Procurement Officer: Mark Held   E-mail: Mark.Held@azahcccs.gov

A signed copy of this amendment must be returned with the proposal and received by the State of Arizona on or prior to the Solicitation due date and time.

A.   The attached Answers to Questions are incorporated as part of this solicitation amendment.

Offeror hereby acknowledges receipt and understanding of this Solicitation Amendment.		This Solicitation Amendment is hereby executed this 3rd day of December, 2013, in Phoenix, Arizona.
Signature	Date	
		Signature on File
Typed Name and Title		Meggan Harley, CPPO, MSW
		Procurement and Contracts Manager
Name of Company		

QUESTIONS FROM RESPONDENTS

SOLICITATION NO.: YH14-0017

AHCCCS

Arizona Health Care Cost Containment System

DATA ANALYTICS SOLUTION FOR PROGRAM INTEGRITY

Responses are due no later than
MONDAY, DECEMBER 16, 2013 at 3:00 P.M. Arizona time.

Question #	Offeror Name	Section Name	Paragraph #/ Title	Page #	Question	AHCCCS Response
1.	Archive Data Solutions	General			Is there a contact that we can call to ask and answer questions of the project?	All questions should be directed to the Procurement Officer, Mark Held. Email: Mark.Held@azahcccs.gov
2.	ASR Analytics, LLC		(RFI § 2)		1. The Department seeks information about "existing program integrity software solutions, with proven products that can be readily integrated within existing infrastructure," (RFI § 2). In the same section, however, the Department states it "may consider a vendor hosted solution." Would the Department be willing to entertain proposals for a vendor hosted solution that incorporates a new database platform?	Yes, all viable, proven solutions will be considered. This is an RFI so no awards will be made from this solicitation. AHCCCS seeks to gather information only.
3.	ASR Analytics, LLC		(RFI § 5.40)		The Department requests vendors demonstrate their ability to "develop a capability to interface with other government datasets to enhance analytic capabilities beyond current means," (RFI § 5.40). Can the Department share examples of other government datasets that it envisions interfacing with? Would the Department be willing to entertain proposals that include data warehouse/database platforms that can scale to meet future growth expectations at the lowest total cost of ownership?	1. This requirement addresses the extensibility of a solutions ability to incorporate new or evolving datasets. An example, might include data from HIE's or EHR's. 2. The agency already supports a scalable, Enterprise Data Warehouse and Database that is widely used to support broad organizational objectives. This is an RFI so no awards will be made from this solicitation. AHCCCS seeks to gather information only.

	AHCCCS
QUESTIONS FROM RESPONDENTS SOLICITATION NO.: YH14-0017	**AHCCCS** **Arizona Health Care Cost Containment System**
DATA ANALYTICS SOLUTION FOR PROGRAM INTEGRITY Responses are due no later than MONDAY, DECEMBER 16, 2013 at 3:00 P.M. Arizona time.	

Question #	Offeror Name	Section Name	Paragraph #/ Title	Page #	Question	AHCCCS Response
4.	ASR Analytics, LLC				Please specify the total data volume in terabytes or gigabytes of data that is currently housed in the data warehouse and please provide an estimate of anticipated year-over-year growth so we can plan for system growth over time. There is no need to calculate technical details like index space or table headers. The simple volume of data you expect to load will be fine.	The total size is 6.5 Terabytes (includes data and index space and temporary Oracle space); We estimate a growth rate between 10-15% annually.
5.	ASR Analytics, LLC				Please specify the maximum number of concurrent users that currently work on the data warehouse and provide an estimate of year-over-year growth so we can plan for capacity growth. An estimate will suffice.	The agency has a maximum of 75 "super-user" licenses and an enterprise license for less technical users. Though concurrent, active users fluctuate throughout the day and day of the week, estimate 20-30 users are active at any given time.
6.	ASR Analytics, LLC				Section 6.2.4 of the RFI includes several assumptions about claim volume. In addition to those figures, what is the estimated number of unique providers that submit claims each year for both AHCCCS and Med-QUEST?	Arizona has approximately 50,000 active providers. Hawaii has approximately 20,000.
7.	ASR Analytics, LLC				In the past year, how many claims were flagged for provider fraud?	Provider fraud recoveries and savings of $21,155,747 were reported for SFY13.
8.	ASR Analytics, LLC				In the past year, how many claims were flagged for member fraud?	Member fraud recoveries and savings of $31,712,316 were reported for SFY13.

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9.	ASR Analytics, LLC				Does the current system score incoming claims for their probability of fraudulent activity?	The current system uses a post payment flagging process.
10.	ASR Analytics, LLC		Section 3.4		The current system components are outlined in Section 3.4 of the RFI. In addition to these items, are there any other statistical software packages available to conduct analysis or modeling specific to fraud detection?	No.
11.	BAE Systems Applied Intelligence			3	Can you provide additional clarification on the first bullet point on page 3, specifically regarding "tracking service levels?"	AHCCCS is not requiring a specific response to each bullet. The agency would like respondents to reply as completely as possible. For example, does your solution provide the ability to stratify Provider/Member utilization levels and evaluate appropriateness of medical care?
12.	BAE Systems Applied Intelligence			6	5.14, can you provide more clarification on this requirement?	AHCCCS is not requiring a specific response to each bullet. The agency would like respondents to reply as completely as possible. For example, does you solution provide the ability to evaluate the validity, appropriateness of services paid at DRG?
13.	BAE Systems Applied Intelligence			6	5.22, can you provide more clarification on this requirement?	AHCCCS is not requiring a specific response to each bullet. The agency would like respondents to reply as completely as possible. For example, does your solution provide the ability to de-identify specific Provider/Member information as needed. I.E. – Provider/Member ID's, etc…

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QUESTIONS FROM RESPONDENTS

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Arizona Health Care Cost Containment System

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Question #	Offeror Name	Section Name	Paragraph #/ Title	Page #	Question	AHCCCS Response
14.	CMA Consulting	Project Introduction and Objectives	1	2	The section states "AHCCCS has a current contract…" AHCCCS' Program Integrity Fact Sheet mentions the EDI Watch analytical tool currently being used to look at billing irregularities as does the Office of Auditor General's 9/24/2012 Performance Audit Report. A 1/25/2011 press release by EDI Watch announced the signing of a three-year contract that will utilize their Intelligent Investigator and Trail Tracker products. The SFY 2014 Program Integrity Plan states as SFY 2014 strategies "Continue pilot with Contractor to analyze provider fraud and determine if we continue or expand the pilot" and "Release a data analytics RFI, get information back and meet with potential vendors resulting, in the development of a data analytics RFP". Is the pilot referenced in the SFY 2014 PI Plan the contract with EDI Watch and would the Data Analytics solution depicted in this RFI (which was part of the SFY 2014 strategies) replace the EDI Watch and pilot (if different) functionality or be in addition?	This is an RFI so no awards will be made from this solicitation. AHCCCS seeks to gather information to assist us in developing a Request for Proposal (RFP) in the near future, anticipated to be published in 2014 and the awarded contract from that RFP will replace our current contract with Lexis Nexus (formerly EDIWatch). The Pilot referred to on the website is a separate consulting agreement.

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15.	CMA Consulting	Project Introduction and Objectives	1	2	AHCCCS' Program Integrity Fact Sheet in addition to EDI Watch mentions HMS providing regular data matches to determine 3rd party coverage, Work Number, Lexus/Nexus and government databases as means of providing the best program oversight. How does Arizona anticipate these additional data and processes integrating with the new solution?	This requirement addresses a vendor's ability to integrate or enhance surveillance capabilities with data from disparate data sources in addition to traditional Claims, Eligibility, Provider data, etc.
16.	CMA Consulting	Project Introduction and Objectives	1	2	AHCCCS' Program Integrity Fact Sheet in addition to EDI Watch mentions HMS providing regular data matches to determine 3rd party coverage. The Office of Auditor General's 9/24/2012 Performance Audit Report states "In addition, according to AHCCCS, in June 2012, it entered into a partnership with the CMS and a CMS contractor to obtain additional claims data matching information." Is HMS the CMS contractor referenced in the report?	Truven Health Analytics is the CMS contractor.

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17.	CMA Consulting	Project Introduction and Objectives	2.1.4	3	The section states "May use eligibility, claims, encounters, providers, rate schedules, reference, and financial data from the Pre-Paid Medical Management Information System (PMMIS) exchanged using industry standard formats whenever possible." The Office of Auditor General's 9/24/2012 Performance Audit Report states "AHCCCS uses a contractor, EDI Watch, Inc., to help detect fraud and abuse. According to AHCCCS, it forwards medical claims data to the contractor every 3 months." Will the PMMIS feeds be of the same format, content, and frequency as the AHCCCS feeds to EDI Watch? If not how will they be different in these regards?	AHCCCS generates data in a format that is compatible with EDI's proprietary format and quarterly cycles. In the event an alternate solution is adopted, it may be integrated into the existing infrastructure or data may be exchanged in mutually agreed upon formats and frequency.

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18.	CMA Consulting	Project Introduction and Objectives	2.1.4	3	The Office of Auditor General's 9/24/2012 Performance Audit Report states "In addition, according to AHCCCS, in June 2012, it entered into a partnership with the CMS and a CMS contractor to obtain additional claims data matching information. Specifically, the OIG will have access to a single repository that contains both Arizona Medicare and Medicaid information. According to the CMS contractor, this data-matching capability will allow the OIG to identify improper billing and utilizations patterns that would not be identified if the Medicare and Medicaid data sets were reviewed independently." Will this new solution include accepting a feed of Medicare data?	Whether a Medicare data feed will be available is currently unknown.
19.	Cognosante	AHCCCS Overview	1 – 4	2	Is the analytics anticipated to support all programs supported by AHCCCS including – • Medicaid • Medicaid Fee For Service • Medicaid Managed Care • MedQuest (HI) • Department of Corrections Other non-Medicaid programs.	Yes. We also anticipate Medicare data may be included.

AHCCCS

Arizona Health Care Cost Containment System

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20.	Cognosante	Project Introduction and Objectives	1.	2	Can AHCCCS specify why they will be re-soliciting for Program Integrity services? Does the state have funding approved for the proposed new service?	AHCCCS is resoliciting this service because the awarded contract will hit its maximum term of 5 years in 2015. The State of Arizona will confirm funding for the fiscal year in which the RFP is published, anticipated to be in 2014.
21.	Cognosante	Explanation of Proposed Solution	5.21	6	Does AHCCCS intend to include investigative case management functionality within the re-solicitation?	No.
22.	IMS Government Solutions				Given AHCCCS supports processing for the Hawaii Medicaid program (MedQUEST) and processes claims for several non-Medicaid programs including the Arizona Department of Corrections would the respondent be developing algorithms for only Arizona Medicaid or would they be expected to develop custom algorithms for each population supported?	AHCCCS would be interested in solutions capable of supporting the organizational goals of both Arizona and Hawaii as well as other programs as needs are defined.
23.	IMS Government Solutions				If using pre-established algorithms, what methodology is to be used for protection of a Vendor's Intellectual Property rights?	If the vendor provides sufficient backup to support the non-disclosure of proprietary information, AHCCCS will withhold it from public view with the exception of pricing. Please see answer to #67 below.
24.	IMS Government Solutions				What other government datasets are expected to be used (5.40)?	See response to #3.

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25.	IMS Government Solutions				To provide clarification, in Section 6.2 it appears the AHCCCS is looking to buy licenses. If so, the normal pricing for this is an annual fee based on the number of covered lives. Is our understanding correct? If not, would AHCCCS please clarify what it is seeking?	Please describe how your solution is licensed and implemented.
26.	IMS Government Solutions				Is AHCCCS only seeking software and tools that may enhance their program or is it also looking for other programmatic enhancements?	AHCCCS is seeking information regarding effective Fraud, Abuse and Surveillance solutions or solutions that enhance Fraud, Abuse and Surveillance capabilities.
27.	IMS Government Solutions				In Section 2 – Project Introduction and Objectives – AHCCCS says it is seeking information to determine what type of enhancements may exist to increase the effectiveness of the program today. Given this, is AHCCCS willing to share the program integrity software management system currently being utilized so the respondent can address enhancements to increase effectiveness?	LexisNexis (EDIWatch) is the current program integrity product.
28.	IMS Government Solutions				Will AHCCCS please provide the total dollars identified and recovered over the past three to five State's fiscal years?	SFY 13 Recoveries/Savings $52,868,063 SFY 12 Recoveries/Savings $40,955,341 SFY 11 Recoveries/Savings $30,500,804

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29.	IMS Government Solutions				Are there other funds identified and recovered that would not be relevant to the scope of AHCCCS' program (e.g. RAC recoveries)?	RAC recoveries are excluded.
30.	IMS Government Solutions				Does AHCCCS have Service Level Agreements (SLAs) requiring a minimum number of law enforcement referrals?	No
31.	IMS Government Solutions				Is there a minimum acceptance threshold dollar value required for case acceptance?	No, although dollar value is a factor in prioritizing case assignment.
32.	IMS Government Solutions				Will AHCCCS please provide a break-out of the 74 staff by units identified in the RFI: • Office of Audit Services • Member Fraud Unit • Provider Fraud Unit • Fraud Prevention Unit • Provider Registration Unit	Office of Audit Services - 6 Member Fraud Unit - 14 Provider Fraud Unit - 22 Fraud Prevention Unit - 18 Provider Registration Unit - 14
33.	IMS Government Solutions				Does AHCCCS receive support of Subject Matter Experts (SMEs) in addition to or beyond the 74 professionals identified and/or from current provider(s)?	OIG uses SMEs employed within other AHCCCS divisions.
34.	IMS Government Solutions				If so what type of SME support is received?	Medical, policy and legal support is received.

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35.	IMS Government Solutions				What type of pricing structure does AHCCCS utilize today? Firm Fixed price, Incentive Fees, Contingency Fees, etc.?	Fixed price (deployment and license).
36.	IMS Government Solutions				Where is AHCCCS' solution hosted today? Is it a vendor or cloud hosted solution or is it a State hosted solution?	Vendor hosted.
37.	IMS Government Solutions				What types of performance SLA's exist and what levels are currently being met and/or required? Is this an area of improvement or efficiency AHCCCS is seeking?	Current product satisfied GITA ROI oversight. Improvement, efficiency and functionality are all areas AHCCCS is looking to increase.
38.	IMS Government Solutions				What qualifications will AHCCCS look for of the Prime Vendor and/or a Vendor team that may respond to any resulting RFP?	AHCCCS has not yet developed the RFP nor finalized the evaluation criteria, however we may indicate preference for proven solutions and experience with Medicaid Programs.
39.	IMS Government Solutions				Is responding to the RFI a requirement in order to be eligible to submit a proposal for any resulting RFP?	No
40.	IMS Government Solutions				The RFI seems to indicate that a Vendor may respond to any or all of the area identified. Will AHCCS require the Vendor to have specific overall qualifications/past performance in other state Medicaid programs, or just in the areas the Vendor identifies?	AHCCCS does not require any specific type of past performance in order to respond to this RFI. See answer to #38 above.

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41.	IMS Government Solutions				Section 5.42 is labeled as Provision for Training and Documentation, but describes the project management process. Is there a description of what is required for Training and Documentation?	Training and Documentation should be included in the scope of project management and enable AHCCCS OIG staff to use the solution independently.
42.	LexisNexis	Uniform Instructions to Offeros	Introduction	1	3rd from last paragraph states: Response must be submitted in sealed envelope or package….. However, Section 7.3 on pg 9 states: "submit your response electronically or physically ….." Please confirm responses are to be submitted electronically and that no hard copies are required for submission.	All responses may be submitted electronically via email to the Procurement Officer. Email: Mark.Held@azahcccs.gov
43.	LexisNexis	6. Contents of Your Response	6.2.1	8	To ensure that AHCCCS receives the same financial total cost of ownership information and that AHCCCS is able to equally compare all line item cost across vendors, please consider providing a cost template for vendors to complete. The template would require individual line item pricing for operations, support and implementation costs and delineate the fixed annual fee for AHCCCS and Hawaii.	This is a NON-COMPETITIVE process, Request for Information. No awards will be made from this solicitation. AHCCCS intends to gain information on current industry practices and products in order to assist us in developing the next RFP. AHCCCS will not be providing a cost template for this RFI.

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44.	MSS Technologies				Is AHCCCS looking to standardize reporting to a single solution?	No
45.	MSS Technologies				Is AHCCCS looking for both predictive and prescriptive analytics for the PMMIS system?	AHCCCS will consider solutions at the front-end, in-stream and back-end.
46.	MSS Technologies				Is AHCCCS open to discussing expansion within current reporting solution?	Yes
47.	MSS Technologies				Has AHCCCS documented challenges and improvements to existing solution?	No
48.	MSS Technologies				What has AHCCCS identified as the technical justification for the YH14-0017 RFI?	Incumbent contract expires March 2015.
49.	Palantir Technologies	Explanation of Proposed Solution	5.19 Support assessment across form types	6	Can the AHCCCS provide information as to the form types that require support?	CMS-1500, ADA, NCPDP and UB 2004
50.	Palantir Technologies	Program Integrity Business Requirements	4.1 Arizona Office of the Inspector General	5	Section 4.1 mentions that OIG is staffed by 74 individuals. How many users are expected to use the proposed system?	40 - 50
51.	Palantir Technologies	Explanation of Proposed Solution		6-7	The Agency lists a set of investigational tasks. Which of these steps does the Agency expect its own staff to perform? Which of these tasks does the Agency require the vendor to provide as a	AHCCCS OIG staff are expected to perform all research and investigative tasks.

Question #	Offeror Name	Section Name	Paragraph #/ Title	Page #	Question	AHCCCS Response
					service component?	
52.	Palantir Technologies		6.2.4.3 AHCCCS	9	Does the State currently use a case management system? If so, what are the expectations regarding integrating with this system?	AHCCCS does not use a stand-alone case management system to follow patients and track appointments. AHCCCS case managers use a portion of the Pre-Paid Medical Management Information System (PMMIS) to track items for authorization.
53.	Palantir Technologies	Contents of Your Response	6.2.4.3 AHCCCS Processes approximately 6.5 million Fee-For-Service claims per year	9	Can the AHCCCS please identify the types of claims processed (e.g. medical, facility, pharmacy, vision, etc.) and the estimated volume of each?	For the date of service period 10/01/2011 – 09/30/2012, AHCCCS processed the following number of Encounters and Claims: • CMS-1500 - 59,520,035 claims • ADA - 4,656,026 claims • NCPDP 14,729,388 claims • UB Inpatient –391,366 claims • UB Outpatient – 3,547,324 claims • UB LTC - 220,267 claims Note: This includes total approved, denied, adjusted and pend Encounter/Claim activity

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54.	Palantir Technologies	Current Information Technology Environment	3.4 Data Warehouse/Decision Support Environment	4	What is the location of the data warehouse? Is the state open to hosting a solution in its own data warehouse?	The DW is located in the Arizona Department of Administration (ADOA) datacenter. See response to #64.
55.	Palantir Technologies				What is the current lag time between adjudicating a claim (after it has been received) and payment of that claim?	Less than 30 days if the claim is clean. Note this applies to Fee For Service claims only.
56.	Palantir Technologies				Is the state able to share the current number of active investigations? The number of flagged providers and claims?	As of 11/26/2013 there were 733 assigned cases (224 involving distinct providers).
57.	Palantir Technologies	Current Information Technology Environment	3.2.8 Web Browser	4	Would the intended end-users have the ability to access a different internet browser OS such as Google Chrome or Firefox?	Yes, if necessary
58.	Palantir Technologies	Contents of Your Response	6.2.3 Provide information on what types of savings have been generated, quantifies, and verified in association with these efforts.	8	Is the AHCCCS referring to cost savings related to the implementation of a cost-efficient software solution or rather cost savings related to preventing Medicaid Fraud and improving Program Integrity?	Primarily Fraud, Waste and Abuse, but product cost is also a factor.

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59.	Raytheon Cyber Products Company Analytics Solutions	RFI Summary	Page 2, 1st Sentence	2	Please identify the incumbent contractor(s).	LexisNexis (formerly EDIWatch).
60.	Truven Health Analytics Inc.	Project Introduction and Objectives	2.1.2	3 of 12	What are the Disaster Recovery Standards, including recovery time objectives, for the system?	This would not be considered a mission critical AHCCCS system. Therefore redundancy is not required. Recovery time of 10 days is acceptable. ISD also suggests that this be compared to the requirement for the existing vendor.
61.	Truven Health Analytics Inc.	Project Introduction and Objectives	2.1.4	3 of 12	You mention "Pre-Paid Medical Management Information System (PMMIS)". Is this an internal AHCCCS system? Will you provide more information on the purpose of this system and the data contained therein?	It is the core system supporting Medicaid for the state of Arizona. It processes enrollment, claims, encounters, etc.
62.	Truven Health Analytics Inc.	Current Information Technology Environment	3.2	4 of 12	Windows 2000 is at end of life and no longer receives security updates. Windows XP goes out of mainstream support on April 15, 2014. When does AHCCCS intend to upgrade to a more current version of Windows?	This information is incorrect. Our current standard is Windows 7.

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63.	Truven Health Analytics Inc.	Current Information Technology Environment	3.2	4 of 12	Does AHCCCS use Microsoft Excel? If so, what version will be used by end-users when the contract is expected to start?	Yes, MS-Office 2010
64.	Truven Health Analytics Inc.	Project Introduction and Objectives and Current Information Technology Environment	2.1.1 and 2.1.2 3.2	3 of 12 4 of 12	Do 2.1.1 and 2.1.2 mean that the selected vendor is required to upgrade all hardware and software, including desktops, Thin clients, Windows operating systems, Microsoft Office, and so on, or is AHCCCS planning to make upgrades? Generally, for the type of solution you are seeking in this RFI, the state makes those upgrades.	An integrated solution should be compatible with the current AHCCCS infrastructure. The vendor will be responsible for additional infrastructure required to support a hosted solution.
65.	Truven Health Analytics Inc.	Program Integrity Business Requirements	4.1	5 of 12	For the 74 individuals mentioned in this section, will you break down that number across the units you mention? Additionally, does each unit have data analysts, and if so, how many in each?	Office of Audit Services – 6 (Data Analysts) Member Fraud Unit - 14 Provider Fraud Unit - 22 Fraud Prevention Unit - 18 Provider Registration Unit – 14
66.	Truven Health Analytics Inc.	Explanation of Proposed Solution	5.42	8 of 12	The heading of this requirement (Provision of Training and Documentation) does not align with the detail in the requirement (asks about project management). Would you clarify what you are looking for in the answer to this requirement?	Project management details, including training and documentation.

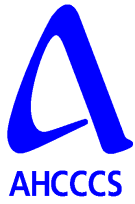# QUESTIONS FROM RESPONDENTS

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67.	Truven Health Analytics Inc.	How to Respond	7.4.3	10 of 12	We respectfully request that AHCCS reconsider its decision to release vendor pricing information provided as part of Section 6.2 (Financial/Total Cost of Ownership) if requested as part of a public records request. By deeming pricing information as confidential and exempt from public disclosure, the state can be assured of receiving more targeted pricing information that you can use in determining your final budget for this project. If responders are not assured confidentiality of pricing information, AHCCS will likely not receive useful information as part of this RFI. It is important to note that the information we might provide in response to Section 6.2 is extremely sensitive and represents the strategy we use in developing pricing for our solutions. We are very concerned that release of pricing and associated strategy would provide unfair economic and/or competitive advantage to other organizations that may bid on any subsequent RFP for this project. As such, damages, including severe economic damages, would be incurred by our company if the information is publicly disclosed.	AHCCCS does not intend to waive this requirement pursuant to R2-7-103 "Confidential Information", of the Arizona Procurement Code: A. If a person wants to assert that a person's offer, specification, or protest contains a trade secret or other proprietary information, a person shall include with the submission a statement supporting this assertion. A person shall clearly designate any trade secret and other proprietary information, using the term "confidential". Contract terms and conditions, pricing, and information generally available to the public are not considered confidential information under this Section. This practice is standard for all State agencies procuring goods and services pursuant to the Arizona Procurement Code. Any subsequent RFP will also contain this condition.

	AHCCCS
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