

**Minnesota Department of Human Services
SOW DHS 10-013: EDMS Interface for Online Application
Vendor Questions**

	Question	Answer
1	Could you provide example of notification and workflow required (for citizens and/or counties)?	Application comes in; decision made to which county to send notification; sends notification; then if there is an error have the option to forward the notification of available application; ability to delete/tag the link as dead
2	Will the users be required to complete the entire form prior to submitting, or is it desired to allow the user to save their work and resume at a later time?	Yes, they will be required to fill out entire application form.
3	Is it the intent to offer a single combine form that will meet the needs of both healthcare & cash/food support, if not, please clarify.	This will be determined in online application project (DHS SOW 10-007); however we are thinking there will be two application workflows
4	Where will the Online Application store user data submitted by the application if it is not a part of this SOW? Please provide details for where/how this would take place.	In PDF and XML in the EDMS system on a DHS owned server. XML Document contains only metadata for the online application.
5	How does the state envision transferring application to counties, would the system transfer the data, a report? Please clarify.	It would be a link to the actual PDF/XML document
6	Please provide performance benchmarks for navigation expected.	Performance benchmarks for navigation are part of DHS's online application project (DHS SOW 10-007) and should not have been included as a deliverable in this EDMS Interface SOW.
7	The RFP states that a testing plan will be developed in conjunction with the state, what level of involvement does the state desire to have in the testing of the online application?	The state will be highly involved in testing and will do independent testing.
8	How many work spaces can DHS make available for the vendor's team?	Approximately 4-5
9	Given that work will be done on-site, we assume that DHS will provide all hardware & software required for vendor staff?	Yes.
10	How long is the DHS sponsored HIPAA training (# of days/hours)?	Approximately 4 hours per person
11	Scope clarity question: this SOW does not require hosting, design, or creation of electronic forms. Please confirm. There is language that states this is out of scope, however the deliverables section speaks to filling of forms.	Correct
12	Scope clarity question: any electronic forms will be generated in a separate interface or solution and stored within the EDMS interface described in this SOW. Please confirm.	They will be generated in Liquid Office, stored on a DHS server that the EDMS interface will connect to
13	Please elaborate on any security requirements for both DHS personnel and county personnel that require access. What security and authorization systems are expected to be required?	LDAP
14	Is solution expected to be hosted at DHS, another state agency, or implemented as a SaaS solution?	DHS

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15	Will MinnesotaCare operations personnel have access to this system?	No
16	Are there any volume estimates for the applications (e.g. applications per day, etc.)	To start, up to 15,000 for first year
17	As part of the workflow process, will other documents be submitted to the EDMS interface (faxes, scanned documents)?	Not in the 1st phase, but eventually we want to move more documents in/out as we move forward
18	If other documents will be submitted can this be quantified (pages per case, total anticipated volume, etc.)	Unknown at this time - see #17 above.
19	If other documents will be submitted, is there a taxonomy or a description of the types of documents required?	Taxonomy is built, but not used for this phase
20	How many total concurrent users are expected to be active in the system at any one time?	Up to 300
21	Approximately how many counties will be utilizing this system once launched with this initial scope?	Approximately 80
22	We are assuming that in this first phase the user community will be county and state employees (no constituent access), please confirm.	Yes
23	Is there any requirement to integrate to a DHS's existing Imaging solution?	The only requirement is to generate application as a PDF document with XML file containing meta data.
24	Is there a technical design or plan for submitting completed forms to the EDMS interface ? Is there a file format decided upon?	Should have the option between TIFF and PDF with XML file.
25	Are there integration plans for the EDMS interface to integrate to 3rd party systems such as MinnesotaCare, the forms library, SMI, etc.?	No, not at this time.
26	Can DHS provide hardware available to host the EDMS system (assuming a premise based installation) or is DHS assuming the vendor will provide specifications?	DHS will provide hardware
27	If the EDMS interface is to be installed on premise, is the vendor to propose hardware pricing as well or will this be handled separately?	No, application will be hosted on the existing or new hardware procured by DHS.
28	Please validate the Compliance Sheriff product website, so that we can appropriately verify compatibility, http://www.hisoftware.com/products/complicancesheriffoverview.htm	This is correct.
29	Is the state open to a COTS system to meet the requirements set forth in this SOW?	No, DHS already owns Liquid Office and FileNet
30	Is there a budget for this SOW? If so, what is it?	\$500,000

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31	Please confirm whether this is a fixed price deliverable based contract or a time & material contract based on approved billing rates.	fixed price deliverable based
32	What is State's budget for vendor provided "EDMS Interface for Online Application" design and implementation technical efforts?	\$500,000
33	State of MN has already issued another SOW towards the development of the "Online Application" for entering the Healthcare applications.. Please confirm that this SOW is in relation to the EDMS interface mentioned in the Online Application SOW.	Yes.
34	If so, then what is the rationale for MNDHS to split the total scope into two SOW's instead of combining the same? Wouldn't there have been some cost advantage to the State?	Different skill sets
35	Please confirm that EDMS here refers to FileNet.	No, State currently uses FileNet server; but platform/interface is open.
36	What will the version of FileNet to be used for this project?	4.5.1
37	Will this be hosted within MnDHS production environment or in a centralized State EDMS environment? Please provide details of the implementation.	Within MnDHS environment
38	"EDMS" – Does MnDHS have separate FileNet/EDMS environments for development, testing and production? Please indicate what environments are available.	Yes, EDMS has Prod, Test and Dev environments. Software version: FileNet P8 3.5
39	Please confirm that wherever this SOW refers to an "EDMS Interface" it basically refers to providing an "Online Web-based Screen Interface" to State County users to access the successfully submitted (by MN residents) health care "Online Applications" from the EDMS repository.	Yes
40	"EDMS Interface" – Will this "Web Interface" be available on public Internet or only through a secured ExtraNet that could only be accessed by authorized counties?	Not public; only on secured extranet
41	Please confirm that the following are the allowed user groups to access the "EDMS Interface":	
	a. Counties	Most
	b. MinnesotaCare Operations	They will have their own
	c. MnDHS	Yes
42	"This web-based interface will enable them to access the online applications" – Please confirm that these online applications will be accessed from the EDMS repository.	Yes

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43	Please provide the format (PDF, Image, RTF, Word, etc.,) of the stored online applications.	PDF and XML
44	Will the county staff be making changes to the data contained in the application or will they merely view the application and process further?	They will not be able to make changes.
45	The business need identifies the following high level requirements. Please confirm our understanding and confirm that the following three are the objectives of this project.	
a.	A web-interface to enable counties to access the online applications	County will receive a notification that an application is in the EDMS repository; a link will be provided to access that Application PDF; they can either act upon that application or if there is an error they can forward the link to the necessary county; once the link has been acted upon the link should then become "dead" - the worker will mark it as dead
b.	Some level of notification and workflow	See above
c.	Allow transfer of applications and other case information between counties and MinnesotaCare operations.	Not at this time; for future enhancements
46	As a follow-up to the above questions, the three high level requirements do not provide sufficient information for us to propose a "FIXED PRICE" solution. So please provide more procedural details for each of the above items, so we can estimate properly.	County will receive a notification that an application is in the EDMS repository; a link will be provided to access that Application PDF; they can either act upon that application or if there is an error they can forward the link to the necessary county; once the link has been acted upon the link should then become "dead" - the worker will mark it as dead
47	As a follow-up to question #12, we have identified the following use cases/business functions and questions based on high level requirements provided in the SOW. Out of these please confirm what are in scope and what are not. In addition to these, if MnDHS has additional scope items, please provide that also.	see below
	<u>Web-Interface:</u>	
a.	Provide ability to county users to search for existing online applications by various criteria such as Name, SSN, Submitted Date Range, Status, County, Form type, case number, worker number, etc.,	Yes, with limited search criteria to be determined
b.	Provide ability to view/download an online application from the search results	Yes
c.	Provide ability to change the status of the submitted online applications (i.e from Submitted to Processing to Approved or Rejected or Requires Additional Information, etc.,)	No, ability to delete the notifications

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d.	What about a capability to communicate with the applicant for missing information and/or Required Proofs?	No
<u>Notification and Workflow:</u>		
e.	How many notifications are needed and what are the triggering points for these notifications?	1 - when there is a new application
f.	How many workflow automations are required and what are the triggering points for these workflows?	We anticipate 3
g.	Please provide a description of the workflow requirements. This is needed to assess the work effort towards workflow implementation. SOW states 'basic workflow' which is not descriptive enough to assess work effort.	Application comes in; decision made to which county to send notification; sends notification; then if there is an error have the option to forward the notification of available application; ability to delete/tag the link as dead
<u>Application Transfers:</u>		
h.	What is the purpose of the "Application Transfer" between counties?	This is out of scope for this project and a possible future enhancement
i.	Should the "Web Interface" restrict the county users from accessing the online applications of other counties?	No, they do not have to be restricted
j.	"and other case information" – What other case information should be transferred between counties? As far as we know, all the required information will be within the "Online Application Forms" stored within EDMS. Please provide details.	There is no other case information that will need to be transferred; statement was a mistake. Other case information is out of scope for the time being, but may be a future enhancement.
<u>Security</u>		
k.	Provide a security administration capability to manage security profiles of the county users	Yes. DHS uses Oracle Access Manager and Oracle CoreId to manage external authentication to DHS systems. The solution built will need to be integrated with this DHS standard.
l.	Provide ability to county users to securely log into the "Web Interface" to access the online applications.	Yes. DHS uses Oracle Access Manager and Oracle CoreId to manage external authentication to DHS systems. The solution built will need to be integrated with this DHS standard.
m.	Provide ability to county users to log out of the "Web Interface".	Yes. DHS uses Oracle Access Manager and Oracle CoreId to manage external authentication to DHS systems. The solution built will need to be integrated with this DHS standard.
n.	Provide ability to county users to change their user profile password	Yes. DHS Oracle CoreID system will be used for user and password management.
o.	Provide ability to county users to recover their forgotten user id and/or password.	Yes. DHS Oracle CoreID system will be used for user and password management.
p.	Provide ability to reset a county user password	Yes. DHS Oracle CoreID system will be used for user and password management.

Minnesota Department of Human Services
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q.	Provide ability to lock/unlock a county user profile	Yes. DHS Oracle CoreID system will be used for user and password management.
48	Has the State gathered requirements and prepared any documents for this EDMS Interface? If yes, can you share the same with the vendor community?	Yes. we have gathered preliminary requirements; we will share what we have with the selected vendor
49	This requirement highlighted in BOLD seems to be applicable only to the "Online Application" SOW/project. "The vendor will develop a concept with rough technical design to allow applications to be completed on-line using standard browser capabilities and be compliant with Health Insurance Portability and Accountability Act (HIPAA) and Americans with Disabilities Act (ADA). Compliance will be measured using Compliance Sheriff. The vendor is responsible for mitigating all level one issues. Compliance Sheriff scans will be run before acceptance of the interface. The technical design and the actual implementation will require approval of DHS architecture team as well as DHS Office of Information Security."	Yes.
50	We understand that the MnDHS would like the new "EDMS Web Interface" be compliant with the HIPAA, ADA and MnDHS Web Standards and that the compliance will be validated using Compliance Sheriff and the chosen Vendor. Please confirm if this was the intent of the above specified requirement and please clarify if we have missed anything.	Compliance Sheriff is a tool to be used to test for ADA compliance. DHS Applications Development team will review the solution to ensure compliance to DHS web standards.
51	Has MnDHS identified the schedule dependencies between "EDMS Interface" project and "Online Application" project? What are the identified risks and how State envisions mitigating those risks due to the inter-project dependencies?	DHS has identified some risks. The project managers for the two projects will work together to coordinate and address any issues that arise.
52	Can we propose an alternative project schedule keeping the required project completion date as June 30, 2010?	Yes.
53	What is the anticipated user acceptance testing duration for Minnesota Counties and the State office testing? Based on your knowledge of your user base and their locations etc., please let us know how many business days do we need to set aside to perform user acceptance testing.	Please refer to SOW "Project Milestones & Schedules" for anticipated schedule.
54	Considering the aggressive timeline requested in the SOW, can we propose a 1 to 2 weeks user acceptance period for this project?	Yes
55	Considering the aggressive timeline requested in the SOW, can we propose a 1 to 2 weeks pilot implementation period for this project?	Yes

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56	Considering the aggressive timeline requested in the SOW, is “Performance Benchmarks” absolutely required for this project? If yes, please confirm that the State/MnDHS will provide the necessary testing tools for “Performance Benchmark” testing.	Yes
57	To provide more time for this effort, is there a possibility to start the project earlier than the April 5th, 2010 date identified in the SOW?	If we are able to complete contact negotiations earlier.
58	How stable is the MnDHS EDMS environment? Has MnDHS used EDMS environment for any other .NET based application using .NET API or Web Services provided by Filenet P8? Please share your experience with the EDMS environment.	MnDHS has very stable EDMS production environment. Yes - MnDHS used .NET api's and web services.
59	What is the typical availability window for the development team to interface with EDMS/FileNet to test the “Web Interface”?	Weekdays 6 am to 7 pm.
60	Is support available for FileNet environment after hours?	Yes, requires advanced notice.
61	Will DHS provide normal office space, desktops, software, and hardware to the vendor resources performing services under this contract award? Please help the vendors understand what will be provided and what will not be provided?	Yes
62	Will State provide the vendor resources VPN access to its systems for the purpose of remotely accessing State network for project purposes?	DHS will provide the vendor with access to the DHS system. The means of access may be through a VPN or other mechanism to be determined over the course of the project.
63	Please confirm that State will host this “EDMS Interface” in State’s production environment.	Yes
64	Please confirm that Sate will provide development, testing, acceptance and production environments for this project.	Yes
65	“Vendor will also work with ... , and County Staff” – Will the County Staff attend the Business Requirements Gathering sessions in a State Office at St.Paul Minnesota?	Yes
66	Is State open for the following Offsite based delivery model?	
a.	Onsite: Requirements Gathering, User Testing, Performance Testing & Production Deployment	Yes
b.	Offsite: Design, Development, Vendor Testing and Warranty Support.	Yes
67	SOW states that the online application must be implemented across all counties - will this be in a centralized deployment location at State or in decentralized multiple county locations?	Centralized at State

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68	Who is responsible for deployment activities? Please clarify vendor responsibilities with respect to deployment/implementation activities? Please also provide the duration we need to set aside for deployment activities based on MnDHS deployment process.	DHS Applications Development and Support team will deploy the solution. AD&S will require the appropriate artifacts be supplied to them for deployment (as documented in the AD&S standards)
69	Please clarify whether warranty can be provided from offsite from the vendor location.	Yes, however please reference "Foreign Outsourcing of Work Prohibited" section in the SOW (General Requirements).
70	Will State provide VPN connectivity to the Vendor warranty support resource(s) so that support can be provided from Vendor offsite location?	DHS will provide the vendor with access to the DHS system. The means of access may be through a VPN or other mechanism to be determined over the course of the project.
71	How many State resources should we transfer the knowledge to?	3 to 5
72	"2 years programming experience with collaboration software" – What is the purpose of this required qualification? Please provide the name of the collaboration software experience required for this project.	Experience needed to work with .NET API's and Web Services in Liquid Office and FileNet. Collaboration software: Liquid Office and FileNet.
73	How many Subject Matter Experts (SME's) will be allocated to this project?	6 to 8 SMEs
74	How many hours per week of each SME is State planning to allocate for the project?	Project Manager=100%; 2 SME's=up to 60%, as needed; Others= up to 30%
75	For requirements gathering and definition, do we have to travel to multiple counties within Minnesota or will the requirement be provided to the Vendor in a DHS central location (St. Paul, MN)?	DHS central location
76	If travel required for requirement gathering, please provide the number of locations and the frequency of travel that we need budget for.	N/A
77	For User Acceptance Testing, do we have to travel to multiple counties within Minnesota or will the testing support be provided in a DHS central location (St. Paul, MN)?	Multiple counties could be involved without requiring vendor to travel there.
78	Will State provide travel expenses according to the State travel policies or should the vendor include travel expenses in the fixed price cost?	State does not anticipate reimbursing vendor travel expenses.
79	"Current platform for new development... .NET 2.0 framework" – Can we propose to use .NET Framework 3.5?	Yes.
80	Please provide the IIS Web Server version to be used for this project.	Windows Server 2003, IIS Version 5.2 (SP 2)
81	What is the selected authentication mechanism for "Web Interface"? Are there any authorization security requirements? Is any one of the User authentication methods listed on page #26 applicable to this project? Please provide the details.	DHS uses Oracle Access Manager and Oracle Coreld to manage external authentication to DHS systems. The solution built will need to be integrated with this DHS standard.

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82	How many counties have existing EDMS systems that will have to be integrated?	Zero; we will not be integrating at this time
83	Of the existing EDMS systems, what are the frameworks/platforms they were developed on?	Please see above answer and refer to "Business Need" section of SOW - the focus of this SOW is counties who do not currently have EDMS.
84	Should planning/design be given to extending the EDMS to other systems beyond DHS?	Yes
85	Is the existing process workflow to be evaluated for efficiencies gained by integrations of the EDMS?	Yes
86	What is the known (or expected) format of 'other case information' to be transferred between Counties and MnCare Ops, and accessed from the DHS EDMS server?	PDF and XML
87	Will Developers have access to HiSoftware Developer Tools on the provided images?	Yes
88	As DHS is supplying the Developer Image, is the vendor expected to supply the running hardware?	No. DHS will set up and maintain all server hardware. Vendor will only deploy application on DHS servers.
89	Is the deliverable Test Plan expected to include only End User Acceptance tests, or can it incorporate TDD unit tests?	We are not familiar with TDD
90	Preference of code documentation format to be delivered to DHS; In Code, DOC/PDF, CHM...?	No preference. In code is fine.
91	What are your expectations of how many consultants would vendor provide to accomplish this project within your timeline?	However many are necessary.