

**Official Questions and Answers for RFP-2016-OIS-01-MITA
Consulting Services for MITA 3.0 State Self-Assessment and Related Activities for
New Hampshire, Massachusetts and Rhode Island**

This document contains the set of questions and answers relative to the RFP for Consulting Services for MITA 3.0 State Self-Assessment (SS-A) and Related Activities for NH, MA, and RI. The answers provided by the Collaborative respond to the questions submitted by prospective Bidders and are intended to provide guidance to Bidders preparing proposals.

#	RFP Page #	Section Reference	Question	Answer
1.	4	1.1	<p>Please provide more information about the “produce MITA 3-related information sharing” aspect of this procurement.</p> <p>Will the contractor have related tasks to build a comparison/gap analysis of the three completed MITA 3.0 assessments?</p>	<p>No – the contractor does not have a related task to build a comparison/gap analysis of the three completed MITA 3.0 assessments under this RFP.</p>
2.	5	1.4	<p>Please confirm the selected Contractor will not have to wait for all three contracts to be executed prior to starting work.</p>	<p>Confirmed - The selected contractor will not have to wait for all three contracts to be executed prior to starting work. The contractor may begin work with any State once the contract for that State has been finalized.</p>
3.	6	2.1.1	<p>Can we assume that Xerox (MMIS Contractor) and Deloitte Consulting (HEIGHTS IES Contractor) will work with the MITA SS-A Contractor to ensure the December 15, 2016 completion date?</p>	<p>With approval from CMS in its MITA APD, NH extended the date for its MITA SS-A completion to March 31, 2017. It is expected that Xerox and Deloitte Consulting will work with the MITA SS-A contractor to ensure meeting the target completion date for the NH MITA SS-A.</p>
4.	6	2.1.1	<p>What is the projected date for the completion of the HEIGHTS IES</p>	<p>12/23/2016 is the projected completion date for the</p>

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			MITA 3.0 Assessment?	NH New HEIGHTS IES MITA SS-A.
5.	6	2.1.1	Did Deloitte Consulting use a MITA Tracking Tool for the MITA 3.0 SS-A? If yes, what tool was used?	The NH IES MITA SS-A has not yet been completed by Deloitte and the specific tool to be used has not yet been identified.
6.	6	2.1.2	<p>In regard to statement - "Due to the complexity of the Enterprise; however in 2008 the Commonwealth decided to split the State Self-Assessment (SS-A) process into 3 components."</p> <p>Were these 3 components completed and will all 3 of these be required for evaluation by the vendor and require validation of their conclusions in light of the overall findings and require use of the validated information as input for a five year strategic plan?</p>	<p>MA completed Components 1 and 2 of the 2008 approach. Component 3 was not initiated. Component 1 involved a desk review of Medicaid systems but did not constitute a complete State Self - Assessment</p> <p>Component 2 involved a State-Self Assessment, using the MITA 2.0 standard, of processes and systems that served Medicaid beneficiaries at the Departments of Mental Health, Public Health and Developmental Disabilities. Component 2 did not assess the overall Medicaid Enterprise.</p> <p>Component 3 is a comprehensive Medicaid State Self-Assessment which Massachusetts seeks a vendor to perform. As part of this comprehensive SS-A the selected vendor will need to update/validate the component 2 SS-A (DMH/DPH/DDS) to align with the MITA 3.0 standard</p> <p>As referenced in Appendix A Section 1.3</p> <p>"The MITA 3.0 SS-A Project described in this RFP will cover the full MassHealth Enterprise, including a gap analysis between the findings of the earlier MITA 2.0 assessment and the current state of the business,</p>

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				technology, and administrative architecture of DMH, DDS and DPH, limited to the services provided by those agencies to the MassHealth population.”
7.	7	2.1.3	Can the Collaborative please provide a link to access the Rhode Island MITA 2.01 SS-A and the Massachusetts MITA 2 SS-A located in the referenced online Document Library?	The Rhode Island MITA 2.01 SS-A and the Massachusetts MITA 2 SS-A were updated to the RFP site as Addendum #1 on 4/6/2016. The link to the RFP and Addendum #1 is: http://www.dhhs.nh.gov/business/rfp/index.htm#mita
8.	7	2.2	This RFP addresses three of the six NESCSO member States. Does NESCSO plan to further leverage this process across the other Consortium States? If so, please describe the planned leverage.	There is no plan at this time to leverage this process further across the other New England Consortium States.
9.	9	2.5 Anticipated Schedule	As stated – “The Collaborative’s overarching goal is a schedule and project plan that meets the budget requirements of each agency”—What are the budget requirements of each agency?	No budget requirements are available for each agency. The vendor is expected to propose a fixed price cost for this project.
10.	10	3.1.B Training	How many NESCSO users will need training? Where will the training session(s) be provided?	No NESCSO users will need training.

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11.	11	3.1.C Medicaid Business Review	Do all 3 States use the NIST SP800-53 standard controls format for security standards for their Medicaid Enterprises? If not, what standard is each state using?	MA: Yes NH: Yes RI: Yes.
12.	11	3.1.D MMIS System Assessment	CMS has announced the projected release of new MITA aligned Medicaid Enterprise Certification Toolkit (MECT) checklists sometime in April 2016. How should we address the MITA/MECT alignment as it pertains to this project?	The states follow CMS' guidance, so the usage of the checklists should be included in all vendor bids, especially considering the fact the checklist is due to be available before RFP proposals are due.
13.	11	3.1.E Ancillary Medicaid Systems Assessment	Has CMS requested the States to perform a HITECH assessment as part of, or in addition to the MITA 3.0 SS-A?	No.
14.	11	3.1.E.27	To what extent is each State planning to leverage the MITA 3.0 evaluation of Medicaid systems as it crosses over into shared business processes in NHSIA and SAMSHA?	MA: No current plans NH: No current plans RI: No current plans.
15.	12	3.2	Is it the States' expectation that we propose three separate teams of key personnel (i.e., one team for each state, for a total of 12 key	It is acceptable for some of the key personnel roles to work across multiple states. However, the RFP at Section 3.2 - 2nd Paragraph stipulates that the vendor must specify how it will structure any shared

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			personnel)? Or, is it acceptable for some of the key personnel roles to work across multiple states (e.g., the Training Lead)?	arrangements of key staff between the states so that each's state's schedule is separately maintained.
16.	12	3.2	While we understand the requirements of the RFP regarding Staffing, would the state entertain an alternative staffing model and cost model for this project?	An alternative staffing model is acceptable as long as it fits within the bounds delineated in the RFP.
17.	15	3.2.5.4 MITA Tracking Tool	Does the MITA Tracking Tool need to conform to NIST SP800-53 Revision 4 security standards? If not, what NIST standard is the baseline for the MITA Tracking Tool?	In the unlikely event PHI or PII is entered into the system, conformance to the NIST standard is required.
18.	16	3.2.5.4 MITA Tracking Tool	a) Should the MITA Tracking Tool be priced as a license with unlimited number of users or would the States prefer a per seat license? b) If a per seat license is preferred, please provide the number of user seats per State?	a) Per seat license, beginning after the MITA 3 contracts expire for each state. b) MA: 6 user seats NH: 4 user seats RI. 3 user seats.
19.	16 33	3.2.5.4 MITA Tracking Tool 7.1.4.6 Cost Proposal	Should the MITA Tracking Tool also be priced for the two year period? If not, please provide a specific number of years should be included in the	Note: RFP Section 3.2.5.4 states "To promote consistency among the States, the same tool shall be available for use by the States after project finish without annual software license charges to the

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			Cost Proposal.	States.”
20.	16	3.3 MITA Training	<p>a) Will the States provide the Training rooms?</p> <p>b) If not, please provide training room requirements; i.e. city or town location requirements, number of attendees/location, etc.</p>	<p>a). Yes</p> <p>b). See response to (a.) above</p>
21.	17	3.4 Medicaid Business Process Reviews, 1st Bullet	Have the States identified additional State-specific BPMs? If so, please provide the addition State-specific BPMs	<p>Please refer to the existing MITA 2 SS-A’s for Massachusetts and Rhode Island identifying any state-specific business processes.</p> <p>New Hampshire has not identified any State-specific BPMs.</p>
22.	18	3.5 MMIS System Assessment	<p>a) Have the numerous existing Medicaid Enterprise contractors committed to supporting this contract with requested information, artifacts and staff time?</p> <p>b) Are any of the current Medicaid Enterprise contractors prohibited from responding to this RFP? If so, please provide a list of companies who are prohibited from bidding?</p> <p>c) Will the States coordinate the support of their Medicaid Enterprise contractors? If not, could you</p>	<p>a):</p> <p>MA : Yes</p> <p>NH: Yes</p> <p>RI. Yes.</p> <p>b) No – No contractors have been prohibited from responding to this RFP.</p> <p>c) Yes - The States will coordinate the support of their Medicaid Enterprise contractors.</p>

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			describe how you see the Medicaid Enterprise contractors working with the MITA SS-A contractor?	
23.	18	3.5.1 Business Architecture, 4 th Bullet	<p>Have the MMIS contractors completed a MITA 3.0 BA As-Is assessment?</p> <p>Or, have the contractors just scored the MITA maturity levels?</p>	<p>MA: No to both questions</p> <p>NH: No to both questions.</p> <p>RI: No to both questions. However, the RI MITA 2 SS-A contains 2011 MITA maturity levels.</p>
24.	19	3.5.1.5 Business Architecture (BA)	<p>Is the assumption that the current MMIS contractor will make changes or enhance their current MMIS solution to improve the MITA maturity?</p> <p>If so, what are the responsibilities for the MITA SS-A contractor for developing cost estimates?</p>	<p>a) How the States will proceed to implement changes or enhancements to the MMIS in the future to improve MITA maturity is yet to be determined. It could include having the current MMIS contractor implement changes and/or enhancements.</p> <p>b) There is no responsibility for the MITA SS-A contractor for developing cost estimates under this RFP.</p>
25.	19	3.5.2.6 Information Architecture	<p>Is the assumption that the current MMIS contractor will make changes or enhance their current MMIS solution to improve the MITA maturity?</p> <p>If so, what are the responsibilities for the MITA SS-A contractor for developing cost estimates?</p>	<p>Same responses as to Question 24.</p>

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26.	20	3.5.3.6 Technical Architecture	<p>Is the assumption that the current MMIS contractor will make changes or enhance their current MMIS solution to improve the MITA maturity?</p> <p>If so, what are the responsibilities for the MITA SS-A contractor for developing cost estimates?</p>	Same responses as to Question 24
27.	25 34	5.1.A Technical Proposal 7.2.2.4	<p>Would the State consider increasing the page limit for the Proposal Executive Summary, Narrative, Project Approach, and Technical Response to 40 or 50 pages?</p> <p>For example:</p> <p>Executive Summary – 5 pages</p> <p>Narrative – 25 pages</p> <p>Project Approach – 10</p> <p>Technical Response – 10</p>	No.
28.	25	5.1.A Technical Proposal Evaluation	<p>Can a bidder include additional information as an appendix?</p> <p>For example, a description of the MITA Tracking Tool in an appendix, much like the Key Personnel</p>	Yes.

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			resumes?	
29.	25 33	5.2 Proposal Evaluation- Cost Proposal 7.1.4.6 Cost Proposal	We assume the Cost Proposal will be evaluated based on the fixed price (Appendix D1). Will the hourly cost for resources be considered in the Cost Proposal evaluation?	a) Yes. b) Bidders are directed to provide a fixed price bid. However, all submitted information will be considered in evaluating a bidder's proposal
30.	25 36-37	5.2 7.2.3.2	Can the Collaborative please confirm that the required four years of audited financial statements are excluded from the eight-page limit for the Cost Proposal?	Yes.
31.	31	7.1.1.4 Proposal Outline and Requirements, Overview	We assume that Mr. Borrin's address provided in RFP Section 6.1: Contact Information, is applicable for a hand delivered response. Please confirm. If not, please provide the address for a hand delivery.	Confirmed.
32.	32	7.1.3.4	Please clarify what is meant by "divided into subdirectories..." Is it acceptable to provide a single PDF file that includes our complete Technical Proposal or are you looking for the proposal to be broken	Note that Section 7.1.3.4 specifies a "thumb drive", not a CD. As stated in the RFP, the sections are to be "divided into subdirectories that correspond to and are labeled the same as the hard copies."

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			out by sections on the CD?	
33.	33	7.1.4.6	<p>Can the Collaborative please clarify the intent of the Appendix D1, Travel Expenses form?</p> <p>Per the requirements in Section 7.1.4.6, what travel expenses does the Collaborative anticipate will be reimbursed during the life of the contracts?</p>	<p>The purpose of the Travel Expense form is to provide the three states with a sense of travel-related costs by bidders.</p> <p>RFP Section 7.2.3.3 specifies the fixed price nature of this engagement for bidders. No travel expense reimbursements will occur within the original contractual bounds of the RFP.</p>
34.	34	7.2.2.3.b	Can a bidder prepare an appendix response for each State-specific response?	No. Bidders must stay within the page limits specified in Sections 5.1 and 5.2
35.	34	7.2.2.4	Can a bidder submit the Preliminary Project Plan as an appendix to the proposal?	Yes.
36.	35	7.2.2.5.b.ii	Please clarify what is meant by “the number of people served” in the context of the services provided by our organization.	The number of clients or customers impacted as a result of the organization’s work as specified in Section 7.2.2.5: “The description must include prior experience managing and conducting work that is substantially similar to that identified in Section 3, Statement of Work.”

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37.	36	7.2.2.8 through 7.2.2.11	Is it acceptable to provide the subcontractor letters, licenses, certificates, permits, conflict of interest statement, and required attachments as an Appendix to our proposal, or can these documents be in addition to the ten page section minimum?	Yes, an Appendix is acceptable.
38.	36	7.2.2.11	<p>Can the Collaborative please clarify which forms contained in RFP Appendices A, B, and C are required with proposal submission?</p> <p>For example, should bidders include all forms contained in Appendix A-4 for Massachusetts?</p> <p>Is Appendix B-3, Exceptions to Terms and Conditions, the only required form for New Hampshire? Are there any required forms for Rhode Island?</p>	<p>For MA: The following documents are not signed and submitted with the Bid: the Commonwealth Terms and Conditions, the Standard Contract Form and the Statement of Work. The Massachusetts Additional Provisions do not constitute an executable document; they are incorporated, for Massachusetts, in the RFR itself. All other documents are to be signed and submitted with the Bid.</p> <p>For NH: Appendix B-3, Exceptions to Terms & Conditions must be returned with the proposal The forms in Exhibit B-2 are the reference documents used by vendors to complete Appendix B-3, Exceptions to Terms & Conditions. The forms in Exhibit B-2 are the standard forms in State of NH, Department of Health & Human Services contracts.</p> <p>For RI: No specific RI forms are required for the RFP response.</p>

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39.	37	7.2.3.3	Please confirm that we should include any assumptions in our Cost Proposal, with the understanding that these may be rejected.	Confirmed.
40.	Appendix A 4	Appendix A, 1.3 Massachusetts MITA Requirements	Were HITECH, NIST SP800-53, NHSIA, or SAMSHA assessments performed to determine the applicable MITA assessment alignments?	MA: No
41.	Appendix A 5	Appendix A, 1.3 Massachusetts MITA Requirements	Will this entire staff require training? If not, please provide the training headcount requirement.	MA: Bidders should assume the 120-150 count provided in Appendix A 1.3 will require training.
42.	Appendix A 21	Appendix A-3 9.3 Vendor Property and License	Does the Commonwealth plan to have current Medicaid Enterprise contractors or subcontractors use the MITA Tracking Tool? If so, please provide the names of potential contractor/subcontractor names and the estimated number of seats required.	MA: No

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43.	Appendix A 45-48	Appendix A-4 Additional Forms	<p>Are the additional forms required for the proposal submission or at contract negotiations? We understand that E. RFP-Required Respondent Certifications is required with the proposal submission.</p> <ul style="list-style-type: none"> A. Certification Regarding Debarment and Suspension B. Disclosures C. Certification with Regard to Financial Condition D. Certification of Non-Collusion Form 	MA. No, see above at #37
44.	Appendix A 46	Appendix A-4, B Disclosures	Should this form include disclosures for work with MassHealth, the Commonwealth Connector, and/or other Commonwealth agencies?	Yes - Bidder should disclose if it works with a Commonwealth entity that is either a health care provider or a provider of health information technology.
45.	Appendix B 3	Appendix B 1.3 New Hampshire MITA Requirements	Will this entire staff require training? If not, please provide the training headcount requirement.	NH. The bidders should assume a minimum of 70 staff could require training.

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46.	Appendix B 4	Appendix B 1.4.2 Support Ancillary Systems	Does the State have NHSIA framework evaluation documents for those crossover business areas and processes?	NH: No
47.	Appendix B 18-32	Appendix B-2	Are the additional forms (Exhibits E, F, G, H, I, J) required for the proposal submission or at contract negotiations?	The forms in Exhibit B-2 are the reference documents used by vendors to complete Appendix B-3, Exceptions to Terms & Conditions which must be returned with the proposal. The forms in Exhibit B-2 are the standard forms in State of NH, Department of Health & Human Services contracts.
48.	Appendix C 2	Appendix C 1.3 Rhode Island MITA Requirements	Will this entire staff require training? If not, please provide the training headcount requirement.	RI: The bidders should assume the 50-65 count supplied in Appendix C2, Section 1.3 will require training.
49.	Appendix C 2	Appendix C 1.3 Rhode Island MITA Requirements C-3	Does the new RIBridges solution support crossover business processes follow the SAMSHA framework?	RI: No.
50.	Appendix C 2	Appendix C 1.3 Rhode Island MITA Requirements AS-2	Does the new MAPRI support crossover business processes follow the HITECH framework?	RI: No for MAPIR (not MAPRI).

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51.	Appendix C 7	Appendix C – Specific Rhode Island Requirements 3 – Subcontracts	Please confirm that subcontracts are permitted and that by accepting our proposal and proposed team members, the State is consenting to our proposed subcontractors.	Subcontractors are permitted. Please see RFP Section 7.2.2.8 for guidance on the usage of subcontractors.
52.	Appendix C 16	Appendix C-2 32. Bid Surety	Please confirm that there is no requirement for a Bid Surety.	MA: There is no requirement for a BID Surety for Massachusetts NH: There is no requirement for a Bid Surety for New Hampshire. RI. There is no requirement for a Bid Surety for Rhode Island.
53.	Appendix C 16	Appendix C-2 Performance and Labor And Payment Bonds	Please confirm that there is no requirement for a performance bond and labor and payment bond.	MA. There is no requirement for a performance bond or labor and payment bond for Massachusetts NH: There is no requirement for performance bond or labor and payment bond for New Hampshire. RI. There is no requirement for performance bond or labor and payment bond for Rhode Island.
54.	Appendix D 1-3	Appendix D-1	The Overall Costs by Task, Rate Sheet for FY2017 and FY 2018, and Travel Expense for State FY2017 and FY2018 do not have a field for the Bidder's name. How should a bidder indicate their name? Can a Bidder add their Business	a) Please place the Bidder's name at the top of the spreadsheet. b) Yes - A bidder may add their logo to the forms.

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			Logo to these forms?	
55.	N/A	N/A	Has a budget or budget range been established for each state's component of this work? If so, can these budgets be shared with proposers?	a) Yes. b) However the Collaborative is looking for a fixed price from bidders, so budgets or budget ranges have been intentionally omitted from the RFP.
56.	N/A	N/A	Does the Collaborative currently use a web-based project collaboration site? If so, which platform is used (e.g., SharePoint)?	MA. To date the three states have not shared documents/data on a web-based project tool or mandated a particular tool for Vendor's work. Massachusetts has an internal web-based collaboration tool, but is open to using tools the vendor proposes for this effort. NH: New Hampshire is using SharePoint for its MMIS web-based project collaboration site. Other project collaboration tools have been used to support other projects. RI. Rhode Island has used various web-based project collaboration tools on projects, but Rhode Island does not have a preferred platform.