

**Pre-Proposal Conference Minutes**  
**Friday, April 8, 2022**  
**MDH Medicaid Management Information System (MMIS-II) Support and**  
**Maintenance Resources**  
**TORFP-MDH/OCMP M00B2600302**

**MDH Participants:**

Denise Coates, Contract Officer, Office of Contract Management and Procurement (OCMP)  
Matt Asplen, Chief, Division of Medicaid Information Systems (DMIS)  
John Bohns, Director, Office of Enterprise Technology  
Janelle Robinson, Director, Minority Business Enterprise Program, Office of Equal Opportunity  
Calvin T. Johnson, Manager-Medicaid/IT Unit, Office of Contract Management and Procurement (OCMP)

**Attendees:**

Jan Keywell, 4A Consulting, LLC  
Raj Saxena, 4A Consulting, LLC  
Brian Zernhelt, A&T Systems, Inc.  
Thara Nair, Aditi LLC  
Matilda Sandou, Aditi LLC  
Senthil Ramiah, Aileron Consulting, LLC  
Zachary Fowler, Artisys Corporation  
Sagar Sawant, Cyquent, Inc.  
Tamara Wilhite, Cyquent, Inc.  
Ashish Deshpande, Digital Mobile Innovations, LLC. (DMI)  
Salimah Fort, DK Consulting, LLC  
Lloyd Ramirez, DK Consulting, LLC  
Lonica Robertson, Educology Solutions (ESI)  
William Kowalski, FEI.com, Inc.  
Melissa Brown, GCOM Software Inc.  
Harikishan Medepalli, GCOM Software Inc.  
Christa Stolarik, GCOM Software Inc.  
Rajan Natarajan, Global Alliant, Inc.  
Nathan Subramanian, Global Alliant, Inc.  
Nora Presti, Group Z, Inc.  
John Paul, HonorVet Technologies  
Narayan Athreya, iCube Systems, Inc.  
Crystal Cooper, Infojini, Inc.  
Kenneth Wampler, Information Resource Group (IRG)  
Alicia Weaver, Information Resource Group (IRG)  
Shyam Goel, Information Resource Group, Inc.  
Joseph Lombardozi, Innosoft Corporation  
Nick Vass, J29 Inc.  
Bel Leong-Hong, Knowledge Advantage Inc. (KAI)

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Ed Wang, Knowledge Advantage Inc. (KAI)  
Deborah Wickert, Magadia Consulting, Inc.  
Vinay Pande, Mindboard, Inc.  
Sherron Fulton, Momentum, Inc.  
Khin Contrino, Preferred Technology Solutions, Inc.  
Jagruthi Adatia, Quantum Vision, LLC.  
Ramnish Sharma, Quantum Vision, LLC.  
Patrick Carter, Technical Specialties, Inc.(TSPEC)  
Deana P. Herbert, Thomas & Herbert Consulting, LLC.  
Lamar Brown, Total Networks Inc.  
Linda Rowan, Transcend Business Solutions, LLC.  
Kun-Hur Chen, Trigyn Technologies Inc.  
Eliseo Cidre, Tsource LLC  
Kamran Kamrani, Turning Point Global Solutions, LLC. (Turning Point)  
Lisa Poulter, Turning Point Global Solutions, LLC. (Turning Point)  
Shikhar Srikanth, Turning Point Global Solutions, LLC. (Turning Point)  
Sudhakar R. Vinjamuri, Turning Point Global Solutions, LLC. (Turning Point)  
Charles W. Hutzell, Verizon Business Network Services  
John Kozlowski, Sr., Verizon Business Network Services  
Michael Mullen, Verizon Business Network Services  
Dylan Fernandes, Vivsoft Technologies, LLC  
Nichole Evans, Weems Design Studio, Inc. (WDS)  
Varinder Bhullar  
Robert Boakai  
A. Dave  
Kathryn M. Uhl, -DHS- Contractor  
Takisha Schulerbrandt

**Greetings and Introduction:**

Denise Coates opened the Pre-Proposal Conference at 1:06 p.m. via web conference on April 8, 2022. Ms. Coates opened the pre-proposal conference by advising the attendees of the nature of the meeting; notifying the attendees that the virtual pre-proposal conference was recorded; requesting the vendors to use the Chat feature to sign-in (with Full Name, Name of Organization or Company, Email Address, Phone Number and MBE Status: Yes or No); asking participants to use Chat feature for questions and remain muted during the conference to less noise feedback.

**Procurement Overview:**

MDH is issuing this CATS+ TORFP to obtain a Contractor to perform on-going technical and business support and maintenance services and skilled resources for the Medicaid Management Information

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System II (MMIS II) to support, enhance, maintain, provide technical and professional capabilities to provide staffing to augment existing staff, to continue the ongoing support and maintenance of the MMIS by implementing maintenance, support and enhancements to the MMIS to ensure prompt and accurate payment to providers of healthcare services in accordance with the scope of work described in Section 2.

MDH intends to award this Contract to one (1) Contractor that proposes a team of resources and a Staffing Plan that can best satisfy the TORFP requirements.

The contract resulting from this solicitation will be in effect from NTP for a four (4) year base period with three (3) one-year option periods. The Procurement Method used for this solicitation is Task Order Request for Proposal (TORFP).

**Offeror's Minimum Qualifications** – Section 1 – MINIMUM QUALIFICATIONS of the TORFP listed in Section 3.9.2 'Offeror Experience' and Section 3.9.3 'Personnel Experience' begins on page 32.

**Section 2 – Scope of Work** begins on page 8. Carefully review this section to get a full understanding of the requirements of this Task Order Request for Proposal.

**Section 5 – TO PROPOSAL FORMAT** and its Subsections (beginning on page 52) clearly list all submission requirements. Offerors are required to submit their responses to the TORFP in two separate parts: Volume I – TO Technical Proposal outlined in Section 5.4 and Volume II – TO Financial Proposal outlined in Section 5.5. As outlined in Section 5.3 – TO Proposal Packaging and Delivery, Technical and Financial Proposals are to be packaged and submitted as outlined. **NO pricing information is to be provided in the Technical Proposal.** The Technical and Financial Proposal shall be submitted as outlined in Section 5.3.3 A and B.

There is an:

MBE Goal:	30%  with the following revised subgoals: 10% for African American MBEs, 0% for Asian-American MBEs, 0% for Hispanic-American MBEs, and 10% for Woman-Owned MBEs.
VSBE Goal:	0%

An Addendum will be issued after this Pre-Proposal Conference confirming the revised MBE subgoal revisions.

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Pursuant to Section 4.7 and 3.11 respectively – a completed Attachment D-1A (MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule) must be submitted with your Proposal.

In making the Contract award determination, the Requesting Agency will consider all information submitted in accordance with Section 2. Oral presentations and/or Interviews will be required of susceptible offerors.

Review Section 6 – Evaluation and Selection Process - Evaluation criteria are outlined in Section 6.2 and Selection Procedures 6.4.

As written under Section **6.4-F** - The Procurement Officer shall make a determination recommending award of the Task Order (TO) to the responsible Offeror who has the TO Proposal determined to be the most advantageous to the State. In making this selection, the TO Technical Proposal will be given greater weight than the TO Financial Proposal.

Commencement of work in response to this Contract shall be initiated only upon issuance of a fully executed Contract; documents listed under Section 6.5 – Documents Required upon Notice of Recommendation for Task Order Award; a Purchase Order; and by a Notice to Proceed authorized by the Procurement Officer.

**General Information**

<b>Closing Date and Time for Questions Time:</b>	April 22, 2022 at 2:00 P.M. Local Time
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<b>Closing Date and Time for this Solicitation:</b>	May 6, 2022 at 2:00 P.M. Local Time
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Offerors are reminded that a completed Feedback Form is requested if a no-bid decision is made (see **Section 5**).

Please review the Key Information Summary Sheet beginning on page 2 as it lists contact information as well as other information important to this solicitation.

I would like to restate two important points:

- All proposals must be received by the closing date and time: **LATE SUBMISSIONS WILL NOT BE ACCEPTED**
- All submissions must contain the required Minority Business Enterprise Attachments or they will be considered not reasonably susceptible of being selected for award.

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Finally, minutes from this meeting are being recorded and will be posted on MDH's Procurement website. Any questions not answered in today's proceedings will be included in the minutes when they are posted. Questions submitted after today's Pre-Proposal Conference, updates and changes to this solicitation, if significant in nature, will be posted on the MDH Website.

Any comments/questions about the procurement process should be directed to me at [dcoates@maryland.gov](mailto:dcoates@maryland.gov) or 443-681-8626.

**Minority Business Overview:**

**MBE:**

The MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D-1) must be fully and accurately completed and submitted in Tab O of the Technical section of your bid or proposal. Failure to do so will result in your bid or proposal being deemed non-responsive.

On the D-1 form, you must first acknowledge and express your intention to meet the overall MBE goal percentage established for the solicitation.

*You must also enter any subgoals that have been established for the solicitation.*

As no subgoals have been established for this solicitation, do not enter any information regarding the percentages for African-American, Hispanic-American, Asian-American or Women-Owned businesses in Section 1.

The MBE participation schedule should include the names of the minority business enterprises that you intend to use to meet the required MBE goal, along with their MDOT MBE certification number as well as their certification category, and related NAISC codes. Only MDOT MBE certification is acceptable. MBE certification from another entity or jurisdiction will not be accepted. Additionally, the percentage of the total contract value to be provided by the particular MBE should be entered as well as a specific description of the work that is to be performed by that particular MBE. MBEs must be fully certified at the time of submission of your bid or proposal.

MBE prime contractors may count fifty percent (50%) towards the established subcontracting goal *and one hundred percent (100%) towards one (1) category of the subgoals that they certified for (i.e. female or African-American subgoal, but not both subgoals)*

Within 10 working days of receiving notice that your firm is the apparent awardee, you must submit your Outreach Efforts Compliance Statement (Attachment D-2) and your Subcontractor Project Participation

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Certification (Attachment D-3).

You may request a waiver of the MBE goal and within 10 working days of receiving notice that your firm is the apparent awardee, you must submit all required waiver documentation in accordance with COMAR 21.11.03.10. Please carefully review the liquidated damages provisions in the solicitation regarding compliance with MBE rules and regulations.

**Background Purpose and Scope of Work Overview:**

**Mr. Matt Asplen** who will be the Task Order Manager (TO Manager) for this contract provided the following:

“I manage the unit that supports the Medicaid Management Information System or MMIS, which is the core IT system of the Maryland Medicaid Program. We provide production support and maintenance as well as the development of new functionality.

We are seeking a contractor to provide 25 technical resources to augment our staff.

The core MMIS is a mainframe based legacy system and we are looking for:

- 13 Computer Systems Analysts, specifically Mainframe Programmers with COBOL/CICS/DB2/FOCUS skills and experience
- 2 IBM DB2 DBAs for both zOS and Windows server.
- 5 Senior highly experienced Medicaid IT subject matter experts
- 1 Senior Systems Analyst, who will function as a business analyst, to support the many projects and work streams continuously underway.

We also support eMedicaid, a web-based portal used primarily by providers, we are seeking:  
1 Websphere Java/DB2 Programmer to support eMedicaid.

Additionally, the MDH/OET infrastructure team is in need of:

- 1 Computer Specialist
- 2 Senior Systems Engineers

This staff will be reporting directly to Supervisors and Managers on the Recipient, Provider, Reporting, Claims and Tech Support teams.

You must name and provide resumes for the four (4) key personnel noted in the TORFP, you must not provide names or resumes of any of the non-key personnel. The Staffing Management plan will describe your methodologies for obtaining the non-key personnel.

The 4 key personnel are expected to be on-site on the date of NTP.

**Mr. John Bohns** highlighted and emphasized the following important areas:

Page 7            Section 1 Minimum Qualifications

- First paragraph: “Refer to TORFP Section 3.9.2 ‘Offeror Experience’ and TORFP Section 3.9.3 ‘Personnel Experience’ for experience and qualifications necessary to be considered reasonably susceptible for award.”

Page 10            2.2.2 State Staff and Roles

- State will provide a TO Manager, who has the responsibility for the management of the work performed under the TO Agreement.
- The TO Manager will assign tasks to the personnel provided under this TORFP and will track and monitor the work being performed.

Page 11            2.3.1 A.1 & 3.9.11 Work Location

- Work is to be performed on-site at 201 W. Preston Street, Baltimore, Maryland or any other site as designated by the TO Manager

Page 32            3.9.3 Key Personnel

- The following experience is expected and will be evaluated as part of the TO Technical Proposal (see the capability of proposed resources evaluation factor from **Section 6.2**):

A. Only those Offerors supplying proposed Key Personnel that fully meet all experience checked under ‘Minimum Qualifications’ in tables 3-3, 3-4, and 3-5 shall be eligible for TORFP proposal evaluation.

B. Offerors may only propose **four (4) Key Personnel** in response to this TORFP. All other planned positions shall be described generally in the Staffing Plan, and may not be used as evidence of fulfilling company or personnel minimum qualifications. Resumes for Key Personnel shall clearly outline starting dates and ending dates for each applicable experience or skill. Resume format sample is found in **Appendix 4A**.

Pages 127-140 Appendix 4-A includes 4 LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY forms, one for each Key Personnel – Denise sent copy)

Make sure Start/End dates, Company/Job Title, and Relevant Work Experience are clearly written.

## **Questions & Answers:**

Ms. Coates opened the Q & A session by reading questions submitted by email prior to the meeting and the Departments answers:

1. TORFP 5.4.2 (page 53) states the page limits for the TORFP are listed as “A. *Technical Proposal- Section 2 = 50 pages B. Technical Proposal- Section 3 = 100 pages*. Please clarify which sections of the proposal these pertain to, as Section A is listed as “Proposed Services” and Section B is listed as Proposer Information Sheet and Transmittal Letter.”

**Answer: Refer to A. Technical Proposal – Section 2, MMIS Resources TORFP Section 2.1 through 2.6 and B. Technical Proposal – Section 3, MMIS Resources TORFP Section 3.1 through 3.14.**

2. TORFP 5.3.5 (page 53) states the submission requirements are the following: “B. TO Financial Proposal consisting of: 1. TO Financial Proposal and all supporting material in Excel format, 2. The TO Financial Proposal in searchable Adobe PDF format, 3. A second searchable Adobe copy of the TO Financial Proposal, redacted”. However, when an Excel document is signed through DocuSign or signed originally and scanned, the document is converted to a PDF and cannot be converted back to Excel. Please confirm that a signature on the Excel file is not required or that a copy of a signature may be inserted in place of an original/DocuSign signature.

**Answer: Offeror should submit an Excel copy of the TO Financial Proposal with signature inserted on the Excel document, an Excel copy of the TO Financial Proposal signed through DocuSign in PDF format, and a searchable Adobe copy of the TO Financial Proposal, redacted.**

3. TORFP 2.44 (page 16) states “A Draft Transition-In Plan and Draft Communications Plan are listed as deliverables that are required to be provided as of NTP.” Please clarify if the department would prefer these deliverables be submitted with the TO Proposal.

**Answer: Offeror should not submit Draft Transition-In Plan and Draft Communication Plan with their proposal.**

4. TORFP Key Information Summary Sheet (page 2) states “MBE Sub-Contracting Goal: There is a 2% Hispanic-American MBE Goal under MBE Goal, but in year 2020 GOMA changed the subgoal guidance-the recommended subgoals no longer include Hispanic-American. It’s only Women and African-American. Will this Hispanic subgoal continue on this TORFP?”

**Answer: The MBE subgoal will be revised as follows: 10% for African American MBEs, 0% for Asian-American MBEs, 0% for Hispanic-American MBEs, and 10% for Woman-Owned MBEs. An Addendum will be issued after this Pre-Proposal Conference for this revision.**



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5. TORFP 3.1.1 Transition-In requirements (page 19) - The table 3-1 shows, Key personal on-site and Kick off meeting should happen on NTP day, but text below the table mentioned that the kickoff meeting should happen within five (5) calendar days of NTP, which one is correct?

**Answer: Kick Off Meeting may be held within five (5) calendar days of NTP or on NTP date.**

6. Who is the Incumbent on MMIS Project?

**Answer: Gantech**

7. Will the state consider remote work for the Place of Performance (instead of MDH offices on West Preston Street)?

**Answer: Refer to Section 3.9.11 which states “Work is to be performed on-site at 201 W. Preston Street, Baltimore, Maryland or any site as designated by the TO Manager.” Personnel for this TORFP are expected to be available to work on-site. However, all labor categories for this TORFP, with the exception of Systems Engineer (Senior) and Computer Specialist, are currently remote and are expected to work remote for the foreseeable future. Systems Engineer (Senior) and Computer Specialist are expected to work on-site.**

8. Section 2.3.1 B 12 (page 12) states “Provide support for the transition to a new Medicaid Enterprise System.” Can you provide any details on the scope and timing of the new Medicaid Enterprise System?

**Answer: The Medicaid Enterprise systems Modular Transformation (MMT) project is a multi-phase, multi-year initiative that includes implementing several federally required Medicaid Management Information System (MMIS) initiatives along with improvements to the current MMIS business operations service levels. The objective of this project is to develop and execute a plan for replacing Maryland’s legacy MMIS system with a new, modern MMIS based on a modular implementation approach, in compliance with Medicaid Infrastructure Technology Architecture (MITA) 3.0 standards, as required by the Centers for Medicare & Medicaid Services (CMS).**

9. The minimum requirements for the four (4) Key Personnel do not require LAN, Infrastructure or cabling background. The following items were listed under TO Responsibilities. Should the Offeror make an assumption this work will be addressed by subsequent resources and not by the initial Key Resources? The responsibilities are listed below:

- a. Section 2.3.1.A.2.c (TO Contractor Responsibilities-page 11) states “Local Area Network support and microcomputer hardware/software support shall be provided via request from MDH Technical Support Staff.”
- b. Section 2.3.1.B.2 (page 12) states “Network, server, and IT infrastructure services”
- c. Section 2.3.1.B.7 (page 12) states “Cabling and wiring services”

**Answer: Yes, this is correct.**

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**Questions & Answers (Conference):**

Additional questions were submitted during the conference and will be added to the questions released in the document entitled “Questions #1 Post Pre-Proposal Conference”.

**Adjournment:**

Ms. Coates reminded everyone to submit any additional questions in writing via email by the close date and time for questions on April 22, 2022.

Ms. Coates thanked everyone for attending and adjourned the meeting at approximately 1:47 p.m.

**(NOTE: See Addendum #1 for changes to MBE SubGoals and other corrections)**