

## **Software Solution for Database Management** **RFP FAQ Document**

Responses to bid questions submitted are in italics.

1. The Bidder's Contract section requires us to submit the Service Level Agreement as well as other agreements that we have in place. As some of these are large documents, are we required to add them to the Appendix, or can we send them as extra attachments to the bid?

*Please send as hyperlinks or attach to EC-Impact.*

2. 3.22 Retention of records – usually expectation is to return PHI if contract is terminated because otherwise, they'd have to host it and then it's a cost. Their intent is that they would return all the data to WMPC upon contract termination.

*WMPC agrees that the expectation would be that the winning bidder would not need to host the PHI data. If the contract is terminated before the term end date OR if WMPC decides not to extend the contract, both parties will mutually agree in writing to the most cost-effective record management timeline and obligations.*

3. I'm not sure if we just missed this but as we are submitting the bid proposal electronically, are we expected to have electronic signatures?

*Yes, please submit electronically via EC-Impact.*

4. What sections of the Grant agreement between WMPC and MDHHS should the successful bidder intend to accept as a condition of the contract?

*We will share the grant agreement with the winning bidder then parse out the relevant sections.*

5. Can you explain the workflow for billing outside the n180? How in the UI a user should function for that workflow.

*We want the functionality to track the expenditures to a client and then connect it to our accounting system for payment.*

6. 4.3.2 is data coming from spreadsheets and pdf?

*Yes, that is where we are hoping for innovation.*

7. The requirement for "Ability to upload internal reports and analytics to third-party vendor portal for distribution to the broader WMPC network". How are uploads to be performed? Is it automated uploads or manually? Which third-party network are they to be uploaded to?

*Currently, we are uploading reports to our webpage.*

8. The requirement for "Quality assurance processes for fewer discrepancies between MiSACWIS reporting and third-party vendor dashboards". Please elaborate on which third-party vendors these are. Are the other agencies? Also is this requirement to be met by and built into the database management software?

*Third party QA processes are validation across MDHHS data, WMPC data and the third-party data vendor... currently happens weekly via teams.*

9. Bidder must provide evidence of the following compliance measures; Are these 5 items (a through e) to be submitted with the proposal or upon contract signature/intent to award?

Yes, please include this information in your proposal submission.

10. The provisions in the attached BAA and NDA are part of this contract. Can WMPC point us to where these are attached or send them separately?

*The WMPC Contract Administrator can send via email or post on the website.*

11. Unless WMPC specifies in writing a different period the successful bidder agrees to preserve and make available at reasonable times all data, document, papers, records .... for a period of five (5) years from the date of expiration or termination of this contract. Does the word "data" in this section refer to all data held within the software, including the PII and PHI of cases, children, and families in the care of WMPC?

*Yes, if the contract is terminated before the term end date OR if WMPC decides not to extend the contract, both parties will mutually agree in writing to the most cost-effective record management timeline and obligations.*

12. The proposal states, "The term of this contract is for one (1) year from October 1, 2024, through September 30, 2027, with the option to renew for one (1) year by written agreement of the parties. System setup, interfacing, and configuration will take place October 1, 2024, through March 31, 2025. Projected April 1, 2025, focus will transition from implementation to ongoing maintenance." Is the initial term to read one (1) year or three (3) years for October through September 2025 or September 2027?

*Typo- The initial term is for 3 years.*

13. Can we supply questions from all of the other vendors and share?

*Yes.*

14. In regards to data migration; will data be coming just from MiSACWIS?

*Yes, plus other spreadsheets and data from subcontractors.*

15. What is the Compensation Request Form?

*This internal form is for current WMPC employees who are taking on work beyond their normal scope.*

16. How do we expect to track/handle mental health assessment tracking for billing outside to N180?

*WMPC wants this processing to occur in the system as opposed to just tracking that it happened.*

17. Can WMPC supply these performance measures during the procurement phase?

*Yes, this information is on WMPC's website.*

18. Desired Functionality: (A) ability to integrate new and existing forms / workflows with contract management system. What system does WMPC utilize for contract management?

*EC-Impact*

19. What is the functionality associated to the AFPRR funding form and list?

*Currently just to track our budget spending.*

20. Is there any data WMPC would not like to convert from the current applications?

*No*

21. Is WMPC's expectation to be fully implemented with the proposed system in this RFP in 4 months or giving it to the next vendor in 4 months? Why is the transition plan 4 months here but in section 4.1 for the term it shows Oct - Match for a 6-month transition? What is the preferred WMPC implementation and transition timeline?

*We are hoping for full implementation within 6 months of awarding the bid, but we are deferring to the expertise of the winning bidder. The startup time is 6 months for the initial build out. But if the contract is terminated, we would want a 4-month transition plan for a new vendor.*

22. Is single sign-on? That is the minimum.

*WMPC prefers MFA.*

23. Is it mandatory to have onsite training?

*No. We could bring people together if necessary but would prefer virtual.*

24. Is WMPC's expectation to own a copy of the SaaS solutions code at the end of the contract?

*Data Ownership: WMPC expects to retain full ownership of all data generated, processed, and stored within the system. This includes having continuous access to and control over our data, both during and after the contract period.*

*System Software and Application Programs: We understand that as a SaaS solution, the system software and underlying code are owned and maintained by their organization. We expect to have access to and use of the software for the duration of the contract, with appropriate service levels and support. Our primary concern is ensuring that the system operates efficiently in the cloud environment and meets our operational needs.*

*Documentation: We expect to receive comprehensive documentation for the system, including user manuals, technical documentation, and any other materials necessary for us to effectively use and understand the system.*

*We are committed to working closely with the bidder to ensure that the system meets our requirements and supports our operations effectively. If there are any specific terms or conditions regarding the software usage or data management that need further discussion, we are open to addressing them to ensure mutual agreement.*