

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	1.	<p>Please let us know the Education, General Experience and Specialized Experience for Senior Project Manager. As there is no Senior Project Manager in CATS + Master Contract Section 2.10, shall we use the following details as per CATS + Master Contract Section 2.10.95:</p> <p>Education: Bachelor’s Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related disciplines. Master’s degree or project management certification is preferred.</p> <p>General Experience: At least five (5) years of experience in project management.</p> <p>Specialized Experience: At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget.</p>	<p>1. See Revised Price Sheet to reflect specific language of the State’s intent for seeking expertise of a Senior Project Manager, but, the labor category is “Project Manager”.</p>

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	2.	What is the anticipated Start date for this work?	2. We are projecting somewhere near October 2017 or thereabout.
	3.	Name of incumbent?	3. This is a new procurement and there is no incumbent.
	4.	Can this solicitation become a Small business only solicitation?	4. No.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	5.	Is the state seeking just the SPM or an entire team to develop the POS in this, so is it more of an RFR or RFP?	5. This TORFP is seeking a Senior Project Manager per Section 3. The work order process may request additional resources see Section 3.9.
	6.	Does the SPM must currently have PMP or a Masters' Degree and other Project Management certifications can be used instead?	6. Section 2.2.1 # 3 states a Project management certification.
	7.	Regarding the other resources that may be requested in the future such as Subject Matter Expert, do you need information about them now or just the pricing and the plan for acquiring them?	7. Pricing and a plan for acquiring the additional resources via the work order process.
	8.	Does all the work required to be done on site at DHMH or can some of it be done remotely?	8. Yes, on-site at DHMH except there maybe occasions the task order manager uses their discretion to allow pre-approved remote teleworking.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15//2017	9.	Who is providing the current point of sale claims processing service? What is the contract number?	9. Xerox (Conduent) – OPASS 07-9030 / M00B2400064.
	10.	Is the processing service provided through a cloud-based service, COTS, or a custom design?	10. Custom design.
	11.	Please clarify if additional resources will be procured through a work order. If so, will we be provided a sample Work Order as referenced in section 3.9? Attachment 16 reads “This Attachment does not apply to this TORFP.”	11. See addendum # 1.
	12.	Is there a page limit on the Technical Response?	12. There is no set page limit; however, the State expects proposals to contain only the information necessary to demonstrate meeting requirements to ensure the review process is as efficient as possible.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	13.	Does the candidate have to have direct Medicaid experience? If yes, how much?	13. It is not a minimum requirement. Medicaid experience would be beneficial to the individual in this position.
	14.	Are you looking for more of a Subject Matter Expert as opposed to a Senior Project Manager?	14. The State is seeking the skills and proficiency of a Senior Project Manager with subject matter expertise in Point of Sale.
	15.	Would the State be able to provide any technical information about the current POS system in place?	15. No.
	16.	Will the new POS system be a form of modernizing the current system or replacing it altogether?	16. The current system is owned by the Contractor. Once, the Department awards a new contract, the system will be owned by the awarded vendor.
	17.	Can we submit more than one candidate for the Senior Project Management position?	17. No. See Section 2.1.1

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	18.	What is the anticipated start date?	18. See Question and Answer # 2.
	19.	What is the NTE Budget for this project (Including Additional Resources)	19. The Department does not disclose this information.
	20.	Do we have to submit resumes for additional resources?	20. No. See Section 3.9 (Work Order Process) The work order process may request additional resources see Section 3.9.
	21.	Can the travel re-imbusement be fully loaded in the rates submitted?	21. See Section 1.11 – Advance approval must be granted by the TO Manager. Very little to no travel expense are expected to be granted.
	22.	“As part of the proposed solution, the Contractor shall submit a Staffing Plan to propose other resources, as well as their associated rates, that maybe required for completion of the Scope of Work.” – What other resources is the agency looking for in addition?	22. See Question and Answer to # 5.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	23.	Can the Master Contractor showcase tools from the subcontractor?	23. There are no known subcontracting opportunities in the TORFP.
	24.	<p>Master Contractors shall propose one (1) Key Personnel in response to this TORFP as a Senior Project Manager (SPM) and <u><i>this position may not be used as evidence of fulfilling company qualifications.</i></u></p> <p>The underlined section looks irrelevant for this TORFP. Could the state remove this clause?</p>	24. See Addendum # 1- Removing this language.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	25.	<p>For TO Proposals submitted via email, the TO Technical Proposal shall be submitted in one or more password protected e-mails separate from the TO Financial Proposal. This e-mail shall include:</p> <p>Should the technical proposal be password protected?</p>	25. Yes. See Section 4.2.1
	26.	Can DHMH share a word version of Attachment-1 Price sheet and Attachment-5 Resume form?	26. Yes for Attachment 1 – Price sheet and Attachment 5B – Personnel Resume Form.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	27.	What is the maximum capacity for e-mail submission for DHMH?	27. DHMH can only accept emails that are less than or equal to 25 megabytes.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	28.	Under your scope of work, 3.1, you put in bold that the offerors must have expertise in the area of pharmacy POS implementation. And I was just a little concerned with that because that is such a small universe, I think, to have expertise in that area. So I was wondering if there was a way to kind of broaden that a little.	28. The requirements are specified in the solicitation as needed by the Department.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	29.	Does the candidate have to have Medicaid experience, and how much Medicaid experience?	29. See Question and Answer # 13.
	30.	Can you please explain how, if at all, this RFP relates or interacts to the Maryland Think initiatives?	30. It does not.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	31.	Is the State procuring a contract for POS vendor? Are you expecting that project manager to help with the procurement up until that point or leading the project or the implementation?	31. Yes.
	32.	Is the current incumbent eligible to submit a proposal for this solicitation?	32. Yes.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	33.	Regarding the certification, PMP certified or like Master's in project management or certificate in project management?	33. See Question and Answer # 6.
	34.	Will experience in claim management process for pharmacy with current State projects that work with the current POS contractor (Conduent/Xerox) be considered as a plus in this case?	34. See Question and Answer # 13.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	35.	The State is really utilizing or has more of a need of a subject matter expert than a project manager expert?	35. See Question and Answer # 14.
	36.	This is in regards to optional personnel that you have in here. And because I'm assuming or envisioning that this project manager will be able to have his own little group to work on this project. By you having this optional personnel and then stating that we can propose additional personnel. So I guess I'm just trying to understand what is the meaning behind that, if any?	36. See Question and Answer # 5.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	37.	Section 4.4.1 for the technical proposal that starts on 30, but if you go to 31D, the master contractor and subcontractor experience and capabilities, are like your past performance that you're looking for. If you go down to "E" it says, you know, master contractor team personnel who participated on the engagement. You want those resumes, you want a little synopsis of those team members that participated in our past performs? If so, is it okay to include, if they need resumes, to scrub their names off the resumes; what are the expectations for that?	37. See Section 3.1 Only a description in a Staffing Plan of how any additional resources shall be acquired to meet the needs of the TO Requesting Agency, should additional personnel be requested during the TO Agreement period of performance is required. If additional staff are approved by the TO Manager the work-order process will be executed based on the optional rates in the financials.
	38.	Additional resources question. Would we need them to be available at the project start?	38. Only when requested.

Question and Answer Master
Senior Project Manager for Medicaid Point Of Sale Electronic Claims Management System
DHMH OPASS # 18-17559

Date	Assigned Question #	Question	Answer
6/15/2017	39.	Will the company who wins the Senior Project Manager (SPM) contract be precluded from bidding on the future development contract when the Xerox contract expires?	39. Yes.
	40.	What format should be used to submit the resume for the personnel?	40. Complete Attachment 5.
	41.	Section 4.4.1, under section A.5, it states “Tools the master contractor owns and proposes for use to meet any requirements.” Can we use the tools from the contractor to meet these requirements?	41. See Question and Answer # 23.