

CO APCD Data Manager Vendor

RFP Questions and Answers



CIVHC wants all applicants to have access to as much information as possible throughout the RFP process. To that end, we are posting the questions we receive as they come in, so all are aware of what has already been asked. The CIVHC team will then answer the questions and post answers by the end of the day on December 5th.

RFP Section Number	Page Number	Question
		What level of access and support will be provided by the current data vendor during the transition period?
		Could CIVHC clarify the specific performance benchmarks and SLA expectations, particularly regarding data processing turnaround times?
		Are there any additional security protocols or certifications CIVHC requires beyond HIPAA and HITECH compliance?
		Are there preferred tools or platforms for data migration, or is the selection left to the vendor's discretion?
		Please share the limitations/challenges with the current vendor platform
		Is there a budget ceiling?
		Should the Bidder's Attachment worksheet be submitted as an excel file, or converted to PDF before submission?
		Please clarify which Tabs in the Bidder's Attachment should be submitted for the Technical Item, Narrative Response to Domains and Operational Services Requirements (4.10).
		Is the budget narrative, Tab 9 in the Bidder's Attachment, or should the bidder use their own template?
		Is there a crosswalk of which Tabs correspond to which section of the proposal?
		Should the cost proposal be submitted as a separate file?
		Data Enhancements: How do you define "sequester" of SUD claims.
		Linkages and Whitelisting: Is a live link to external resources such as AAPC Codify or AnalySource a requirement or would importing equivalent list-based groupers into environment be sufficient?
		Does CIVHC anticipate needing to track Family ID across time and enrollments (meaning an individual could have multiple assignments) or strictly at a point in time (e.g., in a given member month).
2	7	How should "potential" architectural improvements be planned and budgeted? More specifically, how should we distinguish between innovate and operate? A few examples: - The innovation staffing and budget should be a percentage of the total budget - The innovation staffing/budget should be a multiple of the operate budget
2.3	8	Is the Vertica Database Storage size of 17 TB the licensed capacity for raw data ingested into Vertica or the database storage footprint with column compression? If it is the latter, what is the licensed Vertica capacity?
2.3	8	What is predominantly stored in the 34 TB of file storage?

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2.3	8	Please provide volumetrics around the data in the source source systems, including all of the following: - the number of source systems - total data volume per source system (number of objects, number of records, data size) - monthly data volume per source system (number of new/updated objects, records, data size) - the technology of each source system, and the integration method currently in place (e.g. enterprise application, data ingested via API endpoints)
2.3	8	What is the current frequency of data ingestion (near real time, hourly, daily, weekly, monthly, quarterly)? Please include all frequencies if the answer varies by source system or object
2.3	8	What is the expected growth of source systems and data volume over the duration of this contract?
2.4	9	CIVHC, with the assistance of the DMV, delivered 65 data extracts and four custom, standard, and public reports between July 2023 and June 2024. a.) How are these extracts/reports funded? b.) Should the costs to develop these extracts be included in this contract? c.) Are these deliverables - at this volume - expected to continue during the initial contract term? If not, what is the expected volume the bidder should plan for?
2.4	9	What reporting mediums (e.g. Tableau, PowerBI, emailed extracts, etc.) are in place? Please catalog all reporting mediums (including data marts) that serve data extracts, dashboards, or other data products, including an estimated percentage of total data products associated with each. Said another way, how are users accessing this data today?
2.4	9	What integrations currently interact with the APCD data marts and associated data products? Please catalog all integrations (e.g. applications) that interact with APCD data
2.4	9	What are the security components used to control data access to the data marts, applications, and integrations. Examples include: - Role Based Access Control (RBAC) - Row Level Security (RLS) - Column Level Security (CLS)
2.5	11	Would you provide architecture diagrams and information on the existing technical architecture?
2.5	11	Please provide data and process flow for the current identity management and cleanup solution
2.5	11	Please provide an overall architectural diagram(s) that show all data flows and technical components for domains 1, 2, and 3

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2.7	12	Our consulting staff is tenured, but our company is newer. Our company does have current health care clients and will also provide references from past customers prior to our company's formation. Will both current and prior experience references for our core team be accepted?
2.7	13	For Requirement 2.7.4, please clarify what specific State and Federal rules, regulations, and statutes you are referring to. Please give examples of files provided under a Data Use Agreement with the Centers for Medicare and Medicaid Services.
3.1	14	Regarding domain 2 specifically, approximately what percentage of records in integrated stores have improper/inconsistent identification?
3.1	14	Regarding domain 2 specifically, What percentage of newly ingested records require manual intervention to associate to the proper identity?
3.2	15	Do you want responses to include PoV Components that are not estimated as part of the formal response on how they would manage CIVHC's innovation needs?"
4.2	17	The proposal submission format specifications exempt footnotes, headers, and footers from the 11-point font size requirement. Can CIVHC please confirm whether the same exemption applies to content within tables?
4.2	17	The proposal submission format specifications require line spacing of 1.5 lines. Can CIVHC please confirm whether line spacing in footnotes, headers, footers, and tables is exempted from this requirement?
4.2	17	The proposal submission format specifications require the Bidder to rename the submitted Excel worksheet file to "[Bidders Name] Bidders Attachments to RFP". Can CIVHC please confirm whether this should be the entire file name for the submitted file or if other components (e.g., date, RFP name, dashes) should/may also be included?
4.10.3	20	What is the current submission portal? Please provide details on the submission experience (end user guides) and architecture diagrams for this portal
4.10.3	20	What is the current training portal or documentation look like for submitters? For example, the Texas ACPD manager has an extensive user group and documentation set. Does CIVHC currently have similar now and if so, please share the link.
4.10.3	20	Is the current submission portal desired to stay in place and integrated into the new data management platform?
4.10.4	21	Is CIVHC using any entity resolution software/providers today (such as Verato)?
4.10.5	21	How are identities managed for CIVHC users and how is access currently granted?
4.10.6	22	What are the current data governance policies in place that need to be followed? Are there specific guidelines for data lineage, data quality, and stewardship? We will propose new processes/standard for any gaps, but an overview of current governance practices would be helpful.
4.10.6	22	What are the requirements for backup and recovery? Does the system need to meet any specific recovery time objectives or meet a specific recovery point?

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4.10.7	22	Does CIVHC have a current ticket management system for external requests and reported issues? If so, what is that system and who manages it today?
4.10.7	22	Is CIVHC using any LMS software or have a preferred system for managing and retaining training materials?
4.15 (“Future / Optional Services”) and Excel worksheet file (Tab “1. Data Collection & Processing”)	24-25; DC-100	The RFP’s list of future/optional services for the Bidder to address includes “John’s Hopkins ACG © system” (3f). The Excel worksheet file, however, includes item DC-100, which requires the Bidder to generate grouper results twice each year using a series of tools, including Johns Hopkins Adjusted Clinical Groups (ACGs). Can CIVHC please clarify (1) if twice-yearly ACG grouper results are a requirement that should be included in the Bidder’s cost proposal and (2) if the cost to license ACGs is covered (or would be covered if ACGs are future/optional scope) by CIVHC or instead is the responsibility of the Bidder?
4.17.2	26	The RFP’s instructions for completing the Bidder’s cost proposal include supplementing the budget narrative with the tab labeled “8. Staffing Worksheet” from the RFP’s related Excel worksheet file. Can CIVHC confirm whether the cost proposal narrative section 4.17.2 (“Staffing Worksheet”) should contain a copy of that tab’s content or whether the Excel contains all wanted information for this response section?
4.17.3	26	Similarly, the RFP’s instructions for completing the Bidder’s cost proposal include supplementing the budget narrative with the tab labeled “9. Cost Proposal” from the RFP’s related Excel worksheet file. Can CIVHC confirm whether the cost proposal narrative section 4.17.3 (“Cost Proposal Template”) should contain a copy of that tab’s content or whether the Excel contains all wanted information for this response section?
4.17.4	26	When CIVHC mentions licenses and services in the payment model, does this include licenses for the core data platform itself and not just developer licenses for building the platform? For example, if Databricks and AWS were proposed, would we bundle those platform costs into our bid or does CIVHC prefer we propose provisioning those services in CIVHC’s name and managing them?
4.17.4	26	The RFP’s instructions for completing the Bidder’s cost proposal include this section (“Proposed Payment/Pricing Model”), which appears related to the Excel worksheet file’s tab labeled “10. Payment Model” but does not refer to the Excel tab. Can CIVHC please confirm whether the required information is to be included in narrative format, in the Excel worksheet file tab, or both?
4.17.4	26	Related to the above question, if the Excel worksheet file’s tab (“10. Payment Model”) is to be completed and submitted, can CIVHC please clarify if CIVHC would like the Bidder to summarize their proposed payment model in the unshaded cell B5 or elsewhere (e.g., as part of the optional brief comments below the table)?

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4.4.4	17	The RFP's cover letter instructions require the Bidder to attach a red-lined version of the Standard Contract if the Bidder is proposing any exceptions/modifications. If submitting a red-lined version of CIVHC's Standard Contract, can CIVHC please confirm (1) whether a Word or PDF version is preferred and (2) the desired placement of this additional attachment in relation to the attachments listed earlier in the proposal organization table (RFP Section 4.2, "Proposal Format")? For either approach, would CIVHC prefer to provide a standalone version in Word or PDF for use by bidders?
Appendix 1	30	Table 1A-2: Projected Repeated Deliverables outlines the expected deliverables the new vendor will be responsible for in early 2026. Please clarify the content of the deliverables and expected level of effort to produce those deliverables.
Appendix 1	30	The RFP's first appendix includes a table "1A-2. Projected Repeated Deliverables" that requires the new vendor to generate three distinct deliverables: (1) "EnFund CCMCN Lightbeam Q3" in March 2026, (2) "EnFund Providers of Distinction Data Set" in April 2026, and (3) "Medicaid Enrollment Transition Refresh 2" in May 2026. Can CIVHC please provide additional information related to the scale and scope of this work (e.g., online links to previous iterations, a summary of the reporting)?
Cost Proposal Excel, tab 9	4.17	The Cost Proposal tab (Tab 9) captures costs for Year 1 Implementation plus three years of operations through June 2029. The RFP states on page 1 that "The initial contract period, for any contract awarded as a result of this RFP, will have an initial term of three years starting in summer 2025 with the potential to extend by up to four additional years." Please clarify the period of performance for the initial term.
Cost Proposal Excel, tab 9	4.17	The Cost Proposal does not include space for the four option years. Where should those costs be captured?
Cost Proposal Excel, tab 9	4.17	Do you have a budget allocated for this initial term? If yes, can you disclose your budget for all three domains?
Excel Domain 1	DC-1 - 9	For the registration and onboarding process, What level of automation are you expecting for Submitters? On continuum from fully manual (ie: Complete and submit PDF) to full self service (Fill-in Online Form).
Excel Domain 1	DC-1 - 9	For the registration and onboarding process, are you expecting the potential data submitter to have visibility of their application and progress through onboarding process.
Excel Domain 1	DC-9	What role will the successful vendor play in the onboarding process?
Excel Domain 1	DC-10- 32	Please confirm that individual Healthcare Providers are not expected to use the PORTAL to submit their claims? Only Payers?
Excel Domain 1	DC-10- 32	Is a Portal mandatory? Would you consider using automated feeds as alternative to data submitters having to manually login and upload files?

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Excel Domain 1	DC-10- 32	What format is the Claims Data currently being submitted in?
Excel Domain 1	DC-13	With regard to the transition to APCD-CDLTM, are you expecting Vendors to manage the transition with the submitters OR use technology to transform the data from format provided into the Common Data Format
Excel Domain 1	DC-20	What constitutes an overdue submission?
Excel Domain 3	EDA-16 -32	For the registration and onboarding process, What level of automation are you expecting for individual analysts? On continuum from fully manual (ie: Complete and submit PDF) to full self service (Fill-in Online Form).
Excel Domain 3	EDA-36	Can you elaborate on 'maintain'. Does it relate to maintaining the format of the incoming data OR the current processing mechanism/approach? If vendors are required to maintain your existing processing, can you elaborate on the approach and technology used?
Excel Domain 3	EDA-43	Please clarify whether both 'updated tools' and 'reports' should be available in real time.
Excel Domain 3	EDA-43	Please elaborate on the goal or objective CIVHC is looking to achieve with this requirement.
Excel worksheet file (Tab "1. Data Collection & Processing")	DC-97	This item requires the Bidder to "generate 30 measures (HEDIS and others) on an annual basis." Can CIVHC please confirm (1) whether the NCQA licensing fee for covered lives needs to cover the ~9.7 million lives in the historical CO APCD data and (2) if the NCQA licensing fee is covered by CIVHC or instead is the responsibility of the Bidder?
Excel worksheet file (Tab "1. Data Collection & Processing")	DC-101	This item requires the Bidder to "support use of Analysource or similar tool for pharmacy classification and pricing available in the data enclave and ability for CIVHC to maintain and perform necessary updates." Can CIVHC please clarify (1) if a license for AnalySource currently is maintained by CIVHC or its current vendor and (2), if so, whether CIVHC personnel and/or its current vendor receive and perform updates in the Enclave?
Excel worksheet file (Tab "1. Data Collection & Processing")	DC-101	Whether the Bidder's proposed solution is AnalySource or similar pharmacy classification tool, can CIVHC please specify the data fields from this tool and/or the use cases that it primarily supports?

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Excel worksheet file (Tab "3. Enclave, Data Access, Analysis")	EDA-28	This item requires the Bidder to "fully implement and support CIVHC-owned licenses for value-added functionality in the data enclave." Can CIVHC please (1) identify the specific licenses that it owns and wishes to have implemented in the enclave and (2) identify the volume of each type of license?
Excel worksheet file (Tab "3. Enclave, Data Access, Analysis")	EDA-59	This item, similar to requirement EDA-28, requires the Bidder to "administer CIVHC-provided licenses within the enclave." Can CIVHC please (1) identify the specific licenses that it owns and wishes to have implemented in the enclave and (2) identify the volume of each type of license?
IM-12	Identity Management	How does CIVHC measure high quality composite ID vs. a lower quality?
IM-12/13/14/15	Identity Management	Can a definition of Provider ID be provided? How is provider ID different than a Member ID?
IM-16	Identity Management	Can additional details on family ID be provided?
IM-17	Identity Management	What specific details are required to outline for methodology of composite IDs?
IM-18	Identity Management	Delivery in this case refers to the resulting composite ID, is that correct? Not that the bidder needs to send the "required data" to another party.
IM-2	Identity Management	Are there any defined SLA requirements?
IM-20	Identity Management	What is the expected frequency of reporting:?
IM-23	Identity Management	Are report expectations known?
IM-3	Identity Management	Would "logical separation" meet this requirement?
IM-34	Identity Management	Can a definition of what is included in the "functions"?
IM-36	Identity Management	Will high level logic suffice, in cases where intellectual property is protected?
IM-5	Identity Management	What data elements would you expect to be included in the quality reporting? Would this include match rate analysis?
IM-9	Identity Management	How does CIVHC differentiate a Provider ID and a Member ID assuming that an individual may be both?

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PM-1	Project Management	Are there specific expectations around "industry-accepted, proven project management techniques" or can we just provide what our PMO process is?
PM-15	Project Management	What direct messaging channel is utilized?
PS-11	Privacy and Security	Can CIVHC provide more detail in comprehensive audit logging? How is access defined? Are you seeking audit logs for human access or system access?
PS-12	Privacy and Security	Does Data Loss Prevention (DLP) satisfy this requirement?
PS-14	Privacy and Security	Does DLP satisfy this requirement?
PS-18b	Privacy and Security	Can we provide high-level diagrams?
PS-18c	Privacy and Security	Can CIVHC provide safe and secure storage for our documentation?
PS-18h	Privacy and Security	Is a high level report sufficient?
PS-6	Privacy and Security	Can you point to the CMS requirements?
PS-7	Privacy and Security	Do you require direct remote access to IDM platform, or access to the IDM results?
TS-1	Transition Services	What files are being referenced?
TS-1b	Transition Services	How does this relate to Domain 2?
TS-1c	Transition Services	For Domain 2, would Identity object meet this requirement?
TS-2	Transition Services	For Domain 2, would the expectation that there be a way to link persons across systems?
TST-8	Technical Support and Training	What would be required for Domain 2?
TST-9	Technical Support and Training	For Domain 2, would Identity Object suffice the requirement?