

Consolidated RFQ Questions and Answers

As a courtesy, all questions and answers related to the Request for Quotes issued July 1, 2020 are combined below.

RFQ Questions - Answers and Extension for Question Submissions to 7/8:

1. Regarding ongoing support for monitoring, patching and maintenance of hardware and infrastructure can the State please clarify if this will be a vendor or State responsibility?
 - a. This will be a contractor responsibility under the Maintenance and Operations portion of the contract. The HSD is responsible for the cost of hardware and software licenses and maintenance contracts during Maintenance and Operations. Please include any cost assumptions related to your quote.
2. Will the State consider extending the timeframe that questions can be submitted until 7/7? To allow bidders to use weekend holiday time to prepare questions.
 - a. Yes, extended to Wednesday, July 8, 2020 at 5:00pm.
3. Would the State consider bidder inclusion under the Federal GSA IT70 as an alternative to State-Wide Price Agreement membership?
 - a. No.
4. Other states (consider Virginia, South Carolina) have found mandating unlimited liability and unlimited indemnification reduced the number of qualified SI bidders. Is the State open to alternative recommendations on these topics?
 - a. No.
5. General – Can the State please clarify the budget for the remainder of the MMISR SI completion effort? Documents provided with the RFQ list both \$13M and \$13.5M as the budget, please clarify.
 - a. The budget is \$13,000,000.00
6. General – Will the State consider adopting a contract construct where there is a bucket of hours for work completion versus firm fixed price deliverables based on the outcome of an assessment of current project completion status?
 - a. No.

7. Section 2.0 Instructions for Quote - The RFQ dates outline a selection of the Contractor occurring on 8/21/2020, what start does the State anticipate for the Contractor to begin work based on the DDI deadlines provided in the RFQ and understanding a contracting process must occur, a CMS contract review must occur, as well as contractor onboarding processes before access can be provided? Will all technical assets and documentation be made available to the Contractor on this date as well?
 - a. Best estimated date for starting work would be 12/07/2020.
 - b. HSD will begin providing technical assets and documentation as needed to support collaborative negotiations, work plan refinement and contractor onboarding (within appropriate security controls) on 8/21/2020.
8. Section 2.2 Invitation to Quote – Can HSD confirm that the remaining 13.5M budget [*please note the budget is \$13.0m.*] is for the design, development, installation (DDI) completion of the SI platform and will not include any module integrations during DDI?
 - a. The \$13,000,000.00 budget also includes the module integration activities.
9. Section 5.2 Instructions for Quote – Can the state provide a full list of licenses and tools procured? The RFQ has requested that the Contractor inform HSD if our quote requires them to purchase additional items which will be difficult without a full accounting.
 - a. Yes, this will be added to the procurement library.
10. Section 6.1 Instructions for Quote – Can the state confirm that the three references should be from similar MES work completed or in progress since 2015?
 - a. The references are not required to be from Medicaid Enterprise System projects.
11. Section 5.0 Invitation to Quote – We understand that the state expects project work to be conducted at State office. Can the state confirm how many Contractor staff can be accommodated? Also, can the state comment on this requirement in light of current travel restrictions and State closures due to COVID-19?
 - a. The HSD anticipates very limited on-site presence at the outset of the project due to COVID-19 safeguards and that on-site presence will increase over the course of the project. The HSD will provide non-permanent (hoteling cubicles) office space for contractor project leadership and team leads as needed. Further details and quantities will be agreed upon during contract negotiations.
12. To lower HSD’s risk and increase the likelihood of success for this mission critical project, will HSD allow bidders to propose an alternative platform solution, should they have one, that can be implemented in accordance with the specific budget and schedule and is already proven successful in multiple states?
 - a. No.

13. How was the \$13.5M budget determined? Was it based on level-of-effort (LOE) estimates reflecting the percentage complete from the previous vendor on each task or other methods utilized by HSD? If LOE or other estimates exist, can the state provide those to potential bidders to inform their response?
- a. The HSD has allocated this budget amount. Additional supporting details will not be provided to contractors. The budget is 13.0M.
14. Can you provide HSD's assessment of the percentage complete of the primary technology components? If not, can HSD provide a categorization of each component by system development life cycle phase (i.e. Requirements, Design, Development, SIT, UAT, etc.)?
- a. A description of the partial completions is on the procurement site. [Linked here.](#)
15. Can the State provide the integration/interface inventory to potential bidders on the Bidder's Library site?
- a. A list of known AS-IS interfaces will be posted to the procurement library. In addition to the lists previously available on the procurement library, analysis has been completed to create this new list of the As-Is interfaces. HSD anticipates the contracted vendor will propose a more technologically advanced solution to the data requirements of all interconnected systems.
16. Can the State confirm that bulk data stores, lakes, ODS do not need to connect to the ESB?
- a. The enterprise service bus is a component of the Oracle Fusion Middleware.
 - b. The System Migration Repository and Raw Data Lake must be connected to the Oracle Fusion Middleware for file delivery functions.
 - c. The Operational Data Store must be connected to the Oracle Fusion Middleware for file delivery functions and for near-real-time, high performance transactions.
17. As this is an extremely complex and critical project for you would you consider a two-phased response to this RFP to increase the chances of success? For example: 1/ Analysis: would include understanding of the current environment (people, process, technologies), documenting requirements, conducting a software selection assessment/ recommendation and then design and, 2/ once we have this understanding provide costs for development and implementation?
- a. No.
18. Will there be other opportunities, in addition to this round of questions, to discuss your current state and requirements to further validate our understand and provide a more accurate response?
- a. This opportunity will be provided the contractor selected for the engagement to support collaborative negotiations, work plan refinement and contractor onboarding (within appropriate security controls).

19. Referencing the above, as part of this project, have you selected, or do you have any opinion on the vendor(s) that could provide an MIS solution for you or, as part of this project, will we have the opportunity to complete a software assessment and recommendations based on critical requirements?
- a. Separate procurements are underway to select and contract with the Medicaid Management Information System (MMIS) module vendors as described in the procurement library.
20. 2.1.2 It seems that you have invested a great deal into a Data Center. That said, would you entertain a Cloud Based solution(s) if the value and business case was there?
- a. No.
21. You mention that the solution could be made up of several COTS applications. As you state you will be responsible for payment of any software costs, are you expecting upfront costs, monthly licensing costs and maintenance from a chosen vendor(s) and, if so, do you have a budget in mind?
- a. All upfront contractor costs must be included in these work products. Maintenance costs will be paid by the HSD and are not a part of the \$13,000,000 budget available for the work products of this RFQ.
22. You mention that several areas are partially complete. Are you able to provide an overview of what is complete and outstanding for: ASVV (Experian), Oracle IDM, Hyland OnBase EDMS, IdAM and MDM, projects are "partially complete" and that the SI will need to complete the work? Can you provide an overview of what has been completed to date and what is outstanding?
- a. A description of the partial completions is on the procurement site. [Linked here.](#)
23. You mention that the current integration platform is in a state of partial completion. Can you elaborate on the challenges you have had up to this point?
- a. A description of the partial completions is on the procurement site. [Linked here.](#)
24. 2.1 page 2 Legacy Applications: are these currently on-premise applications? Are they likely to be upgraded or changed over the next 4 years?
- a. The legacy applications that are not being replaced by the MMISR project are on-premise applications.
 - b. Yes, they are expected to be upgraded and expanded over the next four years.
25. Are you expecting access to the MIS via the new External and Internal Portal and Mobile Apps being developed?
- a. Yes, the new MMIS will be accessed from these portals.

26. Is the "Human Centered Design" phase underway and will the MIS project need to align with this?
- a. Yes. The Procurement Library contains some description of this work under the section titled 'Business Transformation Council Journeys'.
27. Can you please confirm that we should we include Organizational Change Management (OCM) and "Management Consulting" as part of this initiative?
- a. No, this is not a part of the work products specified.
28. 2.1.2 When you state installation and configuration of the infrastructure, are you expecting the SI to be hands-on in your Data Center installing and configuring hardware?
- a. Yes.
29. 3.2 page 7 You mention a contractor is working on data structures and that this effort will leverage the infrastructure and tools provided by the SI contractor. Can you elaborate a little on this please? Are you stating that the MIS will provide an interface and reporting capabilities for this work?
- a. The work products being used by Data Services include the canonical data modeling and is expected to include canonical messaging.
30. Is the deadline for submission July 24, 2020 at noon or at 3:00PM?
- a. The deadline for submission is July 24, 2020 at 3:00PM Mountain Time.

Responses to Second Set of RFQ Questions

1. Can HSD provide exact product versions for the following software?
 - a. Oracle Fusion Middleware (OFMW)
 - i. 12c (12.1.3)
 - b. MarkLogic Not Only Structured Query Language (NoSQL) and Oracle databases
 - i. NoSQL 10.0-4.2
 - ii. Oracle Database 12c (12.2.1)
 - c. Hyland Electronic Document Management; OnBase
 - i. Hyland OnBase version EP3
 - d. Hyland Communications Manager: Content Composer
 - i. Hyland Content Composer version EP3
2. Is the SI vendor expected to do current state assessment and provide strategy and roadmap for core Shared Services?
 - a. HSD does not expect that an assessment will be needed for the EDM, CCM or ASVV services. The other shared services (e.g. MDM, SMR) are part of this engagement and are described in the work products. The SI is expected to partner with the software provider vendor to complete the instantiation and integration into the enterprise. The Hyland products are expected to be largely instantiated in a stand-alone mode with some programs involved in functional testing prior to the SI contract engagement. The ASVV is expected to be partially instantiated but not integrated with user programs.
3. Are module vendors enabling services like notification, MPI, MCI, etc.?
 - a. The SI is responsible for propagating notifications originating from various sources such as the integrated module contractors through the enterprise integration platform. The MDM section specifies the SI is responsible for the MPI, MCI, and other indexes. The examples given in the question of MPI and MCI are notifications that would originate from the MDM sub-system of the Mark Logic system where mastering of Provider and Client entities will occur.

4. Can HSD provide, for data migration, details for the number of legacy systems and technology stack for each?
 - a. The primary legacy systems that will undergo data migration to the new MMISR modules are the ASPEN eligibility and enrollment system, the OmniCaid MMIS claims engine, the DRAMS drug rebate system, and the BHSDStar system that supports behavioral health eligibility and claim payment. Over the course of the project, additional data sources are expected to be incorporated in keeping with the Enterprise nature of the HHS 2020 vision. There are eight (8) domains of information to be migrated that have been modeled. The integration with these systems is via flat files containing delimited legacy database extracts, rendering the specific technology stack of these legacy systems irrelevant.
5. Is the SI vendor expected to create services/integration modules for DS vendor besides providing infrastructure?
 - a. The Data Services (DS) contractor provides their own infrastructure. DS will provide service endpoints from their infrastructure to the integration platform. The SI must provide integration of those endpoints into the HHS2020 enterprise.
6. What role is the SI expected to play in addition to leading integration for other procured modules?
 - a. The SI must integrate the service endpoints of each module application(s) into the enterprise. The SI must define and build the orchestration between the modules based on business requirements, end-to-end processes, and Business Transformation Council (BTC) defined journeys.
7. Is the SI responsible for testing limited integration components/services or extended to other modules like FS, BMS, etc.?
 - a. SI is responsible for all integration testing partnering with each module contractor and application provider.
8. Can the SI use any offshore resources for installation, configuration, and support?
 - a. No.
9. Can HSD share the current state of the technical architecture, capacity planning, performance (target users, transaction volume), etc.?
 - a. See procurement library documents including the System Design Document (SDD), the MITA Technical Management Strategy and the description of partial completions. The capacity plan is not complete and is a part of the required work products in this RFQ.
10. Does HSD have licenses for Enterprise Service repository and registry?
 - a. Yes, OFMW Application Program Interface (API) manager.

11. Are there preferred tools for Dev Ops (CI/CD) at HSD?
 - a. HHS 2020 has (and likely will have) very little developed software components that could flow through a DevOps pipeline. Our DevOps tooling has not yet been integrated and exercised. For version management we have Bitbucket. We are expecting the SI to recommend a DevOps solution commensurate with HHS 2020 preference for configuration of COTS solutions as opposed to custom development.
12. What are HSD's current scanning/printing/ communication applications for the mailroom imaging? Is it a COTS product or custom application? If COTS product, please provide product info and version. If custom application, please provide technology stack with version.
 - a. The HSD uses Opex machines and proprietary software for scanning. A Mavro server is used to interfaces with the current EDM solution.
13. Can HSD provide additional clarification on the following requirement? "Create canonical communication dynamic designs expressed in Business Process Execution Language (BPEL) orchestration, routing, message transformation, and other related diagrams taken from the Oracle JDeveloper IDE for Fusion Middleware integration platform."
 - a. Because HHS 2020 uses configuration-driven COTS tools, like OFMW platform, we expect to see software designs showing collaboration (or sequence) to be done using BPEL diagrams for orchestration designs as opposed to UML sequence diagrams linking together participating components.
14. Is the SI responsibility limited to CMS certification of integration platform and services?
 - a. Yes. Specifically, the SI is responsible for meeting the MMIS certification System Review Criteria (SRCs) associated with the SI contract's scope of work. The SI must work cooperatively with the HSD Certification Manager, the EPMO, and the other module contractors to support a successful MMISR certification effort.
15. Does HSD/State have licensed performance and security monitoring tools? If so, can you provide the related information.
 - a. Yes, Performance – Oracle Business Activity Monitor
 - b. Yes, Security – Splunk to monitor Firewalls, Load balancers, SEP, VPN, RSA, and some server logs. Nessus for scanning vulnerabilities then uploading to RiskSense for monitoring/tracking.
16. What were the challenges associated with the work of the previous system integrator? What were the challenges that led to decision to move to a new SI vendor?
 - a. HSD does not expect those challenges to be relevant to this procurement.

17. To what extent would HSD be open to technology recommendations from the new System Integrator that may differ from those recommended by the original System Integrator? We appreciate that HSD has made a sizable investment in the following systems and technology in order to complete the development of this project, and that new system integration engagement would need to build upon the following infrastructure components recently acquired and in various stages of instantiation. We understand that this implementation is in the form of "partial completion" at this point, but we like to know that there is some latitude in bringing forward a solution we feel confident can handle the requirements. To be clear with our question, "Are we able to architect a different solution tying in as much of the technology listed above as possible, or are they adamant about Oracle ESB and certified Oracle Professionals stated?"
- a. The SI contractor must provide the RFQ work products based upon the investments described in RFQ. Anticipated augmentations and/or deviations must be presented in the RFQ response with estimated costs. The HSD is not open to immediate change requests based upon the assessment work called for the in RFQ work products.
18. Following from the previous question, what would be the approach to risk management/liability management with the new system integrator, given that the new SI will build upon work of the previous vendor and may potentially involve differing recommendations (e.g., time & materials based portion of project, etc.)? What portion of in-flight work will be assumed by new SI and what would be the process for potential change requests resulting from differing recommendations (e.g., 2.2.4)?
- a. The SI contractor must provide the RFQ work products based upon the investments described in RFQ. Anticipated augmentations and/or deviations must be presented in the RFQ response with estimated costs. The HSD is not open to immediate change requests based upon the assessment work called for the in RFQ work products.
19. What is the project oversight structure in terms of key stakeholders at NM HSD?
- a. The HHS 2020 Executive Steering Committee has primary responsibility with support from the Enterprise Project Management Office (EPMO) and the Business Transformation Council (BTC) to lead the stakeholder management and engagement activities. The SI contractor will interact with these leadership groups and the stakeholders as needed for integration and testing purposes.
20. What is NM HSD's planned approach to change management if it's out of scope of this engagement?
- a. The Enterprise Project Management Office (EPMO) leads and manages the change management and control activities. All contractors have representatives that participate and advise on change requests.
21. What is feasibility for leveraging off-shore for certain technical aspects of the engagement?
- a. Not permitted.

22. We also understand the general terms and conditions of the DOIT MSA are non-negotiable as currently contracted. Given the unique scope of work in the RFQ, would it be acceptable to include additional terms in the corresponding SOW that are agreeable to both New Mexico and the vendor, including with respect to limitation of liability and Indemnification to the extent allowed by New Mexico law and as agreed after discussions between the parties?
- a. HSD has received several inquiries related to the unlimited liability article in the statewide price agreement and in the draft HSD contract in the RFQ. While price agreement contractors have already agreed to this term, we will consider alternative language or terms to liability and indemnification that would provide suitable protections to the agency.
23. Will the State please consider expanding the requirement to allow credentials for CMS Certification from any work related to MMIS, MES Modules and Eligibility Systems?
- a. Yes. The work and engagement must be described in sufficient detail to demonstrate substantive expertise in projects of similar size and complexity.
24. In the RFQ Instructions, section 6.1 Part A Specifications Item 4.d, the response must include contact information for at least three (3) references for engagements in progress or concluded since 2015. However, several of the sections under contractor qualifications indicates two (2) or more proven successful implementations. For example, in the qualifications and work products document section 1.1 Item 1 indicates two (2) or more proven successful implementations of Oracle Fusion Middle Ware (OFMW) currently operating in production systems. Section 4.1 Item 1 indicates two (2) or more proven successful implementations of a service-based enterprise integrations platform using a Canonical Data/Message model approach. Would the State please update 6.1 Part A Specifications Item 4.d to reflect the requirements for references required in each section?
- a. No. The two (2) requirements are independent from each other. 4a requests information about specific engagements and specifically the client's project manager. 4d requests reference persons related to any client engagement the contractor feels is relevant whether the same engagements as 4a or not and may include multiple references from the same engagement.
25. Can you provide any estimates of volume of document/content that will be distributed from Content Composer?
- a. The initial volumes are not currently known and must be discovered as a part of the engagement. The SI is expected to partner with the software provider vendor to complete the instantiation and integration into the enterprise. The Hyland products are expected to be largely instantiated in a stand-alone mode with some programs involved in functional testing prior to the SI contract engagement. The SI is expected to maximize the integration throughput of the instantiated application.

26. What is the estimated number of users for the Hyland OnBase Enterprise Content Management Solution and Content Composer?

- a. HSD estimates an initial Medicaid user quantity of approximately 100 licenses. The HHS2020 enterprise ongoing growth in user count and user counts for the other programs of the enterprise must be discovered as a part of the engagement.

27. Will the new SI need to work with Hyland Software to complete the installation and configuration of the OnBase Solution?

- a. Yes, see above.

28. Were professional services for implementations contracted with Hyland Software for the OnBase and Content Composer that were acquired through Hyland?

- a. Yes, see above.

29. Can you please provide a list of OnBase modules that were acquired by HSD?

- a. See list below

Hyland Modules / Products
Production Document Imaging
Enterprise Application Enabler
Multi-User Server
Records Management
Distributed Disk Services
Reporting Dashboards
Exception Reports
Workflow Concurrent Client SL
WorkView Concurrent Client SL
WorkView Integration for Microsoft Outlook
Workflow Approval Management

Hyland Modules / Products
Context Search Framework
Office Business Application
Integration for DocuSign eSignature
Unity Client Server
Full-Text Search
COLD/ERM
PCL Input Filter
PDF Input Filter
Unity Integration Toolkit
Unity Forms
EDM Services
Mobile Access for iPad
Mobile Access for iPhone
Mobile Access for Android
Integration for Microsoft Outlook
Document Import Processor
Advanced Capture
ICR Support for Advanced Capture
Signature Pad Interface (TWAIN)
Document Knowledge Transfer & Compliance

Hyland Modules / Products
Integration for Biscom FAXCOM
Integration for Esker Fax
Integration for Open Text Fax Server, RightFax Edition
Virtual Print Driver
Directory Import Processor
XML Tag Import Processor
Mailbox Importer
Web Parts for Microsoft SharePoint
Query API (Initial 500 queries/hour) (OnBase Unity/Core)
Enterprise Document Composition
Image Forms
Content Composer Core Server Package
Content Composer xData
Content Composer Input and Output Format PDF
Content Composer Concurrent Studio Administrator Client
Content Composer Concurrent End User Client
Single Sign-On for SAML

30. What are the applications that OnBase or Content Composer will be required to integrate with?
- a. SI must accomplish the integration of the Hyland and other shared services as a shared and standardized service available to many applications across the enterprise.
31. What type of integration is required between OnBase or Content Composer? Please provide detailed explanation around the expected integration attributes needed?
- a. See above.
32. For the questions, “Create conversion plan, converting electronic documents and notices from the existing systems to the new solutions. “, what are the number of existing systems that will require electronic documents and notices to be converted? Can these systems output the electronic documents in a PDF or some other format?
- a. The primary source system for converting electronic documents and notices is the DocFinity Electronic Data Management System (EDMS), which is operated by the current Medicaid fiscal agent as a component of the legacy MMIS. DocFinity can output the electronic documents in a PDF format. Additional systems may be discovered and negotiated during the engagement.
33. Please provide further explanation on what is required for this request. “Create conversion plan converting alerts and notifications from the existing systems to the new solutions”. What additional information can be provided pertaining to these alerts and notifications that need to be converted from existing systems?
- a. The SI must integrate the service endpoints of each module application(s) into the enterprise. The SI must define and build the orchestration between the modules based on business requirements, end-to-end processes, and BTC journeys. Alerts and notifications will be part of the orchestration detailed above.
34. Are the mailroom imaging applications to be integrated with only with Content Composer to provide a complete customer management solution? Please provide more detailed information pertaining to the vision of the utilization of Content Composer.
- a. The mailroom imaging applications must also be integrated with the OnBase document management application.
 - b. Content Composer must be service enabled and made available to many programs and applications for customer and client communications.
35. How many different HSD locations are involved for the requirement to “integrate the Hyland OnBase and Content Composer applications with the HSD’s current scanning/printing/communicating applications and locations”?
- a. One centralized location and many satellite HSD locations. The future Hyland mobile components integrated into the State’s member application will also provide documents into the system.