

Questions -- Florida Medicaid RFP-M804

Vendor	#	RFP Reference	Question	Answer
Consultec 1/7/98	1	30.1.3, Facility Location and Accommodations, Page 30-3	We suggest the State increase the distance requirement for the contractor facility to seven (7) miles. The growth of Tallahassee has created the need for commercial real estate development in areas outside the stated five (5) mile radius. A seven mile distance requirement will increase the options for the contractor to select a facility that is conveniently located to State and contractor staff, while also permitting the development of a facility that can be customized to the contractor's needs.	The distance requirement is changed from five (5) miles to ten (10) miles. The proposals will be scored based on the relative travel distance to the Agency headquarters at 2727 Mahan Drive.
Consultec 1/7/98	2	40.3.1, Item c Page 40-7	Does the requirement that “imaging equipment should handle five (5) FMMIS sessions and five (5) imaging sessions simultaneously” refer to imaging workstations or server hardware?	The server hardware and software must be able to handle 5 concurrent state users each accessing both FMMIS and Imaging.
Consultec 1/7/98	3	40.3.1, Item k, Page 40-9	What is meant by the phrase “capability to fix the image”?	The word fix is changed to read fax.
Consultec 1/7/98	4	40.3.3, Item a Page 40-9	Are the charges for the network connections in this section considered pass through costs to the state or costs to the contractor?	Costs to the contractor.
Consultec 1/7/98	5	40.3.3, Item a.1, Page 40-9	What ATM standard does the state network use, UNI or NNI?	Both standards plus many others, all ATM industry standards should be

				implemented on these devices including UNI (User to Network Interface) and NNI (Network to Network Interface).
Consultec 1/7/98	6	40.3.3, Item a.1 Page 40-10	Does the reference to “data warehouse” location actually refer to contractor’s Tallahassee facility?	Yes. Amended to read contractor’s claim processing facility in Tallahassee.
Consultec 1/7/98	7	40.3.3, Item a.2 Page 40-10	Is this MAN maintained by a state department or a public communications carrier? If public, which carrier?	While the MAN is operated by the public carrier (Sprint/Centel) there is a discrete portion of the MAN under the operational control of the Department of Management Services Division of Communication.
Consultec 1/7/98	8	40.3.3, Item a.3 Page 40-10	Is the Netmanage terminal emulator a required product or may the contractor substitute an equivalent product?	Netmanage is the standard terminal emulation software for the Agency. We prefer to stay with one standard.
Consultec 1/7/98	9	40.3.3, Item b.2, Page 40-10	What level of vendor support (ex. same day) is included in the \$33,600 expenditure for maintaining network hubs? What level does the state require?	The costs of this equipment is a pass-through to the state. All equipment purchased as a pass-through to the state should include primary support from the original vendor. Support required is “same day” plus phone support. As further clarification of Agency maintenance requirements, the Agency requires “same day” support for network equipment and second

				day for desktop equipment. Note that this maintenance will not be the responsibility of the contractor, except for the payment of this pass-through expert.
Consultec 1/7/98	10	40.3.3, Item b.2, Page 40-10	Are there any standards regarding downtime on these hubs that the contractor will be required to meet?	Maintenance agreements on the hubs will require "same day" service by the primary vendor. Costs of maintenance agreements with the primary hardware vendor will be pass-through for the duration of the contract.
Consultec 1/7/98	11	40.3.3, Item b.2 Page 40-10	Will the contractor be required to provide any on-site service or diagnostics by contractor personnel with respect to these hubs?	The contractor should have network engineering capabilities to identify problems as either at the Agency or the contractor site.
Consultec 1/7/98	12	40.3.11 Page 40-27	Is the current BBS system eligible for takeover by the new contractor?	The incumbent's BBS is a commercially available "off the shelf" system.
Consultec 1/7/98	13	40.3.11 Page 40-27	This section refers to five (5) 9% lines. Please clarify what is meant by 9% lines.	The 9% is deleted.
Consultec 1/7/98	14	40.4.1 Page 40-32	The requirement reads, "Each management staff member must have MMIS experience." However, on page 40-29, there is no requirement for the Banking Manager to have MMIS experience as defined in the table. Please clarify this discrepancy; is the Banking Manager required to have MMIS	If the Banking Manager does not have a degree, the Agency may consider resumes with five (5) years professional banking experience (from a financial institution) or five (5) years MMIS experience, if the MMIS experience was earned in a Finance or Banking Manager level

			experience?	position.
Consultec 1/7/98	15	40.4.2 Page 40-32	What is the current distribution of systems staff for daily operations, systems maintenance and for system modifications? How much of the current system staff is allocated to system maintenance for the licensed system elements, including Pharmacy POS, Medicaid Eligibility Verification System and Automated Voice Response?	The current staff is not distributed by operations support, systems maintenance or modification. The current staff is divided by functional area, generally as shown in the fiscal agent organizational chart. As system priorities change, staff may be moved from one group to another, or serve in multiple groups. This staff includes 7 Senior Systems Analysts, 6 Senior Programmer/Analysts, 22 Programmer/Analysts, 3 Documentation Specialists and 2 Data-Processing Technicians.
Consultec 1/7/98	16	40.6.8, Item e Page 40-48	What is the average monthly volume of recipients who lose eligibility and might potentially be issued a Certificate of Credible Coverage?	We anticipate the volume to be 20,000. However, it is a new requirement and we have no actual figures.
Consultec 1/7/98	17	40.6.9 Page 40-50	Is the cost to produce Medicaid Identification cards reimbursable as a pass-through expense under 50.36.2 (d) - printing?	No.
Consultec 1/7/98	18	40.6.11 Page 40-54	Automated Voice Response System (AVRS) – Is the contractor required to provide 1-800 toll- free access to the AVRS?	Yes. The contractor is required to provide Toll-free access.
Consultec 1/7/98	19	40.7.8.1, Item r Page 40-63	Is the cost to print claims and claim-related forms reimbursable as a pass-	No.

			through expense under 50.36.2 (d) - printing?	
Consultec 1/7/98	20	40.7.8.3 Page 40-67	Enrollment and Re-enrollment Requirements – Is the contractor required to provide 1-800 toll-free access to the Provider Enrollment Unit?	Yes. Refer to Subsection 40.7.8.5.
Consultec 1/7/98	21	40.9.10.2, Item a, Page 40-98	Will data files, including logon identification and passwords, associated with the current licensed ESC host current be turned over by the incumbent contractor as a part of the turnover?	Yes.
Consultec 1/7/98	22	40.19.8 Page 40-159	Operating Procedures for the functions to support the Buy-In Subsystem are not in the FMMIS System documentation. Please make the Operating Procedures available in the Procurement library.	Item is in the procurement library.
Consultec 1/7/98	23	40.19.8, Item l Page 40-160	What is the current average monthly volume of SLMB (form 2032) input forms processed each month by the incumbent contractor?	1075 per month.
Consultec 1/7/98	24	40.19.8, Item m, Page 40-160	What is the current average monthly volume of buy-in inquiries which must be processed by the incumbent contractor?	150 per month.
Consultec 1/7/98	25	50.34.6.2 Page 50-31	This section provides for liquidated damages in the event a network connection is down due to “contractor error or omission.” How will the state determine what constitutes contractor error or omission?	The network group at the Agency will determine what constitutes a failure. If the failure is at the contractor site they will be informed and the contractor should repair it within the required time period. If the failure was due to changes, modifications, maintenance or neglect on the contractor’s part to

				their equipment, the network group will report the results to Contract Management and to the contractor for damage assessment.
Consultec 1/7/98	26	50.51 Page 50-62	This section states that “additional equipment may be procured for state use through this contract.” Is the contractor responsible for the setup and installation of this “additional equipment”? If so, how much additional equipment is anticipated?	If the contractor is required to procure additional equipment, the contractor’s only responsibility will be to process the procurement and pass-through based on Agency technical and vendor specifications.
Consultec 1/7/98	27	50.51 Page 50-62	Will the contractor be able to recover additional costs related to any “additional equipment” purchased by the state under this section?	No. The contractor will not be able to recover additional costs related to additional equipment procured as a pass-through cost.
Consultec 1/7/98	28	70.5.3, Item f Page 70-7	This section asks for “average staff hours in FTEs during operations.” Rather than provide this information, we suggest that the State ask for an unduplicated count of the FTE’s during operations.	“Average staff hours in FTEs during operations” is changed to a “an unduplicated count of the FTEs during operations.”
Consultec 1/7/98	29	70.6.2.1, Item i – Number 1, Page 70-10	We suggest that the State delete the requirement to provide "Full name, title, and (current) telephone number of a client reference" for each project listed in a resume, especially in view of the requirements for references in Item h. Many staff in the industry have more than 20 years of Medicaid experience and it will be difficult, if not impossible, to track down current references for projects that old.	Subsection 70.6.2.1.i.1 is changed to require references from the projects listed for the last five years, including the current project of the staff person.

Consultec 1/7/98	30	Appendix A.1 Page A.1-7	This section refers to fifteen (15) Sprint B1 lines. Please clarify what is meant by B1 lines. Are these actually T1 lines?	The term B1 is corrected to read T1.
Consultec 1/7/98	31	Appendix A.2, Page A.2-2	Will the State require any additional software or software upgrades for the desktop PC's (other than the 1000 communications package licenses)?	In addition to the software listed, the contractor should supply at least 100 copies of software to be used on the desktop to access images, plus any software required for on-line access to reports. Upgrade of the desktop software provided by the contractor is the responsibility of the contractor.
Consultec 1/7/98	32	Appendix A.2, Page A.2-5	This section refers to supplying 15 CD-ROMs and "setting up" hardware for the DCFS district offices. What quantities and types of hardware (other than the CD-ROM's) does this section refer to?	The requirement refers to CD ROM disk drives and any standard connectors and cables that may be required for installation.
Consultec 1/7/98	33	Appendix A.2 Page A.2-11	Intel does not currently offer a 400Mz Pentium II or Pentium Pro system – is this a typo? Do they want the fastest Pentium II or Pentium Pro chip available, or is something else intended?	As indicated in the proposer's conference on January 12, 1997, the contractor will have no responsibility for the Medicaid Mini Computer described on page A.2-11 except to make the procurement. At the time of procurement the Agency will define the specifications and identify the vendor. The contractor will procure the item as a pass-through cost as indicated in Subsection 50.36.2.d without the addition of profit and/or overhead. The procurement will require the primary vendor to provide a

				warranty and maintain the mini computer.
Consultec 1/7/98	34	Appendix A.2 Page A.2-11	Intel chips do not currently offer a 1Mb or 2Mb on-board cache. Does the State want an external caching mechanism added to the system to achieve their 2Mb requirement? Are they aware of a system vendor that provides this option?	See response to question #33.
Consultec 1/7/98	35	Appendix A.2, Page A.2-11	Is the 120GB of SCSI disk specified intended to be raw storage or usable storage? Is a RAID level or combination of RAID levels required? If so, what level(s)?	See response to question #33.
Consultec 1/7/98	36	Appendix A.2, Page A.2-11	What read/write speeds are desired for the CD-R drive?	See response to question #33.
Consultec 1/7/98	37	Appendix A.2 Page A.2-11	Are hardware, OS and software maintenance agreements during the life of the fiscal agent contract considered to be pass-through costs to the State or are they the responsibility of the contractor? What level of maintenance service is required?	See response to question #33.
Consultec 1/7/98	38	Appendix A.2 Page A.2-11	How many concurrent users does the operating system need to be licensed for? How many users should the SQL server and other per-user licensed software components be licensed for?	See response to question #33.
Consultec 1/7/98	39	Appendix A.2 Page A.2-11	What level of hardware and software support does the State expect the contractor to provide during the life of the contract? Who will provide application and DBA support?	None. The Agency and the primary vendor will warrant and maintain the hardware. The contractor is expected to provide maintenance and upgrades for software it supplies

				and to assist the Agency in supporting the uses of their software (image access, report access, communication software, etc.) Otherwise the Agency will provide the application and DBA support.
Consultec 1/7/98	40	Appendix A.2, Page A.2-11	Is a more detailed specification (including representative vendor information) available for this system?	See response to question #33.
Consultec 1/7/98	41	Appendix A.2, Page A.2-11	Is the contractor responsible for the installation and setup of this system or is that responsibility assumed by the State?	The primary equipment vendor will be responsible for installation and set up.
Consultec 1/7/98	42	Appendix A.4, Page A.4-1	Several of the numbers appearing in the management boxes on the fiscal agent organizational chart do not add up to the numbers of staff shown reporting to that manager. For example, the total number of staff in the Claims Operations Manager box is 149. However, the numbers in the boxes reporting to the Claims Operations Manager total 142 and not 149. Therefore, we do not know if the numbers in the management boxes are correct or the numbers in the boxes reporting to the managers are correct. Please provide an accurate fiscal agent organizational chart so all bidders may have access to the correct information.	The total staff on the organizational chart is the total of the numbers indicated in the boxes plus the named supervisors. A revised fiscal agent organizational chart included in the addendum as a change to Appendix A.4.
Consultec 1/7/98	43	Appendix H, Page H-1	Is the OC-3 line required to be run from the Mahan drive facility to the contractor's Tallahassee facility or to the facility where the claims processing is to take place (if different) or both?	Both.

Consultec 1/7/98	44	Appendix H Page H-1	This section specifies a 16Mbps MAN connection to DCFS and “other agencies” including “equipment on both ends...” Is the contractor responsible for providing network equipment to DCFS and other agencies? If so, how many other agencies are involved?	The requirement applies only to the Department of Children and Families.
Consultec 1/7/98	45	Appendix L.8, Page L-13	Will the criminal history background checks on Contractor employees be performed by the vendor under contract with the Agency (40.7.4.c)?	The contractor is responsible for criminal history background checks on its employees. The parameters for disqualification of an employee are a joint responsibility of the contractor and the Agency.
Consultec 1/7/98	46	Appendix L.8 Page L-13	If the criminal history background checks on Contractor employees are to be performed by the vendor under contract with the Agency, will it be at the State’s expense?	The contractor is responsible for criminal history background checks on its employees. The parameters for disqualification of an employee are a joint responsibility of the contractor and the Agency.
Consultec 1/7/98	47	General	Will the State please make the following materials and statistics available in the Procurement Library? SPR Handbook and most recent HCFA SPR Report (RFP Reference: 30.1.2, Federal Certification, Recertification and SPR, Page 48) FMMIS Year 2000 Plan (RFP Reference: 30.3, Takeover Task, Page 63)	Items are in the procurement library.

			<p>Frequency and volume of recipient notices which have been produced and mailed by the fiscal agent in each of the last three years. (RFP Reference: 40.6.8, Contractor Responsibilities - Recipient Notices, Page 151)</p> <p>Volume and frequency of special bulletins and special provider notices which required a separate mailing for each of the past three years. (RFP Reference: 40.7.7, State Responsibilities, Page 162)</p> <p>Set of provider training materials, as distributed to providers in the last round of scheduled training (RFP Reference: 40.7.8.2, Contractor Responsibilities - Training Requirements, Page 168)</p> <p>A count of the number of on-site provider visits, by area of the state, conducted by Provider Files Representatives in each of the last three years. (RFP Reference: 40.7.8.2, Contractor Responsibilities- Training Requirements, Page 168)</p> <p>Volume of Provider Reimbursement Handbooks distributed by Claim Type per year (RFP Reference: 40.7.8.4, Contractor Responsibilities - Handbooks</p>	
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			<p>and Other Publications Requirements, Page 171)</p> <p>Provider Communication Statistics: (RFP Reference: 40.7.8.5, Contractor Responsibilities - Communications, Page 172)</p> <p>Please provide additional information for a recent three month period, such as abandonment reports, to determine the current percentage of incoming calls which are being handled</p> <p>Breakdown of the number on incoming and outgoing calls, and the number of outgoing calls which were a result of callbacks.</p> <p>Report on the number of calls which were placed on hold by the call tendering system for a period of more than one minute.</p> <p>Estimate of the number of calls which handled in English and the number of calls which are handled in Spanish.</p> <p>Claims Statistics (RFP Reference: 40.9.1, Subsystem Overview, Page 181) Please provide additional workload statistics, by week for at least a three month period:</p>	
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			<p>By each of the methods described in paragraph three on the number of input documents (including electronic documents) received for each claim type and as original claims and as requests for adjustment or void.</p> <p>Processing Statistics (RFP Reference: 40.9.6.3, Claims Weekly Processing Requirements, Page 191)</p> <p>Electronic remittance voucher specifications, as distributed to providers, for each media and each specific format</p> <p>Number of providers receiving electronic remittance advice, either directly or through an authorized billing agent. Please develop this information to show the number of providers receiving electronic remittance vouchers only and the number of providers receiving both hard copy and electronic remittance vouchers.</p> <p>Exception level resolution instructions, as approved by the state and maintained in Exception Text Records in the Reference Subsystem (RFP Reference: 40.9.9, Contractor Claims Processing Responsibilities, Page 195)</p>	
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			<p>Copy of the current fiscal contracts with each telecommunication vendor as well as contracts with pharmacy chains acting as their own telecommunication vendor (RFP Reference: 40.9.11.3, State Responsibilities, Page 204)</p> <p>Volume of hard copy carrier bills printed each month in the last three months (RFP Reference: 40.12.6, Outputs, Page 223)</p>	
Consultec 1/12/98	1	30.1.3 Page 30-3	Will the Agency consider amending the facility location requirement to require the local facility to be located within the Tallahassee city limits or within a five (5) mile radius of the state offices located on Mahan Drive, Tallahassee.	<p>The distance requirement is changed from five (5) miles to ten (10) miles.</p> <p>The proposals will be scored based on the relative travel distance to the Agency headquarters at 2727 Mahan Drive.</p>
Consultec 1/12/98	2	20.4.1, Appendices A.3 & A.4 Pages 20-12, A.3-1, A.4-1	Please describe the extent to which the current fiscal agent is using (or has used within the past year) the services of subcontractors to perform any functions required of the fiscal agent and therefore not included in staffing counts.	<ol style="list-style-type: none"> 1) Florida Pharmacy Association for retro-DUR processing 2) Recipient hard cards 3) Production of microfiche 4) Brochure Printing (competitive bid) 5) Handbook Printing (competitive bid)
Consultec 1/12/98	3	30.1.1 Page 30-2	IBM COBOL for OS/390 and VM, the new version of IBM COBOL for MVS and VM, is the year 2000-ready application development environment, and is the most current COBOL. With reference to Section 30.1.1, shouldn't the language	Yes. Section 30.1.1 is amended to read IBM COBOL for OS/390 and VM.

			specification be changed?	
Consultec 1/12/98	4	40.16.1 Page 40-140	Paragraph 2 indicates “HMO data files submitted by the Agency” as input to the County Billing Subsystem. This source is not listed in the subsystem inputs. Please clarify.	HMO data files submitted by the Agency is added to Subsections 40.16.5.d as an input.
Consultec 1/16/98	1	40.3.1 Page 40-5	The new contractor will be required to access existing imaged data. Please provide descriptions and specifications of the current storage formats and access methods for the Unisys Image repository. Also, please provide flow charts and schematics describing the hardware and software configurations for the Unisys image capture, storage, and retrieval systems.	Please see Data Entry Operating Procedures provided on CD-ROM and imaging description including schematics provided in the procurement library. (Appendix F, item 38)
Consultec 1/16/98	2	40.3.3,item a.1 Page 40-9	This section specifies an OC-3-155Mbps connection from the contractor facility to the Agency. But Appendix H, Page H-1 refers to two (2) OC3-155Mbps connections, one to Agency and one to the Department of Management Services Tallahassee Hub. Are two OC3 connections required?	Two (2) OC3 connections are required as stated in Appendix H, page H-1.
Consultec 1/16/98	3	40.3.3, Item a.2 Page 40-10	Both this section and Appendix H, Page H-1 call for a 16Mbps connection to a MAN accessed by DCFS and other agencies. But the network diagram in Appendix H,	16 Mbps is correct.

			Page H-3 shows this connection from the fiscal agent to the MAN at 10bps. Which connection type is correct?	
Consultec 1/16/98	4	General-Pharmacy POS processing and operations	<p>Who are the switch vendors under contract?</p> <p>a) May the contractor limit whom it contracts with for switch services?</p> <p>b) May a large pharmacy chain(s) submit claims via lease lines and by-pass the switch?</p> <p>c) If a lease a line is permissible, how does the State want these claims monitored vs. the software package for the switch vendor claims?</p>	<p>A list of switch vendors has been added to the procurement library.</p> <p>a) No. State approval will be required.</p> <p>b) Yes. Large pharmacy chains may submit claims via lease lines and act as their own switch.</p> <p>c) The Agency will develop monitoring requirements.</p>
Consultec 1/16/98	5	General-Pharmacy POS processing and operations	<p>How is Unisys currently handling the \$0.03 pharmacy claim processing charge? Is it deducted from the remit or does the switch pay Unisys and then charge back to the pharmacy?</p>	<p>The switch vendor charges the vendor and remits \$0.03 to Unisys.</p>
Consultec 1/16/98	6	General-Pharmacy POS processing and operations	<p>Will the State further explain how the POS system handles “captured” claims, including criteria to capture vs. deny. Is captured the same as pending?</p>	<p>“Captured” is the same as “pending” POS claims are captured only for eligibility and cycled for 14 days. Denial edits are included in the systems documentation.</p>

EDS 1/16/98	1	Appendix A2	Please provide the 'setup checklist' for the setup and installation of personal computers.	A "set up" check list will be provided to the primary vendor as part of the procurement specifications at the time of procurement.
EDS 1/16/98	2	Appendix A4	Can more information be provided on current staffing? The chart supplied is unclear in a number of areas including: numbers do not appear to tie are they FTEs, staff positions, or staff members are temporary staff included is overtime considered can historical data be provided (previous 12 months)	The total staff on the organizational chart is the total of the numbers indicated in the boxes plus the named supervisors. A revised fiscal agent organizational chart is included in the addendum as a change to Appendix A.4.
EDS 1/16/98	3	Appendix F #17	Can more information be provided regarding claim volume by claim type and media type?	Additional claim volume statistics are provided in the procurement library.
EDS 1/16/98	4	Appendix K1	Would it satisfy the requirement for a server to be installed at the contractor's site if a communications front-end processor was installed at the contractor's site to communicate with a server at an out-of-state site?	The requirement for a client/server based SURS is deleted. Refer to the revised Subsection 40.11.
EDS 1/16/98	5	Appendix K.2	Prior authorization - In this section, the RFP refers to an Exhibit I of this Appendix. We cannot locate this exhibit within the referred appendix.	Sample reports referred to in Appendix K.2 will be provided during the requirements analysis task. Preliminary sample reports are in the procurement library. (Appendix K is revised. Prior Authorization is K.1.)

EDS 1/16/98	6	Appendix L5.3	Please describe the information source for determining if an individual is excluded from the Medicaid program.	The state will provide data files in an agreed format for the fiscal agent to retain in a single data file of excluded individuals.
EDS 1/16/98	7	Various references	Staff vs FTE: The RFP appears to use the following terms to describe the same requirement. Please clarify, define, and/or differentiate between the following items: Staff requirements (40.4) Number of FTE (Section 80 - Schedule B and Section 80 - Schedule C1 - C5) Actual FTEs (50.36.6 - CSR staffing report card) Number of FTEs (50.34.7.2)	All staff refers to full time equivalent.
EDS 1/16/98	8	Various references	There appear to be discrepancies in the training staff requirements in the RFP including: Page L-8 (L.5.6) states “1 supervisor and 2 training specialists/instruction designers” (3 total staff) Page 40-65 (40.7.8.2) states “2 training specialist positions and 1 training supervisor” (3 total staff) Page 40-30/31 (40.4) states “1 training/instructional design supervisor and 2 training specialists” (3 total staff) Page 40-35 (40.4.4c) states “1 training specialist/instructional designer, 2 training specialists and 1 supervisor” (4 total staff) Which scenario would the state request that we bid to? We believe that scenario #4 is the most effective solution because of the additional training position.	The correct number for training staff is as indicated in the staffing chart RFP Section 40.4. One (1) training instructional design supervisor and two (2) training specialists.

EDS 1/16/98	9	30.1.1	Has the state ever authorized the current contractor to develop software in any programming language other than COBOL for MIS & VM? If so, what programming language was approved by the state?	See listing of hardware, software and programming language in the procurement library.
EDS 1/16/98	10	30.1.2	Since the state is requiring the contractor to make enhancements to the current system and retains the right to direct future changes, will the state exclude from the contractor's responsibilities ensuring HCFA recertification if such failure is the result of state-mandated changes?	No.
EDS 1/16/98	11	30.1.3	State offices - Within the contractor facility buildout associated with the 50 assigned Contract Management personnel, please describe specific requirements, such as private offices, cubicles, etc., that will be assigned by state staff job type.	State office spaces will be built out and not "cubical". Office spaces range from 9x10 to 20x11 personnel offices totaling approximately 6200 sq., ft. Other common areas (e.,g., conference room, reception area, restrooms, storage rooms, kitchen (w/plumbing) account for an additional 2700 sq. ft. The specific number of offices and floor plan will require Chief, Medicaid Contract Management approval.
EDS 1/16/98	12	30.3.2(v)	If the contractor is only responsible for verifying and reporting Year 2000 deficiencies to the state, how does the state envision that such deficiencies will be corrected and by whom?	CACI will be required to make any changes to the system to correct Year 2000 discrepancies. CACI will work with the incumbent fiscal agent prior to the beginning of operations (about 1 week prior to July 1, 1999), and with the contractor after the beginning of operations. For any changes made

				during the implementation phase, the contractor may participate in status meetings regarding Year 2000 changes.
EDS 1/16/98	13	30.3.2(v)	What is the contractor's responsibility for any deficiencies caused by the incumbent's CSR system changes that are implemented after transfer and how will the state deal with resulting performance issues on costs and quality performance report cards?	System deficiencies will be corrected by the Systems Group (Subsection 40.4.2). Report cards will be finalized as provided in Subsection 50.36.6.
EDS 1/16/98	14	30.3.2(w)	How will the state deal with delays in the contractor's implementation and associated payment schedule which may result from third parties performing maintenance services that are outside the control of the contractor?	The state places great reliance on the contractor's ability to work with third party vendors. The state does not expect maintenance changes or Year 2000 changes to delay implementation. Should implementation be delayed more than six months, the state will negotiate revisions in the payment schedule with the contractor.
EDS 1/16/98	15	30.3	Since the current FMMIS contains a lengthy list of proprietary software that will not be transferred, how does the state envision the contractor will be able to ensure that the FMMIS is an exact copy of the certified system?	The phrase "and is an exact copy" is changed to read "accurate copy". This refers to the non-proprietary portions of the FMMIS.
EDS 1/16/98	16	30.3	What type of testing methodology would the state accept as proof that the FMMIS is an exact copy of the system currently in production? How does the state envision handling potential discrepancies between	The phrase "and is an exact copy" is changed to read "accurate copy". This refers to the non-proprietary portions of the FMMIS.

			an exact copy and the requirement that the FMMIS will properly perform all required edits and audits, process and correctly pay all types of claims, capitation rates, and other payments, accept all files and table updates, produce all federal and state required reports and satisfy all internal and external interface requirements, including electronic transmissions?	
EDS 1/16/98	17	30.9.2.4	Will the state clarify what is meant by “error-free” and how will lack of support be determined?	“Error free” means that the system, as transferred, must be able to process claims and perform all other operations according to the design specifications, as amended by Customer Service Requests installed to the date of the transfer. The state will be responsible for arbitrating any claim of lack of support, based on review of dates of notification of discrepancies and quantification of the contractor’s work effort to correct those discrepancies.
EDS 1/16/98	18	40.1.1.3	The last new requirement in this section asks the contractor to respond to ‘Phone Statistics Report’ in 50.34.9.1. However, Section 50.34.9.1 refers to “Sponsorship.” Please clarify.	Subsection 40.1.1.3 reference to 50.34.9.1, phone statistics report is deleted. (A phone statistics report is not a new requirement. Refer to 40.7.8.5 for telephone report requirement.)
EDS 1/16/98	19	40.4.1	Has the state implemented any procedures designed to eliminate “bait & switch” tactics used by MMIS vendors regarding proposed staff? In recent procurements,	No change in the management staff bid will be allowed without express, written, prior approval by the state.

			specifically Colorado and Iowa, the winning vendor bid the same account manager in both locations at virtually the same time. This manager had extensive experience, and their proposals evaluated higher. After award, the winning vendor replaced the proposed account manager at both sites with other managers that had less experience.	
EDS 1/16/98	20	40.6.8.1c	What volume of eligibility documents are keyed on a monthly or annual basis?	300—400 (weekly) 2014s 250 (weekly) SLMBs No figures for the new part B program (PBMO) Information also available in procurement library.
EDS 1/16/98	21	40.6.9.2c&d	What is the volume of ID cards that are issued and reissued monthly?	Approximately 20,000 Refer to procurement library.
EDS 1/16/98	22	40.7.3	Does the Provider Subsystem carry the full name of the POS switch vendor or is an indicator used to denote the vendor? If an indicator is used, where is the name of the vendor carried? Is the same true for billing agents? If not, please describe the differences.	No. The switch vendor name is not carried on the provider file. Billing agents name/number are cross referenced on the provider file. We envision requiring switch vendors to enroll as Medicaid providers. When this occurs all information will be carried on the Provider file.
EDS 1/16/98	23	40.7.4	Professional License Interface - Please clarify, “The contractor will notify providers that termination as a Medicaid provider will be made if the license is not updated within 45 days after receipt by the contractor.”	Yes, the contractor can assume that the notification to providers will require the provider to send hardcopy verification of licensure. The 45 days starts from the date on the letter that is computer generated for the providers.

			Can the contractor assume that the notification to the providers will require providers to send hardcopy verification of licensure eligibility? Does the 45 days pertain to when the tape is received from the state? Or, does the 45 days pertain to the number of days after the provider's license will expire?	
EDS 1/16/98	24	40.7.5	<p>“Additions and changes to the provider master file will be made through updates using a contractor-designed, state approved form.”</p> <p>Is the state requiring a form be used for all additions and changes or specific types of changes? For example, a change to the payee information may require supervisory approval.</p>	The state requires that the form be used for all changes requested by the state. These include addition or deletion of Medicare numbers, changes in effective dates, changes of individuals affiliated with a practice, etc. Other forms are used for other types of changes. An example of the file maintenance form currently used is available in the library of forms. Address changes require a special, serial numbered form. EFT changes also have a specific set of forms.
EDS 1/16/98	25	40.7.7	<p>b) “Approve and process enrollment applications for nursing facilities, ICF/DD, hospitals...”</p> <p>Is the contractor to be responsible for the approving and processing of non-institutional providers? Please clarify the term “process”. Does this refer to the state's handling of all enrollment activities associated with institutional providers? Activities would include such items as requests for applications, conducting initial reviews of the application, and entry</p>	b) The state sends out and processes all institutional enrollments, including those for nursing homes, hospitals, ICF/DD, etc. Process, in this context, means to review and approve the applications. The only things required of the contractor for institutional providers is the hands-on data entry of the applicant's information once the application has been approved and reviewed by the state, the imaging of the documents and the filing of

			<p>of the application into the FMMIS.</p> <p>i) “Identify those provider file status changes that will generate an automatic informing notice..” Please clarify the type of notices to be generated. For example licensure closure letter.</p> <p>r) “Monitor the contractor’s provider relations function including support for automated eligibility verification.” Please clarify what is meant by “support for automated eligibility verification.” Is this in reference to the quarterly licensure tape, voice response unit, or MVS?</p>	<p>information in the providers' files</p> <p>i) Any <u>automatic</u> change to the provider file that would prevent continued payment of claims, such as a termination for failure to reenroll, a termination for failure to have a current license, or a termination for failure to file claims for two years or more would require the automatic informing notice. These notices take the form of letters to the providers detailing the circumstances of the terminations. There may also be other types of notices generated, such as a requirement to renew a provider bond. In many instances, the need for an informing notice will have to be determined on a case by case basis, such as with a policy change that affects the eligibility of numerous providers.</p> <p>There are automatic welcome letters system generated at the time of enrollment.</p> <p>r) This refers to the automated systems of MEVS and AVRS..</p>
EDS 1/16/98	26	40.7.8.1	<p>e) “...maintain documentation logs to show the timeliness of updates.” Please clarify. Are the documentation logs different than the systematic reports (audit</p>	<p>e) Yes, the log must denote the date of receipt. If the systematic reports are accessible at any time and identify the</p>

			<p>trails) which are used to monitor updates to the FMMIS? If so, does this log need to denote the date of receipt?</p> <p>h) “Maintain the provider master file, including verification of re-licensing or re-certification of providers, and data exchange with state licensing agency.” In Section 40.7.4, letter A (Professional License Interface), the state described that a quarterly file will be provided to the contractor. Please clarify the term data exchange. Is the state requesting that data also be provided to the other state agency by the fiscal agent?</p> <p>p) “Resolve 1099 issues required by the IRS to avoid penalties.” Does this pertain to the IRS B Notices? If so, does the current contractor have an automated process for handling of the IRS mismatch information? Additionally, can the state provide the approximate number of First and Second B Notices which were sent to the providers during 1997 for tax years 1995 and/or 1996.</p> <p>z) “New Requirement: Prevent payment of provider claims.” Please clarify if this form of exception process would be to automatically deny a provider’s claims or set the claim for manual review. Additionally, is this requirement date of service specific?</p> <p>aa) “Identify multiple practice locations of</p>	<p>date of receipt as well as the date of revision for approved transactions, this will be sufficient.</p> <p>h) There is no requirement to provide this file to any other state agency.</p> <p>p) Yes, this pertains to IRS B Notices. No, the current contractor does not have an automated matching process. Notice have not been sent to the providers.</p> <p>z) This form of exception process would automatically deny inappropriate claims. The requirement can be either date or service specific, depending upon the provider type.</p>
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			<p>a single provider.”</p> <p>Does the provider master file currently have the ability to handle multiple servicing and pay-to addresses? Are “billing location indicators” used to tell claims processing which address should receive payment? If not, please explain current process.</p>	<p>aa) Yes, it does have the capability. The capability is based on issuance of locator codes off of a base, 7-digit provider number. As a result the claims for each different location must be billed under that location in order for the multiple service addresses to be covered.</p>
EDS 1/16/98	27	40.7.8.1.z	<p>Please describe the intended process to prevent payment of claims based on procedure codes, diagnosis codes, and drug classes through the use of the provider on review indicator. Please confirm that the system currently provides this functionality.</p>	<p>“Drug Classes” are deleted from the requirement in 40.7.8.1.z. The other functions are included in the existing system functionality. See question #26.</p>
EDS 1/16/98	28	40.7.8.1k&dd	<p>What is the volume of written provider inquiries?</p>	<p>Approximately 4,800 annually.</p>
EDS 1/16/98	29	40.7.8.3	<p>What is the current and expected volumes and the schedule of Provider enrollments and re-enrollments by provider type on a monthly or annual basis?</p>	<p>The current rate of new enrollments is approximately 200-250 a week. Re-enrollments of approximately 75,000+ providers will now happen over a 3 year period. A schedule has not been prepared, but we will strive to evenly distribute the total re-enrollment over the 3 years.</p>
EDS 1/16/98	30	40.7.8.3a	<p>Requirement 40.7.8.3a conflicts with 40.7.8.3f regarding requirement for number of days to file provider hardcopy documents (2 workdays versus 2 weeks).</p>	<p>Ref. 40.7.8.3.a. The contractor is required to keep all provider files current. “to file all items within two (2) working days” refers to documentation having to do with file maintenance, not</p>

				<p>enrollment/reenrollment materials.</p> <p>Ref. 40.7.8.3.f “File all paper applications and supporting documentation ...within two weeks” has been corrected to read “within two working days after completion of imaging ‘as specified in 40.7.8.3.e.</p>
EDS 1/16/98	31	40.7.8.5a	Please provide a breakdown of the number of provider calls by language? How many bilingual provider call staff does the current fiscal agent use?	Average monthly Spanish calls 1,947 Average monthly English calls 2,372 Statistics are not gathered on other languages. Currently there are 6.5 FTE bilingual provider call staff.
EDS 1/16/98	32	40.9.12	Because of volume purchasing capabilities, we believe that GMIS is not a commodity. Would the state consider taking advantage of the savings achieved by including GMIS in the bid rather than as a pass-through.	No. The state will negotiate directly on this issue. The negotiated cost will be paid by the contractor and reimbursed by the state as a pass-through, exclusive of profit and overhead.
EDS 1/16/98	33	40.9.10.2	This requirement states that ECS must support the transmission of adjustment and void transactions. Please confirm that the existing system supports transmission of adjustment and voids. Please provide the monthly or annual number of adjustments and the number of voids currently handled by the system.	The system currently does not support transmission of voids and adjustments, however, it is expected that the software will be sent to providers prior to the termination of the current fiscal agent contract.
EDS 1/16/98	34	40.9.11.1	What is the downtime schedule for the current POS system? What is the actual downtime that has been experienced?	Reasonable downtime is allowed approximately one (1) hour per week occurring between midnight and 5:00 am Eastern time. Slightly longer periods may be approved for upgrades or major equipment maintenance.

EDS 1/16/98	35	40.9.11.1	Please define the relationships between the POS responses (payable, captured, duplicate, pended rejected) and the POS adjudicated claim status (paid, suspend or deny).	The current system incorporates the adjudicated claim status (paid, suspend, or deny). The terms referred to in the RFP as responses are defined as follows: Payable = claim acceptable as payable Captured = Same as suspend-14 days cycled for eligibility only Rejected = claims rejected as non-processable
EDS 1/16/98	36	40.9.11.1	What volume of POS claims are suspended? What is the resolution process?	Volume- POS claims are suspended for eligibility for 14 days and either paid or denied.
EDS 1/16/98	37	40.12.8(d)	How does the state envision the contractor costing for this requirement if the state retains the right to require on request additional systems and computer operations support over the life of the contract?	This requirement refers to the normal support requirements for the TPL process described in the systems documentation.
EDS 1/16/98	38	40.12.8(e)	How does the state envision the contractor costing for this requirement if the state retains the right to require on request additional systems and computer operations support over the life of the contract?	This requirement refers to the normal support requirements for the TPL process described in the systems documentation.
EDS 1/16/98	39	40.13.8	What is the current or expected DER volume to be reviewed by the contractor?	FY 1996 DER volume was 184,000. Refer to procurement library.
EDS	40	40.16.8.e	What is the estimated volume of key corrections to recipient county of residence	County billing keyed recipient county of residence changes are estimated to

1/16/98			codes?	be 25 changes per month.
EDS 1/16/98	41	40.21	If the contractor responsible for Year 2000 (Y2K) is required only to assist in correcting deficiencies, who is primarily responsible and does the successful fiscal agent contractor have any responsibility in the state's view beyond identification of the deficiency?	Refer to change in RFP Subsection 40.21 and answers to EDS questions #12 and #14 and Unisys question #1.
EDS 1/16/98	42	40.21	The incumbent fiscal agent contractor has a significant advantage over other bidders by working daily with the Y2K contractor. Would the state consider inviting registered bidders to participate in any Y2K status meetings which include the incumbent fiscal agent contractor?	Refer to change in RFP Subsection 40.21 and answers to EDS questions #12 and #14 and Unisys question #1.
EDS 1/16/98	43	40.21	It was stated at the bidder's conference that there was a delay in the award of the Y2K contract and the likelihood that the conversion will not be complete until January or February, 1999. It was further stated that the conversion approach (windowing, file expansion, etc) had not yet been decided. Delay in the availability of the Y2K-converted system would drastically compress the time available to complete the activities required by the RFP leading up to the beginning of operations on July 1, 1999. To reduce the risks and costs associated	Refer to change in RFP Subsection 40.21 and answers to EDS questions #12 and #14 and Unisys question #1.

			with the short time available to complete implementation activities, we suggest that the state delay as much, if not all, of the development and implementation activity associated with the RFP-specified system enhancements, new requirements, and minor new requirements until after operations begins. We believe this change should be communicated in an RFP addendum requiring all bidders to respond to the revised plan.	
EDS 1/16/98	44	50.17	Please confirm that there is no requirement to submit cost and processing data with the response to the RFP.	Subcontractor cost or pricing data is not to be included in the response to the RFP. However, the provisions of RFP 50.17 apply before a subcontract is signed. The percent of a subcontract participation is to be indicated in response to RFP 70.2.b.
EDS 1/16/98	45	50.19	If commercially available third-party software and/or proprietary utilities are used, will the state waive the requirement for proprietary and/or commercially available third-party products and utility programs from state ownership?	Yes, subject to Agency approval of third party software and or proprietary utilities.
EDS 1/16/98	46	50.25	Please clarify what administrative costs would be included under this requirement.	Any and all administrative costs whether direct or indirect.
EDS 1/16/98	47	50.27	Which party chooses, approves, and pays for the EDP and Financial Audits?	The contractor chooses the independent auditing firm and obtains State approval of the auditing firm. The contractor is responsible for the costs associated with EDP and Financial Audits.

EDS 1/16/98	48	50.30	The warranty period appears extremely broad in coverage and length. We believe the requirement should be limited in time and not allow for the state to repair if the contractor has acted in good faith to fix such problems and has substantially fixed such problems. Additionally, how and where does the state envision for the contractor to provide a maintenance staff for the period after the term of the contract?	This is the standard warranty required by the state, identical to the warranty required of the incumbent. Should maintenance staff be necessary after the term of the contract, the contractor will be responsible for their location, travel and equipment.
EDS 1/16/98	49	50.36.2	Operations phase: 1) Will the state provide monthly and/or annual statistics regarding postage costs under the current contract? 2) Will the state provide monthly and/or annual statistics regarding printing costs under the current contract?	Postage 1994/95=\$1,820,259.51 1995/96=\$2,014,656.12 1996/97=\$2,324,828.76 1997/98=\$1,097,313.35 Printing 1994/95=\$504,701.12 1995/96=\$397,436.93 1996/97=\$339,813.73 1997/98=\$55,037.95
EDS 1/16/98	50	50.36.2	For any of the pass-throughs would the state consider a direct payment to the supplier rather than a pass-through charge with the contractor. Appropriate treatment of this issue can represent significant overall cost savings to the state without diminishing the service or quality requirements sought by the state. EDS strongly encourages the state to address pass-through billing as an option	No. The primary reason for designating items as pass-through for billing, is that the requirements could not be exactly defined at this time. Costs indicated are estimates.

			of the bidder as to whether they or the state pays the supplier directly. If the state wishes to assess a quality performance report card measure around the effective management and control of pass-through activity as a means to keep the contractor's active involvement in the organization and follow through, EDS would endorse that approach readily.	
EDS 1/16/98	51	50.36.2(d)	Since the contractor incurs indirect expenses in providing these services, why will the state not reimburse the contractor for reasonable costs that are incurred as a result of the state's requirements?	It is a long-standing state policy not to pay profit on such transactions. Proposers should include provisions for overhead costs in their price per claim bid.
EDS 1/16/98	52	50.36.6 #4	Please define what is meant by 'in lieu of'?	"In lieu of " refers to deductions for substandard quality on report card standards in place of liquidated damages.
EDS 1/16/98	53	50.36.6 #7	Which party chooses, approves, and pays for the Performance Report Card Audit?	The contractor chooses audit firm which must be approved by the state. The contractor is responsible for paying the audit firm.
EDS 1/16/98	54	50.37	In this requirement, should the fourth sentence use 'charges' instead of 'changes'?	Yes. The RFP has been changed to read charges instead of changes.
EDS 1/16/98	55	50.37	To consider POS and MEVS revenue in develop the bid cost, can the state provide historical and current information (including volumes and payments) regarding these transactions?	Data on the weekly volumes is collected. The average weekly volumes are: POS-593,438 MEVS-456,778
EDS	56	50.42	Section 50.42 is nearly identical to Section L.7 (Banking Services). Which section	The State has not identified any conflict between section 50.42 and

1/16/98			should bidders refer to in case of conflict?	L.7.
EDS 1/16/98	57	50.44	Since the state is conducting this as a competition procurement and is determining the fair and reasonable price, we believe this requirement should be deleted. Will the state consider deleting this requirement?	No.
EDS 1/16/98	58	50.50	Will travel expenses be reimbursed under Florida Statutes Section 112.061 for all witnesses, including the first 1000 hours of such witness time?	Yes.
EDS 1/16/98	59	50.56	What is the current industry goal for this contract?	The Agency goal for the industry referred to in this sentence is 51% of Agency contractual services each year
Unisys 1/16/98	1	10.2 & 40.21 Pages 10-1, 40-165	<p>The RFP States that the contractor must identify any Year 2000 discrepancies associated with the conversion effort of another outside vendor and notify the Agency.</p> <p>It is our understanding of the RFP that there are no liquidated damages directly associated with this requirement. If for any reason a discrepancy is not readily identifiable or after the report is issued to the Agency, a discrepancy is discovered during normal operation will the FMMIS contractor in any way be held liable if the nature of the problem is directly attributed to the Year 2000 renovation? What are the warranty requirements under the contract with the Year 2000</p>	<p>The state will work with CACI and the contractor to determine an action plan if discrepancies caused by Year 2000 changes make it impossible for the contractor to meet performance standards, and will adjust or suspend associated penalty payments or liquidated damages accordingly.</p> <p>The state expects the contractor to review year 2000 changes carefully to limit the risk of a catastrophic problem which would keep the system from adjudicating claims. Should a catastrophe occur, the state will work with the contractor to develop an action plan, and may (at its option) suspend or reduce penalty</p>

			<p>vendor?</p> <p>If during normal operation at the FMMIS there is a catastrophic problem directly related to a discrepancy in the Year 2000 renovation and claims can not be adjudicated as a result, what is the position of the State regarding restitution to the contractor for any lost revenue and/or cash flow?</p>	<p>payments for an occurrence beyond the control of the contractor. The state does not intend to replace lost revenue or cash flow to the contractor for such an occurrence.</p>
<p>Unisys 1/16/98</p>	<p>2</p>	<p>20.3.4, Pricing Schedule C Pages 20-11, 80-19</p>	<p>The RFP states that “The Agency receives approximately one hundred (100) million claims annually...”</p> <p>However, Pricing Schedule C estimates the claim volume for SFY 2000 to be one hundred nineteen (119) million claims. What changes are the state anticipating that will grow claim volume by 19% between now and the end of SFY-2000 and then steady out to a 2% growth between years?</p>	<p>Claim volume estimates individual voids, adjustments and retro-rate adjustment claims. The state has decided to continue its policy not to pay a fee for the processing of this type of claim.</p> <p>In the period from August 1996 through July 1997, the state experienced as average growth rate in claims processed of 0.1651 percent per month. Based on a six month average of claims being processed at that time an estimated claim volume was created and is included in a revised Pricing Schedule C.</p> <p>While the state is not aware of any change that would predict substantial change to these estimates, however, the Medicaid program is always subject to change by federal or state legislation. The</p>

				contract makes specific provisions for adjustment should volume be significantly increased or reduced. The contractor should be prepared for the consequences of variation within these ranges.
Unisys 1/16/98	3	30.1.9 page30-9	Appendix A.2 lists the State authorized software to be loaded on the new PC equipment. If, during the migration the contractor identifies software or files that are needed but not on the approved list, what action is required of the contractor? How will the contractor be paid for accommodating any such additional software/file acquisitions and the transfers of same to the new equipment?	As stated in Subsection 30.19.1, the contractor will only be responsible for the “transfer/installation of the existing software and data files from the replaced equipment to the new equipment.”
Unisys 1/16/98	4	30.1.10 page 30-9	The RFP States that “The deliverables will be reviewed by the State and will be formally approved in writing before acceptance. Based on the review findings, the State may grant approval, may reject portions of or the complete document, or may request that the contractor make revisions.” <ul style="list-style-type: none"> • What constitutes acceptance by the State? • If revisions are requested by the State will they be consistent with established acceptance criteria? • Would LDs be imposed if revisions requested by the State are not within 	First bullet-Written approval of a deliverable constitutes acceptance. Second bullet-Yes. Third bullet.-No. A decision as to whether the contractor would be subject to liquidated damages when a portion of a deliverable is accepted would depend upon the nature and scope of the deliverable

			<p>the established acceptance criteria? Please clarify whether the contractor would be liable for LDs if the State rejects portions of a deliverable and accepts portions.</p>	
Unisys 1/16/98	5	30.1.13 Page 30-11	<p>As part of its fixed price contract, the FMMIS contractor has a responsibility to interface with another vendor concerning the separate DSS capabilities. In order to estimate the work efforts required to support this interface, the FMMIS contractor must have more information concerning its roles and responsibilities with regard to the DSS interface. The following are initial questions concerning the anticipated interface.</p> <ol style="list-style-type: none"> 1. This RFP section lists the category “Other Supporting Files” as a requirement for data to be loaded for the DSS data warehouse. Please identify the “Other Supporting Files.” 2. Please elaborate on the requirement to provide “update support to the data warehouse.” What kinds of tasks will be involved in “update support”? 3. How many years/months of claims history will be loaded to the DSS? 4. Will any other special programming be required, other than that needed for balancing and data file extracts for the DSS environment? If so, 	<ol style="list-style-type: none"> 1. Other supporting files could include summary MARS or SURS, EPSDT, TPL, Buy-in file and LTC. Final determination of supporting files cannot be determined until experience is gained with the DSS system. 2. Update support refers to the scheduled extract of data. 3. Five and one-half (5 1/2) years. 4. No special programming has been defined for the FMMIS contractor except for balancing and data file extracts. 5. No.

			<p>please define requirements of the FMMIS contractor.</p> <p>5. Will the FMMIS contractor staff be expected to generate reports from the DSS environment? If so, will the state provide appropriate DSS training for the FMMIS contractor's staff?</p>	
Unisys 1/16/98	6	30.1.13 Page30-11	This section of the RFP provides general requirements for establishing the DSS interface. However, specific information is not available to size the effort. Record formats are not available to determine the amount of data that will be sent for the initial load of the data warehouse or for the regular updates of the data warehouse for claims, recipient, provider, etc. Can the state provide additional detail or will the size of the effort be re-assessed after selection of the DSS contractor and finalization of the interface requirements?	Initial estimates of record requirements for DSS are included in the procurement library.
Unisys 1/16/98	7	30.1.13 Page30-11	Will the MMIS contractor or the DSS contractor be responsible for providing the telecommunications links to effect the download of information to the DSS contractor? Please clarify the contractual responsibilities.	The DSS contractor will be responsible for the data links between the DSS contractor and FMMIS contractor.
Unisys 1/16/98	8	30.4.1.4, 30.5.1 Pages 30-25, 30-31	Please clarify the acceptance test responsibilities of the contractor for preparing test plans compared to the	Subsection 30.4.1.4 refers to the contractors work plan and subtasks for acceptance testing. Subsection

			state's development of test criteria and procedures.	30.5.1 refers to detail test criteria to be developed by the Agency in coordination with the contractor.
Unisys 1/16/98	9	30.6 Page 30-35	The turnover cutoff for receipt of claims by the incumbent is June 23, 1999, which is a Wednesday. Will the state change that date to coincide with the month-end processing cycle to avoid problems associated with a mid-week cutover?	The exact days for transition for the different systems and functions will be finalized as part of the implementation process, at the sole discretion of the state. The incumbent fiscal agent will not have authority to issue checks with a date after 6/30/1999. Claims being received for payment after 6/30/1999 must be received and processed by the contractor.
Unisys 1/16/98	10	30.9.2.4 Page 30-54	Please define the criteria to be used to determine that the FMMIS will be "error free" at or after turnover.	"Error free" means that the system, as transferred, must be able to process claims and perform all other operations according to the design specifications, as amended by Customer Service Requests installed to the date of the transfer. The state will be responsible for arbitrating any claim of lack of support, based on review of dates of notification of discrepancies and quantification of the contractor's work effort to correct those discrepancies.
Unisys 1/16/98	11	40, 50.36.6 40-1 to 40-166	Both of these sections contain contractual performance standards. However, there are some differences in the wording and actual requirements for specific	Section 40 takes precedence. It is anticipated that any conflict between Section 40 and the report card requirements are finalized in

		(all standards)	performance standards. What is the contractual order of precedence in the RFP for these sections? Which one should be used when measuring contractual compliance?	coordination with the contractor.
Unisys 1/16/98	12	40.1.1.3 Pages 40-3, 40-4	For these Minor New enhancements, please advise as to how and where responses to these requirements are to be addressed in the proposal.	Subsections 70.7.1 and 90.5.4.1 have been added to the RFP as follows: 1. 70.7.1.1 Approach to implementation of minor new requirements listed in Subsection 40.1.1.3. 2. 90.5.4.1 Approach to implementation of minor new requirements in 70.7.1.
Unisys 1/16/98	13	40.1.1.3 and 50.34.9.1 40-4 50-33	RFP Section 40.1.1.3 refers to a Minor New Enhancement 50.34.9.1 - Phone Statistics Report. RFP Section 50.34.9.1 deals with Sponsorship Requirements. Please resolve this discrepancy.	Subsection 40.1.1.3 reference to 50.34.9.1, phone statistics report is deleted. (A phone statistics report is not a new requirement. Refer to 40.7.8.5 for telephone report requirement.)
Unisys 1/16/98	14	40.3.1 40-6	This RFP section requires that “An image Control Number (ICN) will be assigned to each entered document.” Is there a requirement for the ICN and the TCN to be of different values?	No. The ICN and TCN may be the same number. It should be noted that some documents such as, provider enrollment agreements will only have an ICN. Multiple line claims could have an ICN that ends in 00 while each line item has an ICN of 01, 02, etc.

Unisys 1/16/98	15	40.3.1 b 3rd paragraph 40-6	The RFP specifies that the “staff should be able to access the FMMIS and the imaging subsystem with a single logon. Since the FMMIS and imaging system may reside on physically separate hardware platforms, the security systems and logon profiles may be different. Does the state want a uniform format for user IDs and passwords across systems or does the state want a global security system that allows access to all network resources?	This may be a two step process where the user logs on to the FMMIS screen to locate a claim, highlighting the ICN to automatically create a request for the image.
Unisys 1/16/98	16	40.3.1 b Page 40-6	This RFP section requires that “Images must be stored by ICN and accessible by on-line search via the Transaction control Number (TCN), provider ID, date ranges, etc.” 1. Is there a requirement for the ICN and the TCN to be of different values? 2. Does the method of storing by ICN refer to actual sequential storage of image records or rather to an indexing methodology? 3. Does the requirement to search for imaged documents by provider ID, date ranges, “etc.” apply only to images stored on magnetic disk for immediate retrieval until the imaged document has been entered, edited, and added to the FMMIS historical files, or will the state	1. No. 2. Method of storing is based on indexing methodology and accessible by ICN. 3. Both. 4. This requirement is changed to: query 5 seconds, image retrieval an additional 15 seconds.

			<p>require similar search capability for claims which have been adjudicated?</p> <p>4. Does the five second response time apply to the retrieval of the image (once the concern in the above question has been resolved) or does the response time include both query resolution and image retrieval?</p>	
Unisys 1/16/98	17	40.3.1 c, 2nd paragraph Page 40-7	The state requires five FMMIS and five image sessions simultaneously. Would the state please clarify this requirement? Does the state want five separate logon sessions or the ability to view five images and associated FMMIS records simultaneously, or is the requirement for five separate logon sessions? Would four simultaneous sessions be adequate?	The server hardware and software must be able to handle 5 concurrent state users, each accessing both FMMIS and Imaging.
Unisys 1/16/98	18	40.3.1 k Page 40-9	Please explain exactly what is meant by "capability to fix the image."	The word fix is corrected to read fax.
Unisys 1/16/98	19	40.3.4.1 c 1 Page 40-13	Is redialing required if the security mechanism employed can authenticate the calling number prior to allowing access to the EDP environment?	No.
Unisys 1/16/98	20	40.3.9 a Page 40-18	Production processing maintains an archive history institutional file comprised of both inpatient and nursing home claims. The production TADS run processes a monthly a nursing home file. Are either of these files the file referenced as the LTC file? If not, is there a <i>new requirement</i> to establish an archive Long Term Care	This is not a new requirement. The section refers to the current archive history institutional file and the monthly nursing home file.

			(nursing home) file for ad hoc processing?	
Unisys 1/16/98	21	40.3.9 a	Does “latest data available on the claims history file” refer to the current two years of paid claims data available via VSAM files? If not, please specify the number of months of claims history alluded to by “latest data available on the claims history file.”	Yes. Current two (2) years of paid claims data available via VSAM files.
Unisys 1/16/98	22	40.3.9 a Page 40-18	<p>Data access shall be available both on an individual file basis or on a multiple file basis.</p> <p>Does “multiple file basis” refer to mainframe access or does it refer to a database access?</p> <p>a) If the multiple file access is database related, is this a requirement separate from the DSS referenced in section 30.1.13?</p> <p>b) If the DSS covers the requirement for multiple file access, then several files listed in this section (40.3.9 a) are not listed in the DSS requirement, section 30.1.13. These files are the EPSDT, Buy-in, TPL and LTC files. Please clarify.</p> <p>c) If the multiple file access is database related, but, the DSS is not the vehicle for accessing these files, please describe the database environment needed to archive multiple file access.</p>	<p>a) Multiple access refers to mainframe access.</p> <p>b) This section does not refer to the DSS. It refers to mainframe access. Other supporting files refers to such files as EPSDT, Buy In, TPL, and LTC.</p> <p>c) Multiple file access refers to mainframe files, not DSS.</p>

Unisys 1/16/98	23	40.3.9 b Page 40-18	The RFP refers to “On- line real time display on user screens.” Does this refer to data returned to the screen via an interactive session in a DSS database environment? If the “on-line real time display” does not refer to data screens in a DSS database environment, please clarify the system/environments under which these screens currently exist.	This requirement refers to the capability to view ad hoc data prior to download.
Unisys 1/16/98	24	40.3.9 b 40-18	Please define the anticipated volume of CD-ROM disks that will be produced monthly.	Ten (10) per month is the estimated requirement to support ad hoc reports.
Unisys 1/16/98	25	40.3.9 c 40-18	What are the archive claims history limits for extract requests? Currently, the limits are twenty-four (24) months of on-line history and an additional sixty (60) months of archive claims. If these limits are still in effect, how should the contractor handle requests for data beyond the seven year limit?	The contractor is not required to handle requests beyond seven (7) years.
Unisys 1/16/98	26	40.3.9 d Page 40-18	The RFP requires the contractor to “Provide Access to data files for State generated reports.” Please list the data files required for State generated reports.	Potentially the Agency could have a requirement for access to any file, however, access requirements are generally to the primary MMIS files.
Unisys 1/16/98	27	40.3.9 d Page 40-18	The RFP requires the contractor to “Provide adequate space on the Mainframe for up to 15 State staff members to write and run QUICKJOB reports.” Please state the mainframe requirements for:	Disk space – 100,000 tracks Tape cartridges – 100 per user, total 1500 Round reels – 10 per month

			<p>DASD - Disk Space - please specify one of the following:</p> <ul style="list-style-type: none"> - number of cylinder and/or tracks - number of disk packs <p>TAPE - Please specify number of tapes required for data storage:</p> <ul style="list-style-type: none"> - number and type of tape cartridges - number of round reels 	
Unisys 1/16/98	28	40.3.9 e Page 40-18	<p>Based on the previous 12 months, the average State CPU utilization was 88 CPU hours per month. For the calendar year 1996, the average CPU utilization was 70.7 CPU hours per month. Please state the monthly maximum amount of CPU utilization (in total hours) the State will require.</p> <p>How does the State propose to handle monthly CPU utilization over the given threshold amount?</p>	If CPU hours exceed 90 hours per month for computer jobs submitted by Agency programmers, the Agency will pay \$2,500 per CPU hour above 90 hours.
Unisys 1/16/98	29	40.3.9 e Page 40-18	Please define the number of concurrent processes required in each of the three job classes listed in item "e." This information is needed to estimate adequate data processing resources.	Two.
Unisys 1/16/98	30	40.3.9 f Page 40-18	This requirement refers to "training and technical assistance in use of mainframe compilers." Does the State want training in compile options? If not, please specify, by example, what this statement means.	Yes.
Unisys	31	40.3.9 f	Will the contractor be responsible for	Yes. Maximum of 15 students per

1/16/98		Page 40-18	supplying the training facility and if yes, what are the anticipated maximum number of students per class?	class.
Unisys	32	40.3.9 g Page 40-19	Please clarify online sorting based on the following: a) Does this refer to a database environment? b) Does this refer to the ability to sort (3 levels) using a product such as SORT, or; c) Does this refer to the ability to sort a direct access dataset from an interactive screen, such as TSO?	a) No. b) Yes. c) No.
Unisys 1/16/98	33	40.3.9 i Page 40-19	Does on-line access refer to the 24 months of the most recent claims history stored on VSAM files or does on-line access refer to 24 months of the most recent claims history stored on the DSS? Please clarify.	Yes. Twenty-four (24) months claims history on VSAM.
Unisys 1/16/98	34	40.3.9 i Page 40-19	This requirement refers to "on-line access to.....supporting claims documentation." Is the documentation referenced above separate from the on-line documentation that will be supplied with the MMIS system? If so, please explain.	Reference is to VSAM files for procedure, diagnosis, drug, etc, as well as provider and recipient files.
Unisys 1/16/98	35	40.3.9 j Page 40-19	This requirement states that " Access will be available 24 hours-a-day at all times that the contractor's mainframe system is operational." Some data files are held by the production cycle process on a daily basis. Has the State considered the data	Production takes priority.

			file contention problems and the cycle file update problems that might arise if the State and the contractor are requiring the same files during production cycle processes? Please specify requirements related to file contention problems when they arise, in a manner that does not prevent production cycles from being run on a timely basis.	
Unisys 1/16/98	36	40.3.10.1 a Page 40-20	How many copies of the documentation will be required by HCFA? Will this request be for one time only or will this be periodically throughout the contract? Will the contractor be responsible for updating HCFA copies?	HCFA has not requested current copies. One copy with updates is estimated. If required by HCFA, the original copy and updates would be furnished by the fiscal agent to the Agency for transmission to HCFA.
Unisys 1/16/98	37	40.4, L.5.2 Pages 40-31, L-4	Please clarify the staffing requirements for the Provider Enrollment / Re-enrollment Trouble Desk. Section 40.4 details five positions required for the Trouble Desk. Section L.5.2 indicates in satisfying the requirement for the trouble Desk the contractor will dedicate two staff.	The correct number of positions for the trouble desk is two (2) as stated in Sec. L.5.2. The number on the chart, page 40.31 is changed from five (5) to two (2).
Unisys 1/16/98	38	40.6.4 d Page 40-44	The Choice Counseling Contractor has been selected since the RFP was issued. 1. What types of interfaces have been reviewed in your requirements meetings? 2. What schedules for the interfaces have been discussed? 3. By what method will the recipient eligibility file be transferred to the contractor?	The Choice Counseling contract has not been signed. The ITN, questions and answers and attachments III and IV are in the procurement library. Section VII of the ITN defines the interface with FMMIS. Eligibility will be provided through an electronic interface with FMMIS. The Choice Counseling contractor will be responsible for the cost of

				the communications link. The ITN specifies a monthly eligibility update. The FMMIS contractor should anticipate that daily update will become a requirement.
Unisys 1/16/98	39	40.6.4 d Page 40-44	Is a copy of the proposed Choice Counseling Contract/RFP available for review? If not, what is the scope of the Choice Counseling contractors responsibility and what would the “interface” requirements be between them and the FMMIS contractor?	The contract has not been signed, however, the ITN and questions and answers in the procurement library describe the responsibilities of all parties.
Unisys 1/16/98	40	40.6.7 I, 40.6.8.6 a Pages 40-45, 40-48	The state is to deliver recipient notices to the contractor at least five workdays prior to mailing date, however, the contractor is responsible for preparing a Spanish language version of all recipient notices. This timeframe appears insufficient: will the contractor receive a draft of the notice prior to the five days or will the state consider expanding this timeframe to at least ten work days? If yes, please specify the revised required length of time.	Two (2) days additional time for the Spanish notice.
Unisys 1/16/98	41	40.6.8.1.i Page 40-47	This requirement is characterized as a New Requirement but is not in the list in RFP 40.1.1.3 and is not in Appendix L as a new requirement. Please advise as to how this requirement should be handled in the proposal.	40.6.8.1.i was added to 40.1.1.3 as a minor new requirement.
Unisys 1/16/98	42	40.6.8.6 c Page 40-48	Is the production/printing cost of recipient notices a pass-through cost to	No.

			the state?	
Unisys 1/16/98	43	40.6.8.6 e Page 40-48	What is the anticipated volumes of the Certificate of Creditable Coverage?	Approximately 20,000 per month.
Unisys 1/16/98	44	40.6.8.9 Page 40-49	This requirement is characterized as a New Requirement but is not in the list in RFP 40.1.1.3 and is not in Appendix L as a new requirement. Please advise as to how this requirement should be handled in the proposal.	40.6.8.9 – last bullet – On line inquiry “Last name, first name, middle initial, date of birth” is added as a minor new requirement to 40.1.1.3.
Unisys 1/16/98	45	40.7.2 m Page 40-57	Is the logging, tracking and reporting of correspondence received from the state and providers via the Internet and electronic mail required? If so, please define.	No.
Unisys 1/16/98	46	40.7.2 m Page 40-57	What is the anticipated volume of traffic using the Internet and electronic mail to the contractor?	It is not anticipated that the total volume of correspondence to the contractor will be significantly increased by the use of Internet and electronic mail.
Unisys 1/16/98	47	40.7.2 m Page 40-57	What controls do the state require to assure communications received via these methods from state users or providers do not bypass appropriate channels (i.e., contract management)?	Information received by the contractor via electronic communications does not carry any more authority than phone calls or letters. The contractor will be expected to act only on instructions from Contract Management. E-mail is to be used for information only.
Unisys 1/16/98	48	40.7.2 m Page 40-57	What controls or reporting mechanisms do the state require to assure that communications between the state, providers, and the fiscal agent are	Any improper communications received by the contractor should be reported to Contract Management. The Agency assumes that the

			appropriate? This includes management of jokes, obscenity, games, etc.	contractor will police the communications of its staff.
Unisys 1/16/98	49	40.7.7 m Page 40-60	In order to estimate the contractor's field staff availability for work in the field vs. involved in training, please define the State's planned frequency, scope of presentation, and location of training sites.	The contractor will be required to develop a training schedule for Agency approval.
Unisys 1/16/98	50	40.7.7 n Page 40-61	What will be the type or scope of the parameters provided or set by the State?	The Agency will provide direction on the topics and the provider types to be trained during the Requirements Analysis task.
Unisys 1/16/98	51	40.7.7 w 40-61	How will "oversight" be achieved, i.e., what methodology(ies) will be used? What types of technologies should bidders plan to support State oversight of training?	The Agency will provide the oversight for provider training activities. Technologies applied to the Provider Subsystem functions in Subsections 40.7 and Appendix L.5 should also support training requirements.
Unisys 1/16/98	52	40.7.8.1 g Page 40-62	Please specify the anticipated volumes of notices to be printed and mailed to the provider community per year.	Provider notices: 1995-14,455 8 mailouts 1996-615,160 11 mailouts 1997-199,953 14 mailouts Refer to the procurement library.
Unisys 1/16/98	53	40.7.8.1 p Page 40-63	This requirement appears to place responsibility on the contractor for inaccurate information related to IRS 1099s regardless of the source of the information. That would place the	The contractor will be responsible for issuing amended 1099's for inaccuracies whether created by the state or the contractor. The contractor will be responsible and

			contractor at substantial financial risk for problems over which it would have no control and perhaps no notice. A prudent contractor will price that risk in its bid, shifting some of the financial burden to the state. It would seem preferable for all parties to be responsible for the accuracy of their own data. What is the position of the state relative to using the corresponding provision from the current MMIS contract or clarifying the language of this provision to relieve the contractor of liability for inaccurate data provided by others?	accountable for any damages caused by the contractor's failure to use accurate information to which it had access in the generation and distribution of provider 1099 reports.
Unisys 1/16/98	54	40.7.8.1 z Page 40-64	The requirement is to prevent payment of providers claims based on procedure codes, diagnosis codes and drug classes on the claim based on the provider on review indicator. The provider on review capability currently supports provider on review editing for both procedure code and diagnosis codes. Drug classes are not included in the provider on review data element values. Is Drug Class a new requirement to be included in the provider on review process?	The requirement for Drug Classes is deleted from this requirement.
Unisys 1/16/98	55	40.7.8.2 a Page 40-65	Is the pass-through cost for rented training space only to include actual facility "rent" expense to be incurred and passed through, or should the contractor anticipate additional incidental costs (i.e., equipment, refreshments, etc.) that will	Pass-through costs are limited to training space when the area offices cannot locate training space at no cost.

			not be considered a pass-through? If there are to be additional costs to the contractor, please specify the types and volumes of costs.	
Unisys 1/16/98	56	40.7.8.2 b, 40.7.8.2 b.2, L.5.6, second paragraph, last sentence Pages 40-65, 40-66, L-8	<p>For each topic listed below, please indicate whether professional training materials apply, and whether the materials are already developed or must be newly developed by the contractor. If there are additional topics not included in the list below, please specify the additional topics.</p> <ul style="list-style-type: none"> • Policy • Billing Techniques • Billing Examples • Form Completion of Claims • Form Completion of Required Attachments • Documentation Requirements and/or Examples • Order of Attachments • Voids/Adjustment Requirements • Crossover Billing Techniques and Attachments • Third Party Billing 	Training materials will be developed by the new training staff. A potential list of topics would be the subjects in the Medicaid provider handbooks in addition to focused training on areas generating the repetitive inquiries from providers and any recent changes impacting the provider community. Medicaid program staff will provide policy direction to the contractor's staff.
Unisys 1/16/98	57	40.7.8.3 Pages 40-67, 40-68	Please clarify the filing requirements. Section 40.7.8.3a requires the contractor to file all items within two working days. Section 40.7.8.3f requires the contractor to file all paper applications and supporting documentation in files in	Ref. 40.7.8.3.a. The contractor is required to keep all provider files current. "to file all items within two (2) working days" refers to documentation having to do with file maintenance, not

			provider number order, by provider type, within two weeks of completion of all enrollment requirements.	enrollment/reenrollment materials. Ref. 40.7.8.3.f “File all paper applications and supporting documentation ...within two weeks” is corrected to read “within two working days after completion of imaging ‘as specified in 40.7.8.3.e.
Unisys 1/16/98	58	40.7.8.3 e 50.36.640-68 50-44	Both of these pages refer to the requirement for imaging provider enrollment applications. However, there are conflicting deadlines for this function. Section 40.7.8.3 states that applications should be imaged within 2 days of completion of all enrollment requirements. Section 50.36.6 states that “Image must be created within 24 hours of receipt.” Which of these requirements is correct?	Two days within completion of enrollment requirements. The report card requirements for system availability is a sample only. Requirements will be finalized between the Agency and the contractor, during implementation, as stated in Subsection 50.36.6, page 50-41.
Unisys 1/16/98	59	40.7.8.3 b Page 40-68	The \$15.00 additional handbook copy charge collected from providers is currently deducted from the state’s invoice for printing pass-through: is this practice to continue with the new contract or will the contractor be able to retain these funds?	Yes, this practice will continue. No, the contractor will not retain these funds.
Unisys 1/16/98	60	40.9.3.1 Page 40-82	A suspend status is applied to a claim when the claim is posted with an edit with a super suspend disposition. Any claim posted with an edit with a super suspend status will be posted to the suspense file and will not adjudicate regardless of the results of editing and	1. Super suspend is not a new requirement. 2. Current security provides that only supervisors can release a super-suspend.

			auditing the claim. Any resolution clerk with resolution authority can work or release the claim. 1. Is a claim <i>status</i> of super suspend a new requirement? 2. Is there a new security requirement for working a claim suspended with a super suspend edit?	
Unisys 1/16/98	61	40.9.3.1 Page 40-82	The state requires electronic claims on CD-ROM. Is this a replacement for the current microfiche? If the electronic claims are available at the user desktop through a network access system or the imaging system, does the state require the CD-ROMs?	Yes. It is the Agency's intent to replace microfiche with CD-ROM. Yes, the Agency will continue to require CD-ROMs for electronic claims.
Unisys 1/16/98	62	40.9.6.3 Page 40-88	If the remittance advice is available through a desktop network access system, does the state require CD-ROM?	Yes. The remittance advice still be required on CD-ROM. Some users are not connected to the Agency network.
Unisys 1/16/98	63	40.9.9 h Page 40-93	The subsystem maintains 24 months of adjudicated claims history. An institutional archive file containing Nursing Home, Inpatient and Outpatient claims for an additional 5 years is also maintained. This file is available for claims editing and for retroactive rate adjustments for institutional providers. Only the 24 months of claims history is currently used for retro rate adjustments for Rural Health, FQHC and CPHU providers. Is this a <i>new requirement</i> to provide an	No. While retros on HCFA-1500s currently only apply to FQHC and CPHU providers this policy may be extended to other provider types.

			additional 5 years of claims history for retros for all HCFA-1500 providers? If not for all HCFA-1500 providers, to which specific provider types does this extended history requirement apply?	
Unisys 1/16/98	64	40.9.9 n, 50.36.6, Pages 40-94, 50-50	Both of these pages refer to the requirements for processing Prior Authorizations. However, there are conflicting deadlines for the procedures of updating of a PA record once it is returned from the Agency and then the subsequent mailing of notification letters to the appropriate provider and recipient. In section 40.9.9 these functions must be performed within 3 working days of receipt from AHCA. In section 50.36.6 on the report card it states that the updating of a PA record once it is returned from the Agency must be done in five (5) working days of receipt, and the mailing of prior authorization letters must be done within one (1) working day. Which of these requirements is correct?	Report cards will be finalized and reconciled with Section 40 in coordination with the contractor as stated in RFP Subsection 50.36.6, page 50-41.
Unisys 1/16/98	65	40.9.9 t Page 40-95	Within this RFP section it appears a new requirement has been added to the processing of history only voids and adjustments. It now requires that a reconciliation of the dollar amounts of a provider's refunds to the associated paid claims history. Please clarify the expected steps and documentation to complete this function. In addition, does	In addition to the current procedures for processing History Only Adjustments and Voids for Third Party, (Refer to Section 12.8 of File Maintenance Desk Level Procedures {system documentation}) the State will be submitting copies of cash receipts and any supporting documentation for refunds of

			<p>the state expect this information to be submitted to the Agency and if so on what time frame?</p>	<p>Medicaid claims that are due to overpayments or duplicate payments (non Medicare, Health Casualty, Relative or Estate related refunds), as identified by the provider. The contractor will be responsible for logging the refund information, identifying the claims for which the provide is refunding, adjudication history adjustment or void of the claims, reconciling the dollar amount of the provider refunds to the net change in reimbursement amount for the claims adjusted or voided, and supplying the State with various reports of this activity. The contractor will need to establish the appropriate internal controls to ensure that the individual responsible for reconciling the refunds received with the adjudication of history adjustment and voids, does not have the capability to enter claim adjustments or voids.</p>
<p>Unisys 1/16/98</p>	<p>66</p>	<p>40.9.12 Page 40-103</p>	<p>The RFP states that the contractor currently licenses ClaimCheck software through the contractor including both a mainframe and a desktop version. 1. What are the storage requirements for</p>	<ol style="list-style-type: none"> 1. 100 cylinders. 2. Averages 3-5 CPU hours a month. 3. One FTE. 4. The sentence “contractor must demonstrate integrating

			<p>ClaimCheck files and software?</p> <p>2. What is the current CPU for ClaimCheck processing?</p> <p>3. What staff time does the incumbent devote to ClaimCheck?</p> <p>4. Please define what would be an acceptable demonstration of the “integration” of ClaimCheck.</p>	capabilities” is removed.
Unisys 1/16/98	67	40.15.6 r Page 40-138	Is the reference to the “contractor’s interest bearing account” in error? If not please explain.	Yes. “Contractor’s is replaced with “State’s”.
Unisys 1/16/98	68	40.17.4 Page 40-146	This requirement implies that the DUR “electronic interface” currently used must be changed in some way(s). If there is a specific requirement for the <i>nature</i> of the electronic interface, please specify the type of interface required. If there is not a specific requirement for the type of the interface, can bidders assume that determination of the type of electronic interface is at the discretion of the MMIS contractor?	It is not intended to infer that the current DUR interface must be changed. The FMMIS contractor will coordinate the electronic interface with the DUR contractor.
Unisys 1/16/98	69	50.9 Page 50-12	If both parties mutually agree on a CSR/Change Order requirements, will the contractor be required to proceed prior to receipt of an executed Change Order? If so, what is the time frame for the receipt of the Change Order from the State?	Yes. The anticipated time frame for receipt of the change order from the Agency is approximately 30 days.
Unisys 1/16/98	70	50.14, 50.34.9.1 Pages 50-14, 50-33	Will these RFP sections apply to the training materials referenced in Section	Yes.

			40.7.8.2 (pages 40-65 and 40-66)?	
Unisys 1/16/98	71	50.23 Page 50-21	Will the State consider an annual renewal of the Performance Bond over the life of the contract? Each year the contractor would provide to the State a copy of the renewed Performance Bond Certification for verification.	Since the performance bond does not come into play until after award of the contract, proposers should respond under the language of the RFP for performance bonding. After the contract is awarded there may be an opportunity for negotiation with AHCA on yearly renewal.
Unisys 1/16/98	72	50.25 Page 50-23	Please clarify: Is the audit on “the internal financial controls” an audit of the FMMIS financial system or the contractor’s corporate financial controls?	Both.
Unisys 1/16/98	73	50.34.4.2 Page 50-30	This requirement holds the contractor liable for immediate reimbursement to the state for actual overpayments or duplicate payments made as a result of contractor error. Will the state change this provision of contractor liability to reflect a reasonable time period for attempted recovery, such as six months?	No. Unless the contractor contests the assumption that the payment was the result of contractor error, the state may require immediate reimbursement. The contractor has the right and an unlimited time period to recover the overpayment or duplicate payment from the entity in receipt of the overpayment or duplicate payment.
Unisys 1/16/98	74	50.34.6 Page 50-31	The RFP states the contractor will provide 24 hour connection to the State’s network and failure to provide <u>this connection must be remedied immediately upon notification</u> . If failure to remedy connection will result in a	This requirement will be readdressed when report cards are finalized with the contractor.

			\$1,000 per hour penalty after 4 hours of notification, what is the States interpretation of “ <u>this connection must be remedied immediately</u> ”?	
Unisys 1/16/98	75	50.34.11.1, 40.1.1.3 Page 50-34	RFP Section 50.34.11.1, Mainframe Capacity This requirement is characterized as a New Requirement, but is not on the list in RFP Section 40.1.1.3 and is not in Appendix L as a new requirement. Please advise as to how RFP Section 50.34.11.1 should be handled in the proposal.	This section will be added to Section 40.1.1.3 as a minor new requirement. (50.34.11.1 Mainframe Capacity)
Unisys 1/16/98	76	50.34.11.1 Page 50-34	Please define a “cycle.” We have many cycles that execute for days such as MARS and SURS: is it correct to assume that these are not included in the definition of a cycle? Is the state referring only to the adjudication Cycle that typically runs Monday through Friday? If a job in a cycle is not critical for the system to be available for inquiry and update, is it required to be complete by 7:00 A.M. eastern time? Please define what constitutes the “system availability.” Will the state further define this requirement to identify the files that must be available? Must the cycle be complete <i>each</i> morning at 7:00 A.M. or does the requirement only pertain to work days Monday through Friday (excludes	This requirement only applies to the daily and weekly adjudication cycle.

			holidays)?	
Unisys 1/16/98	77	50.34.11.2 Page 50-34	If a cycle is canceled are the jobs in this cycle considered “eliminated jobs”?	Yes.
Unisys 1/16/98	78	50.36.2 Page 50-36	Included in the RFP is a list of items which the State has identified as “Pass-Through” items. However it is also stated that pass through items identified in the RFP are not limited to the list of items provided. What specific additional “Pass Through” items does the state anticipate that are not identified in the RFP?	No additional pass-through items have been identified, the requirement is to provide a state option should the need arise.
Unisys 1/16/98	79	50.36.6 Page 50-42	Item A within the Timeliness standard uses “application date” as a comparison date for performance criteria. The contractor will have no control over the application date the provider enters on the application form. Will the Agency change this standard to use instead the application <i>receipt</i> date?	The report cards will be finalized in coordination with the successful bidder as provided in Subsection 50.36.6 page 50-41.
Unisys 1/16/98	80	50.36.6 Page 50-45	Please supply an example of what the state would consider to be “supporting documentation” of a background check being completed?	See response to question 79.
Unisys 1/16/98	81	50.36.6 Page 50-46	The DSS Vendor standard states that “The reports must balance regardless of fault.” Why should the FMMIS contractor be penalized based on the potential erroneous actions or non-actions of another vendor? Please clarify the intent of this report card item.	See response to question 79.
Unisys 1/16/98	82	60.10 Page 60-5	The state requests two copies of the Technical Proposal on CD-ROM,	Diskettes are also acceptable.

			however, Appendix M checklist simply states “electronic media.” Is the state only accepting CD-ROM?	
Unisys 1/16/98	83	80.2.6.1 b Page 80-4	Retroactive changes to hospital, nursing home and ICF/DD rates are excluded from the claim definition. Are these the only retro rate changes that are excluded?	No. All retro rate changes are excluded from the definition of a claim.
Unisys 1/16/98	84	80.2.6.1 d Page 80-4	Claims that are reprocessed due to contractor error are excluded from the claim definition. Are claims that are reprocessed with adjustment reason code 96 to be included in the claim definition?	No. Claims processed with adjustment reason code 96 are excluded.
Unisys 1/16/98	85	Appendix A.2 Page A.2-1	Ownership of the PC equipment is to be transferred at the completion of set-up. Will the State pay the invoice for the equipment at the time of delivery? If not, when?	In accordance with F.S. 215.422 (Fla.Statutes).
Unisys 1/16/98	86	Appendix A.2 Page A.2-3	Please define the required characteristics of the high speed printer. Who will be responsible for the consumable (paper, toner, developer, etc.)? If the contractor is responsible, please define the volume of print on which to base usage. Please define the quantity of high speed printers needed.	The Agency will define the specifications for the high speed printer at the time of procurement. The Agency will be responsible for consumables. Two high speed laser printers are required as listed in A2-10.
Unisys 1/16/98	87	Appendix A.2 Page A.2-1	If the contractor must install the PCs by January 1, 1999, will it replace the existing PCs attached to the current fiscal agent’s EDP environment? If so, who is responsible for supporting the equipment and connectivity to the current fiscal agent? Who is responsible for security? Will the current fiscal agent be required	The new PCs are to replace the existing PCs. The Agency will include a warranty and maintenance requirement in the procurement document. The successful proposer will be responsible for installation and connectivity to the existing communications network to the

			to support this equipment until June 30, 1999?	current fiscal agent.
Unisys 1/16/98	88	A.2-10	Is the estimated \$4K recurring cost per year for the laser printer a state, contractor, or pass-through cost?	Yes. Pass-through cost.
Unisys 1/16/98	89	K.1, General	How many providers are currently reviewed via SURS profiling per quarter?	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	90	K.1, General Page K-1	How many recipients are currently reviewed via SURS profiling per quarter?	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	91	K.1, General Page K-1	Please identify any special programs and/or special populations currently monitored by Medicaid Program Integrity SURS staff. This information will be helpful to better estimate resources and costs associated with data organization and volumes.	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	92	K.1, item 2 Page K-1	In order to better estimate resources and costs associated with data organization and volumes, it will be helpful to have a clear understanding of the Medicaid Program Integrity organization. Please provide definition of the Medicaid Program Integrity organizational structure, sub-units, and an explanation of how SURS reviews are performed (process, steps, etc.).	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	93	K.1, item a Page K-2	What are the numbers and locations of users who will be maintaining SURS Control Files and requesting runs?	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	94	K.1, item e K-2	What are the numbers, types, and locations of users who will be reviewing SURS reports?	The requirement for a client/server based SURS is deleted.

Unisys 1/16/98	95	K.1, item f K-2	What are the numbers and locations of users who will be requesting SURS claims detail?	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	96	K.1, final paragraph K-2	This requirement states that the “contractor will include its fixed price the resources to provide a minimum of fifteen (15) additional Agency defined behavior patterns each contract year.” In order for bidders to estimate resource costs to provide this support, please provide a <i>maximum</i> number of behavior patterns for each contract year.	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	97	K.1, final paragraph Page K-2	In order to better understand the intent of this yearly requirement, please define what is meant by “behavior patterns”, particularly by providing illustrative examples.	The requirement for a client/server based SURS is deleted.
Unisys 1/16/98	98	K.2, paragraph 1 Page K-3	What is the anticipated annual volume (by program area) of new prior authorization records that must be maintained on the FMMIS PA file?	Community Mental Health 3,000--4,000 In-Patient Psychiatric 12,400
Unisys 1/16/98	99	K.2, paragraph 1, Bullet 1 Page K-3	What is the anticipated annual volume (by program area) of prior authorization transactions that will be batch processed by the contractor staff?	1,115
Unisys 1/16/98	100	K.2, paragraph 1, bullet 1 Page K-4	What is the anticipated annual volume (by program area) of prior authorization transactions (add, update, modify or cancel a record) that must be keyed on-line by the contractor staff?	1,115
Unisys 1/16/98	101	K.2, paragraph 1, bullet 2	What is the anticipated annual volume (by program area) of prior authorization	Chiropractic only --700

		Page K-4	notification letters that must be generated and manually mailed by the contractor, for both providers and recipients?	
Unisys 1/16/98	102	K.2, paragraph 1, bullet 3 Page K-4	What is the anticipated annual volume (by program area) of prior authorization requests that must be received by the contractor and forwarded to the Agency or Prior Authorization vendor contractor staff?	Community Mental Health only 3,000—4,000
Unisys 1/16/98	103	K.2, paragraph 2 Page K-4	What is the anticipated annual volume (by program area) of prior authorization transactions that will be input on-line by the Agency or Prior Authorization vendor contractor staff?	In Patient Psychiatric 12,400 (includes 440 exception requests) Service Authorization 16,000 Home Health 20,000 (includes initial cert., recert. and mod) Pharmacy 12,000 Community Mental Health 3,000- 4,000 Nursing Facility AIDS supplemental 275 Hospital beds 1,126 Customized Wheelchairs 2,698* Physician 1,250 Chiropractic 700 Audiology 1,115 Hospital 1,000 Dental 300 Optometry 450 *The Agency has submitted an Legislative Budget Request, which if approved would double the number of wheelchair PAs processed by the fiscal agent.

Unisys 1/16/98	104	K1.2, paragraph 2 Page K-4	What is the maximum number of Agency and Prior Authorization vendor staff that will be using the on-line prior authorization function at any given time?	Home Health PA vendor staff 5 Pharmacy 10 Physician 5 DME 33 (includes area staff) In Patient Psych. 30 SA nurses (includes area staff)
Unisys 1/16/98	105	K.2, paragraph 2, Page K-4	During what hours must the prior authorization function be made available to Agency or Prior Authorization vendor contractor staff?	7:00 am—6:00 pm Eastern time.
Unisys 1/16/98	106	Appendix L.2 Page L-2	Does the State want multiple copies of the CD-ROM to be produced and distributed as is currently done with Microfiche? If not, please define the requirements for distribution.	Yes. The same as the current distribution. The distribution list is provided in the procurement library.
Unisys 1/16/98	107	Appendix L.2 Page L-2	Currently microfiche is distributed to State offices. Are there any instances whereby the microfiche is currently sent to a non-State facility? If yes, please specify all entities and locations.	For a complete listing of report distribution by media refer to the procurement library. The report indicates several microfiche which are mailed to various locations using labels supplies by the Agency.
Unisys 1/16/98	108	Appendix L.2 Page L-2	The MMIS on line access requirement states that 2,000 concurrent sessions are needed. Does this also apply to access to on line report viewing? If no, please define the number of concurrent sessions (on line reports) required by the State. This could be a major cost issue.	The 2,000 concurrent sessions refers to Appendix H, page H-1. Forty concurrent sessions are required for SAR, on-line reports. (Refer to Appendix L.3)
Unisys 1/16/98	109	Appendix L.2 Page L-2	Please describe the audit controls and tracking mechanisms required for the internet/intranet access.	Items pertinent to internet/intranet under this requirement are all public information, as such, current industry standards for internet/intranet are sufficient. If the

				Agency should extend this service to ECS and electronic claims security provisions will be defined prior to approval.
Unisys 1/16/98	110	Appendix L.5.1 Page L-3	This section specifies that the contractor will re-enroll existing providers every three years. Does this mean that some provider types will be go through re-enrollment twice during the life of the contract? Please provide details by provider type concerning the staggered schedule for re-enrollment. This is necessary for potential bidders to accurately determine staffing requirements for the provider re-enrollment given that re-enrollment requirements within provider types can be unique.	Yes, some providers will go through two (2) re-enrollments under the same fiscal agent. The re-enrollment schedule, by provider type, has not been prepared. Notwithstanding a major change, it is felt that the minor differences between provider type re-enrollment packages would not have any significant workload impact. The number of re-enrollments to be scheduled, will be as nearly as possible equally divided and spread over the three (3) year period. New enrollments present the major differences between application contents and requirements.
Unisys 1/16/98	111	Appendix L.5.2, 40.4 Page L-4	The position for the Provider Enrollment / Re-enrollment supervisor is not listed in Section 40.4, however, section L.5.2 indicates that the Provider Enrollment / Re-enrollment supervisor must be approved by the State. Is the position required?	One provider/enrollment supervisor is listed in the chart, Subsection 40.4, page 40-31. Yes the position is required.
Unisys 1/16/98	112	Appendix L.5.3 Page L-5	Is it the State's intent to require all new requirements pertaining to provider	Yes.

			enrollment databases to be new FMMIS Provider Subsystem mainframe modules?	
Unisys 1/16/98	113	Appendix L.5.3 Page L-6	What is the current volume of change of address requests?	The current volume of change of address requests averages 200-300 a week.
Unisys 1/16/98	114	Appendix L.5.5 Page L-7	Will the contractor be permitted to transfer the request for a criminal history background check / fingerprint check after notification from the bank that the provider's check has cleared?	The contractor will transmit/transport request for criminal history background check/fingerprint cards prior to bank notification of clearance.
Unisys 1/16/98	115	Appendix L.5.5 Page L-7	Will the state continue to be responsible for reimbursing the contractor for criminal history background/fingerprinting checks when a provider's check is returned for insufficient funds, improperly endorsed, closed account, etc.? Will the state limit the contractor's recourses for collecting bad checks from enrolling providers?	Yes, the state will be responsible for reimbursement under the circumstances stated. Yes, the state may limit the contractors method of collections
Unisys 1/16/98	116	Appendix L.7 Pages L-10 To L-12	Please list the banking services the State will require for procuring the bank account. Will one of the requirements be for the bank to be capable of exchanging electronic reconciliation detail? Will the State require the bank to provide subsidiary ledger cut-off dates consistent with the bank account statement cut-off date?	The State has not yet drafted the RFP for Banking Services. The current banking agreement is in the procurement library.
Unisys 1/16/98	117	Appendix L.11 Page L-15	If during the ECS transmission the submitter invokes call blocking is the	Yes. The log need only indicate the time of a rejected call.

			contractor required to reject the transmission? If yes, what type of notification to the submitter is required?	
Unisys 1/16/98	118	Appendix L.11 Page L-15	If the provider's local phone company does not carry the caller ID signal should the contractor accept or reject the ECS transmission?	If the provider's local phone company does not carry the caller ID signal the ECS transmission should be accepted.
Unisys 1/16/98	119	Appendix L.15 L-17 To L-19	We believe that the Agency would be best served by categorizing this new requirement as a Group 1 New Requirement instead of a Group 2 New Requirement. For any bidder except the incumbent, the timing of implementation of the ProDUR application could be problematic, given that Group 2 New Requirements do not have to be implemented until December 31, 1999. Will the Agency consider re-categorizing the ProDUR New Requirement as being in Group 1?	The contractor may implement this requirement during the Implementation Phase. December 31, 1999 is a mandatory date.