Pre-Proposal Conference Minutes
Thursday, August 15, 2019
Maryland Department of Health (MDH) Long Term Support Services (LTSS) System
Software Development & Business Process Support

TORFP-MDH/OPASS 20-18355 (M00B0600029)

MDH Participants:

Denise Coates, Office of Procurement and Support Services (OPASS), Contract Officer
Queen Davis, Deputy Director, OPASS
Eric Saber, Office of Medicaid Provider Services, Deputy Director
Joseph Walburn, Office of Medicaid Provider Services, Procurement Coordinator
Mike Curtis, Office of Medicaid Provider Services, Consultant
Janelle Robinson, Director, Minority Business Enterprise Program, Office of Equal Opportunity Programs

Attendees:

Adrian Wilson - TurningPoint Global Solutions
Ashley Boykin - Serigor Inc.
Beth A. Wong - ExpediteInfoTech
Bhaskar U. Ganti - International Software Systems Inc.
Brian Zernhelt - A&T Systems
David Butter - GCOM Software
Doug Sevec - TEKsystems
Fred Maier - DMI
Gary M. Davis - Arch Systems
Glenn S. Donithan - FEI Systems
Greg McGuigan - NewWave
Jas Sistla - Infojini, Inc.
Jay Elis - GANTECH
John Blackburn - DMI
John Hadeed - JMH Technology
Joshua Myers - NewWave
Karen I. Squarrell Shablin - FEI Systems
Khalil Zebdi - ASSYST
Khin M. Contrino - Preferred Technology Solutions
Magdalena Gebrekristos - Magadia Consulting, Inc.
Margaret Gates - International Software Systems Inc.
Mariela Arias Lee - 22nd Century Technologies, Inc.
Nandita Gududuri - A P Ventures, LLC
Narayan V. Athreya - iCUBE Systems, Inc.

Paresh Dharia - Navitas Business Consulting, Inc.
Patrick O'Malley - Conduent
Rajan Natarajan - Global Alliant
Scott Surguy - SCD Information Technology
Srikanth Sareddu - Magadia Consulting, Inc.
Stacy Stratton - Attain LLC
Thomas Nowak - Livanta
Alice Watson - 22nd Century Technologies, Inc.
Andy Charlery - CNC Consulting, Inc.
Anthony James - NAOVI
Anthony Moe - JMH Technology LLC
Anuradha S. - Edify Technologies, Inc.
Bheem Duvvuri - COOLSOFT LLC
Bhushan Sharma - V Group Inc.
Bishr Shweikani - Infosys
Bryan Hoffman - TreCom Systems Group, Inc.
Catisha Norville - Omnyon Inc.
Christine Mallick - End2End Technical Solutions
David Dunham - Information Resource Group, Inc.
Dennis Ruggeri - Elicere
Douglas Lee - End Results LLC
Elias Senter - 4S Silversword Software and Services LLC
Eric Steigerwald - BCS, Inc.
Erin Hamilton - DK Consulting, LLC
Eugene Mauro - TEM Software, LLC
Gail Bassette - Lumen Solutions, Inc.
Gao Zhang - Business Integra Technology Solutions, Inc.
Gergana Boneva - Mindboard
Guri Singh - Alphfinity LLC
Harish Wagle - NARVLE
Imran Memon - SOFTEK Enterprises
James Hagerty - 4S Silversword Software and Services LLC
Jamie Eldridge - Omnyon, LLC
Janet Proctor - River Matrix
Judy Elly - CCI
Kalpesh Patel - Optimoz Inc.
Krishna Chintalapathi - West Advanced Technologies, Inc.
Linda Rowan - Transcend Business Solutions
Lisa Johnson - Global Commerce and Services
Lisa Poulter - TurningPoint Global Solutions, LLC
Madhavi Arabolu - Numbers Only, Inc.
Manish Dave - GRPA
Manu Bakshi - ServBeyond Solutions, LLC

Marc Fields - Neumeric Technologies Corporation
Marie Harvey - FSR
Matt Raydo - Valiant Solutions, LLC
Megan Kovel - FEI Systems
Melinda Plaugher - Moser Consulting
Melissa Haber - JMH Technology
Michele Lightening - R/O Resource Solutions
Mike Boyle - TCC
Mim Landry - FEI Systems
Nageswara Tripuramallu - ExpediteInfoTech Inc.
Navin Gunalan - VivSoft Technologies LLC
Nilanjana Bhattacharyya - International Software Systems, Inc.
Patrick O'Malley - Techsol
Phani Yalamanchili - RedSalsa Technologies, Inc.
Prasad Beesabathuni - Intellibee Inc.
Raghav Aggarwal - OST, Inc.
Ramnish Sharma - Quantum Vision
Randolph Williams - TriTech Enterprise Systems
Raymond Romain - 4S Silversword Software and Services LLC
Roberta Moore - 1st American Systems and Services
Rodney Williams - JASINT
Sagar Sawant - Cyquent, Inc.
Sandeep Harjani - Infojini, Inc.
Sandra Seldes - ITnova, LLC
Shana Hammond-Adler - B&A
Sherri Stenberg - IPCS
Sherron Fulton - Momentum, Inc.
Siva Moopanar - Edify Technologies, Inc.
Sivanand Vangipurappu - Neumeric Technologies Corporation
Sravan Kumar - Neumeric Technologies Corporation
Srini Bayireddy - Navitas Business Consulting, Inc.
Sriram Paturi - Neumeric Technologies Corporation
Sudha Addagarla - Net Vision Resources
Sudheer Gaddam - Neumeric Technologies Corporation
Theresa Boyle - A P Ventures, LLC
Tom Witt - Orases
Tony Ma - Benten Technologies, Inc.
Ubah Hussein - Mindseeker, Inc.
Varun Adusumilli - CompuGain Public Services
Vas Appalaneni - Ardent Technologies, Inc.
Vijay Kiran - WATI
William Kowalski - FEI Systems

Greetings and Introductions

Denise Coates opened the Pre-Proposal Conference held at 10:06 a.m. at 201 West Preston Street, Room L-2, Baltimore, Maryland 21201, on August 15, 2019. Ms. Coates opened the pre-proposal conference by welcoming the attendees, reminding everyone to sign in on the Sign-In Sheets. Due to the large number of attendees there were no individual introductions; however, MBE attendees were asked to stand.

Procurement Overview

MDH is issuing this CATS+ TORFP to obtain a Contractor to perform software development and business process support and skilled resources to conduct planning, management, requirements gathering, design, development, testing, training, implementation, post-implementation support and Tier 2 Help Desk support for the LTSS System, in accordance with the scope of work described in Section 2.

MDH intends to award this Contract to one (1) Contractor that proposes a system solution that can best satisfy the TORFP requirements.

The contract resulting from this solicitation will be in effect From NTP for a three (3) year base period with two (2) one-year option periods. The Procurement Method used for this solicitation is Task Order Request For Proposal (TORFP).

Offerors Minimum Qualifications – Listed in Section 1 – OFFEROR PERSONNEL MINIMUM QUALIFICATIONS of the TORFP begin on page 6.

Section 2 – Scope of Work begins on page 7. 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 54) 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 sealed separately from one another along with their respective electronic media, but are to be submitted in a single package unless the resulting package is too unwieldy. **NO pricing information is to be provided in the Technical Proposal.** The Technical and Financial Proposals shall be submitted via mail or hand delivery as outlined in Section 5.3.3 A and B.

There is:

MBE Goal:	5%
VSBE Goal	0%

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 demonstrations will be required of responding offerors.

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

Closing Date and Time for Questions:	September 5, 2019 at 2:00 PM Local Time

Closing Date and Time for this Solicitation:	**October 9, 2019 at 2:00 PM Local Time**

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

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.

Finally, minutes from this meeting are being recorded and will be posted on DoIT'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 DoIT website.

Any comments/questions about the procurement process should be directed to me at dcoates@maryland.gov or 410-767-5981.

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 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 federal employment identification number, their MDOT MBE certification number as well as their certification category. Only MDOT MBE certification is acceptable. MBE certification from another entity or jurisdiction will not be accepted. Additionally, the percentage of the of the total contract value to be provided by the particular MBE should be entered as well as a specific description of the work that is to 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)*

In the summary, you will break down the specific MBE status of the particular MBE subcontractors and this should be equal to or exceed the MBE goal established for the solicitation.

Within 10 working days of receiving notice that your firm is the apparent awardee, you must submit your Outreach Efforts Compliance Statement (Attachment D-2) and your Subcontractor Project Participation Certification (Attachment D-3).

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

Background, Purpose and Scope of Work Overview

Through Home and Community Based Services (HCBS), Maryland Medicaid serves financially and medically needy populations within the State. HCBS includes several programs designed to cover Medicaid participant needs at home and in the community. However, MDH sought to coordinate care across HCBS programs and automate processes related to these services. The Long-Term Services and Supports (LTSS) system project began approximately 8 years ago to address these needs and ultimately benefit MDH, Medicaid providers, and the individuals we serve.

We have had federal funding from CMS throughout this project. The first Advanced Planning Document (APD) approval occurred in 2013 prior to the system-live date. We have had 90/10 funding for development since 2015, and we will be submitting this funding on an ongoing basis. The current system serves between 15,000-20,000 people, depending on the month or year. These individuals primarily consist of older adults and individuals with disabilities. MDH is currently expanding this system through the Developmental Disabilities Administration (DDA); the population supported through the LTSS system will double in size to support 35,000-40,000 participants by July 2020. MDH expects to continue to develop and expand this system. There are additional feature expansions for more programs documented with CMS as part of our APD process. Starting on page 21 of the RFP, there is a list of some of these project descriptions, though none of these projects are necessarily guaranteed to occur. Every project that we submit a work order for is vetted and approved through our internal Governance Steering Committee. This committee ensures an agreement between business and governance within MDH before pursuing a project.

The current system has a variety of functions. The LTSS system is involved in eligibility for some of our Medicaid programs. The LTSS system is not an eligibility enrollment system, but it does capture program details as it relates to waiver and community-based programs. It also includes health assessments incorporating complex algorithms. The LTSS system assists with preauthorization for services, plans of care, other service authorizations, and service authorization acceptance from our providers. MDH houses registries for our waiver programs, and the LTSS system is used to distribute letters required for the eligibility process to all of our participants. A consumer portal is also available to our participants as another component to the system. The LTSS system is linked to our current Electronic Verification and Validation (EVV) system that matches with our preauthorization/service authorization process. Lastly, the LTSS system is used to process billing through an automated process that submits claim files to our Medicaid Management Information System (MMIS), which processes the claim files for adjudication for payment. The LTSS System itself does not adjudicate the claims. When MDH adds additional services, our current billing process will need to be considered. Creative solutions may be needed to coordinate these complex workflows in a practical, cost-effective manner.

Over the past several years, MDH has completed an average of 10-12 LTSS software releases annually. We do have projects prepared and proposed for the next 5 years. However, whether these projects are carried out depends on CMS funding and our Governance Steering Committee.

The LTSS system is a large, custom-developed system. The State owns the source code. There are 3 main contracts related to the project:

- This TORFP is for Software Development - FEi Systems is currently the incumbent
- GANTECH is our current vendor for Operations and Maintenance (O&M)
- Technical Oversight reports directly to the State and works with both the O&M and Software Development vendors

The Technical Oversight vendor is precluded from both O&M and Software Development procurements. Likewise, the O&M and Software Development vendors are precluded from Technical Oversight procurements. However, there is no preclusion between the O&M and Software Development procurements. The State requires sufficient checks and balances to separate those functions, should one vendor provide both services.

The source code is self-escrowed by the State via resources from the Technical Oversight vendor. We rely on these 3 groups to bring us the best project solutions and software system possible. Furthermore, an Architectural Review Board (ARB) reviews and vets solutions at an infrastructure and software level. This vendor would be expected to participate in the ARB as well. Sections and details from the TORFP are highlighted below.

Page 8 lists the application details, demonstrating that the LTSS System is a large application that is continually expanding. We currently have a strong foundation and use modular methodologies to build upon current system functionality. We add business programs and make technical application changes to the architecture and underlying system on a fairly regular basis.

The LTSS system was initially built heavily reliant on RavenDB, a NoSQL database. RavenDB has been useful for establishing the system. However, this database is limited in terms of expansion, scalability, resource utilization, and available skill sets in the marketplace. We have been working on re-platforming with the incumbent vendor, and our ultimate goal is to move off RavenDB. We are not requiring RavenDB skill sets. However, it may be helpful if your staff has NoSQL experience as we transition off RavenDB. The additional transaction database is Microsoft SQL Server.

The LTSS System integrates with a cloud-based IVR solution. The IVR is used for service providers to clock-in and out when providing home and community-based services. The IVR is provided through our O&M contract. This software development vendor will have to work closely with the O&M vendor. The O&M vendor is responsible for providing Commercial Off-the-Shelf (COTS) software and will work with the software development vendor to connect to the IVR. There is an Application Programming Interface (API) in place that provides the connection between the LTSS System's transactional database and the IVR. The software development vendor will also work to perform software development maintenance as it relates to LTSS connection to other external entities including MMIS for the claims-related EDI file set.

To support transition the State has several assets in place, such as the source code, design artifacts, and Technical Oversight vendor resources reviewing source code and completing UML diagrams. The Technical Oversight vendor has completed proof concepts and built out development environments to obtain first-hand insight into the underlying structure of the application and technical architecture. Thus, the State has documentation and resources that will be engaged to support the transition process for a level playing field between the incumbent and potential new vendors for this procurement. Additionally, the State has a 4-month transition period overlap with the incumbent vendor to facilitate transition.

There is the potential that the incoming vendor might develop functionality while the outgoing vendor is developing functionality. Thus, code merge processes are likely. Further details on code merge requirements are described on page 12.

The State expects the incoming vendor to provide multiple development environments. This contract involves working with many initiatives and work streams with monthly releases. Many of these releases incorporate large changes requiring multiple work streams and configuration management tools and capabilities. The TORFP requires multiple development and testing environments up through User Acceptance Testing (UAT). The State provides through the O&M vendor multiple production environments for software releases. Bidders do not need to provide a regression-testing environment; this is provided through our O&M vendor. Though the software development vendor does not need to provide a regression-testing environment, MDH still expects this contractor to conduct regression testing. The recipient of this contract will need to demonstrate that codes works in UAT and in the production environment through regression tests. A handoff occurs from the software development vendor to the O&M vendor after UAT. O&M vendor will then transport the code, release notes, and deploy this into the regression test environment for the software vendor to conduct regression test. We also need this vendor to have training environments including Protected Health Information (PHI) and non-PHI data. MDH typically does not like PHI to be out of the production system. However, there may be a need to have PHI in the training environments. Under those circumstances, MDH will work closely with you to make sure this is information is well protected.

For MDH to acquire funding through CMS, we engage in the APD process. We will work with this vendor and business to line up initiatives. Furthermore, this vendor will need to provide Rough Order of Magnitude (ROM) estimated budget on a regular basis to help us with our planning process. See 2.3.11.E on page 15 for more details.

MDH needs immediate call for urgent issues. We have a strong SLA for the vendor in communicating with the State on urgent issues. Further details are mentioned on page 26.

MDH requires a Core Team of 4 people: the Project Manager, Lead Business Analyst, Lead Developer, and Lead Quality Assurance. We will interview and want these individuals available on the date of award. These individuals will be MDH's primary contacts. Their hours should be dedicated to MDH and be able to work through tasks that are more complex. Nevertheless, MDH envisions a team on this project given the work on this project. Work may wax and wane, requiring more individuals working during certain periods when compared to others.

The financial sheet lists optional resources that may be a part of this team. One correction in the financial sheet: the junior BA should be 24,000 hours for the 3-year base period. To make sure the State is getting good value, we will look for rosters, consider organizational charts, and ask for resource load, etc. to know that our projects are being delivered by a team that validates that workload. See page 41 for more details.

The State requires Agile methodology for software development. There are many different versions of Agile and the State requires you to propose the particular Agile method that you will use. It is important that this proposed version of Agile adheres to State policies. Deviations from State policies must be explained so MDH can justify these variations to the State Department of Information Technology (DoIT). See page 55 for more details.

Questions & Answers

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

1. Who is the current incumbent on the LTSS project?

   Answer: The current contractor is FEI.com, Inc.

Questions & Answers (Conference)

2. Are you looking for the prime contractor to meet qualifications listed in the minimum qualifications category or can those qualifications be supplemented with subcontractors?

   Answer: The Prime or a subcontractor's qualifications will be taken into account during evaluation of minimum qualifications, consistent with Section 5.4.2(G).

3. Regarding CMMI Level 3 processes, should the prime contractor be appraised or just have those practices in place?

Answer: We ask for CMMI Level 3 quality deliverables. We do not reference the certification as a requirement. Not having this certification does not necessarily preclude a candidate from consideration.

4. Will the proposed work in TORFP will be part of technical response? Will candidates be evaluated against these areas?

Answer: Potential projects listed are only included for informational purposes. We do not expect this group to know particulars with respect to these areas. However, this proposed work gives a sense of the size, scale, and variety of the projects we work on. We may be choosing from these projects in the future, but we do not expect you to address each item in your proposal.

5. Why is there a 5% MBE goal as opposed to other larger goals in other procurements?

Answer: When we decide the MBE goal, the program describes the amount of money the contract will be worth and what sub-contractible areas are available. The program then determines the percentage MBE goal based on historical data, research, and who is available for the goal. A procurement review group then further evaluates this goal. If the prime vendor wants to put in more than 5% to the subcontractor, that is up to their discretion.

6. Is the current vendor working on their own site or on-site at MDH?

Answer: The current vendor works at their own office location; they are not co-located with us at MDH. MDH does spend considerable time in both places. Additionally, if the vendor is working remotely, everything must be US-based. We do not allow for offshore work.

7. Is the current vendor currently using Agile? Do they use automated testing at this time?

Answer: The current vendor is using Agile. When the prior TORFP was put out, we were using Waterfall. During the middle of the current contract, we worked with the vendor and DoIT to migrate into Agile methods. We are fully using Agile at this point. There is some automated testing that they have. We would like more, as we particularly struggle with batch processing testing and high-volume claims. If you have capabilities in these areas, we advise you highlight relevant tools and methods in your proposal. We do have limitations on the state side on the number of claims that can be supported for testing with the state MMIS system, so there is a need to mitigate this limitation.

8. If we were to propose for automated testing, would the state will pay for the software product?

   Answer: If there are tools used in your environment, MDH considers this the cost of doing business. However, if there are tools that would help MDH in the regression-testing environment, MDH would consider this possibility.

9. Given the mention of transition support mentioned, is MDH looking for a new vendor?

   Answer: We are looking for the best agreement possible. The incumbent vendor is not precluded from consideration.

10. You mentioned this is one component of 3 supporting bids. Are the other 2 vendors allowed to bid, or is there a conflict of interest between software development, O&M, and technical oversight?

   Answer: The Technical Oversight vendor cannot bid on the O&M or Software Development procurements, as this contractor provides oversight functions for both those services and monitors the system and the software release process. The O&M vendor, however, is not precluded. There is not necessarily an organizational conflict of interest with having the same vendor providing software development and O&M. MDH is more concerned with processes and controls for transparency and stage containment. Thus, we do require checks and balances between the functions of software development and O&M. There needs to be "firewalls" in terms of chain of custody of the code to ensure transparency.

11. On page 6 section 1.1, there is mention of offeror minimum qualifications. Was it confirmed that this should be provided by the Master contractor?

   Answer: Same answer as question 2.

12. Are subcontractor elements allowed to be used for the required 3 examples of experiences or capabilities on page 58 of 141?

   Answer: Same answer as question 2.

13. In terms of eligibility, what percentage of the total number of Maryland Medicaid recipients do you handle?

   Answer: The eligibility we refer to is specific to Medicaid HCBS waivers. By the end of 2020, we will have approximately 40,000 participants. The total Maryland Medicaid population is approximately 1.2 million.

14. Are there significant improvements you would want from way system is currently running?

Answer: Yes. Continuous improvement is something we are looking for. We monitor system performance rigorously. The LTSS System was originally designed through the domain-driven design methodology and we have transformed the system into an enterprise architecture. Thus, we have had to modify the system's application and technical architecture to support the enterprise model. We do large software releases and are adding hundreds or thousands of users in some of these releases. We continually identify application and technical infrastructure enhancements to stay ahead of and sometimes remediate performance issues.

15. Can bidders use partners to fulfill the onsite office requirement?

Answer: We need to be able to go to a local office to meet with the management or executive team and training, design sessions or other sessions that we need you to host. From a training perspective, we do not have facilities to host large training sessions or multiple sessions.

16. When is the current contract end date?

Answer: July 2020.

17. How is the current training being performed? Is it classroom based or are there any online interventions?

Answer: Any and all of the above; direct training, end-user guides, train-the-trainer, webinars, etc. People who use the system are spread across the state. Regional trainings are sometimes required. We also like self-serve trainings.

18. You mentioned that you have 10-12 major releases per year. How about minor or ad hoc releases?

Answer: We look at least 18 months in advance and establish a release schedule after working with business. That equates to 10 or more planned major releases. We will often have priorities by business for defect fixes or high priority change requests after major releases. There are changes at the State and federal level we may have to accommodate. Thus, while there are 10-12 major releases, there are probably another dozen or so additional releases.

19. Do you have any cloud-based applications?

Answer: The IVR is cloud-based. From an application perspective, it has taken a long time for the State and Technical Oversight vendor to get familiar with RavenDB. Consequently, it has been prohibitive to get this system on the cloud. We have not looked to put this system on the cloud yet, but we are working to get comfortable moving down that path in the future.

20. Can we have a brief overview of the LTSS app and how end users or the state gets involved with the application and at what stages?

Answer: In terms of participation in the SDLC, is tough to engage end users and get them involved. It is consequently very important for us to have a partner on the software development side with good BA skills. We do have business area leads that represent their business needs in the requirements, design, and priority processes. We are in need of a vendor to facilitate that process so that those business experts can still do their day-to-day job.

21. Must the office be within 30 miles? Is it acceptable if we are 31 miles out?

Answer: Office locations must adhere to the requirements listed in section 2.3.2(A) and (B) of the TORFP. Note that the State makes 2.3.2(B) consistent with section 2.3.2(A), requiring both physical office and training facility to be within thirty (30) mile radius of MDH's main location.

22. Given the State's work on code review on the in-house system, when evaluating responses, how will the State look at existing application knowledge vs LTSS knowledge from other states?

Answer: We do not require any existing knowledge. We are general about that requirement.

23. Is offshore allowed for this requirement?

Answer: No.

24. On the location requirement, would you accept a HUBZone for the MBE?

Answer: The financial model is based on resources; thus, we do not see how the MBE fees could be invoiced in such a way as to be met through a HUBZone. However, the Department will research this further.

25. Looking at transitioning away from the Raven DB, what is the target database?

Answer: Microsoft SQL Server. The State has completed phase 1 to re-platform away from RavenDB to take billing functions, which are in standard EDI format. This moved about 80% of our data off Raven that impacted about 20% of the code. We are in the process with phase 2 that will take high-value transactional targets off RavenDB. Our goal is to continue to chip away vs. the more macro cutover

26. Is it necessary to abide by the 30-mile physical requirement?

Answer: Refer to TORFP sections 2.3.2(A) and (B) and the answer to question 21. The company does not have to be based there; just have a work location/office.

Ms. Coates reminded all the attending vendors to submit any additional questions to her by the close date and time for questions on September 5, 2019.

Adjournment

Ms. Coates thanked everyone for attending and adjourned the meeting at approximately 11:15 a.m.

(NOTE: See Addendum#1 for changes to Closing Dates for Questions and Proposal Submission)

Pre-Proposal Conference SIGN-IN SHEET
MDH Long Term Support Services (LTSS) System
Software Development & Business Process Support
Thursday, August 15, 2019 – 10:00 a.m.
MDH/OPASS 20-18355 (M00B0600029)
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Pre-Proposal Conference SIGN-IN SHEET
MDH Long Term Support Services (LTSS) System
Software Development & Business Process Support
Thursday, August 15, 2019 – 10:00 a.m.
MDH/OPASS 20-18355 (M00B0600029)
PLEASE PRINT CLEARLY!!

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Questions#1-Post Pre-Proposal Conference

1. Is the CMMI Level 3 required, or does the Offeror only need to follow the CMMI Level 3 methodology?
   Answer: Refer to the answer provided to question #3 of the Pre-Proposal Conference Minutes for 8/15/19 emailed on 9/5/19.

2. TORFP Section 5.4.4.A.2 states "The proposed solution shall be organized to exactly match the requirements outlined in Sections 2-3". At the pre-proposal conference the State said Offerors need not respond to TORFP Section 2.5. Please clarify which specific sections of the TORFP must be addressed in Offeror responses.
   Answer: Refer to the answer provided to question #4 of the Pre-Proposal Conference Minutes for 8/15/19 emailed on 9/5/19. To elaborate on that answer, the State is not requiring Technical Proposals to elaborate on each of these initiatives; however, it is up to offerors to determine how to address this section in respect to TORFP Section 5.4.4.A.2.

3. Section 5.4.2 A.2 states "The proposed solution shall be organized to exactly match the requirements outlined in Sections 2-3". At the pre-proposal conference the State said offerors need not respond to TORFP Section 2.5. Please clarify which specific sections of the TORFP must be addressed in offeror responses.
   Answer: Refer to answer of question #2 of this document.

4. Please confirm that only Prime contractor qualifications are allowed for Minimum Qualifications listed in Section 1.1 on page 6 in the TORFP.
   Answer: Refer to the answer provided to question #2 of the Pre-Proposal Conference Minutes for 8/15/19 emailed on 9/5/19.

5. Please confirm that all Minimum Qualifications must be provided by the Prime Contractor?
   Answer: Refer to answer of question #4 of this document.

6. Please confirm that CMMI 3 is minimum mandatory requirement?
   Answer: Refer to answer of question #1 of this document.

7. Please confirm that the State will issue subsequent Task Orders, under this work order, to accommodate the personnel resource "spikes" indicated in the pre-proposal conference or will there be fixed price statements of work?
   Answer: The State is assuming this question is referring to the Work Order process, as described in TORFP Section 3.13. For each initiative, a Work Order is created that includes the desired scope of work. It is up to the TO Contractor to propose labor categories and hours to complete each Work Order. The Work Order is fixed price and deliverables based. It is anticipated that many Work Orders are in process at any given time, requiring the TO Contractor to manage the resources to ensure high-quality work is performed within the

agreed upon timeframe. As such, there is potential for higher levels of work (i.e. “spikes”), which the State expects the successful offeror to accommodate.

8. Was a third-party entity used to write the TORFP? If so, what is the name of the third-party entity?
   Answer: A third party was not used to write this TORFP.

9. Section 2.1.1-Summary Statement requires that the vendor must provide the TO Contractor Manager-please confirm? Can you please provide additional details for the roles and responsibilities of the TO Contractor Manager in additional to what is provided in the TORFP?
   Answer: The TO Contractor Manager is a Core Team member and as such a key resource for this procurement. Refer to TORFP Section 2.3 Responsibilities and Tasks, Section 2.4 Deliverables and Section 3.9 Performance and Personnel for an understanding of the roles and responsibilities of proposed resources.

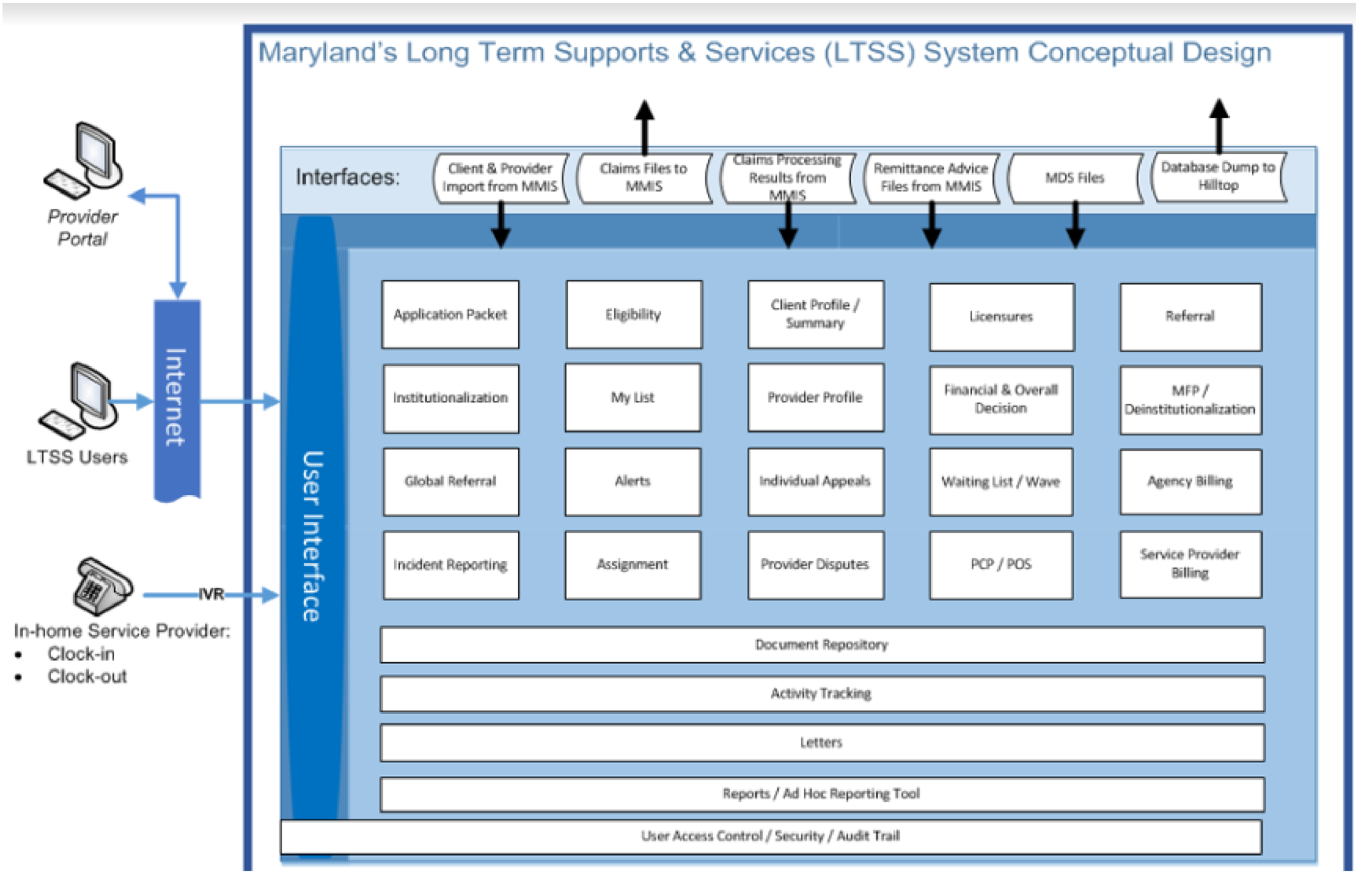
10. Section 2.2-Please indicate how many API’s currently support the LTSS and other systems? Can you name the other applications the API’s connect to?
    Answer: External facing APIs connect the LTSS to a system outside the core LTSS application. For external APIs, some are LTSS APIs and others are developed by the target system’s vendor. Since the LTSS application is modular, there are internal APIs as well. Below are the current APIs:

    Business Function (internal or external): Client -> API
    - **LTSS API for Service Provider Clock-in/out via IVR System (external): Genesys IVR -> LTSS IVR API**
    - **LTSS Presentation to Business Logic Layer (internal): LTSS.Web -> LTSS.ServiceHost**
    - **LTSS API for Non-billing Scheduled Tasks (internal): LTSS Task Console Executable -> LTSS Task ConsoleService Host**
    - **LTSS API ISAS Billing (internal): ISAS Process Console -> TaskConsoleService Host**
    - **LTSS API for Client Portal (internal): Teft.Web -> Teft.WebApi**
    - **LTSS API Provider Portal (internal): ProviderPortal.Web -> Ltss.WebApiServiceHost**
    - **LTSS API for Self-directed Data Extract to Fiscal Intermediary (external): SelfServeApi.Web -> SelfServeApi.ServiceHost**
    - **SISOnline API (AJ Boggs & Company) for Developmental Disabilities Administration’s (DDA) Supports Intensity Scale (SIS) (external): Ltss.ServiceSisOnline -> SISOnline API**
    - **LTSS API for DDA’s Provider Upload for Billable Activities (external): NOT YET IN USE**

Questions#1-Post Pre-Proposal Conference

11. Section 2.3-Please provide the name of the ticketing application used for help desk requests?
    Answer: The O&M vendor uses ServiceNow for Tier 1 Help Desk tickets. The current Software Development vendor uses Microsoft's Team Foundation Server (TFS) for Tier 2.

12. Section 2.3.5-Please provide an architectural diagram of the current application.
    Answer: Please see below for a conceptual design of the current application. If more is needed, please follow-up.



13. Section 2.3.11-Please provide a copy of the most recent APD, as referenced in Section E, ROM funding.
    Answer: Due to the sensitivity of the APD contents, it cannot be shared.

14. Section 2.3.2 B- Does the State have any training facilities available for this project?
    Answer: No.

Questions#1-Post Pre-Proposal Conference

15. Section 2.3.4 G-On the Staffing Management Plan is the State looking for # of hours for each phase? Is this to be provided with the TORFP response or after the contract has been awarded?
Answer: The State does not require number of hours for each phase. For the portion of the requirement "…staffing estimates by SDLC phase…", the State is looking for prospective offerors to describe in general how they propose to staff the Task Orders.

16. Are there any COTS products that are being used to maintain the case management system?
Answer: LTSS is a custom-developed solution. However, there are COTS products used for the databases, reporting, SSO, etc. Refer to TORFP Section 2.2 for application details.

17. Section 2.2.1 I- Will the LTSS O&M TO Contractor be able to support automated provisioning of servers and automated deployment of application deliverables? If so, please list what tools/standards/technologies are available to automate provisioning and deployment
Answer: The current O&M TO Contractor uses Ansible Playbooks for the automated provision of infrastructure and services, to the extent possible.

18. Section 2.2.2.3-What format will the download of the existing artifacts be in?
Answer: The current Team Foundation Server data is extracted by the Software Development vendor and provided to the State in Microsoft Excel (.xlsx).

19. Section 2.2.2-Will the State provide all existing training artifacts that are available for the LTSS system?
Answer: All existing training artifacts will be made available to the successful offeror.

20. Section 2.3.1-Will the State provide a copy of the existing source code repository for LTSS (or detailed code change report), in addition to a copy of the existing source code?
Answer: The successful offeror receives the current source code and release notes from subsequent releases. The State's software release process requires the Software Development vendor to coordinate with the Technical Oversight and O&M vendors at a detailed level to ensure stage containment and transparency exist in the contents of each release package. Should further detail be required, the State works with the TO Contractor during the transition-in phase to identify additional needs and address them as warranted.

21. Section 2.3.3-Does the State have existing branding or user interface standards or guidelines that must be implemented and supported?
Answer: Refer to TORFP Section 2.3.3 User Interface Requirements. In addition to the requirements for accessibility and general navigation consistency, the State expects cooperation between the vendor transition-in and the incumbent to review current style sheets and user experience standards.

Questions#1-Post Pre-Proposal Conference

22. Section 2.3.5-Can the State describe what other software vendors are currently implementing code that will need to be merged with LTSS, what existing interfaces have been agreed to and what coding standards are in place for these vendors? Is it the intention of the State that after the code merge, this code becomes the responsibility of the LTSS contractor? Can these code merges be conducted earlier in the SDLC or on a more frequent basis?
    Answer: Currently, there is only one vendor developing the LTSS software for the State. We require prospective offerors to fully describe their code merge approach, which assumes that during the overlap between the incumbent's transition-out and a new vendor transition-in there may be development by both parties. Please be detailed in your response to your approach, assumptions and requirements of the State, incumbent and any other party involved.

23. Section 2.3.10-Can the State please confirm that the LTSS contractor is expected to host all non-production environments not described in Section 2.2.1 I.
    Answer: The State, through the O&M vendor, provides for production, disaster-recovery (for the production environment) and pre-production. Pre-production is used for regression testing.