

**RFP#: MHCC 22-001****Quality Measures To Support Maryland Healthcare Performance****Q&A #2**

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The MHCC is making available questions and answers to prospective Offerors known by the Issuing Office to have received the above-referenced RFP. Updates will follow as we receive additional questions from potential Offerors.

**1. Question: Section 1 Minimum Qualifications, pg. 8**

Can a subcontractor's experience be paired with the prime's to meet these requirements?

*Answer:* Yes, please refer to RFP Section 2.1.4

**2. Question: Section 1 Minimum Qualifications, pg. 8**

If an offeror has 1 project that covers one of the minimum qualifications, should the Offeror still submit 3 references for that qualification or will the 1 suffice?

*Answer:* Yes, please submit 3 references as outlined in Section 1.1 of the RFP.

**3. Question: Section 2.3.4 Task 4 Project Management and Oversight, pg. 32**

2.3.4.N states that the project manager shall track the receipt of Task Orders. Are these the same as the Work Orders discussed in Sections 2.3.5 and 3.14? If not, what will these task orders consist of?

*Answer:* Yes, the statement is referring to RFP Sections 2.3.5 and 3.14.

**4. Question: Section 2.4.4 Deliverable Description, pg. 38**

Is the deliverable schedule based on "lift and drop" option mentioned on page 56? Would MHCC consider adjusting timelines if the offeror is proposing a new platform with improved functionalities?

*Answer:* Based on the pages referenced, this question seems to refer to 2.4.4.A - Transition-In Deliverables Summary Table. The timeline for transition in activities cannot be adjusted due to the finite transition period. MHCC recognizes Offerors may propose a new platform, therefore may be flexible on the number of days after contract initiation some activities must be completed by but requires all transition in activities to be completed prior to 12/31/2021.

**5. Question: Section 3.10.2. Personnel Experience, pg. 73**

Can Maryland clarify what they want for the references for personnel? Are these projects staff have worked on or is it people?

*Answer:* References should be individuals with direct experience working with the proposed personnel on the named project.

**6. Question: Section 5.3.F.2 Volume I - Technical Proposal, pg. 104-106**

Should items 3-14 be included under Tab E, Subtab 7 (Workplan) or in their own subtabs?.

*Answer:* Yes, please include under Tab E, Subtab 7.

**7. Question: Section 5.3.H.6 Volume I - Technical Proposal, pg. 107**

Offeror qualifications and capabilities: Is the reference for a subcontractor discussed in H.6 (Tab G) the same as the reference discussed in I (References)? If so, should the offeror provide the information in both places? If not, what is required for the reference in H.6?

*Answer:* The reference in H.6 is the same as the reference discussed in 5.I. Please note that if the subcontractor is completing a required task the reference should be able to discuss the subcontractor's performance on the specified project. Submit the reference in both places to ensure completeness and tracking.

**8. Question: Attachment B Financial Proposal**

Where should offeror account for costs related to task 2.3.4?

*Answer:* Task Four costs should be included in the proposed fully loaded fixed cost for all Tasks.

**9. Question: When does the current contract MHCC 16-012 end?**

*Answer:* The contract term ends December 31, 2021.

**10. Question: Attachment M Contract**

Are there bonding requirements for this contract? If so, what are they?

*Answer:* The MCDB RFP does not require bonding.

**11. Question: Section 3.1.2.B. Transition-In Plan, pg. 55**

In 3.1.2.B, can the State confirm the expectation is a complete migration of the existing warehouse to a new warehouse that maintains all existing functionality.

*Answer:* Yes, the Warehouse will retain all data files and preserve functionality outlined in Section 2.2.3.

**12. Question: Section 3.1 Transition-In, pg. 55**

Can Maryland provide a copy of SSS's Transition out plan, including the types of support/training the incumbent will be expected to provide?

*Answer:* The incumbents transition out plan will be shared with the Contractor once a contract is in place.

**13. Question:** Of the following forms which, if any, should subcontractors fill out and submit with the proposal:

- C. Proposal Affidavit
- F. Maryland Living Wage Requirements for Service Contracts and Affidavit of Agreement
- H. Conflict of Interest Affidavit and Disclosure (contractor)
- L. Location of the Performance of Services Disclosure

**Answer:** Subcontractors do not need to submit a Proposal Affidavit or Location of the Performance of Services Disclosure. Please see Attachment F.B.2 for living wage requirements for subcontractors. Please see 4.30.2 regarding Conflict-of-Interest Affidavit and Disclosure for subcontractors.

**14. Question: Section 5.3.2.N Legal Action Summary, pg. 109**

Do subcontractors need to provide the information requested in the Legal Action Summary?

**Answer:** Yes, subcontractors do need to provide the information in the Legal Action Summary.

**15. Question: Section 5.2.6.A Technical Proposal, pg. 98**

Given the complexity of adding pdfs such as forms and financial statements to Word files, would it be acceptable to submit only an Adobe PDF file. If we do need to submit a Word file would it be acceptable to omit those pieces from the Word file and include them in the Adobe PDF files?

**Answer:** Yes, it is acceptable to omit the pdf documents from the Microsoft Word version and include them in the Adobe PDF version.

**16. Question: 5.3.2.F Offeror Technical Response to RFP Requirements and Proposed Work Plan and 2.5.4. MD State Cloud solution, pg. 's 49 & 101**

Under which subtab of Tab E should the offeror respond to 2.5.4?

**Answer:** This information should be included in Tab E Subtab 1.

**17. Question: Section 2.5.4 Modification Option – MD State Cloud Solution, pg. 49**

Is MD cloud solution AWS GovCloud or AWS public cloud?

**Answer:** MD cloud solution can offer both AWS GovCloud and AWS public cloud

**18. Question: Section 2.5.4 Modification Option – MD State Cloud Solution, pg. 49**

Is there an approval process for various AWS services and/or COTS tools for a solution outside of MD cloud?

**Answer:** There is no approval process for AWS services and/or COTs tools for solution outside of the MD cloud. However, it is TBD if MHCC will allow such outside MD Cloud services

**19. Question: Section 3.1 Transition-In, pg. 55**

Will we get physical access to the incumbent's systems/servers to review the overall implementation as part of the transition?

**Answer:** No, the incumbent will provide documentation and transfer this to the Contractor through sFTP.

**20. Question: Section 3.1 Transition-In, pg. 55**

What tasks/responsibilities will the incumbent perform/own during the overlap period?

**Answer:** The incumbent will perform several tasks during the transition period. These tasks are outlined in the RFP and are similar to the tasks described in Section 3.2.

**21. Question: Sections 2.2.3.4 Data Enclave, pg. 16; and 2.3.2.C.5 Data Warehouse Access, pg. 27**

Do the SAS licenses MHCC will provide include the SAS Server license as well as any individual SAS licenses?

**Answer:** MHCC will follow the current SAS agreement, a bundle of "x" SAS desktop licenses for the enclave secured environment.

**22. Question: Section 5.3.2.F Offeror Technical Response to RFP Requirements and Proposed Work Plan, pg. 104 - 105**

The State of Maryland has clearly defined the designated subtabs and page limits for Section F.1 and F.2. Can the State of Maryland confirm the appropriate subtab sections F.3 - F.14 are page unlimited and are contained within Subtab 7?

**Answer:** Sections 5.3.2.F.3 – 14 shall be included under Tab E, Subtab 7. Sections 5.3.2.F.2 – 14 do not have page limits.

**23. Question: Sections 2.2.3.4 Data Enclave, pg. 16**

Can MHCC confirm that the 28TB total from line 5 of Figure 3 of the RFP is the maximum amount of data storage that MHCC requires to be priced within this fixed price response?

**Answer:** The historical data storage requirements would be the total identified in Figure 3, 28TB. Please note and consider additional storage required for new incoming data in pricing.

**24. Question: Sections 2.6.7 Service Level Measurements Table (System performance), pg. 52**

Do both requirements 11 and 12 require hourly backups of the Data Submission, Enclave, and Reporting Environments as noted in Figure 2?

**Answer:** 2.6.7 Service Level Measurements Table number 11 does require hourly backups of the Data Warehouse and Access Environment in Figure 2. Please note that 2.6.7 number 12 on page

53 refers specifically to the Portal and requires an hourly backup of the Portal or Contractor proposed equivalent.

- 25. Question: Sections 2.6.7 Service Level Measurements Table (System performance), pg. 52**  
Does requirement 11 require complete restoration of any/all parts of this system within 24 hours of failure??

**Answer:** Yes.

- 26. Question: Sections 2.6.7 Service Level Measurements Table (System performance), pg. 52**  
Does requirement 12 require a complete restoration within 1 hour of failure of the Portal and all dependent ETL databases (Figure 2)?

**Answer:** This requirement does not include all dependent ETL databases.