



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFP 2019-051

| No. | Question | Answer |
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| 1. | <p>Page 2, Section 1, Introduction; Subsection 1.1 Project Overview</p> <p>a) What is the life cycle of a record entered in this system?</p> <p>b) How does the immunization registry operate today? Is it web-based?</p> | <p>a) The lifecycle is the term of the contract</p> <p>b) This RFP does not relate to the immunization registry.</p> |
| 2. | <p>Page 2, Section 1, Introduction; Subsection 1.1 Project Overview</p> <p>Please elaborate on interfacing with the following data sources:</p> <ol style="list-style-type: none"> 1. Types of screening devices utilized for capturing information; 2. Number and types of data system utilized by the Department; and 3. Number and types of other sources (if any). | <ol style="list-style-type: none"> 1. Limited to CCHD and hearing screening devices. 2. See Addendum #3 (10/31/2019) diagram in Subsection 1.1, Overview. 3. See Appendix C, Section 1, Scope of Work. |
| 3. | <p>Page 3, Section 1, Introduction; Subsection 1.2 Contract Award</p> <p>Can the Department provide the 'not to exceed' price for the contract?</p> | <p>No. Vendors are to propose their best competitive price to provide the services in the RFP. .</p> |
| 4. | <p>Page 3, Section 1.3 Contract Term; Paragraphs 1.3.1 and 1.3.2</p> <p>For pricing and timing or resources, can the Department provide an anticipated contract approval/start date to ensure the Department receives consistent cost proposals?</p> | <p>See the RFP, Page 3, Section 1.3, Contract Term. The Contract Effective Date is the date of New Hampshire Governor and Executive Council Approval. The Department is anticipating a February/March 2020 start date; however, this date is subject to change, dependent upon Governor and Executive Council approval of the resulting contract.</p> |

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| 5. | <p><u>Page 6, Section 4 Instructions, Subsection 4.1 Proposal Submission, Deadline and Location Instructions.</u> Can vendors submit proposals via email?</p> | No. |
| 6. | <p>Page 6, Section 4, Instructions; Subsection 4.1, Proposal Submission, Deadline and Location Instructions; Paragraph 4.1.6 Subparagraph 4.1.6.3 How does the Department prefer to receive the electronic version of the proposal package?</p> | In Microsoft WORD Format on a Thumb Drive/Flash Drive. Please do not submit on CD. |
| 7. | <p>Page 11, Section 4, Instructions; Paragraph 4.1.28 Should the technical proposal include everything listed in order in Section 4.1.28, Proposal Organization, with the exception of the Cost Proposal (4.1.28.1.10), which must be submitted in a separate binder in accordance with Paragraph 4.1.8?</p> | Yes. See Addendum #3 (10/31/2019). |
| 8. | <p>Page 20, Appendix A, Background Information; Section 1, DHHS Maternal and Child Health Section; Subsection 1.4 Goals and Objectives; Paragraph 1.4.1 Are there any deadlines for the Department to get the information from doctors, hospitals, etc.?</p> | Yes. Please refer to the RFP, Page 151 Critical Congenital Heart Defect, CCH1.4. All others daily |
| 9. | <p>Page 23, Appendix B, Minimum Standards for Proposal Consideration; Section 4, Vendor Implementation Service Experience Can the Department explain the expectation of the vendor in relation to prior experience with similar previous government contracts in terms of scale/size of this project?</p> | Please see Page 2, Section 1, Introduction and Page 23, Section 4. |
| 10. | <p>Page 25, Appendix C, System Requirements and Deliverables, Section 1, Scope of Work</p> | a) No. b) No. |

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| | <ul style="list-style-type: none"> a) Can the selected Vendor perform the Scope of Work outside of the United States? b) Can vendors outside the United States submit a bid for this RFP? | |
| 11. | <p>Page 25, Appendix C, System Requirements and Deliverables, Section 1, Scope of Work; Subsection 1.1</p> <ul style="list-style-type: none"> a) Can the Department define what is meant by "Real-Time Reporting" capabilities? b) How much of a delay is/is not considered as "real time?" | <ul style="list-style-type: none"> a) Information is immediately available once entered into the system. b) Delays should be limited to less than six (6) hours to be considered "real time." |
| 12. | <p>Page 25, Appendix C, System Requirements and Deliverables, Section 1, Scope of Work, Subsection 1.4, Functionality; Paragraph 1.4.2</p> <ul style="list-style-type: none"> a) Will this system have physician users both in the hospitals and outside of the hospitals? b) How many hospitals and hospital users are currently on the system? c) Do all of the hospitals currently participating provide the information in a uniform manner? d) How many hospitals utilize an EMR and what EMR system(s) do they use? | <ul style="list-style-type: none"> a) Yes. b) Currently, there are approximately 20 birth facilities with under 250 users, with 75 concurrent users. The new system will include additional programs. c) No. d) Currently, there are no birth facilities that utilize an EMR transfer into the system. The new system must have the capacity to do an EMR transfer. |
| 13. | <p>Page 25, Appendix C, System Requirements and Deliverables, Section 1, Scope of Work, Subsection 1.4, Functionality; Paragraph 1.4.2 and 1.4.4</p> <p>Can the Department describe the intent and expectation of the following functionalities?</p> <ul style="list-style-type: none"> a) Is "Diagnosis and treatment" functionality a "must have" requirement? | <ul style="list-style-type: none"> a) Yes. b) The intent is for the letters to auto populate with information from the database system. The Department is responsible for sending the letters to families and physicians. c) Yes. |

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| | <ul style="list-style-type: none"> b) Letters to parents and physicians, and other reporting capabilities. c) Is software ability to provide real-time electronic birth certificate information a "must have" requirement? | |
| 14. | <p>Page 25, Appendix C, System Requirements and Deliverables, Section 1, Scope of Work, Subsection 1.4, Functionality; Paragraph 1.4.5</p> <p>Does the Department have an agreement with the device vendors to provide an interface to the envisioned application?</p> | No. |
| 15. | <p>Page 25, Appendix C, System Requirements and Deliverables, Section 1, Scope of Work, Subsection 1.4, Functionality; Paragraph 1.4.9</p> <ul style="list-style-type: none"> a) Is the Department seeking to consolidate this into your Vital Records System? b) Will this system receive data from the NH Vital Records system or will it transmit data to the NH Vital Records system or both? c) Will the current NH Vital Records vendor provide appropriate APIs to accomplish all requirements in the RFP? | <ul style="list-style-type: none"> a) The Department is open to that option. b) It will depend on the system design. c) It would need analysis. See Page 25 of the RFP, Appendix C, System Requirements and Deliverables; Section 1, Scope of Work; Subsection 1.2. |
| 16. | <p>Page 25, Appendix C, System Requirements and Deliverables, Section 1, Scope of Work, Subsection 1.4, Functionality; Paragraph 1.4.10</p> <p>Can the Department provide additional details on the functionality of:</p> <ul style="list-style-type: none"> a) Manual uploads? b) The number of files expected to be uploaded during the time the project is live? | <ul style="list-style-type: none"> a) "Manual" means entering record level information into a GUI. "File upload" means a standardized data file most likely containing multiple records. b) The files associated with the modules functionality are all newborn data files. Also, see response to Question 18. |

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| 17. | <p>Page 26, Appendix C: System Requirements and Deliverables; Section 1, Scope of Work; Subsection 1.10 Training Service Availability</p> <p>a) Are the trainings to take place in person at the local sites or can they be Web based trainings?</p> <p>b) How many sites?</p> <p>c) On average, how many individuals requiring training?</p> | <p>a) As referenced in Appendix C: System Requirements and Deliverables; Section 1, Scope of Work; Subsection 1.10 Training Service Availability, trainings may include the formats listed in Paragraphs 1.10.1 through 1.10.6.</p> <p>b) Approximately 20 sites.</p> <p>c) The average is 10 or fewer individuals per site.</p> |
| 18. | <p>Page 31, Section 1, D-1 Proposed Software Solution; Subsection 1.2, Topic 2 – Software Architecture</p> <p>Is the Department looking for a locally hosted solution that is transportable?</p> | <p>See Page 31, Section 1, D-1 Proposed Software Solution.</p> |
| 19. | <p>Page 37, Section 2, D-2 Technical, Services and Project Management Experience; Subsection 2.8, Topic 8 – Migration Strategy</p> <p>What is the format, volume and number of sources for the data migration?</p> | <p>Not all program areas will have significant amounts of data (approximately 12,000 newborn screening cases annually). Program areas range from 3 to 10 years of data required.</p> <p>Data Fields – See Page 121, Attachment A, of the RFP for current Data Elements.</p> <p>CCHD - No migration</p> <p>NBS - No migration</p> <p>EHDI - 3-6 years of migration, approximately 12,500 a year</p> <p>Birth Conditions - all birth conditions records, approximately 2,000 records</p> |
| 20. | <p>Page 38 – Section 2, D-2 Technical, Services and Project Management Experience; Subsection 2.11, Topic 11 – Help Desk Support</p> <p>a) Are there specific hours the Help Desk must operate (i.e., 24/7, 9-5)?</p> <p>b) Does the Department have an existing Help Desk ticketing system that this will migrate into?</p> | <p>a) Normal Business Hours. See Page 116, Terms and Definitions, for the definition of Normal Business Hours.</p> <p>b) No.</p> <p>c) Continuous ongoing support, as long as the system is in operation.</p> <p>d) Estimate of 250 internal/external users.</p> <p>e) Estimate of 75 concurrent users.</p> <p>f) The Department needs access to the tools and will</p> |

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| | <p>c) Is Help Desk Support needed throughout the duration of the project or for first 90 days only?</p> <p>d) What is the total number of internal and external users and/or user groups for the system?</p> <p>e) What is the maximum number of concurrent users expected for this system?</p> <p>f) Does the Department need access to the Help Desk Support software tools, to enter tickets, or will the Department reach out to the Help Desk with issues and concerns?</p> | <p>reach out with issues and concerns.</p> |
| 21. | <p>Page 43, Section 1, Required Information on Corporate Qualifications; Subsection 1.1, Vendor and Subcontracts; Paragraph 1.1.4. Prior Project Descriptions</p> <p>Are three (3) references for the same type of project required?</p> | <p>See Page 43 Section 1, Required Information on Corporate Qualifications; Subsection 1.1, Vendor and Subcontracts; Paragraph 1.1.4, Prior Project Descriptions.</p> |
| 22. | <p>Page 44, Appendix E, Standards for Describing Vendor Qualifications; Section 2, Team Organization and Designation of Key Vendor Staff, 2.1 State Staff Resource Worksheet</p> <p>a) Do page limitations include staff resumes?</p> <p>b) In what section of the RFP is Section A 4.2 located?</p> | <p>a) No.</p> <p>b) See Addendum #3 (10/31/2019).</p> |
| 23. | <p>Page 45, Appendix E, Standards for Describing Vendor Qualifications; Section 3, Candidates for Project Manager</p> <p>Is the Department looking for specific certifications for a Project Manager?</p> | <p>See Page 45, Section 3, Candidates for Project Manager; Subsection 3.2; Paragraph 3.2.4.</p> |

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| 24. | <p>Page 46, Appendix F, Pricing Worksheets; Section 1, Activities/Deliverables/Milestones Pricing Worksheet – Deliverables List</p> <p>Does each individual Activity/Deliverable/Milestone need to be priced out separately, or can Vendors provide cost by categories?</p> | <p>Yes. Each individual Activity/Deliverable/Milestone needs to be priced out separately, in accordance with Page 46, Appendix F: Pricing Worksheets.</p> |
| 25. | <p>Page 49, Appendix F, Pricing Worksheets; Section 2, Proposed Vendor Staff, Resource Hours and Rates Worksheet</p> <p>a) Are Vendors required to specify actual hours for staff?</p> <p>b) Will the specified hours be used to manage the project?</p> | <p>a) Yes. b) No.</p> |
| 26. | <p>Page 52, Appendix G-2 Testing Requirements, G-1.2 Testing</p> <p>a) Does the selected Vendor complete the penetration testing or a third party/independent vendor?</p> <p>b) Will the Department request specific application testing?</p> | <p>a) The selected Vendor or third party is responsible for performing penetration testing, using a standard tool. b) Please refer to Appendix G-2, page 55, Implementing Performance and Stress Test.</p> |
| 27. | <p>Page 58, Appendix G-2 Testing Requirements, G-1.2 Testing, Security Review and Testing</p> <p>Can the Department provide more information regarding the use and intent of digital signatures?</p> | <p>If digital signatures are used, software shall be reviewed and tested to ensure the protection of the Department’s hardware and software and its related Data assets. See page 57 of the RFP, Appendix G-2 Testing Requirements; Section G-1.2 Security Review and Testing.</p> |
| 28. | <p>Page 71, Appendix H, State of New Hampshire Terms and Conditions, Section H-25 General Contract Requirements, Subsections H-25.8.4 Title and H-25.12.7 Intellectual Property</p> <p>Can the Department explain the "IP ownership clause" in detail to eliminate any ambiguity relating to</p> | <p>Any “Intellectual Property” (IP) developed, as a result of the project would have to be negotiated between the selected Vendor and the Department. If the IP existed prior to the contract with the Department, it is assumed that the selected Vendor is either “reselling” or “licensing” the IP for the Department to use. If the IP is developed as part of the</p> |

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| | ownership? | contract, and the Department is paying for it, the Department may want to discuss any IP ownership with the selected Vendor. |
| 29. | <p>Page 71 Appendix H, State of New Hampshire Terms and Conditions, Section H-25.8 Licenses, Subsection H-25.8.1 Software License Grant</p> <p>Is it a "must have" requirement for the selected vendor to provide a worldwide perpetual license?</p> | The Department must be able to operate the software to its full functionality within the State of New Hampshire and within the United States and associated territories. |
| 30. | <p>Page 73, Appendix H, State of New Hampshire Terms and Conditions Agreement</p> <p>Will the Department consider modifications/exceptions to the Terms and Conditions in Appendix H of the RFP?</p> | Any requested modifications or exceptions to Appendix H, Terms and Conditions must be submitted with the Vendor's Technical Proposal. The Department cannot guarantee requested modifications will be accepted. |
| 31. | <p>Page 84, Appendix H, State of New Hampshire Terms and Conditions Agreement; Section H-25.15 Limitation of Liability</p> <p>Would the Department consider the inclusion of a commercially reasonable limitation on liability provision in the resulting contract with the selected Vendor?</p> | The Department will consider this issue during contract negotiations, but cannot guarantee that liability will be limited for the resulting contract. |
| 32. | <p>Page 84 and 85 Appendix H, State of New Hampshire Terms and Conditions, Section H-25.17 Assignment, Delegation and Subcontractors</p> <p>Will the contract be limited to the services provided by the selected Vendor only and not include any software that is purchased directly and governed by separate license agreement?</p> | <p>Please see Appendix H, State of New Hampshire Terms and Conditions Agreement; Section H-25.17 Assignment, Delegation and Subcontractors (Pages 84 and 85).</p> <p>In accordance with Section H-25.17, the Department will contract with only the selected Vendor and will not have individual contracts with any selected Vendor subcontractors. Any selected Vendor subcontracts require prior written consent from the Department and are the responsibility of the selected Vendor.</p> |

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| 33. | <p>Page 85 Appendix H, State of New Hampshire Terms and Conditions, Section H-25 Licenses, Subsection H-25.21 Escrow of Code</p> <p>Is it a "must have" requirement for the Department to enter into a "source and configuration code escrow agreement?"</p> | <p>In the event the selected Vendor has developed code and is selling the State perpetual licenses, there should be an escrow account to maintain the source code in the event the selected Vendor goes out of business.</p> |
| 34. | <p>Pages 87-111, Appendix I, DHHS Standard Exhibits D-K</p> <p>Are Vendors required to sign and submit these documents marked "Do not Return," on or prior to November 18?</p> | <p>No. Appendix I was included for reference only. DHHS Standard Exhibits will be included in the resulting contract. Any requested modifications to Appendix I, DHHS Standard Exhibits D-K must be submitted with the Vendor's Technical Proposal. The Department cannot guarantee requested modifications will be accepted.</p> |
| 35. | <p>Page 106, Appendix I, DHHS Standard Exhibits D-K, Section III, Retention and Disposition of Identifiable Records, Paragraph A. Retention.</p> <p>Does the Department have a preference on Web hosting and the Cloud provider?</p> | <p>See Page 106, Appendix I, DHHS Standard Exhibits D-K; Section III, Retention and Disposition of Identifiable Records, Paragraph A. Retention.</p> |
| 36. | <p>Pages 148 & 149, Attachment A, Data Elements</p> <p>Is the selected Vendor expected to send the letters to nurse managers and parents?</p> | <p>No. Letters shown are templates only.</p> |
| 37. | <p>Attachments B & C: Business and Technical Requirements and Standard Requirements</p> <p>Can the Department provide instructions on how vendors are to complete the Vendor Response, Delivery Method and Comments columns?</p> | <p>See Addendum #3 (10/31/2019) for instructions on completing Attachments B and C. Instructions are the first tab of the Excel version of Attachment B, available by request.</p> |
| 38. | <p>Page 150, Attachment B, Business and Technical Requirements; System Users; B1.4</p> <p>Will the current Birth Certificate vendor provide a file or mechanism to perform this requirement?</p> | <p>No. The intent is for the Department staff to compare the electronic birth record to the information in the future integrated data management system.</p> |

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| 39. | <p>Page 150, Attachment B, Business and Technical Requirements; System Features; B3.3 Can the Department provide the specifications for interfacing with the mentioned software systems?</p> | <p>It is the intent to use standard specifications whenever applicable. See Page 25, Appendix C, System Requirements and Deliverables; Section 1, Scope of Work; Subsection 1.2.</p> |
| 40. | <p>Page 150, Attachment B, Business and Technical Requirements; System Features; B3.6</p> <p>a) What is the number of interfaces and the frequency for vital records to be updated?</p> <p>b) Where does the State want the data to go and what type of data.</p> <p>c) What type of interface does the Department prefer with the courier? Who is the current courier?</p> <p>d) What is the EDW meant to accomplish? Can the Department provide details on the type of data that needs to be sent to EDW?</p> | <p>a) Estimated number of interfaces required: < 50, approximately 1,000/month in Real Time, twice a day to transfer to EDW. Update of NHVRIN, whenever a birth is entered. Rolling admission.</p> <p>b) The Department wants all system data to go into the EDW. See Page 121, Attachment A for current data elements.</p> <p>c) It is dependent on the courier and the new system. The courier contract is not with the Department, but rather the entity providing the NBS (blood spot) services.</p> <p>d) A full copy of the databases behind the system need to be sent to EDW; everything the Department needs for reporting services. See Page 121, Attachment A for screenshots of the current data elements.</p> |
| 41. | <p>Page 150, Attachment B, Business and Technical Requirements; System Features; B3.7 Can the Department explain what programs are in this particular requirement?</p> | <p>Newborn Hearing Screening; Critical Congenital Heart Disease; Birth Conditions; and Newborn Blood Spot.</p> |
| 42. | <p>Page 150, Attachment B, Business and Technical Requirements; System Features; B3.8.1</p> <p>a) Can the Department explain what is meant by "manual matching and unmatching?"</p> <p>b) Is this is a must have feature?</p> | <p>a) The Department needs the capability to match/unmatch records in the system that are associated with the vital record.</p> <p>b) Yes.</p> |
| 43. | <p>Page 150, Attachment B, Business and Technical Requirements; Hosting and General Support B4.7 Does the Department expect the vendor to provide</p> | <p>The expectation of the Department is for the selected vendor to have qualified staff for data migration.</p> |

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| | staff certified in data migration? | |
| 44. | Page 151, Attachment B, Business and Technical Requirements; Hosting and General Support B4.14 Can the Department clarify what is meant by "form letters?" | Form letters are letter templates. Examples begin on Page 148. |
| 45. | Page 151, Attachment B, Business and Technical Requirements; Hosting and General Support; B4.16 a) Can the Department clarify what is meant by "opt out" capabilities? b) What would be the result of an "opt out"? | a) The Department wants to track the communication with parent/guardian regarding opt out. See page 151, Attachment B, Business and Technical Requirements; BHC 1.3.1. b) The result of an "opt out" would be storing the information for those families who declined. |
| 46. | Page 151, Attachment B, Business and Technical Requirements; System Administration; B5.3 What kind of data will be exchanged with the MCH Data Mart? | All system data including, but not limited to, the data elements listed in Attachment A – Data Elements and Reports, beginning on Page 121. |
| 47. | Page 151, Attachment B, Business and Technical Requirements; Birth Conditions; BCD 1.2 Can the Department clarify what is meant by "ALL years?" How many years has the current system been in use? | All of the years the program has data, since approximately 2003. Each program will vary with "all years." CCHD – No migration NBS – No migration EHDI – 3-6 years of migration, approximately 12,500 a year. Birth Conditions – all birth conditions records, approximately 2,000 records |
| 48. | Page 152, Attachment B, Business and Technical Requirements; Early Hearing Detection & Intervention; EHD1.2 What is the "Auris System," its purpose and functionalities? | The Department utilizes the Auris system to collect data from various different programs. It also provides functionality to accomplish vital record matching and program reporting. |

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| 49. | <p>Page 152, Attachment B, Business and Technical Requirements; Newborn Screening; NBD1.2 What is the "MCH Data linkage system," its purpose, functionalities and the types of data stored in it?</p> | <p>A system built in house to provide for linking births with screening results and reporting on these linkages.</p> |
| 50. | <p>Page 153, Attachment B, Business and Technical Requirements; Standard Testing; T2.1 and T2.2 What are the section numbers referenced in T2.1 and T2.2?</p> | <p>See Addendum #3 (10/31/2019).</p> |
| 51. | <p>Page 154, Attachment B, Business and Technical Requirements; Operations; H1.9 Can the Department provide additional details about the hosting services requested in this requirement?</p> | <p>The Department is open to both hosting options. The Department can host if needed, but Vendor hosting is preferred.</p> |
| 52. | <p>Page 156, Attachment B, Business and Technical Requirements; Service Level Agreement; H4.10</p> <ul style="list-style-type: none"> a) Can the Department elaborate on the uptime requirements? b) Would this be applicable in the event of some upgrade on the Department's demand? c) Would this be applicable during the maintenance and patches? d) At what times would this requirement be invalid or not be required? e) Are there any exceptions? | <ul style="list-style-type: none"> a) The System uptime should be 99.999% of the scheduled uptime. b) If the Department requests an upgrade and schedule time, most likely during the maintenance window, it should not count for the uptime requirement. c) Planned maintenance windows do not count for uptime requirement. d) Only planned downtime scheduled in advance and mutually agreed upon would not count towards the uptime targets. e) None known to the Department. |
| 53. | <p>Page 156, Attachment B, Business and Technical Requirements; Service Level Agreement; H4.11 Can the Department elaborate on what is meant by "critical outages?"</p> | <p>A critical outage is a production issue and the system is down.</p> |
| 54. | <p>General Is the selected Vendor team required to work onsite at</p> | <p>The selected Vendor team is not required to work onsite and can operate from a facility within the United States provided</p> |

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| | the Department or can the Vendor operate from their location/facility? | the hours of operation are agreeable to the Department. |
| 55. | <u>General</u> Is the selected Vendor required to attend on-site in-person meetings? | No. |
| 56. | <u>General</u> Can the Department provide a Word version of the RFP so that vendors have editable versions of the forms and tables that must be completed to ensure the State receives completed forms and tables in a consistent format from all vendors? | Please email the State Point of Contact in Section 4.1.9.1 to request MS Excel versions of Attachments B and C. A consistent format of tables within the RFP is not a requirement of vendors. |
| 57. | <u>General</u> Does the Integrated Data Management System exist today? | No. |
| 58. | <u>General</u> Has the Department evaluated or viewed any Vendor's products? If so, please provide details. | No. |