

Ques. No.	Reference (if given in question)	Questions for RFP No. 201308593	Response
1.	p. 10, p. 18,	1a. has "insert date" in the text instead of specific dates. Is the start date supposed to be 11/1/13 and the end date 2/28/14 as was stated earlier in the RFP? Later in the RFP the start date is given as 10/1/13. Which dates are estimated to be correct?	The anticipated start date will be as close to October 1, 2013 as possible, with a goal end date of February 2014. <u>It is possible, but not yet confirmed by the ONC, that the end date can be extended. The State plans to ask ONC to extend the end date to June, 2014. The Bidder should not automatically assume, however, that the end date will be extended.</u>
2		Does OSC envision structuring the terms of the contract to accommodate flexibility in the schedule—from November 1, 2013, through February 2014—to allow for unforeseen impacts such as delays due to weather events, stakeholder availability, and timeliness of feedback? Is there an outside driver that would limit any flexibility to the end date? (<i>RFP Part IC, p. 4</i>)	See Response to No. 1.
3		Does the State have a target budget, or a maximum budget, for this RFP, that you can share with us?	There is no set maximum budget. The awarding of points for the costs is mandated by State rules according to the formula described in the RFP.
4		Because there are several mechanisms which might be taken to collecting information from the various population study segments, can the OSC provide guidance on the anticipated project budget so as to assist bidders in developing a cost-effective technical approach that maximizes the OSC's ROI while achieving the objectives of the evaluation? (<i>RFP Part IVB, Section II, 1, pp. 13-14.</i>)	See response No. 3
5	p. 15 sec V	Section V, Required Proposal Attachments: With respect to item 4 (organizational status), what documentation is required for a non-Maine-based company (which may or may not be a corporation)?	You should send in documentation explaining what type of business you operate (i.e. sole proprietor) and the state in which you operate your business (incorporation state), and name and address of business you use to file your tax return.
6	p. 23	Appendix C: Was the study design developed by an outside consultant, and, if so, whom? If it was, is that outside consultant eligible to bid on this RFP?	The study design was created and specified by the federal Office of National Coordinator (ONC). The ONC is not a consultant and will not be eligible to bid.
7	p. 29-30	Study Design: The design contains what appears to be a large number of indicated interviews and focus groups. 1.Can Maine identify the rough number of individuals expected to be engaged collectively with these interviews and focus groups? 2. Will Maine assist in scheduling interviews and focus groups, or is the contractor expected to take the full burden of this outreach and contact?	1. The anticipated number of people to be used collectively between the interviews and the focus groups is 30-40. 2. Maine will provide contact information for stakeholders involved in the HIT/HIE program. The contractor will contact and schedule interviews/focus groups with those stakeholders.
8		Is Maine concerned that this project, which is fairly short in duration, has a high level of stakeholder engagement but is taking place during the Thanksgiving/Christmas/New Year's holiday season when many stakeholders are distracted and scheduling is particularly difficult?	The schedule and timeline for the program evaluation was determined by the grant we have with the federal government ONC. We are bound by the parameters of that grant. See also, response to question No. 1
9		Can interviews and focus groups be conducted virtually (<i>i.e.</i> , via webinar)?	Yes, there is no requirement that the interactions with stakeholders be face to face.
10		Appendix B. page 22: What are the geographic locations of focus groups and interviews to be conducted for budgeting, e.g. statewide?	Statewide, yet most groups have some presence in Augusta or will be available virtually.

Ques. No.	Reference (if given in question)	Questions for RFP No. 201308593	Response
11		Appendix B. page 22: Are there pre-approved facilities the vendor is required to use?	There are no pre-approved facilities. The work may be performed at the contractor's site. It is expected that the contractor will be available to the state team and stakeholders and to present final report.
12		Appendix C. page 26. Past performance (and/or current project) references may include members of the target stakeholder groups. Is this considered to be a conflict? If so, is it acceptable to disclose these relationships or will it disqualify the vendor from consideration?	Being a stakeholder does not prohibit a contractor to bid, yet it would be expected that the contractor would disclose if it is a stakeholder. See also Response No. 13.
13		Are there specific procedures required to maintain independence of the evaluation vendor and the contractor, e.g. the Office of the State Coordinator for Health Information Technology.	Yes, the vendor must certify and document any relationship with the HIE contractor, and the processes and conditions on how the vendor and HIE contractor maintain independence. There will also be contractual language that contractors must meet in terms of independence.
14		Does the Health Information Technology Steering Committee have any formal oversight of the program now?	The OSC is designated as the State director of the Office of the State for HIT with formal oversight, with the HITSC as an advisory committee to the OSC.
15		The description of B. Proposal Contents includes Sections I-V. Section V. states that specific documents must be attached and there is a sentence that indicates "The required documents will be reviewed and rated by the Department's evaluation team." However, in Part V. Proposal Evaluation and Selection the scoring weights and process does not indicate a score or weight for Section V. Can you clarify whether Section V. is scored?	Section V is intended as a list of documents that should be submitted to provide sufficient information for the State to compare the job descriptions, resumes, etc. of the bidder. Section V is not a separate section that will be awarded points. It is just required attachments to assist the team in scoring the bid.
16		In Appendix C. #4. There are five aims of the evaluation. In #7. The Study Design – HIE there are descriptions of the approach to data collection and analysis. Each of the evaluation questions has a column on the table that identifies the aim. However, there are no evaluation questions regarding aim #5 – Assess path to sustainability and develop updated State HIT Plan. Does the State want the proposer to recommend evaluation question, study population, data source, data collection and data analysis for aim #5?	There are two components of the evaluation. 1) HIE and 2) OSC. Only the OSC component includes "developing a plan for sustainability and ongoing milestones." That Aim is for the OSC component and not the HIE component.
17		What are the key criteria and foci for measuring progress of both the HIE and HIT programs toward achieving the planned objectives, e.g. successful process standardization, economic outcomes, consumer satisfaction? (<i>RFP Part VII Appendix C, Aims of the Evaluation, p. 27.</i>)	Individual components of the evaluation may involve topics that lean more toward subjective evaluation than pure objective factual evaluation. For example, measurement of consumer satisfaction may involve health care providers rating the ease at which they are able to look up patient data in the HIE. Standard sub measurements of on-line systems can be used to examine and analysis ease, such as how many "clicks" does it take for the user to get to the individual patient data? How long does it take the system to respond? Process standardization measurements could include how inter-operable is the HIE system with widely-used E H R systems.
18		Can the OSC provide or direct bidders to specific information resources on the baseline HIE and HIT program goals and objectives? (<i>RFP Part II, Section 1A, Aims, p. 5, and Section 2A, Aims, p. 7.</i>)	The HIE and OSC program goals and objectives can be found on the maine.gov website under MaineCare Services HIT. That will provide links to the OSC and the State Health Plan.
19		Can the OSC supply guidelines on the level of participation by stakeholders necessary to meet the ONC acceptance criteria, if any preset, in the evaluation activities, including	The ONC has not prescribed methods or activities. Just that the interviews, focus groups, etc, are acceptable methods. It is the outcome that is more important-- vendor can provide an evaluation that adequately

Ques. No.	Reference (if given in question)	Questions for RFP No. 201308593	Response
		interviews, focus groups, and surveys? (RFP Part VIII Appendix C, Study Design, pp. 29-30)	measures the program.
20		Does the OSC possess a comprehensive list of individuals within the several stakeholder populations with contact information for both parts of the evaluation? Has the OSC identified everyone who should be contacted? Is there overlap between HIE and HIT stakeholder groups? (RFP Part VIII Appendix C, Study Design, pp. 29-30)	Yes, the OSC has a comprehensive list of individuals and groups of stakeholders and contact information. There will be an overlap between HIE and HIT groups.
21		Can the OSC provide any guidance on known upcoming scheduled events where stakeholder groups or study populations may assemble (conferences, seminars, meetings) during the data gathering phase of the project, late October through early December? (RFP Part VIII Appendix C, Study Design, pp. 29-30)	The OSC holds a monthly HITSC meeting the second Thursday of each month. Meetings are scheduled for October 10 th , November 14 th . And December 12 th . Many of the HIE and HIT stakeholders participate in these monthly meetings which are open to the public.
22		Does the OSC currently have access to known sources of secondary data as outlined in the study design? If so, can you please list them? (RFP Part VIII Appendix C, Study Design, pp. 29-30)	Yes, the OSC has access to the secondary data on the performance of the HIE in terms of labs, pharmacies, and provider use of the HIE, which will be provided to the vendor. The secondary data will be provided by the OSC.
23		To aid bidders in developing a realistic initial project plan, can OSC provide guidance on the structure, roles, and available capacity of the OSC internal team resources available for the project period? (Part IV, Item B, Section II.2, Implementation: Work Plan, pp. 13-14)	The OSC team includes the Director of the OSC who is also the Program Director of the HIT MU Program; a Program Director for the tele-health and broadband and HIT projects; three IT specialists; an HIT MU HIT specialist; DHHS auditor; and several contract HIT specialists. All of the team members will be available for consultation for the entire project period.
24		Question: 1. Are the insurance certificates (Section I 2.b) which need to be included counted as part of the 18 page maximum proposal limit?	No.
25		Is the implementation work plan (Section II 2) counted as part of the 18 page maximum proposal limit?	No
26		Are the proposal attachments in Section V (Organizational Chart, Job Descriptions, Staff Resumes, and Organizational Status) counted as part of the 18 page maximum proposal limit?	No.
27		Appendix B. page 22: What is the estimated number of focus groups and interviews to be conducted for budgeting?	See response Question No. 7
28		Appendix B. page 22: What should be included in "outreach and surveys" line?	The amount the vendor expects to charge for conducting outreach and surveys with the stakeholders.
29		Appendix B. page 22: Is this a time and materials or deliverable based contract?	The vendor must meet the deliverables of the contract.
30		Is this the first evaluation that has been conducted of this nature by the State? If not, can you share the date(s) of other	This is the first evaluation of the OSC and HIE

Ques. No.	Reference (if given in question)	Questions for RFP No. 201308593	Response
		evaluations and their results?	
31		What is the State's expectation for on-site vs. off-site work for this project?	The State's expectation is that the deliverables (survey, focus groups, meeting with the State team, draft documents and final evaluation) be met. There is no on-site vs. off-site definitive requirements, yet the vendor must be available on-site for meetings and discussions that are best done face to face, in person.
32		Do you require the Cost Proposal to be submitted separately from the Technical Proposal?	The cost proposal form must be submitted using the template included in the RFP. The Cost Proposal Form can refer to the Technical Proposal, such as "travel expenses" are \$X dollars, which are explained in Technical Section X.1