

**Department of Health and Hospitals
Responses to Proposer Questions
RFP #305PUR-DHHRFP-CFOEARLY-OCDD**

Question Number	Page	Section	Language	Question	Response
1	8	Schedule of Events		Can we extend the due date of the proposal submission?	The Department will adhere to the Schedule of Events as posted.
2	8	Schedule of Events		Could we have an opportunity to ask questions and have answers posted ASAP up until a certain date.	The Schedule of Events gives the deadline for Receipt of Written Questions.
3		General		Is a performance bond necessary for this contract? If so, what is the amount?	Retainage is an alternative to a performance bond. The following revised language will be posted as an addendum to the RFP: “Section IV. Contractual Information Item C: Retainage-As an alternative to a performance bond, the Department, at the request of the contractor and acceptance by the Department, may secure a retainage of 10% from all billings under the contract as surety for performance. On successful completion of contract deliverables, the retainage amount may be released on an annual basis.”
4	10	a	The contractor shall utilize, update, revise, and modify the software to meet regulatory changes required by applicable federal and state laws and comply with HIPAA requirements.	Is the transition to HIPAA 5010 within scope of this contract?	The proposer should include costs for HIPAA 5010 changes in its proposal.
5	10	a	The contractor shall utilize, update, revise, and modify the software to meet regulatory changes required by applicable federal and state laws and comply with HIPAA requirements.	Is the transition to ICD-10 within scope of this contract?	The proposer should include costs for ICD-10 changes in its proposal.

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6	10	b	Online general supervision/monitoring requirements that includes data collecting, analysis and reporting on the OSEP indicators including child and family outcomes	Online general supervision, OSEP indicators, child and family outcomes almost mandate the entire system to be online system. Is an online system required?	The online system will be necessary to collect data from which the OSEP indicator data will continue to be extracted. For example, currently collected data items include child outcome performance data, 45 day timeline from referral to IFSP, and % of children served in natural environments.
7	10	c	In addition, authorizations for service coordination will be submitted to the Medicaid fiscal intermediary to authorize claims payment for service coordination reimbursed by Medicaid	Will Medicaid meet the Federal requirement to be HIPAA 5010 compliant by 1/1/2012?	See question #4 above.
8	11	d, ¶ 8	The contractor shall reimburse DHH for payment of any Part C early intervention service and/or any audit exception for which the provider was not entitled to such payment	Will the State add the following text: "The contractor shall reimburse DHH for payment of any Part C early intervention service and/or any audit exception for which the provider was not entitled to such payment and the vendor is found at fault. "	The CFO contractor is responsible to ensure payments are ONLY made to providers for services actually rendered to eligible children. The State will not revise this item.
9	11	d	Claims Processing and Payment...	The last paragraph of this section addresses "billing agent" services. Does the phrase "The contractor will offer the services of <i>billing agent</i>" allow for use of a third party vendor (i.e. Gateway) to fulfill this requirement?	Yes
10	12	e	Family Cost Participation. . .	Does the state have policies in place at this time related to the	The state has policies in place which are not currently being implemented. The state is prepared to consider implementation of

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				use of a system of payments as defined in Federal Regulation? If not, what is the timeline the state is considering for completion of those policies?	Family Cost Participation as specified in section e.
11	12	eiv	Medicaid Fund Recovery	Is this section requiring the CFO to track all Medicaid claims submitted by providers for EI services and the disposition of those claims? If we don't submit the claims to Medicaid, how do we reconcile and resolve the denials?	The intention is for the CFO to submit data files on a DHH-determined schedule to the Medicaid Fiscal Intermediary to establish Medicaid eligibility for each enrolled child. The eligibility data is then used to verify that claims are paid to providers from the correct funding source. Reconciliation of claims refers to the process by which a provider was reimbursed for a service paid for through the CFO then verification of Medicaid eligibility was determined by the data exchange and the earlier payment will be recouped from the provider.
12	13	e	will conduct ongoing private insurance recovery and submit commercial insurance recovery reports to the OCDD	Will the EarlySteps Program be the billing provider for private insurance claims?	The Contractor will submit and process all insurance claims authorized by families.
13	13	e	Private insurance recovery. .	Will the EarlySteps Program be the rendering provider for private insurance claims?	Due to the large number of individually-enrolled providers in EarlySteps, the program will likely become the rendering provider for services. Details for development of this process will be undertaken during the first year of the contract.
14	13	e	Private insurance recovery. .	Will the EarlySteps Program be the pay-to provider for private insurance claims?	Due to the large number of individually-enrolled providers in EarlySteps, the program will likely become the pay-to provider for services. Details for development of this process will be undertaken during the first year of the contract.
15	13	e	Private insurance recovery. .	The designation of the billing, rendering and pay-to provider - whether they are the practitioners, agencies, SPOEs or the State - represent significant cost differences. If these designations are unknown, how should vendors	The Contractor will function in the role of the submitting and pay-to entity until otherwise notified. Details for development of this process will be undertaken during the first year of the contract.

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				cost and approach these factors equally for comparison purposes?	
16	13	e	Private insurance recovery. .	Will any funds recovered be sent to the provider, the agency, the SPOE, the State or the CFO? Will all funds recovered be processed by the same entity?	Details for development of this process will be undertaken during the first year of the contract, it is anticipated that the funds will come to the state. It is intended that the contractor will process all fund recovery, excluding Medicaid funds which are billed directly by and paid to providers.
17	13	e	The contractor will account for all private third party submissions, receipts and follow up on pending claims submitted on a monthly basis. The contractor will be responsible for re-submission of all denied claims.	Depending on State legislation (if any) that private insurance carriers require significant amounts of "supporting documentation". Will the vendor be responsible for gathering and submitting any supporting documentation requested by the insurance carriers?	The supporting documentation will be information required from the IFSP and provider. The contractor will obtain the required supporting documentation prior to claims submission.
18	13	e	Beginning in the 2nd year of the contract, or later as determined by OCDD, contractor will process monthly cost participation fund recovery efforts	Will private insurance receipts offset Family Cost Participation?	The current policy (not currently implemented) states "families may choose to use private insurance for payment of early intervention services for insurance-covered services, however, families will be assessed the participation fee for early intervention services according to the Cost Participation Schedule and will be credited for insurance-covered services. Private insurance may be accessed to reimburse for services for which fees are charged with parent permission." Details for development of this process will be undertaken during the first year of the contract.
19	13	e	Beginning in the 2nd year of the contract, or later as determined by OCDD, contractor will process monthly cost participation fund recovery efforts	Will the CFO be required to support parents calling about private insurance transactions and payments through the Help Desk?	The contractor will be responsible for parent support for any activities for which the CFO is responsible.
20	14	f	The provider will prepare billings to other funding	Could you identify or give examples of the types of	The RFP language states that "the contractor will prepare billings to the <i>various funding sources</i> "—as currently identified in the RFP these

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			sources...	funding sources?	include Part C funds, Medicaid (when acting as billing agent), private insurance, family cost participation, and any other sources which may be identified by DHH. If additional sources are identified, the contractor will prepare interfaces according to DHH/OCDD requirements.
21	15	3c	Operations and data shall be fully restored within twenty-four (24) hours of an emergency event that may cause disruption in service	24 hours requires a hot failover site along with duplication of hardware with the production environment. Will the State accept a 96 hour restoration period?	The RFP gives the DHH/OCDD requirement. It also states on page 16: "However, additional working days may be approved if deemed necessary by OCDD."
22	17	i	The contractor shall develop surveys for OCDD approval for family and provider satisfaction. The contractor shall survey families and enrolled providers prior to December 31st each year. The contractor shall analyze the results and provide aggregate data to OCDD on family and provider satisfaction	Shall the vendor be responsible for all costs to develop, print, mail and process the survey?	The contractor will be responsible for customer satisfaction surveys regarding services provided by the contractor. EarlySteps will be responsible for the development and processing of additional surveys as needed. Costs for printing and mailing surveys will be the responsibility of the contractor
23	17	i	Surveys. . .	Does "analyze the data" require anything other than present the aggregate results? Analyzing data might represent significant work involving statisticians and other academic professionals. Please clarify.	The term "analyze the data" is defined as presenting the aggregate results.
24	17	i	Surveys. . .	Are these surveys addressing family and provider satisfaction with the EarlySteps program, with the CFO function as it relates to families and	The surveys are related to family and provider satisfaction with the CFO function.

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				providers, or both?	
25	17	4a	Help Desk. . .	Is this an expansion of the current Help Desk functions? Will provider enrollment and billing issues continue to be handled through the state designated Provider Liaison position employed by EarlySteps and the state employed Area Coordinators?	The CFO RFP is defining what OCDD/EarlySteps is expecting of the contract awarded through the RFP, not necessarily what is currently being provided. The Provider Liaison position will remain in EarlySteps.
26	18	b	b.)The contractor will bear all costs incurred, including training sites.....(b.i) EarlySteps will supply the room and computer terminals	These two descriptions are confusing? Will the vendor be responsible for costs for training sites, computers and rooms or will the State supply those inputs?	The state will supply those inputs.
27	18	b-i	two training sessions for all ten (10) SPOEs and OCDD staff in the first year	Does this represent 20 training events or 10 training events held twice in one day?	This represents 20 training events.
28	18	b-i	two training sessions for all ten (10) SPOEs and OCDD staff in the first year	Must the vendor cost this training in years 2 and 3 of the contract?	Yes
29	31	c-i	Location of Active Office with Full Time Personnel, include all office locations (address) with full time personnel.	May the vendor submit the full time locations with personnel that will be involved in the execution of this contract only? For some vendors - the existing requirement may represent hundreds of locations.	The proposer may submit the full time locations with personnel that will be involved in the execution of this contract only.
30				Where is the existing system hosted? If a new system is proposed, does OCDD intend for the contractor to host the system?	The system is hosted at http://laeikids.com . The Contractor shall host the system through this contract.

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				Regarding the current system, please clarify what components/functionality is web-based and what is not.	The current EIDS utilizes a hosted client-server application for all components except the online payment system which is web-based.
31				<p>Does the incumbent's contract include transition provisions? If so, please provide details (activities, length of time of transition, etc.). If not, please clarify how a transition will occur.</p> <p>The RFP indicates a contractor can utilize the existing software.</p> <p>What functionality does the existing software currently include, and what functionality will need to be added to meet the RFP requirements?</p>	<p>Yes. The language in the current contract states, "The State will notify Covansys not less than 60 days prior to the expiration of the contract if it requires Covansys' assistance to transition the services described herein to another vendor. Covansys will negotiate a transition plan with the State and will provide those services at the currently agreed upon "development rate." Upon expiration or termination of the contract, Covansys will deliver full system documentation and records within 30 days upon written request of the State. Covansys will negotiate a plan with DHH/OCDD to transition services to its successor to perform turnover activities</p> <p>The existing software includes all current system requirements and those needed to meet the RFP requirements. The processes/functions for family cost and insurance billing are not currently in place.</p>
32	6	I.B.2		The RFP indicates a contractor can utilize the existing software or propose a compatible system. If a contractor proposes to utilize the existing software, will the vendor need to provide the infrastructure for the software?	Page 9, Item B.1.a addresses this question.
33	6	I.B.2		Existing software: Who licenses it? Who pays for the license?	Page 9, Item B.1.a addresses this question.
34	9	II.A.6		The RFP indicates that	Attachment VI provides the Hardware Architectural Design currently in place. The current system is a client-server software using an

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				information on components of the existing system can be found in the RFP library at the listed URL. However, "Central Finance Office RFP Library" contains no information about the current system. Please provide detailed information on the existing system (architecture, development platform, database, functionality, etc.).	Access-based database. Section E. Technical Requirements provides the State's process expectations and technical requirements. The components include: provider enrollment and maintenance, service authorizations, claims processing and payment and fund recovery. The SPOE-distributed database software is designed to collect the required information and transmit the information to a central database.
35	9	II.A.6		What is the current hardware configuration?	See Attachment VI
36	9	II.A.6		What is the current software configuration?	See Attachment VI
37	9	II.A.6		Who pays license fees?	See question #33
38	9	II.A.6		Who pays maintenance fees?	See question #33
39	10	II.B.1.a		How many desktop PC's in the region?	Approximately 2 per region.
40	10	II.B.1.a		Who owns the PCs?	The SPOE contract agencies purchase the desktop PC's
41	10	II.B.1.a		Who is responsible for ensuring PCs are configured correctly?	The SPOE contract agency must purchase PCs which meet the hardware and software configuration outlined in the RFP. The contractor supports the SPOE's regarding installation and operation of software.
42	10	II.B.1.a		How often are there regulatory changes?	Two to Three regulatory changes per year.
43	10	II.B.1.b		What are the OCDD policies and procedures?	EarlySteps has practice requirements which are required. These may be found at http://www.earlysteps.dhh.louisiana.gov at the EarlySteps Resources link.
44	11	II.B.1.d	The RFP states "Providers will be required to utilize the electronic provider claims system."	Are providers currently required to use this system, or is this a requirement that will be implemented in the	Providers are currently required to use the electronic provider claims system to submit claims.

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				future?	
45	11	II.B.1.d	The RFP states "Contractor will key paper claims submitted by parents. . ."	How many paper claims are received annually?	Approximately 200 per year.
46	11	II.B.1.d	The RFP states "Contractor will key paper claims submitted by parents. . ."	Please explain what types of claims parents (rather than providers) would submit.	Parents submit claims for travel reimbursement if they must travel to a service provider for services for their child.
47	12	II.B.1.e	The RFP states "Contractor will be responsible for costs associated with data submission" to Medicaid."	Please clarify what costs are associated with data submission.	The data exchange for eligibility verification between the contractor and the Medicaid Fiscal Intermediary has a minimum charge of \$50.00 for files with 500 or less subscriber requests and \$0.15 per subscriber request over 500 th request applied to the file. Item II.B.1.e.ii provides the average monthly charge from FY 2009.
48	13	II.B.1.e	Private Insurance	How does OCDD intend to implement this?	See questions #12-17 above
49	13	II.B.1.e	Family Cost	Does the current system include functionality for family cost functions, or will it need to be modified to accommodate this new function?	The current system would need to be modified to accommodate this function.
50	13	II.B.1.e	Family Cost	How many families are thought to be affected by family cost (so we can estimate printing/mailing of invoices)? What is the estimated number of mailings required for authorization for services to families via electronic vs. direct mailing?	This process would require development, but it is anticipated that approximately 3000 families per year would be involved. Currently all enrolled families receive monthly direct mailings.
51	14	II.B.1.f	The RFP references interfacing with other systems.	Does the current system already interface with those systems, or are these new interfaces to be established?	See question #20 above
52	14	II.B.1.f		What other systems will we need to interface?	See question #20 above

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53	14	II.B.1.g		Are the required reports established within the existing system, or are some/any of these new reports that the contractor will need to develop?	There are standard reports established in the existing system. A list of standard reports is included in the RFP library. Additional reports will be developed as needed by the state.
54	15	II.B.3.a		Do user manuals exist for the current system? Are they up to date? Will they be made available to a new contractor?	There are user manuals for the current system. The manuals and updates would be made available to a potential new contractor as part of the transition.
55	16	II.B.3.d		Are the standard reports established within the existing system, or are some/any of these new reports that the contractor will need to develop?	See question #53 above.
56	16	II.B.3.d		Approximately how many new reports does OCDD anticipate requesting during a year period?	Five to Ten per year.
57	16	II.B.3.d		What are the standard reports?	The list of standard reports is included in the RFP library at http://www.earlysteps.dhh.louisiana.gov .
58	17	II.B.4.a		Please provide historical data on the average number of calls received by the current help desk (per month/year).	Approximately 85-90 calls/email per month.
59	17	II.B.4.a		Is the help desk to be open every day of the week, including holidays?	The help desk will be available Monday-Friday, business days.
60	17	II.B.4.a		What help desk software is currently being used?	Magic Total Service Desk by Help Desk Software
61	17	II.B.4.a		Should a new contractor be selected, does the incumbent's contract account for transition of open tickets to a new	The transition plan will include handling of any open tickets.

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				contractor? If not, how will this be handled?	
62	18	II.B.4.b		What other training costs should be considered?	The contractor may include anticipated training costs in its budget. The items which would incur costs to the contractor are specified in this section.
63	18	II.B.5.a-c		Is this for major enhancements to the system?	Section 5 Design Phase addresses the implementation of the project by the contractor as well as any time major enhancements would be developed.
64	19	II.B.6.a-b		Is this for major enhancements to the system?	Section 6 Testing Phase addresses the implementation of the project by the contractor as well as any time major enhancements would be developed.
65	19	II.B.5.c		Do DDD and DTS exist for the current system? If yes, will they be made available to the new contractor?	Yes Yes
66	19	II.B.6.d		Does the existing system include a test system, or would the contractor need to develop a test system?	The contractor would develop a test system.
67	20	II.C.1.m	The RFP states that the contractor must install, test, and have a fully functional Early Intervention System within 30 working days of contract award.	Please verify if this requirement only applies if the contractor is proposing to use a new system rather than operating the current system.	The contractor will propose timelines which meet the RFP requirements and specify their ability to provide functionality using current versus new systems according to their intention.
68	21	II.E.1	Communication Software	What does this include?	This includes software necessary to communicate the data from the SPOE to the CFO.
69	21	II.E.1		Is the infrastructure in need of an upgrade? Who is responsible for costs associated with the upgrade? Does it include hardware? At the SPOE?	The current infrastructure meets the CFO requirements. If a proposer intends to recommend an upgrade, the costs are to be included in the cost proposal. The contractor is responsible for the hardware according to page 10, Section B.1.a. SPOE agencies are responsible for providing their own hardware; see page 9 Section A.5. Current SPOE hardware meets the technical requirements specified in the RFP.

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70	30	III.L and III.M		How/where should the item-by-item response to the RFP requested in item L.1 be incorporated into the proposal outline described in item M?	Proposers should utilize the requested outline given in III.M. and include the content for each section given in III.N, item by item. Most proposers utilize an outline-type format.
71	30	III.L		What specific information should be included in the contractor's response to each bullet item?	Section III.N provides the content that should be included.
72	30	III.L and III.N		How/Where should the response to item N 1 through 3 be incorporated into the proposal outline described in item M?	Proposers should include sufficient content addressed in items N1-3 within the outline items such that the reviewer clearly understands a proposer's intent.
73	30	III.M		Please verify that the cost and pricing analysis should be submitted separately from the technical proposal.	Yes. The cost and pricing analysis is a separate section from the other listed outline sections.
74	Cost			Should the cost for family fee and private insurance billing be included in year 2?	As specified on page 13, Section B.1.e.
75	9	II-A, 6	Part C/EarlySteps Overview	If the vendor has the web-based early intervention software that will meet the needs of Louisiana's EarlySteps in a superior manner, can that software be used?	As stated on page 9, Section B.1.a—"may propose a system which could accommodate EIDS through an alternate application or one which would accommodate EIDS data conversion to a web-based application."
76	9	II-B	Deliverables	How many FTE's are employed by the vendor currently supporting these requirements for Louisiana? What are their functions? How many FTE's from the State office are supporting these	Approximately 2.5 FTE-3FTE Project Director oversees similar projects across all vendor's states which utilize the current vendor for the same services and includes functions of QA and training; Account Liaison who is EarlySteps contact for all activities; Operations functions including provider enrollment, help desk; Technical support and other administrative

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				functions?	oversight (legal, financial, etc). None of these represent a full FTE Approximately 1 FTE from the State office supports these functions.
77	10	II-B, b,1,ii	System Set Up/Conversion and Maintenance	Please explain the current process of provider authorizations in Louisiana.	The process is detailed on page 10, Section B.1.c. Authorizations of Services.
78	11	II-B,1,d	Claims Processing and Payment	Do providers bill Medicaid directly prior to billing EarlySteps? Does Medicaid pay them directly through the vendor, but not through the State?	Providers enroll with Medicaid and bill and are paid for services directly by the Medicaid fiscal intermediary. The contractor performs an eligibility verification function with the Medicaid fiscal intermediary to confirm that EIDS is not paying for services for Medicaid-eligible children. If incorrect billing by a provider is identified, the payment is recouped from the provider's account from future payments.
79	11	II-B,1,d	Claims Processing and Payment	Can the provider then bill Early Steps the balance between the Medicaid payment and the EarlySteps reimbursement rate, or do they accept the Medicaid payment as payment in full?	The provider accepts the Medicaid payment as payment in full.
80	11	II-B,1,d	Claims Processing and Payment	With automated Medicaid billing and web-based service log entry, would EarlySteps wish to consider using a "pay and chase" model where providers are paid by EarlySteps and EarlySteps collect Medicaid funds?	The state is not currently considering this model.
81	11	II-B,1,d	Claims Processing and Payment	Would the state prefer to have the state accounting department issue checks, with the vendor providing payment files? This would leave the state in complete control of their funding accounts.	The state is requesting that the contractor performs the payment function.

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82	11	II-B,1,d	Claims Processing and Payment	Please explain the circumstances in which there would be parent submission of paper claims.	See question #46 above
83	12	11-B,1,e	Fund Recovery-Medicaid	What is the current Medicaid denial rate for EarlySteps? For example, if you bill Medicaid \$100, Medicaid paid you \$90 and the rest (\$10) were denied, then the denial rate will be 10%.	The reimbursement rates are established and published on the EarlySteps and Medicaid websites. The provider will be reimbursed the amount published for each CPT code regardless of what is billed.
84	12	II-B,1,e	Fund Recovery-Private Insurance	Please describe your plan for Private Insurance fund tracking and recovery during the first year of this contract.	There are no such requirements in the first year of this contract.
85	13	II-B,1,e	Fund Recovery-Family Cost	Please describe the plan for Family Cost tracking during the first year of this contract	There are no such requirements in the first year of this contract.
86	14	II-B,1,f	Fund Recovery-Other Sources	What are some examples of other funding sources that might be expected for EarlySteps services?	See question #20 above.
87	17	II-B,4,a	HelpDesk	Can you please provide examples of circumstances in which the vendor would be supplying HelpDesk support to families?	Families receive Explanations of Benefits (EOBs) for payments by the CFO as well as payments for transportation if authorized to the family. The Help Desk would be available to answer questions about these components if families require support.
88	19	II-C	Liquidated Damages	What is the cost of liquidated damages to the current vendor in last 3-5 years, and what type	The current vendor has not had any violations in the last 3-5 years.

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				of violations do they represent?	
89	20	II-C,1,m	Contract Schedule	If the vendor is to provide a fully customized web-based data system (conducts an in-depth business analysis, customizes functions already in use in other systems and develops completely new functions as required for Louisiana's unique needs) it is not feasible to supply such a system within 30 days of award. A reasonable delivery target would be 4-6 months. Is this part of the contract negotiable?	The proposer should include implementation timelines in the proposal.
90	22	II-D,3-4	Technical Requirements	Is it acceptable for the vendor to utilize ASP.net and Oracle database software?	The technical requirements are listed on page 22, Section E.3-5.
91	24	II-1	Ownership of Material	Does the state expect to have to have non-exclusive, royalty free perpetual license of the software if the vendor has the majority of the needed functions in their system prior to this contract? Can the vendor retain the copyright of this pre-existing software, limiting Louisiana to use it for the purposes outlined in this contract?	The contractor may retain copyright to any pre-existing software, but must grant to DHH a non-exclusive, royalty free perpetual license to that software for use by the OCDD Early Steps Program CFO.
92	32	III-N,5,b	Proposal Content	Can you please expand on what you mean by a "strategic overview"? What elements	A strategic overview includes a work plan including a task/phase breakdown, schedule of implementation, difficulty assessment, Gantt chart, etc.

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				might that include?	
93				Is there a current vendor providing substantially similar services to LA DHH today?	Yes
94				1.a. If yes, please provide the name of the current vendor.	CSC Covansys Corporation is the current vendor.
95				1.b. If yes, please provide the FY2011 contract value for these services. In addition, please provide FY 2010 and FY 2009 contract values, if applicable.	The total contract value for the 3 year contract was \$2,613,388. The annual funding levels were as follows: <ul style="list-style-type: none"> • SFY 2008: \$793, 027 • SFY 2009: \$821,293 • SFY 2010: \$821,293
96				Are the 10 SPOEs referenced in Section II of the RFP state operated, local county or other public providers, or private/not-for-profit contracted agencies/providers?	The 10 SPOES are operated by private/not-for-profit contracted agencies/providers.
97				Are Family Support Coordinators (FSCs) state operated, local county or other public providers, or private/not-for-profit contracted agencies/providers?	The FSC agencies are private/not-for-profit agency providers who enroll with the CFO as EarlySteps providers and sign a provider agreement.
98				How is Service Coordination billed / reimbursed? 4.a For Medicaid families? 4.b For families with private insurance? 4.c For families who have no coverage?	FSC services are billed by the unit of service authorized for up to 36-15' units per 6-month interval. Agencies bill Medicaid for Medicaid-eligible children and the CFO for all others.
99				Who is the current vendor of	

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				the EarlySteps Data Management System that is provided under license from the State of Indiana (if any)? 5.a What is Louisiana's current cost associated with this license agreement? 5.b Are there any restrictions/limitations associated with the Indiana contractor associated with this RFP? (if applicable)?	CSC Covansys Corporation is the current vendor. 5a. There is no cost for the license agreement to the state. The state pays for CFO operations using the software. 5b. A copy of the license agreement is included in the RFP library.
100	10			There is mention of the need for proposed systems to receive uploaded data from the SPOEs. Please provide additional information on the structure and form of these uploads.	EIDS data is entered by the SPOE daily for opening new child records, revising records, entering/revising service authorizations. The structure for the upload process is outlined in Section E. Technical Requirements , Item 1.
101			The RFP discusses the ability to provide authorizations to "the FSCs and the service provider(s) within two (2) working days of receipt of the data from the SPOE so that services are initiated timely. Contractor shall also provide the authorization for services to families	Please provide additional information on the structure and form of these electronic transmissions.	See question # 100

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			either via electronic transmission or direct mailing within two (2) working days.”		
102	12		“The contractor will offer the services of “billing agent” for enrolled providers for processing of Medicaid claims including claims submission, tracking payments, and reconciliation. These services will be offered to providers at the current standard rate as other approved billing agents in Louisiana and at no cost to the state or to the Medicaid fiscal intermediary”.	Please provide “the current standard rate as other approved billing agents in Louisiana” as this information was not available upon researching the referenced site.	The information is available on the Medicaid website at http://www.lamedicaid.com/provweb1/billing_information/EMC.htm
103	13		The RFP indicates that information on private insurance submissions and recoveries is required.	Please provide the monthly submission and recovery amounts related to private insurance for FY 2009, 2010 and YTD 2011. If rejection information is available, please provide details of rejection levels, reasons for rejections and amounts by payer.	Private insurance has not been a source of payment for EarlySteps services to date.
104				Please clarify whether LA OCDD currently bills the Family Cost	LA OCDD does not currently bill the Family Cost share amounts.

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				share amounts? If yes, please provide information on the amounts billed and collected for FY 2009, 2010 and YTD 2011.	
105				Please provide a daily break-out of the typical call volume of the helpdesk, preferably by hour of operation. Additional details on the number and type of email traffic and other support data would be appreciated.	Available information is addressed in question #58.
106				Clarify whether the Contractor will be responsible for obtaining meeting space for requested trainings.	The state will provide/arrange meeting space for requested training.
107	19		Liquidated Damages	Please confirm that Liquidated Damages only apply when delays are within the control of the Contractor.	The Liquidated Damages provisions of the RFP and Contract apply whenever the contractor fails to meet the contract requirements delineated therein.