer to the answer to Question 3.

Question 5:
Does full-time mean a full-time equivalent (FTE) or 100 percent per individual? *(Richard McClear, CAEI)*

Answer:
The State is paying monthly for full-time services of at least the four (4) named individuals that make up the contractor's Core Team. DHMH does not an FTE approach where the hours are split among various people to make up the equivalent of one full-time resource; for each of the four (4) Core Team positions, DHMH requires a named individual dedicated to the project 100 percent of their time.

Question 6:
How big is the current team supporting operations? *(Ken Mattola, Software Consortium)*
Answer:
DHMH will need to respond at a later time.

Question 7:
What is the Help Desk's role and what are the issues they resolve? *(Richard McClear, CAEI)*
Answer:
The operations and maintenance vendor (O&M) is responsible for tier 1 Help Desk. The successful bidder for this TORFP is responsible for escalated issues that come in to the Help Desk that require software development investigation. We refer to these as tier 2 Help Desk items. The successful bidder for this TORFP is responsible for Tier 2 items.

Question 8:
Monthly pricing is easier for the incumbent to determine, but very difficult for new bidders which puts them at a disadvantage. Do you have a cost estimate? *(Richard McClear, CAEI)*
Answer:
Bidders for this TORFP are required to provide their cost for the minim of four (4) Core Team resources. Additional resources are at the discretion of the bidder. The Work Order process provides a fair and balanced opportunity for all bidders to price work executed through that mechanism.

Question 9:
Can the contractor bring other tools to structure development tools, new process, etc.?
Answer:
Yes, DHMH is open to new tools.

Question 10:
Is business process reengineering limited to the department outlined in the RFP, or will there be more throughout DHMH?
Answer:
The contract is limited to areas pertaining to the LTSS/ISAS system and departments with programs supported by the system. The products are used by multiple divisions within DHMH and will require discussions among various groups with different perspectives related to the system components.

Question 11:
Questions due no later than July 9, 2014 but proposals are due July 16. What is the turnaround time for answering questions and how will this affect the deadline?
Answer:
DHMH will respond as soon as possible. If questions are significant, DHMH will determine at that time if a modification to the proposal due date is warranted.

END of DOCUMENT

Pre-Proposal Conference

TORFP/ LTSS and Software Development and Business Process Support
DHMH/OPASS 15-14168/M00B5400109

Name	Company Name Address	Phone Number	Fax Number	E-mail Address & Certification Number	Certified MBE/SBR YES	NO
Cory Newby	Quevera 10880 Little Patuxent Pky, Ste 610, Columbia, MD 21044	301.660.0707		Cory.Newby@ Quevera.com	✓	
Ken Mattola	Software Consortium, Suite 314 8830 Stanford Blvd Columbia, MD 21045	410 740-1916		Kmattola@ softwareconsortium.com		
Richard McClean	CATEI	44)-204-5131		rwcclearn@ CATEInc.com	✓	
Rick Wheeler	Oakland	410-340-0753		RWheeler@ OCG-FWC.com	X	
Chirag Bhatt	FEI	240-461-5264		CHIRAG.BHATT@ feisystems.com	✓	
Nicolas Quinones	FEI	443-539-6939		nicolas.quinones@ feisystems.com	✓	
Brian Zernhelt	Software Consort	443-690-0880		BZernhelt@ scvinfo.com		✓
NHi NGUYEN	UNITED SOLUTIONS	240 423 4321		NHi_NGUYEN@ UNITEDSOLUTIONS.biz	✓	

June 26, 2014 @ 9:00 AM

Pre-Proposal Conference

TORFP/ LTSS and Software Development and Business Process Support
DHMH/OPASS 15-14168/M00B5400109

Name	Company Name Address	Phone Number	Fax Number	E-mail Address & Certification Number	Certified MBE/SBR YES	NO
David Gamzon	4 Crossroads Baltimore MD	410-300-0177		dgamzon@realistic-computing.com	✓	
Manish Dave	GRPA 4031 University Dr Fairfax VA	703.277.7727	301-843-0264	mdave@grpa.com	✓	
Don Riley	BITHGROUP 113. W Monument St Baltimore 21202	443 977676		DRILEY@ BITHGROUP.com	✓	