



1. *Question: In order for vendors to adequately incorporate the responses to the questions due June 30, and understanding that the state will respond to questions approximately two weeks after question submittal date, will the state provide a two week extension of the current due date from July 24, until August 7?*
Answer: MDH is extending the due date for Questions, as well as for the proposal due date, as follows:
 - Questions Due: July 18, 2017 at 3:00 PM Local Time
 - Bids Due: August 10, 2017 at 2:00 PM Local Time
2. *Question: The TORFP states that 600,000 calls are received monthly. What is the average call length for these calls?*
Answer: The average call duration for May 2017, which is consistent with prior months, is 1:12 (MM:SS) per call. Refer to the chart in Answer to question 6 (e) for breakdown by day. This metric does not include the TEFT project, which has not been fully implemented yet.
3. *Question: What is the total budget limitation of this TORFP?*
Answer: Funding and cost estimates are not available.
4. *Question: Please share the details of the incumbent or vendor currently providing the same services along with last year's expenditure?*
Answer: The incumbent for the current LTSS O&M is Conduent; however, this TORFP is not exactly the same scope of work as being performed by the incumbent. Expenditure data is not available.
5. *Question: Is it possible to attend the pre-bid conference via teleconference, if yes then please share the dial in details of the same?*
Answer: Teleconference is not an option for the pre-bid conference.
6. *Question: ISAS IVR Questions:*
 - a. *The monthly IVR calls by month throughout the past year*
 - b. *The average end-to-end call time*
 - c. *The average hold time*
 - d. *The abandoned call rate*
 - e. *The percentage of calls by hour of the day, days of the week, and days of the month*



f. *The current call script*

Answer: ISAS IVR Answers

a. The monthly IVR calls by month from July 2016 thru May 2017 are provided in the following table. This report showcases the total number of calls the IVR handled, and displays the breakdown of IVR user activity.

Normal: Normal call end. The IVR told the caller goodbye after transactions were completed.

Transfers: Caller was transferred to Helpdesk at the caller request or after entering incorrect input 3 times

Other Hang-ups: Caller hung up before a transaction was completed or verified (eg. Press 1 to confirm)

Closed: Attempted Transfer when business hours are closed. Caller heard the “after-hours” messaging but decided NOT to leave a voicemail message at the Help Desk.

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Normal	407,431	423,182	411,745	424,087	420,559	432,289	435,202	404,800	455,948	434,265	467,562
Transfers	1,080	1,109	1,094	1,379	1,146	1,065	1,043	949	1,129	1,019	1,134
Closed <small>(requested xfer but heard closed msg)</small>	1,968	1726	1,693	1,719	1,569	1,741	1,716	1,622	1,804	1,932	1,854
- 9SSN Entry	2,944	3,103	2,912	3,062	3,149	2,980	3,217	2,822	3,520	3,246	3,746
- Clock In Out Menu	934	856	888	852	834	841	856	790	960	905	1,052
- Clock In Success Menu	1,882	1,968	1,777	1,787	1,705	1,747	1,734	1,766	1,846	1,717	1,961
- Clock Out Success Menu	1,987	1,981	1,927	1,862	1,805	1,876	1,830	1,724	1,983	1,734	1,910
Total Calls Handled	418,226	433,925	422,036	434,748	430,472	442,539	445,598	414,473	467,190	444,818	479,219
Other Hang-ups	36,003	37,217	37,318	37,964	38,394	36,890	35,952	34,821	39,130	37,115	40,386

b. See answer to Question #2.

c. The ISAS IVR does not have hold time, as the call flow is fully automated.



- d. The abandoned call rate is not available; however, the chart in item 5 (a) includes the number of hang-ups.



e. The chart below provides the ISAS IVR calls per day for the Month of May:



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LTSS O&M
Questions & Answers (1)
June 30, 2017

Report Type: **Call Volume and Transfer Statistics**
Start Date: **5/1/2017** End Date: **6/1/2017**

Summary					
Date	Calls	Minutes	Avg Call Duration (mm:ss)	Transfer Total	Transfer %
5/1/2017	19,104	23,072	01:12	58	0.3 %
5/2/2017	18,723	22,545	01:12	44	0.2 %
5/3/2017	18,845	22,577	01:12	67	0.4 %
5/4/2017	18,274	21,896	01:12	56	0.3 %
5/5/2017	18,165	21,781	01:12	45	0.2 %
5/6/2017	12,642	15,265	01:12	19	0.2 %
5/7/2017	11,336	13,669	01:12	21	0.2 %
5/8/2017	18,851	22,718	01:12	53	0.3 %
5/9/2017	18,528	22,157	01:12	41	0.2 %
5/10/2017	18,449	22,193	01:12	45	0.2 %
5/11/2017	18,091	21,764	01:12	35	0.2 %
5/12/2017	18,077	21,704	01:12	40	0.2 %
5/13/2017	12,402	14,999	01:13	15	0.1 %
5/14/2017	10,783	13,025	01:12	12	0.1 %
5/15/2017	18,936	22,880	01:12	46	0.2 %
5/16/2017	18,774	22,664	01:12	27	0.1 %
5/17/2017	18,457	22,167	01:12	37	0.2 %
5/18/2017	18,355	22,057	01:12	39	0.2 %
5/19/2017	17,958	21,819	01:13	41	0.2 %
5/20/2017	12,701	15,340	01:12	16	0.1 %
5/21/2017	11,452	13,791	01:12	19	0.2 %
5/22/2017	19,008	22,905	01:12	44	0.2 %
5/23/2017	18,808	22,551	01:12	37	0.2 %
5/24/2017	18,635	22,303	01:12	39	0.2 %
5/25/2017	18,469	22,133	01:12	39	0.2 %
5/26/2017	18,132	21,828	01:12	29	0.2 %
5/27/2017	12,511	15,173	01:13	17	0.1 %
5/28/2017	11,306	13,674	01:13	15	0.1 %
5/29/2017	16,534	19,940	01:12	46	0.3 %
5/30/2017	18,671	22,299	01:12	42	0.2 %
5/31/2017	18,629	22,246	01:12	50	0.3 %
Total	519,606	625,133	01:12	1,134	0.2 %



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LTSS O&M
Questions & Answers (1)
June 30, 2017



The chart below provides the typical weekday ISAS IVR call data by hour:

Day of: 5/31/2017

Hour of Day	Calls	Minutes	Volume %	Average Call Duration (mm:ss)	Transfers	Transfer %
Midnight-1:00	125	146:06	0.7 %	01:10	1	0.8 %
1:00-2:00	61	69:00	0.3 %	01:08	1	1.6 %
2:00-3:00	29	34:30	0.2 %	01:11	0	0.0 %
3:00-4:00	21	21:06	0.1 %	01:00	0	0.0 %
4:00-5:00	51	55:48	0.3 %	01:06	0	0.0 %
5:00-6:00	257	292:00	1.3 %	01:08	0	0.0 %
6:00-7:00	600	706:24	3.2 %	01:11	1	0.2 %
7:00-8:00	1,043	1219:06	5.5 %	01:10	1	0.1 %
8:00-9:00	1,525	1806:48	8.1 %	01:11	5	0.3 %
9:00-10:00	1,365	1617:00	7.3 %	01:11	2	0.1 %
10:00-11:00	846	994:12	4.5 %	01:11	1	0.1 %
11:00-12:00	647	766:18	3.4 %	01:11	1	0.2 %
12:00-13:00	735	875:24	3.9 %	01:11	1	0.1 %
13:00-14:00	996	1190:06	5.3 %	01:12	2	0.2 %
14:00-15:00	1,382	1632:36	7.3 %	01:11	2	0.1 %
15:00-16:00	1,363	1620:48	7.3 %	01:11	1	0.1 %
16:00-17:00	1,249	1500:24	6.7 %	01:12	8	0.6 %
17:00-18:00	1,236	1492:12	6.7 %	01:12	3	0.2 %
18:00-19:00	1,076	1326:48	6.0 %	01:14	3	0.3 %
19:00-20:00	1,051	1287:36	5.8 %	01:14	12	1.1 %
20:00-21:00	991	1199:30	5.4 %	01:13	1	0.1 %
21:00-22:00	858	1033:24	4.6 %	01:12	2	0.2 %
22:00-23:00	620	747:12	3.4 %	01:12	1	0.2 %
23:00-Midnight	502	612:00	2.8 %	01:13	1	0.2 %
Total	18,629	22246:18	100 %	01:12	50	0.3 %

f. The MDH ISAS IVR call flow is provided as a separate attachment to these questions and answers.

7. Question: Please provide any data from the pilot conducted on the TEFT IVR:

a. The total number of TEFT calls in the pilot

b. The average end-to-end call time



- c. The average hold time
- d. The abandoned call rate
- e. The percentage of calls by hour of the day, days of the week, and days of the month
- f. The verification parameter of the valid stakeholder initiating the call (e.g. user name, ID number, etc.)

Answer: The TEFT IVR pilot has not yet been started, thus metrics are not available. The call flow is provided as Attachment 22 of the TORFP and includes verification parameters.

8. Question: Please provide the following for the Help Desk Operation:

- a. Current number of Help Desk agents assigned to this contract
- b. The average call length
- c. The average wrap time of the call
- d. The average hold time
- e. The abandoned call rate
- f. The percentage of calls by hour of the day, days of the week and days of the month
- g. The call script used by the agents
- h. The current authentication factors
- i. The current Help Desk tool used to log, route and track help desk requests
- j. The percentage of calls which are "password reset" related
- k. The percent or number of calls by type of calls (e.g. applications, network, IVR, maintenance, etc.)
- l. The percent or number of calls by escalation or severity level (e.g. critical, severe, low priority)
- m. The percent of calls referred to Tier 2, and Tier 3

Answer: Below are answers to the Help Desk Operations questions.

a. Current number of Help Desk agents assigned to this contract
Current Help Desk has between 1 and 3 representatives addressing inquiries during Help Desk hours. The total number can fluctuate and depends on a company's Help Desk operations model.

b. Average call length, 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



- c. The current vendor’s approach for handling inquiries is to completely document the inquiry during the call. Thus “wrap time” is not an aspect to how the current vendor addresses Help Desk inquiries.
- d. The average time a call to the Help Desk is on hold prior to transfer to voicemail is provided in units of minutes in the chart below:

	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	1.37	0.52	0.52	0.47	0.57	0.55	1.02	1.15	1.25	0.00	1.07	0.43	0.37	0.09	0.43	0.46
LTSS	1.19	0.38	1.15	0.56	0.48	0.38	0.31	0.26	0.34	0.33	0.08	0.41	0.33	0.42	0.30	0.40

- e. The Help Desk abandoned call rate is 1.5%.
- f. The percentage of calls by hour of the day, days of the week and days of the month – we are gathering this information and will provide the answer in a follow-up response.
- g. The call script used by the agents:
 1. May I have your name?
 2. What organization do you work for?
 - a. *For ISAS calls, follow up question: What is your provider number?
 3. How can I help you today?
 4. Follow up questions are asked based on the description of the issue.
- h. The current authentication factors:
 - ISAS calls – Help Desk representatives ask for caller’s name and provider number of agency
 - LTSS calls – Help Desk representatives ask for caller’s name and name of organization they work for. They may also ask what role they perform in the system (supports planner, medical daycare etc.)
- i. The current Help Desk tool used to log, route and track help desk requests is ServiceNow.
- j. The percentage of calls which are categorized as “Login Account Locked Out” is 5.06%.



k. The percent or number of inquiries by type:

- Application: 5.96%
- Account Lock Out: 5.06%
- Billing: 3.63%
- Database: 0.39%
- IVR: 4.84%
- *OTP: 2.34% *One Time Password (OTP)
- Claims: 0.02%
- Client Management: 14.47%
- System Access: 12.43%
- Training: 0.43%
- Usage Issue: 50.43%

l. The number of calls by escalation or severity level are as follows:

	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
Total Tickets	1029	749	816	894	1217	1042	1239	1242	1297	1087	1097	1144	970	1164	1578	1188
High Priority	20	5	10	13	7	6	6	12	10	5	5	5	1	4	7	7
Normal Priority	931	687	740	845	951	950	1054	1205	1151	1060	969	1071	376	6	131	6
Low Priority	78	57	66	36	259	86	179	25	136	22	123	68	593	1154	1440	1175

m. The percent of calls referred to Tier 2, and Tier 3 are as follows:

	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
Total Tickets Created	1029	749	816	894	1217	1042	1239	1242	1297	1087	1097	1144	970	1164	1578	1128
Tickets Escalated to FEI	63	57	37	15	13	5	3	13	9	14	32	36	33	32	87	35
Tickets Escalated to DB Support	0	4	22	0	0	0	0	1	0	0	0	0	0	2	12	2
Tickets Escalated to DHMH	65	26	18	20	0	2	0	0	4	4	6	5	2	1	1	1
Tickets Escalated to Tier 2	0	0	3	20	6	1	1	4	1	0	2	1	0	1	2	0
Escalated Ticket Rate	12%	12%	10%	6%	1.56%	0.77%	0.32%	1.45%	1.08%	1.66%	3.65%	3.67%	3.61%	3.09%	6.46%	3.37%
First Contact Resolution Rate	87.56%	88.38%	90.20%	93.85%	98.44%	99.23%	99.68%	98.55%	98.92%	98.34%	96.35%	96.33%	96.39%	96.91%	93.54%	96.63%

9. Question: What is the anticipated starting date for this task?

Answer: The Department would like to start in late-November or early-December.



10. *Question: Is the list of supported modules in section 3.3 of the TORFP complete?*
Answer: This list is accurate to the extent of MDH's ability to predict what business will engage in the LTSS tool during the course of this contract. Changes to this list may occur during the course of this contract.
11. *Question: Is the list of system software in section 3.3.1 complete?*
Answer: In the TORFP, the Commercial Off-the-Shelf (COTS) software listed in section 3.3.1 and Attachment 20 LTSS System Technical Infrastructure Design are the major COTS software packages involved in the LTSS System design. It is possible for the TO Contractor to provide alternative solutions that could impact the COTS software listed in section 3.3.1.
12. *Question: For the 1.6 million lines of custom code described in section 3.3.1, is it principally oriented toward the RavenDB, or is there another focus?*
Answer: RavenDB is the transactional database for the LTSS System. The custom software for transaction-related processing engages the RavenDB but also performs non-RavenDB-related functions.
13. *Question: What database is being used under the legacy systems?*
Answer: Ravendb is the transactional database. SQL Server is the reporting and ad hoc database.
14. *Question: What is the hardware and software specifications of the existing technical infrastructure that is described as "inadequate" in section 3.3.2?*
Answer: The as-is hardware and software is a scaled-down version of the specification in the TORFP.
15. *Question: What is the location of the current primary data center?*
Answer: Baltimore, Maryland
16. *Question: What is the location of the current secondary data center?*
Answer: Valley Forge, Pennsylvania
17. *Question: Other than in the U.S., is there a restriction on the location of the data centers, or a maximum distance from DHMH?*



Answer: Anywhere in the Continental U.S. is allowable, as long as they are at least 50 miles apart.

18. *Question: TORFP states that “Key Personnel proposed under this TORFP must meet all minimum qualifications for the labor category proposed, as identified in the CATS + Master Contract Section 2.10.” This section is also addressed in Attachment 5. But there is no section 2.10. Should this be “Section 2.2”?*

Answer: The citation is correct. The CATS+ Master Contract refers to the DoIT Master Contract under which this TORFP is executed. Refer to the following link to DoIT’s CATS+ RFP:
<http://doit.maryland.gov/contracts/Pages/ContractLibraryCATSPlus.aspx>

19. *Question: Will the list of experience in section 2.2 applicable to all personnel added to the TO, or just the key personnel?*

Answer: Key personnel

20. *Question: Other than a PMP for the Project Manager, is a certification required for any position under this TORFP?*
Answer: No, however relevant experience may be considered in lieu of the PMP certification. The proposal should justify how additional experience is relevant for consideration as a substitute for the PMP certification.

21. *Question: Does a failure to include the optional elements of the TORFP in the proposal prejudice the evaluators against the offeror?*

Answer: No

22. *Question: If an offeror is chosen that does not propose to the optional elements of this TORFP, will an additional TORFP be created to obtain bids for those elements?*

Answer: The Department reserves the right to obtain those services that are listed as optional elements in this TORFP through any procurement means available that suits meeting those needs.



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LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
2	1	General	General	Since questions are due June 30, and the state will need time to prepare detailed responses, will the state please extend the rfp due date by three weeks, to August 11?	See Answer to Question 1 from June 30, 2017.
3	2	General	General	How long does the state anticipate that it will take to get a full response to these questions? Will responses be returned all at once or as they are answered?	Questions are answered as promptly as possible as they come in. Responses are sent out as they are ready.
4	3	General	General	Please provide the total user base (number of users)	Currently, there are approximately 1,200 unique users to the web-based LTSS System. There are planned expansions to the user base, as described in the TORFP.
5	4	General	General	Please provide Attachment 20 as discussed at the preproposal conference.	Attachment 20 is already available in the TORFP document.
6	5	General	General	Are Cloud based architectures acceptable? Are there specific certifications cloud based vendors need to provide?	The transactional database RavenDB does not support a cloud based architecture. However, the IVR may be cloud based, as it interacts with the transactional database via web services.
7	6	General	General	Is there a page limitation on the RFP response?	<p>There is no limit to the number of pages. 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 emails.</p> <p>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.</p>



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LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
8	7	General	General	Does the state have specific resources that should be retained? Is there an expectation of Operational Staff being rebadged?	No, the State does not have expectations on this subject.
9	8	General	General	Excluding the defined enhancements, does the current system meet / exceed all the operational requirements / SLA's listed in the RFP? If not, are the gaps significant?	The current LTSS O&M Task Order (TO) Contractor has missed 1 SLA for system availability, since the cutover in late-January 2016. Note that the current TORFP does not have the same SLAs, as this is a different solution.
10	9	General	General	How many SLA violations have occurred in the past year? How are SLA's currently measured?	See answer to question #8. SLAs for the current LTSS System can be found in CATS+ TORFP # M00B5400373.
11	10	Section 3.3	26	What are the functionalities and features anticipated to be available in the Provider Portal (PP) for the LTSS?	The Provider Portal (PP) will improve the existing functionality by updating the user interface (UI) for how Medicaid service providers interact with Claims and Clock-In/Out Services
12	11	Section 3.3.2	27	As the current infrastructure is not transferable, will the existing infrastructure be operated in a parallel environment while the new infrastructure is being built and tested? If so, is operations for the existing structure part of the SOW or will that be maintained by the existing vendor until the new Data Center is operational and tested?	Yes, the current LTSS System will operate in parallel and be the responsibility of the current TO Contractor while the new LTSS System is built and tested.
13	12	Section 3.3.2	28	As this is designated a 24x7x365 system, what is the time for failover between DC?	The failover time should minimize impact to system availability and avoid loss of data. Service Level Agreements (SLAs) are established to meet the recovery point objective. See Section 3.6.7.6 Service Level Measurements Table (System performance) #9 for Declared Disaster. Also see Section 3.6.7.6 Service Level Measurements Table (System performance) #7.



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LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
14	13	Section 3.6	29	Are there any restrictions on Technical Environments including Cloud based providers, locations, or certifications?	Regarding the portion of the question regarding cloud based providers, refer to the answer for question #5. Regarding locations, refer to section 3.6.5.2 for the Data Center locations requirement. Regarding certifications, refer to the Data Center requirements listed in the TORFP.
15	14	Section 3.6	29	Are current COTS licenses or existing maintenance contracts transferable? If adjustments in COTS Licenses are required due to volume modifications, are credits available for existing COTS licenses?	The current TO Contractor owns all COTS licenses.
16	15	Section 3.6	31	Can we get an architecture interface diagram / technology stack for existing SSO Software?	See Attached PDF "SSO Flow" diagram.
17	16	Section 3.6	31	Is the existing custom developed claims translator imbedded within the claim processing engine or is it architected as an external API?	The existing customized EDI translator is imbedded in the claims processing engine. There is no API.
18	17	Section 3.6.3.8	37	How many Helpdesk agents are currently assigned to the LTSS? How many backup agents are available during peak periods? When are peak periods?	Already answered. See Answer to Question 8 (a) from June 30, 2017.
19	18	Section 3.6.3.8	37	What is the percentage of Tier 2 and Tier 3 helpdesk calls and what are the current time of resolution for Tier 2 and Tier 3 calls? What is the first resolution percentage of Tier 1 calls? What is the percentage of call-backs from the Helpdesk to the user in Tier 1 calls?	Already partially answered. See Answer to Question 8 (m) from June 30, 2017 for percentage of Tier 2 and Tier 3 calls, as well as the first resolution percentage of Tier 1. Call-back percentage data is not tracked at this time.



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LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
20	19	Section 3.6.3.8	37	Please provide the data of root cause analysis during the past 6 months.	Root Cause Analysis (RCA) documentation may contain sensitive information, which could delay providing it to answer this request in a timely manner. RCAs over the past 6 months have identified areas for improvement in human-executed processes, including missed steps, errors in execution and defects introduced in the custom software. There have been no hardware or system architecture failures in this period.
21	20	Section 3.6.3.8	37	What is the mean time of resolution to the time of initial helpdesk calls?	The mean time of resolution is not tracked at this time. However, a good idea of this metric can be obtained by analyzing the first resolution percentage addressed in the answer to Question #18 with the average call duration as answered to Question 8 (b) from June 30, 2017.
22	21	Section 3.6.4.9	38	Are existing environments VMWare based already or is this a migration from a physical hardware platform to a virtualized platform?	The current environments are VMware based.
23	22	Section 3.6.5.5	49	How is the current vendor securing the social security number being used to validate the clock in-clock out function? How are State users validated? Will the validation method be kept the same for the TEFT IVR as the base LTSS IVR?	Data is secured through data encryption. Access is secured through Secure Socket Layer (SSL). Assuming that the reference to State users is Department personnel, they do not use the IVR; therefore, there is no State users validation. The TEFT IVR and LTSS IVR users are different. Refer to the IVR Flow diagrams for further information.
24	23	Section 3.6.5.5	49	How is the provider check in/out data validated by the State? Are there reconciliation being performed with other data and if so, how is that accomplished?	Provider clock-in/out is verified in real-time during the call through a web service to the LTSS system. Please refer to the IVR Workflow
25	24	Section 3.6.5.5	49	What is the backup or manual method of checking in/out for providers if they failed to connect via the IVR? Are there overrides or system updates by the State administrators?	Providers may enter a limited number of clock in/outs through the LTSS website if the providers forget or fail to connect via the IVR.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
26	25	3.6.7.6 SLA#7	64	Validation: SLA % are calculated based on monthly availability and reset each month?	<p>The following SLAs are based on monthly measurements, reset each month: Operations Help Desk (ID#s 1-5) Hosting (ID# 7)</p> <p>The following SLAs are based on an individual occurrence: Operations - Claims Processing (ID# 6) Hosting - System Response Time Issue Resolution (ID# 8) Hosting - System Recovery (ID# 9) Start-up Period (ID# 10)</p>
27	26	3.8	72-79	Tools are specified as Office 2007 products which were end of support by Microsoft on April 11, 2017. Can this be assumed to be a more current version of office? Is there a specific version the state is requiring? If so, is there a specific roadmap for modernization that should be considered in this RFP?	The oldest version allowable is Office 2007. Newer, more current versions are acceptable.
28	27	3.15	87	Can we get a copy of current MDMH CMS MARS-E audit posture	Minimum Acceptable Risk Standards for Exchanges (MARS-E) do not pertain to the LTSS System, as it is not an Exchange or Marketplace.
29	28	Section 20.2	164	Are following documents available and current: Solution Building Blocks (SBB), (a) Solution Architecture Document (SAD) and Application Architecture Document (AAD) available for IVR and integration to the MDMH platform System matrix inventory	These documents are not available.
30	29	Section 20.3.1	165	Are all Cisco gear under maintenance, current patch level or EoL (End of Life)? Will system matrix inventory show the details?	Current equipment is not the property of the State and does not transfer. The successful TO Contractor shall provide all equipment and should not expect transfer of any existing equipment.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
31	30	Section 20.3.1.5	170	(1) Is the WAN connection telco provider private or publicly available i.e. AT&T, Century Link, Sprint, etc. (2) Does ATOS or current incumbent have proprietary 'blended' internet meshed in the datacenter via special equipment; i.e. Shared BigIP, meshed network, etc.	1) WAN is privately owned by the data center hosting company. 2) We are not aware of the incumbents propriety infrastructure.
32	31	Section 20.3.2	171	(1) What is the basis of design for business expansion and growth? (a) Compute (b) Storage (c) Bandwidth (2) How are business systems currently mapped (a) Facilities (b) Network (c) Operations (3) Do we access to MEP (Mechanical, Electrical and Plumbing) data for current primary and secondary datacenters	1) The design is based on anticipated LTSS user growth and data growth. 2) The question is not clear 3) The TO Contractor is responsible for selecting the Primary and Secondary data center company.
33	32	Section 20.4.1	173	Can we get a more readable version of this diagram? The resolution in the Attachment is insufficient for clear understanding.	See Attached PDF "TORFP Section 20.4.1 Diagram"
34	33	Section 20.4.3	175	Are the drawings provided available is SAD, SBB, AAD documents?	No
35	34	Section 20.4.4	176	How many circuits are currently deployed to answer inbound calls? How many telephone numbers (e.g. 800 numbers) are given out to the providers, internal staff, etc.? Which number is being used by the provider to check in/out and which number is used for internal staff helpdesk calls?	There is one circuit that is used to answer inbound calls with six available phones to answer Help Desk calls, but they are currently tied to one circuit. However, vendors should describe whatever solution they propose that best meets the requirements. Two (2) numbers are used: 855-463-5877 for LTSS and ISAS support number. 844-412-7979 is the IVR support number.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
36	35	Section 20.4.4	176	(1) Are there any current limitation with the existing IVR design (2) Are voice and data trunk provisioned from the same provider, same trunk, same hardware infrastructure (3) Are all MDMH SLA being met	1. There are no current limitations to the existing IVR design 2. The Department's current TO Contractor provides the IVR as a service. This information is not available to the Department. 3. All IVR SLAs are currently being met.
37	36	Section 20.9	177-181	(1) Has there been independent NIST 800-53-r4 audit performed in the last 12 months (2016)? (2) Are all OSI 7 Layers taken into account for audit, HIPAA and IRS compliance? (3) Are copies of those reports cover all of section 20.9? (4) Are copies of those reports available for review? (5) Are there any known vulnerabilities or compliance challenges?	An independent NIST 800-53-r4 audit has not been performed.
38	37	Section 20.11	181	(1) How often table top testing done for BCP and DR purpose? (2) Are copies of those results available for review?	1) DR testing is required at least annually. 2) The DR reports shall be made available to the successful TO Contractor during the transition period.
39	38	Section 20.13	182-185	(1) Are Engineering Assumptions locked down? (2) What is the Basis of Design for these assumptions? (3) Are these based on current capabilities? (4) Will these address future growth as envisioned? (5) Are there any dependencies on the current Incumbent, i.e. Shared infrastructure, Shared Compute, Shared Tools, Shared Human Resources, Compliance, etc.?	1) We do not understand the question when stating "Locked down". 2) We do not understand the question. 3) We do not understand the question. 4) The design is intended to address future growth. 5) The successful TO Contractor shall engage with the incumbent TO Contractor as necessary during the transition period for the purpose of transferring knowledge, website URLs, administrative controls, phone numbers and any other information as necessary to cutover to the new LTSS O&M operation.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
40	39	Section 20.14.1	184	Can we get a more readable version of the diagrams in Section 20.14.1 LTSS WAN Topology, Section 20.14.2 LTSS Fault Tolerance Diagram?	See Attached PDF "TORFP Section 20.14.1+2 Diagrams"
41	40	20.15 (Page 186)	Attach. 20	<p>Assumption: LTSS Server Listing appears to be take current IVR/Avaya/Genesis system expanded to the enterprise systems; this is normal. Questions:</p> <ol style="list-style-type: none"> 1) Are all partner sub-systems isolated or shared environment 2) What are the SLA/SLO for Application System availability for compute and EDI transactions? 3) Are external partner framework extended from the SOA middleware i.e. TIBCO with TIBCO Gateway, IBM Sterling, etc. 4) Are those systems on separate telco circuits and accounted for? 5) Are HIX gateways shared with a other tenants or isolated to MDMH only; This is related to shared datacenter computer, storage, network and WAN related 6) Will system currency matrix document clearly show the delineation 	<ol style="list-style-type: none"> 1) Partner subsystems should be isolated. 2) EDI transaction are executed daily during batch processing. Any failures to the batch processing could impact SLA's. 3) The EDI transactions are sent to MMIS using SFTP. 4) IBM Connect Direct is used to communicate with MMIS II. 5) LTSS does not interface directly with HIX. 6) Shared infrastructure is not permitted.
42	41	20.16 (pp 195 -198)	Attach. 20	<ol style="list-style-type: none"> (1) Assuming Appendix D is in an isolated bubble, are there any detailed diagrams available by form of SAD, SBB and AAD where system processing is clearly shown? For example, a use-case could be, "ETL process work between Billing System with external Trading Partners input" ; EDW (enterprise data warehouse) for reporting, ACH (Automatic Clearing House) for EDI payment 837; (2) Are there known dependencies by MDMH business and systems team of interoperability 	<ol style="list-style-type: none"> 1) There are not any additional diagrams available. All EDI transaction are processed using batch jobs. The 837 transaction are sent to MMIS for adjudication. MMIS will return acknowledgements and the 835's as needed. 2) 837 and 835 transactions are dependent on MMIS.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
43	42	Page 199	Attach. 21	<p>Assumption: Current MDMH IVR is part of an eco-system providing NIST 800-63, 800-53, 800-171, 800-30, 800-37 protection along with FIPS 140-2 and FISMA compliance.</p> <p>(1) Has the Department considered and evaluated how new, relocation, co-location facilities will maintain the same level of Security posture? (2) WFH require all of the above NIST standards at a minimum to ensure HIPAA and in the near future HITECH</p>	<p>1) No. 2) We do not understand what is being asked.</p>
44	43	Key Information Summary Sheet: MBE Goal: 25% with no sub-goals	2	<p>A large portion of this RFP is for hosting. There are no known Maryland-certified MBEs who have a data center that can meet all hosting requirements in this RFP including SOC II, back-up site 50 miles away, etc. Therefore, it is difficult to allot 25% of this task to an MBE.</p> <p>Would DHMH agree to reduce the MBE requirement to 15% based on what is technically required and based on the lack of MBEs who can provide a significant portion of support for this task?</p>	<p>The Department will not change the MBE participation goal of 25%. The data center requirement is not the only component to be considered for participation.</p> <p>If the vendor/s have a justifiable reason for not meeting the goal, a waiver may be requested. Refer to the MBE program information provided in TORFP Attachment 2.</p>



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
45	44	<p>1.22 HIPAA - Business Associate Agreement & List of Attachments (p. 19) ... awardee shall execute a Business Associate Agreement as required by HIPAA regulations ... and set forth in Attachment 19. This Agreement must be provided within five (5) Business Days of notification of proposed TO Agreement award. However, to expedite processing, it is suggested that this document be completed and submitted with the TO Technical Proposal. (p. 95) Attachment 19/Business Associate Agreement/Applicable/Do Not Submit with TO Proposal</p>	19 & 95	<p>Please confirm that as noted on TORFP page 95 Attachment 19 should not be submitted with the TO Proposal and should be submitted following notification of award.</p>	<p>Refer to TORFP section 1.22, which clearly states that the BAA must be provided within five (5) business days of the Notice to Proceed. However, since it sometimes takes vendors time to process the approval and to get the project started expeditiously, expedited processing is recommended, as described on page 95.</p>
46	45	<p>3.6.4 Data Center Requirements, Req. 3.6.4.2 & 3.6.4.48 (p. 38) 3.6.4.2 TO Contractor shall implement FlexPod architecture for LTSS Infrastructure compatible with or equivalent to Cisco Unified Computing, Cisco consolidated networking, NetApp storage and VMware virtualization. (p. 42) 3.6.4.48 TO Contractor shall implement FlexPod architecture for LTSS Infrastructure compatible with or equivalent to Cisco Unified Computing, Cisco consolidated networking, NetApp storage and VMware virtualization.</p>	38 & 42	<p>Given there have been advancements in in FlexPod technology, is it acceptable to propose a newer FlexPod solution which provides comparable or better performance and price?</p>	<p>Manufacturer certified FlexPod technology is acceptable.</p>



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
47	46	3.6.4 Data Center Requirements, Reqts. 3.6.4.31 and 3.6.4.74 (p. 40) 3.6.4.31 TO Contractor shall provide encryption at FIPS 140-2 level 2, with no performance impact. (p. 44) 3.6.4.74 TO Contractor shall provide encryption at FIPS 140-2 level 2, with no performance impact.	40 & 44	Sections 3.6.4.31 and 3.6.4.74 state "TO Contractor shall provide encryption at FIPS 140-2 level 2, with no performance impact." Because the "level 2" in this statement refers to the physical security of the encrypted devices rather than the encryption itself, and the physical security of the data center is addressed elsewhere in the requirement, can these sections be reworded as follows: "TO Contractor shall provide encryption at FIPS 140-2, with no performance impact."? Is key management at the storage array level acceptable?	FIPS 140-2 level 2 is a requirement. FIPS 140-2 base is also a requirement.
48	47	Operations Requirement ID# 3.6.6.1	52-53	In requirement 3.6.6.1, the lettering skips "D" and goes from "C" to "E". Is there a missing requirement ("D") or was this intentional?	This is a typo. There is no missing requirement for "d".
49	48	3.6.7.4 Credit for failure to meet SLA In no event shall the aggregate of all SLA credits paid to the State in any calendar month exceed 25% of the Monthly Charges.	62	Would DHMH be willing to change this requirement to 10% instead of 25% of the Monthly Charges?	No.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
50	49	<p>3.7.2 Directed Personnel Replacement Under Directed Personnel Replacement, the requirements state "The TO Contractor shall provide a written Remediation Plan within three (3) days of the date of the notice. If the TO Contract Monitor rejects the Remediation Plan, the TO Contractor shall revise and resubmit the plan to the TO Contract Monitor within five (5) days of the rejection, or in the timeframe set forth by the TO Contract Monitor in writing.</p> <p>"D. In circumstances of directed removal, the TO Contractor shall provide a suitable replacement for TO Contract Monitor approval within fifteen (15) days of the date of the notification of directed removal, or the actual removal, whichever occurs first, or such earlier time as directed by the TO Contract Monitor in the event of a removal on less than fifteen (15) days notice"</p>	69	<p>Would DHMH be willing to change these requirements from three days and five days to five business days and five business days respectively?</p> <p>Would DHMH be willing to change these requirements from fifteen days and fifteen days to fifteen business days and fifteen business days respectively?</p>	No.
51	50	<p>3.7.3.2 Substitution Post 30 Days After Task Order Execution, Item C</p> <p>If no acceptable substitute personnel is proposed within the time frame established by the TO Contract Monitor, the TO Agreement may be cancelled.</p>	70	<p>The wording of this requirement is open ended and subject to interpretation. Would DHMH be agreeable to changing the timeframe to read 30 business days? Alternatively, please confirm or provide a specific timeframe.</p>	The timeframe is thirty (30) calendar days.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
52	51	<p>4.2.1 E-Mail Submission DHMH will contact Offerors for the password to open each e-mail's contents. Each file in the TO Technical Proposal shall be encrypted with the same password.</p> <p>A password separate and distinct from the TO Technical Proposal password shall be used for files in the TO Financial Proposal. The TO Procurement Officer will only contact those Offerors with TO Proposals that are reasonably susceptible for award.</p> <p>Offerors that are unable to provide a password that opens the TO Proposal documents will be deemed not susceptible for award. Subsequent submissions of TO Proposal content will not be allowed.</p> <p>For TO Proposals submitted via e-mail, the TO Technical Proposal shall be submitted in one or more encrypted e-mails separate from the TO Financial Proposal. This e-mail shall include: The TO Financial Proposal shall be contained in one e-mail containing as attachments all submission documents detailed in Section 4.4.2, with password protection.</p>	88	<p>The instructions for the email submission contain references to "encryption" of both the files and the email itself. Please clarify the expectation for encryption as it relates to the proposal files as well as the email submission process. Is there an expectation that Offerors do more than password protect the files (Word or PDF) using the "Encrypt with Password" feature within these programs in accordance with the instructions provided in the TORFP?</p> <p>If true encryption of the email itself is expected, is there a preferred tool Offerors should use to encrypt the files and the email?</p>	<p>The expectation is that the offeror will password protect the files in WORD and PDF as instructed in the TORFP. The email itself should not be encrypted.</p>



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
53	52	4.2.1 E-Mail Submission C. One attachment labeled "TORFP # DHMH OPASS 18-17607 / M00B8400002 Technical – Proposal" in Microsoft Word format (2007 or later).	88	The State has asked for some sample documentation (e.g., SOC2 reports) within the Technical Proposal response that is not available in Microsoft Word format. Please confirm that we can provide these documents as a separate addendum/attachment to the Technical Proposal in PDF format.	You may provide the information as a separate document clearly labeled in a separate attachment.
54	52	4.3 Summary of Attachments No attachment forms shall be altered. Signatures shall be clearly visible. The following signed attachments shall be included with the TO Technical Proposal in PDF format (for e- mail delivery).	89	Can the State provide all required forms in an editable format (Microsoft Word or editable PDF) to facilitate their completion? If all of the forms cannot be provided, would the State consider providing at least the following in Word format: • Attachment 5A and 5B- Attachment 5A Minimum Qualifications Summary and Attachment 5B Personnel Resume Form • Attachment 1 Price Sheet	Yes.
55	53	4.3 Summary of Attachments The following signed attachments shall be included with the TO Technical Proposal in PDF format (for e- mail delivery). A. Attachment 2 - MBE forms 1A	89	There are a number of MBE forms provided with the TORFP in Attachment 2. Would the State please confirm that only MBE form 1A is required with the TO Technical Proposal submittal?	Only MBE Attachment 1A is required at the time of proposal submission. Additional requirements will be required at the time of award.
56	54	4.4.1.B, Compliance with Offeror's Company Minimum Qualifications Offerors will complete the following table to demonstrate compliance with the Offeror's Company Minimum Requirements in Section 2.1.1.	90	Would the State please clarify this requirement including the reference to "the following table" and "Section 2.1.1"? There does not appear to be a table that follows and TORFP Section 2.1.1 states "No Company minimum qualifications." Should the reference to 2.1.1 be 2.2.1?	Correct, there are no no minimum Company qualifications, per section 2.1.1. Section 4.4.1.B should reference the Offeror Experience in section 2.2.1.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
57	55	4.4.1.C, Proposed Personnel and TORFP Staffing, Item 1 1) Complete and provide for each proposed resource Attachment 5A Minimum Qualifications Summary and Attachment 5B Personnel Resume Form.	90	Please confirm that a response to this requirement in the TO Technical Proposal can be a reference to the completed forms requested in the Technical Proposal – Attachment files.	Please repeat as requested.
58	56	4.4.1.C, Proposed Personnel and TORFP Staffing, Item 3 3) Provide three (3) references per proposed Key Personnel containing the information listed in Attachment 5B.	90	Would the State please clarify whether these references should be repeated as part of this section within the Technical Proposal file or whether we can simply reference the information provided in the completed Attachments 5B in the Technical Proposal – Attachments file?	Please repeat as requested.
59	57	4.4.1.D, MBE, SBE Participation and VSBE Participation Submit completed MBE documents 2-1A.	90	Please confirm that a response to this requirement in the TO Technical Proposal can be a reference to the completed form requested in the Technical Proposal – Attachment files.	That is correct. However, the completed Attachment (or Waiver request form) must be received completed as requested or the proposal will be rejected.
60	58	General Contract in many places refers to actions required in x number of days.	n/a	We assume that any mention to a requirement due in x number of days means business days. Please confirm.	X Number of days refer to "calendar days".
61	59	Section 3.6.6.3		Would you provide the actual number of planned software releases performed in the previous 12 months?	There were 11 planned software releases in the previous 12 months. Due to holidays, the November and December release were combined.
62	60	Section 3.6.6.3		Would you provide the actual number of unplanned (critical and high defect fixes or high-priority software change requests) performed in the previous 12 months?	There are approximately two (2) emergency production deployments per month, based on available data. Some due to business needs and others to fix defects introduced with the monthly software releases.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
63	61	Section 3.6.6.3		Are software releases in addition to the twelve planned (12) per year performed under the Work Order Process (RFP 3.9) or is contractor expected to provide potentially unlimited deployments?	Additional software releases beyond the 12 identified in the TORFP as the minimum, shall be performed under the Work Order Process (section 3.9) and priced accordingly through Attachment 1 Price Sheet Part IV. Fixed Price Deliverables for Additional Operations Support Services.
64	62	Attachment 20		Does the new LTSS system described in Attachment 20 require NIST 800-53 compliance as described in Section 20.10 of the current hosted environment? If so, by what date does the compliance need to be achieved?	MDH is confirming the timing and will provide the answer shortly.
65	63	4.4.1.G.1.e	91	Will the state please clarify the meaning of "current master contractor team personnel"? Is the offeror correct in understanding that this item requests a listing of offeror's current personnel, both employees and subcontractors, that participated in the referenced past performance contract? If not, please clarify the information required by item 4.4.1.G.1 e.	Yes, the assumption is correct.
66	64	3.6.4.30 & Attachment 20, Section 13, Appendix A- Engineering Assumptions	40 & 183	Requirement 3.6.4.30 states, "TO Contractor shall configure the storage system that encrypts data at rest." Additionally, ATTACHMENT 20 LTSS SYSTEM TECHNICAL INFRASTRUCTURE DESIGN, 20.13 Appendix A – Engineering Assumptions, Storage Infrastructure ID 6 states, "The system will not need to provide encryption for data at rest." These statements appear to be contradictory. Will the state clarify if the system will require encryption of data at rest?	The correct requirement is that the data WILL BE encrypted at rest.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
67	65	3.6.4.31 & Attachment 20, Section 13, Appendix A- Engineering Assumptions	40 & 183	Requirement 3.6.4.31 states, "TO Contractor shall provide encryption at FIPS 140-2 level 2, with no performance impact." The assumptions in Appendix 20 state, "The system will not need to provide encryption for data at rest." Should the answer to the first question be "no", will the state remove this requirement?	Same answer as question #64.
68	66	3.6.4.36 & Attachment 20, Section 13, Appendix A- Engineering Assumptions	41 & 183	Requirement 3.6.4.36 specifies that backups must be encrypted, while the assumptions in Appendix 20 for Backup infrastructure state, "The system will not need to encrypt data at rest." Will the state clarify if encryption of data at rest is required for backups	Same answer as question #64.
69	67	3.6.4.7	38	Requirement 3.6.4.7 requires the use of six (6) UCS 5108 chassis with six (6) UCS B200 M4 blades. Will the state clarify the purpose for not fully populating each chassis, as a UCS 5108 chassis can hold a total of eight (8) blades?	The design was created with redundancy and future growth in mind. Therefore, each chassis has 2 slots open to support the design.
70	68	3.6.5.5 "TO Contractor shall provide an IVR capability that meets the minimum volume requirements specified in Section 3.3." 20.4.4 "DHMH is currently developing additional IVR capabilities, including the TEFT IVR (20.4.4.2), which is in the design phase and is planned to be implemented by the TO Contractor during the Start-up Period."		Please clarify if the TO Contractor is to provide IVR capability that is only a hosting capability of the existing IVR solution or if the TO Contractor is to provide a complete new IVR capability that includes an IVR application and the hosting of it. If it is a new complete IVR capability, will the existing IVR flows be made available to the TO contractor?	The TO Contractor is to provide a new IVR capability that includes the IVR application and the hosting. The flow for the TEFT IVR is provided with the TORFP in Attachment 22. The flow for the ISAS IVR was provided as an attachment to the answers to vendor questions sent on June 30, 2017.



MARYLAND Department of Health

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

LTSS O
Questions Answers (2)
July 7, 2017

	A	B	C	D	E
1	Q#	TORFP Reference	TORFP Page #	Question	Answer
71	69	<p>Part II B. Fixed Monthly Unit Price for BASE-Level Operations Claims: "Offeror shall allocate its Fixed Monthly Unit Price for the Operations – Claims (3.3, 3.6(C), & 3.6.6.1) component for the TO Technical Proposal."</p> <p>3.6.6.1 "TO Contractor shall provide sufficient hardware and software services that support the LTSS System's claims file processing"</p> <p>Part II E. Fixed Monthly Unit Price for BASE-Level Managed Hosting Services: "Offeror shall allocate its Fixed Monthly Unit Price for the Hosting – Managed Services (3.3, 3.6(B), 3.6.4, & 3.6.5) component for the TO Technical Proposal."</p> <p>3.6.4.5 "TO Contractor shall provide licensing for the COTS software or equivalent/compatible tools that meet the specifications in the Technical Infrastructure Design (Attachment 20).</p> <p>3.6.4.7 "TO Contractor shall provide a Primary Data Center consisting of six (6) chassis for redundancy (Cisco UCS 5108 or equivalent), each populated with six (6) blades consisting of forty (40) CPU cores and 256GB RAM (Cisco B200 M4 or equivalent)."</p>	Attach. 1 Price Sheet	In the Attachment 1 Price sheet, it appears that the hardware and software costs to support LTSS are asked for in both Part II B and Part II E. Please clarify if the costs associated with requirement 3.6.6.1 is incremental or duplicative of the associated costs with requirements 3.6.4.5 and 3.6.4.7	<p>The Department requires TO Contractor to initially support the BASE-Level, which is required to meet business needs including 2,000 unique users and a minimum of 1.5 million claims per month. The Department anticipates an EXPANDED-Level within approximately one (1) year to accommodate up to 3,000 unique users (reflecting an increase of 1,000 unique users) and a minimum of 3 million claims per month (reflecting an increase of 1.5 million claims per month).</p> <p>Price Sheet item II B. Fixed Monthly Unit Price for BASE-Level Operations Claims should include the TO Contractor's price for claims operations that provides for a minimum of up to 1.5 million claims per month. Operations requirements are listed in Section 3.6.6.</p> <p>Price Sheet item V B. Fixed Monthly Unit Price for EXPANDED Operations Claims is the INCREMENTAL INCREASE to item II B.</p> <p>Price Sheet item II E. Fixed Monthly Unit Price for BASE-Level Managed Hosting Services should include the TO Contractor's price for hosting the BASE-Level functionality and volumes to support 2,000 unique users and process a minimum of 1.5 million claims per month. Hosting requirements are listed in Section 3.6.5</p> <p>Price Sheet item V A. Fixed Monthly Unit Price for EXPANDED Managed Hosting Services is the INCREMENTAL INCREASE to item II E.</p>