
RFP Questions and Clarifications Memorandum

To: Vendor responding to RFP No. 3724 for the acquisition of a National Aging Program Information System (NAPIS) tracking system and hosting services

From: Craig P. Orgeron, Ph.D.

Date: September 11, 2013

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Debra Spell

Contact Phone Number: 601-432-8132

Contact E-mail Address: debra.spell@its.ms.gov

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: 5.2.4 "Response time must not exceed three (3) seconds per command." May vendors assume that this requirement does not include running large reports or loading large lists?

Response: **No, even with the processing of large report and lists, it must be evident that the system is processing the request and is not stalled.**

Question 2: 5.2.16 Is the chat/instant messaging feature something that is to be used within the case management application by professionals, or used as a way to speak to the general public via the public facing website?

Response: **The chat feature should be used within the case management application. It should not be used to speak to the general public.**

Question 3: 6.2.8 "The system must allow units to be entered by site only". Can the state expand on this requirement by way of example to provide additional clarity?

Response: **Each Area Agency on Aging (AAA) should only be able to enter units for their specific site.**

Question 4: 5.2.7 Does the referenced uptime number include maintenance windows that are scheduled and performed with advanced notice to the state, or can those times be exempted from the 99% uptime number?

Response: Uptime does not include maintenance. See Article 4.4 in Attachment A, Standard Contract, page 59 of the RFP.

Question 5: How many total users (unique user ID/password) would be accessing the system?

Response: 75 total users will be accessing the system.

Question 6: How many active consumers are being tracked in the current system?

Response: An estimated 40,000 users are being tracked in the current system.

Question 7: Is there any correlation between this RFP and the recent Long Term Services and Supports Information and Tracking System RFP issued by the Mississippi Division of Medicaid?

Response: Yes.

Question 8: What system or systems does the Division of Aging and Adult Services (DAAS) and the state's 10 AAAs currently use to track service delivery and generate NAPIS reporting?

Response: Current NAPIS reporting is manually generated from information obtained from various sources.

Question 9: What data sharing capabilities does the Mississippi GetHelp website support? Which vendor built the GetHelp website and how is it currently populated?

Response: MDHS does not have this information and considers it to be not applicable for this acquisition.

Question 10: The RFP states: "The system must provide the capability to translate data into English and Spanish. Vendor must provide detail on supported languages." Does this only apply to the fields on the screens and not to the data entered into the system?

Response: The system should be able to translate the fields on the screen and all data entered into Spanish.

Question 11: What level of data migration (if any) does the state envision and what state is this data currently in?

Response: The State envisions a full data migration. The current file state is a delimited text file.

Question 12: How many named users does the state envision using the system? Would any of these users be external to DAAS and the 10 AAAs?

Response: There will be 75 total named users. There will be no users outside of DAAS and the 10 AAAs.

Question 13: Are there any external interfaces required of the system? If so, would providing a native web service interface or API be adequate to satisfy this requirement?

Response: Yes, a regular web service interface or API will be adequate.

Proposal responses are due September 19, 2013, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above, or if we can be of further assistance, please contact Debra Spell at 601-432-8132, or by email at debra.spell@its.ms.gov.

cc: ITS Project File Number 3724