



**THE HSC HEALTH CARE SYSTEM**

**Health Services for Children  
with Special Needs, Inc.  
(HSCSN/NET)**

**REQUEST FOR PROPOSAL – QUESTIONS AND ANSWERS  
INTEGRATED MANAGED CARE SYSTEM (IMCS)  
INFRASTRUCTURE IMPROVEMENT SERVICES (IIS)  
PROJECT**

**RFP# HSCSN-0001**

**Contact:**

HSCSN contact  
Gene Greer, Chief Information Officer  
GGreer@hospsc.org  
Fax: 202-466-8514  
Phone: 202-467-2737

**Sealed Proposals**

MAIL or HAND DELIVERY ONLY  
Due Date: 2:00 PM Eastern Standard Time (EST), December 8, 2011



Table of Contents

1	QUESTIONS RELATED TO THE REQUEST FOR PROPOSALS (RFP).....	1
1.1	Scope of Work (SOW) .....	1
1.2	Terms and Conditions (T&Cs) .....	2



## 1 QUESTIONS RELATED TO THE REQUEST FOR PROPOSALS (RFP)

### 1.1 Scope of Work (SOW)

**Question:** Where can Health Services for Children with Special Needs (HSCSN) sizing information be found?

**Answer:** HSCSN serves about 5000 members and averages about 10,000 claims per month. The HSCSN Annual Report (<http://www.hscfoundation.org/Publications>) provides additional information. HSCSN intends to expand to other jurisdictions with multiple product lines.

**Question:** What is the HSCSN desired go-live date?

**Answer:** See the procurement timetable in the Terms and Conditions (T&Cs) document located in Section 1.2.1.

**Question:** What are the motivation and goals of project/scope (e.g., HSCSN's need?)

**Answer:** See Section 1.1 and 1.2 in the SOW.

**Question:** Is Section 3 a series or requirement "statements" for recipients to be aware of OR are they actual questions? If they are questions, are we supposed to answer them within Section 3 or reference certain explanations in our Section 4 response?

**Answer:** Offerors are expected to respond to each requirement listed throughout the SOW or T&Cs. To assist Offerors with tracking the requirements, HSCSN developed the RFP Requirements Response Template, which lists system requirements, proposal package requirements and Contractor requirements, which must be met by the selected Offeror.

**Question:** Regarding SOW 3.1.3 (Requirements Response Template, Row 10, Requirement 5), are we to assume that this answer refers to the languages that certain middleware and web applications are written in (e.g., Net)? OR is this in reference to multi-lingual capabilities for languages outside of English?

**Answer:** Section 3.1.3 of the SOW refers to the languages in which middleware and web applications are written.



## 1.2 Terms and Conditions (T&Cs)

**Question:** Are any of the T&Cs flexible or negotiable?

**Answer:** Yes, HSCSN is willing to be as flexible as possible. Offerors should note in their responses if they are requesting an exception to a T&C and offer an alternative solution. HSCSN will have sole authority to approve the exception request or to reject the request. In case of rejection, HSCSN may modify the T&C or require compliance with the T&C as stated.

**Question:** Is the budget approved for this project?

**Answer:** Yes, also see T&Cs 3.4.2.4 related to Availability of Funds.

**Question:** What Software as a Service (SaaS) or license is desired?

**Answer:** Offerors are responsible for obtaining appropriate SaaS licenses and should provide the cost of SaaS as part of the solution. See T&Cs Section 3.8.5 for more information on licenses.

**Question:** Regarding T&Cs 1.7, is one letter covering all requirements acceptable?

**Answer:** Yes, One letter covering all requirements is acceptable.

**Question:** T&Cs 2.9.5 says HSCSN may use past performance of an Offeror to determine whether the Offeror is “responsible.” Documentation that is current within the last three years should support the past performance. This written documentation provided by the Offeror must be on file with HSCSN Chief Information Officer at the time of the Proposal Opening. Documentation may be in the form of a written or an electronic report, an Offeror Performance Report, a signed and dated memo, or any other appropriate authenticated notation of past performance.

**Answer:** HSCSN will conduct reference checks but Offerors can provide up front verification of their responsibility directly to HSCSN prior to the opening of proposals. Consideration of the proposal will not be hindered if the verification is not provided prior to the proposal opening date.

**Question:** Regarding T&Cs 2.12, would a Non-Disclosure Agreement suffice for this requirement?

**Answer:** No, the Offeror must identify the protected information as requested.



This Page Intentionally Left Blank.