RFP 22-70302 All Payer Claim Database

Attachments E & F Clarification Questions

**Response Due by June 9th at 2:00 PM Eastern**

1. What is the total headcount of your company? Can you please provide a detailed breakdown of diversity within your organization’s staff?

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1. Please provide a formal, detailed copy (as a separate attachment) of your Disaster Recovery plan.

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1. In your response, you detail that Onpoint CDM is a multi-tenant, SaaS solution, but this is not detailed for your data warehouses. Does this apply to your data warehouses as well? If not, are the warehouses able to exist in the State’s AWS tenant?

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1. Will your solution be able to tie back into the State’s Azure AD authentication and multifactor?

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1. Can you please provide a justification as to why the integration between the consumer website and Access Indiana is necessary?

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1. Please provide complete Corrective Action Plans or substantive information regarding the Corrective Action Plans referenced in your HITRUST Certification Letter. It is the State’s strong preference that you provide the complete Corrective Action Plans.

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1. In Section 5.22 of your Technical Proposal response, you reference an external cybersecurity firm that monitors all access to your environments. Please disclose the partner firm and any associated subcontractors involved in monitoring access to your environments and their corresponding level of access to your environments and PHI/PII data.

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1. Please explain your rationale for keeping all data in production.

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1. If the State elects to use Onpoint’s SharePoint based on Collaboration Zone, will this be provided at no cost to the State? Please answer this question in a fashion that does not disclose specific cost ($) information.

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1. How will your company prepare the State team to operate in an Agile environment when many of the participants may not have participated in a project of this size or scope before?

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1. Please provide a rationale for the estimated total number of project hours provided in each category of your Resource Usage Template. Please also explain how many hours went into similar projects for other states.

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1. Please provide additional detail in regard to which third party licenses (e.g., JIRA, CDM) will be transitioned in the event that the State elected to change administrators.

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1. Please provide an example of how you have transitioned your solution, including which third party tools were transitioned, from a previous client. Please provide a checklist of considerations you utilized in your approach. What were the major concerns and challenges encountered? What was the outcome for the client?

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1. As many states are starting to adopt data privacy regulations introducing consumer control of their personal data, does your solution allow for the deletion of an individual’s personal records upon a direct request from that individual? Have you encountered that issue in any other states?

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