

Questions & Answers Log

	Section Reference	Question	Answer
1	JAGGAER Description 4.C	Will the P3N platform that is being procured, eventually want to be run and maintained by the Department of Human Services and P3N?	No.
	Section Reference	Question	Answer
2	JAGGAER Description 14. B.1	Is there a page limit responders should stick to when answers the technical submittal questions?	No.
	Section Reference	Question	Answer
3	Technical Submittal Section I-7. A.2.b	What is the migration strategy to bring in historical data?	Offerors should propose a migration strategy that meets the requirements of the RFP. Please refer to Technical Submittal Section I-7. A.2.b. Data Migration and Validation.
	Section Reference	Question	Answer
4	Technical Submittal I-7 B.1	What MPI does P3N currently utilize?	The P3N currently utilizes Verato for the MPI.
	Section Reference	Question	Answer
5	Technical Submittal I-7 B.1	A snapshot of approximate patient volumes, maintained in the current P3N MPI from DHS and certified Participants as of 05/31/2024 was provided in the RFP. Can the term participant be described here? Are these HIOs, etc.?	The term participant includes the HIOs, state agencies, and neighboring states that act as data sources to feed the P3N MPI.
	Section Reference	Question	Answer
6	N/A	Is Payer-to-Payer (P2P) data exchange a required service as a part of this RFP?	Not at this time.
	Section Reference	Question	Answer
7	Technical Submittal I-7 B.6	Is the MMIS Platform an entity yet to be developed, or currently under development, independent of the content of this RFP? Or is it a term intended to encapsulate the requirements outlined therein?	The MMIS Platform is independent of this RFP.
	Section Reference	Question	Answer
8	Appendix E – IT Terms and Conditions 34(a)(vi)	The Network/Cyber Liability Insurance requirement includes agents as covered parties in addition to the Contractor, its employees, contractors, and subcontractors. What additional parties are you seeking coverage for by adding agents in addition to the other parties?	The Commonwealth is requiring coverage for any agent of, or any party acting with agency for, the Contractor.

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9	Technical Submittal I-7 B.6. s	Is the state willing to host the solution within a state-owned cloud account(s)?	No.
	Section Reference	Question	Answer
10	JAGGAER Description Section 4. B	Can the state provide a copy of the current technical architecture?	Please refer to the JAGGAER Description Section 4.B Current P3N System.
	Section Reference	Question	Answer
11	N/A	What is the size of current AWS Healthlake?	The Department does not have this information.
	Section Reference	Question	Answer
12	N/A	Would the Commonwealth be open to hosting the P3N in their AWS environment?	No.
	Section Reference	Question	Answer
13	Appendix E – IT Terms and Conditions 34(a).(vi)	Would the Commonwealth consider reducing the comprehensive crime insurance to 1 million per claim (opposed to 5 million)?	See Technical Submittal Section I–12, Objections and Additions to IT Terms and Conditions. Offerors may identify terms to negotiate, however, the Offeror must submit its proposal on the basis of the terms and conditions in Appendix E or the proposal will be rejected.
	Section Reference	Question	Answer
14	SDB and VBE Instructions V. g.	Will the Commonwealth allow prime vendors to amend subcontractor payment terms to net 30 instead of net 14?	Please review SDB and VBE Participation Submittal Packet. SDB-1 and VBE-1 “INSTRUCTIONS FOR COMPLETING THE SMALL DIVERSE BUSINESS (SDB) PARTICIPATION SUBMITTAL AND SDB UTILIZATION SCHEDULE”, Section “V. Additional Required Documentation” g. “Bidder/Offeror shall pay SDBs, after receipt of a proper invoice and all other required documentation from an SDB, within 10 days

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			after receipt of payment from the Commonwealth” AND SDB-3-1 and VBE 3-1 “LETTER OF COMMITMENT” percentage commitment paragraph which states “Bidder/Offeror shall pay SDBs, after receipt of a proper invoice and all other required documentation from an SDB, within 10 days after receipt of payment from the Commonwealth.
	Section Reference	Question	Answer
15	Appendix F – Computing Services Requirements (CSR)	Can the proposer answer the questions contained in the table in a narrative format outside of the table to allow for cleaner visuals and graphics?	Answers must remain in the table format for Appendix F. Additional materials must be referenced in the CSR to the document name that contains their response to the question.
	Section Reference	Question	Answer
16	Appendix E – IT Terms and Conditions 34(a)	Could the commonwealth confirm that SBE and VBE subcontractors do not need to carry the same insurance levels as the prime contractor?	See Appendix E, IT Terms and Conditions, Section 34(a), which indicates that the Contractor shall require subcontractors to procure and maintain, as appropriate, the types and amounts of insurance as listed in that section.
	Section Reference	Question	Answer
17	Appendix E – IT Terms and Conditions 5(b)	Are electronic signatures permissible?	Yes. See Appendix E, IT Terms and Conditions, Section 5, Electronic Signatures, paragraph (b).
	Section Reference	Question	Answer
18	N/A	Please provide a list of the incumbent vendor’s current technology stack including hosting, third party tools, versions, etc.	The current technology stack includes InterSystems IRIS platform, Verato MPI, Tableau Analytics and Reporting, Snowflake, AWS, and vendor proprietary tools.

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19	Appendix H, p. 2	Please provide user counts by role listed in Appendix H.	User counts by role are included on page 2 of Appendix H.
	Section Reference	Question	Answer
20	Appendix F – Computing Services Requirements (CSR)	Where should Appendix F Computing Services Requirements be included in the vendor response?	Computing Services is part of the Requirements, I-8 D, of the Technical Submittal. Additional materials must be referenced to the document name.
	Section Reference	Question	Answer
21	Calendar of Events	Calendar of events, page 1 Please provide estimates for the following: 1. Contract Award 2. Contract Execution 3. Implementation Start Date 4. Transition from the Incumbent 5. Go Live	Estimated dates will not be provided.
	Section Reference	Question	Answer
22	Technical Submittal, I-9, C.3	Technical Submittal page 66, section 3. Please clarify if the incumbent solution will need to go through the Streamlined Certification process again.	No, the P3N will not need to go through the Streamlined Certification process again unless Centers for Medicare and Medicaid Services (CMS) requirements change. However, the reporting requirements in Technical Submittal section I-9. C.3 must still be met.
	Section Reference	Question	Answer
23	Technical Submittal I-8, F	Technical Submittal page 47 section F. It is an industry standard to require a signed NDA prior to the release of a SOC report due to the highly sensitive nature of these reports. Please clarify how the NDA process will be addressed prior to submitting the SOC report with the proposal.	Offerors must provide a SOC report with the proposal and should follow Section 14, A. Proposal Submission, of the JAGGAER Description regarding the submission of information designated as confidential, proprietary, or a trade secret. Per Section I-8 F., SOC Report, the SOC report will be reviewed during the Computing Services Use Case review process if selected for negotiations, and the NDA process can be addressed at that time.

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24	Technical Submittal I-7, E	Technical submittal page 41, section E. Please provide annual volumes of calls for Solution Support Services.	The Department does not have this information as today the majority of support tickets are submitted via email.
	Section Reference	Question	Answer
25	Technical Submittal I-7, B.6	Technical submittal page 28 section E. The RFP states that the offeror will collaborate with the Department to evaluate the potential for P3N to become a QHIN. This will materially increase the volume of transactions in the P3N. Please clarify how the bidder should price for the QHIN option in Appendix D pricing.	To clarify, the P3N will NOT become a QHIN, but it may be evaluated to become a downstream participant in a QHIN as stated in RFP section I-7. B.6. Due to the unknown nature of such a connection the Department would handle this as part of the change control process. The reference to section E is unclear as it does not pertain to QHIN participation.
	Section Reference	Question	Answer
26	Technical Submittal I-7, B.4	Technical submittal, page 24 section 4. Please provide the number of unique users logging into the Provider Portal on an annual basis?	Current Provider Portal usage is less than 12 unique users. However, there are 31 users with a case manager role that can leverage the Provider Portal.
	Section Reference	Question	Answer
27	Technical Submittal I-7, B.3.a	Technical Submittal page 22 section a. Please provide the number of unique patients logging into the portal on an annual basis.	Current Patient Portal usage is less than 12 unique users. This is expected to increase as the Commonwealth moves forward with expanded services for citizen identity proofing.
	Section Reference	Question	Answer
28	Technical Submittal I-7, B.2	Technical submittal page 21, section b. Please provide an estimated growth on the Provider Directory year over year to ensure all bidders use the same growth assumption.	The Provider Directory has maintained a steady volume over the past three years. No significant change in volume is expected.
	Section Reference	Question	Answer
29	Technical Submittal I-7, B.1.a	Technical submittal page 19, section B.1.a. Offerors shall provide a description of their proposed MPI vendor – please clarify if the	Offerors should propose a referential MPI solution that meets the requirements of the RFP in an efficient and cost-effective manner.

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		Commonwealth prefers to continue to use Verato for MPI or if the Commonwealth would like the bidder to propose a different MPI solution.	
	Section Reference	Question	Answer
30	JAGGAER Description 4. C.6	Description page 4 section c. The requirement for 6) support in lieu of services for addressing health related social needs such as billing for Community Based Organization Encounters. Please clarify if the P3N is expected to perform a billing function and provide additional details on the scope of the billing process.	At this time, we don't anticipate that the P3N would be performing a billing function, but information in the P3N could be leveraged in support of health related social needs referrals that are potentially billable services under Medicaid or an 1115 waiver.
	Section Reference	Question	Answer
31	JAGGAER Description 4. C	Description page 4 section c. The RFP lists six expansions. Please provide estimates of when each future expansion will be added to the program in order to ensure all bidders use the same growth assumptions.	The items listed in section 4.C. are meant to show the benefits to the MA community as the P3N is integrated with the MMIS platform.
	Section Reference	Question	Answer
32	JAGGAER Description 4. C	Description page 4 section c The RFP lists six expansions – please provide estimates of the volume of transactions and estimated data sizing in order to ensure all bidders use the same growth assumptions.	The volumes are not applicable as the items listed in section 4.C are the benefits of integrating with the MMIS platform.
	Section Reference	Question	Answer
33	JAGGAER Description 4. A	Description page 2, section A. Eight potential future stakeholders are listed, please provide estimates of when each future stakeholder will be added to the program in order to ensure all bidders use the same growth assumptions.	The majority of potential future stakeholders would be targeted for onboarding to an HIO. Timing will be dependent on the HIO community demonstrating value of participation in their HIO and the P3N. Becoming a downstream participant of a QHIN is unclear in the current environment. DMVA would be a direct connection to the P3N. Initial conversations with DMVA are already underway.
	Section Reference	Question	Answer
34	JAGGAER Description 4. A	Description page 2, Section A. Eight potential future stakeholders are listed, please provide estimates of the volume of transactions and estimated data sizing in order to ensure all bidders use the same growth assumptions.	Transaction volumes and data sizing is unknown at this time. For reference, the following information may be helpful:

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			<ul style="list-style-type: none"> • Pennsylvania has 73 jails in 67 counties. The jail population in 2020 was 31,790. • The DMVA connection currently being considered is for the EHR in use in the six Nursing Homes operated by the DMVA for veterans and their spouses. • There are 597 Home Health Agencies in PA, 65 of which are currently connected to an HIO.
	Section Reference	Question	Answer
35	N/A	Is the current contract with Cognosante still in place today?	The Pennsylvania Patient and Provider Network (P3N) Services are currently provided by Cognosante under contract number 4400025355 which expires January 1, 2027.
	Section Reference	Question	Answer
36	N/A	How is this RFP 17-23 related to the current contract with Cognosante Contract Number 4400025355?	The solicitation RFP 17-23 is for the next P3N services contract.