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Pre-Proposal Conference
Monday, July 27, 2020
"Long Term Services & Supports (LTSS) Technical Oversight"
M00B0600318 MDH/OPASS 21-18149

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MDH Participants:

1. Queen Davis – Office of Procurement and Support Services (OPASS), TO Procurement Officer - Maryland Department of Health (MDH)
2. Eric Saber- Project Management Office (PMO), Contract Monitor- MDH
3. Joseph Walburn - PMO - MDH
4. Donald Northam- PMO, Project Manager- MDH

Procurement Overview:
Queen Davis – Office of Procurement and Support Services (OPASS), TO Procurement Officer - Maryland Department of Health (MDH)

My name is Queen Davis and I would like to take this moment to welcome you all to the Pre-Proposal Conference for Long Term Services & Supports (LTSS) Technical Oversight

The personnel proposed under this TORFP must meet all minimum qualifications for the labor category proposed, as identified in the CATS+ RFP, Section 2.10. **Links to the labor categories minimum qualifications can be found on page 6 of the TORFP**

 The Maryland Department of Health (MDH) is issuing this CATS+ TORFP in order to obtain the services of a Task Order (TO) Contractor to provide technical oversight and staffing for the Long-Term Services and Supports Maryland (LTSSMaryland) project. The TO Contractor shall provide qualified skilled resources to provide program and project management, system infrastructure oversight and technical support, and software application development oversight for the LTSSMaryland system. The Master Contractor's team shall include a total of four (4) Key resources, as follows:

- One (1) Program Manager – 2.10.94,
- One (1) Project Manager (Technical) – 2.10.96,
- One (1) Network Engineer (Senior) – 2.10.53, and
- One (1) Application Development Expert (Senior) – 2.10.12

Later in the conference the Program will give a programmatic overview of the services required under this project.

MDH intends to award this Task Order to the Offeror that proposes a team of resources and a Staffing Plan that can best satisfy the Task Order requirements. Offerors are advised that, should a solicitation or other competitive award be initiated as a result of activity or recommendations arising from this Task Order, the Offeror awarded this Task Order may not be eligible to compete if such activity constitutes assisting in the drafting of specifications, requirement, or design thereof.   A Task Order award does not assure the TO Contractor that it will receive all State business under the Task Order.

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The contract resulting from this solicitation will be in effect From NTP for three (3) base years with one (1) two-year option term.

Section 2 – Contractor Requirements :Scope of Work begins on page 7. Carefully review this entire section to get a full understanding of the work requirements for this Task Order Request for Proposal.

Section 3 – TO Contractor Requirements – General – begins on page 260 Lists the initiation requirement from the kick-off meeting to fully transition in to the new contract and information regarding the transitioning out at the end of service. This section also lists the roles and responsibilities of the personnel under this task order.

Section 4 Lists the TORFP Instructions including Award Basis, information regarding oral presentations and interviews should interviews be required. This section also lists the standard rules and requirements for this TORFP including information regarding additional Attachments related to this TORFP..

Section 5 – TO Proposal Format - Offerors are required to submit their responses to the TORFP in two parts. Section 5.2 – (beginning on page 50) clearly lists all submission requirements. The TO Proposal shall be submitted via two e-mails. Volume 1 – TO Technical Proposal and Volume II TO Financial Proposal.

5.3 - TO Proposal Packaging and Delivery instruction is clearly laid out in this section. Please read and follow instructions carefully.

MDH 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.

The TO Technical Proposal shall be contained in one or more unencrypted e-mails, with two attachments. This e-mail shall include:

- Subject line "CATS+ TORFP # M00B9400015 & OPASS # 20-18149 Technical" plus the Master Contractor Name
- One attachment labeled "TORFP M00B9400015 & OPASS # 20-18149 Technical - Attachments" containing all Technical Proposal Attachments (see Section 5.4.2), signed and in PDF format.
- One attachment labeled "TORFP M00B9400015 & OPASS # 20-18149 Technical – Proposal" in Microsoft Word format (2007 or later).

See Section 5.4 for complete instructions on your TO Technical Proposal email Submission. Please provide no pricing information in the Volume I Technical Proposal submission.

The TO Financial Proposal shall be contained in one e-mail containing as attachments all submission documents detailed in section 5.5, with password protection. MDH will contact Offerors for the password to open each file. Each file shall be encrypted with the same password.

Subject line of the email submission shall read "CATS+ TORFP # M00B9400015 OPADD 20-18149 Financial" plus the Master Contractor Name

- One attachment labeled "TORFP M00B9400015 OPASS 20-18149 Financial" containing the Financial Proposal contents, signed and in PDF format.

Section 6 – Evaluation and Selection Process - The TO Contractor will be selected from among all eligible Master Contractors within the appropriate Functional Area responding to the CATS+ TORFP. In making the TO Agreement award determination, the TO Requesting Agency will consider all information submitted in accordance with Section 5.

Section 6.4 - Explains the down select procedure, please read this section carefully.

Section 6.5 Selection Procedures - Please note letter F, which states "The Procurement Officer shall make a determination recommending award of the TO to the responsible Offeror who has the TO Proposal determined to be the most advantageous to the State, considering price and the evaluation criteria set forth above. 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 TO Agreement shall be initiated only upon issuance of a fully executed TO Agreement, a Non-Disclosure Agreement (To Contractor), a Purchase Order, and by a Notice to Proceed authorized by the TO Procurement Officer. See Attachment 7 - Notice to Proceed.

Please make note of the closing date and time.

Questions Due Date and Time	**8/11/2020 at 2:00 PM Local Time**

Closing Date and Time:	**Thursday August 27, 2020 at 2:00 PM Local Time**

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PLEASE REFER TO THE KEY INFORMATION SUMMARY SHEET ON PAGE SMALL i FOR DETAILED INFORMATION REGARDING DUE DATES AND EMAIL SUBMISSION INFORMATION.

No proposals will be accepted that did not hit my email box after Thursday August 27, 2020 at 2 PM.

Programmatic Overview:
Eric Saber- Project Management Office (PMO), Contract Monitor- MDH

System Background and Purpose-

The LTSSMaryland system application was thought of 10 years ago about, as a result of Maryland Medicaid reviewing existing technical solutions to the program and identifying several applications that were siloed, lacked coordination, and were developed and managed differently. This did not allow consistency and collaboration in coordination of programs and service delivery. As a result,the state took on the task of developing one centralized application. This state owned and state developed application was developed with the goal of coordinating, authorizing, and submitting claims for services. This has become the main source of information for Home and Community Based Services (HCBS) programs provided by Medicaid.

MDH went live with this system, LTSSMaryland, about 6-7 years ago with just a few programs, and has continuously added additional programs throughout the years, keeping in mind the primary goal of improving service coordination for Maryland's HCBS programs. This past year has seen especially large development efforts. We have added several programs that have significantly increased the system size. The Rare and Expensive Case Management (REM), Medical Day Care (MDC), and Developmental DIsabilities Administration (DDA) programs are all large scale implementations that have recently deployed, increasing the population served.

LTSSMaryland serves upwards of 20,000 people with the incorporation of DDA doubling that population. This system is currently responsible for billing 350 -400 million dollars annually, with an estimated increase to over 1 billion dollars in annual payment with full integration of DDA programs. This represents a significant portion of Medicaid program spending, and sets high expectations from providers for consistent and dependable functionality. As such, it is important that the system has adequate oversight and planning to ensure ongoing success in implementation and maintenance.

LTSSMaryland has three main Contractors supporting this goal:
1) **Software Development-** Responsible for application development. Does coding, testing, and develops architecture strategy.
2) **Operations and Maintenance (O&M)**- Responsible for infrastructure and keeping the system live 24/7/365. Ensures that the system infrastructure grows in parallel to the development of new functionality.

3) **Technical Oversight -** The subject of this TORFP and pre-proposal conference. Responsible for maintaining good relationships with other two Contractors and overseeing their practices, deliverables, etc. to ensure that the system as a whole is successful. This is not an IV&V or an audit Contractor in which you are expected to find issues with other contractors. This is a vendor who works alongside the other two contractors to ensure success. Your relationship, trust, and support with the other two contractors and MDH is of utmost importance to ongoing success. The main project goals is to establish positive relationships and transparency with other vendors.

TORFP Scope and Highlights-
Please note that this is a time and materials contractors. The personnel experience required is outlined in 3.10.3. Offerors should be clear what the proposed resources' qualifications are, what their role will be in execution of this TORFP, and why they will be beneficial to the Department. 3.10.4 and Appendix 5 identify optional personnel resources. These optional personnel are additional labor categories we anticipate needing as limited resources to support specific types of work. This work is not guaranteed and must be approved by the Department before implementation.

The awarded contractor will be responsible for providing oversight of the other LTSSMaryland contractors. Four key personnel will include a Program Manager and Project manager responsible for monitoring vendor practices and strategies, including following standard PMBOK rules where applicable for project planning and architecture strategy development. The Program Manager specifically will be asked to perform high level strategy sessions, maintaining relationships with state of Maryland officials including Department executives to effectively strategize and plan. The Project Manager's technical expertise should be clear in Offerors' proposals so that the Department can identify where their skills and abilities will play a role in managing and overseeing system application and infrastructure. These roles will ensure transparency and employment of best practices for development and future planning. Proactive review and vetting of changes before implementation, and will provide active monitoring of processes enlisted for system development and maintenance.

The Network Engineers and Application Development Analyst will provide infrastructure planning and code development strategies. These roles will be especially important in ensuring that architecture meets or exceeds expectations based on planned future development. These key resources will be responsible for coordinating and securing agreement between all parties on important decisions about implementation, preventing creation of single points of failure.

The contractor will need to be familiar with technical oversight, programming standards and guidelines, development methodology, as well as standard security practices. Offerors should be familiar with Information Technology best practices to ensure the LTSSmaryland system and integrated software is sufficiently up to date. Familiarity with components of the system architecture, described within this TORFP, will be beneficial to the contractor, so any questions about these components should be submitted to MDH. A key practice will be running the

Architectural Review Board (ARB), during which all three vendors review each other's work before proceeding on projects or making infrastructure changes. This group provides a level of review where we all move forward as a team without one vendor making decisions on their own without consultation with others and is key to getting all teams on the same page to ensure success. The Technical Oversight team will need to set the agendas, moderate discussions, and provide notes on key decisions and responsibilities.

There is an important distinction between the duties of the Technical Oversight contractor and other LTSSMaryland contractors. The Technical Oversight team is not installing hardware, running wires, installing computers, building new environments, writing code, or storing PHI. These roles are specific to other contractors. The Technical Oversight team's role is to maintain transparent relationships and strategies for improving the system and its planning.

The Technical Oversight contractor should be familiar with the practices and standards of MDH's federal and state partners. This includes requirements from the Department of Information Technology (DoIT) and their agile software development lifecycle. Today our development process is agile, so knowledge of this process will be a benefit and help become accustomed to processes. Also, contractors should be familiar with CMS policies, including the Medicaid Enterprise Certification Toolkit, and other certification processes. As LTSS receives the majority of its funding from CMS, compliance with CMS requirements is required in order to ensure ongoing project funding.

Areas of responsibility include conducting investigation of system issues. Examples may include system outages, performance issues, and critical defects. In this role, the contractor will need to investigate, review, and ensure that the appropriate contractors conduct thorough Root Cause Analyses and retrospectives. This team is the first in line to receive communications on critical issues, and will need to be responsive, even outside of business hours. Their assessments will be key in directing the path forward in system development, including some of the technology outlined within this TORFP .

LTSSMaryland production deployments occur monthly. There are several major projects identified in the TORFP to be noted, including movement from a private to public cloud transition and development of an application development roadmap. Familiarity with these types of projects and experience with application and infrastructure scaling will be beneficial to the project and should be emphasized if present.

MDH Staff and Support-
The LTSSMaryland team within the Department is composed of a Project Management Office (PMO), directed by Eric Saber, the contract monitor for all LTSSMaryland contracts. This PMO is also composed of Donald Northam, Project Manager, the Technical Oversight team, and other state staff. The PMO's role is to oversee the contracts, maintain federal and state relationships, direct future planning, and manage funding which is obtained through a partnership with the Federal Government via Advanced Planning Documents (APDs). The PMO

manages system development using a Kanban methodology, prioritizing based on work invitations and valuations to ensure maximum value in each release. Experience managing work in progress should be very clear in the proposal. Each contractor will also supply their own points of contact, including project managers for the O&M and Software Development contractors as well as other comparable labor categories to what the Technical Oversight offerors will propose.

Question and Answer Session:

In response to a question received prior to the pre-proposal conference regarding the incumbent Contractor:

Answer: The incumbent is Curtis Consulting. The Contract base period began on Sept 2 2014- and ended Sep 1 2016. The Contract has two one year renewal options, and the Department has extended the contract due to not awarding in time to end the contract at the end of the actual contract end, which was September 2, 2018. $2,943,920 was the original contract amount when awarded

No other questions were elicited during this pre-proposal conference. Offerors were instructed to email any questions to MDH for response.

Offeror	Attendee Name
ANGARAI	Gopala Krishnan
Curtis Consulting	Mike Curtis
Curtis Consulting	Brett Daniels
Curtis Consulting	Ed Bogdan
Curtis Consulting	Aaron Warren
International Projects Consultancy Services (IPCS) Inc.	Kuldeep Dhar
Attain, LLC	Darlene Walker
Attain, LLC	Stacy Stratton
OST, Inc	Brian Cole
OST, Inc	Devendra Arole
OST, Inc	Gaurav Bhardwaj
Tsource LLC	Bonnie Lilly
Tsource LLC	Eliseo Cidre Jr
Tsource LLC	Rich Basom
Information Resource Group, Inc.	Alicia Weaver
Information Resource Group, Inc.	Anupama Shama
Information Resource Group, Inc.	Kenneth Wampler
Cyquent	Sagar Sawant
Cyquent	Priya Tejwani
Oakland Consulting Group	David Rosetti
Oakland Consulting Group	Richard Wheeler
Oakland Consulting Group	Micheal Huges
DK Consulting, LLC	George Hardy
DK Consulting, LLC	Erin Hamilton
DK Consulting, LLC	Nancie Tassara
Mansai Corporation	Aparna V Iyer
Mansai Corporation	R S Vekatachalam
Transcend Business Solutions, LLC	Linda Rowan
Cambria Solutions, Inc.	Jim Coursey
Cambria Solutions, Inc.	Tony Franklin
Cambria Solutions, Inc.	Shelley Bogan
N-3 Technologies, inc.	Nisha Bouri
N-3 Technologies, inc.	Nailini Bouri
Group Z, Inc.	Nora Presti
Group Z, Inc.	Pantelis Zairis
Vivsoft Technologies, LLC.	Navin Gunalan
Vivsoft Technologies, LLC.	Tapasvi Kaza
Vivsoft Technologies, LLC.	Megha Singh
3C Computer Solutions Inc.	Chris Thunell
3C Computer Solutions Inc.	Mike Morcell
3C Computer Solutions Inc.	Scott Sailer
AIMSTAR Information Solutions, Inc	Theodore Williams II
Turning Point Global Solutions, LLC	Lisa Poulter
Turning Point Global Solutions, LLC	Kevin Parks
Expedite Infotech	Beth Wong
CompuGain	Victor Hoffman
CompuGain	Ashish Kite
Production Modeling Corporation	Tom Duhaj
IndiSoft LLC	Ramesh Devare
A&T Systems	Brian Zernhelt