



STATE OF TENNESSEE  
DEPARTMENT OF VETERANS SERVICES

**REQUEST FOR PROPOSALS # 32300-72501  
AMENDMENT # 3  
FOR VETERANS CLAIMS MANAGEMENT SYSTEM**

DATE: JULY 15, 2024

RFP # 32300-72501 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		May 28, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	May 31, 2024
3. Notice of Intent to Respond Deadline	2:00 p.m.	June 3, 2024
4. Written "Questions & Comments" Deadline	2:00 p.m.	June 7, 2024
5. State Response to Written "Questions & Comments"		July 15, 2024
6. Response Deadline	2:00 p.m.	July 25, 2024
7. State Completion of Technical Response Evaluations		August 12, 2024
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	August 13, 2024
9. Negotiation		August 14, 2024 through August 15, 2024
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	August 16, 2024
11. End of Open File Period		August 23, 2024
12. State sends contract to Contractor for signature		August 26, 2024
13. Contractor Signature Deadline	2:00 p.m.	August 31, 2024

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

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A.9		<p>1. Will your organization please provide further detail around this requirement? Cloud Service Providers (CSP)'s cost model is subscription based and varies by product. Most of our products are in a per user/month or user/year format billed annually. There are some products offered as total logins per month or by a defined number of members billed annually. We also have offerings that are offered by an edition representing a bundle of products. As such, your organization will not be able to analyze industry best solutions. Can the State confirm that a license per user/year is acceptable?</p>	<p>Thank you for your question regarding the cost model for the proposed solution. We appreciate your explanation of various pricing structures used in the industry.</p> <p>However, we must nonetheless emphasize that all proposals need to adhere to the cost proposal format specified in RFP Attachment 6.3., Cost Proposal &amp; Scoring Guide. This standardized format ensures fair and consistent evaluation across all proposals.</p> <p>The cost proposal in our RFP includes specific line items for:</p> <ol style="list-style-type: none"> <li>1. Total Implementation Cost (one-time cost)</li> <li>2. Enterprise Software License Fee (per year)</li> <li>3. Maintenance and Support (per year)</li> <li>4. Change Orders (per hour)</li> </ol> <p>Vendors are required to provide costs that fit within these categories. The Enterprise Software License Fee line item is where you should include your licensing costs, regardless of your internal pricing model.</p> <p>If your pricing model doesn't directly align with this structure, you'll need to calculate an equivalent annual cost that encompasses all user licenses needed to fulfill the requirements outlined in the RFP. This annual cost should then be entered in the Enterprise Software License Fee line of the cost proposal.</p> <p>Please note that proposing a different cost structure from what is specified in RFP Attachment 6.3 may result in your proposal being deemed non-responsive.</p> <p>We encourage you to review RFP Attachment 6.3 carefully and structure your pricing to fit within the provided format. If you have any further</p>

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			<p>questions about how to represent your costs within our specified structure, please don't hesitate to ask.</p>
		<p>2. What existing State &amp; Federal Systems would this need to integrate with?</p>	<p>The Claims Management System (CMS) must ensure compatibility with the following State and Federal systems to support seamless integration and operational efficiency:</p> <p>State Systems:</p> <ol style="list-style-type: none"> <li>1. Operating Systems: Windows 10 and Windows 11</li> <li>2. Productivity and Collaboration Tools: Office 365 applications, including Power BI and Tableau</li> <li>3. Document Management Systems: SharePoint and FileNet</li> </ol> <p>Federal Systems:</p> <ol style="list-style-type: none"> <li>1. Department of Veterans Affairs APIs including but not limited to Benefits Claims API, Benefits Intake API and other VA Benefits APIs for bidirectional data exchanges and process integrations</li> </ol>
		<p>3. Do all 208 active users need full admin, developer, or usage rights within this application, allowing them to create, edit, or delete any record? Alternatively, can some users have read-only access, with the ability to approve? If yes, how many of the 208 users would fit this "business stakeholder" category?</p>	<p>Not all 208 active users will require full admin, developer, or usage rights within the Claims Management System (CMS).</p> <p>Some users, approximately 10-15, will only need read-only access, with the ability to view records.</p> <p>Please note that the final number and scope of user roles will be determined during the project's requirements gathering and design phases and may be refined in collaboration with the selected vendor to ensure optimal alignment with the Department's operational needs and security best practices.</p>
		<p>4. What is the scale of data that is to be migrated from current system into</p>	<p>The exact volume of data to be migrated includes approximately 243,784 records for veterans</p>

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		new Veteran Claims Management System (CMS)?	accumulated since the system's inception in 2015. This data volume is expected to be significant, but precise figures will need to be determined during the discovery and data migration planning phases of the project.
		5. Do you have a rough order of magnitude of the number of Veterans and family members that will be utilizing the new Veteran Claims Management System (CMS)?	The new Veteran Claims Management System (CMS) will be utilized by approximately 20,000 veterans and family members annually.
		6. Will the new CMS system need to be accessible via mobile devices such as smart phones?	<p>Thank you for your question about mobile accessibility for the new CMS system. To ensure we provide accurate information aligned with our RFP:</p> <p>The RFP does not specifically require that the CMS system be accessible via mobile devices such as smartphones. However, Section A.4.b of the RFP does call for 'secure electronic submissions to the VA using APIs and support efficient management of various claim types.'</p> <p>Additionally, Section C.6 of the Technical Response &amp; Evaluation Guide asks vendors to 'Describe the remote access capabilities of your proposed solution, highlighting how it enables customers to submit information and documents from any location for DVS review and processing.'</p> <p>While mobile accessibility isn't explicitly required, vendors are encouraged to describe their solution's capabilities for remote access and electronic submission in their technical response. The evaluation will be based on how well the proposed solution meets the requirements outlined in the RFP, particularly those related to remote access and electronic submission capabilities.</p> <p>For a complete understanding of the system requirements, please refer to</p>

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			the full RFP document, particularly sections A.4 (System Capabilities and Services) and the relevant parts of Section C (Technical Qualifications, Experience & Approach).
		7. Is there comprehensive listing of current integrations to current system that will need to be incorporated into the new CMS system	See answer #2
		8. May the flashdrive submission be on the same flash drive or do you prefer two separate ones?	Technical and Cost Proposals must be on separate flash drives.
		9. How much integration with other systems is estimated to be required? Healthcare databases, Insurances, financial reporting, etc.	See answer #2
		10. How are you going to handle internal maintenance and support post-contract?	Post-contract, internal maintenance and support will be managed by the State's IT team, supplemented by training and documentation provided by the Contractor.
		11. Can you provide the number of licensed users by role? For example, case managers/caseworkers, administrators, provider users, partner users, external users, any other users, etc.?	<p>Approximately 15 users will require full admin/manager rights.</p> <p>Around 193 users will require usage rights.</p> <p>Approximately 10-15, will only need read-only access, with the ability to view records.</p>
		12. What is the budget NTE for this project? Has that budget amount been approved/allocated?	Section C.1 of the pro forma contract states that the maximum liability of the State under this Contract shall not exceed the specified dollar amount, referred to as the "Maximum Liability." This amount represents the total contract value, including all costs associated with the services provided

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			<p>under this contract, including any renewals or extensions.</p> <p>The specific dollar amount will be determined and specified in the final contract based on the cost proposal of the awarded respondent. It is not a set maximum liability but is contingent upon the final negotiated cost proposal.</p> <p>For context, under the current contract, the vendor is paid approximately \$90,000 per year for similar services. However, please note that this information is provided for reference only and does not necessarily reflect the budget or expected costs for the new contract. Vendors should base their proposals on the requirements outlined in the RFP and their assessment of the effort required to meet those requirements.</p>
		<p>13. Can offshore resources be used for development of the solution, if production and non-production environments that contain PII/PHI and other confidential information remain in the US and are not accessed by offshore resources, and all data remains in the US?</p>	<p>No, offshore resources cannot be used for the development of the solution. See Section A.17 of the pro forma contract</p>
		<p>14. Can the State provide a short 1-2 week extension to the due date for proposals, to allow for more thoughtful and complete responses to the RFP?</p>	<p>Yes, we have extended the due date by two weeks. Please refer to the updated timeline for the new submission deadline.</p>
		<p>15. Has the State seen any demos/talked to vendors prior to releasing the RFP, if so which vendors and technologies?</p>	<p>No vendor demos or communications regarding a claims management system took place after the release of the Request for Information (RFI) in August 2023.</p>

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		16. What is the desired go-live date for this system?	The pro forma contract requires the system to be delivered within 180 days of signing the contract. The exact go-live date will be determined based on the finalization of the contract and project plan developed in collaboration with the selected Contractor.
		17. How many systems are the State expecting to be integrated with the solution? Can you please provide a list of systems requiring integration and interface requirements meaning Rest API / WebServices, ETL or file base integration with other systems? Any changes required in the source system for integration, we are assuming the State will be responsible for those, can you confirm?	<p>The State requires the new Claims Management System (CMS) to be capable of interacting with both State and Federal government systems by providing APIs or web services for asynchronous data transfer. This will ensure seamless data exchange with key systems, including:</p> <ol style="list-style-type: none"> <li>1. State Systems: <ul style="list-style-type: none"> <li>○ Office 365 applications (e.g., SharePoint, Power BI)</li> <li>○ Document Management Systems (e.g., FileNet)</li> </ul> </li> <li>2. Federal Systems: <ul style="list-style-type: none"> <li>○ Department of Veterans Affairs APIs to include but not limited to Benefits Claims API, Benefits Intake API and other VA Benefits APIs for bidirectional data exchanges and process integrations.</li> </ul> </li> </ol> <p>The selected Contractor should provide the necessary APIs or web services for these integrations. The State will handle any required changes to the source systems to facilitate these integrations.</p>
		18. Does the State have any Middle ware, Mulesoft or any API gateway? Is there API exposed by other systems? if not not will it be file base intergation. What is intergation patterns state	<p>The State does not currently utilize middleware such as Mulesoft or an API gateway.</p> <p>See answer #17</p>

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		<p>is looking for. ANY changes required on the other systems, It will be State responsibility to make changes on those system and provide SMEs for building solution interface.</p>	
		<p>19. What is the source system database and how many source systems? Can you provide the volumetric of data migration i.e. number of tables, number of records, any attachments/ files - number?? Is there any de-duplication and cleaning of data required?</p>	<p>The exact volume of data to be migrated includes approximately 243,784 records for veterans accumulated since the system's inception in 2015. This data volume is expected to be significant, but precise figures will need to be determined during the discovery and data migration planning phases of the project.</p>
		<p>20. Can you provide the sample reports of requirements mentioned in A13?</p>	<p>While we do not have specific sample reports to share, we can provide descriptions of the required reports to guide your development. The required "standard reports" include:</p> <ol style="list-style-type: none"> <li>1. Compliance and Audit Reports: <ul style="list-style-type: none"> <li>○ Description: Track adherence to legal and regulatory requirements to ensure compliance with federal and state laws.</li> <li>○ Example Metrics: Number of audits passed/failed, compliance incidents, corrective actions taken.</li> </ul> </li> <li>2. User Activity and System Usage Reports: <ul style="list-style-type: none"> <li>○ Description: Monitor user interactions with the system to provide insights into user behavior and system performance.</li> </ul> </li> </ol>



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			<ul style="list-style-type: none"> <li>○ Example Metrics: Number of logins, pages accessed, duration of sessions, actions performed.</li> </ul> <p>3. Service Utilization Reports:</p> <ul style="list-style-type: none"> <li>○ Description: Detail how various services (e.g., counseling, claim services, cemetery benefits, appeals) are utilized by veterans.</li> <li>○ Example Metrics: Number of service requests, types of services used, frequency of use.</li> </ul> <p>4. Geographical Distribution Reports:</p> <ul style="list-style-type: none"> <li>○ Description: Show the distribution of claimants across different geographical regions.</li> <li>○ Example Metrics: Number of claims by region, types of claims by region, regional trends.</li> </ul> <p>5. Veteran Demographic Reports:</p> <ul style="list-style-type: none"> <li>○ Description: Provide demographic analysis of the veteran population served.</li> <li>○ Example Metrics: Age distribution, gender distribution, racial/ethnic distribution, service history.</li> </ul> <p>6. Claim Resolution Time Reports:</p> <ul style="list-style-type: none"> <li>○ Description: Focus on the time taken to resolve claims to identify bottlenecks</li> </ul>

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			<p>and improve process efficiency.</p> <ul style="list-style-type: none"> <li>○ Example Metrics: Average resolution time, number of claims resolved within specific time frames, pending claims.</li> </ul> <p>7. Customer Satisfaction Reports:</p> <ul style="list-style-type: none"> <li>○ Description: Summarize feedback from system users to gain insights for service improvement.</li> <li>○ Example Metrics: Survey results, satisfaction scores, user comments and suggestions.</li> </ul> <p>8. Risk Management Reports:</p> <ul style="list-style-type: none"> <li>○ Description: Highlight potential risks in claim processing and suggest areas for preventive measures.</li> <li>○ Example Metrics: Identified risks, risk severity, mitigation actions taken.</li> </ul> <p>Additional Reporting Capabilities:</p> <p>1. Ad-Hoc Reporting and Custom Query Features:</p> <ul style="list-style-type: none"> <li>○ Users should be able to create and generate reports based on any data field within the system using an intuitive interface for building custom reports.</li> </ul> <p>2. Scheduled Report Generation:</p> <ul style="list-style-type: none"> <li>○ The system must support the scheduling of reports to be automatically generated at</li> </ul>

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			<p>specified times, ensuring regular updates.</p> <p>3. Role-Based Access to Reporting:</p> <ul style="list-style-type: none"> <li>○ Reporting access and creation capabilities should be governed by user roles to maintain data security and integrity.</li> </ul> <p>4. Flexible Report Export and Distribution Options:</p> <ul style="list-style-type: none"> <li>○ The system should allow reports to be exported in multiple formats (e.g., PDF, Excel, CSV) and include options for distributing reports via system-generated emails.</li> </ul>
		<p>21. Can you provide more details and process flow of - Veteran Record Management: - Functionality for detailed veteran record management?</p>	<p>The Veteran Record Management functionality within the Claims Management System (CMS) is designed to provide comprehensive and detailed management of veteran records. Below are the key features and a high-level process flow for this functionality:</p> <p>Key Features:</p> <p>1. Record Creation and Update:</p> <ul style="list-style-type: none"> <li>○ Capability to create new veteran records and update existing records with detailed personal, service, and claims information.</li> </ul> <p>2. Document Management:</p> <ul style="list-style-type: none"> <li>○ Integration with document management systems to store and retrieve documents related to veterans' claims and services.</li> </ul>

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			<p>3. Service Tracking:</p> <ul style="list-style-type: none"> <li>○ Monitor and record the various services availed by veterans, such as counseling, medical services, and education benefits.</li> </ul> <p>4. Interaction History:</p> <ul style="list-style-type: none"> <li>○ Maintain a log of all interactions with veterans, including communication history, service requests, and claim status updates.</li> </ul> <p>5. Compliance Monitoring:</p> <ul style="list-style-type: none"> <li>○ Track and ensure that all records comply with relevant federal and state regulations, including data privacy and security requirements.</li> </ul> <p>6. Search and Reporting:</p> <ul style="list-style-type: none"> <li>○ Advanced search capabilities to quickly locate veteran records and generate reports based on various criteria.</li> </ul> <p>7. Role-Based Access Control:</p> <ul style="list-style-type: none"> <li>○ Ensure secure access to veteran records based on user roles, protecting sensitive information and maintaining data integrity.</li> </ul> <p>High-Level Process Flow:</p> <p>1. Record Creation:</p> <ul style="list-style-type: none"> <li>○ A new veteran record is created by entering personal information, service history, and initial claim details.</li> <li>○ Documents related to the veteran's service and claims are</li> </ul>

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			<p>uploaded and linked to the record.</p> <p>2. Record Update:</p> <ul style="list-style-type: none"> <li>○ Authorized users can update the veteran's information as needed, including changes in personal details, new claims, and additional service information.</li> <li>○ Interaction history and service tracking entries are added to keep the record current.</li> </ul> <p>3. Service Tracking:</p> <ul style="list-style-type: none"> <li>○ As veterans avail different services, these are recorded in their profiles, including dates, types of services, and outcomes.</li> </ul> <p>4. Compliance and Monitoring:</p> <ul style="list-style-type: none"> <li>○ The system regularly checks records for compliance with legal and regulatory requirements, alerting administrators to any issues.</li> <li>○ Regular audits and compliance checks are performed to ensure ongoing adherence to regulations.</li> </ul> <p>5. Search and Reporting:</p> <ul style="list-style-type: none"> <li>○ Users can perform advanced searches to locate specific veteran records using various criteria (e.g., name, service number, claim type).</li> <li>○ Reports can be generated to provide insights into service</li> </ul>

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			<p>utilization, claim statuses, and demographic data.</p> <p>6. Access Control:</p> <ul style="list-style-type: none"> <li>○ Access to records is controlled based on user roles, ensuring that sensitive information is only available to authorized personnel.</li> <li>○ Role-based permissions are managed to maintain data security and integrity.</li> </ul> <p>This comprehensive functionality ensures efficient management of the claims and appeals processes, providing transparency, compliance, and timely resolutions.</p>
		<p>22. Can you elaborate/provide more detail around the Claims and Appeals Tracking requirements?</p>	<p>The Claims and Appeals Tracking functionality within the Claims Management System (CMS) is designed to manage the preparation and submission of claims to the VA, as well as track and represent veterans in any appeals regarding VA determinations. Below are the key requirements and features for this functionality:</p> <p>Key Features:</p> <p>1. Claims Preparation and Submission:</p> <ul style="list-style-type: none"> <li>○ Initial Claim Entry: Capability to prepare new claims with detailed information, including veteran details, claim type, supporting documents, and submission date.</li> <li>○ Document Upload: Integration with document management systems to upload and associate supporting</li> </ul>

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			<p>documents with each claim.</p> <ul style="list-style-type: none"> <li>○ Claim Submission Tracking: Track the status of claims submitted to the VA, including submission confirmation and any follow-up required.</li> </ul> <p>2. Appeals Management:</p> <ul style="list-style-type: none"> <li>○ Appeal Initiation and Representation: Functionality to initiate and manage appeals for denied or disputed claims, with detailed appeal information and documentation. The system supports the representation of veterans in the appeals process.</li> <li>○ Appeal Tracking: Real-time tracking of appeal status, from initiation to final decision, with status updates and notifications.</li> </ul> <p>3. Workflow Automation:</p> <ul style="list-style-type: none"> <li>○ Automated Workflows: Automated workflows to guide the preparation, submission, and tracking of claims and appeals, ensuring timely and accurate processing.</li> <li>○ Task Assignment: Assign tasks to specific users or teams based on predefined rules and roles, with automatic reminders and notifications.</li> </ul> <p>4. Compliance and Audit Trails:</p>

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			<ul style="list-style-type: none"> <li>○ Audit Logs: Detailed audit logs for all actions taken on claims and appeals, ensuring transparency and compliance with federal and state regulations.</li> <li>○ Compliance Monitoring: Regular checks to ensure all claims and appeals processes comply with relevant regulations and policies.</li> </ul> <p>5. Reporting and Analytics:</p> <ul style="list-style-type: none"> <li>○ Claims and Appeals Reports: Generate reports on various aspects of claims preparation, submission, and appeals, such as processing times, approval/denial rates, and appeal outcomes.</li> <li>○ Trend Analysis: Analyze trends in claims and appeals to identify patterns, bottlenecks, and areas for improvement.</li> </ul> <p>6. User Access and Security:</p> <ul style="list-style-type: none"> <li>○ Role-Based Access Control: Secure access to claims and appeals information based on user roles, ensuring that sensitive information is only accessible to authorized personnel.</li> <li>○ Data Encryption: Ensure all data related to claims and appeals is encrypted</li> </ul>



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			<p>to protect against unauthorized access.</p> <p>High-Level Process Flow:</p> <ol style="list-style-type: none"> <li>1. Claims Preparation: <ul style="list-style-type: none"> <li>○ Department personnel prepare new claims, entering all required information and uploading supporting documents through the CMS.</li> <li>○ The claim is reviewed internally to ensure completeness and accuracy before submission to the VA.</li> </ul> </li> <li>2. Claims Submission: <ul style="list-style-type: none"> <li>○ The prepared claim is submitted to the VA, and the system tracks the submission status.</li> <li>○ Any follow-up actions required by the VA are recorded and managed within the CMS.</li> </ul> </li> <li>3. Appeals Initiation and Representation: <ul style="list-style-type: none"> <li>○ If a claim is denied or disputed, an appeal is initiated through the CMS, with detailed appeal information and supporting documentation.</li> <li>○ Department personnel represent the veteran in the appeals process, managing all communications and submissions through the CMS.</li> </ul> </li> <li>4. Appeals Processing: <ul style="list-style-type: none"> <li>○ The appeal is tracked in real-time, with status updates and</li> </ul> </li> </ol>

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			<p>notifications provided to all relevant parties.</p> <ul style="list-style-type: none"> <li>○ Any additional documentation or information required is managed through the CMS.</li> </ul> <p>5. Appeals Resolution:</p> <ul style="list-style-type: none"> <li>○ The appeal is resolved, and the outcome is recorded in the CMS.</li> <li>○ Notifications are generated to inform the veteran and relevant department personnel of the appeal outcome.</li> </ul> <p>This comprehensive functionality ensures efficient management of the claims preparation, submission, and appeals processes, providing transparency, compliance, and timely resolutions.</p>
		<p>23. Can you elaborate/provide more detail around the Form Integration requirements?</p>	<p>The Claims Management System (CMS) must support comprehensive form integration to streamline the preparation and submission of various forms required by the VA and other entities. Below are the key requirements and features for form integration:</p> <p>Key Features:</p> <p>1. Form Filling Automation:</p> <ul style="list-style-type: none"> <li>○ Auto-Population: The system should automatically populate forms with relevant data from veteran records and other integrated systems to reduce manual entry and improve accuracy.</li> <li>○ Dynamic Form Updates: The system must support dynamic updates to forms as required by the VA or other</li> </ul>

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			<p>regulatory bodies, ensuring that the latest versions of forms are always in use.</p> <p>2. Compliance with VA Forms:</p> <ul style="list-style-type: none"> <li>○ The system should be capable of filling out and submitting the following VA forms (including but not limited to): <ul style="list-style-type: none"> <li>▪ VA 21-22</li> <li>▪ VA 21-0966</li> <li>▪ VA 21-526ez</li> <li>▪ VA 21-527ez</li> <li>▪ VA 21-534ez</li> <li>▪ VA 20-0995</li> <li>▪ VA 20-0996</li> <li>▪ VA 10182</li> <li>▪ VA 21-4138</li> <li>▪ VA 21-0781/0781a</li> <li>▪ VA 21-686c</li> <li>▪ VA 21P-530ez</li> <li>▪ VA 3288</li> <li>▪ SF180/TN War Records</li> <li>▪ VA 10-10ez</li> <li>▪ Pre-Burial Registration</li> <li>▪ TDVS Intake Form</li> <li>▪ Other forms as they come into effect</li> </ul> </li> </ul> <p>3. Form Management:</p> <ul style="list-style-type: none"> <li>○ Form Library: Maintain a library of all required forms, ensuring that they are readily accessible</li> </ul>

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			<p>and can be updated as needed.</p> <ul style="list-style-type: none"> <li>○ Version Control: Track different versions of forms to ensure that the most current version is used for all submissions.</li> </ul> <p>4. Submission and Tracking:</p> <ul style="list-style-type: none"> <li>○ Electronic Submission: Enable electronic submission of completed forms to the VA and other relevant entities.</li> <li>○ Submission Tracking: Track the status of submitted forms, including confirmations of receipt and any follow-up required.</li> </ul> <p>5. User Access and Permissions:</p> <ul style="list-style-type: none"> <li>○ Role-Based Access Control: Ensure that access to form preparation and submission features is restricted based on user roles, maintaining data security and integrity.</li> <li>○ Audit Trails: Maintain audit trails for all form-related actions, including who filled out, submitted, and accessed forms.</li> </ul> <p>6. Customization and Scalability:</p> <ul style="list-style-type: none"> <li>○ Custom Forms: Support the creation and integration of custom forms that may be required by the department in the future.</li> <li>○ Scalability: Ensure that the form</li> </ul>

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			<p>integration functionality can scale to accommodate new forms as they become necessary.</p> <p>Process Flow for Form Integration:</p> <ol style="list-style-type: none"> <li>1. Data Entry: <ul style="list-style-type: none"> <li>○ Relevant data is entered or updated in the veteran's record within the CMS.</li> <li>○ The system auto-populates the necessary forms with this data.</li> </ul> </li> <li>2. Form Preparation: <ul style="list-style-type: none"> <li>○ Users review and complete any remaining fields on the forms.</li> <li>○ The system ensures that all required fields are completed and validates the data.</li> </ul> </li> <li>3. Form Submission: <ul style="list-style-type: none"> <li>○ Completed forms are submitted electronically to the VA or other relevant entities.</li> <li>○ The system tracks the submission and records confirmation of receipt.</li> </ul> </li> <li>4. Updates and Maintenance: <ul style="list-style-type: none"> <li>○ The system is regularly updated to include new forms or changes to existing forms as required by the VA.</li> <li>○ Version control mechanisms ensure that the most current forms are always used.</li> </ul> </li> </ol>

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			<p>By integrating these features, the CMS will streamline the process of filling out, submitting, and managing forms, ensuring compliance with VA requirements and improving operational efficiency.</p>
		<p>24. Can you elaborate/provide more detail around the Electronic Submission of Claims: requirements?</p>	<p>The Claims Management System (CMS) must support robust electronic submission capabilities to streamline the submission of claims to the VA. Below are the key requirements and features for this functionality:</p> <p>Key Features:</p> <ol style="list-style-type: none"> <li>1. Integration with VA Systems:</li> <li>2. Department of Veterans Affairs APIs to include but not limited to Benefits Claims API, Benefits Intake API and other VA Benefits APIs for bidirectional data exchanges and process integrationsAutomated Submission: <ul style="list-style-type: none"> <li>○ Auto-Population: Automatically populate claims forms with data from veteran records to ensure accuracy and reduce manual entry.</li> <li>○ Validation: Validate the data before submission to ensure all required fields are completed and adhere to VA standards.</li> </ul> </li> <li>3. Real-Time Submission Tracking: <ul style="list-style-type: none"> <li>○ Status Updates: Track the status of each claim submission in real-time, providing updates on receipt, processing stages, and final outcomes.</li> <li>○ Notifications: Send automated notifications to</li> </ul> </li> </ol>

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			<p>relevant personnel and veterans about the status and any required follow-up actions.</p> <p>4. Secure Data Transmission:</p> <ul style="list-style-type: none"> <li>○ Encryption: Ensure all data transmitted to the VA is encrypted to meet security standards and protect sensitive information.</li> <li>○ Audit Trails: Maintain detailed audit logs for all submission activities, including who submitted the claim, when it was submitted, and any changes made.</li> </ul> <p>5. Compliance and Reporting:</p> <ul style="list-style-type: none"> <li>○ Regulatory Compliance: Ensure all submissions comply with federal and state regulations, including data privacy and security requirements.</li> <li>○ Submission Reports: Generate reports on submission metrics, such as the number of claims submitted, processing times, approval/denial rates, and other relevant statistics.</li> </ul> <p>6. User Access and Permissions:</p> <ul style="list-style-type: none"> <li>○ Role-Based Access Control: Restrict access to submission functionalities based on user roles to maintain security and data integrity.</li> <li>○ User Training: Provide training for users on how to use</li> </ul>

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			<p>the electronic submission features effectively and securely.</p> <p>High-Level Process Flow:</p> <ol style="list-style-type: none"> <li>1. Claim Preparation: <ul style="list-style-type: none"> <li>○ Relevant data is entered or updated in the veteran's record within the CMS.</li> <li>○ The system auto-populates the necessary claim forms with this data.</li> </ul> </li> <li>2. Validation and Review: <ul style="list-style-type: none"> <li>○ Users review the populated claim forms to ensure all required information is accurate and complete.</li> <li>○ The system performs validation checks to confirm that the data meets VA submission standards.</li> </ul> </li> <li>3. Electronic Submission: <ul style="list-style-type: none"> <li>○ The completed and validated claim forms are submitted electronically to the VA using the appropriate API or direct upload method.</li> <li>○ The system tracks the submission and records confirmation of receipt from the VA.</li> </ul> </li> <li>4. Status Tracking and Notifications: <ul style="list-style-type: none"> <li>○ The system provides real-time tracking of the submission status and sends automated notifications to relevant personnel and veterans.</li> </ul> </li> </ol>



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			<ul style="list-style-type: none"> <li>○ Any follow-up actions required by the VA are recorded and managed within the CMS.</li> </ul> <p>5. Reporting and Compliance:</p> <ul style="list-style-type: none"> <li>○ Generate reports on submission metrics to monitor performance and compliance with regulatory requirements.</li> <li>○ Maintain audit trails for all submission activities to ensure transparency and accountability.</li> </ul> <p>By integrating these features, the CMS will streamline the electronic submission of claims, ensuring efficiency, accuracy, and compliance with VA requirements.</p>
		<p>25. In section 4.9.3.1, there is mention of "Contract Effective Date on or after the Contract Term." Contract Term is defined in 7.1. Based on the schedule in section 2.1, the State's estimated the Contract Term date would be by July 31, 2024. What is the state's estimated start date?</p>	<p>Based on the timeline provided in Section 2.1 of the RFP, the State estimates the start date for the contract to be August 14, 2024, following the contractor's signature deadline. This date aligns with the completion of the RFP process, including the public inspection period and contract signing.</p>
		<p>26. Will TDVS consider adding an ammendment to include an orals presentation prior to intent to award?</p>	<p>No, TDVS will not consider adding an ammendment to include an oral presentation prior to the intent to award.</p>
		<p>27. Would TDVS consider adding a self-service portal for veterans to log in and use?</p>	<p>Upon review of the RFP, the state can confirm that a self-service portal for veterans is within the scope of this procurement. As stated in Section 1.1 of the RFP Statement of Purpose, 'The new CMS aims to provide an intuitive, seamless experience for administrators and the veterans, thereby significantly improving</p>

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			<p>operational efficiency and effectiveness. It will enable streamlined claim filing, real-time tracking, and robust management functionalities, facilitating quicker response times and higher satisfaction rates among veterans.'</p> <p>Furthermore, Section C.6 of the Technical Response &amp; Evaluation Guide specifically asks vendors to 'Describe the remote access capabilities of your proposed solution, highlighting how it enables customers to submit information and documents from any location for DVS review and processing.'</p> <p>Therefore, while not explicitly called a 'self-service portal', the functionality you're inquiring about is indeed part of the RFP requirements. We welcome proposals that include such capabilities as part of the overall claims management solution.</p>
		<p>28. Can TDVS provide a list of service integrations(APIs) that they are expecting along with the integration partner and directionality?</p>	<p>TDVS expects the Claims Management System (CMS) to integrate with several key systems, particularly focusing on VA integrations. Below is a list of these integrations, along with their directionality:</p> <ol style="list-style-type: none"> <li>1. VA Systems:</li> <li>2. Department of Veterans Affairs APIs to include but not limited to Benefits Claims API, Benefits Intake API and other VA Benefits APIs for bidirectional data exchanges and process integrationsState Systems: <ul style="list-style-type: none"> <li>o General Bidirectional Integration Capability: The CMS should have the ability to integrate bidirectionally with various state systems as needed. This ensures flexibility and scalability to accommodate future</li> </ul> </li> </ol>

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			<p>integration requirements with state systems such as Office 365 applications (e.g., SharePoint, Power BI) and document management systems (e.g., FileNet).</p> <p>These integrations are crucial for ensuring seamless data exchange, compliance, and operational efficiency. The selected Contractor is expected to develop and implement these integrations to meet TDVS's needs.</p>
		29. How many source systems have data that are required for the data migration/conversion?	There is one primary source system with data that requires migration/conversion. This system is built with an SQL backend, and all relevant data will need to be migrated to the new Claims Management System (CMS).
		30. How much data does the state expect to convert and in what format is the legacy data?	The state expects to convert all relevant data from the existing system, which has been in use since 2015. The legacy data is stored in an SQL database format. The exact volume of data includes records of approximately 243,784 veterans and their families, along with associated documents and transaction records.
		31. Does TDVS have an existing MPI(master person index) or is the agency expecting the contractor to establish one as part of this effort?	TDVS currently utilizes a system that assigns a unique ID to each veteran and their records, providing an existing mechanism for unique identification. The contractor will need to ensure that the new system either integrates with this existing unique ID structure or is able to reassign IDs as part of the migration process to maintain consistency and accuracy across all records.
		32. What is the average document size of documents uploaded?	The average document size of uploaded documents is approximately 1-2 MB. This includes PDFs commonly used in the claims process.
		33. What analytics tools does TDVS currently prefer/have licenses for?	TDVS currently has access to Microsoft Power BI and Tableau for data visualization and analytics.

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			Additionally, we have access to all systems available under state contract if needed.
		34. What is the list of licenses currently owned by TDVS?	TDVS has licenses for all approved systems available under state contract, ensuring access to a wide range of tools and software necessary for our operations.
		35. Does TDVS expect trainings facilitated by trainers or do they wish to have self-paced web based trainings? If the preference is web based training, does TDVS have an existing LMS (learning management solution) or is the vendor expected to set one up?	TDVS prefers a combination of facilitated training sessions and self-paced web-based training to accommodate different learning styles and needs. For web-based training, the vendor is expected to set up or utilize their own Learning Management System (LMS) as TDVS does not currently have an existing LMS.
		36. Will TDVS provide staff to dedicate to User Acceptance Testing?	Yes, TDVS will provide dedicated users and partners for User Acceptance Testing (UAT) to ensure thorough testing and validation of the system.
		37. Does the 60 months period of this contract include operations time and warranty period?	Yes, the 60-month period of this contract includes both operations time and the warranty period as defined in Section A.19. The warranty covers the entire term of the contract, ensuring that any defects identified during this period will be addressed by the contractor at no additional charge.
		38. How long is the expected DDI phase, O&M phase, and warranty period?	<p>The expected phases for the project are as follows:</p> <ul style="list-style-type: none"> <li>• DDI Phase (Design, Development, and Implementation): This phase is expected to be completed within the first 180 days following the contract signing.</li> <li>• O&amp;M Phase (Operations and Maintenance): This phase will cover the remaining period of the 60-month contract term after the DDI phase is completed.</li> <li>• Warranty Period: The warranty period is concurrent</li> </ul>

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			with the entire 60-month contract term, ensuring that any defects identified during this period will be addressed by the contractor at no additional charge.
		39. What is the maximum liability amount mentioned in section C.1?	See answer #12
		40. What database structure does TDVS have today?	TDVS currently utilizes an SQL database structure for its existing system. This structure supports the storage and management of all relevant data for veteran records and associated transactions.
		41. Does TDVS have cloud capabilities today?	Yes, TDVS has cloud capabilities today.
		42. Is there any need to generate letters/notices and mail them automatically?	There is a desire to generate letters and notices within the system. However, there is no need to mail them automatically unless it is done electronically through email.
		43. Is there any need to create queue based work flows that are triggered/initiated automatically?	Yes, there is a need to create queue-based workflows that are triggered or initiated automatically to streamline processes and ensure timely handling of tasks within the system.
		44. Will there be any FTI captured?	While Federal Tax Information (FTI) itself will not be captured, certain VA claims may require the collection of income verification information. This information is to be handled in accordance with applicable regulations and privacy standards.
		45. How many security profiles/roles will be needed for the solution?	<p>The solution will require multiple security profiles/roles to ensure appropriate access and data security. While the exact number may be refined during the project, we anticipate needing the following key roles:</p> <ol style="list-style-type: none"> <li>1. Administrator: Full access to manage the system, configurations, and user roles.</li> </ol>

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			<p>2. Developer: Access to develop and maintain system functionalities and integrations.</p> <p>3. Claims Processor: Access to create, update, and manage veteran claims.</p> <p>4. Supervisor/Manager: Access to oversee claims processing, generate reports, and manage team performance.</p> <p>5. Read-Only User: Limited access to view data and generate reports without making changes.</p> <p>6. Veteran/External User: Limited access for veterans to enter data and upload documents through a self-service portal, if implemented.</p> <p>These roles may be adjusted based on further requirements analysis during the project.</p>
		46. Does TDVS have existing incident tracking softwares? If so, what are they?	No, TDVS does not have dedicated incident tracking software.
		47. What are the audit requirements for TDVS? How long must data be retained for audit?	<p>For audit purposes, TDVS is required to follow the laws, rules and regulations, policies and procedures set in place by the Legislative Branch, Executive Branch agencies, and our own departmental policies. These govern our audit requirements and ensure we maintain appropriate records for review.</p> <p>Regarding data retention for audit purposes, specifically for veteran and dependent records (which are the only records in this system), we are required to retain these records for 5 years following the cut-off event. The cut-off event is defined as the death of the veteran or their last eligible dependent, whichever occurs later. This retention period allows us to meet both our operational needs and our audit requirements.</p>

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			Please see RFP Attachment 6.6., clause D.11.
		48. What single sign on tools does TDVS currently use, if any?	<p>Users of the current claims management system utilize a username and password along with two factor authentication to access the system.</p> <p>In addition, users utilize ID.me or Login.gov credentials to utilize certain functionality of the current claims management system.</p>
		49. Regarding Attachment 6.2, Section C, C.3. Will TDVS be providing/using any hardware signature devices?	Yes, TDVS currently uses signature pads to capture signatures in offices. Our county partners may use a variety of types of these as well. We anticipate continuing to provide the necessary equipment for TDVS staff to ensure consistent and efficient operations.
		50. What specific security protocols are required by TDVS? (ex. Fedramp moderate?, Fedramp High?)	<p>The pro forma contract provides several options for security standards and certifications. According to Section E.9.a.(3), the Contractor's processing environment containing Confidential State Data shall either:</p> <ol style="list-style-type: none"> <li>1. Be in accordance with at least one of the following security standards: (i) International Standards Organization ("ISO") 27001 (ii) Federal Risk and Authorization Management Program ("FedRAMP")</li> <li>2. OR be subject to an annual engagement by a CPA firm for a System and Organization Controls for service organizations ("SOC") Type II audit.</li> </ol> <p>Additionally, Section E.9.d.(3) requires the Contractor to maintain a Security Management Certification from FedRAMP, but it doesn't specify a particular level (e.g., Moderate or High).</p>
		51. Are there SLAs that the contractor needs to	While the RFP and contract do not provide a comprehensive list of

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		<p>adhere to? Can this list of operational and systems SLAs be provided?</p>	<p>specific SLAs, there are certain performance requirements and standards that the contractor will need to adhere to. These include:</p> <ol style="list-style-type: none"> <li>1. Technical Support and Maintenance (Section A.14 of the pro forma contract): <ul style="list-style-type: none"> <li>o Critical issues must be addressed immediately</li> <li>o Non-critical issues must be addressed within 24 hours</li> </ul> </li> <li>2. Business Continuity Requirements (Section E.9.d of the pro forma contract): <ul style="list-style-type: none"> <li>o Recovery Point Objective (RPO) of 8 hours</li> <li>o Recovery Time Objective (RTO) of 24 hours</li> <li>o Perform at least one Disaster Recovery Test every 365 days</li> </ul> </li> <li>3. Other performance requirements as outlined in various sections of the RFP and contract</li> </ol> <p>The specific operational and systems SLAs will be further defined and agreed upon during the contract negotiation phase with the selected vendor. We encourage you to review the full RFP and pro forma contract for a complete understanding of all requirements and standards.</p>
		<p>52. In the cost template, if a contractor is not proposing a licensing cost but instead is incorporating compute costs related to cloud services, would those line items be listed in "Maintenance and Support"?</p>	<p>Yes, if a contractor is incorporating compute costs related to cloud services rather than proposing a traditional licensing cost, those line items should be listed under "Maintenance and Support" as defined in Contract Section A.14. This section encompasses all necessary ongoing operational costs, including technical support, regular</p>



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			maintenance, system updates, compliance monitoring, and performance reporting. Including compute costs here ensures they are accounted for as part of the comprehensive support and maintenance required to keep the system fully operational and compliant with all relevant regulations.
		53. Will you consider extending the due date?	See answer #14
		54. Please provide the budget for this project.	See answer #12
		55. Can you please provide the Scope of Services document that you reference, that contains the requirements for this RFP?	<p>The Scope of Services and the detailed requirements for this RFP are outlined in Section A of the pro forma contract. This section includes comprehensive information on the services and deliverables required, project descriptions, system capabilities, technical specifications, key deliverables, project execution and management, and support and maintenance requirements. For your convenience, here is a summary of the key areas covered:</p> <ol style="list-style-type: none"> <li>1. Project Description (A.3): Details the requirements for the Claims Management System (CMS), including compatibility, integration, and compliance with federal and state regulations.</li> <li>2. System Capabilities and Services (A.4): Outlines the functionalities required for the CMS, such as preparation, filing, tracking of VA benefits applications, electronic submission of claims, data management, and reporting.</li> <li>3. Technical Specifications (A.5): Specifies the technical requirements for system compatibility, business process automation, form management, and enhanced data management.</li> </ol>

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			<p>4. Key Deliverables (A.6): Lists the critical deliverables, including CMS implementation, documentation, training, workflow management, veteran record management, and claims tracking.</p> <p>5. Project Execution and Management (A.8): Describes the structured approach for project execution, including project plan submission, project management methodology, and performance reporting.</p> <p>6. CMS Support (A.14): Defines the support and maintenance requirements, including technical support, regular maintenance and updates, compliance monitoring, and communication protocols.</p> <p>For a detailed understanding, please refer to Section A of the pro forma contract included in the RFP document.</p>
		56. How many interfaces do you require?	The exact number of interfaces required will depend on the specific integration needs identified during the project.
		57. How many internal users do you anticipate?	<p>We anticipate at minimum approximately 208 internal users for the Claims Management System.</p> <p>Please note that the final number and scope of user roles will be determined during the project's requirements gathering and design phases and may be refined in collaboration with the selected vendor to ensure optimal alignment with the Department's operational needs and security best practices.</p>
		58. How many external users do you anticipate?	The number of external users is difficult to gauge precisely. However, we anticipate a significant number of veterans, and their families may need access to certain functionalities of the system, such as data entry and document uploading through a

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			potential self-service portal. The exact number will depend on the implementation of these features and the extent of external interactions required.
		59. How many systems are you replacing?	We are replacing one primary system used for managing veterans' claims and records.
		60. How many types of claims do you have?	<p>TDVS handles several types of claims, including but not limited to:</p> <ol style="list-style-type: none"> <li>1. Disability Compensation Claims</li> <li>2. Pension Claims</li> <li>3. Dependency and Indemnity Compensation (DIC) Claims</li> <li>4. Survivors Pension Claims</li> <li>5. Burial and Memorial Benefits Claims</li> <li>6. Education and Training Benefits Claims</li> </ol> <p>These types of claims encompass a wide range of benefits and services provided to veterans and their families.</p>
		61. How many workflows do you require?	<p>The exact number of workflows required will depend on the detailed analysis and configuration of the system. However, we anticipate needing multiple workflows to support various processes, including but not limited to:</p> <ol style="list-style-type: none"> <li>1. Claims Submission and Processing</li> <li>2. Appeals Management</li> <li>3. Document Management and Uploading</li> <li>4. Data Entry and Validation</li> <li>5. Compliance Monitoring and Reporting</li> <li>6. User Access and Role Management</li> <li>7. Customer Feedback and Satisfaction Tracking</li> <li>8. System Maintenance and Updates</li> </ol>

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			<p>These workflows will be tailored to ensure efficient and effective management of veteran claims and related processes.</p>
		<p>62. How many types of documents do you need to create within the system?</p>	<p>TDVS needs to create a variety of documents within the system to support the claims management process. These include, but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Claims Forms: <ul style="list-style-type: none"> <li>○ Disability Compensation Claims</li> <li>○ Pension Claims</li> <li>○ Dependency and Indemnity Compensation (DIC) Claims</li> <li>○ Survivors Pension Claims</li> </ul> </li> <li>2. Supporting Documents: <ul style="list-style-type: none"> <li>○ Medical Records</li> <li>○ Service Records</li> <li>○ Financial Statements</li> </ul> </li> <li>3. Appeals Documentation: <ul style="list-style-type: none"> <li>○ Appeal Notices</li> <li>○ Supporting Evidence</li> </ul> </li> <li>4. Correspondence: <ul style="list-style-type: none"> <li>○ Notification Letters</li> <li>○ Decision Letters</li> <li>○ Acknowledgment Receipts</li> </ul> </li> <li>5. Reports: <ul style="list-style-type: none"> <li>○ Compliance and Audit Reports</li> <li>○ User Activity and System Usage Reports</li> <li>○ Service Utilization Reports</li> <li>○ Geographical Distribution Reports</li> </ul> </li> </ol>

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			<ul style="list-style-type: none"> <li>○ Veteran Demographic Reports</li> <li>○ Claim Resolution Time Reports</li> <li>○ Customer Satisfaction Reports</li> <li>○ Risk Management Reports</li> </ul> <p>6. Internal Administrative Documents:</p> <ul style="list-style-type: none"> <li>○ Training Materials</li> <li>○ Meeting Minutes</li> <li>○ Internal Memos</li> </ul> <p>These document types ensure comprehensive support for the claims management and administrative processes.</p>
		63. What are your data migration needs?	See answer #4
		64. If there is data to migrate, how much and what type?	See answer #4
		65. How many user roles do you require?	See answer #45
		66. Do you use single sign on (SSO)? If so, which SSO provider do you use (i.e. Azure, OKTA)	See answer #48
		67. Do you require mapping capabilities?	No, we do not require mapping capabilities related to actual geographic maps within the new Claims Management System (CMS).
		68. If you require mapping capabilities, are there any special requirements for maps?	See answer #67
		69. Do you have a financial system in place, or do you anticipate this system will handle the financial portion of claim handling?	TDVS does not handle any financial portion of a claim other than submitting evidence required for VA verification for certain claims. Therefore, we do not anticipate that the new Claims Management System

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			(CMS) will handle any financial transactions or financial management aspects of claims.
		70. If you have a financial system in place, what system do you use?	See answer #69
		71. How many years of data do you need to maintain in the system?	TDVS is required to follow the State of Tennessee Records Disposition Authorizations (RDAs) that govern our department. For veteran and dependent records, which are the only records maintained in this system, we are required to keep them for 5 years following the cut-off event. The cut-off event is defined as the death of the veteran or their last eligible dependent, whichever occurs later. This retention period ensures we meet our operational needs and comply with state regulations.
		72. Does your claims process require an approval process?	<p>The RFP does not specify a requirement for an approval process in the claims management system. However, the RFP does call for flexible and customizable workflow management capabilities (as mentioned in Sections A.4.b, C.15, and C.21).</p> <p>We expect the proposed system to offer customizable workflow management that can accommodate various operational needs, including the potential for implementing approval processes if needed in the future. We encourage you to describe in your proposal how your system's workflow capabilities could support different claim processing scenarios, including approval processes if applicable.</p> <p>For a complete understanding of the system requirements, please refer to the full RFP document, particularly sections A.4 (System Capabilities and Services) and the relevant parts of Section C (Technical Qualifications, Experience &amp; Approach).</p>

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		73. How many pre-configured reports do you anticipate needing?	<p>We anticipate needing approximately 10-15 pre-configured reports to support our operational and compliance needs. These reports will include, but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Compliance and Audit Reports</li> <li>2. User Activity and System Usage Reports</li> <li>3. Service Utilization Reports</li> <li>4. Geographical Distribution Reports</li> <li>5. Veteran Demographic Reports</li> <li>6. Claim Resolution Time Reports</li> <li>7. Customer Satisfaction Reports</li> <li>8. Risk Management Reports</li> </ol> <p>These reports will provide valuable insights and ensure effective monitoring and management of the claims process.</p>
		74. Do you need the ability to configure ad-hoc reports?	<p>Yes, the ability to configure ad-hoc reports is essential for TDVS. This capability will enable users to create custom reports based on specific criteria and data fields as needed, allowing for flexible and detailed analysis to support various operational and decision-making needs.</p>
		75. Do you need dashboards?	<p>Yes, dashboards are needed as part of the solution. This requirement is specifically outlined in Section A.4.c of the RFP, which states that the solution shall feature 'advanced data analytics and customizable dashboards for monitoring metrics and outcomes.'</p> <p>Additionally, in responding to this RFP, we ask that you address the requirements outlined in Section C.22 of the Technical Response &amp; Evaluation Guide, which requests details on your system's advanced analytics and reporting tools, including how these tools provide</p>

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			<p>insights into operational performance and support data-driven decision-making.</p> <p>These dashboards will be crucial in providing visual summaries of key metrics and performance indicators, enhancing our ability to monitor and manage the claims process effectively.</p>
		<p>76. If you need dashboards, how many dashboards do you anticipate needing?</p>	<p>The RFP does not specify a required number of dashboards. Instead, we encourage you to refer to the following sections of the RFP for guidance on our dashboard and reporting requirements:</p> <ol style="list-style-type: none"> <li>1. Section A.4.c of the RFP calls for 'customizable dashboards for monitoring metrics and outcomes' as part of the data management and reporting capabilities required in the solution.</li> <li>2. Section C.22 of the Technical Response &amp; Evaluation Guide asks you to 'Provide details of the capabilities of your proposed system's advanced analytics and reporting tools. Descriptions should include how these tools provide insights into operational performance, particularly in areas such as workload productivity and outcomes.'</li> </ol> <p>We are looking for a solution that provides sufficient dashboard capabilities to effectively monitor and manage the claims process, including key metrics and performance indicators. The specific number and types of dashboards should align with your proposed solution's capabilities to meet our overall reporting and analytics needs as outlined in the RFP.</p> <p>Please also note that, as mentioned in Section A.3 of the RFP, the system should be able to integrate with data visualization tools such as Power BI or Tableau</p>



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		77. Do you need an external facing portal for users to submit claims?	See answer #27
		78. Who will handle long term maintenance and support?	Long-term maintenance and support will be handled by the contractor as specified in the contract. The contractor will be responsible for providing technical support, regular maintenance, system updates, compliance monitoring, and performance reporting to ensure the system's ongoing operational efficiency and compliance with all relevant regulations.
		79. Do you have any preference in terms of the platform?	TDVS does not have a specific platform preference.
		80. Will the state require the involvement of a third party for licensing, or will they handle the process?	The state will handle the licensing process directly and does not require the involvement of a third party. The contractor is expected to provide any necessary software licenses as part of the contract.
		81. What is the planned go-live date for the new system?	See answer #16
		82. Our understanding is the CMS is to replace multiple systems. How many internal users are expected from each current system and how many total internal users are expected to be using the new system?	<p>The new Claims Management System (CMS) is intended to replace one primary system currently in use. We anticipate approximately 208 internal users in total for the new system.</p> <p>Please note that the final number and scope of user roles will be determined during the project's requirements gathering and design phases and may be refined in collaboration with the selected vendor to ensure optimal alignment with the Department's operational needs and security best practices.</p>
A.3.h		83. Integrate the various internal and external systems: Can the State please list out the	See answer #2

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		internal and external systems this requirement is referring to?	
A.4.d		84. Comprehensive Claims Processing: Can the State share more details around what is expected for "future exam tracking"?	Future exam tracking refers to the ability of the claims specialist to set reminders regarding veteran's future examinations in order to provide notification.
A.5.c		85. Form Management: What are the requirements to be in compliance with state-specific forms? Timeline for updates, frequency of updates, etc.	See answer #23
A.6.c		86. Customizable Workflow Management: Can the State please elaborate on "Advanced workflow management capabilities?" What is the intended scope for end-users vs. administrators?	See answer #61
A.6.f		87. Form Integration: Please provide details of the type, quantity, and frequency of updates for non-VA and State-specific forms.	See answer #21
A.11		88. Data Conversion: Can the State please clarify how many systems as well as how much data and documents will need to be converted as this will greatly impact cost analysis?	See answer #4
A.3.j		89. Develop reports to support each module as well as executive-level reports, aggregating data from across all modules, based on the requirements: Can the	See answer #20

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		<p>State please provide a list of required reports or a desired number of reports that will be needed with the new system.</p>	
C.16		<p>90. VA ratings and extensive notes: Can please provide clarification on what “extensive notes and comments for decision making” consists of?</p>	<p>Extensive notes and comments for decision making" refers to the detailed documentation and annotations that support the evaluation and processing of veterans' claims. Specifically, this includes:</p> <ol style="list-style-type: none"> <li>1. Detailed Case Notes: Comprehensive notes taken by claims processors, case managers, and other relevant personnel during the review and handling of each claim. These notes may include observations, evaluations, and any relevant information gathered during the claims process.</li> <li>2. VA Ratings: Detailed comments related to the VA ratings assigned to each claim, explaining the basis for the ratings and how they align with the veteran's condition and service history.</li> <li>3. Supporting Evidence: Documentation and comments on the evidence submitted by the veteran, including service records, medical records, and any additional documentation that supports the claim.</li> <li>4. Communication Logs: Records of communications with the veteran, including emails, phone calls, and letters, providing a complete history of interactions related to the claim.</li> </ol> <p>These notes and comments are essential for ensuring transparency, accuracy, and consistency in the decision-making process and for providing a clear rationale for the outcomes of claims.</p>

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A.5.a		<p>91. The Solution shall be fully compatible with existing DVS infrastructure: Can the State please confirm that a web-based solution hosted by the contractor is acceptable? Additionally, what hosting options will the State consider for this Veteran Claims Management System?</p>	<p>Yes, the State confirms that a web-based solution hosted by the contractor is acceptable, provided it meets all compatibility and security requirements as outlined in the RFP. The State will consider the following hosting options for the Veteran Claims Management System:</p> <ol style="list-style-type: none"> <li>1. Contractor-Hosted Solution: A web-based solution hosted and managed by the contractor. This option must ensure full compatibility with the State's technical environment as detailed in Section A.3 of the RFP, including integration with Office 365, SharePoint, FileNet, and relevant VA systems.</li> <li>2. State-Hosted Solution: The solution could be deployed on the State's existing infrastructure, which includes state-managed data centers and cloud services. The contractor would be responsible for ensuring seamless integration and compatibility with the State's systems.</li> <li>3. Hybrid Solution: A combination of contractor-hosted and state-hosted environments. This approach can leverage the strengths of both hosting models, ensuring flexibility, reliability, and robust data management.</li> </ol> <p>All hosting options must comply with the security and compliance requirements specified in Section E.9 of the pro forma contract. This includes adherence to one of the following: ISO 27001, FedRAMP, or annual SOC Type II audit. Additionally, all solutions must comply with relevant state and federal regulations to ensure data privacy, security, and integrity.</p> <p>For full details on hosting, compatibility, and security</p>

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			requirements, please refer to Sections A.3 and A.5 of the RFP, and Section E.9 of the pro forma contract.
A.5.b		92. Business Process Automation: Can the state elaborate on this request? To what extent are these processes expected to be automated?	<p>The State expects the new Claims Management System (CMS) to support extensive business process automation to streamline operations, improve efficiency, and ensure compliance. The extent of automation expected includes, but is not limited to, the following areas:</p> <ol style="list-style-type: none"> <li>1. Claims Processing: <ul style="list-style-type: none"> <li>○ Automated Data Entry: Automatically populate claim forms with data from veteran records to minimize manual entry and reduce errors.</li> <li>○ Workflow Automation: Automate the routing of claims through various stages of processing based on predefined rules and criteria, ensuring timely progression of claims.</li> <li>○ Approval Processes: Enable optional automated approval workflows for claims that require multiple levels of review and approval.</li> </ul> </li> <li>2. Document Management: <ul style="list-style-type: none"> <li>○ Document Uploads: Automate the upload and categorization of supporting documents, ensuring they are correctly linked to the relevant claims.</li> <li>○ Version Control: Automatically manage document</li> </ul> </li> </ol>

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			<p>versions and ensure the most recent documents are always accessible.</p> <p>3. Notifications and Alerts:</p> <ul style="list-style-type: none"> <li>○ Automated Notifications: Send automated notifications and reminders to veterans and staff regarding upcoming exams, claim status updates, and other critical actions required.</li> <li>○ Escalation Alerts: Automatically escalate issues or delays in the claims process to supervisors or designated personnel for timely resolution.</li> </ul> <p>4. Compliance Monitoring:</p> <ul style="list-style-type: none"> <li>○ Regulatory Updates: Automatically update the system to comply with evolving federal and state regulations affecting claims management.</li> <li>○ Audit Trails: Maintain detailed automated audit trails for all actions taken within the system to ensure transparency and accountability.</li> </ul> <p>5. Reporting:</p> <ul style="list-style-type: none"> <li>○ Scheduled Reports: Automate the generation and distribution of regular reports on system performance, compliance, and user activity.</li> <li>○ Ad-Hoc Reporting: Enable users to create custom reports</li> </ul>

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			<p>on-demand, based on real-time data from the system.</p> <p>6. User Management:</p> <ul style="list-style-type: none"> <li>○ Role-Based Access Control: Automatically manage user permissions and access based on their roles and responsibilities within the organization.</li> </ul> <p>By automating these processes, the new CMS will enhance operational efficiency, reduce manual workloads, and ensure that the claims management process is both timely and accurate.</p>
B.13		93. Would it be acceptable for proposers to provide estimated hours by role rather than estimated hours by individual?	Yes, it is acceptable for proposers to provide estimated hours by role rather than by individual. This approach allows for a clearer understanding of the resource allocation and expertise required for each aspect of the project. Please ensure that the estimates include detailed descriptions of each role and the corresponding responsibilities to provide a comprehensive view of the resource plan.
C1		94. Is the State looking for a detailed narrative response to each item listed in the Scope of Services Pro Forma Contract? Or would it suffice to provide a statement of compliance for each item as well as a general description of how our experience and skills will be applied to meet the Scope of Services?	<p>The State requires that responses adhere to the specific requirements outlined in RFP Attachment 6.2., Technical Response &amp; Evaluation Guide. This guide includes mandatory requirement items, general qualifications and experience items, and technical qualifications, experience, and approach items, all of which must be addressed with a written response and, in some instances, additional documentation.</p> <p>While a statement of compliance for each item is acceptable, it must be accompanied by a comprehensive description of how your experience and skills will be applied to meet the Scope of Services. Detailed narrative responses are encouraged to ensure that your approach and capabilities are clearly understood.</p>

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			For detailed instructions on how to organize and submit your response, please refer to RFP Attachment 6.2., Technical Response & Evaluation Guide.
A.2.1		95. Is there a preference for Cloud over Web-Based infrastructure?	The State does not have a specific preference for cloud over web-based infrastructure as long as the proposed solution meets all compatibility, security, and performance requirements outlined in the RFP.
		96. Would the STATE OF TENNESSEE DEPARTMENT OF VETERANS SERVICES provide servers, OS, and hardware for the CMS system located at your offices based on the provided specifications? Or should the contractor quote for these in the ProForma Contract?	<p>The response to this question depends on the hosting option proposed:</p> <ol style="list-style-type: none"> <li>1. For a Contractor-Hosted Solution: The contractor would be responsible for providing all necessary infrastructure, including servers, OS, and hardware. These costs should be factored into your overall pricing structure as outlined in the Cost Proposal (RFP Attachment 6.3).</li> <li>2. For a State-Hosted Solution: The State would provide the necessary infrastructure. In this case, you should not include costs for servers, OS, and hardware in your proposal.</li> <li>3. For a Hybrid Solution: The division of infrastructure responsibilities would depend on the specific arrangement proposed. Your proposal should clearly delineate which party (State or contractor) is responsible for providing each component of the infrastructure.</li> </ol> <p>Please note that your Cost Proposal should only include costs for items that you will be providing as part of your proposed solution. The Cost Proposal structure in RFP Attachment 6.3 includes lines for Total Implementation Cost, Enterprise Software License Fee, Maintenance and Support, and Change Orders.</p>



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			<p>Any infrastructure costs that you will be responsible for should be incorporated into these existing cost categories as appropriate.</p> <p>We encourage you to clearly outline in your Technical Response (RFP Attachment 6.2) the hosting model you are proposing and any assumptions about infrastructure provision. This will help ensure a clear understanding of your proposed solution and associated costs.</p>
A.3.d		97. Please provide examples of Direct Upload files and data formats required.	<p>Examples of Direct Upload files and data formats required include:</p> <ol style="list-style-type: none"> <li>1. PDF Documents: <ul style="list-style-type: none"> <li>○ Completed VA forms such as VA 21-22, VA 21-0966, VA 21-526ez, etc.</li> <li>○ Scanned medical records and supporting documentation</li> <li>○ Discharge papers and service records</li> </ul> </li> <li>2. Image Files: <ul style="list-style-type: none"> <li>○ JPEG, PNG, or TIFF images of identification documents, medical imaging, and other relevant visual documentation</li> </ul> </li> <li>3. Text Files: <ul style="list-style-type: none"> <li>○ TXT or CSV files containing structured data such as veteran demographic information, claim details, and case notes</li> </ul> </li> <li>4. Word Processing Documents: <ul style="list-style-type: none"> <li>○ DOCX or ODT files for textual reports, letters, and other narrative documentation</li> </ul> </li> </ol>

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			<p>5. Spreadsheet Files:</p> <ul style="list-style-type: none"> <li>○ XLSX or ODS files for data tables, financial records, and tracking information</li> </ul> <p>These formats ensure that the system can handle a wide range of document types necessary for the efficient processing and management of veterans' claims. The system must support secure and efficient uploading, storage, and integration of these file types while maintaining compatibility with VA systems and compliance with federal data handling standards.</p>
A.5.c		98. Please confirm the storage location of these forms. Would they be stored within the new CMS, SharePoint and/or FileNet?	The VA forms referenced will be managed and updated using the VA Lighthouse API or other appropriate mechanisms to ensure they remain current. The State will also provide updated forms as necessary. These forms can be stored in the location that is most convenient and efficient for the new Claims Management System (CMS).
A.17		99. Can this be expanded based on approval to include Canada and Australia?	See answer #13

**3. Delete RFP section 1.1.2 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

**1.1.2 Estimated Volume of Users and Cases**

To provide respondents with a comprehensive overview of the expected operational volume for the Veterans' claims management system, the following data has been compiled based on the performance metrics from the last fiscal year:

- **Current Active Users:** The Department of Veterans Services (DVS) currently supports 208 active users, encompassing State employees and County Veterans' service officers engaged with the existing claims management system.
- **Projected User Growth:** The anticipated slight annual user increase due to departmental expansions aimed at enhancing Veterans' service delivery.
- **Claims Filed:** Last fiscal year saw a total of 13,115 claims filed through the current system by state and county partners, indicating the scale of operations.
- **Burials Managed:** The system managed 2,706 burials, reflecting its critical role in supporting Veterans' burial services.

- **Appeals Scheduled:** Last year, 946 appeals were scheduled, showcasing the system's use in managing the appeals process.
- **In-Person Customer Engagements:** State Veteran Service Officers conducted 9,113 in-person engagements, highlighting the system's role in supporting direct Veteran interactions.
- **Customer Inquiries:** The system handled 2,145 customer inquiries, demonstrating its utility in managing communication with Veterans and their families.
- **Current Contract budget is \$90,000.00 per year.**

This data underscores the critical nature of the claims management system in supporting the State's mission to serve Veterans and their dependents. Respondents should consider these figures in their proposals to ensure their solutions can adequately handle the expected volume and contribute to the DVS's efficiency, reliability, and scalability objectives.

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.