

Medicaid Enterprise Systems Modular Transformation (MMT)  
(Project Management Office) TORFP  
# M00B060019  
MDH OPASS # 20-18438  
Vendor Questions & Answers

**Question 1:** Could the State please confirm the questions due date is in fact February 3<sup>rd</sup>, 2020 and when the answers will be provided as it is only a week prior to Proposal Due date.

**Answer:** That is correct. February 3<sup>rd</sup>, 2020 is the last day for questions taken. We will answer questions as they are received up to this date.

**Question 2:** Please confirm bidders do not have to respond to this section. (Section 5 TO Proposal Format, 5.4 Volume 1 Technical Proposal, Subsection 5.4.2.C)

**Answer:** That is correct.

**Question 3:** Do Subcontractors on the bid – MBE, VSBE, or other – have to be on the CATS+ Master Contract in addition to the Contractor? (Section 5 TO Proposal Format, 5.4 Volume 1 Technical Proposal, Subsection 5.4.2.F)

**Answer:** No, they do not have to be on the CATS+ contract – but they do have to have the proper registration if used as an MBE, VSBE or other on the MDOT Minority Business Office Directory – <http://mbe.mdot.maryland.gov/directory/>

**Question 4:** As reflected in MDH's MMT Roadmap (page 10), does the scope of services for Category 1 align with PSS1 on the MMT Roadmap, and Category 2 align with PSS3 and PSS4 on the MMT Roadmap?

**Answer:** No, all the activities for this contract focus on PSS1, Program Management, that said this includes the competence to bring in the technical expertise who can write requirements, validate solutions, and manage the other areas of the MMT Roadmap (PSS3 and PSS4 included).

**Question 5:** As with all State of Maryland MITDF projects, the IV & V contractor is usually assigned by the DoIT. Will this be the same for MMT, and align with PSS2 on the MMT Roadmap?

**Answer:** That is correct – The IV & V will be assigned by DoIT. You are also correct – this IV & V is aligned with PSS2 on the MMT Roadmap. Collaboration with the IV & V contractor from the Program Management office is certainly important as this relates to the MECL certification process.

**Question 6:** Are you looking for the bidder company [to] have experience in Medicaid laws and policy, Medicaid Information Technology Architecture (MITA) and operations of Medicaid Programs or shall we utilize our in-house consultant experience to showcase the similar experience as described on page 38 of 99 under Offeror Experience – Category 1 and Category 2?

**Answer:** Section 3.10.2 Offeror Experience describes the requirements “To be considered reasonably susceptible of being selected for award, an Offeror must provide proof with their TO Technical Proposal that their organization has previous experience with the following”.

**Question 7:** Is this a new requirement or any incumbent currently performing the services?

**Answer:** There is a current incumbent performing Program Management functions for Maryland's Medicaid Enterprise Systems Modular Transformation. This TORFP expands on those requirements as well as the amount of tasking (resources) that are currently being utilized.

**Question 8:** Do you have any budget allocated for this TORFP?

**Answer:** Yes, there is a budget for this TORFP.

**Question 9:** The last paragraph in Section 2.4.1 states, "All resources and services under Category 2 of this TORFP will be requested through the Work Order process (see Section 3.14)." Section 3.14 does not exist in this solicitation. Is there another section which can be referenced?

**Answer:** **Section 3.14 Work Order Process is located on page 45 of the MMT PMO TORFP.**

**Question 10:** What is the estimated cost of the MHT Medicaid Enterprise Systems Modular Transformation project?

**Answer:** We are not providing this information to bidders.

**Question 11:** Has the Department allocated funding for the MHT Enterprise Systems Modular Transformation yet? If so, through which source (budget, CIP, state/federal grant, etc.)?

**Answer:** Yes, the Department has allocated funding for this project. This is a mixture of state and federal funding.

**Question 12:** How is the Department currently meeting this need?

**Answer:** Contracted services.

**Question 13:** Which vendor provides the incumbent MHT Medicaid Enterprise Systems Modular Transformation?

**Answer:** The current contract awarded June 2012 to Cognosante Consulting, LLC. They are now NTT Data, State Health Consulting, LLC.

**Question 14:** Would it be possible to name the three greatest challenges the Department is having with their current solution?

**Answer:** Our requirements are as listed in the TORFP.

**Question 15:** Who is the technical contact and/or project manager for the MHT Medicaid Enterprise Systems Modular Transformation?

**Answer:** We are not providing this information at this point in time.

**Question 16:** Which operating platform does the Department currently use?

**Answer:** There are a variety of systems and operating platforms that the Department currently uses. This includes an internally developed mainframe application, SAAS provided solutions, several large internally developed applications, and vendor outsourced solutions all on different operating platforms.

**Question 17:** Which operating platform is desired for the MHT Medicaid Enterprise Systems Modular Transformation?

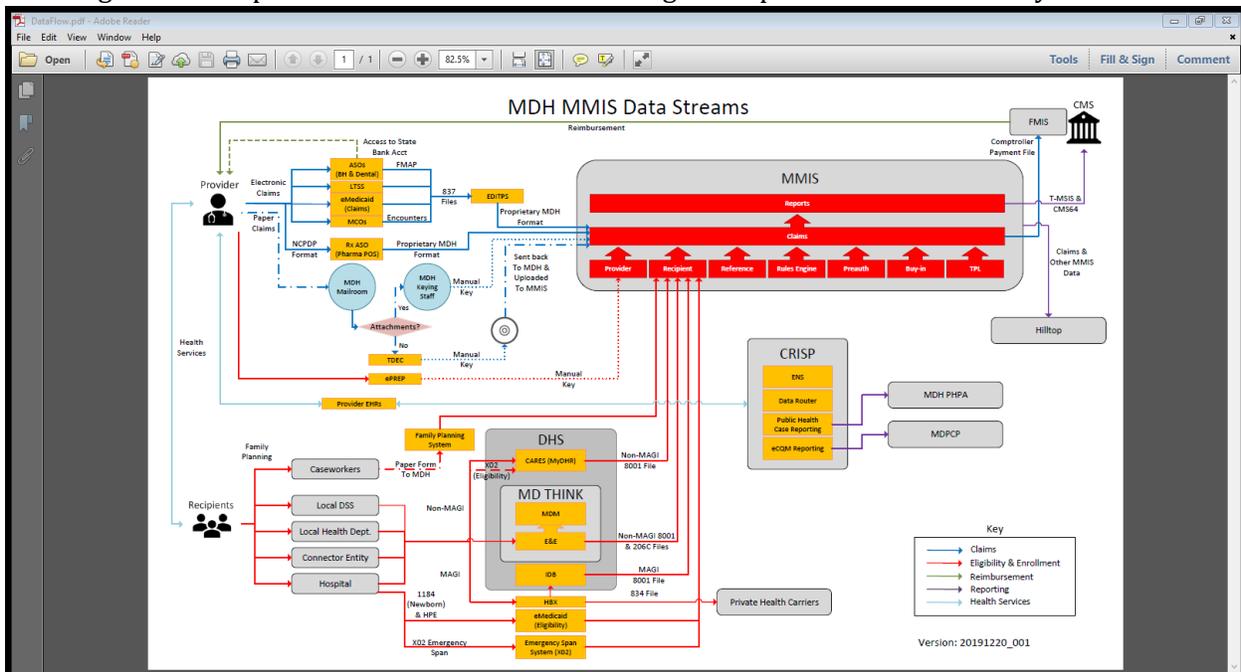
**Answer:** The State has no preconceived solutions on the specific operating platform at this point in time.

**Question 18:** Which other systems will have to integrate/interface with the MHT Medicaid Enterprise Systems Modular Transformation, and will the State provide incumbent vendors for each system?

**Answer:** The MHT Medicaid Enterprise Systems Modular Transformation includes all the various areas of a Medicaid solution including:

- \*Provider Management
- \*Eligibility and Enrollment Management
- \*Member Management
- \*Care Management
- \*Performance Management
- \*Operations Management
- \*Financial Management
- \*Plan Management
- \*Contractual Management
- \*Business Services Management

The diagram below provides the various current integration paths between these systems:



Yes, the State will provide incumbent vendors to provide implementation, modifications, and operations/maintenance for these systems. The program management activities of each these individual systems will occur through the Category 2 services of this TORFP. The enterprise program management activities for this initiative as a whole will be provided by Category 1 services.

**Question 19:** Is it MDH's intention to award this TORFP to up to 3 vendors across both Category 1 and Category 2 combined **OR** is it MDH's intention to award this TO RFP to up to 3 vendors for Category 1 and up to 3 vendors for Category 2 for a total of 6 vendors?

**Answer:** Per Section 2.1.2-Part A “Category 1 will be awarded to one (1) responsible Offeror” – meaning that only one (1) bidder will be awarded the Category 1 area of the award.

Per Section 2.1.2 Part B – “Category 2 – Project Support Services will be awarded to two (2) responsible Offeror(s)”, meaning that up to two (2) bidders will be awarded the Category 2 area of the award. One of these winners can be the winning bidder on Category 1. Therefore, there will be three (3) bidders who are awardees on the TORFP.

**Amended Section 2.1.2:**

The Offeror that is awarded Category 1 – PMO will not be eligible for award of Category 2 – Project Services.

Subcontractors of the Category 1 – PMO awarded Offeror **will not** be considered for award as a Category 2 prime contractor, or as a Category 2 subcontractor to a Category 2 prime contractor. Subcontractor of Category 2 prime contractors cannot be on both awarded Category 2 contracts.

**Question 20:** Will there be teleconference availability for this pre-proposal meeting? Please advise at your earliest.

**Answer:** Yes.

**Question 21:** Is this a new Task Order or a renewal of a past contract?

**Answer:** This is a new Task Order and is not a renewal of a past contract. There has been a Medicaid Project Management Task Order that has been in-place with Maryland Department of Health. This work order is an enhancement and extension of tasking that was required in that previous contract.

**Question 22:** The RFP is titled MMT Project Management Office (PMO), but the support services described under category 2 in section 2.4.1 are quite broad and seem to go beyond a traditional PMO. For example, “2.4.1 G. Engaging in the full life cycle of a software system development.”. Is this RFP just for PMO services or does it also include development and implementation of MMT?

**Answer:** This RFP is just for PMO services and does not include any development nor implementation services. The PMO is broader than standard PMO requests for project timeline/schedule, budget tracking, and program coordination. Because of the technical nature of the modularity requirement, technical support is necessary for guidance, option development, validation that vendor solutions and quotes are reasonable, and solution preferences.

**Question 23:** Does the scope of this RFP include PMO for all the modules listed on the MES Modular Transformation (MMT) Roadmap (page 10)?

**Answer:** PMO involvement will include all the modules listed except for the IV&V module. This however will include much interaction with the IV&V vendor on certification of the modules.

**Question 24:** Are resumes expected only for vendor submitting proposals for category 1 or are any resumes expected for category 2 as well?

**Answer:** Resumes are expected only for Category 1. A staffing plan is expected for Category 1 – PMO Non-Key Personnel staffing and for Category 2 – Project Support Services staffing.

**Question 25:** Can a company be a subcontractor on two proposals under two different primes?

**Answer:**

Company can propose under two different primes but will not be awarded under two different primes.

See amended section 2.1.2:

Subcontractors of the Category 1 – PMO **awarded** Offeror **will not** be considered for award as a Category 2 prime contractor, or as a Category 2 subcontractor to a Category 2 prime contractor.

Subcontractor of Category 2 prime contractors cannot be on both awarded Category 2 contracts.

**Question 26:** Can a company submit a proposal as a prime and be a subcontractor on another proposal?

**Answer:** See answer to #25 above.

**Question 27:** Are there vendors that are not eligible to respond due to Conflict of Interest (COI), and if so, please name them.

**Answer:** There are no vendors that are not eligible due to Conflict of Interest at this time except for the winning bidder on the IV&V contract that is currently in process at DOIT for MDH.

**Question 28:** If a vendor is awarded a Task Order for Category 2 Project Support Services, is that vendor eligible to participate in future procurement processes related to MMT modules (other than PSS1, PSS2, PSS3 and PSS4) provided in the road map on Page 10 of this TORFP.

**Answer.** This would be dependent upon the work order and the specifics of the Work in Category 2. Work on requirements in a Category 2 work order dealing with implementation, installation, infrastructure, or maintenance on related MMT modules may disqualify that vendor from this future bidding on the initiatives.

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Vendor Questions & Answers - Part Two 01/23/2020

**Question 1:** Can the State clarify in which section of the response offerors should provide a statement that "Offeror shall confirm that, as of the date of its proposal, the insurance policies incorporated into its Master Contract are still current and effective at the required levels (See Master Contract Attachment M).

**Answer:** Please provide a Certificate of Insurance from your courier.

**Question 2:** Please confirm that for each Key Personnel proposed, offerors need to provide an Appendix 4 – Labor Classification Personnel Resume Summary Form only and you don't want a separate resume? (Section 3.10.3 H)

**Answer:** That is correct- please use the resume template in Appendix 4. That template answers the questions from Section 5.4.2 Section E1. b and c. make sure that your response also contains the specific experience for each Key Personnel called out in the table on page 40 of the TORFP.

**Question 3:** What Category 1 Key Personnel and Non-Key Personnel could be scheduled for non-business hours on-call support? (Section 3.10.8)

**Answer:** This requirement, if ever necessary, will be enacted specifically in a work order that will call out this requirement. This will only be used in an extreme case.

**Question 4:** What Category 2 Personnel could be scheduled for non-business hours on-call support? "D. Once personnel have demonstrated an understanding of the State's infrastructure, they will also be required to participate in a rotating emergency on-call schedule, providing non-Business Hours support." (Section 3.10.8a)

**Answer:** This requirement, if ever necessary, will be enacted specifically in a work order that will call out this requirement. This will only be used in an extreme case.

**Question 5:** It is our understanding that the VSBE subcontractor can be certified through the federal veteran's affair office and does not have to be certified specifically in Maryland. (Section 4.8.3)

**Answer:** That is correct.

**Question 6:** Since there have been some publicly known delays with the federal VSBE certification process, is it allowable to submit the VSBE form that is pending certification with the federal offices?

**Answer:** No, they must be certified when the proposal is submitted.

**Question 7:** Items 1 and 2 both state that the TO Financial Proposal should be submitted in PDF format. Is it actually the State's intent for the submission of the TO Financial Proposal be in Excel format and in Adobe format as instructed in Attachment B? (section 5.3.5.C Attachment B)

**Answer:** Please provide the financial proposal both in an excel format as well as .pdf for per the instructions in Tab 1 Item 5 of the Financial Proposal: "5. Submit the single .PDF file and this completed .xls worksheet with your Financial Proposal per TORFP Section 5.5."

TORFP Section 5.3.5 amended to include excel format along with .pdf format.

**Question 9:** The RFP indicates that our response contains "A more detailed description of the Offeror's understanding of the TORFP scope of work, proposed methodology and solution. The proposed solution shall be organized to exactly match the requirements outlined in Sections 2-3." The TORFP scope of work requirements appear to be sections 2.3, 2.4, 2.5, 3.1, and 3.2. Is this understanding correct? Is it acceptable to respond to these sections only when we provide our proposed solution? (Section 5.4.2.A.b)

**Answer:** The state would like to understand that the bidder has an understanding of all sections in Section 2 and Section 3 of this TORFP. Therefore, all sections should be included in the response with a response that clearly shows that the bidder understands these requirements and as mentioned above provides details on how they will meet this requirement.

**Question 10:** Sections B and D are duplicates and Section C is not applicable. Is it acceptable to remove these items from our proposal and renumber the remaining sections? We would then include, Section A: Proposed Services, Section B: Information Sheet and Transmittal Letter, Section C: Proposed Personnel and TORFP Staffing, etc.? (Section 5.4.2.B/C/D)

**Answer:** That is correct- these sections are duplicates. Section 5.4.2 Section D is deleted in the updated TORFP.

**Question 11:** What labor categories should be used for OCM Subject Matter Experts (SMEs), Trainers, Business Analysts, other Medicaid SMEs, and Project Coordinators? (Attachment B – Table Category 1)

**Answer:** These labor categories were not part of the Category 1 in the initial TORFP. This has been modified in the amended TORFP and the associated CATs+ labor categories are indicated in the spreadsheet if they are applicable.

**Question 12:** Category 1 Should additional rows be added to the Non-Key Personnel section to account for OCM SMEs, Trainers, Business Analysts, other Medicaid SMEs, and Project Coordinators? (Attachment B – Table Category 1)

**Answer:** No, labor categories should not be added to either of the Categories within the Pricing Proposal. If specific labor categories are not indicated in a category, then they cannot be offered to MDH on this TORFP through the Work Order process.

**Question 13:** We assume the 2.4.1.J (Category 2) reference to validation and verification services are different from the IV&V contractor in 2.3.8 (Category 1). Please confirm. Please provide clarification of the differences between the roles. If our assumption is incorrect, please provide examples of the validation and verification services the MPMO will perform.

**Answer:** Under a separate contract the MMT Project IV&V contractor will validate the CMS MECL certification process within the modular implementation of each of the various applications within MDH Medicaid area. There are specific deliverables that will be reviewed during this process. It is expected that the MPMO Category 1 and Category 2 contractors can track, issue guidance, verify

completeness and review completeness of these deliverables before they are delivered to the MMT Project IV&V contractor.

**Question 14:** "Scheduled non-Business Hours Support: Once personnel have demonstrated an understanding of the State's infrastructure, they will also be required to participate in a rotating emergency on-call schedule, providing non-Business Hours support. Typically, personnel assigned to State's non-Business Hours support are required to be on-call 24 hours a day for a seven-day period, one week out of every four to five weeks." Does this requirement apply to all MPMO staff? If not, please provide the job titles of the staff who will be required to these duties.

**Answer:** This requirement, if ever necessary, will be enacted specifically in a work order that will call out this requirement. This will only be used in an extreme case.

**Question 15:** Will the state be providing an amended TORFP M00B0600019, in full, to reflect the change above? (Refers to Amended Section 2.1.2)

**Answer:** No

**Question 16:** The amended 2.1.2 states that PMO will be awarded to only one vendor. If follow on work, as part of subsequent TO's in Category One Services is required, please confirm, the only labor categories available to bid in downstream Category One TO's, are those listed for the Key Personnel and Non-Key Personnel defined in Sections 3.9.3 and 3.9.4 identified in the Pricing Template. Or, will the state publish additional labor categories, to support the aforementioned downstream TO's for Category 1, PMO Services.

**Answer:** The only the Labor Categories available for Category - 1 PMO services work orders are listed under Section '3.10.3 Key Personnel Minimum Experience - Category 1 - PMO' and amended Section '3.10.4 Non-Key Labor Categories - Category 1 - PMO'.

**Question 17:** On Page 38/39 in the original TORFP, the numbering jumps from 3.8 to 3.10. Could the state please publish or indicate where Section 3.9 is listed.

**Answer:** In the TORFP published on CATS+ website section '3.9 SOC 2 Type 2 Audit Report' is located on page 37.

**Question 18:** Does MDH desire to see a draft Project Management Plan and PMO Startup Plan with the submitted proposal, or only at the time of Project Startup after award? (Section 2.3.1 A & B, 2.3.13.A)

**Answer:** MDH desires these Plans at the time of Project Startup.

**Question 19:** Please elaborate on the intent of this requirement and your expectations on how the TO Contractor will accomplish this or 3rd parties. (Section 2.3.9.B)

**Answer:** You are contractually responsible for your compliance with this section.

**Question 20:** Please clarify the section of the proposal where MDH desires to see Appendix 4 – Labor Classification Personnel Resume Summary Form for each Key Personnel – in Section E – Proposed Personnel and TORFP Staffing, or in Section G – Additional Submission Forms. (Section 3.10.3 & 5.4.2.E.1.a)

**Answer:** This should be placed in Section E.

**Question 21:** Please clarify “specific names and history”. Does MDH desire resumes for all proposed personnel in the staffing plan, or just key personnel? (Section 5.4.2.E.2.i)

**Answer:** Resumes are only required for Key Personnel.

**Question 22:** There is a discrepancy in the RFP as to when to submit NDA: Before Proposal, with the Proposal, or within five days of award. Please also advise if personnel beyond the Key Personnel need to sign the NDA as well, either before or at Proposal submission, or upon contract award. (Appendix 3)

**Answer:** \*Appendix 3 is the “Criminal Background Check Affidavit” not the NDA and is due with the Proposal.

\*Attachment I – is the “Non-Disclosure Agreement (Contractor)” and is due five days after award.

\*Appendix 5 – is the “Non-Disclosure Agreement (Offeror)” and is due with the proposal.

**Question 23:** Can the State clarify in which section of the response offerors should provide a statement that “Offeror shall confirm that, as of the date of its proposal, the insurance policies incorporated into its Master Contract are still current and effective at the required levels (See Master Contract Attachment M).”

**Answer:**

**Question 24:** If a Prime contractor with a team of sub-contractor gets selected for category 2 and in case of Prime contractor getting conflicted in any of the Task order issued under category 2 but not the sub-contractor, can the sub-contractor still propose resumes for Task orders under category 2 under the prime contractor or will it be a conflict for the team as a whole.

**Answer:** Any Prime or subcontractor can only be selected for one Category 1 or Category 2 winning team.

**Question 25:** Category 2 does not call for any Key Personnel, hence is it safe to say that no key personal resumes required to be submitted if the contractor is pursuing only Category 2?

**Answer:** That is correct- No resumes are required for Category 2.

**Question 26:** Category 2 asks for resumes to be submitted for various position we understand that these resumes can be representative resume due to the nature of the contract and the expect time of award. Can the agency confirm the same?

**Answer:** There are no resumes required for Category 2 responses.

**Question 27:** If a small business is pursuing only Category 2, it is very difficult to propose actual resume for all labor categories. Hence can a contractor submit representative resume for this with credible exhibition of past performance in providing such services in the past and provide actual resume post award upon agency issuing the task order?

**Answer:** There are no resumes required for Category 2 responses.

**Question 28:** If a contractor is pursuing only Category 2 is it mandatory to submit resume for all the position or can the contractor propose resume only for few positions?

**Answer:** There are no resumes required for Category 2 responses.

**Question 29:** Can the agency provide potential date of award?

**Answer:** Dependent on the amount of responses. We cannot provide this date of award at this time.

**Question 30:** Will the agency consider the request to extend the deadline for the response submission?

**Answer:** The deadline has already been extended until February 24, 2020.

**Question 31:** If a contractor is pursuing only Category 2, they should exhibit more of their staff augmentation expertise or Medicaid expertise? We feel that for Category 2, it is imperative to exhibit the staff augmentation expertise. Can the agency clarify on how they intend to evaluate the vendor?

**Answer:** You must reflect your Medicaid experience per Section 5.4.2.G which refers you to detail your experience from 3.10.2. You must also reflect your staffing capabilities in your response from 5.4.2.E.2. We will evaluate on these areas per the requirements in these sections.

**Question 32:** If a contractor is pursuing only Category 2 can the agency explain how the oral interviews will be organized only for the Category 2? Will the agency interview the candidate proposed only after release of task order for a particular position?

**Answer:** MDH will provide the agenda for the oral interviews beforehand if and when they occur.

**Question 33:** We understand that the deliverables mentioned in the section 2.5.4 applies for Category 1 predominantly (especially section such as 2.3.12.A – Management Approach Plan/ PMO approach to IV&V. W.3.12.B, 2.3.13.B etc.). What will be exact deliverable if a Contractor is pursuing only Category 2. Will it just be resumes that are response to the task order that will be released upon IDIQ award?

**Answer:** Yes, the deliverables will be listed in the work orders provided after contract award.

**Question 34:** Does the existing contract with the incumbent also have a Category 2? Can the agency list all the current incumbents?

**Answer:** The existing contract with the incumbent does not contain all the various labor categories within Category 2. The current incumbent is NTT State & Health LLC.

**Question 35:** [Our firm] would like to request the Agency to make the Category 2 an exclusive for Certified SBR firms. Will the agency consider this request?

**Answer:** No.

**Question 36:** There are no Key Personnel listed on the for the Category 2 section of the [TO]RFP. Is it safe to assume that the resumes to be submitted for various position will be representative resume?

**Answer:** There are no resumes required for Category 2.

**Question 37:** Regarding the replacement of key personal – This section seems to applicable to...

**Answer:** There is no question here.

**Question 38:** May [our firm] suggest that the agency [request the submission of] actual resumes at the time of individual task order response submission? That way [bidders] will not be [burdened

with retaining] the proposed candidate till Task Order award as it may be hard for an MBE to do that.

**Answer:** Since there are no key personnel and no resumes applicable for Category 2, this question must be applicable to Category 1 responders. The answer for Category 1 is no – the state MUST see the resumes with background of the key personnel proposed.

**Question 39:** We understand that the MBE requirement listed covers both Category 1 and Category 2. If a contractor is submitting a proposal only for Category 2 how does the MBE and VSBE goal are calculated and what would be the goal in percentage for Category 2 alone?

**Answer:** The MBE and VSBE goal is the same for Category 2 as Category 1. The winning bidders must integrate their MBE and VSBE partners into the proper percentages as they respond to the work orders provided within either Category.

**Question 40:** As a certified MBE, can we cover the MBE goal requirement by ourselves or do we still have to bring in another MBE as a sub-contractor to cover the MBE goal requirements as stated in the RFP?

**Answer:** You can cover up to 50%, but you must bring in an MBE for the remaining.

**Question 41:** If a Subcontractor is both MBE and VSBE certified can they cover both MBE and VSBE goal requirements of the RFP or do we need to have separate MBE and VSBE covering respective goals?

**Answer:** Yes, they can cover both.

**Question 42:** If a contractor is pursuing only Category 2 which is staff augmentation, how do they commit the goals without knowing the actual potential task order and its scope. Can the agency clarify?

**Answer:** The task orders will reflect the personnel that need to provide services represented in Section 2.4 Project Support Services - Category 2.

**Question 43:** Will the individual task orders have separate MBE and VSBE goal requirements listed on it? Can the agency clarify?

**Answer:** No. The goals will not be on a work order basis but based on the aggregate of work orders successfully awarded.

**Question 44:** Section - 3.11 Substitution of Personnel – talks about replacement of key personal which is primarily for the Category 1. How does it work for the Category 2? Can the agency confirm that there are no key personal to be listed if a contractor is pursuing only Category 2?

**Answer:** There are no key personnel for Category 2.

**Question 45:** In the MMT TORFP, Section 5.4.2.E.2.i, MDH asks to include in the staffing plan (for both Category 1 and Category 2), “Planned team composition by role (Important! Identify specific names and provide history only for the proposed resources required for evaluation of this TORFP).” The evaluation criteria in Section 6.2 do not indicate that resources will be evaluated for Category 2. Will the Government please clarify if Section 5.4.2.E.2.i applicable to Category 1 only?

**Answer:** The “Planned Team Composition by role” in Section 5.4.2.E.2.i is only applicable to Category 1 responses.

**Question 46:** Do we have to address all headings outlined in Sections 2 and 3?

It appears it is not applicable to the proposed solution under Category 1 to address Sections 2.3 and 3.10.2. It also appears as though it is not applicable to the proposed solution under Section 3.10.3 under Category 2 to address Section 2.4 and 3.10.2.

**Answer:** Yes, all applicable sections must be responded to in Sections 2 and 3. Category 1 responses do not need to respond to Section 2.4 Project Support Services – Category 2, and Category 2 Responses do not need to include responses to 2.3 TO Contractor Responsibilities and tasks – Category 1.

Section 3 must be responded in its entirety by responders for both Category 1 and category 2 especially Section 3.10.2.

**Question 47:** These are general requirements, more like adhering to what is stated in Section 3. We understand that under Section 3.2 – Transition-Out, and Offeror Experience under Section 3.10.2 must be addressed. However, all other subsections are more informational and general requirements as opposed to necessitating a response (e.g. Insurance, Invoicing, etc.), specifically at the proposal stage.

If we are indeed required to respond to Section 3 requirements, will the Government please clarify which and where these requirements need to be addressed under Section 3 in our Technical Proposal response? They do not seem to be required in the Proposed Solution under Section 5.4.2.A.b.

**Answer:** All Sections in Section 2 and Section 3 must be responded to (except as indicated in the above question). In some cases, we understand that it may be an acknowledgment that you understand the requirements.

**Question 48:** Can attachments and exhibits be submitted as a single, separate PDF instead of part of the technical proposal?

**Answer:** Attachments and Appendices should be submitted as part of the Technical Response (except the Financial Proposal). No other attachments or exhibits can be submitted as a single, separate PDF.

**Question 49:** Will the Government consider moving the Information Sheet and Transmittal Letter to be submitted in the beginning of the Technical Proposal (prior to Section 5.4.2.A)?

**Answer:** Not at this time.

**Question 50:** Will the state be providing an amended TORFP M00B0600019, in full, to reflect [Amended Section 2.1.2]?

**Answer:** No.

**Question 51:** The amended 2.1.2 states that PMO will be awarded to only one vendor. If follow on work, as part of subsequent TO's in Category One Services is required, please confirm, the only labor categories available to bid in downstream Category One TO's, are those listed for the Key Personnel and Non-Key Personnel defined in Sections 3.9.3 and 3.9.4 identified in the Pricing

Template. Or, will the state publish additional labor categories, to support the aforementioned downstream TO's for Category 1, PMO Services.

**Answer:** The only the Labor Categories available for Category - 1 PMO services work orders are listed under Section '3.10.3 Key Personnel Minimum Experience - Category 1 - PMO' and amended Section '3.10.4 Non-Key Labor Categories - Category 1 - PMO'.

**Question 52:** On Page 38/39 in the original TORFP, the numbering jumps from 3.8 to 3.10. Could the state please publish or indicate where Section 3.9 is listed.

**Answer:** In the TORFP published on CATS+ website section '3.9 SOC 2 Type 2 Audit Report' is located on page 37.

**Question 53:** Paragraph 2.1.2 indicates Offerors may submit Proposals for “both Category 1 and 2”. Our understanding is that a combined proposal of Category 1 and Category 2 is not acceptable for evaluation and consideration of award for either Category 1 or Category 2. Further, our interpretation is that two separate and distinct proposals should be submitted by an Offeror wishing to bid for Category 1 and Category 2. Is this correct?

**Answer:** That is correct- It needs to be a separate submission for each Category.

**Question 54:** Paragraphs 5.4.2.A.a, 5.4.2.A.b, and 5.4.2.A.d all refer to Sections “2-3” of the TORFP Scope of Work. However, the Scope of Work is confined to Section 2 only; Section 3 is titled TO Contractor Requirements: General. We believe that MDH OET intended to reference sections 2.3 TO Contractor Responsibilities and Tasks – Category 1 (including all sub-paragraphs) and 2.4 Project Support Services - Category 2—and that offerors need not address in their proposals anything in TORFP Section 3 TO Contractor Requirements: General. Is that correct?

**Answer:** That is not correct- The offerors need to answer all parts of Sections 2 and Section 3. These responses can vary per section in that you understand and agree, to as specific as to how you would approach a solution to providing this section.

As mentioned in the Bidders Conference- Part 3.10.2 noted in Section 5.4.2.G is necessary to show that you have the corporate background necessary for this project.

**Question 55:** Other than paragraph 5.4.2.A.a, which prescribes a one-page Executive Summary, MDH OET has not provided any page limitations for the TO Technical Proposal or any of its subsections. To mitigate the risk that evaluators might have to digest excessively long proposals, we recommend that MDH OET provide specific page limits at least for the Proposed Solution and for Proposed Personnel and TORFP Staffing. In particular, we recommend the following limits:

- Introductory sections of the Proposed Solution: no than 5 pages
- Category 1: no more than 20 pages
- Category 2: no more than 25 pages
- Assumptions and Tools: no more than 2 pages each
- Proposed Personnel and TORFP Staffing: no more than 10 pages

In addition, to enable Offerors to provide sufficient detail regarding their understanding of the TORFP scope of work and thereby empower evaluators to conduct a full and fair evaluation, we recommend that the page limit for the Executive Summary be increased to 2 pages.

**Answer:** MDH agrees on limiting the quantity of pages for the response. We have determined the following as limits:

- Executive Summary= 2 pages

- Technical Proposal- Section 2.3 Category 1= 100 pages
- Technical Proposal- Section 2.4 Category 2= 75 pages

**Question 56:** Page 50 Section 4.9 States that Attachment F must be submitted with the Proposal, as does the first column regarding this attachment on Page 64. However, on Page 74 the first line of the Attachment says, "This solicitation does not require a Living Wage Affidavit of Agreement." Is the Master Contractor required to submit this Affidavit with the Proposal submission? (Section 4.9 Living Wage Requirements, Section 7 Label Attachment F, Living Wage Affidavit)

**Answer: We will be issuing an Addendum today. Delete the first sentence on page 74 "This solicitation does not require a living wage affidavit of agreement. It DOES require a Living wage affidavit.**

**Question 57:** The estimated annual hours for the Testing Specialist labor category in Option Year 2 (Cell V15) is listed as 8360. We believe this is to represent 4 FTEs, but the number is not evenly divisible by 2080, as all the other representations of 4FTEs are. In other cells where 4 FTEs are intended, the number listed is 8320. (Pricing worksheet, tab "Table 2 - Category 2," cell V15)

- a) Our interpretation is that the State's intent was to indicate 4 FTEs, and that the hours in cell V15 should be 8320 instead of 8360; is that correct? The 8360 hours is the number MDH will be using as an estimate and for this financial evaluation.
- b) If so, we respectfully request that the State issue a revised worksheet with the correct hours, as expeditiously as possible so that Offerors have sufficient time to build their pricing with the correct information.

**Answer:** We will not be submitting a revised pricing sheet at this time.

Medicaid Enterprise Systems Modular Transformation (MMT)  
(Project Management Office) TORFP  
M00B060019  
MDH OPASS # 20-18438

**Vendor Questions & Answers - Part Three 01/30/2020**

**Question 1:** Can a Small business bid on the Category 2 as a prime contractor and also submit another proposal where it team up as a sub-contractor (on another team)?

**Answer:** See Addendum #4.

**Question 2:** As a certified MBE, can we cover the MBE goal requirement by ourselves or do we still have to bring in another MBE as a sub-contractor to cover the MBE goal requirements as stated in the RFP?

**Answer:** You can cover 50% of goal. You would need to bring in other MBE's to cover the remaining 50%

**Question 3:** When will the agency issue an amendment consolidating all the questions and answers from all the prospective vendors?

**Answer:** Answers to all received questions are published to the master contractor weekly.

**Question 4:** Will the agency consider the Team qualification rather considering only the Prime qualification to meet the offeror experience?

**Answer:** Yes, the team qualification will be considered.

**Question 5:** Section 3.10.2 (D) – states that we must show Delivering a team with three or more team members who were experienced in Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA MMIS) –Is the above-mentioned qualification applicable for category 2 as well? There will not be many firms who will have direct MITA MMIS experience to show case. May we suggest that the agency amend this to “Delivering a team with three or more team members in a health care related project”. That way we feel it will open up the competition a bit more. Appreciate if the agency can consider the same.

**Answer:** The qualification is for both Category 1 and Category 2. The agency will not amend this requirement.

**Question 6:** Section 3.10.2 (F) – States that the contractor should exhibit - Experience planning, developing, documenting and maintaining CMS Advance Planning Documents (APDs) needed for requesting federal enhanced funding for MMT projects

Is the above-mentioned qualification applicable for Category 2 as well? There will not be many firms especially small business firms who will directly have working experience on CMS advance planning documents needed for requesting deferral enhanced funding for MMT projects. Can the agency please reconsider this qualification and make it more general which will open up more competition and more proposal response?

**Answer:** The qualification is for both Category 1 and Category 2. The agency will not amend this requirement.

**Question 7:** Will the work location be on site at the agency office or at the contractor's office location?

**Answer:** The work location will be at the agency office.

**Question 8:** Will there be a formal amendment from the agency announcing the extension of deadline to 24th Feb 2020?

**Answer:** Yes, Addendum #1 was issued on 1/14/20 with the new due date.

**Question 9:** Questions are listed as due Feb 3. The TORFP response is due Feb 10--will the state be answering questions on a rolling basis, or consider to pull in the date for final questions, to something like January 17, as in the current TORFP there are only five business days for the state to respond to questions, the vendor incorporate responses and submit the TORFP response--the state would need to provide detailed responses to questions in three working days, which might be challenging if multiple questions from multiple vendors are received. Will the state amend either the question due date or the TORFP due date?

**Answer:** The state will be answering questions on a rolling basis and will distribute as quickly as possible. The due date has been modified for the proposal to February 24th, 2020. We have not modified the last day for questions. That remains as February 3rd, 2020.

**Question 10:** What is the total amount of federal funding for the MMT program provided/approved to Maryland by the Federal Government?

**Answer:** See section 4.10 Federal Funding Acknowledgement.

**Question 11:** What is the completion of the last sentence in the section please?

"MDH will look to reduce the impact of issues and risks that arise during the program life cycle. The TO Contractor shall implement robust issue and risk management processes that will lessen the time it takes to detect, resolve and mitigate them. The"

**Answer:** "The" should have been deleted in this Section.

**Question 12:** The TORFP requests Change Management activities. The Staffing for non-key, or key resources does not at this time require a Change Management Lead--as it is a key requirement in Section 2.3, will the state please add 2.10.27, Business Process Consultant, in the CATS+ labor category, to satisfy the staffing request for Section 2.3?

**Answer:** The state agrees, and these positions will be added in both Category 1 and Category 2. The Financial Table will be updated to reflect this change as well.

**Question 13:** Did state employees write the TORFP specific and general requirements, or were they developed by a third party and incorporated into the TORFP? If yes, please provide the name of the non-state party who wrote the specifications.

**Answer:** State employees wrote this TORFP.

**Question 14:** The state released the original TORFP on 12.26.19--it had redlined in the Table of Contents Section. The state released a subsequent TORFP CATS+ announcement stating: 'You are

subscribed to CATS+ TORFP Status for Maryland Department of Information Technology. This information has recently been updated and is now available.

M00B0600019 01/02/2020 03:34 PM EST We downloaded both the TORFP and the Pricing Sheets and don't see any changes to the version issued on 12.26.2019. If DHS has made updates, can you please re-issue in a red-line version, as before with other DHR TORFP's, so vendors can see what changes were made to either the TO or Pricing?

**Answer:** See Addendum #1 and Addendum #2 issued for the TORFP revisions. See Revised Attachment B sent January 14th.

**Question 15:** [As a follow-up to] State response to Part Two-Question 11, (“What labor categories should be used for OCM Subject Matter Experts (SMEs), Trainers, Business Analysts, other Medicaid SMEs, and Project Coordinators? (Attachment B – Table Category 1)”). Please confirm MDH will post the amended TORFP, referenced above, on CATS+ website/email list for CATS+ vendors.

**Answer: MDH will not be sending an amended TORFP. We will publish Addendums as necessary**

**The state will provide the amended responses on the CATs+ website/email list for CATs+ vendors.**

**Question 16:** [As a follow-up to] State Part Two-Question #15 and Response, (“Will the state be providing an amended TORFP M00B0600019, in full, to reflect the change above? Response: No”). Where will the vendors be able to find the amended changes? Please confirm the state will publish the amended version of the TORFP, on CATs+ and through CATS+ email list.

**Answer:** The state will provide the amended responses on the CATs+ website/email list for CATs+ vendors.

**Question 17:** The answers to Part Two-Questions 46 and 54, appear to be directly opposing instructions: Question 46 says only some parts of Section Two should be answered for Category 1 and 2, while question 54 indicates the offeror needs to answer all parts of Sections 2 and Section 3. Can the state please clarify exactly which sections it wants to see responded to in Category One, Sections 2, and which Sections it wants responded to in Section 2 for Category 2. Please confirm both Category 1 and Category 2 responses must answer Section 3, per response to Question 46.

**Answer:** Question 46 specifies that "all applicable" sections must be responded to. In Question 54- you are correct, the answer says you must respond to all sections and does not call out that this does not include specific sections applicable to only Category 1 or Category 2. We were making sure respondents understood that Section 3 must also be responded to as well per this question. We also understand that even in Section 3, there are sections that are specific to individual category responses. These areas are clearly called out in the TORFP.

**Question 18:** [As a follow-up to] State Part Two-Question 55 regarding page limits and the State response, “Technical Proposal Section 2.3 Category 1—100 pages”. Please confirm this including ONLY the offerors response and does not include the actual state requirement as part of the page count, which would be provided for clarity and ease of the state to review response against requirement.

**Answer:** There are no page limits listed in either the TORFP or the master contract.

**Question 19:** Please confirm this is 75 pages only of the Offeror's response, and does not include the actual state requirement, as part of the page count.

**Answer:**

"There are no page limits in either the TORFP or the master contract."

**Question 20:** Does this clause still apply, since Category 1 and Category 2 are separate responses? Is it correct to assume that as indicated in Addendum 1, only one PMO vendor for Category 1 services will be awarded—and so—the awardee might have to recuse themselves from drafting specifications, requirements or designs, even if they are the only awardee? (Section 2.1.3)

**Answer:** The requirement of 2.1.3 is still relative and applicable. The Category 1 winner will be writing the work orders for the Category 2 efforts and therefore the Category 1 winner will not be able to perform any work on these initiatives. The state now has the option if it so uses to utilize Category 1 resources if the state decides that is the best course of action. Perhaps to develop strategy, approach options, solution options, module RFP development, etc. In these cases, the state will write the work orders internally.

**Question 21:** Does this clause still apply? If there is only One PMO Vendor for Category One services, per Addendum 1, what other vendor would be able to receive the work issued under this Task Order?

**Answer:** That is now correct. For Category 1, the winning vendor will receive the work issued under those work orders.

**Question 22:** Can a contractor satisfy the required qualification with their healthcare experience that are not specific to CMS or MMIS in general?

**Answer:** No, understanding and experience with the specifics such as the funding process and requirements, project deliverables, solution approaches that are mandated per CMS and/or part of the MMIS community is critical for the offeror to provide to the state as we move through modernization and modularity of our Medicaid environment.

**Question 23:** For Category 2, can a contractor propose qualified resource's resume to show our capability and represent candidate's qualification as team qualification?

**Answer:** No, do not submit resume for Category 2 personnel. The state will be looking at responder's body of work and team experience especially in response to Section 3.10.2, versus specific resumes.

**Question 24:** As far as the insurance is concerned – it should be met by the Prime contractor alone or sub-contractors as well?

**Answer:** Please refer to section 2.7 of the Master Contract, specifically section 2.7.6

**Question 25:** Can a small business be sub-contractor on multiple teams?

**Answer: See Addendum #4.**

**Question 26:** Can the State elaborate on your intention for this requirement and the role you see the PMO vendor playing? (Section 2.3.2)

**Answer:** This requirement is part of the MECL CMS requirements. The PMO provider will be supporting the review of these documents for completeness, validity, and issue tolerance. They will provide the MDH CIO with the risk profile of signing off on such a document. This will include coordination with the IV&V vendor on these deliverables.

**Question 27:** Is the TO Contractor required to name the MBE in this bid? (Section 3.12.1)

**Answer:** Yes.

**Question 28:** Is the TO Contractor required to name the VSBE in this bid? (Section 3.13.1)

**Answer:** Yes.

**Question 29:** What are the onsite requirements for the four key personnel?

**Answer:** These will be spelled out in the initial work order but includes the management of the tasks listed in 2.3.1 through 2.3.15 of the TORFP.

**Question 30:** Is the intent of this requirement to provide an entire list of the Master Contractors employees/subs on each experience or only the 4 key personnel being bid on the proposal? (section 5.4.2.G)

**Answer:** 5.4.2.G is to provide Contractor experience qualifications for the scope of work on this project. One portion of the qualification is to list what projects the key personnel worked on, but the question is on team experience versus individual personnel experience.

**Question 31:** Does the State anticipate conducting an SS-A update under this contract to complete the work described in those sections (MITA Roadmap, Concept of Operations)? (Section 2.3.1)

**Answer:** This will be determined at the work order specification. At some point, the state is intending to update the SS-A. The timing is not determined at this time.

**Question 32:** Generally, those items are found in the Project Management Plan; can you please confirm you are expecting this in the RMP and not using the RMP for managing and tracking all of the project and system requirements? (Section 2.4)

**Answer:** This will be determined at the work order level whether the initiative needs a Project Management Plan, a Requirements Management Plan or both.

**Question 33:** The [TORFP] states that "A minimum overall MBE subcontractor participation goal of 28% has been established for the aggregate of all Work Order Agreements awarded pursuant to this TORFP. The State shall assess the potential for an MBE subcontractor participation goal for each Work Order issued and shall set a goal, if appropriate." Can the state confirm this percentage is a required minimum for all bidders or is it a suggested goal? (Section 4.7.1)

**Answer:** This is a required minimum for all bidders and is not a suggested goal.

**Question 34:** If a bidder does not comply with the MBE subcontractor participation goal of 28%, is the bidder disqualified? (Section 4.7.1)

**Answer:** Please review Attachment D concerning MBE waivers. You must also supply your good faith efforts in locating and using qualified MBEs.

**Question 35:** Will the state provide specific evaluation criteria percentages in which the bidder will be evaluated? (Section 6.2)

**Answer:** Please refer to Section 6.2. The criteria to be used to evaluate each TO Technical Proposal are listed below in descending order of importance. Unless stated otherwise, any sub-criteria within each criterion have equal weight.

**Question 36:** If you are an MBE and are priming, do you meet the entire MBE goal or only 50%?

**Answer:** This was answered in Part 2 of the Vendor Questions on 1/23/2020:

“Question 40: As a certified MBE, can we cover the MBE goal requirement by ourselves or do we still have to bring in another MBE as a sub-contractor to cover the MBE goal requirements as stated in the RFP? Answer: You can cover up to 50%, but you must bring in an MBE for the remaining.”

**Question 37:** If you are a VSBE and MBE, can you meet both goals?

**Answer:** This was answered in Part 2 of the Vendor Questions on 1/23/2020:

“Question 41: If a Subcontractor is both MBE and VSBE certified can they cover both MBE and VSBE goal requirements of the RFP or do we need to have separate MBE and VSBE covering respective goals? Answer: Yes, they can cover both.”

**Question 38:** Are different references/past performances needed for each category, or can you use the same references and past performance contacts for both categories?

**Answer:** The same references can be proposed for both Categories.

**Question 39:** Can you name the company responsible for writing the specifications and requirements for this effort? If so, are they precluded from bidding on this effort?

**Answer:** A third party vendor did not write the specifications and requirements for this effort. The state wrote the requirements.

**Question 40:** Did a third-party vendor write the specifications and requirements for this effort? If so, are they precluded from bidding on this effort?

**Answer:** A third party vendor did not write the specifications and requirements for this effort.

**Question 41:** If you are a subcontractor on either Category 1 or Category 2 and are an MBE, are you precluded from pursuing other modules? Are you precluded from working on other modules if you are on an awarded team?

**Answer:** MBEs are considered subcontractors. : See Addendum #4.

**Question 42:** As per Q&A Part One, the current incumbent is NTT State & Health LLC., [our firm] would like to request MDH to provide their rate card?

**Answer:** The information is posted on the CATS+ website.

**Question 43:** What is the estimated budget for this contract?

**Answer:** We do not supply that information.

**Question 44:** Is this a new requirement or is there an incumbent(s)? If so, can you please disclose the incumbent(s) name and if possible, please provide the incumbent proposal?

**Answer:** The information is posted on the CATS+ website.

**Question 45:** To offer you competitive pricing we request the MDH to provide the incumbent's rates.

**Answer:** The information is posted on the CATS+ website

**Question 46:** As per the TORFP this is a multiple-award contract, how the vendor(s) under this contract will receive the requirement? Is there any tier system (primary and secondary) or all vendors will receive the requirements at the same time?

**Answer: Please refer to Section 3.14- Work Order Process**

**Question 47:** It is our understanding that no key personnel are required for Category 2. Is it correct?

**Answer: Yes, that is Correct**

**Question 48:** Please confirm section 3.3.5 is missing from the [TORFP] and that we should continue with the numbering scheme as presented in the [TORFP]. (Section 3.3.5)

**Answer:** That is correct. Section 3.3.5 is missing. Please continue with numbering scheme as presented in TORFP.

**Question 49:** The Key Information Sheet states that TO Proposals are to be sent to John Gullucci. Section 5.3.3 indicates proposals should be emailed to the TO Procurement Officer, Dana Dembrow. Please clarify to whom proposals should be submitted. (Section 5.3.3)

**Answer:** Send them to John Gullucci.

**Question 50:** Please clarify the password protection instructions in that you intend for the offeror to password-protect the submission documents and said passwords will be requested at a later date. (section 5.3.4)

A. All TO Proposal e-mails shall be sent with password protection.

C. ...all To Technical and TO Financial Proposals must be password protected, and the password for the TO Technical Proposal must be different from the password for the TO Financial Proposal.

Offerors shall provide these two passwords to MDH upon request.

**Answer:** We request two passwords. The Technical will be opened after 02/24/20. The Financials are only opened when the review of the technical proposal by the evaluation committee is finished.

**Question 51:** Does the state intend to send surveys to our references? If so, we would like to provide notice to our references of their possible responsibilities in this endeavor. (Section G)

**Answer:** Project references will be done over the phone.

**Question 52:** In the TORFP, evidence of insurance was to be submitted five business days after award and three copies were required. Per Q&A Part Two 01/23/2020, Question 1, evidence of insurance is now due with the proposal. Please confirm. (Section 7)

How many copies are required if submitted with the proposal? In what section of the proposal should this be located?

**Answer:** One copy with the proposal, generally at the end with other required documents.

**Question 53:** Please confirm that there are no deliverables for Category II (per Q&A Part Two 01/23/2020, Question 33), and that we do not need to address the deliverable listed in the table in section 2.5.4 of the RFP (Item 2.4.1.I Requirements Management Plan).

**Answer:** If they are required, they will be part of the work order requirements in Category 2.

**Question 54:** Please clarify the sections related to Substitution of Personnel. Per Q&A Part Two 01/23/2020, Question 44, section 3.11 – which concerns replacement of key personnel – is not applicable to Category II. Section 5.4.2.E.2.iii asks for a description of approach for quickly substituting qualified personnel after start of the Task Order and Work Orders. Please explain how this is different than Section 3.11 and its application to Category II.

**Answer:** Key personnel are not part of Category 2. Replacing personnel is a key component of both Category 1 and Category 2. In cases where personnel needs replaced, where want to understand your capabilities of having strong personnel within and across your organization and team and if not internal, what capabilities do you have in finding qualified technical replacements quickly and efficiently.

**Question 55:** As mentioned in the Q&A - Part 2, it is our understanding that the 75-pagc limit is applicable to Section 2.4 - Project Support Services response. There is no page limit for Section 3 and other parts of Section 2. Will the Government please confirm that this assumption is correct?

**Answer:** There are no page limits in either the TORFP or the master contract.

**Question 56:** Category 2 is perceived as a Staffing Support Services contract. Addressing Section 2.4, A through L requires the offeror to explain project management processes and tools, SDLC, IV&V methodologies, etc. For example, this is similar to our MD THINK contract where the bullets provided in Section 2.4 do not require us to provide a methodology, and they also seem to coincide with Category 1. We believe that demonstrating our staffing methodology is more valuable to the Government than addressing Section 2.4 targeted towards project life cycle activities. Will the government consider our methodology for staffing or Section 2.4 in our Proposed Solution? (Section 5.4.2.A.b)

**Answer:** You are correct. 2.4.1 A-L is provided as a guide to describe the types of tasks we will be requesting in the Category 2 area. We are interested in your capabilities, bandwidth, breath as an organization/team, and staffing augmentation capabilities to meet these broad types of requirements.

**Question 57:** For Category 2, should the Proposed Methodology and Solution focus on our staffing approach rather than technical and management aspects of Section 2.4? If this is indeed required, will the Government please advise where we should include our staffing methodology in the proposal solution, i.e. should it be confined to the Staffing Management Plan? (Section 5.4.2.A.b)

**Answer:** As mentioned above, we are interested in your capabilities, bandwidth, breadth as an organization/team, and staffing augmentation capabilities to meet these broad types of requirements as they relate to these technical services.

**Question 58:** Please confirm that the Offeror awarded the Category 1 – Project Management Office contract will not be prohibited from providing future Independent Verification and Validation services for non-Medicaid Health and Human Services projects. (Addendum #1 Revision #2)

**Answer:** That is correct- but it must be projects not at all associated with the Medicaid area within Maryland.

**Question 59:** For the Architect, Systems Design Key Personnel Role, will MDH accept a resource that exceeds the experience qualifications, with more than 20 years of system architecture experience, but has a bachelor's degree in an unrelated field? (Section 3.10.6)

**Answer:** This decision is at the discretion of the state. We cannot make this decision with the information provided.

**Question 60:** The state clarified that the TO Financial Proposal should be submitted in both Excel and Adobe PDF format. Should the assumptions also be listed in both formats or just included in the PDF version? That is, do you want the Assumptions filled in on the Excel Sheet – if so, which tab? (Section 5.3.5.C)

**Answer:** The assumptions included as part of the Financial Proposal should be included in both Excel and Adobe PDF format. It is at the proposer's discretion where to add these Assumptions.

**Question 61:** On Appendix 3 - Criminal Background Check Affidavit (pate 94), the third paragraph references Task Order, MICROSOFT DYNAMICS SL SOFTWARE TECHNICAL AND USER SUPPORT M00B0600019. Is this the correct Task Order? Will an addendum be issued referencing the correct Task Order title?

*"I hereby affirm that the \_\_\_ (Master Contractor) \_\_\_\_\_ has provided Maryland Transportation Authority with a summary of the security clearance results for all of the candidates that will be working on Task Order MICROSOFT DYNAMICS SL SOFTWARE TECHNICAL AND USER SUPPORT M00B0600019 and all of these candidates have successfully passed all of the background checks required under Section 2.4.3.2 of the CATS + Master Contract. Master Contractors hereby agrees to provide security clearance results for any additional candidates at least seven (7) days prior to the date the candidate commences work on this Task Order".*

**Answer: There is an error on Appendix 3. It should read "Medicaid Enterprise Systems Modular Transformation (MMT) Project Management Office (MPMO)"**

**Question 62:** Can a CATS+ primer contractor create a team with all of the required experience and utilize our sub-contractors proof points and expertise to fulfill section 3.10.2 requirements. (Section 3.10.2 Offeror Experience Category 1 and Category 2)

**Answer:** Yes, subcontractors experience can be used to fulfill experience requirements.

**Question 63:** Please confirm that Pre-Proposal Conference attendance was not a mandatory criterion for bidding.

**Answer:** Per 4.1.2 Pre-proposal Conference attendance was not mandatory.



Medicaid Enterprise Systems Modular Transformation (MMT)  
(Project Management Office) TORFP  
M00B060019  
MDH OPASS # 20-18438

**Vendor Questions & Answers - Part Four 02/06/2020**

**Question 1:** The link provided on Page 71 for downloading MBE Forms doesn't work.

**Answer:** You can access all forms on the eMARYLAND MARKETPLACE Advantage Site Go to "procurement.maryland.gov", scroll down the left side to the yellow box marked "Solicitation Attachments and Appendices." Click on that and all the current attachments appear and can be downloaded.

**Question 2:** The link provided on Page 73 for downloading VSBE Forms doesn't work.

**Answer:** You can access all forms on the eMARYLAND MARKETPLACE Advantage Site Go to "procurement.maryland.gov", scroll down the left side to the yellow box marked "Solicitation Attachments and Appendices." Click on that and all the current attachments appear and can be downloaded.

**Question 3:** Could you confirm that SVDB is equivalent to Service-Disabled Veteran-Owned Small Business (SDVSB).

**Answer:** Yes, these are equivalent.

**Question 4:** On page 16; for section 2.3.2.L, it lists only 9 PMBOK knowledge areas but there are now 10 knowledge areas that includes the missing "Project Stakeholder Management". Does MDH want to follow the current 10 knowledge areas or only the 9 listed?

**Answer:** Yes, it mentions in that statement that the list "not be limited to, the following".

**Question 5:** On page 19, for Section 2.3.10.1, it states that the "TO Contractor shall be the Point of Contact for CMS certification processes and activities". Does this apply to both the Category 1 and Category 2 provider?

**Answer:** 2.3 deals with Category 1 tasks. 2.4 deals with Category 2 services, and 2.4.1.J deals with certification.

**Question 6:** On page 26; for Section 3.1, it states that "Category 1 and Category 2 TO Contractor(s) shall schedule and hold a kickoff meeting within 10 Business Days of NTP Date." Is the expectation that the kickoff meeting is held jointly between Category 1 and Category 2?

**Answer:** Yes.

**Question 7:** Additionally, it only states that Category 1 TO Contractor needs to furnish an updated Project Schedule. Is there no requirement for Category 2 vendors?

**Answer:** No, if required this would be part of the Work Order for Category 2.

**Question 8:** On page 26; for Section 3.2.A, the statement is only for PMO Category 1 TO Contractor. Please confirm that only requirement A applies to Category 1 TO Contractors while B-E apply to all.

**Answer:** That is incorrect. 3.2 A-E applies to Category 1 TO Contractors only.

**Question 9:** Please confirm that “PMO TO Contractor” is same as “TO Contractor” as this term is not use elsewhere in the TORFP.

**Answer:** That is correct.

**Question 10:** On Page 26-27, in Section 3.2.A and 3.2.4, there appears to be a discrepancy. In 3.2.A, it states “commence PMO Base Contract Turnover activities one (1) year prior to the end date of the base Contract period” but in 3.2.4, it states “provide a draft Transition-Out Plan 120 Business Days”. Is MDH wanting activities for transition to occur as far out as 1 year and does MDH want activities to start before the Transition-Out Plan is provided as it comes after activities have started. Please confirm.

**Answer:** Yes, MDH is wanting transition to occur as far out as 1 year. The 120 days is incorrect, this should have read “1Year”.

**Question 11:** Does every labor category on the Cost Estimate Sheet (Attachment B) need a rate? (Attachment B, pg. 67)

**Answer:** Yes.

**Question 12:** If the contractor does not plan to use a particular labor category, does the contractor still need to explicitly provide a rate for it? (Attachment B, pg. 67)

**Answer:** Yes, you must be able to provide that particular labor category per future work orders and you must provide a rate

**Question 13:** Is there flexibility to modify Cost Estimate Sheet (Attachment B) in any way? For example, is the contractor able to add or take out categories?

**Answer:** No, **Do Not** Modify the Cost Estimate Sheet in any other way except to add rates.

**Question 14:** Could you please clarify the specifications on being a subcontractor? We understand that a subcontractor can partner with only 1 prime - could you please clarify if this pertains to each Category, or the TORFP as a whole? for example, can a company be a subcontractor for Prime A in Category 1, but also be a subcontractor for Prime B in Category 2?

**Answer:** No. For award, a subcontractor cannot be on Prime A's team in Category 1 as well as be a subcontractor for Prime B in Category 2. See Addendum #4

**Question 15:** Paragraph 5.4.2.E.1.b states, in part, “Provide evidence proposed personnel possess the required certifications...” Given that the State, in its response to Question 20 in the Questions and Answers (Round two), stated that Attachment 4 for each named Key Personnel should be placed in Section E, and that Attachment 4 includes a section on certifications, our interpretation is that we need not provide any additional information in response to 5.4.2.E.1.b other than the relevant Attachments 4; is that correct? (Section 5.4.2.E.1.b)

**Answer:** That is correct.

**Question 16:** Paragraph 5.4.2.E.2.i states, in part, “Identify specific names and provide history...”

- a) Our interpretation is that the State’s intent for our response to this requirement is that we will describe the Team Composition in terms of the specific individuals (for CAT 1 Key

Personnel) and proposed LCATs for other members of the team (for both CAT 1 and CAT 2); is that correct?

- b) As a corollary, our interpretation is that we should not describe Team Composition in terms of the companies on our team; is that correct?

**Answer:** a) That is correct.

- b) That is not correct. The state is interested to understand what resources are being provided by the various companies on your team.

**Question 17:** Paragraph 5.4.2.G.b State of Maryland Experience states, in part, "...the Master Contractor shall submit a list of all contracts it currently holds or has held..." May we also submit State of Maryland experience from subcontractors on our team?

**Answer:** Yes.

**Question 18:** Paragraph 5.4.2.G.d Confidentiality of the TORFP requires the Offeror to "furnish a list that identifies each section of the TO Technical Proposal where, in the Offeror's opinion, the Offeror's response should not be disclosed by the State under the Public Information Act." Our understanding is that the Act requires the provision of a redacted proposal that reflects these judgments. Our interpretation is that submittal of such redacted versions need not be done at the same time as submittal of the TO proposal as specified in the TORFP and can be subsequent to the due date for submittal of the TO proposal for evaluation. Is that correct?

**Answer:** Generally, vendors submit the redacted proposal at the same time as the Technical Proposal.

**Question 19:** Do we follow the TORFP for the page limit for the Executive Summary? Or may we have 2 pages as indicated in the second set of questions?

**Answer:** You may have up to two (2) pages for your Executive Summary response.

**Question 20:** As a follow up to Question 53, PMO TORFP Questions & Answers (Part-Two).pdf, the State is expecting us to, submit separate proposals (Technical and Financial) for Category 1 and Category 2, should the offeror decide to submit for both. And for each category, The Technical proposal will be a single document adhering to section 5.4 and, The Financial proposal adhering to Section 5.5, however, will be filled as follows.

- i. Table 1, Category 1 - alone will be filled and be part of Category 1 Submission
- ii. Table 2, Category 2 - alone will be filled and be part of Category 2 Submission.

**Answer:** Yes, you are correct.

**Question 21:** MBE Forms D-1 A, as per Section 7, is to be submitted with the Work order proposal. Whereas,

- a. the pre-TORFP Transcript, lines 18 to 21, read "The MDOT certified MBE Utilization and Fair Solicitation Affidavit, which is Attachment D1, must be fully and accurately completed and submitted in Tab O of your Proposal."
- b. And D-1 A, Part 1- Instructions, read, "This form includes Instructions and the MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule which must be submitted with the bid/proposal"

Please confirm, if D-1 A has to be part of TO Proposal response.

**Answer:** Yes, you are correct.

**Question 22:** Where are the rate cards for the current incumbent NTT State & Health LLC, is present in CATS+?

**Answer:** On the CAT+ website

**Question 23:** What is the anticipated award date for this solicitation?

**Answer:** Dependent on the amount of responses. We cannot provide this date of award at this time.

**Question 24:** Is this new requirement? If not, can you provide incumbent(s) name and contract number(s)?

**Answer:** The existing contract with the incumbent does not contain all the various labor categories within Category 2. The current incumbent is NTT State & Health LLC.

**Question 25:** If a CATS approved vendor has submitted an application to expand their functional areas, and are waiting on approval, will their proposal response be considered?

**Answer:** At this time OSP has no applications t extend functional areas.

**Question 26:** Section 5.4.2. (G, a) Master Contractor and Subcontractor Experience and Capabilities reference Section 3.10.2 states, "Provide up to three examples of engagements or contracts the Master Contractor or Subcontractor, if applicable, has completed that were similar to the requested scope of work". Of the 3 required similar engagement examples, is there a minimum or maximum number of relevant engagements that must come from the proposed Master Contractor on a team? (Example: Master Contractor submits 1, and Subcontractor on team submits 2/ Master Contractor submits 0, Subcontractors submit 3)

**Answer:** No there is no minimum engagements that must be provided by the Master Contractor.

**Question 27:** Will responses that have majority of similar engagements submitted from subcontractors on the team be evaluated less favorably vs. responses where the Master Contractor has submitted more relevant engagements?

**Answer:** No. The engagements will be evaluated on their relevance, Medicaid areas and solutions covered, and sophistication of services and solutions provided.

**Question 28:** Will submitted similar engagements that were performed as a Master Contractor/PRIME Contractor be evaluated more favorably vs. those performed as a Subcontractor?

**Answer:** No. The engagements will be evaluated on their relevance, Medicaid areas and solutions covered, and sophistication of services and solutions provided.

**Question 29:** 5.5.1 The TO Financial Proposal states, "shall contain all price information in the format specified in Attachment B - Financial Proposal Form. The Offeror shall complete the Financial Proposal Form only as provided in the Financial Proposal Form Instructions and the Financial Proposal Form itself". Is a MS Word version acceptable to accompany the Excel Attachment B? If so, how should it be submitted? Should both the word doc and Excel document be password protected and submitted separately?

**Answer:** No, a MS Word format is not acceptable to accompany the excel Attachment B. Per Section 5.3.5.C TO Financial Proposal consisting of:

1. TO Financial Proposal and all supporting material in PDF format,

2. The TO Financial Proposal in searchable Adobe PDF format, a second searchable Adobe copy of the TO Financial Proposal, redacted in accordance with confidential and/or proprietary information removed.

**Question 30:** It is indicated that there is no page limit in the email sent on Jan 27. Is it applicable to executive summary as well, can it be more than one page? One-page limit for executive summary seems to be insufficient.

**Answer:** We have changed this requirement and will allow the Executive Summary to be two (2) pages.

**Question 31:** Are the companies awarded under Category 2 precluded from the future RFPs to be released by MDH as part of the MMT Roadmap.

**Answer:** If a work order has the Category 2 awardee working on specific requirements and specifications of a future RFP on the MMT Roadmap then yes you will be precluded from bidding. You are not precluded by just being a Category 2 awardee.

**Question 32:** Can the offeror choose to bid Category 1 or Category 2? If we choose to bid only one of the categories should we ignore the requirements for category we are not bidding.

**Answer:** The answer is yes offeror can bid Category 1 or Category 2. Please see Addendum 4. Yes, you can ignore the requirements in Section 2 and Section 3 that apply to the Category you are not bidding.

Revisions (in Addendum 4):

2.1.2 MDH intends to award this TORFP as follows:

A. Awards will be made to CATS+ Master Contractors that propose the most qualified teams of resources to meet the requirements for the CMS MITA Standards.

B. There will be one (1) TORFP awarded for Category 1 – Project Management Office.

C. There will be two (2) TORFPs awarded for Category 2 – Project Support Services.

D. Offerors may submit proposals for either category or for both categories.

E. The Category 1 award will be made first.

F. The TO Contractor awarded Category 1 is not eligible to be awarded Category 2.

G. Subcontracting:

1) TO Contractors awarded either category are not eligible to be subcontractors on the other category.

2) Subcontractors are only eligible to participate in one (1) TORFP.

All other terms and conditions remain unchanged.

**Question 33:** Please clarify if the State is looking for us to identify every non key resource name for Category 1 based on Section 3.10.3 “. In addition to providing Appendix 4 for all proposed Key Personnel, each proposal must also specify the position descriptions, titles, and areas of responsibility of the personnel who actually will work on the project”.

**Answer:** Only the Key Personnel need to be names in the TORFP responses.

**Question 34:** It is indicated that there is no page limit in the email sent on Jan. 27<sup>th</sup>. Is it applicable to Executive Summary as well, can it be more than one page? One-page limit for Executive Summary seems to be inefficient.

**Answer:** We have changed this requirement and will allow the Executive Summary to be two (2) pages.

**Question 35:** Are the companies awarded under Category 2 precluded from the future RFPs to be released by MDH as part of the MMT Roadmap.

**Answer:** If a work order has the Category 2 awardee working on specific requirements and specifications of a future RFP on the MMT Roadmap, then yes, you will be precluded from bidding. You are not precluded by just being a Category 2.