Q&A Document   **Date: 7/5/2023**

Subject: Questions & Answers, RFP#_23RFP8859

In accordance with the subject Request for Proposal (RFP), the following are answers to questions which have been submitted prior to 5PM, on June 23, 2023. These questions are for informational purposes only; they do not alter the requirements specified within the RFP. Any changes to the RFP will be accomplished by the Office of Procurement Management through an addendum.

*The State's response will be in red font following the Vendor's question.

1. What is the budget for the solution?
   The budget shall be decided upon receipt of the RFP Proposals.

2. We assume you do not need the system to provide the data entry for a prior authorization for billing Private Insurance or Medicaid, is that right?
   System does not need to bill Private Insurance or Medicaid. System must, however, have ability to distribute, collect and store parental consent forms. The system must also have a data point to acknowledge the form has been collected.

3. Does each service delivery correspond to only 1 CPT Code, not multiple?
   Service delivery could correspond to more than 1 CPT code. SD procedure codes can be found on the Medicaid Code and Rate Chart located here https://doe.sd.gov/birthto3/servcoord.aspx

4. 2.2.2 Customizable as required by the State. Could the State remove or modify this requirement since it gives the State too much power and add unknown risks and liabilities to the vendor?
   As stated in the Purpose for Proposal, the state is seeking a configurable Software as a Service solution that will configure, maintain, and operate to meet all the requirements of the RFP to support the South Dakota Individuals with Disabilities Education Act (IDEA) Part C / Birth to Three program. The system must accommodate customization to meet state specific policies and procedures. Proposals should explain what customization is available to state. See question #13

5. 2.5.5.1 The system shall allow for individual provider training records to be uploaded into personnel files. What is your retention policy for provider records?
   (Sarah)

6. 2.17.2 Document Management - What is your retention policy for early intervention records?
Information on retention policy can be found on the state Bureau of Administration Records Retention Site, Department of Education, Birth to Three policies. https://boa.sd.gov/central-services/docs/Education_Revised_2022.pdf

7. 2.5.8 System will note any changes to providers demographics will be updated wherever said provider is listed. Could you please elaborate on this requirement? We are unsure of the request.
A direct service provider may be employed by more than one entity. System must have capability to identify the individual provider and if update made to that providers information, system would replicate the providers updated information to any other entity they may be employed with.

8. 2.28.3 The System will integrate Real time chat box capacity for user support during to be determined hours. Based on our experience with our other clients, email support is more appropriate because (1) some of the issues will take more time and cannot be resolved in real-time, (2) we are proposing a tier-2 support model where the State will handle the tier-1 support which is mostly related to the State's early intervention policy, and (3) there are very fewer issues with our system which is software-as-a-service solution. Most of our clients only have 2 to 3 issues per week for us to handle. Will the State accept a tier-2 support model and replace the real-time chat box with email support?
(Discuss with Team and Michelle/BIT) State would accept this with assurance of availability and response time to users.
State would consider alternative technical assistance models. Demonstrate these functions in proposal.

9. 2.26. The State has a robust data system. This new Part C system must have interoperability between the new Part C system and other system(s) for efficient data integration. Systems include the DOE State Longitudinal Data System (SLDS), Learning Management System (LMS) and the state's student management system (Infinite Campus).
    The Learning Management System
    (1) Is this child level data or provider level data?
    (2) Does the interface need to be bidirectional?
    The learning management system will house provider level data. The LMS is not bidirectional.

10. 2.24.2 Prolonged Assistance Service Hours. Is this report for compensatory services or extended services for children after the age of three?
The Prolonged Assistance Service Hours report is neither compensatory nor extended services. Instead, it captures all planned services, including frequency and intensity, for children identified as prolonged assistance during a specific date range.

11. 2.18.28.4 Interim IFSP numbers - How are Interim IFSPs used in South Dakota? Are these special consideration IFSPs for babies in the hospital?
Interim IFSP capture those infants and toddlers who have not yet had eligibility determined but need services immediately i.e. infants in NICU, feeding difficulties, etc.

12. 2.7.10.9 Eligibility must include if child is found in need of prolonged assistance.
    (1) How is it determined a child is in need of prolonged assistance?
    (2) How do you currently document if a child is in need of prolonged assistance in your current system? A child in need of prolonged services, are these services provided by contracted early intervention providers?
1) All school districts are contracted as Part C providers and perform eligibility evaluations for children within their district boundaries.
ARSD 24:05:24.01:15. Prolonged assistance defined. Children from birth through two may be identified as being in need of prolonged assistance if, through a multidisciplinary evaluation, they score two standard deviations or more below the mean in two or more of the following areas: cognitive development, physical development including vision and hearing, communication development, social or emotional development, and adaptive development.

   2) The existing data system captures the child's evaluations scores, and the child record data point (Y/N) indicates if prolonged assistance. Services for a child found in need of prolonged assistance are provided by the child's resident school district, that is a contracted provider with the State.

13. 2.28.6 The Consultant must be able to support the ever changing and evolving Part C program requirements from but not limited to the Office of Special Education Programs (OSEP), Individuals with Disabilities Education Act (IDEA), and Medicaid regarding indicator's, data collections, reporting requirements, Medicaid rates, and other requirements that are always subject to change.

2.28.6.1 Given the nature of these requirements, the Consultant must be able to adapt these updates in the system as a regular update with no additional charge or change order required.

Could the State remove or modify this requirement since it gives the State too much power and add unknown risks and liabilities to the vendor?

The State holds firm any federally initiated language for IDEA Part C programs, that would result in changes to data collection and/or reporting would be a regular update with no additional charge.

14. 2.15.3.13 Payment source – private insurance, Medicaid, Part C, Prolonged Assistance
    (1)   Please share additional details about the South Dakota's Payer Source of Prolonged Assistance.
    (2)   How is this payer source different from Medicaid, Private Insurance and Part C?
    (3)   Is this payer source for a specific age group or demographic?

    Children in need of prolonged assistance are Part C children, with services provided by the child's resident school district. Reimbursement for these services could be from multiple sources. i.e. district, Medicaid, etc.

15. Exhibits - We want to confirm that Exhibit F and Exhibit D are not required to submit with our proposal.
    Correct, they do not need to be submitted with the proposal.

16. 2.2.7 The system shall have the ability to allow different levels of access by:
    2.2.7.4 Referring agencies,
    (1)   Can you share additional details regarding referring agencies?
    (2)   Please provide examples of referring agencies.
    (3)   What information do these users need to have access to the system? Do they just need data on referrals they have made to SD B2T, but not information that contains PII/PHI?

    1) Referring agencies are those who wish to refer a child suspected of developmental delay to a service coordination region.
    2) Example of referring agency could be a physician, nurse, WIC office, day care provider, etc. It could also be an individual such as a parent, grandparent, or other family member.
    3)Referring entities would not need access to information in the system, rather they need to be able to communicate to the regional service coordinator to provide information for service coordinator to follow-up on. Referring entity will need to provide PII to the regional service coordinator.

17. 2.5.4.12 Sublevel Provider Information

(1) Please elaborate on sublevel providers. Are these assistant providers such as Physical Therapist Assistant or Occupational Therapy assistants?

The program contracts with entities to provide services. Some entities employ multiple providers; these would be referred to as "sub-providers" and would include any variety of disciplines. For example a contracted provider may be a local hospital, in turn the sub providers are the employees who provide the direct services.

18. 2.5.4.12.5 Sublevel Provider information Tier (Drop down T1, T2, T3, T4)
    (1) Could you please explain Tier (drop down T1, T2, T3, T4).?
    (2) Does this relate to billing rates?
    (3) Does this relate to only specific types of users?
    (4) For example, are sublevel tiers used only for OT and PT?

    1) Tiers are used for all providers to acknowledge met mandatory training requirements. The state manages and assigns Tier levels.
    2) Tiers do not relate to billing rates.
    3) All direct service providers are assigned a Tier which may change as training requirements are met.
    4) A tier level is assigned to each provider.

19. 2.5.7 System will allow for sublevel service providers to be listed under multiple provider agencies.
    (1) Could you please elaborate on sublevel service provider listed under multiple provider agencies.
    (2) Is this referring to OTA, PTA and if they work for different agencies?
    (3) If yes, do they use their own NPI number for billing? Or do they use the NPI number for the supervising Provider?

    1) The program contracts with entities to provide services. Some entities employ multiple providers; these would be referred to as "sub-providers" and would include any variety of disciplines. For example a contracted provider may be a local hospital, in turn the sub providers are the employees who provide direct services.
    2) This refers to any provider employed by a contracted entity.
    3) Some may have their own NPI number, some may use their supervisor depending on their discipline i.e. assistants (PTA etc.)

20. 2.5.8 System will note any changes to providers demographics will be updated wherever said provider is listed. We are unsure of the meaning of this requirement. Could you please explain the request?

    See question 7. A direct service provider may be employed by more than one entity who contracts with the program. System must have mechanism (i.e. unique identifier) to identify each individual provider and in turn if update is made to individual provider under one

contracted entity it will replicate the update under any other entity listed with.

21. 2.4.6 The system will send invitations via email to non-team members.
    2.4.7 The system will accept attendance replies of meeting invitations. The system can facilitate sending email invitations to non-team members only if it does not contain any Personally Identifiable Information (PII) and Protected Health Information (PHI) and it may not be able to accept attendance replies to the meeting invitations automatically. The system can provide the ability for users to enter/process attendance replies. Will this work for the State?
    The State would be open to alternative options of how to handle these communications. Option details must be provided in proposal.

22. 2.10.2.22 Family electronic signature
    2.12.17 The system will support an auditable electronic signature from a parent / guardian or a signature proxy on selected documents.   We propose that parents acknowledge and type their name as the e-signature if they are using the parent portal. Will this be acceptable?
    The State would be open to alternative options of how to handle these communications. Option details must be provided in proposal.

23. 2.25.12 The system will support the creation of customizable letters, on State letterhead, supporting electronic signatures for authorized state staff, multiple recipients, cc field, and, where appliable, pull standardized data from system to populate tables in letters (e.g., local determination letters with APR indicator data, noncompliance data and results data) Our understanding is that the State's requirement here is that the system needs to populate data for the letter, but the electronic signatures will occur outside of the system. Please confirm. If our understanding is incorrect or incomplete, please explain in detail the requirement.
    The system will support the state's ability to customize communication to recipients' information related to noncompliance. Signatures for these communications would be state staff members.
    The state is open to alternative options of obtaining necessary signatures. Option details must be provided in proposal.

24. 2.7.4.3 Forms capable of obtaining an electronic signature that are a legally binding signature. We propose that parents acknowledge and type their name as the e-signature if they are using the parent portal. Will this be acceptable?
    The State would be open to alternative options of how to handle these communications. Option details must be provided in proposal.

25. 2.12.3 The system will support contracted service providers electronic communication via email or text with regional program staff and with parents/guardians (copies of messages to parents will also be available to parents via the parent portal). Email or text communication is not secure if it contains Personally Identifiable Information (PII) and Protected Health Information (PHI). We recommend that the system allows the providers to communicate with parent via Parent Portal instead of email/text. Will this be acceptable?
The State would be open to alternative options of how to handle these communications. Option details must be provided in proposal.

26. 2.13.6 The system will support encrypted email communication between regional service coordinators, providers, school district, State 619 program monthly, notifying of children who will be turning three within 110 days. Such emails may contain Personal Identifiable Information (PII) with a statement regarding the use of such information The system cannot guarantee all the email communications are encrypted since the users have a variety of email accounts (Gmail, Yahoo email, etc.)
Secure communication can be handled with alerts/messages within the system. Will this be acceptable?
The State would be open to alternative options of how to handle these communications. Option details must be provided in proposal.

27. 2.14.12 The State utilizes a family engagement evidence-based model. System shall allow providers to upload State approved documentation for each home visit to support each service time identified. Please explain why the providers have to upload State approved documentation for each home visit to support each service time identified.
The documentation is proof of service occurring and is documentation used for fiscal and quality monitoring.

28. 2.15.10 The system must accommodate electronic exchange of information between providers and the State to carry out financial activities related to health care. If a provider is billing toprivate insurance, the system will prevent them from being able to bill for services until an Explanation of Benefits (EOB) is uploaded or entered into the system.

2.15.10.1 With this feature, the system must be able to recognize bills insurance or not. This feature should be editable by the State staff   The system can prevent providers from billing early intervention program before billing private insurance if family allows the providers to bill private insurance.

If a provider uploads a file, the system does not know whether it is an EOB or not, thus cannot prevent the provider from billing the early intervention program.

Our other clients allow the providers to send EOB to the State office, the State office determines whether the balance will be billed to State. Will this process work for the State?

The State's desire it to have a system of billing that is efficient and automated within the data system. The state would be open to exploring options that support this. Proposals should include detailed explanation of proposed option.

29. 2.15.24.2 Monthly billing report must use state accounting expense codes and provider state identifier, disaggregated by provider. Please provide the list of the State accounting expense codes and explain in detail how to use the State accounting expense codes.
The State's desire it to have a system of billing that is efficient and automated within the data system. The state would be open to exploring options that support this. Proposals should include detailed explanation of proposed option.

30. 2.16.13 All Data must include conversion and migration of legacy data from current system (DE25 SPED system) into the future selected system. Without the detailed data structure and data quality of your legacy system, we cannot guarantee the conversion and migration of legacy data. Can we propose an analysis of the feasibility of data conversion before any data migration?
(Team – BIT) State perhaps would consider analysis of feasibility – current IFSP
Yes, the Consultant can propose an analysis of the feasibly of data conversion.

31. 2.17.5 The system will support the creation of letters, letter sending as attachments electronically, and storage of created letters (local program determination letters, findings of noncompliance letters, letters to families from providers) Any letters that contain Personally Identifiable Information (PII) and Protected Health Information (PHI) cannot be sent in email as attachments. We suggest that these letters be stored within the system so users can access them within the system. Will this be acceptable?

The State would be open to alternative options of how to handle these communications. Option details must be provided in proposal.

32. 2.26. Systems include the DOE State Longitudinal Data System (SLDS), Learning Management System (LMS) and the state's student management system (Infinite Campus)Please explain the purpose, requirements, and detail of interfaces with SLDS, LMS and Infinite Campus.
    The requirements and details of the interface will need to be negotiated upon award.

33. 2.28 System Help
2.32 Technical Support   If we propose to offer tier-2 support. Will this be acceptable to the State?
    The State would be willing to consider tiered based support; provide detailed explanation in proposal of the system proposed.

34. 2.30.2 Conduct a weekly status meeting with State project team and produce and submit to a written weekly progress report .We suggest having weekly meetings/demos and progress will be discussed during the weekly meetings/demos instead of submitting a weekly progress report since we propose a COTS/SaaS solution. Will this be acceptable?
    *How is this handled for other systems. Want to ensure written documentation of some sort that is updated
    The State would need written documentation that denotes progress on project. This can be one overall document that is updated during the weekly meetings/demos to denote status/progress.

35. 2.31.2.4 Written documentation delineating administrator/staff roles associated with the application is developed to guide the transfer of knowledge about the application to new Part C/619 state staff, IT staff, and vendors. If we propose a COTS/SaaS solution and provide training along with a user guide and training material, then no knowledge transfer to State's IT staff is needed since the system design is proprietary information. We assume that written documentation is not applicable. Please confirm.
    The Consultant shall need to provide documentation on the admin/staff rolls, regardless of transfer of knowledge or not.

36. 2.37.2 State standard hardware and software should be utilized unless there is a reason not to. If we propose a COTS/SaaS solution that is hosted with Amazon AWS, we believe that this requirement of "State

standard hardware and software should be utilized" is not applicable. Please confirm.
This is not applicable as this system should be cloud hosted/supported by the Consultant

37. 2.37.8 If BIT determines that the application must be shut down on the production system, for any reason, the Consultant will, unless approved otherwise by BIT, diagnosis the problem on and make all fixes on the test system. If we propose a COTS/SaaS solution that is hosted with Amazon AWS, BIT will not support the production system. We believe this requirement on 2.37.8 is not applicable. Please confirm.
The State confirms 2.37.8 is not applicable.

38. 2.37.10 The cost of any scans done by the Consultant or the Consultant's costs associated with the State's scans must be part of the Consultant's bid. If the Consultant is sending a security scan report, it should price the product both as if the State was to do the security scan or if the Consultant was to do the security scan. We assume that the State will pay the cost if the State performs the scan and the vendor will pay the cost if the vendor will performs the scan and submit its report to the State. Is that right? Please confirm.
If the State performs the scan there is no cost to the Consultant for the actual scan.

39. 2.37.16 The successful Consultant will use the approved BIT processes and procedures when planning its project, including BIT's change management process. Work with the respective agency's BIT Point of Contact on this form. The Change Management form is viewable only to BIT employees. The purpose of this form is to alert key stake holders (such as: Operations, Systems Support staff, Desktop Support staff, administrators, Help Desk personnel, client representatives, and others) of changes that will be occurring within state resources and systems to schedule the:
2.37.16.1 Movement of individual source code from test to production for production systems
If we propose a COTS/SaaS solution that is hosted with Amazon AWS and the source code of our software is proprietary, we believe this requirement on 2.37.16 and 2.37.16.1 is not applicable. Please confirm.
It may be applicable for any code changes.

40. 2.37.21 Regression testing
2.37.22 Integration testing

2.37.23 Functional testing

2.37.24 Performance testing

2.37.25 Load testing If a COTS/SaaS solution is proposed, these tests are our internal processes and we do not have to submit them to the State. Please confirm.

The Consultant does not necessarily have to submit the test to the State, but shall need to work with that State to make sure the system is functioning as needed.

41. 3.3.5 Financial Statements. The Consultant must submit a copy of their most recent audited financial statements. We do not have an audited most recent financial statements. It will take many months to have it audited. Will the unaudited financial statements be acceptable?

If audited financial statements are not available, the State shall accept financial statements.

42. EXHIBIT A – STANDARD CONTRACT TERMS AND CONDITIONS

14. The Consultant hereby acknowledges and agrees that all reports, plans, specifications, technical data, miscellaneous drawings, software system programs and documentation, procedures, or files, operating instructions and procedures, source code(s) and documentation, including those necessary to upgrade and maintain any software program, and all information contained therein provided to the State by the Consultant in connection with its performance of services under this Agreement shall belong to and is the property of the State and will not be used in any way by the Consultant without the written consent of the State. Papers, reports, forms, software programs, source code(s) and other material which are a part of the work under this Agreement will not be copyrighted without written approval of the State.   If we propose a COTS/SaaS solution, can #14 should be replaced with the following?

a) It is understood and agreed that all of the software, including source codes, utilized by Vendor pursuant to this contract, is now and shall remain the exclusive property of the Vendor.

b) The State shall have ownership of all the data produced by Vendor pursuant to this contract and may use it for any purpose, provided that all confidential data or information received by the State shall be subject to the confidentiality provisions of this contract.

This shall be negotiated upon award.

43. 2.2.1 The system will be a statewide system for collection, validation, analysis, reporting and reimbursement of data on children served by South Dakota IDEA Part C Birth to Three program. Please clarify what is meant by "reimbursement of data"
The system will also collect data from which the State will issue reimbursement.

44. 2.3.10 The system will support local and State administrators' ability to view and search applicable transaction logs. Please clarify what is meant by transaction logs?
Transaction logs refer to when a user in the system accesses, views, manipulates, or alters in anyway information and/or data within the system for accountability purposes. This also includes a record of communications.

45. 2.3.11 The system must have the capability to link the unique identifiers to the State's established data management systems. Please clarify what is meant by unique identifiers? Is this enrollment numbers?
SIMS would be the state student ID. Unique identifier.

46. 2.3.15 The system will support local and designated State staff, and State system administrators' ability to view and search applicable transaction logs as defined by designated roles in the system. Please clarify what is meant by transaction logs?
See answer to #44.

47. 2.3.16 The system will support all authorized users' ability to read transaction logs of their data transactions and the transactions of others on children in their case load. Please clarify what is meant by transaction logs?
See answer to #44.

48. 2.4.18 The system will generate and proactively notify users of possible data quality issues at the child-item level upon logging into the system. Upon failure to address within a predetermined period, the system will notify the service coordinator then after an additional period it will auto notify the State. Please clarify what is meant by "possible data quality issues"
Possible data quality issues refer to but are not limited to potential spelling or grammatical errors, incorrect formats, etc. If issue is not resolved within determined timeline, state staff will be notified of issue.

49. 2.5.4.8 Active contract (y/n radio button)
Does this refer to enrollment or Service Coordinator?
This refers to active contract of direct service provider entity.

50. 2.5.4.9 Contract approval date (mm/dd/yyyy)
Does this refer to enrollment or Service Coordinator?
This refers to active contract of direct service provider entity.

51. 2.5.4.10 Contract renewal date (mm/dd/yyyy)
Does this refer to enrollment or Service Coordinator?
This refers to active contract of direct service provider entity.

52. 2.5.5 Quality Assurance Module: This module contains records of professional coaching and training, monitoring findings, child outcomes and results of billing audits accessible to each provider through the system, but not linked to child records that shall be developed.
Does this refer to enrollment or Service Coordinator?
This refers to service coordinators and/or direct service providers.

53. 2.5.5.1 The system shall allow for individual provider training records to be uploaded into personnel files
Does this require an API, or will this be managed by Certification user(s)?
The system will need to accommodate training records from the state Learning Management System, as well as individual uploading of information into a specific service coordinator and/or provider personnel record.

54. 2.6.16 The system will assign a unique ID upon referral and shall remain with the child regardless of program status.
What about re-enrollment, does that apply and if so would child need an update enrollment number?
Child would remain with the same ID if re-entering the program.

55. 2.11.1.3 Produce an alert message when attempts are made to enroll a child in a service that is not on the current IFSP.
Please clarify what is meant by Alerts?
An Alert means a notification or pop-up message on the screen to notify user something is incorrect, not timely etc. This could be done upon logging into system.

56. 2.11.1.7 Allow for a search mechanism in order to assist service coordinators in locating appropriate providers.
Could you expand on what this will include?
The search would include demographic information (i.e. discipline, location, service area etc.) and allow ability to filter information in order to search for most desirable match.

57. 2.12.11 The system will maintain record-level information about closer records to satisfy and complete all required reports and comply with program requirements, applicable agency governance policies and state archive rules. Could you expand upon what are "closer" records?
Should read "closed"

58. 2.12.13 The system will support the State administrator's ability to set the frequency of family outcomes survey administration, the open and close dates of the survey and the modification of the content to the survey on an annual basis (as needed). Could you expand upon what is involved with family outcomes survey administration?
System must be able to accommodate functions necessary to distribute state identified tool, collect data from tool, analyze and report out as identified under IDEA Part C Indicator C4 requirements.
https://ectacenter.org/eco/pages/familyoutcomes.asp

59. 2.16.4 Authorized users must be able to move and sort the files in the system. Could you clarify what does sorting of "files" mean?
(Steve – Sarah Data Management section) Dependent upon how system functions, authorized user must be able to move and or manipulate folders and/or subfolders.
Data files must have flexibility for authorized uses to format and sort to meet various reporting necessities.

60. 2.16.5 The system must be able to create multiple folders within each child record. Please clarify what is meant by creating multiple "Folders".
Authorized user must have capability to group individual child's multiple documents into an organized system for ease of access.

61. 2.16.12 Describe in detail how changes to data can be restricted to authorized users. What is meant by changes to Data? Could you expand?

62. 2.17.1 The system will interface with the State's Longitudinal Data System on a daily basis for data warehouse purposes, using modern technology (see 2.26.1). Other system integrations may be needed in the future. Does this require API's? If yes, how many external sources and interfaces are needed? What format? Does the format vary? API's may be required, the details of the interface to the State's Longitudinal Data System shall have to be determined upon awarding the contract.

63. 2.21.1 Alert assigned service coordinators that the 45-calendar day timeline deadline is approaching (TBD by the State)
Could you expand upon your expectations for "Alerts"?
See question #55. An Alert means a notification or pop-up message on the screen to notify user something is incorrect, not timely etc. This could be done upon logging into system. Timely would be determined by the State.

64. 2.21.2 Alert IFSP team members to transition timelines (6-9 months prior to the third birthday).
Could you expand upon your expectations for "Alerts"?
See question #55. An Alert means a notification or pop-up message on the screen to notify user something is incorrect, not timely etc. This could be done upon logging into system. Timely would be determined by the State.

65. 2.21.3 Alert service coordinators that services have not been received by a child for a pre-determined amount of time as established by State staff.
Could you expand upon your expectations for "Alerts"?
See question #55. An Alert means a notification or pop-up message on the screen to notify user something is incorrect, not timely etc. This could be done upon logging into system. Timely would be determined by the State.

66. 2.21.4 Alert appropriate IFSP team members to IFSP pending meetings (initial, six month, annual, transition, exit, etc.).
Could you expand upon your expectations for "Alerts"?
 See question #55. An Alert means a notification or pop-up message on the screen to notify user something is incorrect, not timely etc. This

could be done upon logging into system. Timely would be determined by the State.

67. 2.21.5 Alert providers that provider availability has not been updated within 30 calendar days.
     What are expectations for "Alerts", system doesn't have secure email
     Provider would be notified when their availability has not been updated within 30 calendar days. State would be open to options of how providers would be notified. State would be open to alternative options of how to handle these communications.

68. The State has a robust data system. This new Part C system must have interoperability between the new Part C system and other system(s) for efficient data integration. Systems include the DOE State Longitudinal Data System (SLDS), Learning Management System (LMS) and the state's student management system (Infinite Campus). Please confirm what API's are needed.
     API's may be required, the details of the interface to the State's Longitudinal Data System shall have to be determined upon awarding the contract.

69. 2.26.1 The Consultant must describe how the system can adapt to business necessary interfaces using widely adopted open APIs and standards. Additionally, the State expects that the Consultant will make available/expose software services and publish documentation for those software services that would enable third party developers to interface other business applications. A detailed description of system capability shall be included in the proposal. Please confirm what API's are needed.
     The Consultant needs to document the API's their system.

70. 2.26.2 Consultant will provide an interface that will allow for manual editing and confirmation of the links between all systems.
     Please confirm what API's are needed.
     The Consultant needs to document the API's their system. The details of the interface will have to be worked out upon award.

71. 2.26.8 The system provides a method for service coordinators and providers to view all alerts and tasks needed for their entire caseload. Could you expand upon your expectations for "Alerts"?
     See question #55. An Alert means a notification or pop-up message on the screen to notify user something is incorrect, not timely etc. This could be done upon logging into system.

72. Could you elaborate the insurance/Medicaid process you are expecting in your desired system?
Will there be an interface with any insurance providers or Medicaid?
The system will not interface with insurance providers or Medicaid at this time.

73. Could You provide more details on any Migration/Data conversion numbers from your legacy systems?
Source systems/DB to be migrated. (ex. 2 DBs)
Amount of Data to be migrated (ex. 40 TB)
Number of Documents/Record to be migrated (ex. 800k files)
Number of document types to be migrated (ex. 200k insurance forms, 600k claims, etc.)

Source systems/DB to be migrated. (ex. 2 DBs) 1DB
Amount of Data to be migrated (ex. 40 TB) 5.5GB
Number of Documents/Record to be migrated (ex. 800k files) Do not believe that files are uploaded to the system
Number of document types to be migrated (ex. 200k insurance forms, 600k claims, etc.) No document types.

74. Can you provide the number of licensed users by role? For example, case workers, administrators, supervisors/managers, provider users, external users/citizens, other users, etc.
The system must be able to accommodate various user roles. The state is not able to give exact numbers by role. Approximate numbers based on current system:
State team – 5-10; Service Coordinators 25 (6 of which are supervisors); Direct service providers 450+; billing representatives 200. Parent currently do not have access to our system, with the parent portal they would need access. We estimate approximately 4000 parents / year.

75. Will there be an external users of the system? If so, how many per month/year?
All other users would be given login credentials (i.e providers, service coordinators, parents).

76. What is the budget range for this project?
The budget shall be decided upon receipt of the RFP Proposals.

77. Has the budget for this project been allocated/approved?
The budget shall be decided upon receipt of the RFP Proposals.

78. Has the State seen any demos/talked to vendors prior to releasing the RFP, if so which vendors and technologies?
The State did review other data systems as well as receive demos prior to release of the RFP.

79. What is the desired go-live date for this system?
All components necessary for gathering data to report to the federal State Performance Plan / Annual Performance report must be live by 7/1/2024. Information related to the SPP/APR can be here:
https://ectacenter.org/partc/partcapr.asp
https://sites.ed.gov/idea/files/2023_Part-C_SPP-APR_Measurement_Table.pdf

80. Is there an incumbent system/vendor? If so, provide detail around incumbent.
This is Bureau of Information and Telecommunications (BIT) developed system, so the State is the incumbent for the legacy system.

81. Can the State provide a short 1–2-week extension to the due date for proposals, to allow for more thoughtful and complete responses to the RFP?
No extension for proposals will be granted.

82. Can offshore resources be used for development of the solution, if production and non-production environments that contain PII/PHI and other confidential information remain in the US and are not accessed by offshore resources?
No, off shore development is not allowed.

83. Can the State provide more detail around your desired implementation timeline?
The State understands there could be portions of the system that are functioning at various times. However, it is critical system containing data necessary for reporting the federal State Systemic Improvement Plan/Annual Performance Report, which includes fiscal component be live by 7/1/2024. Other portions of the system may come on board at a later date, but the full system must be fully functioning by 12/1/2024.

84. Does the State wish to own the software licenses during the contract period or prefer that the solution be delivered as a Managed Service by the vendor, if the software licenses can be transferred to the State at the end of the Contract period?
The State would be purchasing access to the application/software during the contract period.

85. Page 20, 2.16.13: How many years of data are included in the legacy system? Would the State consider only migrating the most recent 5 years of data? Generally, older data has more data quality and consistency issues that the State would need to resolve before migration.
    We required 3 years past the child's 3rd birthday, so would we need to go 5 years?

86. Page 35: Would the State consider accepting proposals only submitted electronically, preferably by email or otherwise mailed on physical media (thumb-drive, etc.)?
    Please follow the instructions in the RFP to submit a proposal.

87. Page 35: The RFP requests "…information for any project that has been terminated, expired or not renewed in the past three years." Since our firm has conducted 100s of projects in the past 3 years, please confirm that this requirement also only applies to "jobs of a similar nature."
    Yes, it applies to jobs of a similar nature.

88. Page 36: Please clarify what information bidders should include in their response to allow the State to evaluation its "Ability and proven history in handling special project constraints," including in what proposal section this information should appear?
    This can be proven in the examples of similar work.