

Request for Proposals: Customer Service Tracking System (CSTS)

RFP # OHB06-2

Issued: August 7, 2006

ADDENDUM 2

Issued August 23, 2006

This Addendum incorporates certain general comments, and answers to questions submitted after addendum 1 was issued

GENERAL

Only these written responses may be relied upon by offerors.

The closing date of this RFP has been changed to September 5, 2006 at 2:00 p.m. E.S.T.

Questions and Answers:

1. How many users will need access to the application?
 - A. Currently, there are 25 support representatives who will use this system.

2. How is conformance with the Commonwealth's Information Technology Security standards verified? How long does the verification take?
 - A. They have to be compliant with this:
http://vita.virginia.gov/docs/psg/COVA_STMGT_Security_Std_REV.pdf and VITA will verify that compliance.

In regard to how long the verification takes, please note that this is dependent on VITA and we cannot provide a definitive answer at this time.

3. 3.9.2 – Given that this is a fixed price bid, can you provide a list of the standard reports that will be required and the information that will be provided on the reports?

A. Below are lists of standard reports, information relation to ad hoc eports, and associated definitions.

The first list is a list of standard reports. Please note that this list is not comprehensive and is subject to change.

CSTS Reports

List of Open Cases by Analyst

No. of Cases by Analyst for specific time period

List of Issue Specific/BA Errors by Agency

List of Cases by Agency

No. of Cases by Issue Description

No. of Appeals for specific time period

No. of Appeals by Issue Description

List of Ineligible Dependent Cases by outcome

List of Appeals by outcome

List of Cases by Issue Specific/Open Enrollment

List of Cases by Issue Specific/QME

No. of Appeals cross-referenced with Issue Description/Medical Necessity

No. of Appeals cross-referenced with Issue Description/Medical Necessity by Issue Specific/Medical Necessity

No. of Appeals cross-referenced with Issue Description/Medical Necessity by Employee Issue Plan

No. of Appeals cross-referenced with Issue Description/Medical Necessity by Employee Issue Plan by Case Outcome

No. of Appeals cross-referenced with Issue Description/Medical Necessity by Case Outcome

No. of Complaints cross-referenced with Issue Description/Medical Necessity by Employee Issue Plan

In addition to the standard reports, we would like for the system to have ad hoc reporting capability. Below is a non-comprehensive list of examples of the type of data for which we would like to be able to pull ad hoc reports.

This list is also subject to change.

Ad Hoc Reporting

List and Counts of individual fields under Issue Description

List and Counts of individual fields under Issue Specific

List and Counts of individual fields under Case Outcome

List and Counts of individual fields under Issue Type

List and Counts of individual fields under Employee Issue Plan

Below is a list of definitions that may be helpful in evaluating the information above.

Definitions:

Case- a record

Open Case - a record without close date

BA Error- Field under Issue Specific, Open Enrollment

Appeal - Field under Issue Type

Ineligible Dependent - Field under Issue Description

Open Enrollment -Field under Issue Specific

QME- Field under Issue Specific

Medical Necessity - Fields under Issue Description & Issue Specific

Complaint - Field under Issue Type

4. Has the DHRM and OHB conducted any analysis on COTS Software packages? If so, what packages have been reviewed?

A. In anticipation of the need for a new system, several years ago we reviewed the capabilities and features of a variety of systems so that we best would know what options we would like. However, we do not have a specific product in mind at this time. No package was ever associated with a feature set.

5. Given the short duration between the pre-proposal conference and the RFP submission deadline, respectfully request an extension to the submission deadline. \

A. See Above

6. Is there a currently a solution in place to address the requirements of the proposed CSTS? If so, will there be any data conversion requirements from this system into the new solution? If so, is the data model available and has the data been identified that needs to be converted?

A.The current system was designed and built in house, using visual basic with SQL server database. We do not require migration of the old data into the new system. However, we couldsider that to be a nice feature to have. If that is a feature of your proposal, please include a separate line item with that cost, if any. Contact Bill Gregory to request a copy of the database documentation.

