



MARYLAND Department of Health

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

MDH LTSS Operations & Maintenance Pre-Bid Conference

June 21, 2017 – 1:30 PM- 3:30 PM

201 W. Preston Street
Baltimore, MD 21201
Room L1

Procurement overview

By: Queen Davis, MDH OPASS

- DHMH is issuing this CATS+ TORFP to obtain one (1) Master Contractor who shall provide managed hosting services and operations services for DHMH's Long Term Services & Supports (LTSS) System, in accordance with the scope of work described in this Section 3.
- DHMH intends to award this Task Order to one (1) Master Contractor that proposes a team of resources and a Staffing Plan that can best satisfy the TO requirements.
- The contract resulting from this solicitation will be in effect From NTP for four (4) base years with One (1) additional one-year option terms. The Procurement Method used for this solicitation is Task Order Request For Proposal (TORFP).
- Offerors Minimum Qualifications – Listed in Section 2 - COMPANY AND PERSONNEL QUALIFICATIONS of the TORFP beginning on page 21.
- Section 3 – Scope of Work begins on page 24. Carefully review this section to get a full understanding of the requirements of this Task Order Request for Proposal.
- Offerors are required to submit their responses to the TORFP in two parts. Section 4 – TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS Subsection 4.2_(beginning on page 59) clearly lists all submission requirements. The TO Proposal shall be submitted via two e-mails.
- DHMH can only accept e-mails that are less than or equal to 25 MB. If a submission exceeds this size, split the submission into two or more parts and include the appropriate part number in the subject (e.g., part 1 of 2) after the subject line information above.
- The TO Technical Proposal shall be contained in one or more unencrypted e-mails, with two attachments. This e-mail shall include:
 - Subject line "CATS+ TORFP # MDH/OPASS 18-17607/ M00B8400002 Technical" plus the Master Contractor Name
 - One attachment labeled "TORFP # MDH/OPASS 18-17607/ M00B8400002 Technical - Attachments" containing all Technical Proposal Attachments (see Section 3.3 below), signed and in PDF format.
 - One attachment labeled "TORFP# MDH/OPASS 18-17607/ M00B8400002 Technical – Proposal" in Microsoft Word format (2007 or later).
- The TO Financial Proposal shall be contained in one e-mail containing as attachments all submission documents detailed in section 3.4.2, with password protection. DHMH will contact Offerors for the password to open each file. Each file shall be encrypted with the same password.
- Subject line "CATS+ TORFP # MDH/OPASS 18-17607/ M00B8400002 Financial" plus the Master Contractor Name

- One attachment labeled “TORFP # MDH/OPASS 18-17607/ M00B8400002 Financial” containing the Financial Proposal contents, signed and in PDF format.
- MBE Goal: 25% with no sub-goals
- The TO Contractor will be selected from among all eligible Master Contractors within the appropriate Functional Area responding to the CATS+ TORFP. In making the TO Agreement award determination, the TO Requesting Agency will consider all information submitted in accordance with Section 3.
- Review Section 5 – Task Order Award Process - This section lists the task order evaluation criteria in Section 5.2. Listed in Section 5.3 is the Selection Procedures.
- As written under Section **5.3 F**- The Procurement Officer shall make a determination recommending award of the Task Order to the responsible Offeror whose TO Proposal is determined to be the most advantageous to the State, considering price and the evaluation criteria set forth above. In making this selection, the TO Technical Proposal will be given greater weight than the TO Financial Proposal
- Commencement of work in response to this TO Agreement shall be initiated only upon issuance of a fully executed TO Agreement, a Non-Disclosure Agreement (To Contractor), a Purchase Order, and by a Notice to Proceed authorized by the TO Procurement Officer. See Attachment 7 - Notice to Proceed.
- Important dates:
 - **Closing Date and Time for Questions:** June 30,2017 at 3:00 PM Local Time
 - **Closing Date and Time for TORFP Submission:** July 24, 2017 and 2:00 PM Local Time
- Please review the Key Information Summary Sheet beginning on page 2 as it lists contact information as well as other information important to this solicitation.

Minority Business Enterprise (MBE) Requirements

By: Janelle Robinson, MDH MBE Director

- The MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D-1) must be fully and accurately completed and submitted along with your bid or proposal. Failure to do so will result in your bid or proposal being deemed non-responsive.
- On the D-1 form, you must first acknowledge and express your intention to meet the overall MBE goal percentage established for the solicitation.
- The MBE participation schedule should include the names of the minority business enterprises that you intend to use to meet the required MBE goal, along with their federal employment identification number, their MDOT MBE certification number as well as their certification category.
- Only MDOT MBE certification is acceptable. MBE certification from another entity or jurisdiction will not be accepted. Additionally, the percentage of the of the total contract value to be provided by the particular MBE should be entered as well as a specific description of the work that is to performed by that particular MBE.
- In the summary, you will break down the specific MBE status of the particular MBE subcontractors and this should be equal to or exceed the MBE goal established for the solicitation.
- Within 10 working days of receiving notice that your firm is the apparent awardee, you must submit your Outreach Efforts Compliance Statement (Attachment D-2) and your Subcontractor Project Participation Certification (Attachment D-3).

- You may request a waiver of the MBE goal and within 10 working days of receiving notice that your firm is the apparent awardee, you must submit all required waiver documentation in accordance with COMAR 21.11.03.10.
- Please carefully review the liquidated damages provisions in the solicitation regarding compliance with MBE rules and regulations.
- Per new regulations, MBE prime contractors may count fifty percent (50%) towards the established subcontracting goal and one hundred percent (100%) towards one (1) category of the subgoals that they certified for (i.e. female or African-American subgoal, but not both subgoals)

Background & Programmatic Requirements

By: Jane Holman, Contract Monitor

Project Background

Please refer to sections 3.1-3.3 of the TORFP

- LTSS, or Long Term Services and Supports, refers to the state program and system that supports the program
- MDH began work with the LTSS software vendor, FEi Systems, in 2011. The first iteration of the state's LTSS system was released in 2012
- LTSS currently supports several waivers & programs:
 - Money Follows the Person (MFP)
 - Brain Injury (BI) Waiver
 - Community Options (CO) Waiver
 - Community First Choice (CFC) Program
 - Community Personal Assistance Services (CPAS) Program
- LTSS supports a full spectrum of waiver participant's care, including:
 - Eligibility & assessments
 - Enrollment in a program
 - Case management & case management billing
 - Quality monitoring
 - Participant service tracking
- Maryland's Electronic Visit Verification (EVV) System is fully integrated with LTSS
 - The EVV, called the In-Home Supports Assurance System (ISAS), employs Integrated Voice Response (IVR) technology to telephonically verify that caregivers are physically present with clients when providing care
- ISAS provides full availability and transparency of services that participants receive and allows the state to pre-authorize services and accurately track billing
- ISAS requires 24/7/365 system uptime. Providers use the system year round, including nights and holidays requiring full support at anytime
- LTSS/ISAS interfaces with the state's MMIS system to exchange claims and eligibility information
- The system is highly secure, and stores a wealth of personal health information in compliance with HIPAA
- LTSS has successfully supported case management while saving the state significant money. As a result, Maryland has strong support from the federal government (CMS) and other states look to Maryland for guidance on system development.

Current State of LTSS

- Current LTSS volume includes:
 - Case management for 10,000 participants

- 1,200 users
- 450,000 calls to the IVR system monthly
- 300,000 IVR claims generated monthly
- 1,000 Help Desk inquiries per month
- Current expansion efforts include building support for the Developmental Disabilities Administration (DDA), Medical Day Care (MDC), Rare and Expensive Case Management (REM) and Testing Experiences and Functional Tools (TEFT) Personal Health Record
- The DDA initiative will be a large scale implementation
 - The system will need to support
 - About 15-20,000 participants
 - At least 2,000 users
 - A currently unknown volume of IVR transaction or claims per month, to be determined
 - DDA will be implemented in two phases
 - Phase 1- July 1, 2018
 - Eligibility, case management, and case management billing
 - Phase 2- July 1, 2019
 - Full spectrum services billing
- TEFT implementation includes
 - A Personal Health Record (PHR) to allow participants to see their service information
 - A launch on two platforms
 - A web tool slated for late summer
 - A phone tool (IVR) slated for early fall

Technical Specifications & Scope of Work

By: Mike Curtis, LTSS Project Manager

O & M Contract Background

- The LTSS Project started in 2012, operating under a Memorandum of Understanding (MOU) through 2013 with the UMBC Hilltop Institute, quickly growing beyond their capacity.
 - Hilltop enlisted FEi Systems as their subcontractor
 - As the project expanded to include claims processing, it outgrew Hilltop's support capacity
 - July 2013, MDH entered a Sole Source contract with FEi for software development and operations and maintenance (O&M)
 - MDH re-competed the LTSS contracts to depart from the Sole Source situation
 - November 2014, FEi was awarded the software development contract
 - September 2015, Conduent won the O & M contract, cutover was in January 2016
- Due to the anticipated growth of LTSS due to DDA integration, MDH released this TORFP to re-compete the O & M contract
 - The current infrastructure is incapable of handling the expanded functionality

Technical Landscape

- MDH only owns the source code and documentation for the software.
 - MDH is seeking one Application Service Provider (ASP) for Hosting, providing Primary and Secondary Data Centers, all COTS and hardware, Help Desk, security, system monitoring and maintenance, deploying software releases, patching and configuration

management of the infrastructure, batch processing, claims monitoring and O&M project management

- MDH does not own or intend to own any equipment or hardware. There is nothing to pick up, transfer and turn on—this is all up to the vendor.
- In order to support MDH’s business team, we employ a technical support team that has outlined the expected level of hardware and software required to support our to-be model
 - These expectations are found in Attachment 20 of the TORFP
 - If there are risks, concerns, questions, or issues with our expectations, vendors should list these items in their proposals, or ask us during the outlined question period
- The current system infrastructure is unable to support the to-be infrastructure
 - Building on the existing platform is risky due to the heavy transactional system that exists
 - To remedy this, we intend to build the to-be infrastructure outside of the system and do a cutover

Requirements

- Vendors are to provide four named resources, per the TORFP
 - Project Manager
 - Help Desk Lead
 - This is especially important to our stakeholders because the population MDH services is vulnerable and requires a lot of support
 - Operations Lead
 - This role will monitor batch jobs and claims processing
 - Technical Infrastructure Lead
 - This role will need to have a deep understanding of the technical solution
 - We do not anticipate that these will be the only people necessary to support the project. We expect a full team of resources that vendors should describe in detail in their proposals
- Startup period
 - 5 month startup period from the Notice to Proceed until cutover
 - Expect to implement DDA by July 1, 2018
 - The infrastructure will need to have been in place for a few months prior to DDA implementation to ensure stability
 - Expect to start work in late November or early December
 - Cutover should occur before April 30, 2018
- MDH requires two data centers for our solution
 - Primary data center and a backup Disaster Recovery (DR) site
 - Sites must be at least 50 miles apart
 - Both sites must be within the continental US
- Primary Data Center
 - Must have pre-production and production environments
 - Pre-production is for staging and regression testing prior to deployment
- Secondary Data Center
 - Does not require a pre-production environment
 - This will be a production-like environment
 - If there is a DR situation, we do not expect to be performing software releases in this data center

- Vendor technical teams will need to review the technical requirements in Attachment 20 closely
 - The LTSS System supports business as a 24/7/365 operation—objective is to minimize downtime and data loss so as to not negatively impact business
 - If a vendor feels that there is anything unaccounted for in Attachment 20, include that in proposals
- BASE and EXPANDED level infrastructure
 - **BASE-level infrastructure:** Supports our status quo and first release of DDA
 - Case management
 - Data management
 - Minimum 1.5 million claims per month—we expect a low claims volume for the first DDA release
 - Minimum 2,000 users
 - **EXPANDED-level infrastructure:** Support system implementation beyond DDA release #1
 - Minimum 3,000 users
 - Minimum 3 Million claims per month, double the BASE-level of 1.5 Million claims per month
 - Note: These numbers are estimates
 - DDA is doing a complete overhaul of their business model, and lacks the data to provide a firm estimate
 - There are mechanisms in the contract to account for incremental increases above the levels we have already identified
 - We expect vendors to describe in their proposals how they will help us mitigate risk when going from BASE-level to EXPANDED-level infrastructure
 - Based on the proposals submitted, we reserve the right to move directly to the EXPANDED-level infrastructure
- TEFT IVR
 - Outlined in Attachment 22
 - Under the current infrastructure, the TEFT IVR will be in a pilot phase to determine if we will continue with implementation under the new architecture
 - We will discuss with the awarded vendor about the status of this IVR in the to-be architecture
- Batch processes & Interface
 - Described in section 3.6.6
 - This section describes the current batch schedule. This changes as business needs change, and as we find opportunities for increased efficiency
 - **Key Interfaces**
 - Claims data are exchanged via a bi-directional interface
 - HIPAA X12 EDI files for eligibility, providers, full suite of claims-related files
 - MMIS II is hosted at Annapolis Data Center (ADC), vendor must coordinate with the ADC to establish connectivity
 - LTSS processes claims, but does not process payment. MMIS II does the final adjudication to our providers
 - LTSS also receives Medicaid client and provider eligibility from MMIS II
 - **Other Interfaces**
 - Other interfaces, including file transfer and web services are described in the TORFP

- **Note:** A few changes to this will be documented and provided as an addendum to this TORFP
- Help Desk Tier 1
 - This encompasses the initial inquiry; currently the monthly inquiry volume is 1,000 to 1,200. Expectations for DDA implementation are still unknown
 - TORFP requires minimum support of up to 1,500 inquiries per month
 - Costs increases are outlined per increment of 500.
- Software Releases
 - Currently have monthly software releases, and emergency software releases as needed
 - Plan on having 12 releases in a year
 - There are mechanisms in place to do a change request to support additional software releases, as necessary
 - A goal as we improve implementation is to do quarterly or bi-monthly releases; however, this is not in the short-term horizon
- Possible future non-business initiatives
 - The initial architecture did not envision where we are today due to the quickly expanding system
 - Currently exploring re-platforming the transactional database management system (DBMS) from RavenDB at a time when it makes sense for business
 - We may do some application architecture enhancement to improve system operations
 - These initiatives are related to scalability and performance
- TORFP outlines an OPTIONAL item indicating that if you have resources and/or capabilities to support the current transactional and reporting DBMS components of the LTSS System (RavenDB and SQL Server), you should describe it in your proposal in detail
 - This will not impact evaluation, but we would like to know if you have this
- The Service Level Agreement (SLA) can be found in 3.6.7
 - The startup period is critical because business implementation needs to occur on schedule
 - Problem resolution and helpdesk operations have SLAs to ensure business is well-supported
 - Claim processing is critical to the business operations
 - If a claims process fails, service providers payment may be impacted
 - Issues related to MMIS or the Comptroller's payment system are out of the vendor's control
 - System availability and response time
 - The benefit of a no-SQL database is that the system has high response time
 - The SLAs in the TORFP are to ensure that system continues to be responsive for business
 - Benchmarking scripts are to be created to determine system response time metrics
 - System Recovery
 - In a DR situation, we expect the system to be up and running in less than 48 hours
 - While the system is down, services are still being provided
- Price sheet
 - Part I: Firm-Fixed Price
 - Start-up Period

- Hosting
 - Commercial Off-the-Shelf (COTS) Products
 - Equipment
 - Operation- Staffing for the Help Desk
 - Monitoring tools
 - Will need to certify that we are ready for cutover through readiness checkpoints and testing
- TEFT IVR is a separate item as we may decide to not continue with it
- Part II: Fixed Monthly Unit Price
 - A. Operations – Help Desk
 - Supports minimum of 1,500 unique inquiries per month
 - B. Operations – Claims
 - Supports minimum of 1.5 million inquiries per month
 - Batch & interface processing and monitoring
 - C. Operations – Other Services
 - Software releases, etc.
 - D. Hosting – IVR
 - Supports minimum of 600,000 IVR calls per month
 - E. Hosting – Managed Services
 - Hardware, COTS, Hosting facilities, etc.
- Part III: Increases to Fixed Monthly Unit Price (mechanism to address scalability as business expands)
 - A. Additional Help Desk inquiries
 - 1 increment= 500 inquiries per month
 - Budget of 24 per year, but only invoiced if actually used
 - B. Additional Claims
 - 1 increment = 100,000 claims per month
 - Budget of 48 per year
 - C. Additional IVR Calls
 - 1 increment= 60,000 inquiries per month
 - Budget of 48 per year
- Part IV: Fixed Price for Deliverables for Additional Support Services
 - Two labor categories
 - Junior Network Technician
 - Senior Network Technician
 - Budgeted 2,000 hours per labor category per year
- Part V: Fixed Monthly Unit Price for EXPANDED-level Solution- Incremental increases to the BASE-Level Pricing
 - EXPANDED-Level Managed Hosting Services- Additional infrastructure and support services
 - EXPANDED-Level Operations for Claims Processing- minimum of 3 million claims per month
 - Does not include Help Desk or IVR
- Part VI: OPTIONAL database management support
 - Current DBMS
 - RavenDB
 - SQL Server

- Proposals should include a description and pricing, if services are to be proposed
- Cutover objective is April 30, 2018 to allow at least 2 months for to ensure system stability prior to the DDA launch
- MDH expects that the contractor will drive the transition. MDH will provide documentation on the current system and the to- be system
 - MDH provide the contract monitor, project manager, technical support team, and system documentation to support the transition
 - The MDH technical support team provides support as a reviewer, advisor, sounding board, and as recommends for approval or rejection of technical deliverables

Attendee Questions

Question: What is the Delta between the IVR and Help Desk Tickets? Is there a correlation between those numbers?

Answer: The LTSS IVR is not a component of the Help Desk. The LTSS IVR is the clock-in and clock-out system that care providers use when they work in the community. The LTSS IVR will differ from the TEFT IVR, which will allow participants to hear their service information. There is no correlation between the IVR and Help Desk inquiries.

Question: What is the average talk time for Help Desk operation?

Answer: Help Desk calls average between 5-6 minutes for ISAS calls and 3.5 to 4.5 minutes for non-ISAS calls. The following chart provides average call duration, as measured in units of minutes.

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
ISAS	8.17	7.35	5.58	6.26	5.88	5.57	5.10	6.27	5.39	6.03	5.42	5.10	5.35	5.16	5.18	4.55
LTSS	6.44	5.39	5.21	4.43	4.71	4.34	4.25	4.38	4.53	5.09	4.19	4.11	4.26	4.21	3.43	3.38

Question: Is MDH exploring alternative technology platforms beyond what is mentioned in the RFP? Some areas have specific requirements, while others ask for equivalencies.

Answer: The TORFP requires storage solutions certified with Cisco Flexpod and a VMware solution.

Question: What is the IVR workflow?

Answer: The TEFT IVR workflow is included in TORFP Attachment 22. We will send out the LTSS IVR workflow.

Question: Can you clarify what you mean by storage with Flexpod solutions?

Answer: As technology changes, different storage types may become certified with Flexpod. You may use NetApp, and it may be the only certified solution available. However, if other storage types are certified, you have the flexibility to use the alternatives.

Question: The reference infrastructure that was set up for the bids to be evaluated against was set up by Conduent, and their team. Are the current prime and subcontractors the same team who made the recommendations?

Answer: Current infrastructure supports current business, and wasn't intended to be compared to the to-be solution. Certain aspects of the current solution lend to the design of the to-be solution, but the to-be system will not be the same. The companies named in TORFP Attachment 20 are the current

vendors (i.e. Conduent and their subcontractors) but does not mean these are the only vendors who can provide the services.

Question: Can you provide clarification to Attachment 20 can these parties bid again?

Answer: Yes, they can bid again.

Question: Is there an existing knowledge base that the Help Desk relies on?

Answer: This is a State asset and will be conveyed at the time of transition. How we implement the Help Desk and convey the knowledge base will be part of transition discussions.

Please note the following dates:

June 30, 2017 at 3:00 PM: Closing date for questions

July 24, 2017 at 2:00 PM: Closing date for submissions

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PRE-PROPOSAL CONFERENCE
 JUNE 21, 2017
 CATS TORFP #18-17607 M00B8400002

Name	Company Name Address	Phone Number	Fax Number	E-mail Address & Certification Number	Certified MBE/SBR	
					YES	NO
STRAY STRAUB	ATKINS 1500 TOWN'S BLVD MILWAUKEE, WI 53215	332 669-1190		SASHATHON@atkins.com		✓
WILLIAM MORGAN	Earl of Howard 1101 Connecticut Ave Washington DC	650-299-7927		bmorgan@earlhoward.com	✓	
Math Howard	Conduent Elkridge, MD	301-515-9542		Mathew.Howard@conduent.com		
CRAG VENET	Conduent	717-756-9598		CRAG.VENET@conduent.com		✓
Sukhada Gore	Conduent	3018015387		sukhadagore@conduent.com		✓
George Hardy	CONDUENT	410.540.8571		GEORGE.HARDY@CONDUENT.COM		✓
Patrick O'Malley	CONDUENT	240-462-8646		Patrick.O'Malley@conduent.com		✓
Josh Hirsch	TierPoint	410-500-4035		josh.hirsch@tierpoint.com		✓
Matt Tabor	TierPoint	410 500 4036		Matt.Tabor@tierpoint.com		

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Name	Company Name Address	Phone Number	Fax Number	E-mail Address & Certification Number	Certified MBE/SBR	
					YES	NO
XXXXXXXXXX	XXXXXXXXXX					
CHRIS SAAH	TECFAC	301-960-0495	—	CHRIS.SAAH@TECFAC.NET	SBR	NO
Chris Burneko	TecFac	301-960-0482	—	Chris.burneko@tecfac.net	SBR	
Rachael Carter	Data Stream	(443) 223-9361	—	rcarter@dscs.com		✓
Ryan Seipp	Data Stream	301-405-4598	—	rseipp@dscs.com		✓
STEVE PIMPO	FEDSOFT	410-903-1548	—	SPimpo@FEDSOFT.US		✓
MANU BAKSHI	SERVICES BEYOND SOLUTIONS	301 275 9993	—	MANU.BAKSHI@SERVICESBEYOND.COM	✓	
Jocia Blomberg	Fei Systems	401 993 3298	—	jocia.blomberg@feisystems.com		✓
Ran Fan	Fei Systems	413-270-5100	—	Ran.fan@feisystems.com		✓

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Name	Company Name Address	Phone Number	Fax Number	E-mail Address & Certification Number	Certified MBE/SBR	
					YES	NO
ASHWIN SABOD	Creative Information Technology Inc (CITII)	240-421-8179	—	Q Sabod@CITII-US.COM	✓	
Jay Elis	GANTECH	301-254-1665	—	jelis@gantech.net		✓
Carl Pirie	NetApp	301-343-6763		carl.pirie@netapp.com		X
Arham Dabbar	ESCO Systems	703-637-8882		adabbar@esco.com		X
DOUG CEE	END RESULTS	301-332-0300		DLee@ENDRESULTS.COM	✓	
Molly Marra	DHMH	410-767-5949		molly.marra@maryland.gov		X
Carol Summerfield	Sigman & Summerfield Assoc.	410-828-0777		CSummerfield@sigman.com	✓	
A1, Krish	DHMH					X
TIERRAN WALLACE	CONVERGENCE TECHNOLOGY	443-336 0072		TWALLACE@CONVIZE GENTECH.US		X

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 CATS TORFP #18-17607 M00B8400002

Name	Company Name Address	Phone Number	Fax Number	E-mail Address & Certification Number	Certified MBE/SBR	
					YES	NO
Mark Gister	Cisco Systems 8865 Shomard Blvd Suite 201 Columbia MD 21045	408-895-3476		mgister@cisco.com		<input checked="" type="checkbox"/>
Janelle Robinson	DHHA	7-348		janelle.robinson@maryland.gov		
Jane Holman	MDH	7-1294		jane.holman@maryland.gov		<input checked="" type="checkbox"/>
Mike Curtis	MDH	410-365-2345		mc Curtis@maryland.gov		<input checked="" type="checkbox"/>
Queen Davis	MDH	X75335		Queen.davis@maryland.gov		