

RFEI #03-20
Resource & Referral Tool
Q&A

	RFEI Section	Question	Answer
1		What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?	All information for responding to this procurement is in the RFEI and any addenda that are issued. Please refer to Section 6 of the JAGGAER Description document.
	RFEI Section	Question	Answer
2		Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free?	No.
	RFEI Section	Question	Answer
3		Other than your own website, where was this bid posted?	It was not posted elsewhere.
	RFEI Section	Question	Answer
4		<p>We are interested in providing a proposal and in doing this project. We dedicate significant resources to assuring our proposals are thorough and complete. We have found at times in the past, that sometimes state agencies already have a technical solution provider "ready to go" in a sense, for their technology needs. But, they are required to go through the RFEI process. In those cases, after spending significant effort in creating a proposal, the contract goes to the technical solution provider that was already in the wings with a "ready" or "close to ready" solution.</p> <p>Is this the case with this request?</p>	It is not.
	RFEI Section		
5	Technical Submittal, C.b) a.ix	The RFEI requires the offeror to expediently onboard at least three organizations per county or county joinder from each of 9 service categories. As the RFEI infers, there may be a disincentive for organizations to participate due to limited funding/resource constraints. Since participation is voluntary for these organizations, please confirm the offeror will not be held responsible should organizations decline to participate.	The selected Respondent must work with the Department of Human Services (DHS) to address any concerns of this nature. If the selected Respondent engages in and documents good faith efforts to identify and onboard organizations and they decline, the selected Respondent will not be held responsible. The selected Respondent, however, must communicate these

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			challenges to DHS timely and work with the county-based steering committees to address the issue.
	RFEI Section	Question	Answer
6	Appendix I - Cost Submittal	Please confirm the following invoicing methodology: Tasks - Following completion of the task License & Subscriptions - Per year at the time the cost is to be incurred M&O - Firm fixed invoiced monthly Community Network - Firm fixed invoiced monthly	The tasks may be invoiced upon the Department's acceptance of deliverables, the license and subscription fees may be invoiced when incurred; M&O and Community Network are invoices as all-inclusive firm fixed prices on a monthly basis. The Community Network monthly invoice amount will be based on a prorated cost according to the rollout schedule for counties based on a firm fixed monthly fee per county.
	RFEI Section	Question	Answer
7		Which DHS Office/Bureau will be responsible for managing the resultant contract?	This contract will be with DHS and will be jointly managed by DHS Office of the Secretary and the Health and Human Services Delivery Center (HHSDC) within the Office of Administration.
	RFEI Section	Question	Answer
8		Because answers to questions will have a material impact on the development of responses to the RFEI, please consider extending the due date for proposals to no earlier than three weeks after answers are released.	The RFEI submission due date is extended to August 14 th .
	RFEI Section	Question	Answer
9	JAGGAER DESCRIPTION, 22. Evaluation Criteria, page 8	The referenced RFP Scoring Formula website states that the total raw score for the technical submittal of the Respondent's EI must be greater than or equal to 75% of the available raw technical points; please provide detail regarding how raw technical points will be allocated across the Technical Submittal elements.	The evaluation criteria include Soundness of Approach, Offeror Qualifications, and Personnel and Understanding the Project.
	RFEI Section	Question	Answer
10	Technical Submittal, B. Program	The RFEI states that "DHS must approve all the deliverables prior to implementation." This requirement will significantly delay execution on a project that has a tight and aggressive timeframe for implementation. Please consider revising this requirement to allow flexibility in execution.	DHS will consider and adjust procedures as needed and prioritize deliverables in order to avoid implementation delays.

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	Management, page 9		
	RFEI Section	Question	Answer
11	Technical Submittal, B. Program Requirements r. Technical Support Systems, page 19	RFEI states that “DHS is aware of the interoperability challenges and will phase integration based on project priorities.” Are there any integrations that must be made prior to launch or is this up to the discretion of the Respondent?	DHS and HHSDC will work with the selected Respondent to prioritize integrations. Prioritizing these integrations will be an ongoing process. The resources listing and other features of the platform will be launched first, with prioritized integrations following shortly thereafter.
	RFEI Section	Question	Answer
12	Technical Submittal Sections A – E, page 4	Can you confirm the alignment of the Technical Submittal Section A, Page 4 through Section E, Page 25 with the the Jaggaer Description Page 3 Section 9B(1)(a)	The Technical Submittal should align with the Tabs specified in Section 9.B.
	RFEI Section	Question	Answer
13	Jaggaer Description 9(A) EI Submission, page 2	In light of COVID-19, is it mandatory to provide six paper copies [one marked “ORIGINAL”] of the Technical Submittal; one paper copy of the Cost Submittal; two paper copies of the SDB Participation Submittal? Or will an electronic submission only be accepted?	DHS will accept electronic submissions to facilitate the submission process considering the limitations under the COVID-19 “work from home” environment.
	RFEI Section	Question	Answer
14	Technical Submittal, pages 18-19	If third-party software licenses are required to be purchased for a COTS/SaaS-based solution, does the Commonwealth intend to directly purchase those licenses with the third-party software vendor?	The selected Respondent must provide a solution to the Commonwealth that includes all necessary components.
	RFEI Section	Question	Answer
15	Technical Submittal Section (A) Purpose, page 2	<ol style="list-style-type: none"> 1. Could the Commonwealth please provide the estimated number of users by the following categories: <ol style="list-style-type: none"> a. PA DHS Administrators and Technical team b. PA DHS Business users (Case Workers, Community Outreach Staff) c. CBOs expected to participate and average number of users per CBO 	Due to the unprecedented nature of this project, it is challenging to determine number of users. Potential Respondents should present their rationale for estimating users, based on their prior experience, and the minimum number of organizations that must be onboarded by county. DHS anticipates that the numbers will continue to increase over time. In addition to non-profits, some state

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			agencies will utilize the platform. These include, but are not limited to, the Department of Labor and Industry, Department of Education, Department of Health, Department of Corrections, and the Department of Military and Veterans Affairs and Department of Aging. After contract execution, DHS will provide additional information. Respondents should have the relevant experience to provide a more informed estimate.
	RFEI Section	Question	Answer
16	Technical Submittal Section A(b)(i) & (iv), pages 5-6	Are resumes for Key Personnel and Subcontractors included in the 40-page limit, or can they be included as attachments?	No, they are not part of the 40-page limit; and may be included as an attachment.
	RFEI Section	Question	Answer
17	Technical Submittal Section C-b-m-xxi, page 6	In accordance with Commonwealth security policies, R&RT application is required to integrate with Commonwealth Citizens active directory (SRPROD) for citizen's account repository. If yes, can you please elaborate the integration mechanisms available with Citizens active directory for user creation and user authentication?	The Keystone Login solution will be used. Details on this solution are in Appendix D.
	RFEI Section	Question	Answer
18	Technical Submittal Section C-b-t-l, page 19	As per requirements, R&RT application is required to perform Single Sign-On with external stakeholder systems. Is DHS expecting R&RT application to use DHS Single Sign-On to enable the interoperability?	Single sign on is required for Commonwealth users. External stakeholders will be considered in a future enhancement.
	RFEI Section	Question	Answer
19	Appendix J - Attachment 1- ITP_SEC007, page 6	Does DHS provide a Multi-factor Authentication (MFA) service for users accessing the R&RT cloud hosted application to meet compliance with ITP policies? Is the vendor responsible for configuring the MFA service for application integration?	The Commonwealth will provide the MFA service for Commonwealth employees and business partners. The selected Respondent is responsible for working with the HHSDC to configure the service for application integration.

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	RFEI Section	Question	Answer
20	Appendix G – Item #46 - Systems Functions Tab	Can DHS elaborate on the web services security requirements for data exchange between R&RT and other stakeholder systems including DHS systems? Is there a specific DHS web services security tool to facilitate cross-system integration?	Yes, integration would be with the HHSDC API Gateway (Web Services Security) to secure HHSDC hosted web services and APIs used for data exchange between systems. With the cloud application accessing over the internet, DHS will enforce two-factor authentication (basic authentication and client certificate) and use industry standards for the protocol types.
	RFEI Section	Question	Answer
21	Technical Submittal Section C-b-m-xvii, page 16	Does DHS provide an automated provisioning solution for activating and terminating users with access to R&RT? Is the vendor responsible for configuring the provisioning and de-provisioning policies?	The only auto-provisioning provided by the Commonwealth is for Commonwealth employees.
	RFEI Section	Question	Answer
22	Technical Submittal Section C-b-m-xviii, page 16	Does DHS provide a privileged access management solution to track activity performed by privileged users on the R&RT application? Is the vendor responsible for configuring the solution for application integration?	No. The Commonwealth does not provide a privileged access management solution for the R&RT.
	RFEI Section	Question	Answer
23	Appendix J Item #5, page 1	Commonwealth requires log information for unauthorized system access attempts within two (2) business days. Is there a mechanism such as using DHS Security Information and Event Management (SIEM) solution to receive such log information?	The selected Respondent must have its own logging capabilities.
	RFEI Section	Question	Answer
24	Technical Submittal Section C-b-m-ix, page 16	Is DHS expecting the vendor to perform a Privacy Impact Assessment (PIA) for compliance with privacy requirements mentioned in the RFEI?	Yes.
	RFEI Section	Question	Answer
25	Appendix J-C-1, page 3	Is the annual third party vulnerability testing required for the infrastructure or the application, or both?	Both. If the infrastructure is hosted by a third party, then the selected Respondent must adhere to requirements for non-Commonwealth application and services as specified in Appendix J.

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	RFEI Section	Question	Answer
26	Technical Submittal Section A. Purpose, page 3	Will DHS clarify if only MA beneficiaries are planned to be supported by the solution?	The platform will be available to all Pennsylvanians in need of social services to address Social Determinants of Health (SDOH) and is not limited to MA beneficiaries. High MA utilization will be considered while prioritizing implementation in certain types of organizations within the healthcare sector, for example, hospitals.
	RFEI Section	Question	Answer
27	JAGGAER DESCRIPTION; 21. Evaluation, page 8	The solicitation states that the Commonwealth will not score the SDB and VBE submittals; however, the RFP Scoring Formula website, which is incorporated by reference, notes that The Small Diverse Business and Small Business Participation criterion is 20% of the total number of points allocated for the RFP. Please clarify how points will be calculated across all three required volumes and how SDB participation will be evaluated for this solicitation.	The RFP Scoring Formula is referenced relative to the Technical and Cost scoring; not SDB and Small Business Participation. The SDB and VBE submittals are not scored. Please see Group 2 Questions for Small Diverse Businesses Participation information.
	RFEI Section	Question	Answer
28	Technical Submittal, A. Purpose, page 2	The scope and timing of integrations into Pennsylvania's new modular MMIS is currently undefined – limiting our ability to do accurate resource planning. What assumptions should be used regarding integration into the MMIS2020 Platform for purposes of sizing our response?	Connectivity to MMIS is a long-term goal of this project and outside the 2-year contract scope.
	RFEI Section	Question	Answer
29	Technical Submittal, A. Purpose, page 2	The solicitation states "Under DHS's direction and once implemented, the selected Respondent will provide a R&RT and technical supportive services for the lifecycle of Pennsylvania's new modular MMIS. The new modular MMIS is currently being developed and the new MMIS will be in operations and maintenance for an undefined period of time; however, the anticipated contract term for this initiative is two years. Please clarify the responsibilities of the selected Respondent throughout the lifecycle of the new MMIS.	Refer to the response to Q.28.
	RFEI Section	Question	Answer
30	JAGGAER DESCRIPTION, B. EI Format -	The document states: "Must use Arial or Times New Roman font with a size of 12." Please confirm that this font size restriction does not apply to graphics or tables due to the page limitations for the response.	Confirmed; however, all graphics and tables must be readable.

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	requirement B, page 4		
	RFEI Section	Question	Answer
31	JAGGAER DESCRIPTION, B. EI Format, page 3	The document states: "Respondents should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an attachment to the EI." Please confirm that any of these attachments to the EI will not count against the 40-page limit.	Attachments are not part of the 40-page limit.
	RFEI Section	Question	Answer
32	JAGGAER DESCRIPTION, B. EI Format, page 3	The eMarketplace website (http://www.emarketplace.state.pa.us/Solicitations.aspx?SID=RFEI%2003-20) for this opportunity states "EXPRESSIONS OF INTEREST WILL ONLY BE ACCEPTED ELECTRONICALLY THROUGH JAGGAER." However, the Jaggaer Description file and Questions Group describe requirements for hard copy submission. In accordance with Jaggaer/the eMarketplace website, please confirm it is an electronic submission only.	Refer to the response to Q.13.
	RFEI Section	Question	Answer
33		What is the perceived workflow of this system...recommendation by agency, referral sent to curated or non-curated community service, follow up to subject and agency?	This platform will provide a no-wrong-door approach to connect individuals to services. Individuals in need of services are able to access the resources lists independently and self-refer to the agency they choose. When fully implemented, individuals are able to self-refer to agencies utilizing the platform. From the service provider side, anyone with access to the platform (CBOs, healthcare providers, faith-based organizations, state agencies, local government organizations) are able to perform a SDOH assessment and initiate referrals. The platform must be able to track the progress and outcome of the referrals. Each referring agency will determine how will they conduct follow-ups.

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	RFEI Section	Question	Answer
34		What type of reporting to the agency is expected for self-referrals.	The selected R&RT must have the ability to generate reports on any of the data fields collected, as well as the outcomes of the referrals.
	RFEI Section	Question	Answer
35		How long do you plan to give individuals access...through sentence or after as well...how will you track.	DHS is unable to provide a response; the nature of the question is unclear.
	RFEI Section	Question	Answer
36		Please further elaborate on #12: Producing reports to track health outcomes and costs, services and benefits received by Beneficiaries including but not limited to services needed but unavailable, and beneficiary progress towards goal. Track costs to agency or the individual or both...Services predefined, or summary of service provided to the subject at time or a list of pre-approved services? Defines tracking outcomes: appointment made, attended and services chosen or assigned?	DHS envisions that once the tool is fully implemented, DHS and other participating entities will be able to utilize the data within the system to measure an individual's progress towards established healthcare outcomes (for example, reducing emergency room visits). The tool will also help the Department identify service gaps per area, by tracking when a service needed, but a referral is not made due to lack of availability in the area. It will also help track service needs by tracking the number of referrals or inquiries made for a specific type of service. The types of services to track will depend on the resources list. The Respondent must describe their existing resources lists, navigation or search filters and structure of the resources lists available. DHS will work with the selected Respondent to so that the necessary types of services are included. This list will evolve as the project expands. Concerning costs, please note that the referenced list (#12) is a list of objectives under the statement of purpose, not the list of requirements. Respondents are not expected to respond to that section.

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	RFEI Section	Question	Answer
37		xi. Has the capacity to track and report services which are needed, but unavailable within a network or region. Please elaborate on track and report.	The R&RT must track when individuals are in need of a specific service, but unable to receive the service because there are no providers in their area. The R&RT must be able to generate reports on “unsuccessful” referrals, specifying the reason, for example: client no-show, no action taken by the agency receiving the referral, no accessibility for the client (for example, no transportation available to access the service), service available in the area but no agency capacity, or no service available in the area.
	RFEI Section	Question	Answer
38		Will service providers have access to SOR through integration?	DHS is unable to provide a response; the nature of the question is unclear.
	RFEI Section	Question	Answer
39		Page 8 of the technical Submittal document reads, “(t)he selected Respondent must provide the IT system and all support services to allow for the use of the R&RT by citizens, providers, Department contractors and grantees (e.g., HealthChoices MCOs), CBOs and Commonwealth agencies.” Can you be more specific about what those are?	DHS is unable to provide a response; the nature of the question is unclear.
	RFEI Section	Question	Answer
40		Does the Commonwealth have a preference regarding the counties/region to be phased in first?	Yes. DHS will work with the selected Respondent to prioritize counties. In the original implementation plan published as part of the draft RFP Technical Submittal, DHS envisioned a phased approach starting with the south-central region. Allegheny and Philadelphia Counties may also be part of the early adoption regions. These decisions, however, are preliminary and subject to change.

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41		Does the Commonwealth expect the initial cost proposal to include costs for building interoperability into existing systems for ALL participating partners throughout the Commonwealth (all CBOs, etc.)?	It is the Commonwealth's intention that the interoperability for certain functions – such as referral, response, etc. would be in a standardized format (FHIR, etc.) that can be used by multiple participating partners. The intent is NOT to provide customized interoperability to individual partner systems.
	RFEI Section	Question	Answer
42		The Technical Submittal document indicates that R&RT partners should be able to sign in to the R&RT system through their existing data systems using a single login. <i>Appendix D - Customer Service Transformation</i> says that the single login should go through Keystone Login. Can you please clarify this?	The Keystone Login is currently used for citizens and in the future, for business partners. Single sign on is required for Commonwealth users. External stakeholders will be considered in a future enhancement.
	RFEI Section	Question	Answer
43		The Technical Submittal document calls for phase-in and onboarding by counties/county groups/regions. Is the Commonwealth also open to 1) a phase-in of features, beginning with a core set of initial feature features for users, followed by updates with additional features; and 2) a phase-in by user groups, onboarding types of organizations first and adding others over time?	DHS will work collaboratively with the selected Respondent to determine the best approach to implementation. This approach may vary based on regional or county considerations. Respondents must explain their proposed approach to statewide implementation within the timeline. Respondents must also clearly specify which of the required features their solution currently have, which ones will be develop and which will not be part of the Respondent's R&RT. See Appendix G - Business Features and Functionality Checklist. DHS is also interested in onboarding organizations providing services to address the nine SDOH domains. Platform users need to have referral parties for each domain in order to address the needs identified by the SDOH assessments. It is critical to have a resource available to the client when a need

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			is uncovered. Focusing on one specific provider group is not the intended approach. Respondents are encouraged to propose their creative solutions for DHS's consideration. DHS is also interested in learning from Respondents and their experiences.
	RFEI Section	Question	Answer
44		Can the Commonwealth share the expected budget for this project?	No, DHS does not provide this information.
	RFEI Section	Question	Answer
45		What is the anticipated contract start date? What is the expected initial go-live date? What minimum capabilities would be included in the initial go-live?	DHS anticipates having the selected Responded in place by the end of October 2020 and soon after have the resources guide portion of the platform available to the public.
	RFEI Section	Question	Answer
46		Please provide additional information on the expectations regarding vendor responsibilities to recruit/build network in the counties.	The selected Respondent must work with DHS to recruit network organizations. DHS is currently working with counties to establish county-based steering committees that will bring organizations together in preparation for the R&RT. Some of these groups are already established and the to the selected Respondent must work with the committees in coordination with DHS. Building these networks and county-based leadership will vary from county to county. DHS believes that the success of the implementation will be greatly influenced by stakeholder buy-in. For this reason, DHS will continue to have a stakeholder-driven collaborative process in place to onboard organizations and build the networks. The selected Respondent must work with DHS and counties to develop the

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			best strategy for each county and identify the organizations that will become early adopters. DHS has a full-time staff member assigned to assisting in the coordination at the county level. The selected Respondent must also leverage existing collaborative initiatives, when appropriate.
	RFEI Section	Question	Answer
47		Can the Commonwealth clarify the expected contract term? Page 9 of the Technical Submittal document indicates a term of 2 years; the contract terms and conditions do not indicate a specific contract length, but note a 3-month optional extension. The transformative nature of this project seems to require an ongoing vendor relationship to maintain	The term of the contract is two years; a three-month extension may be exercised at the Department’s option.
	RFEI Section	Question	Answer
48		Must submit 6 copies of response printed/bound. In light of the COVID-19 pandemic, are print versions of the response still required given public health concerns?	Refer to the response to Q.13.
	RFEI Section	Question	Answer
49		Ability of R&RT platform to provide basic case management capabilities for the CBO. What functionality would this include?	Through a very extensive and comprehensive stakeholder engagement process, DHS learned that many of the smaller CBOs and faith-based groups do not have a client data system, or case management software to track clients and services or document interactions with clients and progress on goals. The selected R&RT must have the capabilities to serve as a case management system that allows individuals or households to be tracked, allow for shared case notes and care coordination among service providers.
	RFEI Section	Question	Answer
50		In section 9B (“EI Format”), there are 9 tabs defined for the technical submittal, but these do not correspond to the outline of questions that’s provided in the technical submittal document itself. Which should we defer to?	Technical Submittals should align with Section 9.B.

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	RFEI Section	Question	Answer
51		Once key personnel are approved by DHS, the selected Respondent may not divert or replace personnel without prior approval of the DHS Contract Administrator or designee. Does this include the entire life of the contract?	Yes.
	RFEI Section	Question	Answer
52		Expediently onboard at least three organizations per county or county joinder, from each of the following service categories: food security, financial strain, housing, healthcare access and affordability, employment, utility assistance, childcare, clothing and transportation, with the requirement that additional organizations will be added per domain in each county as Project implementation continues. How is onboarding defined here?	DHS considers an organization to be onboarded, once it has signed the participation agreement, received training and has the permissions in place to receive referrals, closed the referral loop through the system and is able to fully utilize the R&RT.
	RFEI Section	Question	Answer
53		Onboard all regional physical health HealthChoices MCOs, and at least one healthcare system and FQHC within the first four months in collaboration with DHS and the local steering committees. How is onboarding defined here?	Refer to the response to Q.52. The R&RT must have the ability to provide interoperability with the Electronic Health Records utilized by the HealthChoices MCOs. See Appendix H, R&RT Sample Systems List, and refer to Section C.t. System Interoperability for additional information.
	RFEI Section	Question	Answer
54		Provide the necessary referral information conducive to linking the individual users of the R&RT to services and identifying and removing any potential barriers to those services (for example transportation, accessibility, or language barriers). Can you define how a Respondent would “remove transportation barriers”?	At the time of the referral, the R&RT must provide a mechanism to add notes to the referral that will facilitate the services or remove potential barriers for the client. For example, if a client needs an interpreter or does not have a vehicle, the referring party should be able to communicate this information to the organization receiving the referral in order to take the necessary measures to remove any barriers to services.
	RFEI Section	Question	Answer
55		Notifications to other authorized providers about changes in case status, missed appointments and new referrals. Who are the “other authorized providers” and who would be indicating a change in status?	Authorized providers are those service providers authorized by the clients to have access to their information by signing a

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			release of information form. The system must have the capability to send notifications to those providers specifying, for example, that the service was received, or that the client did not show up for the appointment.
	RFEI Section	Question	Answer
56		Section C. Project Plan, t. System Interoperability. HMIS system requirements. What is the timeline to become an approved HMIS system or have the capability to transfer all required HMIS data into approved HMIS systems?	There is no specific timeline for HMIS approval. The ability of housing services providers to utilize the tool will greatly depend on the system being HMIS approved or able to transfer data into HMIS. It would become very cumbersome for housing providers to enter information twice in separate systems. Housing is a critical need in the state. Having housing providers fully participate in the R&RT project is key to the success of the initiative.
	RFEI Section	Question	Answer
57		Small Diverse Business / Veteran Business Enterprise Participation. What is the timeline to meet these requirements?	The selected Respondent's SDB/VBE commitments begin on the effective date of the contract.
	RFEI Section	Question	Answer
58		The selected Respondent must also be able to assist DHS in supporting multi-sector networks at the community level to guarantee the successful adoption and buy-in from key stakeholders throughout the state. The selected Respondent must have the capacity to expand and designate additional resources as the Project grows, ultimately being able to support a statewide R&RT. How do you define a "multi-sector network"?	The county- and joiner-based networks of organizations including all the sectors utilizing the R&RT, for example, healthcare providers, HealthChoices MCOs, CBOs, faith-based organizations, and government agencies including state and regional offices, and county and city agencies.
	RFEI Section	Question	Answer
59		Oral presentations. Once finalists are selected, will oral presentations be in-person or handled via webinar given public health concerns?	These presentations will be handled via webinar.
	RFEI Section	Question	Answer

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60		What changes to the procurement process are allowed under the RFEI? Is there still a protest/appeal process?	As stated in the RFEI, if DHS elects to select a respondent to provide services under the RFEI, DHS will proceed to implement the contract on an emergency basis as provided in the Commonwealth Procurement Code. In relation to a protest or appeal process, the RFEI solicitation is not a formal procurement process. It is governed and can only be changed pursuant to its own terms and there is no appeal or protest to the RFEI process or selection directly. The resulting emergency procurement is a formal procurement under the Procurement Code and can be protested as provided therein.
	RFEI Section	Question	Answer
61		Would PA DHS allow the respondent to submit letters of support from local organizations that would be affected by the R&RT project?	Yes; however, they will not be evaluated.
	RFEI Section	Question	Answer
62		When will the vendor be selected?	Refer to the response to Q.45.
	RFEI Section	Question	Answer
63		What is the anticipated start date?	Refer to the response to Q.45.
	RFEI Section	Question	Answer
64		If submitting a redacted version, how many paper copies would DHS like to be printed and submitted, if any?	No hardcopies of the redacted version are required.
	RFEI Section	Question	Answer
65		Is there a budget ceiling or range of which respondents should be aware?	Refer to the response to Q.44.
	RFEI Section	Question	Answer
66		Is it possible that DHS seeks to contract with different firms from different submissions for separate parts of the RFEI scope?	No, the RFEI does not provide for that option. Refer to JAGGAER Description Section 24. Final Ranking and Award.

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67		The EI instructions request the submission of hard copies, but the procurement portal states that “EXPRESSIONS OF INTEREST WILL ONLY BE ACCEPTED ELECTRONICALLY THROUGH JAGGAER.” Could we receive clarity around submission instructions and whether hard copies are required?	Refer to the response to Q.13.
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68		The RFEI states, “Submittals should be as succinct as possible, preferably no more than 40 pages.” Are the appendices, required tabs, and required forms included within the 40 pages?	The appendices, the required tabs cover pages, and required forms are not part of the 40 page limit.
	RFEI Section	Question	Answer
69		Can you please provide any details on the approximate budget for this project?	Refer to the response to Q.44.
	RFEI Section	Question	Answer
70		If the vendor has done a large-scale deployment similar to what DHS is outlining, can the vendor provide detailed diagrams and/or a case study of existing integrations with CBO systems, HIEs, CM systems, and EHRs?	Although the Department has not requested this information, Respondents may still provide it as an attachment to the Technical Submittal.
	RFEI Section	Question	Answer
71		Does DHS factor in metrics like referrals per capita as a measure of network success and network performance? (e.g. A referral network with 100 CBOs and 100 referrals vs. a network with 10 CBOs and 100 referrals)	DHS will develop metrics in consultation with subject matter experts on the advisory committee and the selected Respondent. As part of the Technical Submittal, Respondents are welcome to provide information about the metrics they currently utilize.
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72		How does DHS factor in incentives for network participation across stakeholders outside of a mandate from the state?	DHS is engaging in conversations with experienced organizations, HealthChoices MCOs and members of the stakeholder advisory committee to discuss implementation matters, including the possibility of developing incentives for CBOs to join the network.

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73		At the end of the term, does the state envision passing some of the cost onto MCOs or providers in the state? Does the state expect to expand beyond the two-year term?	No. No.
	RFEI Section	Question	Answer
74		Has the state considered incentives (financial and non-financial) for community-based organizations for participation & activities performed in the network?	See response to Q72. Understanding the fiscal challenges CBOs are facing, DHS is actively engaged in conversations regarding potential incentives for CBOs.
	RFEI Section	Question	Answer
75		In the Jaggaer Description Document (also called Request for Expression of Interest), in section 9.B.1.a Tab 7 refers to a section called "Requirements". Is this a section where the vendor should be listing requirements they require from the state? Or requirements and technical needs in order for the vendor to accomplish what they outline in the technical submittal? Or some other definition?	Disregard Tab 7 Requirements; responses to requirements should be included in Tab 6 Work Plan.
	RFEI Section	Question	Answer
76		Could DHS provide a copy of the participation agreement described in item C.a.a. (pgs. 9-10)?	No, it will be provided to the selected Respondent after selection.
	RFEI Section	Question	Answer
77		Could DHS share the rationale for the CBO participation requirement per county, as outlined in section C.b).a.ix? Is there flexibility in this requirement if research and outreach determine that a.) the needs in the community require a higher amount of CBO participation and capacity to ensure appropriate network adequacy b.) residents of a given county do not have access to 3 CBOs with reasonable capacity in a given service category or c.) the vast majority of services are provided by a multi-service CBO/social service provider in that county?	DHS established the requirement considering that three is a minimum, but understanding that in some remote areas, there may not be three organizations providing one type of service, or there may be one organization that provides several of the services. The selected Respondent must work with DHS and the county-based steering committees to determine how many and which organizations will join the network and determine the approach. DHS and the selected Respondent will work closely to address challenges and adjust targets, as needed.

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	RFEI Section	Question	Answer
78		For the health system/ FQHC onboarding requirement in section C.b).a.x., is there a geographic or other priority regarding the target health system(s)/ FQHC(s)? Conversely, can this be informed by existing partnerships the vendor has already established?	DHS encourages Respondents to propose onboarding strategies as part of their technical submittal. The Department will work with the selected Respondent to finalize and approve the implementation plan.