

AAA Solution RFP
Question and Answers #1
August 17, 2012

RFP Base / General

1. Reference RFP Section 2.8 (Proposer's Questions). Can follow-up questions to Questions and Answers be submitted?

Answer #1. No, Proposers are responsible for clearly stating in their question(s) for information that is unclear, so that County can appropriately respond one time.

2. Reference RFP Section 2.11 (Business Proposal Format) and Section 2.12 (Cost Proposal Format). Can the Proposer use their own format for the proposal?

Answer #2. No, County requires the format as specified. If you use Section 2.11 (Business Proposal Format) and Section 2.12 (Cost Proposal Format) as a checklist it will be much easier to get all of the information and forms in the correct place.

RFP Appendix A Required Agreement

3. Reference Appendix A (Required Agreement), Attachment A.2 (System Configuration) chart. What is the purpose to this chart?

Answer #3. The chart shows definitions of terms, used in the Required Agreement in a graphical hierarchy. Example: The term "Solution Software" includes "Software Updates", "Application Software", "Third Party Software", each of these items may or may not have other components that are included in that term.

RFP Appendix B Statement of Work

4. Reference Statement of Work, Task 6, does County have a required format for the data to be exported on a periodic basis? Is XML a format that they would be willing to accept? Can this be processed periodically via an automated batch process?

Answer #4. Assuming that your reference is to, Subtask 6.1 (Establish Method and Test Consumer Export). A note of caution, County has not reached the point of import testing with the Xavus My Senior Center project, so the County cannot validate Xavus statements. However, the Xavus representative stated that "...they can import into their system comma delimited and Excel files ... additionally they can import XML from some vendors as they have worked with those files before... so the client data can be imported in text files, Excel and XML files."

Additionally, it currently appears to the County that a batch process of some type could be a workable solution of updating consumers from the AAA Solution to the Xavus My Senior Center application.

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5. Reference Statement of Work, Task 6, does County have a required format for the data to be imported (service deliveries) on a periodic basis? Is XML a format that they would be willing to accept? Can this be processed periodically via an automated batch process?

Answer #5. There are multiple components to Subtask 6.2 (Establish Method and Test AAA Import of Services Delivery), however two are directly related to importing service deliveries; (1) Service deliveries from Xavus My Senior Center. A note of caution, County has not reached the point of export testing with the Xavus My Senior Center project, so the County cannot validate Xavus statements. However, the Xavus representative stated that, "...they can export to Excel, but like above, their system can produce XML files as that is the only type of file that the import utility in some vendors can accept..."

(2) For AAA service deliveries collected using the Opticon OPN 2001 scanner (Example: meal service deliveries at a congregate meal site). County does not believe that a scheduled batch process or XML applies to this component of importing services deliveries, as it would be an "on demand" situation, when the remote scanner is plugged into the receiving AAA Solution client workstation. Please see Exhibit 2 (Remote Memory Scanner Specifications) and contact Opticon USA support for further information on how data is imported from the Opticon OPN 2001 memory scanner. County is expecting that the Proposer would seamlessly integrate the use of the specified memory scanner into the Solution. Restating in part Statement of Work Subtask 6.2 (Establish Method and Test AAA Import of Services Delivery), "If County option of collecting AAA services via the remote memory scanner is selected, then a direct interface shall be established within the Solution to receive the AAA Services recorded in the remote memory scanner and, if appropriate clear the remote scanner once receipt is validated; and ..."

RFP Appendix C Requirements and Response Documents

6. Reference Exhibit 1 (Minimum Requirements), can you clarify, there appears to be two different sets of Minimum Requirements, RFP Introduction Section 1.4 (Minimum Requirements) and Appendix C (Requirements and Response Documents), Exhibit 1 (Minimum Requirements)?

Answer #6. There is one set of Minimum Requirements, it is the RFP Introduction Section 1.4 (Minimum Requirements). Where you respond to the Minimum Requirements is in two places, (1) RFP Section 2.11.6 (Proposer Qualifications) and (2) Appendix C (Requirements and Response Documents), Exhibit 1 (Minimum Requirements) that is included by reference in Section 1.4. The Exhibit 1 (Minimum Requirements) document is to provide a narrative response on how you meet the Minimum Requirements listed on that exhibit only.

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7. Reference Appendix C (Requirements and Response Documents), can we change or modify a “Minimum Requirement” or “Desired Feature” text on the response documents to clarify our response?

Answer #7. No, County would consider that fraud and would disqualify the Proposer. All Minimum Requirements, Desired Features, Security Requirements (as published) on all response documents must remain unchanged. Proposers are provided areas (green shaded) for summary or narrative responses where they can state how they meet the Minimum Requirements and in some Desired Features areas. Additionally, there are columns to check on some sections of the Desired Features for the Proposer to show how the feature is implemented or not, as the case may be. For Security Requirements response, insert text response as instructed on Exhibit 3 (Security Requirements).

8. Reference Appendix C (Requirements and Response Documents) in general, can you clarify the difference between a “Desired Feature” and a “Requirement”?

Answer #8. Yes, in this RFP situation, where the County is requesting a COTS, the system itself is not being custom built, it must exist and have been in production for the specified period. “Desired Features” is a method by which to compare multiple COTS proposals against a County determined set of defined features, some of those would be “Standard Features” others may be features at additional costs. “Requirements” are made up of three components, (1) “Minimum Requirements”, (2) “Security Requirements”, and (3) any “Desired Feature” that the Proposer indicates “Yes - Standard Feature...”, these all become Requirements under the Agreement (at no additional costs), if there is a contract awarded. All “Requirements” must be maintained for the duration of the Agreement.

9. Reference Exhibit 2 (Desired Features), I have some ‘add-on’ components that can meet some of the “Desired Features” but they are at additional costs. How do I indicate that on the “Desired Feature” response documents?

Answer #9. You would have two options;

Option #1, Check “Yes – Standard Feature...” as appropriate and include the costs within the License and System Maintenance. The County will take any response that begins “Yes – Standard Feature...” to mean that the Desired Feature is included at no additional costs (see Answer #8 above).

Option #2, You would indicate “No ...” and then the “Desired Feature” may be scored during evaluation as not included as a Standard Feature, unless selected as an “Application Add-In” as indicated below. Note: The County has listed on Appendix C (Requirements and Response Documents), Exhibit 4 (Cost Sheet and Instructions, Application Add-In Cost Sheet) ten (10)

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“Desired Features” that are considered strong candidates for inclusion as Baseline Customizations at additional costs. On an exception basis, if the Proposer believes that they have an “additional cost” Desired Feature, that is of significant value to the County and the County has not listed it on Exhibit 4 (Cost Sheet and Instructions, Application Add-In Cost Sheet), they may include it on the same Exhibit 4 list (in the same format following the ten (10) Desired Features listed by the County).

At the sole discretion of the County, the County may add any Proposer listed Exhibit 4 (Cost Sheet and Instructions, Application Add-In Cost Sheet), with costs considered in the evaluation, all proposals treated equally, or at County discretion after “Go Live” as part of Task 11 (Optional Work) during the term of the Agreement at the stated cost.

10. Reference Exhibit 2 (Desired Features), please clarify Financial Management items H28-H35, they appear to indicate a desire for functionality to submit claims to California’s Medicaid system and receive remittances via HIPAA-compliant 837/835 EDI transactions, but not for provider invoicing.

Answer #10. Correct. The County does not currently submit claims to California’s Medi-Cal system, however, with so many changes in healthcare nationwide it could become an issue in the future and may be of advantage to the County, therefore, these were included as Desired Features.

RFP Appendix D – M

11. There are a lot of appendices to the RFP, are all of them required?

Answer #11. Yes, Appendices D – M are all required elements of the County of Los Angeles RFP process. Some of the Appendices are required to be filled out and returned with the Proposer response and others are information that is required by the County to be given to all Proposers. If you use the RFP Base Section 2.11 (Business Proposal Format) and 2.12 (Cost Proposal Format) as a checklist it will assist you in getting all of the forms in the correct place.