



<b>SOLICITATION AMENDMENT #2</b>		
<b>YH21-0008</b> RFI- Health Plan Operations Dashboard	Solicitation Due Date:  <b>Amended to August 28, 2020</b> <b>3:00 pm Arizona Time</b>	Procurement Officer: Cynthia Smolens Email: <a href="mailto:procurement@azahcccs.gov">procurement@azahcccs.gov</a>

**A signed copy of this amendment must be submitted with your solicitation response.**

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

<b>OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.</b>	<b>THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.</b>
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE:  <b>SIGNATURE ON FILE</b>
TYPED NAME:	TYPED NAME:  Meggan LaPorte, CPPO, MSW
TITLE:	TITLE:  Chief Procurement Officer
DATE:	DATE:



## QUESTIONS AND ANSWERS FORM

### YH21-0008 – Health Plan Operations Dashboard RFI

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Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	Leave Blank for AHCCCS Response
1.	Prominence Advisors	4.1.2	3	Regarding Static reporting requirements, what is the desired format of the static report? Does this pertain to specific State or Federal regulations regarding the documentation of Medicaid or Medicare data? If so, please provide the specific statute.	There is no specified format for a static report and it is not specific to State or Federal regulations.
2.	Prominence Advisors	4.1.2	3	If the static reporting requirement does not pertain to a specific statute, what current report is it intended to replace?	This is not intended to replace any existing report.
3.	Prominence Advisors	4.1.1	3	Regarding Mainframe and Data Warehouse, what is the existing infrastructure and relevant database software to be used? Is the Mainframe data isolated or maintained in the Data Warehouse?	The Prepaid Medical Management Information System (PMMIS) is operated on an IBM 79000 mainframe. A Data Warehouse / Decision Support (DW/DSS) environment, utilizing IBM Cognos Business Intelligence as a reporting tool, is maintained to store data from PMMIS. The environment consists of an Oracle Linux Operating System, Oracle 11.g Database, Cognos 11.2 Reporting Tool, and Informatica Power Center and Exchange 9.5.



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4.	Prominence Advisors	NA	NA	Regarding the infrastructure needs of the proposed solution, are there any restrictions? For example, must the solution be deployed on physical hardware controlled and maintained by AHCCCS or are cloud computing solutions such as AWS, Azure, and GCP, or Software-as-a-service options available as alternatives?	For purposes of the RFI, there are no restrictions on potential solutions.
5.	Prominence Advisors	3.1.1	2	What is the desired Service level agreement between AHCCCS and the public/stakeholders? Will the solutions be considered vital infrastructure upon completion of the project?	This has not been determined at this time.
6.	Prominence Advisors	3.2.5	3	What level of ownership of maintenance / ongoing support / optimization of the final deliverable(s) does AHCCCS require? Do you seek a fully outsourced solution, a solution maintained entirely in house, a hybrid?	AHCCCS is interested in considering all potential solutions, inclusive of the options described.
7.	Prominence Advisors	5.11.2	4	How many AHCCCS staff will be involved in supporting the solution? Please break them down by the buckets and definitions below: <ul style="list-style-type: none"> <li>• Creator: person who creates, maintains, optimizes dashboards from data source through to visualization. This type of user is also commonly referred to as a developer.</li> <li>• Explorer: person who can design, maintain, optimize visualizations and</li> </ul>	This has not been determined at this time.



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				<p>performs ‘power user’ or ‘support’ type roles.</p> <ul style="list-style-type: none"> <li>• Viewer: person who needs to interact with (filter/drill) dashboards to answer questions they have that the data can answer.</li> <li>• Consumer: person who needs to only consume data that the dashboards contain, but won’t need to interact with the dashboards themselves.</li> <li>• External user: someone who needs to view data the dashboard displays but is not part of AHCCCS.</li> </ul>	
8.	Prominence Advisors	3	2	How many data sources does AHCCCS need to incorporate into these dashboards?	This has not been determined at this time.
9.	Prominence Advisors	3	2	How many dashboards does AHCCCS envision needing to fulfill the requirements of this RFI?	This has not been determined at this time. The RFI identifies that AHCCCS intends to implement clinical, financial and utilization dashboards.
10.	Prominence Advisors	3	2	Are all AHCCCS data sources in scope for this project in machine readable formats and accessible through standard database connection tools (e.g. ODBC, etc.)?	Yes.
11.	Prominence Advisors	8.2	5	We consider our pricing models to be confidential and do not expose them to	You may respond to any or all of the sections in an RFI. Because you consider



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				competitors. Would AHCCCS be able to redact pricing information that is part of the RFI in order to receive a complete submission?	your pricing confidential, Section 8.2 of the RFI states "Please do not submit anything considered "proprietary" or "confidential"."
12.	Prominence Advisors	NA	1	Will all firms who respond to the RFI be notified in AHCCCS elects to open an RFP?	If an RFP is published, all vendors registered in Arizona Procurement Portal (APP) for related services will receive notification through APP. All vendors responding to this RFI are encouraged to register in APP.
13.	Prominence Advisors	NA	NA	Is an incumbent vendor providing some or all of these services today? If so, who is that vendor?	No.
14.	Freedman HealthCare	3. Introduction, paragraph 1	2	The first sentence refers to key indicators. 1) Would the vendor be responsible for proposing which key indicators to measure? 2) Would the vendor be responsible for designing business and technical specifications for the key indicators?	Yes, the vendor would be responsible for proposing key indicators. Yes, the vendor would be responsible for working with AHCCCS to design appropriate business and technical specifications.
15.	Freedman HealthCare	3.2.5	3	The section refers to "tools and processes currently in place in the AHCCCS environment." Can AHCCCS provide additional description about these?	Currently, AHCCCS utilizes IBM Cognos Business Intelligence, which could be utilized in a proposed solution. In addition, AHCCCS receives quarterly financial statements and monthly claims summary data via manual processes that could also be leveraged in a proposed



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					solution.
16.	Freedman HealthCare	4.1	3	Can you give information about the Cubes you are using currently? Number of dimensions/measures/categories?	AHCCCS does not utilize cubes at this time.
17.	Freedman HealthCare	4.1	3	When a new cloud database is deployed, will there be substantial changes in the data structures?	Substantial changes to the data structures are not anticipated.
18.	Freedman HealthCare	4.1	3	In addition to coordinating with AHCCS staff, will vendor be supporting a data governance process covering ingesting of different files for the dashboards and reports that will be created?	Yes, the vendor will partner with the AHCCCS data governance team as appropriate.
19.	Freedman HealthCare	4.1	3	Will vendor be required to perform data quality processes on the data that is accessed from the Mainframe and/or Data Warehouse?	This has not been determined at this time.
20.	Freedman HealthCare	4.3	3	Is there a preference to continue using OLAP as a solution?	No.
21.	Freedman HealthCare	4.3	3	Has the cloud platform already been selected?	No.
22.	Freedman HealthCare	4.4	3	One of the requirements is compatibility with the AHCCCS Mainframe Environment and/or Data Warehouse environment. What languages do these systems use? Does AHCCCS have a preference for an access design?	The Prepaid Medical Management Information System (PMMIS) is operated on an IBM 79000 mainframe. A Data Warehouse / Decision Support (DW/DSS) environment, utilizing IBM Cognos Business Intelligence as a reporting tool,



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					is maintained to store data from PMMIS. The environment consists of an Oracle Linux Operating System, Oracle 11.g Database, Cognos 11.2 Reporting Tool, and Informatica Power Center and Exchange 9.5. AHCCCS is interested in considering all potential solutions.
23.	Freedman HealthCare	4.5	3	Do you currently have any licensing for visualization tools? For instance, a Microsoft license that includes Power BI Pro.	AHCCCS possesses licenses for Microsoft Power BI and Google Data Studio.
24.	CMA Consulting Services	5. INFORMATION REQUESTED	3	Due to the COVID-19 Pandemic virus, are there additional requirements or special reporting needs AHCCCS would like considered for this RFI?	No.
25.	Wakely Consulting Group, LLC	3	2	What kind of data report format is the contractor required to provide in order for AHCCCS to display results on their website?	This has not been determined at this time.
26.	Wakely Consulting Group, LLC	4.4.2	3	Is the intent to show PHI in the standardized dashboard that AHCCCS employees will access in Google Chrome?	No.
27.	Wakely Consulting Group, LLC	4.1.2	3	Please expand on the dynamic reporting requirement. Does this involve pre-set dynamic filters that allow users to drill down into specific cuts of the data, or does AHCCCS require the ability for the user to input their own user-defined filters?	Yes, this is anticipated to involve pre-set dynamic filters. It is not intended to allow user-defined filters.
28.	Wakely Consulting	3.1.1	2	Does “access to meaningful data” include only the presentation of AHCCCS-provided data, or	A solution could include the presentation of non-AHCCCS data, including external



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	Group, LLC			does this also include the use of external benchmarks outside of AHCCCS to the extent that they are useful for comparison to AHCCCS performance?	benchmarks.
29.	Wakely Consulting Group, LLC	3.2.5	3	Please describe the tools and processes currently in place in the AHCCCS environment.	Currently, AHCCCS utilizes IBM Cognos Business Intelligence, which could be utilized in a proposed solution. In addition, AHCCCS receives quarterly financial statements and monthly claims summary data via manual processes that could also be leveraged in a proposed solution.
30.	Wakely Consulting Group, LLC	4.1.3	3	Are the export summaries and analysis data expected to come directly from the vendor's dashboard or to be provided ad hoc by the vendor when requested? Further, is the expectation that data can be exported from the dashboard at a more granular level than what is shown in the dashboard summary reports?	Export summaries and analysis data are anticipated to be accessible directly from the solution and not on an ad hoc basis. It is not expected that data can be exported from the dashboard at a more granular level than it is displayed on the dashboard.
31.	Wakely Consulting Group, LLC	6.2	4	Due to the uncertainty related to travel during the Covid-19 pandemic, our willingness to schedule an in-person presentation will be highly dependent on the date of the presentation. If possible, please provide anticipated timing for the in-person 60 minute presentation.	Noted.





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32.	Wakely Consulting Group, LLC	6.2	4	Please provide the anticipated timeline for the following: announcing the winning bidder, when the winning contractor(s) will begin work, when AHCCCS expects to have the first version of the dashboard completed, and any other key deliverables.	This is a Request For Information (RFI), not a competitive bid.
33.	Google	3.1.1	2	How many external stakeholders will need to have access to this data? -Of these users how many will need to be able to create their own dashboard? How many internal stakeholders will need to have access to this data? -Of these users how many will need to be able to create their own dashboard? How many individuals at AHCCCS will be responsible for administering the number of users and determining who has access to what data? How frequently are we adding new metrics/KPI's to the existing dashboards?	This has not been determined at this time.
34.	Google	3.1.2	2	How many unique dashboards will be required for this project? Roughly how many visual components are expected per dashboard? How much are your dashboard requirements defined? How much guidance would you like our professional services team to provide in	The number of unique dashboards has not been determined at this time. The RFI identifies that AHCCCS intends to implement clinical, financial, and utilization dashboards. The number of visual components expected per dashboard has not been determined. Dashboard requirements are not yet



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				<p>formalizing the dashboard requirements? How frequently are we adding new metrics/KPI's to the existing dashboards once created?</p>	<p>defined. The vendor would be responsible for proposing key indicators. The vendor would be responsible for working with AHCCCS to design appropriate business and technical specifications. It has not been determined how frequently new metrics could be added to dashboards once they are created.</p>
35.	Google	3.2.3	3	<p>Has the data from the data sources been consolidated into a modern data warehouse? If so, how many data sources will be feeding your data warehouse? Additionally, what database are you currently using for your mainframe and data warehouse environment? If not: Where is your data being hosted currently (on-premise or Cloud - please specify which?)</p>	<p>Yes. The Prepaid Medical Management Information System (PMMIS) is operated on an IBM 79000 mainframe, which is owned and operated by the Arizona Department of Administration (ADOA) and is located at the ADOA Data Center. All other equipment is owned and operated by AHCCCS. A Data Warehouse / Decision Support (DW/DSS) environment is maintained to store data from PMMIS. The environment consists of an Oracle Linux Operating System, Oracle 11.g Database, Cognos 11.2 Reporting Tool, and Informatica Power Center and Exchange 9.5.</p>



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36.	Google	4.3.1	3	<p>Which teams or groups from AHCCCS will manage the environment and own the modeling layer, and dashboard development, after the initial implementation?</p> <p>How much availability would they be able to participate in the implementation project to learn the platform from the project team as we build out the initial implementation?</p> <p>What is your end user roll out plan once the dashboards are created? How much support would you expect our professional services team to provide in terms of end user training and roll out support?</p>	<p>The AHCCCS Office of Data Analytics (AODA) is responsible for developing, implementing, and maintaining the dashboard. Team members will be available to participate in development and implementation. An end user roll out plan has not yet been developed. It has not been determined the level of training and roll out support that would be required.</p>
37.	Google	4.1	3	<p>Is the goal of the engagement to develop dashboards utilizing data stored in the current system? Is there any data migration to cloud involved as well? (ETL etc.?)</p>	<p>Yes, the goal is to develop dashboards using existing data. This RFI is not intended to migrate data to the cloud, though a cloud based solution could be proposed.</p>
38.	Google	4.1	3	<p>Do you have an existing system in-place that you want to use for storing and visualizing data or are you planning to do a complete modernization of the existing setup?</p>	<p>There is not an existing data visualization tool that the dashboards are replacing.</p>



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39.	Google	4.4	3	Are you currently leveraging any cloud services? If yes, which one? If not, will you be open to Google Cloud Platform (GCP)?	Yes, MSAZURE platform for webservice. As long as security guidelines are met based on the information either being stored or that is traversing the environment within the Google Cloud Platform it would be considered.
40.	Google	4.4	3	How are you analyzing the data currently? Any available sample charts for reference?	Data analysis is on an ad hoc basis. Sample charts are not available for reference.
41.	Google	4.1	3	Do you need real-time reports or periodic updates?	A solution that includes real-time reports and/or periodic updates will be considered.
42.	Google	4.1	3	Would you also like mobility for the dashboards?	Yes, dashboards should be accessible via mobile devices.
43.	Google	4.3	3	What is the timeline you are anticipating to deploy this project?	A timeline has not been determined.
44.	Google	4.1	3	What is the business loss in-case you do not go ahead with this project?	This project will support agency strategic objectives.
45.	Google	4.4	3	What is the total data size and how is it bifurcated across the various data sources?	Total size is undetermined and could vary based on the data requirements of the solution. Data would be based on approximately 2 million members.
46.	Google	4.4	3	Is the data structured or unstructured?	Structured.
47.	Google	4.4	3	Does the data in the database have the same formats or input of data is in multiple formats?	Data structures are standardized in PMMIS as well as the DataWarehouse.



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48.	Google	4.4	3	Please list all the data-types that would be used for the dashboard	This has not been determined at this time.
49.	Google	4.4	3	Is all the data in a single location or multiple locations?	Multiple.
50.	Google	3.1.1	2	Do we need to provide role based row level access to data on Dashboards?	This has not been determined at this time.
51.	Google	4.1	3	Are you looking for any of the following functionalities - -Search bar -Ability to process (approve/disapprove) any transactions/claims etc -Change/customize graph types, layout etc -Drill-Down Capabilities	Multiple types of functionalities will be considered.
52.	Google	4.1	3	What performance requirement (Latency, SLA etc) are you envisioning for these dashboards?	This has not been determined at this time.
53.	Google	4.1	3	How frequently is the data refreshed?	Daily, weekly or other frequency dependant upon the type of data.
54.	Google	4.1	3	What is the daily delta for the data?	Magnitude of the daily/monthly delta is undetermined and could vary based on the data requirements of the solution. Data would be based on approximately 2 million members.
55.	Google	4.1	3	Do you have a preference for a BI tool? (Data Studio, Looker, Tableau or any other 3rd party)	No.



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56.	Google	4.1	3	<p>What are the different types of dashboards that will be needed? (Strategic, Analytical, Operational)          -Please detail how many users for each dashboard type</p>	Multiple types of dashboards will be considered. The number of users has not been determined.
57.	KS - Solu Technology Partners	3.2.2	3	<p>Is previous Medicaid dashboard implementation experience a requirement?           If not, will firms that have the following be considered?          - Medicaid experience both from the user and data perspectives          - Dashboard experience for other health care solutions, and          - Development, Support and Hosting services</p> <p>If not, assuming that responses are scored, what percentage of the total score is for meeting the previous Medicaid dashboard implementation experience requirement?</p>	Yes.
58.	KS - Solu Technology Partners	3	2	<p>Will there be different types of (non-admin) users with different dashboards?           Assuming users can save their personal dashboard layout?</p>	This has not been determined at this time.



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59.	KS - Solu Technology Partners	4	3	<p>Are there other state Medicaid dashboard systems that you like and would like to design similar?</p> <p>If so, can you please provide the links for reference.</p>	This has not been determined at this time.
60.	KS - Solu Technology Partners	4.1.3	3	Is there a subset of export formats that must be supported?	This has not been determined at this time.
61.	KS - Solu Technology Partners	4.4.1	3	Can you please provide a technology summary of the Mainframe and Data Warehouse Environments?	The Prepaid Medical Management Information System (PMMIS) is operated on an IBM 79000 mainframe, and is located at the Arizona Department Of Administration Data Center. All other equipment is owned and operated by AHCCCS. A Data Warehouse / Decision Support (DW/DSS) environment is maintained to store data from PMMIS. The environment consists of an Oracle Linus Operating System, Oracle 11.g Database, Cognos 11.2 Reporting Tool, and Informatica Power Center and Exchange 9.5.
62.	KS - Solu Technology Partners	4	3	Is there an estimated number of users both total and concurrent users that the site needs to support?	This has not been determined at this time.



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63.	KS - Solu Technology Partners	4	3	Is there a technology stack that this dashboard solution needs to reside on?	This has not been determined at this time.
64.	KS - Solu Technology Partners	4	3	Are any dashboard or reporting systems currently in use? Microsoft SharePoint or Tableau for example.	AHCCCS possesses licenses for Microsoft Power BI and Google Data Studio.
65.	KS - Solu Technology Partners	4	3	Is there a system in place that is the system of record for user accounts that needs to be integrated with?	No.
66.	KS - Solu Technology Partners	4.1.4	3	What data privacy and security requirements does the site need to be compliant with?	Must meet all HIPAA standards for privacy and security.
67.	KS - Solu Technology Partners	Overall	Overall	Is there currently an incumbent vendor that the state is working with?	No.
68.	KS - Plante & Moran, PLLC	5.5	3	Is it acceptable to present two or more BI tools as options for this response?	Yes.
69.	KS - Plante & Moran, PLLC	3.2.4	3	What is the expected/assumed level of involvement of AHCCCS staff in each of the aspects noted in 3.2.4? (AZ staff vs Vendor vs Combination/Mentoring)	The AHCCCS Office of Data Analytics (AODA) is responsible for developing, implementing, and maintaining the dashboard. Team members will be available to participate in development and implementation. An end user roll out plan has not yet been developed. It has not been determined the level of training and roll out support that would





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					be required.
70.	KS - Plante & Moran, PLLC	3.2.4	3	Does the solution need to account for HIPPA data being stored/displayed?	Yes.
71.	KS - Plante & Moran, PLLC	3.2.5	3	What are the tools and processes currently in place that a proposed solution could complement/utilize/leverage?	AHCCCS possesses licenses for Microsoft Power BI and Google Data Studio.
72.	KS - Plante & Moran, PLLC	4.1.2	3	What are some examples of dynamic report features you are hoping to see in a solution?	Multiple types of functionalities will be considered.
73.	KS - Plante & Moran, PLLC	4.1.3	3	Is the requested export referring to visualizations and/or data?	Both.
74.	KS - Plante & Moran, PLLC	4.1.3	3	What are the data output types you are expecting from the export? What is the purpose/business need for the exported file?	This has not been determined at this time.
75.	KS - Plante & Moran, PLLC	6.2	4	Can we request that the presentation/demonstration be completed virtually?	Yes.
76.	KS - Plante & Moran, PLLC	3.2.1	3	Have you had any negative experiences with consulting services in the past? If so, please explain expectations that would prevent this from re-occurring.	Not applicable.
77.	KS - Plante & Moran, PLLC	3.2.1	3	Are there any past experiences with tools that may prevent you from using any of the tools again? Please explain.	No.