

MPHI Quality Assurance Review RFP Questions and Answers

#	Question	Answer
1.	Does MPHI have a specific date in mind for completion of all deliverables?	April 1, 2020.
2.	What's the volume and types of documents that we will be storing?	There are approximately 12,000 stored documents per review year. They are PDFs that range in size. The average size is about 85 KB.
3.	What are your expectations for corrective action plans in the system? I.e. where are the plans created and documented -- do we need screens for that, does it happen in Word or something outside the system, or something else?	Corrective action plans are created in the CQAR system by the Waiver Agent and then reviewed and approved by the CQAR Team Manager. We will need screens and workflow.
4.	Section 5.3.1 states that an end date has not been determined. Can MPHI please indicate if there's a preferred Go-Live date for the QAR application?	April 1, 2020.
5.	The first evaluation criteria under section 6.3.1 implies that the contractor would be responsible for conducting an operation and organizational assessment of services as part of the QAR application project, however, does not mention it under the scope of work. Will MPHI please clarify if that assessment is within scope? And if not, what type of information is MPHI looking for in order for the consultant to properly demonstrate that capability?	An organizational assessment is not part of the scope for this project. That was an error in the RFP.
6.	Will you consider proposals that propose a different timeframe than what is documented in the RFP?	The start date is firm.
7.	As the RFP notes in section X, the requirements are still in the process of being defined. How do you foresee this impacting the quoting process if at all? Our main concern is while we can quote based on the details in the RFP, it will be difficult to accurately estimate costs if the requirements are going to potentially change as noted. Are the quotes to be budgetary only in this case?	MPHI will work with the selected vendor regarding change controls should the finished requirements differ substantially from the scope as defined in the RFP.
8.	Are the interviews and questions currently handled via physical paperwork, or PC/laptop/tablet based functionality?	Interviews conducted are using paper and then the responses are manually entered into laptop or desktop computers.

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9.	Are the protocols & standards for a given year/program the same for all interviewed participants? Meaning, are the same questions asked of all?	Yes, the participants that are interviewed in a given year are all asked the same questions. However, the protocols for the Home Visits are not the same as the protocols for the Record Reviews, although there is some overlap.
10.	Besides the yes/no/na and met/not-met/na answers, does the interviewer have the need or capability to add additional notes to help clarify and document answers better?	Yes.
11.	Does the reviewer app need to be cross browser/cross operating system capable? Such as Windows IE/Edge, Chrome, and Apple IOS Safari?	Yes.
12.	Based on the details in the RFP, we are assuming all application modules and their interfaces will be web based, no client side applications should need to be installed - correct?	Correct.
13.	The sample contract seems to have a clause that states that all intellectual property within the finished application (design and code) is solely and exclusively owned by MPHI. This clause would prevent us from submitting a proposal since we leverage an existing proprietary framework which reduces our overall development costs and cannot be owned by MPHI. Are you willing to remove the contractual provision related to comprehensive IP ownership?	MPHI would be willing to negotiate acceptable language regarding intellectual property.
14.	Would you be willing to grant an extension on the deadline to submit our proposal from August 9 to August 16 to allow us full two weeks after receiving your responses to vendor questions to formulate the RFP due to key personal being out of the office?	No.

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15.	The proposal indicates the software would need to work on “tablets” operating in situations lacking direct Internet access (i.e., support for “offline” operations). Is it acceptable to require that any devices used for offline operations have Intel-compatible processors and the full Windows operating systems (such as the <i>Microsoft Surface</i> tablet), and would NOT work on less expensive tablets running non-Intel chips with Windows in S mode (such as the <i>Samsung Galaxy</i> tablet)?	MPHI is not prepared to definitively answer this level of technical detail at this time. The bidder may propose this as part of the response along with justification and MPHI will consider it.
16.	What do you imagine to be the outstanding functional requirements that were not provided as part of the RFP? Are there potentially additional components or will they represent minor refinements of what is currently requested as requirements?	MPHI does not anticipate additional components that are not defined in the RFP. If additional components are identified as part of requirements validation, MPHI will work with the vendor on change controls.
17.	What are your expectations for deliverable products as part of this fixed price custom software development project that represent each increment of 80 hours of effort, beyond up-front technical specifications and user reference documentation, given that the ultimate deliverable is a fully functional application set? Can you provide examples of anticipated milestone deliverable products within these relatively small time allotments?	The 80-hour increments are intended to refer to time boxes of activities that support a milestone. For example, one milestone may be Review Module Testing, and that may be supported by time-boxed activities such as creating test scripts, performing integration testing, system test, user acceptance testing, etc.