DEPARTMENT OF HUMAN RESOURCES

PRE-PROPOSAL MEETING

OBF/GMD 13-0010S

REHABILITATIVE CLAIMS SUBMISSION AND PROVIDER REVIEWS

WEDNESDAY MAY 22, 2013 10:00 A.M.

Department of Human Resources

Room 952, 9th Floor

311 West Saratoga Street

Baltimore, Maryland 21201

PRESENT FROM DHR:

AUNG HTUT, Procurement Officer

RODNEY SPENCE, Procurement Specialist

GREGG HOLLAND, CARM

ADOLPHE ANDOU, FIA

APRIL ABEL-TONGUE, CARM

JACQUELINE JORDAN

RALPH REINOLDI, OTHS

KEOSHA HALL

SCOTT MOORE, Office of the Attorney General

ARETHA ECTOR, Office of the Attorney General

PATRICK BENEFOR

ALSO PRESENT:

JAISON HARADA, Sutherland Globa Services

SILVA KAKUTURI, SSG Sivic Solutions Group

NATHAN GROSSMAN, Public Consulting Group

DONELLA P. BROCKINGTON, Xerox

TONY CEGELSKI, TC Enterprises, LLC

RAJESH SONEKAR, Cognizant

VISHAL SHARAN, Vishal Sharan, Inc.

GREG A. HUDSON, DataBank

REPORTED BY: JULIE SOUZA, Notary Public

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P R O C E E D I N G S

MR. HTUT: Good morning (indiscernible). We going to start the pre-proposal conference now. Okay. Good morning, again. My name is Aung Htut, and on behalf of the Maryland Department of Human Resources, I would like to welcome you all to this pre-proposal conference. I will be the governing officer for this solicitation OBF/GMD 13-001-S.

The main focus for this pre-proposal conference is to share information to you concerning the request for a proposal entitled “Rehabilitative Claims Submission and Provider Reviews”.

And I would like to inform that for the record of this proposal contracts we have the attendance sheet for all the visitors to fill up. Information and signing or you can provide your business card. I think you all have done that already. But if there’s anyone who has not yet signed the attendance sheet, we would like to request that you just sign in on the sheet. Please make sure that you add in (indiscernible) on the attendance sheet whether your company is a minority business enterprise or a small business of (indiscernible).

And also, please, also note that Hunt Reporting is recording this conference. When asking questions, please identify yourself and your company for the record. A transcript for this conference will be posted on both eMaryland Marketplace and the DHR website.

Now we will proceed with the introductions. First we will have introduction from representatives of the State. And then the visitors are to state your name and the company you represent. If you are an MBE, please state also.

Again, my name Aung Htut, procurement officer, DHR Central Procurement. And let’s start with the State representative to my right.

MR. SPENCE: My name is Rodney Spence. I’m also a procurement specialist here with the State.

MR. REINOLDI: My name is Ralph Reinoldi. I am with the Office of Technology for Juvenile Services.

MR. BENEFOR: My name is Patrick Benefor (phonetic) from DJS, I’m an advance accountant.

MR. HOLLAND: I’m Gregg Holland, director of Cost Allocation and Revenue Management, central officer.

MS. ABEL-TONGUE: And I’m April Abel-Tongue, I also work with DHR Cost Allocation and Revenue Management. I’m a rehab program manager also.

MR. ANDOU: And I am Adolphe Andou and I am the administrator for the hiring agreements.

MS. JORDAN: Jackie Jordan, procurement division with the State.

MS. HALL: Keosha Hall, procurement division with the State.

MR. MOORE: Scott Moore, Attorney General’s Office here at DHR.

MR. HARADA: Jaison Harada from Sutherland Global Services.

MS. ECTOR: Aretha Ector, Attorney General’s Office.

MR. KAKUTURI: Siva Kakuturi from Sivic Solutions Group.

MR. GROSSMAN: Nathan Grossman, Public Consulting Group.

MS. BROCKINGTON: Donella Brockington, Xerox.

MR. SONEKAR: Rajesh Sonekar from Cognizant, MBE.

MR. CEGELSKI: Tony Cegelski, TC Enterprises.

MR. HTUT: Thank you all. We will now start reviewing RFP sections. I would like to ask you to hold all questions until all State representatives have made their presentation regarding this RFP and I have opened up the floor for questions.

So, general information about this RFP. On behalf of the Department of Human Resources and the Department of Juvenile Services, Department of Human Resources Division of Cost Allocation and Revenue Management intends to acquire contract (indiscernible) services for the purpose of providing rehabilitative claims submission and provider review services.

A successful operation shall use its own software to convert the Medicaid claims receipt from DHR and DJS into the health insurance (indiscernible) convert to a HIPAA compliant format for submission to Maryland Medicaid Management Information System, MMIS. The successful (indiscernible) shall develop and implement an online system for the submission of the rehabilitative services attendance data and provide Medicaid residential rehabilitation services program training on the use of the online claim submission process to DHR and provide us (indiscernible) and rehabilitative home services providers.

A successful operation will also work with DHR and DDS to assist and train providers on how to maintain records and the (break in audio 05:04 - 5:19) 2:00 p.m. Only one award is anticipated from this solicitation. The resulting contract shall be for a three year period beginning on or about the (bad audio 05:28 - 06:00). I will be the procurement officer and the sole point of contact for purpose of this RFP.

There were no questions received prior to this conference. Any questions and inquiries received subsequent to this pre-proposal conference should be submitted in a timely manner to the procurement offices. We will try to answer as many questions as possible once we have (indiscernible) as time allows. All questions and responses as well as any (bad audio 06:14 - 06:18) posted on the eMaryland Marketplace and the DHR website and distributed to all vendors who are known to have received their RFP.

The closing date and time for receipt of all proposal is Wednesday, June 5th by 2:00 p.m. I must receive an original and four copies of the technical proposal and financial proposal by this time and date in order for them to be considered.

If the proposal arrives after this date and time, they will not be accepted. So please do not wait until the last minute for submission of the proposal and make sure that your proposals are received on time.

All corporations doing business in Maryland are required by law to be registered with the State of Maryland Department of Assessment and Taxation, Comptroller’s Office as well as with the Department of Labor, Licensing and Regulation and must have a resident agent.

It is strongly recommended that you be registered by the due date for receipt of proposals. Failure to do so may result in any and otherwise successful proposal being deemed unacceptable. Offerors should also make certain that all tax and any other State obligations have been met.

You must also be registered on the eMaryland Marketplace in order to receive a contract award. Registration is free. eMaryland Marketplace registration is active for one year and must be active at the time of the contract award.

No MBE subcontracting goal has been established for this solicitation but MBEs are encouraged to respond to this solicitation.

And I’m now hand over to Rodney Spence for living wage presentation.

MR. SPENCE: Good morning, everyone, I’m Rodney Spence again. Okay. The Living Wage Law requires certain contractors and subcontractors to pay minimum wage rates to employees working under certain State services contracts.

Solicitation for services under a State contract valued at $100,000 or more may be subject to Title 18, State Finance, a Procurement Article, Annotated Code of Maryland.

Effective September 29, 2012, contractors and subcontractors subject to the Living Wage Law shall pay each covered employee at least $12.91 per hour. It’s day contract services valued at 50 percent or more of the total value of the contract are performed in the tier one area.

If State contract services valued at 50 percent or more of the total contract value are performed in a tier two area, an offeror shall pay each covered employee at least $9.70 per hour.

The Living Wage rates are subject to annual adjustment by DLLR. However, the contractor’s prices under the contract may not change because of any Living Wage adjustments. Offerors must factor this into their pricing proposal submissions.

A specific Living Wage rate is determined by whether a majority of services take place in a tier one or tier two area of the State. The tier one area includes Montgomery County, Prince George’s County, Howard County, Anne Arundel County, Baltimore County, and Baltimore City. The tier two area includes any county in the State not included in tier one.

If a business has operations in areas with two different wage tiers, the rate you pay is determined by the area where 50 percent or more of the total contract value is performed.

If the employees who perform the services are not located in either tier one or tier two, the living wage rate would be based upon where the majority of the recipients of the services are located.

This contract has been determined to be a tier one contract. Additional information regarding the State’s Living Wage requirement is contained in attachment “G”, entitled “Living Wage Requirements for Service Contracts and Affidavit of Agreement”.

The Affidavit of Agreement must be completed and submitted with the original copy of the technical proposal. Failure to complete and submit the Living Wage Affidavit of Agreement will result in the determination that the offeror is not responsible.

The Maryland Living Wage Law is administered by the Department of Labor, Licensing and Regulation. Additional living wage information pertaining to reporting obligations maybe found by going to the Maryland State Department of Labor, Licensing and Regulations’ DLLR website and clicking on labor, industry and then living wage.

When you signed in, you should have received a handout taken from DLLR’s website entitled Maryland’s Living Wage, frequently asked questions. This handout contains additional information about Maryland’s Living Wage Law as well. Thank you.

MR. HTUT: Okay. Now I would like to invite Adolphe Andou, program administrator of the HR Family Investment Administration Division to present hiring agreement information.

MR. ANDOU: Good morning, everyone. My name is Adolphe Andou, but feel free to call me A.J., it’s easier to remember and less likely to be butchered.

If you open the package that I gave you, it could be different colors. Inside the package you will see a slide of a Powerpoint presentation saying “Hiring Agreement”. The hiring agreement is an agreement entered to by the Department of Human Resources and a contractor doing business with the State under which DHR and the contractor agree to work cooperatively in an effort to identify and hire current and former family investment program recipients to include their children, foster youth and all the groups meaning non-custodial parents. And to fill job openings of the contractor as a result of the procurement contract. Okay. So a hiring agreement remains in effect for the duration of the contract.

The next page states it’s a law. These are the reference of the law. So if you have any questions you can actually look it up as well.

And the next page we discuss it will be what are the benefits to you guys. The assistance would be claiming tax credit for hiring and retaining candidates. The welfare to work that’s great for hiring (indiscernible) received can be as much as $8,500 for new hire. Thirty-five percent of qualified wages for the first year and 50 percent of qualified wages for the second year of employment. So there are some very good benefits for it.

So inside the package, if you look in the left hand side, the very first part, we talk about the solicitation clause. So by submitting a proposal in response to the solicitation, the bidder agrees to execute and comply with the enclosed DHR Hiring Agreement. And I put “attachment” because the contract actually is right behind it so you can actually take a look at it and review it.

The hiring agreement is to be executed by the successful bidder and delivered to the assigned procurement officer within ten days following receipt of Notice of Contract Award. Hiring agreement will become effective concurrently with the award of the contract.

Hiring agreement provides the contractor and DHR and contracting entity. We’ll work cooperatively to identify and hire qualified current and former family investment program recipient, their children, foster youth and child support obligators to fill job opening resulting from this procurement.

So now that you see the copy of the contract for your review. On the right hand side, these are information that I would be sending to you upon receipt of this contract.

This is a copy of the letter introducing our program and pretty much letting you know that we will be considered your first source of hiring if you have any job openings as a result of this procurement contract. And what it is, that we have three business days prior to you listing this opening to the general public or in-house, that you have three business days to allow DHR to look for qualified candidates that could fulfill that position.

The next is simply a copy of a job order form. I mean, this is pretty typical of what -- whenever you guys place jobs out in the -- to the public. What the job entails as far as, you know, the qualification, the hours, the salary, anticipation start date and contact person for that position.

The next form that you see will be a data flow sheet. That is for information purposes. That needs to be completed as far as if you interview candidates that we did refer to you. You will simply write the candidate, if the candidate did meet your criteria, whether you hired or did not hire. Just for us to know that you interview it and if you didn’t hire, the reason why. If you did hire and the anticipated start day.

The next sheet is the information about tax credit that you will receive. It is also online at the DLLR website. So these are further information as to the benefit that it is to you.

And lastly, the last page of this folder, pretty much gives you step by step details as to what the recruitment information is for the contractors, what needs to be completed if you have a job opening, and how to contact the office of the hiring agreement.

Thank you.

MR. HTUT: Thank you, A.J. Now we going to move to the Section Three specifications. We now invite Gregg Holland, Director of Cost Allocation and Revenue Management to present specification section of this RFP.

MR. HOLLAND: Good morning. Thank you, Aung. Again, my name is Gregg Holland. I just realized a few minutes ago that my name is turned this way. So, I guess I know who I am but I want you all to know who I am, too.

This opportunity will fall within my division and I’m joined here by April Avelton who is a program manager for this program. Then Patrick, over there, is from DJS. And it should be noted that these are two agencies, Department of Juvenile Services and Department of Human Resources. We joined together to produce this solicitation.

Currently, the Department of DHR and DJS, we, on behalf of the State, we work with providers who -- we have contracts with who place our children, to provide services to our children and we pay those providers.

Several years ago the Department decided to pursue federal reimbursement to receive partial reimbursement for the costs that they provide to pay for these children through the Medicaid program. So, we have a approved State plan that we are working under that allows the Department to, for approved Medicaid providers as well as children who are Medicaid eligible, the Department can receive reimbursement from the federal government.

And, in order to do that, we have to collect information from the providers on a monthly basis which is then submitted to a contractor electronically who then processes those claims and gets them prepared to be submitted to the State MMIS system.

Right now we have about 200 providers that we do this for and do this -- that are in this program. And the scope of this project, we’re looking for a new contractor to come in and help us to process these claims. So, each month -- and also what we’re looking to do is to develop -- right now we receive the information via Excel files. And what we’re looking to do now is develop -- have a contractor come in with the capability to develop a web based system so that these claims can then be processed directly from the provider online and thus do away with the Excel process. For DHR only.

For DJS the Excel process will continue. They’re not going to develop -- we’re not -- you’re going to be developing a web based system for DHR only. And the Excel process will continue for DJS.

You’ll have approximately 160 days to develop the web based system. In the process of you developing your web based system, we will continue the current process that’s in place for both agencies using the Excel files that we’re submitting.

So, you come in and you’ll be developing this web based system. In the meantime, so that the program continues on, you will process the claims via Excel files as it is today.

The contractor will be responsible for verifying that the claims that are going through the system are valid and correct. That’s an important piece of it. And each month the contractor will produce a remittance advice report for both agencies which will give us the results of the claims that are being, gone through the system.

We’re also asking that the providers, I’m sorry, that the contractor assist the DHR with provider reviews. That’s the provider review component of this, where we go out on site to the providers to insure that they are maintaining correct and proper documentation in accordance with federal and State regulations governing Medicaid.

In terms of the roles and responsibilities, Aung here has already explained his role; he’s the procurement officer on this project. I am the State project manager which means I’m responsible for the day-to-day operations of the program. We’ll interface with the contractor. We’ll approve -- review and approve invoices. Review and approve monitoring contracts, reporting and so forth.

Also, the contractor will have a mirror image of me on the other side. The contracts’ manager, who will be representing your companies in all the areas that we just talked about.

And, also, the contractor will have key personnel which will be assigned to this project to insure that there’s sufficient staff to carry out the responsibilities and the duties set forth in this solicitation.

In terms of just requirements, we’re looking for someone who has the capability and experience to convert and secure data for Medicaid claims and to HIPAA compliant format, and submit those claims to the State MMIS system using your own software.

We’re also, again, looking for a contractor to submit a proposal for the implementation of a web based electronic submission process with your response to the RFP.

In terms of the contractor requirements, I’m not going to go through each one of them, but, basically, we expect that you all will be available between 8:00 and 5:00 p.m. albeit business days. That you will provide sufficient staff to be able to do the job and will have clear roles with those staff. If there’s going to be some type of substitution then we need to know and have a 30 day advanced notice that there will be a change in staff.

As I said earlier, we would like the successful contractor to assist us in conducting provider reviews and we anticipate that each provider will be reviewed at least once annually unless we detect a problem which will cause corrective action and then we may have to revisit that provider.

Also, the contractor will -- and you’ll be doing that in partnership with our staff. We’ll go out and do this, these reviews. And we expect that after each review, the contractor will develop a report, a summary report, basically of what happened in the review. Were there any corrective actions identified and so forth. And then it will be submitted to our staff for review and approval.

In terms of the project management, basically we’re looking for an initial project schedule which would be provided seven days from the notice to proceed. And, basically, your project schedule will detail all the tasks and all of the resources that will be required from both the contractor and the state. And also have the ability to be a force to be able to track the tasks designed against implementation and performance.

And we would like you to use MS Project 2000 or a version compatible with that.

The State manager, project manager will review and approve the project schedule. The contractor shall update the project schedule on a weekly basis and t provide a copy of the updated schedule to the project manager.

Training plan. The contractor shall provide a plan for how the web based training will be rolled out to users of the system. The initial plan would be due 30 days from the notice to proceed. The final plan would be due 90 days from the go-live date of the web based system. And the training that you plan shall consist of a train the trainer session with the DHR staff included. And remember, I say DHR because the web based is only going to be DHR, not DJS.

There is a template that you can use on our do-it website there’s a -- in your solicitation there’s a site that you can go to to pull that template up. It will be helpful.

In terms of the communication plan, the contractor shall provide a plan to serve as a guideline for how we will work together. And that would be due seven days from receipt of the Notice to Proceed. And you see, basically, it should -- what the major issues that plan should address.

The contractor shall also provide a cost management plan withing seven days from the Notice to Proceed. And this plan defines how the contractor shall manage and contain costs in the project to the benefit of the State of Maryland.

In terms of the quality management plan, the contractor shall provide a quality management plan which is also due seven days from Notice to Proceed and that plan shall address project deliverable and review procedures, document repository and control and decision support and prioritization.

We have a Human Resource Management Plan and the contractor shall provide an initial Human Resource Management Plan with response to the RFP. And that plan shall name key contracted personnel and clearly describe all resource requirements, roles and responsibilities.

The contractor shall deliver to the State and project manager a final Human Resource Management Plan within seven days of Notice to Proceed.

The contractor will update -- review and update this plan when there is significant change in staffing.

Bi-weekly staff reports. The contractor shall submit a Microsoft document on the 15th and 30th day of each month during the project implementation that summarizes general things like meetings held, documents developed, risk review and any issues going on with the project. And also provide a budget overview to include contract value, amount billed, current balance. All information related to the finances of the project.

Help desk, support and assistant maintenance. The contractor shall submit a plan for post implementation service for help desk support and assistant maintenance. The contractor shall deliver to the State project manager the plan within 90 days of receipt of Notice to Proceed.

In terms of the functional requirements. We expect that you have your own software that contains all of the necessary procedure codes, edits and so forth that would assure that you could submit claims successful to the State MMIS system in the HIPAA compliant format.

Once you come on board, there are certain forms and agreements that you must sign with the Department of Health and Mental Hygiene which manages

the State MMIS system. You’ll need to go through that process and provide us with documentation that you successfully achieved that.

We talked about the creation of and implementation and hosting of a website that will allow online electronic submissions of Medicaid claims. You’ve got to provide ongoing hosting of the web based system that you design. And, we would require that you have a toll free number which can be accessed if there’s problems with the system.

You have to be able to receive secured Medicaid claims electronically from DHR and DJS and convert these into HIPAA compliant format.

And “G”. We expect that you would submit claims no less than one time a month to the MMIS system. Each month claims are -- we expect the contractor to produce the remittance advice report that -- well, comes from the MMIS system and then convey that report to the agencies -- DHR, DJS. And be clear on what the disposition on these claims are, whether they were paid, were they denied, et cetera.

You will be required to retain the contractor’s database -- excuse me, retain all data in your database pertaining to this project for five years from the termination of the contract. So, if somebody did the math, that’s 2016 and then five years from there. At the end of five years, the contractor shall return all the data to DHR and DJS respectively in agreed upon format using standard electronic media; CD, USB drive, et cetera. The contractor shall not retain any data, copies or information after returning the data to DHR and DJS.

In terms of the DJS process, you will match the DJS documentation of determination of need. And I don’t know, Patrick, if you want to take this -- talk a little bit about that piece of it.

MR. BENEFOR: There’s a guide at what we do is what we do is that all the case that we submit to the contractors, we make sure that they meet documentation of needs. Meaning that, you know, they have to go through the social worker to do their evaluations, that they meet the federal requirements for each of these case. And when we confirm and notify those kids then we put it into Excel and send to the contractors.

MR. HOLLAND: Thank you, Patrick. And now I’m going on to “K”. Again, we require a monthly report that fully details all denied and suspended claims as well as a list of any claims that have not been submitted for any reason or reasons. And also reason for denial of claims.

We expect that you would meet with DHR staff to discuss the provider enrollment and provider training procedures no more than once monthly or as directed by the State project manager. From these discussions, the contractor shall access current claims submission and process to insure that DHR is in compliance with federal regulations as they relate to participating providers.

And what that means is, we are processing these claims through the MRI system. We have to make sure that in the back-end that there’s documentation in the child’s records that the services are being provided in accordance with the federal and State regulations.

In terms of the security requirements for the electronic submission of claims, I’m sure you all are familiar with these kinds of processes, but we require user logon authentication with assigned user I.D. and secure password. It’s more explained in Section 3.5.2.4.

Support the web based users rights and roles. And, I’m not going to go through all of this but basically who has the right to do what in the system. What levels of access. What levels can providers change data. Who has the authorization to do these different levels of things.

And, in “C” it talks about this in terms of including permission management (indiscernible) to manage access with those specific records and data fields.

And we want to be able to record and track any transaction log. All web transactions that either add, change or delete claims at a minimum, the logs that track the transaction, date, time, user I.D., claim content, add and change or delete.

The contractor shall comply with all the following OTHS technical requirements. And here’s some things related to the equipment and so forth. Contractor owned equipment, computer equipment. The contractor shall not connect any of its own equipment to DHR’s LAN/WAN without prior written approval by DHR. And examples of this would be, you know, PCs, printers, routers, switches, servers and (indiscernible).

DHR shall provide equipment as necessary for support that entails connection to DHR’s LAN/WAN given prior written approval as necessary for connection of the contractor’s equipment.

The actual system will be hosted and held at your facility so some of this is just standard language. If you were here working on site then a lot of these things would apply.

And Ralph, you know, I’m getting into your area, so you can jump in if you have anything to add like broadwidth.

Then the State has specific IT security and policy standards. The contractor shall comply and adhere to all DoIT IT security and policy and standards. And these policies may be revised from time-to-time and the contractor shall comply with all revisions. You can review this online at doit.md.gov. It’s right there for you. Failure to comply with State security requirements on the part of the contractor or any of its designees will be regarded as a breach of contract and will be followed by termination by default.

The terms of our DHR network requirements. The offeror’s response to this RFP shall include a plan for accommodating DHR’s current network security features. Access to electronic information resources. Confidentiality of data and systems. Encryption. Auditing. Security incidents. And I have moved on to page 30, security at state sites. When you’re visiting -- okay.

I’ve been told and I think I’ve given the main points of what we’re looking for in this proposal. So, at this point, I will not go through every single detail. Thank you very much.

MR. HTUT: Thank you, Gregg. Okay. Before I proceed further, may I request the gentleman who last entered in the room.

MR. HUDSON: Yes. Hello.

MR. HTUT: Please introduce yourself and who you represent.

MR. HUDSON: My apologies for being late. I hit some traffic. My name is Greg Hudson. I’m with Databank. (indiscernible) Maryland.

MR. HTUT: Okay. Now, I would like to review on Section 4 about proposal preparation.

Your proposals should contain two separate volumes. A technical volume and then financial volume.

You should submit an original to (indiscernible) and four copies of each proposal volume.

Financial information should not be presented in any portion of the technical proposal.

Financial proposal shall be submitted in a separate sealed package that is clearly marked as the financial proposal.

Accompanying the technical proposal shall be a transmittal letter on company letterhead.

The letter shall contain the title of the solicitation, the offers, complete legal name as registered with the State Department of Assessments and Taxation, Federal Tax Identification or Social Security number, address, telephone number, fax number and email address.

If the offer is registered with EMM, eMaryland Marketplace, provide the EMM registration number also.

The letter shall be signed by an individual who is authorized to bind the firm to all statements, including services and prices contained in the proposal. Also acknowledge any addenda to the RFP (indiscernible).

And you should include one original each of the following forms in the original volume of the technical proposal.

Attachment B, bid proposal affidavit.

Attachment F, certification regarding lobbying.

Attachment G, affidavit of agreement Maryland living wage requirements.

Attachment I, certification regarding investment in Iran.

Now I'm going to move to the evaluation procedure.

An evaluation committee will be established by DHR to evaluate all responsive and responsible proposals that have been received by the closing deadline.

Technical proposal will be ranked according to the criteria listed in descending order of importance in Section 5.5 of this RFP.

That is the first priority will be understanding the problem, qualifications and proposed services.

Then, key professional references and other State of Maryland contracts, financial responsibility and stability, economic benefit to the State.

Any proposal found not to be reasonably susceptible of being selected for award or offerors determined to be not responsible will be dropped from further consideration in the awarding of the contract.

During the evaluation process, if necessary, the committee may request clarifications for any information in your proposals.

In addition, offerors who submit a proposal in response to this RFP may be required to make an oral presentation of the proposal to the evaluating committee possibly on short notice.

Then I'm going to move to financial evaluation.

The financial proposal should contain all cost information for all services required in this RFP. Those technical proposals found to be reasonably susceptible for award, the financial proposal will be distributed to the evaluation committee to determine the grand total three year contract dollar amount of each proposal in order to establish a financial ranking of the proposal from lowest to highest price.

Final evaluation and recommendation for award.

After the entire evaluation process has been completed, a recommendation for award will be made based upon which proposal represents the best value to the State considering both technical and financial evaluation factors.

In making the most advantageous offer determination, technical factors will be given the same weight as price factors.

Okay. Now, I'm going to open up the floor to questions. When asking questions, please state your name and the name of the company you are representing for the record each time you ask a question.

Any questions?

MR. GROSSMAN: Go ahead.

MS. BROCKINGTON: Are you sure? Go ahead. I’m sorry.

MR. GROSSMAN: Nathan Grossman from Public Consulting Group.

Who is the current vendor?

MR. HTUT: The incumbent is Xerox.

MS. BROCKINGTON: Donella Brockington from Xerox.

Is there a -- or can you share with us the reason why DJS is going to continue with the Excel (ph) process rather than using the Omron (ph) system?

UNIDENTIFIED MALE: You want to address that?

MR. ANDOU: It is basically based on the regulation and State plan that for DJS to submit or for our case to be eligible for Medicare rehabilitation program we have to (indiscernible) and make sure the case meets (indiscernible) regulation (indiscernible). And to do that, we have to go through a nurse, a doctor, a psychiatrist or psychologist to say, okay this child was (indiscernible). We can place -- recommend it to be placed in a treatment, foster care or a group home for a rehab program.

MS. BROCKINGTON: Okay.

MR. HOLLAND: So I think it's -- so are you saying it's the piece where it required the sign off?

MR. ANDOU: Sign off.

MR. HOLLAND: Which probably could not be done online. I'm not sure. But that's the difference between DHR and DJS.

MS. BROCKINGTON: Okay.

MR. HOLLAND: There's a sign off that has to happen prior to the claim being submitted.

MR. ANDOU: It's another stage that we have to go --

MS. BROCKINGTON: Right.

MR. ANDOU: -- before we can claim.

MS. BROCKINGTON: So, for example, if that sign off process could be accommodated electronically, would DJS be open to using the electronic submission process?

MR. ANDOU: Well, it's something that I have to discuss with the management to see if it's possible.

MS. BROCKINGTON: Okay. That's fair. Thank you.

MR. HOLLAND: But it's not part of this (indiscernible).

MS. BROCKINGTON: I understand. I understand. Thanks.

MR. HARADA: Jaison Harada, Sutherland Global Services.

The specifications call for the MTX 12 4010 transaction. There's going to be changes to the A-37 protocol P with the implementation of I-10.

Do the agencies have waivers that continue to submit on 4010 or will we be responsible for upgrading to 5010?

MR. HOLLAND: Well, I can say this, right now we have not been notified by DHMH who manages the MMI system -- where the claims go through -- of any changes that we need to be doing. If that occurs sometime during the process I'm sure, we would have to work that out. But right now I'm not aware of anything.

Are you aware of anything, Ralph, along those lines?

MR. ALDE: No.

MR. HTUT: Any question?

MR. CEGELSKI: Tony Cegelski, TC Enterprises. Just wondering if you could give me a little more, I guess, information about the provider reviews and the expectations of -- given that you have 200 providers, and you anticipate visiting each of those providers once per year and then also the area that it covers. Is that from Western Maryland to Eastern Shore or is it more centrally located where those providers are?

MS. AVELTON: They're pretty much all over the State.

MR. CEGELSKI: And so it's a site visit to --

MS. ABEL-TONGUE: Yes.

MR. CEGELSKI: -- each provider?

MS. ABEL-TONGUE: Uh-huh. And we have a little less than 200 right now, about 150.

MR. CEGELSKI: So that works out to, like, you know, a couple a week --

MS. ABEL-TONGUE: Yeah.

MR. CEGELSKI -- that you visit? Okay. And you would expect the vendor to go along with each of those visits?

MS. ABEL-TONGUE: Yes.

MR. CEGELSKI: Thank you.

MR. HTUT: Anymore questions?

MR. SONEKAR: Rajesh Sonekar from Cognizant Technology Solutions.

Are there any specific formas (ph) that we are looking at when we talk about (indiscernible). (indiscernible) and then move forward. And also on the formats other than 837 that we should be submitting with the (indiscernible)?

MR. HOLLAND: No. It's gotta be HIPAA compliant (indiscernible).

MR. SONEKAR: Wherever you have engineer, we should not look for any additional scope or anything other than this?

MR. HOLLAND: No. Just with the solicitation asked for.

MR. SONEKAR: And is there where we can get a file format from the providers as a sample just to see what they are submitting currently (indiscernible)?

MR. HOLLAND: I would have to get advice from our legal folks whether or not we can provide that. I'm not sure.

MS. JORDAN: The file format? Yeah. I mean, we'll take a look at it. It certainly won't include any identifiable information, but perhaps we can work with OTHS and give you the data element. Would that be helpful?

MR. SONEKAR: Yes.

MS. JORDAN: Is that something we can do, Ralph?

MR. ALDE: Yeah. Actually we would need the (indiscernible) office to final that.

MR. HOLLAND: I mean, we have the (indiscernible) on these people so we can work, you know, we can provide you the detail, in other words, I'm I'm not sure how you want to convey it to folks here, but --

MS. JORDAN: It will become part of the -- as part of the question and answer. We'll probably post it online. It may or may not become an amendment to the RFP but we'll make sure everybody gets a copy.

Also with respect to any form changes, I mean, right now what we have is the most current information. However, should the federal government or there be changes in the regulations or laws, certainly we'll have to comply, which means the contractor will have to comply.

And so once that information becomes available, certainly DHR will pass it along to the vendors. But right now we have the most current information that's available.

MR. SONEKAR: So with what Gregg was saying, so will that be taken as a change (indiscernible) to the program (indiscernible)?

MS. JORDAN: It would not be a change in the scope of work to the program, no. And the contractors would be expected to make any revisions to any forms that -- that are required, but that would not be considered a change order in the RFP. Because the scope isn't changed and it just may be a change in form or perhaps a minor process change. But for the most part, that would not be considered a change order.

MR. SONEKAR: One last question, are there any specific performance requirements from the (indiscernible) application?

MR. HOLLAND: Well, I mean, you -- we would have to -- the providers have to be able to go online and submit the claim information the electronic successfully. I mean, that's -- that's (indiscernible) biggest (indiscernible).

MR. SONEKAR: That's the basic, yeah (indiscernible).

MR. HOLLAND: Yeah.

MR. SONEKAR: Are there anything like okay you should be able to submit it in so and so minutes, seconds or (indiscernible) from the (indiscernible) should be answered in the stipulated time. So those (indiscernible).

MR. HOLLAND: Yeah. There's a schedule from when the (indiscernible) must submit the information and there's a schedule for when the claims have to be submitted to the MMIS system and you will be provided with that information.

MR. SONEKAR: (Indiscernible) is that (indiscernible) maybe from our site on the webpage maybe on the (indiscernible). Is the contractor required to answer in a certain (indiscernible) or anything (indiscernible)?

MR. HOLLAND: Yeah.

MS. JORDAN: If you look at the RFP there are service level agreements in Section 3.5.2.8 and also the deliverables within those -- certain deliverables they are certain specifications and time frames (indiscernible).

MR. HTUT: Anymore questions?

MR. HARADA: Jaison Harada at Sutherland Global. On page 40, (indiscernible)overview of procedures (indiscernible) you talk about provide an assessment of current provider enrollment. Is this for credentialing purposes with Medicaid and is the selected vendor to ensure that each provider is credentialed on a regular basis? Are we to maintain that database or will these providers be providing us their credentials (indiscernible). We just need to (indiscernible)?

MR. HOLLAND: Which --

MR. PRADO: Oh, sorry, item 3.7.2.17.

MR. HOLLAND: Basicallyp what we're asking in this one is just to help us ensure that we already have a process where we go out routinely and review these providers. So we're asking for another set of hands to help us go out and review the documentation, that is the physical files -- what is being kept in those files, how was it being kept in the files. Is it being kept according to regulations and timeliness, assessments and so forth that must be done on a scheduled basis. We're looking to see that all those things are being done in accordance with the regulations. That's what that is.

MR. HARADA: Just a follow up to that. So these practitioners are contracted practitioners, they're not employees of the State or are they employees of the State?

MR. HOLLAND: No. These are private or -- I don't know, non-profit, whatever outside of DHR and DJS who we go to to have contracts with to provide services for our children that are in our care and custody.

MR. HARADA: Okay.

MR. HOLLAND: That we place with them.

MR. HARADA: (indiscernible).

MR. CEGELSKI: Follow up question on that, I guess my preceeding question. Tony Cegelski, TC Enterprises.

The -- I guess the -- what you're looking for as far as the contractor going out looking at what's required in these folders -- will DHR, DJS provide what those requirements are, or are we expected to know that?

MR. HOLLAND: We have a process and a protocol that we use, but certainly some knowledge of Medicaid and Medicaid regulations would be helpful to you.

MR. CEGELSKI: But you already have -- I guess a certain, you know, criteria that's expected to be in there that we would just follow that list to verify?

MS. ABEL-TONGUE: Yeah, and also some case review skills also, reviewing cases and yes, we will have the documentation that you need.

MR. CEGELSKI: Okay. Thank you.

MR. HTUT: Anymore questions?

MR. GROSSMAN: Nathan Grossman, PCG.

On page 21 it refers to the vendor being responsible for verifying the accuracy of the data input into the system. I'm wondering what the expectation there is how we would be held accountable for provider or your group homes, those providers that the information that they provide. Related to that, possibly you would provide us with data extracts out of your case management system or Medicaid eligibility data that we could use to verify demographic and service referral data, for instance?

MR. HOLLAND: Okay. Where in page 21 exactly are you?

MR. GROSSMAN: Sure. I wrote the page number down. I can go to it. The last paragraph, the contractor shall be responsible for verifying the accuracy of the information provided to DJS and to DHR, which I interpret to mean into our system to you, via us.

MS. ABEL-TONGUE: I don't see your question. I mean, I don't see the -- you said the last paragraph.

MR. GROSSMAN: Twenty-one.

MS. ABEL-TONGUE: Uh-huh. The contractor shall send the RA results --

MR. GROSSMAN: In the middle —

MS. JORDAN: On 21.

MS. ABEL-TONGUE: Oh, okay.

MS. JORDAN: At the bottom.

MR. GROSSMAN: Yeah, I don't know if your page numbering is different. It's under --

MR. HOLLAND: I see it.

MR. GROSSMAN: -- 3.3, scope of project.

MS. ABEL-TONGUE: Third paragraph under scope of the project. Okay.

MR. GROSSMAN: So I guess in two parts, do you give us any other data that we can use to verify accuracy of information provided and then otherwise, you know, what are your expectations for us doing this verification?

MR. HOLLAND: Well, one level is to make sure that -- in other words, if we submit to you data on a particular claim that your system is picking that data up correctly. Okay. That's -- that's one key piece in terms of making sure that -- in other words, if we send you just as a general example, seven things and your system only processes three things, that's a problem. I mean, that's where we say you're responsible for making sure that you're verifying the information that's coming in.

If we sent you seven things, your system should pick up seven things and process it from there. Now, from that it may be -- you may identify problems or issues and you may have to kick some things back, go back and ask questions and get additional information to make sure it's right. But to your point about getting extracts from our case management system and things like that. I'm not sure -- we don't do that -- we don't do that now and we hold the contractor accountable for the information that goes into the system. But I would just leave it at that.

MR. GROSSMAN: Okay.

MR. SONEKAR: Rajesh Sonekar from Cognizant again, there is mention of various reports, there's trending reports. And are we looking at any (indiscernible) the only attributes or is there any way we could get the previous samples or anything for those reports also? I mean, (indiscernible) the data, but at least --

MR. HOLLAND: Well, can you point to where you are -- where you are referring to?

MR. SONEKAR: Yeah. I'm just looking at the deliverables. If you look at the deliverables on page 40.

MR. HOLLAND: Page 40?

MR. SONEKAR: Yeah, 40, 41. So there is (indiscernible) summary (indiscernible) analysis, 41 -- page 41 also.

MR. HOLLAND: Well, I would think that an experienced firm would know what we're referring to in these particular things. These are some -- these are almost standard reports that come out of the MMIS system and then from there your system can -- should be able to produce certain reports that we may request or just reports that you think it's important for us as the client to have from your system that shows certain things.

MR. SONEKAR: So we should base on whatever MMIS guidelines are for these reports, we should base our (indiscernible) on it?

MR. HOLLAND: Yeah, I would say, yeah.

MS. JORDAN: And just to follow up (indiscernible) is there's some guidance in there for the information to be contained in a report. If DHR wants a report with specific elements, they'll specifically say so in the report and how they want it, either in Word or Excel format. Beyond that, then you have the discretion to format a report so long as it contains the information that's requested.

And just one other point of clarification .73 to 7.2 on that 11. Where I think you just misspoke about the final training plan. It's actually due (indiscernible) plus (indiscernible) date. It's not the go live date. The final training plan will be due before the go live date and I think you just misspoke. But the --

MR. HOLLAND: Okay.

MS. JORDAN: -- RFP is correct.

MR. HOLLAND: Okay.

MS. JORDAN: So please be sure to go by the information and dates contained in the RFP.

MR. HOLLAND: Thank you.

MR. GROSSMAN: I think this is my last question. On page 27 under security requirements for electronic submission of claims it refers to the ability to add, edit, delete and review claims and under -- oh geez, B.2.D it even refers to claims that may be approved still being able to delete those. Is it -- if a claim is approved, it may have already been submitted for payment, so would a deletion; is the expectation that would lead to void or replace (indiscernible)?

MR. HOLLAND: Okay. So you're referring to B.2.D?

MR. GROSSMAN: Yeah.

MS. JORDAN: Oh, I'm just reading it to myself.

MR. HOLLAND: Okay. So I think what this is referring to is the provider’s ability to edit or somehow change a claim once it's been submitted to the system and then on -- going on to being approved and paid. So that's where we talk about certain rights to be able to go in and manipulate data -- I don't want to use the word manipulate -- but edit data as far as, you know, if a claim should be deleted or changed or -- in some other way changed from its original submission.

MR. GROSSMAN: Yeah.

MR. HOLLAND: So there will be levels of who will have access and control to do that.

MR. GROSSMAN: Yeah, but it's a key distinction if those changes can happen after it's gone to the MMIS.

MR. ALDE: I think it's implied that they shouldn't -- the intention was they shouldn't be able to change it once it's submitted.

MR. GROSSMAN: Okay. That's what I would assume, but it's not clear.

MR. HTUT: Any more questions? Anymore questions?

UNIDENTIFIED SPEAKER: I'm sorry. It's an easy one. You, I think didn't really give a date for when questions are due, written questions. And I'm assuming or should I ask, all of the questions that were asked today, you want in writing so that you can respond in writing?

MR. HTUT: Yes. So that is in between we have some holidays and then --

MS. JORDAN: No. These questions -- we have a transcriptionist there. She's recording your questions and your responses and probably as soon as we can look through it and take that -- get that information, it will be posted and everybody will be notified. So, no you don't have to submit your questions in writing.

UNIDENTIFIED SPEAKER: Okay. But if we have additional questions.

MS. JORDAN: Yes, you can and we will try to answer -- do the research and answer and post those.

UNIDENTIFIED SPEAKER: Okay. But you didn't give a specific date. You're just saying timely I think I've noted and I just want to clarify.

MR. HTUT: Right. Because you know that we -- closing date is what --

UNIDENTIFIED SPEAKER: Is in two weeks.

MR. HTUT: -- June 5th, so it's really a short limit of time. So we can -- we are not -- if you cannot give us the questions in time, we cannot answer, because we have to publish this questions also in eMaryland Marketplace (indiscernible) other people.

UNIDENTIFIED SPEAKER: I understand.

MR. HTUT: -- other people.

MS. JORDAN: Any substantive questions, we will try to answer. The sooner you submit your questions, the sooner we can do the research and try to answer. But at some point, they, you know, we will have to stop, but there is no cutoff.

UNIDENTIFIED SPEAKER: Okay. Thank you.

MR. HTUT: Anymore questions? Once. Anymore questions? Second time. Anymore questions?

Okay. (indiscernible) Copy of -- as Jackie just now told, a copy of the transcript for this conference, a list of attendees, questions and responses as well as any amendments, if any, to the RFP will be posted on both emaryland marketplace and the DHR website as soon as possible.

So I would like to remind you all again the closing date and time for receipt of all proposal is Wednesday, June 5th, 2013, 2:00 p.m. and would like to request you again not to wait until last minute to submit your proposal.

Thank you all for attending and (indiscernible) doing business with the City of Maryland. This will conclude conference and you all have a great day. Thank you.

UNIDENTIFIED SPEAKER: Thank you.

(End of Audio)