**Fraud Detection and Prevention Efforts**

**Request for Proposals**

[**OPMBUD20130722**](http://www.biznet.ct.gov/scp_search/BidDetail.aspx?CID=29396)

The State of Connecticut Office of Policy and Management (OPM) is issuing **Addendum 2** to the Fraud Detection and Prevention Efforts Request for Proposals (RFP).

**Addendum 2** contains questions submitted by interested parties and the official responses. These responses shall amend or clarify the requirements of the RFP. In the event of an inconsistency between information provided in the RFP and information in these responses, the information in these responses shall control.

1. **Question**: Can questions be submitted via email?

**Response:** Yes.

1. **Question**: Would the State consider accepting questions in an attached MS Word document via email by the due date above? Would this method meet the “in writing” requirement?

**Response:** Yes.

1. **Question**: Is there an assigned budget for this project? And if yes can you please share what the dollar amount is?

**Response:** No, while there is no specific budget for this project, it is anticipated that the contractor will be paid from the savings generated.

1. **Question**: Can the response date be extended?

**Response:** No. Given the aggressive savings targets, this initiative needs to be implemented as soon as possible.

1. **Question**: Does the State envision that the awardee will be responsible for detecting, investigating, and reporting fraud? Or does the State envision that the awardee will train State users/analysts as part of the project to perform investigations and analyses using the fraud detection system? In other words, to what extent should user training, support, and technical assistance be part of the proposed solution?

**Response:** The breadth of the proposal is up to the proposer.

1. **Question**: Does the State have ready access to the data described on Page 1 of the RFP (data related to SNAP, Medicaid claims, DCF LINK, HCBS waivers, Corrections, etc.)? Or will the awardee be required to interface with each of the relevant organizations to secure access to the data and work with external groups to integrate the data into the fraud detection system?

**Response:** The State will facilitate the sharing of data sources between each of the agencies, external groups and the contractor.

1. **Question**: The RFP states on Pg 8 that bidders are to “Include three (3) letters of reference from recent clients…Provide name, title, name of company, company address, and telephone number.” Are bidders required to include physical letters of reference from current/past customers, or simply provide their reference information so that the State can contact them if desired?

**Response:** Letters of reference are required.

1. **Question**: RFP Condition F on RFP page 5 states: “All proposed costs must be fixed through the period of the agreement. No cost submissions that are contingent on a State action will be accepted.” Attachment A ‘Cost Proposal’ asks for proposing vendors to propose fees based on recovered costs. In our experience, costs in many cases can only be recovered via actions undertaken by State employees. In our opinion, the above two statements appear to be in opposition to each other. Can the State please provide clarification as to what the meaning of RFP Condition F is when applied to the cost proposal? If Condition F is taken at face value, should the State’s cost proposal sheet be instead a request for fixed pricing of the effort for the duration of the engagement?

**Response:** To clarify, the proposal can include a fixed fee and/or contingency payments based on recoveries by the State.

1. **Question**: Can you explain what criteria is used currently to identify sets of information for an investigator, auditor, or attorney as actionable intelligence?

**Response:** Question is too broad to provide an answer.

1. **Question**: Is this initiative state funded or federally funded? Is there a publicly available budget for this project?

**Response:** The funding source should have no bearing on the submission. See response to Question 3.

1. **Question**: Will a Minority Business Enterprise (MBE) be given any preference in the evaluation process?

**Response:** See the evaluation criteria in the RFP.

1. **Question**: Is additional information describing the department’s current capabilities on fraud detection and prevention functions available?

**Response:** There are fraud detection activities currently underway in several State agencies. For example, see Connecticut General Assembly Legislative Program Review and Investigations Committee’s report on Medicaid Improper Payments: <http://www.cga.ct.gov/pri/docs/2012/Final_Full_Approved_Medicaid_Report.pdf>. The intent of this initiative is to organize the State’s activities and more effectively align efforts and resources.

1. **Question**: What do the “various state funded programs” include? In the requirement: “The State of Connecticut, Office of Policy and Management (hereinafter State) is seeking a proposer to perform fraud detection and prevention efforts that will focus on four primary areas: (a) preventing overpayments from various state funded programs.”

**Response:** This includes, but is not limited to, payments to providers (and clients) for the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP); Department of Children and Families’ child welfare and behavioral health programs; home and community-based services waivers; human services contracts; rental assistance and other housing programs; Department of Correction activities; cigarette, liquor and lottery sales; Department of Revenue Services tax refunds and collections; andWorkers’ Compensation claims.

**Note:** In addition to overpayments, the state is also interested in solutions, which include avoidance of underpayments of taxes and revenue due the State.

1. **Question**: There appears to be a discrepancy between the request for a fixed price (RFP Conditions bullet F) and a contingent price schedule (Attachment A). Please clarify.

**Response:** See response to Question 8.

1. **Question**: What is the current level of integration, mapping, or cross referencing of the data mentioned below? For example is there a common identifier used across the files to identify individuals:

* Department of Social Service’s Supplement Nutritional Assistance Program (SNAP);
* Medicaid claims and eligibility data;
* Department of Children and Families’ LINK information;
* home and community-based services waivers;
* human services contracts;
* Department of Correction data;
* cigarette, liquor and lottery sales information;
* tax records from the Department of Revenue Services;
* business incorporation information from the Secretary of State’s Office;
* Workers’ Compensation claims and
* Section 8 data

**Response:** The purpose of the RFP is to develop and/or enhance integration.

1. **Question**: What is the approximate number of cases in each of the programs listed in the above question?

**Response:** Question is unclear.

1. **Question**: How many auditors does the department have currently available? Is there a plan to increase or decrease that staff?

**Response:** OPM does not have any auditors. The individual agencies that house the data have auditors. The biennial budget includes an increase in staff to support additional auditing efforts.

1. **Question**: Will the State accept a hosted solution?

**Response:** While the State will consider all solutions, the preference would be that this is a vendor-hosted solution. (The hosting site could be outside the State of Connecticut and the State has no preference in terms of a preferred technology platform.)

1. **Question**: What is the maximum number of reports expected to be run in parallel at one instance?

**Response:** This is up to the proposer.

1. **Question**: How is OPM planning to provide access to the databases mentioned in the RFP to the Vendor? Will there be a direct connection available between the vendor and the databases?

**Response:** See response to Question 6.

1. **Question**: Does OPM expect that all the data access will be available to the Vendor at the start of the project?

**Response:** A phase-in of the various databases is anticipated based on a prioritization of efforts.

1. **Question**: Is OPM envisaging a solution with interactive data manipulation capabilities or will the application primarily be used to read data and generate reports?

**Response:** This is up to the proposer.

1. **Question**: Please provide the list of all user roles and their authority. Are state auditors, analysts and investigators the only roles within the system?

**Response:** Question is unclear.

1. **Question**: Does OPM already possess a case manager or does it expect the vendor to provide that functionality to track the progress of outlier cases?

**Response:** It is up to the proposer as to whether to include a case management component.

1. **Question**: Does OPM have a preferred timeline for the implementation of the solution?

**Response:** In order to generate the savings assumed in the budget, the State is looking to implement as soon as possible.

1. **Question**: What provisions exist to protect vendor’s proprietary and confidential information submitted in the RFP response from being shared?

**Response:** Pursuant to Section 1-210(b)(5) of the Connecticut General Statutes, nothing in the state’s Freedom of Information Act shall require disclosure of (A) trade secrets, and (B) commercial or financial information given in confidence which is not required by statute. Any applicant who seeks to protect such proprietary and confidential information from being disclosed should specifically identify such information and request that it not be disclosed. In the event there are any requests to disclose such information, the processes set forth in the FOIA statutes will be followed. In addition, prior to reviewing any applications, RFP reviewers are required to sign a confidentiality agreement and standard bidding procedures apply.

1. **Question**: Will the State please consider a 30 day extension to the proposal due date?

**Response:** See response to Question 4.

1. **Question**: We have retrieved and reviewed the RFP document posted in the Ct. OPM solicitation portal. Is this the sole document posted for the response? In other words, are there any other documents in terms of Addendums, technical requirements or matrixes that I might be missing?

**Response:** Please see Addendum 1, which clarifies the Scope of Services.

1. **Question**: Is the State seeking one system that will detect and prevent fraud in all of the different areas listed in the Scope? Each of those areas typically uses different algorithms to identify fraud.

**Response:** The manner in which this is implemented is up to the proposer. The State is interested in detecting fraud in all of the areas currently listed and reserves the right to select more than one vendor.

1. **Question**: Would you consider a solution that is focused on one area and has proven results (e.g., Medicaid claims and eligibility data)?

**Response:** While any proposal will be considered, ultimately, the State is looking to recover funds lost to fraud, waste and abuse in more than just the Medicaid program. See response to Question 29.

1. **Question**: - Would you consider an extension of the due date? A due date of 8/16 is very short.

**Response:** See response to Question 4.

1. **Question**: Will we be able to negotiate the contract language?

**Response:** Yes, although there are certain state-required terms and conditions that are not negotiable.

1. **Question**: Please confirm vendors will host the application.

**Response:** See response to Question 18.

1. **Question**: Under RFP Conditions, will the State consider changing Item C from “Any product” to “Any data/data set.”

**Response:** The definition of “product” can be negotiated in the terms of the contract.

1. **Question**: The solution requirements in “Scope of Services” is very high level. Will more detailed specifications be made available?

**Response:** See Addendum 1 for clarification of Scope of Services.

1. **Question**: Is OPM seeking an implemented technology solution or a full outsourced solution including the business personnel that operate the solution?

**Response:** Up to the proposer.

1. **Question**: Does OPM desire a hosted solution or would this be run in a State data center?

**Response:** See response to Question 18.

1. **Question**: Scope of Services references “preventing overpayments from various state funded programs...” What state programs are to be included in the analytics (e.g., Medicaid, CHIP, other). Specifically, will non-medical programs be included? What is the total number of recipients that will be in scope?

**Response:** See response to Question 13. Non-medical programs should be included. Total number of recipients that will be in scope is not available, however, as of June 30, 2013, there were approximately 635,000 Medicaid and CHIP enrollees and over 221,000 SNAP households.

1. **Question**: How much has been budgeted for the October 2013 to June 2015 time frame?

**Response:** See response to Question 3.

1. **Question**: From RFP Background: “The FY 2014 and FY 2015 biennial budget assumes significant savings from an aggressive fraud detection/prevention initiative.” What are the anticipated savings from this solution?

**Response:** The budget assumes savings of $65 million in FY 2014 and $104 million in FY 2015.

1. **Question**: The Proposed Work Plan section references “within the required time frame.” What is the timeframe in which the solution is expected to be in production?

**Response:** See response to Question 25.

1. **Question**: Are managed care plans in scope? If so, please confirm that encounter data will be available.

**Response:** No, the State Medicaid program converted to an Administrative Services Organization structure in January 2012.

1. **Question**: Would the State be open to considering a packaged application on a non-contingency fee basis (with a standard license agreement and fee for service implementation charges). The advantage of this is that as the savings grow, the State retains 100% of all savings and recoveries above the solution cost.

**Response:** Yes, see response to Question 8.

1. **Question**: Referencing the timeframe of 1 year and 8 months cited in the Contract Period (page 1), what is the specific expectation for timing of the implementation and execution of recovery efforts? Does this contract period account only for the design, development and implementation (DDI) of the requested centralized fraud detection and prevention enterprise data warehouse, or does this contract term also intend to realize prevention and recovery efforts?
   1. If so, please identify the separate DDI and prevention and recovery timeframes within the contract period.
   2. If not, please clarify the length of the prevention and recovery timeframe beyond the stated 1 year-8 month contract period.

**Response:** The contract period is intended to incorporate the realization of $65 million in savings in FY 2014 and $104 million in FY 2015, consistent with the amounts assumed in the budget. It is up to the proposer to develop a timeline to achieve this level of savings. (See response to Question 25.)

1. **Question**: What, if any, will the correlation be between the current MMIS contract and this Fraud Detection and Prevention Efforts contract?

**Response:** None, other than that it is expected that the selected vendor will utilize MMIS data.

1. **Question**: What is the current annual recovery profile?
2. Number of cases, total dollar amount, average recovery dollar amount, and average recovery time?
3. What is the average timeline from Medicaid waste, fraud and abuse case inception to recovery of any potential overpayment?

**Response:**

1. See response to Question 12. The various human services agencies also have audit staff but OPM has no information on how much activity they do in this area.
2. The timeline would be dependent on the type of overpayment.
3. **Question**: What tools are currently in place to accomplish the focus areas stated in the RFP, first paragraph under the Scope of Services: “Fraud detection and prevention efforts will focus on four primary areas: (a) preventing overpayments from various state funded programs, (b) cost avoidance, (c) recoveries of overpayments, and (d) identification of fraud networks and schemes.”

**Response:** Existing tools include auditing and investigating resources – both state and contracted – and prosecutorial staff and subpoena authority.

1. **Question**: In reference to the statement in the RFP Background section: “The FY 2014 and FY 2015 biennial budget assumes significant savings from an aggressive fraud detection/prevention initiative.” What are the total anticipated recoveries?

**Response:** See response to Question 40.

1. **Question**: In terms of timing of payment to the vendor and calculating the contingency fees, please provide clarity around:
2. In terms of the State’s role vs. the selected vendor’s role in the identification of cases for investigation and recovery, please define the operational process flow of responsibility. In the process, where does the State’s role start and end, and where does the selected vendor’s role begin and end?
3. Describe how cases identification turns into action, and recovery turn into payment to the vendor?
4. At what point in the cost avoidance/recovery process does a claim constitute a recovery as it related to payment to the vendor?
5. Will payment be awarded to the vendor for claim denials identified through a pre-payment review process? At what percentage rate?
6. What is percentage rate to be paid to the vendor post-pay recovery?

**Response:** This is up to the proposer. Contract terms will be negotiated.

1. **Question**: What will the specific, all inclusive, list of data sources be for the initial contract period?

**Response:** This is up to the proposer.

1. **Question**: How will the security requirements be aligned as it relates to all investigative units and/or user groups (i.e. Medicaid vs. Department of Correction vs. Lottery commission and so forth)? Will unique access for each unit/user group be required?

**Response:** This will need to be worked out with the successful bidder.

1. **Question**: Is it correct to assume that the State would like the solution to be vendor hosted? If so, would the State allow the hosting site to be outside of the state of Connecticut?

**Response:** See response to Question 18.

1. **Question**: What is the role and responsibility of the State of Connecticut RAC vendor in relation to the role of the selected vendor for this RFP, and how does the RAC vendor play a role in the Fraud Detection and Prevention Efforts for the State’s aggressive fraud detection/prevention initiative? What overlap will there be specifically, if any, and how will the delineation between the two vendor’s fees be defined?

**Response:** The State does not intend to have activities overlap. To the extent, however, that there is overlap, they would be subject to negotiation.

1. **Question**: Does the State have requisite work that will be required of the current MMIS vendor in a pre-payment review solution? What will the specific role of the selected Fraud Prevention and Detection vendor be in relation to the current MMIS vendor to ensure seamless interface?

**Response:** See response to Question 45. The vendor will be responsible for the interface.

1. **Question**: In the event that additional data sources beyond those identified in the RFP Scope of Services are added during the course of the contract, how does the State anticipate determining the cost of integrating the new data sources into the system workflow?

**Response:** Depending on the structure of the contract, expansion to additional data sources may be considered if warranted.

1. **Question**: By using the term ‘cost avoidance’, are we to assume this is when analysis of patterns in the data results in a ‘deny edit’ being established in the claims processing system, this contractor gets a percentage of what the claim would pay if the edit was not in the system? If so, in cases where a ‘deny edit’ is established in the claims processing system based on analyses using the Fraud Detection and Prevention Data Warehouse (FDPDW), is the claims processing system capable of pricing the claim for the purposes of supporting a payment to the FDPDW contractor based on the agreed upon percentage for Cost Avoidance?

**Response:** The proposal for cost avoidance is up to each bidder. The Department of Social Services’ system is capable of identifying savings associated with edits.

1. **Question**: Realizing and supporting the State’s commitment to providing business opportunities for minority and/or women owned businesses whenever possible, please clarify the State’s requirements specific to this RFP for a minority business partner. Specifically:
   1. Is a W/MBE partner required?
2. If so, what evaluation weight will be allocated? What is the recommended percentage of the total work that should be set-aside for the M/WBE partner? And would the State approve of a M/WBE that is not certified in the State of Connecticut, but is certified in the States of New York and Massachusetts?

**Response:** See response to Question 11.

1. **Question**: Using the following example, is the payment to the vendor $100,000 (10% of $1 million) or $25,000 (10% of the State Share of $250,000) or $50,000 (10% of the combined State and Local Shares of $500,000)?

Example:

Consultant Fee for Cost Recovered = 10%

Total Medicaid Paid Amount for Recoveries = $1,000,000

Federal Share = $500,000 (FY 2013 FMAP for CT is 50%)

State Share = $250,000

Local (i.e. County) Share = $250,000

**Response:** Proposals that are based on a percentage of the value of overpayments recovered should be based on the full (State + federal) cost of the overpayments.

1. **Question**: The RFP does not specifically address the hardware, software, and tools necessary to “create a centralized data warehouse from disparate databases and information sources”. What is the state’s plan for platform and tools in support of this effort?

**Response:** For those vendors who provide a state hosted solution, the State maintains a dynamic listing of current technology standards for consideration in new application and web page development. These are available on the DAS/BEST website at: <http://www.ct.gov/doitservices/cwp/view.asp?a=3941&q=463754&doitservicesNav=|>.

1. **Question**: If you do contemplate needing (additional) software, hardware, and 3rd party data sources to support this effort, would you be interested in “as a service” models? If so, would you be interested in on-site / private cloud hardware and software environments or off-site “Cloud-hosted” hardware and software environments?

**Response:** See response to Question 18.

1. **Question**: Can the State estimate at this early point the total data volume in terabytes or gigabytes of customer data that will be required in this solution at each year-end of the project so we can see the anticipated data space growth required over the life of the entire project? (There is no need for index or temporary spaces; the volume of data to be loaded will be fine.)

**Response:** No, the State cannot estimate at this early point.

1. **Question**: Can the State estimate at this early stage the maximum number of concurrent users on this solution during each year of the project so we can see the anticipated growth in the maximum number of concurrent users over the life of the entire project.

**Response:** This is dependent on what proposer offers as a solution.

1. **Question**: Mainframe Connectivity: Does the state know at this point if they will need direct connectivity between a mainframe or mainframes and this solution? If yes, then for each mainframe:
   1. Please stipulate that it should be with either FICON or ESCON?
   2. What is the approximate distance between each mainframe from the intended solution platform’s location?
   3. What are the manufacturer and model of the mainframe?

**Response:** The State does not require direct connectivity.

1. **Question**: Encryption:
   1. Does the state wish to encrypt data-at-rest within this solution? This prevents unauthorized access to selected sensitive columns of data.
   2. Does the state wish to tokenize data-at-rest within this solution? As above, this prevents unauthorized access to selected sensitive columns of data. Tokenization can be used as an alternative to encryption on a column-by-column basis.
   3. Does the state wish to encrypt entire disk units within this solution? (Disk level encryption, columns level encryption as in ‘a’, and column-level tokenization as in ‘b’ can occur simultaneously.) This prevents access to all data in the event of the loss of disks and/or disk arrays.

**Response:**  Contractor and Contractor Parties, at their own expense, have a duty to and shall protect from a Confidential Information Breach any and all Confidential Information which they come to possess or control, wherever and however stored or maintained, in a commercially reasonable manner in accordance with current industry standards. This shall not supersede in any manner Contractor’s or Contractor Party’s obligations pursuant to HIPAA concerning the obligations of the Contractor as a Business Associate of Covered Entity. Issues regarding confidentiality and security breaches will be negotiated in the contract.

1. **Question**: Backup and Recovery (BAR):
   1. Can the state give us their thoughts at this early point re the Recovery Point and Recovery Time objectives for the backup of this solution?
2. The recovery time objective (RTO) is the duration of time within which data and processing must be restored after a disaster or disruption.
3. The recovery point objective (RPO) is the maximum tolerable time period in which data can be lost from an IT service due to a major incident.
   1. Does the state have an existing BAR system or vendor that we should plan to integrate with? If so, please describe the BAR solution software and hardware and the BAR vendor name.
   2. Does the state wish to encrypt data on BAR media?

**Response:** The vendor is responsible for backup and recovery.

1. **Question**: Data Warehouse Test-Dev Environments; Dual Systems Options:
   1. Does the state require a physically separate platform for a test & development system for this data warehouse solution (vs. production), or will a single physical platform with multiple data sets & databases suffice (e.g. one set of tables for production, one set of tables for development, and possibly one set of tables for test)?
   2. Does the state require a physically separate disaster recovery or business continuity solution facility for the data warehouse, or could all system platforms be located in a single facility? If there will be a separate facility, please estimate the distance from the primary facility to the disaster recovery facility.
   3. If the state requires physically separate platforms for data warehouse production & test-dev systems, will the state allow coordination between the two systems in order to provide automatic failover between the two in the event of a disaster? In such a scenario, critical production data warehouse applications and their related production data are kept fully available to the user community at all times. This can eliminate the need for a separate disaster recovery system and possibly result in smaller systems overall, as they would be sized appropriately for the critical applications. This type of solution can include workload balancing between the platforms to ensure delivery of service within service level agreements.

**Response:** It is premature at this point to address this level of detail.

1. **Question**: Can the state give examples of time service goals for the various types of data analysis applications?

**Response:** Question is unclear.

1. **Question**: Item F under the RFP Conditions states “All proposed costs must be fixed through the period of the agreement. No cost submissions that are contingent on a State action will be accepted.” This seems to conflict with the idea of Cost Recovery and Cost Avoidance, in which both require “State action” in order to recover revenue or avoid costs. Can the State confirm that this requirement does not include actions necessary for the State to take on cases identified under the deliverables of this RFP?

**Response:** See response to Question 8.

1. **Question**: Other potential vendors – is the State willing and able to provide a list of vendors who respond with questions or who have expressed interest in the Project?”

**Response:** The State will not provide a list of vendors who have submitted questions for this RFP pursuant to Section 1-210(b)(24) of the Connecticut General Statutes, but the State can provide a list of vendors who submit bids after the due date for the proposals has passed.

1. **Question**: Who are the incumbent services providers in the contemplated State Departments that would be involved in this effort?

**Response:** Question is unclear.

1. **Question**: How long will it take the State to answer the questions we submit today, given the bid response is expected August 16 (3 weeks) and it was just released 4 days ago? Respectfully, the State will benefit from getting better, lower-risk responses if Industry is allowed 4 weeks from when you respond to our last set of questions to submit our RFP response.

**Response:** As noted in the RFP, responses to questions received will be released no later than August 2, 2013, 4:30 PM.

1. **Question**: Will the State provide extract files for their legacy systems in a mutually agreed format where it is accessible on the network?

**Response:** This depends on the proposal.

1. **Question**: Does the State have a Data Governance policy in place to manage the various agencies that will be providing data?

**Response:** No.

1. **Question**: Does the State have standardized tools they expect vendor to use for Analytical Modeling, Business Intelligences Reporting and ETL?

**Response:** See response to Question 59.

1. **Question**: Can the State provide an inventory of source systems and tables to include the estimated number of data elements (i.e., columns), any complex data transformations required, update frequency, update volume, current size (storage), and required/desired history load?

**Response:** Data is not available.

1. **Question**: Is the state currently performing any activities surrounding a) preventing overpayment of funded programs, b) cost avoidance, c) recoveries of overpayments, d) fraud detection? If so, how many instances of each category are currently investigated per year? How much money is recovered or wrongful payments prevented on an annual basis?

**Response:** Yes. See response to Question 12.

1. **Question**: If legacy practices are in place for a) preventing overpayment of funded programs, b) cost avoidance, c) recoveries of overpayments, d) fraud detection, will processing of these programs impact the available pool of potential leads identified by the contractor? Are there existing business rules in place that specifically exclude cases from contractor review?

**Response:** Yes, will impact available pool of leads but the State is looking to expand existing coverage. We know of no rules that exclude contractor review.

1. **Question**: Has the state identified any historical records as being fraudulent and if so, what was the average dollar amount recovered/prevented of those cases and volume of those cases?

**Response:** See response to Question 12.

1. **Question**: Is there an existing IT architecture or statistical software package that the state expects contractors to leverage for modeling and predictive analytics (e.g., SAS, R, IBM Modeler, Detica Netreveal)?

**Response:** See response to Question 59.

1. **Question**: Are there any exceptions/exclusion rules for leads selected contractor to review?

**Response:** No.

1. **Question**: From the RFP Background: “The State of Connecticut, Office of Policy and Management (hereinafter State) is seeking a proposer to perform fraud detection and prevention efforts that will focus on four primary areas: (a) preventing overpayments from various state funded programs, (b) cost avoidance, (c) recoveries of overpayments, and (d) identification of fraud networks and schemes.” For the purposes of this effort, could the state define the following terms in more detail?
2. State Funded Programs
3. Cost Avoidance
4. Fraud Network (i.e., does the state have a definitional requirement for linked activity to be considered a network or scheme?)

**Response:**

1. See response to Question 13.
2. Actions taken to reduce future costs.
3. No.
4. **Question**: From the RFP Background: “The State of Connecticut, Office of Policy and Management (hereinafter State) is seeking a proposer to perform fraud detection and prevention efforts that will focus on four primary areas: (a) preventing overpayments from various state funded programs, (b) cost avoidance, (c) recoveries of overpayments, and (d) identification of fraud networks and schemes.” Can the state specifically identify the funded programs that it intends to implement models? Does the state anticipate a certain number of models, or will that determination be made in consultation with the contractor?

**Response:** See responses to Questions 13 and 29.

1. **Question**: From the RFP Scope of Services: “It is expected that the vendor will apply investigative analytics and graph pattern analysis to the data and information available through the data warehouse that will be used to assist state auditors, investigators and attorneys to identify and target high priority leads for further investigation for potential fraud and/or abuse of state program funds.” What is the state’s capacity to investigate leads identified as fraudulent by the contractor? How many staff can the state devote to investigating leads supplied by the contractor? Could the State investigate 100 leads identified by the Contractor? 1,000 leads? 5,000 leads? It is likely that most of the fraudulent activity occurs during peak submission periods. Will the state provide staffing capacity to expand investigations of these leads above and beyond its current staffing?

**Response:** This depends on what types of leads they are. The State will adjust its staffing capacity as needed.

1. **Question**: From the RFP Scope of Services: “The selected vendor(s) will be responsible for the creation of a new centralized enterprise data warehouse that integrates data and information from a myriad of state databases and other sources, including: Department of Social Service’s Supplement Nutritional Assistance Program (SNAP); Medicaid claims and eligibility data; Department of Children and Families’ LINK information; home and community-based services waivers; human services contracts; Department of Correction data; cigarette, liquor and lottery sales information; tax records from the Department of Revenue Services; business incorporation information from the Secretary of State’s Office; Workers’ Compensation claims and Section 8 data.” How many years of historical data are available for each data source listed?

**Response:** Refer to State library record retention rules for individual State agencies (<http://www.cslib.org/publicrecords/retstate.htm>).

1. **Question**: Section 6, Cost and Schedule of Payments, Attachment A states: “Compensation will be subject to negotiation. Respondents must lay out in detail a proposal for compensation based on actual recoveries (Schedule 1) and/or savings achieved through cost avoidance (Schedule 2).” However the contract provided in Section 6 states: “The State shall pay the Contractor a total sum not to exceed for services performed under this Agreement. The Contractor shall be compensated for fees based upon work performed, documented, and accepted by the State.” Will the state provide revised contract language if the project is funded through actual recoveries and cost avoidance?

**Response:** Yes. See response to Question 8.

1. **Question**: Is there an incumbent, and if so, who is it, and are there any performance metrics the State can share?

**Response:** There is no incumbent; there are fraud activities currently being performed, but this effort is intended to be additive.

1. **Question**: The RFP indicates that the selected vendor is expected to create the data warehouse using data from a myriad of different databases. What databases/sources are available for integration?

**Response:** See RFP’s Scope of Services.

1. **Question**: How many data feeds does the state expect to send? Would they be monthly, weekly, or daily feeds?

**Response:** This is dependent on the proposal.

1. **Question**: Can the State provide size and record layouts of the data files?

**Response:** This is dependent on the proposal.

1. **Question**: Are there any specific activities related to the scope of work being done in any of the other Department Agencies, and if so, what have been their results to date?

**Response:** See response to Question 12.

1. **Question**: Can the data warehouse be a hosted solution by the vendor?

**Response:** See response to Question 18.

1. **Question**: In the Scope of Services, the RFP provides the following list of services the vendor is to provide:

* Develop a project work plan and schedule
* Conduct project planning meetings with stakeholders
* Identify objectives and requirements
* Create a centralized data warehouse from disparate databases and information sources
* Prepare data for modeling
* Develop analytical models
* Model data (i.e., identify the underlying and interrelated data structure indicative of fraud/abuse; conduct statistical analysis)
* Evaluate the model(s) (ensure it achieves the objectives)
* Make recommendations based on findings
* Train state auditors, analysts and investigators on the use of the information
* Track the progress/success and return on investment

Recovery is not included in the list. Will recovery be performed by the selected vendor, other Department vendors (i.e., the Medicaid RAC) or by the State?

**Response:** Recovery will be performed by the State.

1. **Question**: Will the State be performing the investigation of the leads identified by the vendor, or will the vendor be expected to provide legal services to the State to assist in fraud prosecutions?

**Response:** The State will follow up on leads.

1. **Question**: Regarding the required format for proposals, on the Electronic Version, may the required forms and other requested documents (e.g., financial statements, references) be provided in Adobe Acrobat PDF format?

**Response:** Yes.

1. **Question**: Regarding the required format for proposals, may the section headings be in a larger font size than 12 pt. and headers, footers, tables, and graphics be in a smaller font size?

**Response:** Yes.

1. **Question**: Regarding the required format for proposals, the RFP states: "DO NOT use material dependent on color distinction..." Does the State require the proposal be delivered in black and white only, or does this requirement only exclude graphics that are dependent on color distinctions?

**Response:** Proposals should not include materials dependent on color distinctions.

1. **Question**: Regarding the required format for proposals, may the proposal be printed double-sided?

**Response:** Yes.

1. **Question**: Please describe your current environment. Include source databases, ETL tools, BI and analytical tools, data visualization tools, platforms or systems in use. Is there a current state high level architecture diagram?

**Response:** See response to Question 59.

1. **Question**: Is there a formal business case or cases for the EDW? Please share details.

**Response:** No.

1. **Question**: Please give a high level description of the data flow into and out of the system – for each source, what is the timing (load schedule), velocity (from batch to real-time), variety (structured, semi-structured, unstructured, file-based, database (what type and version?), etc.), and periodic volume of the data? Are there any additional sources other than the explicitly listed sources in the RFP?

**Response:** This is dependent on the proposal.

1. **Question**: Are there any defined performance metrics, project success metrics or KPIs?

**Response:** See response to Question 40.

1. **Question**: For each platform to be integrated, how many stored procedures, functions, materialized views, or other structures will be migrated/recreated in the EDW?

**Response:** This is dependent on the proposal.

1. **Question**: Is there a preferred ETL tool?

**Response:** See response to Question 59.

1. **Question**: Is there a preferred reporting, BI or Analytics tool to be used? Are there a certain number of reports or analytics required?

**Response:** See response to Question 59.

1. **Question**: Are there defined use cases for the system? Other than the high level directive of enabling fraud detection, are there other initiatives? Are there particular areas of fraud that are most important or provide a higher ROI? If so, please detail.

**Response:** It is up to the proposer to identify.

1. **Question**: Please list all tools that will be needed for connectivity. Include BI tools, ETL tools, Data Modeling tools, Analytical tools and any other systems which will need to interface with the EDW. If there is an enterprise service bus, please describe at a high level.

**Response:** See response to Question 59.

1. **Question**: What security is currently being used? Are there any data security considerations for the success of this project? (need to see data specific controls like encryption?) Are there any special measures that need to be taken to safeguard data in the warehouse?

**Response:** See response to Question 59.

1. **Question**: Which monitoring tools are in use today? Would the EDW need to integrate with existing monitoring systems?

**Response:** There is no need to identify or integrate with existing monitoring systems.

1. **Question**: What enterprise scheduling tools are currently being used? Would the EDW need to integrate with existing monitoring systems?

**Response:** There is no need to integrate with existing monitoring systems.

1. **Question**: Is backup, restore, high availability and/or disaster recovery within the scope of the project? If so please describe requirements. Are there current backup and restore product?

**Response:** See response to Question 65.

1. **Question**: Is it acceptable to use offshore resources on the project for certain tasks in order to increase efficiency and reduce costs?

**Response:** Pursuant to Section 4e-29 and Section 4e-30 of the Connecticut General Statutes, state contracts shall provide that the state may, at reasonable times, inspect the place of business of a contractor or any subcontractor which is related to the performance of any contract to be awarded by the state to ensure compliance with the contract. In reviewing any application under this RFP, OPM will be analyzing its ability to comply with the actual language and the policy behind this statute. In addition, any offshore sourcing will need to be reviewed to ensure the requisite security is in place.

1. **Question**: Is there a preference to virtual or bare metal installation?

**Response:** Virtual.

1. **Question**: Are there any source systems that will be retired as a result of the creation of the EDW?

**Response:** No.

1. **Question**: Is the feeding of any upstream systems within scope of the EDW project?

**Response:** No.

1. **Question**: Are there any projected growth rates for the system across some period of time?

**Response:** Growth rates to be negotiated.

1. **Question**: Is there currently a data scientist role/function in the organization? Is there any activity taking place to detect fraud at this time or is this a net new effort? If there is an effort currently taking place, please provide a high level “day in the life” description. What technology is currently being used for this effort?

**Response:** No, there is not currently a data scientist role. See response to Question 12.

1. **Question**: Please describe the quality of the data in each of the sources. Are further data quality operations in scope for the project? Are there any current initiatives around data quality?

**Response:** This is up to the proposer. There are no current initiatives around data quality.

1. **Question**: Please describe the data governance and management scenario – is there any effort or initiative currently in place? Is the creation and/or interface to such initiatives in scope?

**Response:** See response to Question 73.

1. **Question**: Will this be a multi awarded contract?

**Response:** It is possible that this could be a multi-awarded contract to take advantage of different proposals. See response to Question 29.

1. **Question**: Can you describe the volume and units of measurement for the transactions and events to be analyzed?

**Response:** See response to Question 40.

1. **Question**: Can you describe the organizational structure of the State of Connecticut’s Office of Policy? Specifically, can you provide a departmental breakdown and employee count for each department?

**Response:** OPM’s organizational structure is described for each division on the division-specific web pages, which can be found under the “Offices & Divisions” dropdown menu on OPM’s website (<http://www.ct.gov/opm/site/default.asp>).

1. **Question**: What is the format of the source documents, data and reports for the transactions recorded by the Office of Policy Management?

**Response:** OPM is coordinating this effort and is not in possession of any of this data.

1. **Question**: What type of software is used to record the transactions, and to what extent are transactions automatically recorded versus manually recorded?

**Response:** This is dependent on the proposal.

1. **Question**: What type of access will the selected contractor have to the State’s systems and technology infrastructure?

**Response:** This will be negotiated with the successful bidder.

1. **Question**: Is there adequate staff at OPM (Office of Policy and Management) to support the selected contractor with this new initiative? Both systems, and processes personnel.

**Response:** OPM is coordinating this effort and is not staffed to support it. It is anticipated that multiple State agencies will have resources to support the selected contractor.

1. **Question**: Is there an existing study or finding that provides an estimated amount or percentage of dollars that is lost due to potential fraud, waste, and abuse?

**Response:** See response to Question 12.

1. **Question**: Does the OPM have any pay and chase fraud investigative team or system as part of an OIG or other agency within the State? Can you please share what are some of the metrics from the past year?

**Response:** OPM is coordinating this effort only. See response to Question 12.

1. **Question**: Please confirm if the selected contractor can retain copies of working papers and deliverables.

**Response:** Subject to applicable State law.

1. **Question**: How will OPM address deliverables such as modeling or methodologies that contain pre-existing contractor intellectual property?

**Response:** See response to Question 26.

1. **Question**: Does OPM anticipate optional contract years beyond 2015? Should we include transitional activities within the scope and timeline between October 2013 and June 2015?

**Response:** The contract will be written to provide the option to extend the contract beyond FY 2015. The State has the right to exercise this option based on the success of the project. Transitional activities will be negotiated as part of the contract.

1. **Question**: Do you anticipate the selected contractor personnel working onsite at the State / Office of Policy and Management (OPM) during the contract period or can part of the work be performed offsite at the contractor’s offices?

**Response:** Preference would be offsite, but would be considered if a need is demonstrated.

1. **Question**: Does the State have any limitations on using contractor’s off-shore personnel, located outside the continental United States?

**Response:** See response to Question 111.

1. **Question**: Please provide a general summary on the current state of the information and process used to detect fraud. Please provide how fraud is currently detected within the system.

**Response:** See response to Question 12.

1. **Question**: Is the requirement for any and all payments from the State funded programs? Or specific to select areas that may be likely candidates for potential fraud, waste, and abuse with higher return on investment?

**Response:** The State’s goal is to initially target those areas that will provide a higher return on investment in order to meet the budgeted savings for the biennium.

1. **Question**: Can you please clarify if there are any page limitations for the proposal?

**Response:** See RFP’s Required Format for Proposals.

1. **Question**: Would OPM consider proactive or predictive analytic solutions rather than post pay investigative leads alone? The RFP is asking for cost avoidance as a key area. Can we propose predictive pre-pay analytic solutions?

**Response:** Yes. This is up to the proposer.

1. **Question**: Does OPM have the budget allocated for this initiative? Is there any financial assistance from the Federal government or other sources anticipated? Can you please explain?

**Response:** See response to Questions 3 and 10.

1. **Question**: Is the scope of the RFP just creating a centralized data warehouse or to assist with interactive tools or web based solutions to assist the State auditors and investigators? How do you expect the recommendations to be provided for further review and investigation?

**Response:** The State is looking for more than just a data warehouse. The manner in which recommendations are provided is up to the proposer.

1. **Question**: Will the new centralized data warehouse be created within the State’s IT infrastructure and hosted internally? Does the State have any preferred technology platform/vendor we should use or can we propose on appropriate technology of our choice?

**Response:** See response to Question 18.

1. **Question**: Is the list of State funded systems provided in the bottom of page 1 of the RFP the complete list or are there other systems we should include for the data warehouse?

**Response:** This will be negotiated with the successful bidder. See response to Questions 13 and 55.

1. **Question**: Are there common identifiers used in these source data systems for the same tax payer/beneficiary across all of these systems? Does the State anticipate fraud, waste, and abuse in each one of these silos or an overall system that can identify fraud across other systems at a customer/taxpayer/beneficiary level?

**Response:** This is up to the proposer.

1. **Question**: Will the selected vendor be involved in any review or investigation or just in training the State’s auditors, investigators and attorneys?

**Response:** This is up to the proposer.

1. **Question**: How many users do we plan for training purposes?

**Response:** This is up to the proposer. Will be addressed as part of the negotiations with the successful bidder.

1. **Question**: On page 2 of the RFP in the first paragraph, it states that “data and information is maintained in a secure environment and meets all federal and state privacy and confidentiality laws and regulations”. Does OPM anticipate the vendor to have access to this information outside of the State’s IT infrastructure at the selected vendors’ location?

**Response:** See response to Question 64.

1. **Question**: The type of work and the solution requested in this RFP requires state of the art and sophisticated methodologies. The proposed submission deadline of August 16, 2013 does not provide sufficient time to submit a quality response. This relatively short period of time for this complex work of significant value appears to limit the quality of the response. Would OPM consider an extension of the proposal due date?

**Response:** See response to Question 4.

1. **Question**: Is email or electronic version of the proposal submission needed? Please clarify.

**Response:** See RFP’s Required Format for Proposals.

1. **Question**: On page 2 of the RFP, sub bullet “F” states “All proposed costs must be fixed through the period of the agreement”. However, in the cost proposal in Attachment A on page 16, it asks for contingency fee schedule. Can you please clarify what type of pricing is requested?

**Response:** See response to Question 8.

1. **Question**: Will the State extend the current RFP deadline from 3:00 P.M., August 16, 2013 to 3:00 P.M., September 16, 2013?

**Response:** See response to Question 4.

1. **Question**: Where is the data base and attendant application to be housed, at a State facility on State infrastructure or at the vendor facility?

**Response:** See response to Question 18.

1. **Question**: We are assuming that any proprietary software of vendor intellectual property that is included in the application will remain the property of the vendor. Is this correct?

**Response:** This will be negotiated with the successful bidder. See also response to Question 26.

1. **Question**: Define what is meant by “service facility.”

**Response:** Proposer needs to demonstrate they have the operational facility to perform the duties required by this RFP.

1. **Question**: What State staff will be assigned to the project?

**Response:** Not yet determined.

1. **Question**: Will the State be responsible for getting approval for use and access to the data files from the many involved programs?

**Response:** Yes.

1. **Question**: Were any potential bidders involved in preparing for the development of or writing the RFP?

**Response:** No.

1. **Question**: Which fraud prevention and detection vendors and data analytics vendors have been granted access to the State’s offices in the past 12 months to present their services?

**Response:** Information is not available.

1. **Question**: The first objective of the project is described as “preventing overpayments from various state funded programs.” Please list the specific state funded programs that are within the scope of the project.

**Response:** See response to Question 13.

1. **Question**: Please describe the existing processes for detecting, investigating, recording, and recovering improperly paid benefits in each of these programs.

**Response:** See response to Question 12.

1. **Question**: What is Connecticut’s expected Return on Investment from this project in each of these programs?

**Response:** See response to Question 40.

1. **Question**: How many investigative resources will be available to the project to follow up on leads and provide feedback needed to improve the predictive model?

**Response:** To be determined.

1. **Question**: What specific provisions of the Affordable Care Act have generated your oversight concerns resulting in this solicitation? Please provide the cite or language.

**Response:** While there are no specific provisions of the Act, expanded Medicaid eligibility and the costs associated with that as well as other changes may warrant the need for additional review.

1. **Question**: Will you provide public information documents that outline the eligibility provisions of the Supplement Nutritional Assistance program, Community-based services waivers?

**Response:** No. See appropriate agency websites.

1. **Question**: Will you provide examples of LINK information that will be relevant to this warehouse in structuring an eligibility screening process?

**Response:** To the extent such information is needed to execute the contract, examples will be provided after the contractor is selected.

1. **Question**: Is the purpose of cigarette, liquor, and lottery sales meant to identify income streams conflicting eligibility thresholds for benefit programs? Can you provide examples of identifiers in the records to match to either internal or external records?

**Response:** Data will be analyzed for various purposes.

1. **Question**: Will you provide a listing of tax record types that will be available from the Department of Revenue Services?

**Response:** To be provided to the successful bidder.

1. **Question**: Will this project involve analyzing the eligibility of people applying for a particular program?

**Response:** Eligibility information may be relevant to the analysis and identification of fraud.

1. **Question**: Will this project involve analyzing Medicaid claims and payments to providers?

**Response:** Yes.

1. **Question**: How will the evaluation committee balance the various evaluation criteria? Will costs identified in schedules 1, 2 and 3 be weighed equally? Will the state award the contract to the lowest cost qualifying bidder?

**Response:** The proposals will be evaluated in accordance with the criteria contained in the RFP.

1. **Question**: Is the state willing to pay implementation costs for development of data warehouse and other upfront work? Does this include infrastructure and hardware costs?

**Response:** This is up to the proposer.

1. **Question**: Will there be limits on the amount of fraud and collections that can be pursued with regard to the “Cost Recovery” fee structure proposal?

**Response:** No.

1. **Question**: What happens at the end of June 2015 with regard to the services proposed and the contingency based fees on cost recovery and cost avoidance? Is there a tail end on the work that extends past the deadline? Will there be the potential for contract extensions?

**Response:** See response to Question 130.

1. **Question**: Is there an expected set of proprietary tools or platforms that will need to be integrated with or utilized in the project?

**Response:** No.

1. **Question**: Is it expected that data will be integrated from the listed state databases into the data warehouse, regardless of whether it directly supports efforts in the 4 primary focus areas?

**Response:** No.

1. **Question**: Will we have access to semi- or unstructured data that exists across various departments that is not likely stored in databases? For example: imaged documents, network and web logs, emails or other digital correspondence, recorded phone calls, etc.

**Response:** The primary focus is on existing databases. Proposal is limited to those listed in the RFP and any future databases determined to be of value. See response to Question 55.

1. **Question**: What claim types or transaction types does the State want included in the scope of work?

**Response:** This is to be negotiated with the successful bidder. Refer to the Scope of Services in the RFP.

1. **Question**: Please provide claim volumes for all types to be included in the review & detection, (e.g. – medical/hospital/Rx) and the associated timeframe for the volumes.

**Response:** Not available.

1. **Question**: Is the project funded?

**Response:** See response to Question 3.

1. **Question**: Does the State intend for the leads to be sent to the State for review & decisioning? Or does the State desire to outsource the investigations as well?

**Response:** This is up to the proposer. The State will also review and follow up on any leads.

1. **Question**: What services does the State desire to see in a cost recovery mode and what does the State desire to see in a cost avoidance (pre-pay) detection mode?

**Response:** All services under the scope of the proposal. It is anticipated that cost recoveries will also lead to cost avoidance.

1. **Question**: The RFP states in pertinent part that the prevention of fraud, waste and abuse has taken on increased significance as the State prepares to implement the Affordable Care Act commencing January 1, 2014, and that the expansion of Medicaid-eligible clients and the additional resources requires additional fraud detection and prevention efforts. The RFP also states that fraud detection and prevention efforts will focus on the primary areas of preventing overpayments from” various” state funded programs, cost avoidance, recoveries of overpayments, and identification of fraud networks and schemes. Accordingly, please:
   1. Specifically identify all state funded programs, agencies and departments, as well as which payment amounts are in scope for the data warehouse, fraud detection and prevention efforts attributable to the RFP and the Fraud Detection and Prevention program; a listing of all amounts paid for benefits in the prior year for the same programs, agencies and departments; and estimates of all benefit amounts to be paid during the contract period.
   2. Provide a listing of all Medicaid expenditures in the prior year and the Contract Period for all service categories (e.g., inpatient, outpatient, physician, durable medical equipment, home health, etc.).
   3. Specifically identify all agencies, departments and other stakeholders for which the vendor’s compensation for Cost Recoveries and Cost Avoidance will apply.

**Response:** See specific agency websites and the State Comptroller’s annual report for FY 2012: <http://www.osc.ct.gov/2012annual/index.html>. See also response to Questions 12 and 160.

1. **Question**: Does the State have a current model for calculating Cost Avoidance savings? If so, please provide it.

**Response:** The State has various means of calculating cost avoidance, which will be reviewed with the successful bidder.

1. **Question**: Is it the State’s intention to have its staff or the vendor’s staff perform the reviews of claims, as well as overpayment collections that have been identified by the vendor? If the vendor’s staff, will the State please amend the RFP to describe the scope of reviews and overpayment collection efforts to be performed by the vendor’s staff,

**Response:** This is up to the proposer.

1. **Question**: For the stated requirement to “train state auditors, analysts and investigators”, please describe how many are to be trained. Please describe the function(s) these individuals will have in using the system, and their current skill sets in order for us to gauge the training program content.

**Response:** This is up to the proposer.

1. **Question**: How does the State intend to handle overpayments identified by the vendor that overlap with the identification efforts of the State’s other vendors (e.g. Recovery Audit Contractor, Third-party liability, etc.)?

**Response:** See response to Question 53.

1. **Question**: Will the data warehouse be used for any purpose other than for the Office of Quality Assurance? If so, please explain how it will be used, and which State agencies and departments will use the data warehouse.

**Response:** Yes. It is anticipated that it will be accessed by multiple state agencies and offices. This is up to the proposer.

1. **Question**: How many total users will require access to the data warehouse? Please provide a count by agency/department and usage category (e.g., Power User, Intermediate User, and Occasional User).

**Response:** This is up to the proposer.

1. **Question**: What is the projected maximum number of concurrent users?

**Response:** Subject to negotiation.

1. **Question**: Will the State provide extract files to the vendor in a mutually agreed-upon format and method, e.g. SFTP, for loading into the data warehouse or will the vendor be responsible for creating extract files from the source systems? If the vendor is responsible for creating extract files please describe the source system environments (e.g., platform, operating system) for each of the source systems.

**Response:** The State will work with the vendor to determine a mutually agreed-upon format and method for data extraction.

1. **Question**: Can and will the State provide the expected frequency of data loads by source system?

**Response:** See response to Question 61.

1. **Question**: Will the State require State ownership of any of the hardware components or any of the software licenses? If so, will ownership be required at the start of the design, development and implementation (DDI) phase of the project or at the end of the DDI phase of the project?

**Response:** No, the State does not require ownership of the hardware components and/or software licenses.

1. **Question**: How many years of data does the State wish for the vendor to retain in the data warehouse? If different by data source, please define by each data source.

**Response:** This is to be negotiated with the successful bidder.

1. **Question**: Can and will the State provide file sizing information (e.g., file size, number of records per month, etc.) for each of the anticipated sources system data feeds?

**Response:** See response to Question 61.

1. **Question**: Can and will the State provide the number of years of history by data source that will be available to initially load into the data warehouse during the design, development and implementation period?

**Response:** No.

1. **Question**: The RFP states: “ensuring that data and information is maintained in a secure environment and meets all federal and state privacy and confidentiality laws and regulations.” To assure compliance, can the State please provide references to all specific privacy and confidentiality laws and regulations the State believes are applicable to the services contemplated by the RFP and that the vendor will be held accountable for meeting?

**Response:** The State will assist the selected vendor in identifying and navigating relevant federal and State privacy and confidentiality rules.

1. **Question**: We understand the State’s need and goal to begin this project in order to realize value as soon as possible. The State indicates that answers to vendor questions will not be released until Friday, August 2nd. Given the short timeframe between the State’s answers and the August 16 RFP response deadline, will the State consider a modest one or two week extension to the due date to allow for adequate time to thoroughly incorporate the related clarifications issued in the response to questions? We believe this will facilitate higher quality response that is in the best interests of the State and still align with the stated goals of the RFP.

**Response:** See response to Question 4.

1. **Question**: Will the State provide a percentage breakdown of the scoring methodology (i.e., what percentage of the score will be attributable to cost, references, experience, work plan, affirmative action, etc.)?

**Response:** No.

1. **Question**: The rapid and timely implementation of a data warehouse is dependent upon many factors. In addition, many of the costs incurred by the vendor will be incurred early in the implementation of the data warehouse during the DDI phase. Accordingly:
   1. Will the State consider a phased-in approach for the integration of the databases and data sources?
2. What is the State’s process to provide the vendor with rapid and timely access to all required data sources? Please explain.

**Response:**

1. This is up to the proposer.
2. To be provided during contract negotiations.
3. **Question**: Has the State received or applied for enhanced federal funding through an Advance Planning Document (APD), grant or other process to fund this project? If so, will the State please provide information related, details related to the project, expectations, commitment, and funding in order to allow us to make sure we are able to adhere to these requirements.

**Response:** No.

1. **Question**: For overpayment recoveries, what is the State’s allowable “lookback” period length for the vendor to attempt to identify overpayments?

**Response:** The lookback period mirrors various record retention requirements.

1. **Question**: The RFP contains a 25-page limit, and exempts certain Sections from the page limitation. However, Section 4 is not one of the Sections exempted. Section 4.a. includes a requirement for a Work Plan that contains a “detailed, task-oriented breakdown for each activity/task specified in the Scope of Services.” Such a Work Plan could easily be 10 pages or more, leaving little opportunity to effectively meet all writing requirements in the remaining pages. Therefore, will the State exempt the Work Plan page count from the 25 page limitation?

**Response:** No.

1. **Question**: Is it acceptable to the State if the vendor proposes a vendor-hosted solution?

**Response:** See response to Question 18.

1. **Question**: There was no mention in the pricing section of the RFP that conveyed how a vendor is to represent their respective implementation price. How does the State envision reimbursing the vendor for the implementation of the Enterprise Data Warehouse capability?

**Response:** See response to Questions 8 and 59. This is up to the proposer.

1. **Question**: The State indicates that the vendor must integrate/interface with multiple state systems. Is there a mechanism already in place that matches a member’s or provider’s various IDs across the systems and correlates them to one central ID, or is the vendor expected to include this matching methodology in their solution? If a mechanism is currently in place or planned, please explain.

**Response:** See response to Question 59.

1. **Question**: Source systems identified: Department of Social Service’s Supplement Nutritional Assistance Program (SNAP); Medicaid claims and eligibility data; Department of Children and Families’ LINK information; home and community-based services waivers; human services contracts; Department of Correction data; cigarette, liquor and lottery sales information; tax records from the Department of Revenue Services; business incorporation information from the Secretary of State’s Office; Workers’ Compensation claims and Section 8 data. Do the data sources have data export/extraction capabilities available, or will they need to be built?

**Response:** The data export/extractions will need to be built in most cases.