



November 6, 2014

To: Interested Vendors

Re: RFP 2013-08 Enterprise Analytics Solution, Responses to Submitted Questions

1. What is the total number of interfaces that Covered California anticipates will be required?

See Section 2.1, Table 2 for a list of preliminary interfaces provided in the context of Issuers and data sets. Footnote 3 states, "Actual number and format to be determined by Vendor, QHPs, and Covered California."

2. Is it the intention of Covered California and the vendor to track and analyze the healthcare trends of the 3M + unique enrollees and their health status on an ongoing basis?

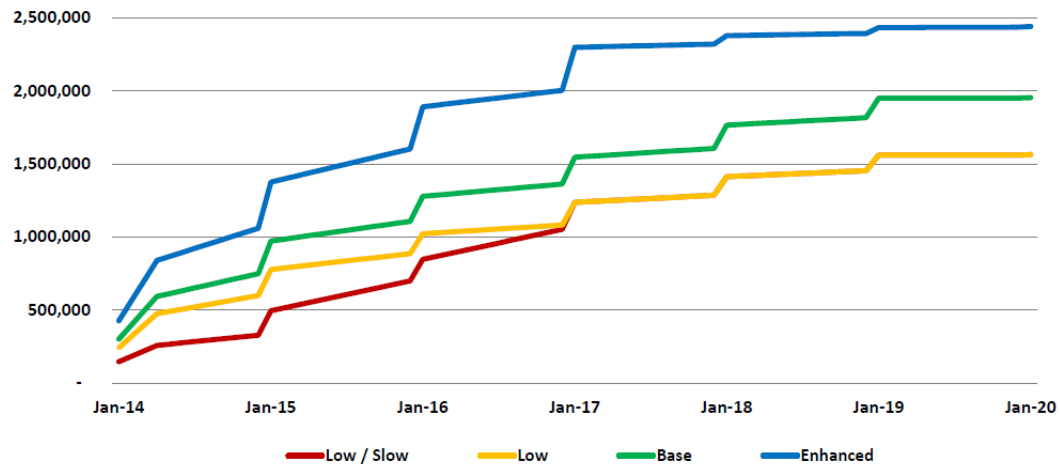
Yes. See response to Question #3 regarding expected lives.

3. What is the approximate expected enrollment over the next 5 years in excess of the current 3M lives.

Covered California estimates enrollment in 2019 will be between 1.56 million and 2.43 million. See the exhibit below.

COVERED CALIFORNIA: ANNUAL ENROLLMENT FORECASTS FOR SUBSIDIZED AND UNSUBSIDIZED CALIFORNIANS

Exchange Subsidized & Unsubsidized Enrollment Forecasts



	Apr-14	Jan-15	Jan-16	Jan-17	Jan-18	Jan-19
Low / Slow	290,000	490,000	850,000	1,240,000	1,410,000	1,560,000
Low	450,000	780,000	1,020,000	1,240,000	1,410,000	1,560,000
Base	580,000	970,000	1,280,000	1,550,000	1,770,000	1,950,000
Enhanced	830,000	1,380,000	1,890,000	2,300,000	2,380,000	2,430,000



- Section 1.3 Is there a certain format for presentation during "Confidential Discussions with Vendors re: Draft Technical Proposals"? Or is it the technical proposal documents only that will be required during the discussion?

See RFP Sections 3.3 and 3.4. Vendors must submit completed Template O – Confidential Discussion Matrices with their Draft Technical Proposals. Covered California will consider this information when building the confidential discussion agendas that it sends to invited Vendors. Covered California neither wants nor expects Vendor presentations during confidential discussions, but rather anticipates discussions of the Vendors’ Template O questions and Covered California’s own Draft Technical Proposal feedback and/or questions.

- Section 1.3 Can vendors assume that Contract Start Date is 2nd Feb 2015 for planning purposes? The exact date is not mentioned.

See RFP Section 1.3, Table 1 for estimated dates. Dates are subject to change during the procurement and may be updated via RFP addenda. Covered California cannot provide an exact date at this time.

6. Section 2.1 From a software BOM standpoint, is there a certain preference that Covered California has towards a specific technology / software stack such as Oracle, IBM, .NET, Crystal Report, SQL DB, OBIEE?

[See response to Question #137.](#)

7. Section 2.1 Does Covered California currently have a temporary workaround data warehouse and analytics solution for the in scope data? If yes, what are the challenges with it that Covered California would like to address in the proposed solution? How many tables exist today in the workaround?

[Covered California does not have a temporary workaround.](#)

8. Section 2.1 "Does Covered California envision the data storage in the new Datawarehouse to be separated out based on the below types of data for every issuer?

- Plan & Product Info
- Member
- Member History
- Contracted PMGs
- Providers
- Hospitals
- Professional Claims
- Hospital Claims Header
- Hospital Claims Detail
- Drug Claims
- Capitation
- Total Medical Expense Reporting (non-claims payments)"

[The list of datasets provided in Section 2.1, Table 2 is preliminary. Covered California seeks a Vendor meeting the requisite minimum qualifications to assist in architecting the data warehouse. If a Vendor has a preferred method of data storage, it should discuss this in its proposal.](#)

9. Section 2.1 How many data base tables does Covered California envision in the new Data warehouse and what is the expected average number of columns in

each table and the size of data? Is covered california also expecting Cubes to be created to support specific reporting needs? If yes, how many and what size?

The list of datasets provided in Section 2.1, Table 2 is preliminary. Covered California seeks a Vendor meeting the requisite minimum qualifications to assist in architecting the data warehouse. The Vendor is expected to provide the proposed method of architecting the data to support reporting needs.

10. Section 2.1.2 Does the scope of data aggregation also include Data Quality and MDM (master person index, master provider index)?

Yes.

11. Section 2.1.3 How many standard reports Covered California expects on the new analytics platform? How much % of these reports will be complex, medium complex and simple?

The Vendor will be required to work with Covered California to define standard reports. See Template G – Functional Requirements.

12. Section 2.1.4 How many normal and super users are estimated to be trained (including trainers)? How long (in number of days/weeks) does Covered California envision vendor plan for providing training? Can vendor assume that it will use existing Covered California assets to build training material such as learning management systems, CBT's, assessment tools etc. and deliver it? Or is the vendor supposed to deploy its own which could add additional cost and licenses?

See Template G – Functional Requirements, tab ARU for details on estimated users. See also Template I – Non-Functional Requirements, tab KN for knowledge transfer and training requirements. Vendor must propose its approach to creating the Training Plan in Template J – Non-Functional Requirements Approach, which may include any assumptions. Covered California does not offer training assets for the purposes of this engagement.

13. Section 2.1.4 What is the expected duration of each training delivery class? And how many trainings will be required?

Covered California expects the Vendors' proposals to address the requirements (e.g., KN.01 through KN.12 and PM.04) and include their approaches to performing the related work (i.e., in Template J – Non-Functional Requirements Approach).

14. Section 2.1.5 "Does CC need L1, L2 and L3 all levels of infrastructure and application support?"

L1 - service desk facing the internal or external customer for routine and service calls

L2 - IT help desk for resolving high priority application and infra problems/incidents

L3 - Application and Infra support teams for resolving known problems thru change management and release deployment"

Covered California expects the Vendor to provide service resources necessary to accomplish the requirements of the RFP.

15. Section 2.2 What is the ball park envisioned date for design end? Is it same for testing start and 2014/2015 data load start?

Covered California expects the Vendor to provide a proposed project plan for designing and implementing the solution.

16. Section 2.2 Is there any level of data encryption on the 2014 / 2015 data?

All data supplied by Covered California and the QHPs must be transmitted in a secure manner compliant with Federal and State security requirements. All confidential and sensitive data, in transport and at rest, must be encrypted. Encryption used must comply with Federal Information Processing Standards (FIPS) Publication 140-2, [Security Requirements for Cryptographic Modules](#), and National Institute of Standards and Technology (NIST) validated module encryption standards. See also requirements SP.16, RSA.14, and RSA.28.

17. Section 2.2 Referring to Table 3, what type of work is expected in the key milestone "Provide interim data sets, if available, to support the Covered California 2016 rate negotiations"? How does vendor estimate this work load?

Covered California needs to prepare for 2016 rate negotiations that begin in the second quarter of 2015, and acknowledges that claims data may not have been submitted by Issuers then and therefore might not be available to support the pricing needs. If, however, Issuers have submitted claims data to the Vendor by then, without full deployment of the solution, Covered California is seeking a response as to how the Vendor may be able to support Covered California staff with ad hoc analysis.

18. Section 2.2 Given that the 2014 & 2015 year data load will be completed in Jan 2016, what type of interim data Covered California expects from Vendor during Mar 2015 - June 2015? Also please specify when you expect vendor to do the build and testing work for analytics environment and reporting?

See response to Question #17. Covered California expects that the Vendor will load and process some data files during 2015. Covered California is interested in high-level financial, utilization, and enrollment information which may be available, as well as any non-Covered California information and guidance which might be available from the Vendor to assist in the 2016 rate negotiations, if applicable.

Additionally, the Vendor is required to provide its project implementation plan. The Vendor should propose the appropriate time to do the build and testing work for the analytics environment and testing.

19. Section 2.2 Is there a specific warranty period during Maintenance and Operations (M&O) when vendor will fix any software code related defects w/o additional cost to Covered California? If yes, for how long and how much % of M&O is warranty (break fix) effort versus all other M&O tasks? This will help vendors in planning and estimation

See Section 2.1, Overview. Covered California seeks a Vendor-hosted solution.

20. Template G - AG 1.02 Assuming one time history load of 5 yrs of data, will the history data source be tables (rdbms) or files? Can Covered California estimate the GB's of history data? Number of files / tables and average records per file / table? Will the archived data also be loaded in a different set of archival tables?

See Template G – AG1.02, which requires the solution to host and store up to five years of data. Covered California does not require a one-time load of five years of data. The Health Benefit Exchange has been operational for only one year and is entering its second year.

21. Template G - AG1.02 Is Data Archiving and Historical data Migration in scope? Does Covered California have any existing partnerships with any ILM/Archival tool vendor? Please share the volume of data considered for data Archiving.

Data archiving is in scope. Data migration into the Vendor solution is in scope. Covered California does not have any such archiving partnership that relates to this procurement. Data volumes are unavailable.

22. Template G - AG1.03 All data hosting will occur within the United States. Is there any preference of State where data should be hosted?

Covered California has no preference of State where the data should be hosted.

23. Template G - AG1.07 What is the expected user volume growth YoY for next 5 years after implementation? What is the expected function growth in terms of reports, tables, functions etc over next 5 years post go live?

Covered California identified the number of users in requirement ARU.01. The functional growth is unknown at this time and depends on the Vendor's solution. RFP Section 2.1, Table 2 provides a list of Future Phase – Informational Only items that may be growth areas over the next five years.

24. Template G - AG1.10 Will there be only 1 file per data source or multiple files? If multiple files, how many?

Template G - AG1.10 and Section 2.1, Table 2 provide a preliminary list of Issuers and data sets. Covered California expects the Vendor to work with each Issuer and Covered California to define the number of files needed per source.

25. Template G - AG1.12 Can the vendor assume that these indicators for special provider status be available in the source data OR will there be any derivation required?

Covered California and the Issuers will supply these indicators. Covered California expects the Vendor to assist in identifying and receiving the appropriate data. If there is wide variation across QHPs with specific code sets, Covered California expects the Vendor to identify such variations and suggest alternate solutions.

26. Template G - AG1.13 Vendor expects that the request for adding and modifying existing data files will be through a change management outside of this RFP. As this involves additional cost. Please confirm

The RFP states explicitly that the total cost cannot exceed \$10 million. In Template H – Functional Requirements Approach, however, Vendors should describe their approach to meeting this requirement, identifying any assumptions and constraints. Vendors are reminded that the RFP permits provision of cost information only in Template N – Cost Workbook in the Final Proposal.

27. Template G - AG1.14 Can the vendor assume that Covered California business users will provide analytics rules to satisfy this requirement?

Covered California expects the Vendor to provide analytic services and assist Covered California in defining analytic rules.

28. Template G - AG1.08 Are there any data quality challenges in the present system? Any mechanism in place today to address those data quality challenges?

Covered California does not have a present system.

29. Template G - AG1.08 Is the vendor expected to clean the data during conversion process? Any expectation around third party customer address cleansing using reference directories like DnB, etc?

Covered California certainly expects the Vendor to cleanse data corrupted by the solution. Covered California also expects the Vendor to cleanse data during the conversion process, but recognizes there may be practical limits on the extent to which the Vendor may cleanse data supplied by the Issuers and Covered California. Covered California expects the Vendor to identify data cleansing functionality, processes, and responsibilities in the Design Deliverable (requirement DDC.01) and the Maintenance and Operations Plan (requirement DDC.10). See also various AG2 requirements outlining the expected collaboration of the Vendor and data suppliers in data issue resolution.

Covered California has no particular expectation related to the use of “third party customer address cleansing using reference directories like DnB, etc”.

30. Template G - AG1.08 Is there any on-going cleansing requirements i.e. post go live?

See requirements AG2.01, AG2.05, and AG2.06.

31. Template G - AG1.09 Does Covered California wish to assess the quality of data post go-live through automated reports running at regular intervals?

See response to Question #30. Covered California encourages Vendors to provide the approach and methodology in Template H – Functional Requirements Approach.

32. Template G - AG2.01 What type of transformations are required to be carried out on the data held in source systems when migrating to to-be landscape

See response to Question #31.

33. Template G - AG2.01 What is the approximate number of tables and fields which will undergo a transformation

The Vendor will need to determine this information when planning its work with Covered California and the Issuers.

34. Template G - AG2.03 Is there any need of document/content migration from source systems for example, eDocs, etc. Kindly confirm.

Data will be submitted via agreed to data file submissions among Vendor, Issuers, and Covered California.

35. Template G - AG2.03 Is there any unstructured data, like PDF / Doc files /Scanned Images etc, in Migration services scope If yes, please share the indicative volume of such documents in scope for data migration.

No.

36. Template G - AG2.04 Does Covered California already has SAS tools? Or it expects Vendor to build an integration with SAS for data extraction from DW?

Covered California currently has a limited set of desktop SAS licenses. The Vendor response should describe how its solution may or may not address this requirement. No Covered California tools/licenses are available for reuse.

37. Template G - AG2.08 Can vendor assume that Covered California will provide ICD-10 to ICD-9 mapping based on any customizations CC has OR vendors can use CMS GEM mappings for the same?

Vendor must provide ICD-10 to ICD-9 mapping as part of its solution.

38. Template G - AG2.09 Can vendor assume that all these data elements will be a part of the source data?

No, the Vendor solution must provide these code sets. The source data will include data that reference these code sets, such as ZIP Codes, CPT codes, etc.

39. Template G - AG2.11 Can vendor assume that Covered California BA's and SME staff will device rules for proxy pricing methodology?

No. The requirement states clearly, "The proxy pricing methodology shall be developed by the Vendor and approved by Covered California."

40. Template G - AG2.13 Can vendor assume that these populations will be included and identified appropriately in the source data?

The data files should provide an indicator for each enrollee based on these population types. The solution should provide the capability to identify these populations through queries, however.

41. Template G - ARU.01 What kind of role based access security (across 25 users) is required by Covered California on the analytics and reporting environment? Does at least 25 users mean at least 25 users processing "concurrently" or in total?

The Vendor should describe its proposed solution in Template H – Functional Requirements Approach, ensuring that it meets the needs of Covered California. At least initially, Covered California expects all Covered California users to have the same role for security access purposes. The Vendor should assume a maximum of 25 concurrent users.

The inclusion of role is intended to address those situations where an access control policy such as Role-Based Access Control (RBAC) is being implemented and where a change of role provides the same degree of assurance in the change of access authorizations for both the user and all processes acting on behalf of the user as would be provided by a change between a privileged and non-privileged account.

42. Template G - ARU Please mention to what extent the following capabilities are required from the analytics solution. 1) Assisting Business / IT user in using the reports 2) Mobile BI Enablement

The Vendor should describe its proposed solution in Template H – Functional Requirements Approach, ensuring that it meets the needs of Covered California. Covered California is not interested in "Mobile BI Enablement".

43. Template G - ARU Please mention what are the different delivery channels for the reports/dashboards? For Example: browser, desktop, printed, mobile etc?

See response to Question #42.

44. Template G - QA.01 Will Covered California provide the provider matching algorithm to vendor?

Covered California expects the Vendor to develop a provider matching algorithm to support its data validation and load processes.

45. Template I - SP.07 Is there any disaster recovery setup for the application?

Covered California expects the Vendors' solutions to meet the requirement, and it is the Vendors' responsibility to provide such information in their proposals and ensure the clarity of their approaches.

46. Template I - SP.08 What is the current back-up process for production/development and test environments?

Covered California expects the Vendors' solutions to meet the requirement, and it is the Vendors' responsibility to provide such information in their proposals and ensure the clarity of their approaches.

47. Template I - SP.09 What are the tools being used for data backup?

Covered California expects the Vendors' solutions to meet the requirement, and it is the Vendors' responsibility to provide such information in their proposals and ensure the clarity of their approaches.

48. Template N - Tab 5. For future requirements of unanticipated files, can you please provide any rough estimate that vendor should assume to support this cost?

The total unanticipated files cannot be estimated at this time. Covered California encourages Vendors to provide estimates for additional data files based on their pricing models.

49. Template N - Tab 2 In which deliverable should vendor assume the cost of production go live and deployment? If there is warranty support required after go live, in which deliverable should it be assumed? There is no clear deliverable to identify final production go live.

The point at which the solution is ready for go-live is based on Covered California's approval of deliverables: DDC.08 User Acceptance Test Results, KN.01 Knowledge Transfer and Training Plan, KN.02 – 12 Training (including materials), and DDC.10 Maintenance and Operations Plan (including SLA). Template N – Tab 2 provides one-time deliverables. Tab 3 provides the location for identifying the maintenance and operation fees.

50. Template N - Tab 2 Is the one time cost inclusive of both Data Aggregation and Analytics (refer table 3. under section 2.2 of the RFP)? If yes, please elaborate

how the cost needs to be represented for both in cost template tab 2? Since both of these tasks have different milestones and deadlines.

Data Aggregation and Analytics is a category of service. Tab 2 reflects the deliverables expected during the implementation phase of the project to establish the services requested under the RFP. Vendors may represent Tab 2 costs in the deliverable(s) most appropriate for those services.

51. Template N - Tab 2 Is the vendor supposed to include office setup, dc hosting and other costs as a part of the one time cost in tab 2? Also are these one time costs also supposed to be accounted for in the \$/hr rates that are requested on tab 4?

Vendors may represent Tab 2 costs in the deliverable(s) most appropriate for those services. See Template N – Tab TOC for instructions regarding Tab 4.

52. General Is there any type of custom interfacing / integration required with any other sources apart from the issuers that vendor should consider? For example - integrations with federal hub, HIE etc. If yes, what type and how complex?

Covered California cannot identify future unanticipated events. Covered California expects the Vendor to provide services and solutions to best meet Covered California's needs.

53. General Do you have any data masking solution in place? Or you want the vendor to build the data masking solution especially while accessing the data directly from production systems in near real-time?

Covered California expects the Vendor to describe its data masking methodology.

54. General The proposed solution is expected to be a hosted solution. Which on-premise applications is the solution expected to interface with? Should the proposed solution interact with applications such as LDAP for authentication, & Portal hosted on premise etc.?

Covered California does not expect interfaces, with the exception of defined data files from data sources. The solution should permit user access via a web portal; see requirement SP.16.

55. General Is data aggregation a complete Batch Processing or does it also include a real time integration component (CDC and Web service)

Covered California expects that Issuers will provide monthly data files. Covered California expects the Vendor to provide its approach and methodology to best meet Covered California's requirements.

56. General Is Master Data Management part of the current scope - Deduplication etc

It is up to the Vendor to describe if and how "Master Data Management" meets the requirements of the RFP. RFP requirements address deduplication, etc.

57. General How is customer data organized in the data warehouse? Is it by product lines or an integrated view of the customer?

Covered California expects Vendors to provide their solutions for structuring the data.

58. General "With respect to subsequent data loads that amend values in prior received data (e.g. eligibility records with retrospective changes; claims adjustments):

Does CC expect only the 'most recent' data is reported from? Or will there be an expectation for being able to reproduce a report as it had been originally produced on a prior day?"

Covered California expects subsequent data loads may change prior data, which is common in claims data, as claims are adjusted due to payment errors, retroactive eligibility changes, etc. Changes to claims data will be represented in newly generated reports.

59. General Regarding the alignment and identification of members from across multiple data sources, each of which may have its own MemberID scheme: Does Covered California have some member-matching algorithm they expect the vendor to use, or does it expect the vendor to supply one?

Covered California expects the Vendor to provide a member matching algorithm.

60. General Does the Vendor need external certifications for all the compliance requirements for DC hosting? OR, Is it OK if the Vendor meets all the key compliance requirements and external certifications are not mandatory?

Covered California expects a Vendor's proposal to identify clearly which requirements it will and will not satisfy.

61. General Can the Vendor assume that Covered California will be responsible for the network connection between Vendor Network Post Office Protocol (PoP) and CC Network PoP? Or is the Vendor expected to propose the same as part of its solution

If part of its solution, the Vendor should propose required network connectivity.

62. General "Covered California has access to SAS and Oracle BI analytic tools", does that mean that Covered California has license for SAS and OBIEE and expects the vendor to use the same license in case the vendor recommends to go with the same softwares?

No Covered California tools/licenses are available for reuse.

63. General What are the different tools and technologies that are being used for Operational Data Warehouse, ETL, Data Cleansing, Data Quality & BI? For example, does Covered California have any licences or partnerships to any tool vendor such as Informatica, SAP, Oracle etc which could be reused by Vendor for Data Migration?

This RFP requests data hosting services, in which Issuers and Covered California provide periodic data files for the Vendor to transform, de-identify, load, and host in its (i.e., the Vendor's) analytic data warehouse solution. No Covered California tools/licenses are available for reuse.

64. General Please let us know if there is a scope for Performance Testing?

Vendor is encouraged to provide its proposed solution, including details of any performance testing it will perform. Covered California expects the scope of Performance Testing to be defined as part of Test Plan deliverable, requirement DDC.03.

65. General Is it required for vendor to integrate the "to be proposed analytics solution" with an Enterprise wide Identity and Access Management solution? If yes, could you please share the architecture details of the current Identity and Access Management infrastructure?

Covered California does not require integration with such a solution, but does expect the Vendor to satisfy applicable security requirements related to user identification, authentication, and authorization.

66. General Does Covered California has any existing scripts/jobs/mappings which you would like vendor to reuse for the data migration/ data transfer activity.

No.

67. General Will data migration be a one-time activity or will data from other systems need to be transferred to target environment on an on-going basis(i.e. after go-live)

See response to Question #63.

68. General Please provide the list of Target Module wise Data objects list which would be migrated.

Covered California is unable to provide “the list of Target Module wise Data objects list.”

69. General What are the source systems and target landscape to be considered for Data Integration?

Source systems include CalHEERS as well as those systems used by Issuers. Vendors may propose their solutions’ “target landscape to be considered for Data Integration”.

70. N/A N/A Earlier versions of the RFP made reference to the ability to acquire Pharmacy and Claim data shortly after the EDOC. The current RFP refers to having enrollment data available shortly after the EDOC but omits references to Pharmacy and Claim data. Please clarify the anticipated date on which the Pharmacy and Claim data will be available?

See Section 2.1, Table 2 for references to expected source files, including pharmacy and claims data. The Vendor will need to work with the QHPs and Covered California to determine the exact schedule for availability of source data.

71. N/A N/A The projected data sources in the implementation plan indicate that Medi-Cal claims and eligibility data are planned for a future phase. Please clarify if Covered California anticipates that the vendor will need to incorporate Medicare or Medi-Cal data for the covered population during the contract period?

The incorporation of additional data sources not currently in scope would occur following completion of explicit change requests and contract amendments negotiated by the Vendor and Covered California. At present, Covered California cannot state when or whether Medicare and Medi-Cal data would be incorporated.

72. Section 1.4 Page 2 The list of Business Needs on pp.2-3 includes Standardized Data for comparative analysis: for purposes of budgeting does this refer to linkages to benchmark datasets? Does it include repricing claims data to standardized rates?

The solution should provide comparative benchmark data sets suitable for use during analysis of the Covered California experience. (For example, see requirement QA.10.) The Vendor should explain its sources and methods for providing comparative data.

73. Sections 1.4 and 2.3 3 and 10 Does Covered California require the use of any specific groupers for risk, episodes or other data enhancements? If so, will Covered California license these tools externally or does Covered California expect vendors to include such costs within its proposal?

See requirement QA.11. Covered California expects the Vendor to describe how requirements will or will not be met, to ensure that necessary groupers and supporting data are provided as part of its solution, and to include all related costs in the Final Proposal's Template N – Cost Workbook.

74. Section 2.1 Page 8, Table 2 Can Covered California please elaborate or provide examples of the type of information included in "Member History" – for example, does it include:

- a. Changes to Member Identifiers: e.g., Name changes, change of residence, prior health benefit coverage?
- b. Social determinants of health: e.g., history of incarceration, high school diploma or level of education attained, community vital statistics?
- c. Clinical information required for some HEDIS or quality measures: childhood vaccination history, colonoscopies in past 5 years? (e.g., functional assessment data, electronic health record data)

Covered California has provided the information it can in the Procurement Library's Sample Data Sets. Vendor discussions with Covered California and the QHPs during the project may determine additional details. Member history information provided by Covered California or the QHPs could date back to the initial enrollment period (i.e., January 2014).

75. Section 2.1; Template G: AG1.10: Page 8, Table 2 Does the list of expected files include files from:

- a. DMEPOS?
- b. From other facilities other than short stay hospitals? (e.g., Ambulatory Surgery Centers, free standing dialysis centers, etc.)
- c. Claims for LTC?
- d. Claims for HCBC?

Issuers / QHPs will submit claims files, including claims from all relevant providers.

76. [Section] 2.1 [Page] 8 The table of projected data sources indicates that data will be received from 11 issuers in 2014 and 10 issuers in 2015. Does the number in 2015 reflect a reduction from the number in 2014 or is this a total of 21 issuers?

The number in 2015 reflects a reduction from the number in 2014.

77. Section 2.1 Page 9, Table 2 For purposes of budgeting, should vendors assume that we must reconcile enrollment data provided by issuers and similar data provided by Covered California?

Yes.

78. Section 2.1.4 Page 11 For purposes of budgeting, please provide estimates of the number of on-site and “distance learning” training session Covered California will require each year.

Vendors are required to provide their training plan as part of Template H – Functional Requirements Approach based on their organizational experience training new clients.

79. Section 2.3.2 Page 13; #12, #14. Please describe “designated vendors and partners” (e.g., California APCD Aggregator, etc.)

“Designated vendors and partners” include the EAS Project Management team and Issuers. Items #12 and #14 are not referring to the California APCD Aggregator.

80. Section 2.4 Page 14 For the Key Personnel, would Covered California allow vendors to share key personnel responsibilities among other resources?

Yes, if “the Vendor provides alternative solutions that meet with Covered California’s approval” as stated in Section 2.4, page 14.

81. Section 2.4.1 Page 18 If the Vendor can assure Key Project Personnel participation at in-person meetings during Covered California-related meetings and activities, is it possible to use a work space in another state for some days of the week?

Yes.

82. Section 3.12.1.1 Page 25 Please confirm that a Cost Proposal is not required for the Draft Proposal or for Confidential Discussions.

Correct.

83. Section 3.12.3 Page 30 In each of the response templates there is a grey field where bidders are instructed to enter their response. The format of the response field generates a grey background which makes the narrative and graphics entered difficult to read, especially when printed. Are bidders required to leave the grey background in the response field or is it acceptable to clear the grey background to improve readability of the final document?

Vendors need not retain the gray background.

84. Template G: AG1.02 Covered California requires that the contractor “provide interim data sets, if available, by June 2015. Does Covered California anticipate that the Contractor will receive historical data prior to the initiation of the monthly data flows in 1/2016? If so, how many years of historical data are anticipated.

Yes, historical data should include time periods when Issuers participated in the Exchange. Exchange plans began in January 2014.

85. Template G: AG1.02 Are there specific SLRs regarding accessibility and retrieval of archived material? (e.g., “within 72 hours of request.”)

A preliminary list of SLRs appears in tab SP of Template I – Non Functional Requirements.

86. Template G: AG1.04 Requirement AG1.04 states “The Vendor will process and store all Covered California and data supplier files at its data center.” For

purposes of budgeting, please confirm a cloud-based solution does not meet technical requirements.

Covered California expects the Vendor to propose the solution that best meets the requirements.

87. Template G: AG1.08 Will vendors be required to identify root cause if source of error is within the data supplier? We are committed to working with data suppliers in a TQM process. Please describe the data supplier's requirement to cooperate with EAS vendors?

Covered California expects the Vendor to notify Covered California of data issues and then work collaboratively with Covered California and the Issuers to identify the sources of the problems. For QHP responsibilities in this area, see the Procurement Library's QHP Contract Attachments document, Attachment 14-7.

88. Template G: AG1.10 How frequently does Covered California anticipate providing historical claims and enrollment data prior to the initiation of routine monthly data feeds in January-February 2016?

Issuers will provide historical claims data and enrollment data dating from the first exchange year (January 1, 2014). Covered California will also provide historical enrollment data for the same time period. The Vendor must work with the Issuers and Covered California to determine the frequency.

89. Template G: AG2.04 Requirement AG2.04 states "The solution should enable users to access the data with SAS or similar tools."

Earlier versions of the RFP made reference to the ability to use existing software licenses for SAS and oracle in proposed solutions.

a. For purposes of budgeting, please clarify if vendors should include the costs of Microsoft Office, SAS and Oracle licenses in our budgets or will the solution be implemented under existing licenses for Microsoft Office, SAS and/or Oracle? (See also page 9: "For this RFP Covered Ca has not procured any infrastructure, services, hardware or software.")

b. If yes, for how many users – the stated 25 or other?

c. For purposes of budgeting, are there other software licenses that do NOT need to be included in the Budget?

d. If yes, for how many users – the stated 25 or other?

Covered California has select user licenses, not enterprise licenses. Individual users may wish to use SAS or similar tools to analyze data rather than using the solution's analytic capabilities, however. Covered California expects the Vendor to explain how its solution may or may not facilitate the use of other analytic software.

90. Template G: AG2.09 Requirement AG2.09 states "The solution will provide and maintain standard health information code sets..."

Please clarify if vendors need to retain superseded code sets?

Vendors should describe their approaches to updating reference data, including standard health information code sets, while also ensuring that Issuer or Covered California data referencing such information are not "orphaned".

91. Template G: AG2.11 Requirement AG2.11 states "The solution shall assign a proxy price to encounters and/or claims if financial information, such as billed amount, net pay, or allowed amount, is not supplied..."

Is this assignment limited to records where no price is available (e.g., equivalent pricing for encounter or bundled data) or is the vendor expected to re-price all data including fee-for-service claims on a normalized basis?

The solution should provide proxy pricing when financial data are not supplied or are incomplete / potentially inaccurate based on Vendor analysis and discussions with Issuers and Covered California.

92. Template G: AG2.13 Please direct vendors to any available assessments of data quality on either the enrollment or claims data.

Covered California does not have assessments of data quality. Covered California has made a wide variety of enrollment data available on its Data and Research page, however; see the hyperlink provided at the end of RFP Section 3.12.5.

93. Template G: ARU.01 For the 25 users, will the level of skill and technical functionality be the same for all users, or may vendors suggest graduated levels of access that may impact the range of analytical tools and data elements available to subgroups of these users?

How many of the 25 users would require SAS licenses?

Users may possess varying skill levels. The number of SAS licenses will depend on the proposed solution's capabilities.

94. Template G: ARU .19 Requirement ARU.19 states "The solution shall enable users to apply age-gender and case-mix adjustments of utilization and cost data."

For purposes of budgeting, will Covered California supply the case-mix adjustments or will vendors be responsible for developing them?

Vendors are responsible for case-mix adjustment methods and data.

95. Template G: E.02 Requirement E.02 states "The solution shall allow users to analyze how specific illness or disease episodes are being treated."

Please clarify whether this requirement refers to identification of place of service or identification of complex care pathways.

Vendor's solution should allow users to analyze conditions and care across multiple dimensions, including such factors as place of service and care pathways.

96. Template G: QA .03 Requirement QA.03 states "The solution shall have the ability to maintain providers at a health plan level to include: Health Plan Identification Number (HPIN), plan code, plan name, plan type, plan providers, plan facilities, geographic coverage areas, medical groups, medical office buildings, department codes, and facilities."

Please describe the type of information that is in the plan facilities field and the facilities field.

The solution should maintain information that allows the users to understand and examine the relationships between health plans and providers, including hospitals, satellite facilities, physicians, and physician groups. The Vendor will need to work with the Issuers and Covered California to finalize details of the plan information to be supplied.

97. Template G: QA .03 The RFP states that the Contractor must provide a solution that includes data "from the Qualified Health Plans (Issuers) and providers that serve them." Does Covered California anticipate that the vendors will receive any data directly from providers, or will all data be supplied by the Issuers?

If vendors received data from Providers, please describe the types and frequency of data vendors would receive.

Issuers and Covered California will supply provider data. Covered California does not expect the Vendor to receive data directly from providers.

98. Template G: QA .10 Requirement QA.10 states “The solution should provide the capability for comparative or “reference” pricing analysis using region-specific, standardized pricing benchmarks, based on defined episodes, CPT codes individually or grouped, or DRGs, both modeling payment reform opportunities and measuring the quality, cost, utilization impact of programs already implemented.”

Please clarify if this means “Enable someone to perform reference pricing outside of the tool” or “the tool should provide access to records that include reference pricing with actual pricing.”

The solution should include this capability.

99. [Addendum 2 – Revised Vendor Contract] Exhibit A, Sections D, Q Please clarify what is meant by “provide an estimate of the number and type of Exchange resources required.”

The Vendor should identify the number and type of Covered California staff needed to participate in the Vendor’s project activities. All participants should be identified in the referenced Project Work Plan.

100. [Addendum 2 – Revised Vendor Contract] Exhibit A, Section E Exhibit A states, “The Contractor is required to perform all services under this Agreement on site at the Exchange, unless directed otherwise by the project representative listed in this Exhibit.” Except for staff who are specifically required to be on-site, does this language allow the vendor to leverage efficiencies that can be accomplished by providing services through a web-server?

The purpose of this language is to limit travel to and from Covered California headquarters; travel is not reimbursable. This language also accommodates obtaining approval for alternate work arrangements. Covered California acknowledges that the RFP seeks a Vendor to host data analytics services, and that the Vendor will have staff working from its own location(s). See RFP Section 2.4.1.

See also RFP Section 1.6: “Proposing Vendors must submit as part of their responses any exceptions to the EAS Vendor Contract that they wish to negotiate.

Vendor exceptions must be documented in an attachment labeled 'Proposal Contract Exceptions.' All EAS Vendor Contract exceptions must be included in the Vendor Final Proposal at the time of its submission. No additional exceptions may be presented during contract negotiations."

101. [Addendum 2 – Revised Vendor Contract] Exhibit A, Section H Exhibit A states that "No work will be performed by the Contractor on any deliverable until the DED has been approved in writing by the Exchange." Since the Contractor may be leveraging existing tools and since the functional requirements are explicitly stated in the RFP, is the Contractor prohibited from making any modifications to its existing tools that are consistent with the functional requirements while the DED is being written in order to more efficiently deliver a complete solution to the Exchange?

The Vendor performs such work at its own risk. Covered California does not view requirements related to creation, review, and approval of DEDs as inefficient, but rather as safeguards for longer term project efficiency and quality.

See also RFP Section 1.6 re: submission of exceptions to the EAS Vendor Contract.

102. QHP Issuer Document, Attachment 7.2, Section 1.02 The QHP Issuer document (attachment 7.2) discusses collaborative quality initiatives in which the QHPs will be engaged. Will data from these initiatives be expected to be included in the EAS data analyses?

No. RFP Section 2.1, Table 2 includes "Issuer performance mgmt." as a Future Phase – Informational Only data feed.

103. [Section] 2.1, Table 2, p. 9 CC Projected Data Sources and Volumes Table 2 provides a list of future data sources labeled "informational only." We assume we are not to include the cost of managing these additional data sources in the base Cost Proposal, but rather, we should assume that Covered California may opt to have us include those data in the future as a change request. Is that assumption correct?

Correct.

104. [Section] 3.12.2 Proposal Format We assume that it is acceptable to format our proposal with our own colors, logo, etc. so long as we 1) follow the order provided in 3.12.2.1 through 3.12.2.2, and 2) that we do not modify the

structure of the tables provided in the templates (other than to provide the responses/information sought). Each table will be duplicated as provided in the templates. Please confirm this approach is correct.

Yes, this is acceptable so long as the Covered California reviewers are able to identify the responses. The Vendor is solely responsible for ensuring that its proposal is complete and responsive to the RFP requirements.

105. Template I RSA.05, Annual SSAE 16 Audit The requirement references a “Statement on Standards for Attestation Engagements (SSAE) No. 16 Service Organization Control (SOC) 2 Type II Audit”. Please confirm the requirement is for a SOC 1 audit report (SSAE 16 or formerly a SAS 70), and not a SOC 2 report.

A SOC 2 report is required to satisfy the requirement, and is based on existing SysTrust and WebTrust principles. The requirement as written reflects Covered California’s interest in evaluating the Vendor’s information systems relevant to security, availability, processing integrity, confidentiality, and privacy. Vendors unable or unwilling to meet this requirement should indicate as much, and provide information in the Clarifications / Comments column (and perhaps their Template J – Non-Functional Requirements Approach responses) regarding any proposed alternatives.

106. Template I KN.02-KN.05 There are two requirement numbers skipped in the Knowledge Transfer section (KN.03 or KN.04), are these requirement numbers intentionally missing?

Vendors should respond to the requirements provided in Template I – Non-Functional Requirements.

107. Contract, Section J, page 6 Work Order Process Does the work order process described in this section replace the conventional Change Management/Control process? If not, would you please explain the difference?

The Work Order would be an output of the Change Management/Control process. It would formalize the work to be performed and corresponding fees, if any.

108. Template N – Cost Workbook Should vendors include the cost of Work Authorizations (i.e., \$1 million as itemized in the Total Cost Summary) as part of the \$10 million budget proposed by Covered California for the 5-year solution? (See Template N.1 Cost Workbook Total Cost Summary)

Yes.

109. Template G – Functional Requirements ARU.23: The solution shall provide end-user the ability to develop user-defined, custom measures within the solution.

a. Can you provide an example or examples of potential “custom measures”?

Covered California cannot predict what custom measures its users might develop.

110. Template G – Functional Requirements AG2.02: The solution will support end user import and upload capabilities of large data lists (10,000+ values) for subsetting (e.g. code values, enrollee IDs, provider IDs).

a. Can you please define “end user” i.e., the CoveredCalifornia staff, CoveredCalifornia staff analysts or external users such as Issuers?

See requirement ARU.01.

111. Template I – Non-Functional Requirements RSA.05: The Vendor is required to complete an annual Statement on Standards for Attestation Engagements (SSAE) No. 16 Service Organization Control (SOC) 2 Type II Audit, and submit the results and Vendor's plan to correct any negative findings to Covered California.

a. Does CoveredCalifornia require a (SOC) 2 Type II Audit, or does a (SOC) 1 Type II Audit meet their needs?

See response to Question #105.

112. EAS RFP, Pg 8, Section 2.1, Table 2 includes a section titled Future Phase - Informational Only. Should the Vendor assume that the Issuer Supplied Data Feeds listed in this section are outside the scope of this proposal, and that no cost proposal should be included for these data feeds?

“Future Phase – Informational Only” items are outside the scope of the current RFP. See the Instructions, TOC, and 5. Future Data Files tabs in Template N – Cost Workbook, which provides the opportunity for Vendors to identify fees associated with additional data files in their Final Proposals.

113. EAS RFP, Pg 10, Section 2.1.3 is it the expectation of Covered California that CAHPS survey result data be included in the EAS?

No.

114. EAS RFP, Pgs 11-12, Section 2.2 In order for the vendor to build and configure the EAS in preparation for initiating the testing phase of the project, a minimum test data set is required. This test data set needs to be provided to the vendor in the standard layouts extracts and contain data consistent with the production data sets. This is critical for performing robust testing and confirming that the EAS meets all the requirements. Please describe the data sets that will be available to the vendor to build and configure the EAS in order to meet the August milestone for initiating testing.

Covered California expects the Vendor to work with data suppliers (e.g., Issuers) to obtain test data as needed.

115. EAS RFP, Pg. 23, Section 3.8 - This section states that Vendor must designate any information within its response that are trade secrets or proprietary information. How should this information be designated? Should vendor submit a redacted version of the response?

The Vendor should identify clearly which submitted information it considers trade secrets or proprietary. Submitting a redacted version of the response is one approach, unless the entire document is considered a trade secret by the Vendor, in which case this should be clearly indicated.

116. EAS RFP, Pg 25, Sections 3.12.1.1 and 3.12.1.2 These sections indicate that the original proposal should be signed. Where should this signature be located? Is the signature on the Submission Cover Letter sufficient to meet this requirement?

The signature on the Template A – Cover Letter and Executive Summary, Section 1.0 Submission Cover Letter is sufficient to meet this requirement.

117. EAS RFP, Pg 32, 3.13.1 - Do these warranties need to be attested to anywhere in the response?

The signature on the Template A – Cover Letter and Executive Summary, Section 1.0 Submission Cover Letter accomplishes attestation to these warranties.

118. EAS RFP, Pg 33, [Section] 3.13.2 Does original proof of insurance need to be submitted with the proposal?

No, but Vendors must adhere to the Section 3.13.2 and Template M – Administrative Requirements content related to proof of insurance. Also, as stated in Section 3.13.2: “The Vendor will furnish the Covered California Contract Manager original Certificates of Insurance evidencing the required coverage to be

in force on the date of award, and renewal certificates of insurance, or such similar evidence, if the coverage has expiration or renewal date occurring during the term of the Agreement. The Vendor will submit evidence of insurance prior to Agreement award.”

119. EAS RFP It appears that CC does not intend to have vendors conduct capabilities demonstrations prior to making a final decision. Is this correct?

Correct. If Covered California decides otherwise, it will release an RFP addendum to that effect.

120. EAS RFP How many users does CC anticipate will be accessing the EAS?

See requirement ARU.01.

121. Template C Some of our clients are not public entities, and therefore we do not typically release contract value information. Will there be a negative impact on the evaluation if this information is not disclosed?

See Section 4.0, specifically the RFP’s statement that “Covered California will more favorably evaluate proposals that offer no or few exceptions, reservations, or limitations to the terms and conditions of the RFP, including Covered California’s General Provisions.” The Vendor, however, could designate the contract value information as confidential and not to be made public.

122. Template E The first sentence of this template requests a narrative of the Vendor's proposed organization and staffing approach. Is this narrative to be provided in addition to responding to each of the sections of the template, or do those responses constitute the narrative?

These responses constitute the narrative.

123. Template G, Req AG2.04 Is it the expectation of CC that the SAS software will reside on the EAS servers, or is CC expecting vendor to create a data extract and provide to CC for use in its own SAS environment? Should the vendor include the cost of the SAS license in its cost proposal?

See response to Question #36. Vendor should describe if and how the proposed solution will satisfy the requirement. If the Vendor’s proposed solution relies on SAS or similar tools, then the cost of those licenses should be included in the Vendor’s Template N – Cost Workbook submission in the Final Proposal.

124. Template H, Pg4 Section 2.0 instructions reference tab AG3 in Template G, however there is not a tab labeled AG3 in Template G. Please clarify.

Disregard the reference to tab AG3.

125. Template I, KN.01 - please clarify the extent to which CC personnel expect to "operate, maintain, configure and modify the solution."

Disregard the following portion of requirement KN.01: "Knowledge Transfer to enable Covered California personnel to operate, maintain, configure and modify the solution including operation of the testing tools, supporting infrastructure, and security as agreed between Covered California and Vendor."

126. Template I, KN.10 - please clarify what is expected for "on-line, interactive training"

This could entail various types of "distance learning" or computer-based training, to be described by the Vendor if incorporated into its training approach.

127. Template I, TR.01 - please clarify the expectations of CC of the level of detail that is to be transitioned to a succeeding vendor. Specifically, the wording of this requirement implies that proprietary and trade secret information about the system and processes be shared with the succeeding vendor.

Covered California does not anticipate transitioning proprietary or trade secret information.

128. MO.01-08 Does Covered California expect the winning vendor to implement a fully established set of models or to create new models for Covered California?

Covered California expects the proposed solution to satisfy the requirements. The Vendor's use of established or new models depends on the fit of the Vendor's solution to the requirements.

129. MO.01-08 Is the long-term intent to move from prescriptive modeling (iterative analytics to generically prescribe treatment plan for patients based on their demographics and current state of health) to predictive modeling and leveraging data science to provide analytics to discover insights from the data to drive down costs and improve quality of care?

Yes.

130. SP.01-06, SP.10 What are the terms of the Data Hosting Service Level Agreement that will be pursued by Covered CA?

Data Hosting Service Level Agreements will be developed by the Vendor and Covered California during contract finalization.

131. [Section] 1.5.3 When are the anticipated funds expected to be officially made available for this RFP?

Starting State Fiscal Year 2014.

132. [Section] 2.1 When is the unique number of enrollees of 3 million expected to be in the system?

See response to Question #3.

133. [Section] 2.1 After the 3 million enrollees are in the system at what annual rate are the enrollees expected to grow?

See response to Question #3.

134. AG1.10 Do the input files formats need to be designed in the scope of this RFP? If not, are all the files either XML or CSV format?

The successful Vendor will work with the Issuers (while referencing the Procurement Library's Sample Data Sets) to determine the exact input file formats.

135. AG1.10 Does the scope ONLY require the winning bidder to ingest the data on source files and, thus, there are no extracts from any of the source systems that is required?

Section 2.1, Table 2 identifies anticipated source files, from Issuers and Covered California.

136. DKA1 Covered California has been in place for just over a year. As it relates to data ingestion, reporting, and analytics can you summarize what capabilities you have in place today?

Covered California currently uses OBIEE tools to access and analyze data from an enrollment repository created from the Exchange enrollment process. Covered California also receives various files on an ad hoc basis to meet specific analytic needs. No consolidated warehousing or integrated tools exist for these sources.

137. DKA2 Do you have any technology preferences as it relates to components to be used for this solution (Ingestion/ETL, BI/Reporting, etc.)

Other than those identified in the RFP (e.g., requirements AG2.04 and SP.16), Covered California has no such technology preferences, and relies on the Vendors to propose components best suited for their solutions and the requirements.

138. DKA3 Covered California has been in place for just over a year. As it relates to data ingestion, reporting, and analytics can you summarize what capabilities you have in place today?

See response to Question #136.

139. DKA4, Sec 2.4 You mention that key project personnel need to be engaged throughout implementation and operations periods. Can you confirm whether the Project Manager, Technical Lead, and Analytics lead truly need to be full time for the 5 years, or whether they just need to be full time during the implementation period and then part-time after that?

Covered California seeks a Vendor team for the duration of the project, but understands that Vendors may propose full time participation of their Key Project Personnel only for the duration of the implementation period and shortly thereafter. Vendors must provide their proposed organization plans, including their commitment of Key Project Personnel, as part of their proposal responses in Template E – Vendor Project Organization.

140. DKA5, Sec 2.4.1 Many of our healthcare BI specialists reside outside California, in another western state. Would it be okay to have one or more key personnel that do not reside permanently in California but do travel extensively to our Sacramento area office and the Covered California offices (understanding that Vendor is responsible to fund their own travel)?

Yes.

141. DKA6 What technology vendor(s) has Covered California worked with thus far to establish the existing exchange site and any analytics capabilities?

Accenture was the prime contractor working with Covered California on the existing web-based enrollment application.

142. N/A N/A Does the California Health Benefit Exchange anticipate that the change in the timeline for 90/10 funding for Eligibility systems will have any impact this project (e.g., timeline, scope, budget, priorities)

No.