

CATS + TORFP - LTSS Technical Oversight
M00B0600318 / MDH/OPASS 21-18149
Final Questions and Answers
August 19, 2020

1. Regarding Section 2.2.2

Are there any LTSS programs not supported by the LTSS system? If so, which programs and how are they administered and managed?

Answer: Yes, there are a few remaining programs within the Office of Long Term Services and Supports (OLTSS) not using LTSSMaryland. MDH has planned implementation of the remaining programs including the Model Waiver, the Autism Waiver, and the Home Health program. Additional participant services, administrative tasks, and system upgrades are also planned.

2. Regarding Section 2.2.2

Could MDH provide more details about (#1) any identified new business functions to be added to LTSS?

Answer: Please see the response to Question 1. Similar to programs currently in LTSSMaryland, these are all home and community-based services that serve different populations. Please note that the vendor is not required to have subject matter expertise, however, project management experience in the health and human services may be referenced in the proposal.

3. Regarding Section 2.2.3.1

Is an electronic asset verification system embedded into the current system? If not, how is asset verification being accommodated?

Answer: The terminology for "asset verification system" may be interpreted differently. LTSSMaryland does not use an Asset Verification System to obtain financial information regarding applicant eligibility. The State completes financial eligibility through other State-based solutions.

LTSSMaryland does use an "asset" management system to detect, identify, manage, and maintain network infrastructure devices.

4. Regarding Section 2.3.2.1

Will MDH provide knowledge transfer sessions at the project start of the TO contract between the selected TO master contractor and the LTSS software vendor (s)? Or, will this be the

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responsibility of the TO master contractor and if so, will MDH require adequate time from the LTSS software vendor(s) to provide knowledge transfer to the TO master contractor?

Answer: MDH will provide adequate time and access to the LTSS Maryland vendors and outgoing technical oversight contractor. The TO master contractor will have full access to the system, management software, the software development and operations and maintenance vendor key personnel, as well as all available user guides and architecture documentation.

The vendor should propose explicitly how they will utilize the transition-in period and state all assumptions during that time to successfully transition to managing day to day oversight operations.

5. Regarding Section 5.4.2

Please confirm that State of Maryland specific experience can be included as part of E.1 (RFP states F.1) contractor experience.

Answer: Where applicable, State of Maryland experience may be included in both E.1 and E.2.

6. Will the State accept e-signatures?

Answer: Section 5.3.3 A of the TORFP authorizes offerors to submit T.O. proposals by the electronic means of e-mail to the Procurement Officer's address listed in the Key Information Summary Index. An e-mailed proposal may include electronic signatures. Please note that Section 5.4.2B requires a signature on the transmittal letter and 5.4.2H requires the completion and signature of all mandated forms. In all cases the signatures must be clear and visible.

Please note further that Section 5.3.1 prohibits T.O. Proposals by facsimile. Finally, under Section 5.3.3B, offerors wishing to provide a paper copy must contact the Procurement Officer for instructions."

7. Regarding text on Page i - Primary Place of Performance: Maryland Department of Health 201 W. Preston Street, Baltimore, MD 21201

During the current and any future periods of quarantine protocol associated with Covid-19 or similar conditions, what is the State's plan for the selected Technical Oversight (TO) vendor to perform its duties off-site and virtually? How is virtual work being performed by the current TO vendor? Is the State willing to consider an off-site vendor for this project (with appearances at the Preston Street location for key meetings, milestones, and reports to project sponsorship)?

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Answer: Currently, all work on the LTSSMaryland project is being done through telework and teleconference. Daily and weekly check-ins are conducted via Google Meeting or vendor solution. Documents are shared via email, secure email, management software such as ServiceNow and Azure DevOps, SharePoint, and the State's Google shared drive.

The State will adhere to the Governor's executive orders regarding re-opening and meeting guidance.

8. Regarding text in Section 2.2.1 Project Background -

The LTSS System is a custom-developed software solution for the State of Maryland designed to be expanded to support MDH's various business units. As such, modification and expansion of the underlying technology (i.e. custom and COTS software, networking gear, hardware and other technical infrastructure elements) are integral elements that support the expanding business functionality in the LTSS System. As the number and complexity of State waiver programs included in LTSS grows, so does the need for a flexible, responsive technology solution to manage the large volumes of data stored and accessed within the system and meet the State's evolving business needs.

Incremental modernization of a custom-built application to support scalability can and frequently does involve re-architecture at both the enterprise and solution levels, as well as re-platforming of primary functions to established commercial-of-the-shelf (COTS) applications and flexible hosting solutions such as cloud migration. Will the selected TO vendor be asked to address these issues and identify cost-effective opportunities for replatforming as part of this engagement? Or has the State finalized both its technical development and hosting strategies? if the latter, can the State share the alternatives analysis on its LTSS modernization approach submitted to CMS as part of its Advance Planning Document (APD) for project funding?

Answer: The selected TO vendor will be asked to address these issues and identify cost-effective opportunities. The State is prepared to revisit its technical development and hosting strategies should the need arise. The TO vendor is tasked with leading an Architectural Review Board with all LTSSMaryland vendors to agree on long term strategy.

The State has agreed to move forward with the final phase of its re-platforming initiative from RavenDB to SQL as well as certain reporting upgrades.

9. Regarding text in Section 2.3.2.11 -

Maintain up to date system artifacts including:

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- *O&M documentation including an operations configuration management repository including operations configuration management deliverables, development and operations and maintenance configurations,*
- *Software development artifacts (e.g., design documents, project schedules), and*
- *Any artifact agreed on with the TO Manager.*

Is there an existing artifact collaboration tool already in use? If yes, would the state prefer the new Technical Oversight vendor take over operation of that instance of the tool, or set up a new version?

Answer: The TO vendor should leverage all existing applications already in place. The vendor will not take over operation of these tools. MDH will consider recommendations from the TO vendor to improve its existing tools.

10. Regarding text in Section 2.4.1 (E) -

E. For any written deliverable, the TO Manager may request a draft version of the deliverable, to comply with the minimum deliverable quality criteria listed in Section 2.4.3 Minimum Deliverable Quality. Drafts of each final deliverable, except status reports, are required at least two weeks in advance of when the final deliverables are due (with the exception of deliverables due at the beginning of the project where this lead time is not possible, or where draft delivery date is explicitly specified). Draft versions of a deliverable shall comply with the minimum deliverable quality criteria listed in Section 2.4.3 Minimum Deliverable Quality.

The leading sentence seems to indicate drafts may be required, but the next sentence implies all final deliverables will require drafts. Will all deliverables (except status reports) require a draft be created?

Answer: Unless otherwise specified, all submissions generally require the review of a draft version. Any final submission not requiring a reviewed draft must be agreed upon with the State.

11. Regarding text in Section 5.3.5 -

TO Financial Proposal Consisting of: 1) TO Financial Proposal and all supporting material in Microsoft Word format, version 2007 or greater"

Would the State prefer the Financial Proposal in Microsoft Word or Microsoft Excel format?

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Answer: The financial proposal should be submitted using the pre-formatted Microsoft Excel document provided.

12. Regarding text in section 5.4.2 -

The Offeror shall submit any Minimum Qualifications documentation that may be required as set forth in TORFP Section 1.

Could the State please expand on what documentation may be required to demonstrate Minimum Qualifications are met.

Answer: The links shared within Section 1 have specific requirements which cover Education, General, and Specialized Experience. Please refer to DoIT's Consulting and Technical Services + (CATS+) RFP linked in Section 1 for more information (section 2.9).

<https://doit.maryland.gov/contracts/Documents/CATSPlus2016/060B2490023-2016CATSPlus2016RFP.pdf>

13. Regarding text in Appendix 5- Nondisclosure Agreement -

When to submit: Before proposal, as directed.

Would the State prefer Appendix 5 submitted with the proposal or before proposal submission?

Answer: The non-disclosure agreement should be submitted with the proposal.