

STATE OF MARYLAND
DEPARTMENT OF HEALTH AND MENTAL HYGIENE
PRE-PROPOSAL CONFERENCE
SOLICITATION NUMBER DHMH/OPASS 17-17402

ELIGIBILITY VERIFICATION SYSTEM/
INTERACTIVE VOICE RESPONSE

WEDNESDAY, NOVEMBER 16, 2016 10:11 A.M.

Department of Health and Mental Hygiene
201 W. Preston Street
Baltimore, Maryland

PRESENT FROM DHMH:

QUEEN DAVIS
TIMOTHY STEIN
AL KRISH
JANE RUTKOWSKI
LISA RUNK
ZENA MORRIS
ANGELA WHITE

ALSO PRESENT:

DAVID BUTTER, GCOM SOFTWARE
TOM PORTER, AUMTECH
CHANDU PALANIAPPAN, COGNIZANT TECHNOLOGY
SOLUTIONS
MIKE SHIELDS, INTERACTIVE INTELLIGENCE
ALAN RANDLE, SYSTEMS INTEGRATION, INC.
SU FAN, SYSTEMS INTEGRATION, INC.
RONALD SCOTT, MSTECHNOLOGIES
CHRIS CAFFERA, FORERUNNER TECHNOLOGIES
JAY WALKER, GANTECH

REPORTED BY: WALTER MURPHY, Notary Public

P R O C E E D I N G S

MS. DAVIS: We can get started now. I'd like to thank all of you for coming to the pre-proposal conference for our request for a proposal (indiscernible) Eligibility Verification System and Interactive Voice Response.

My name is Queen Davis. I'm the procurement officer for this project. If you have not already, I would like to make sure that everyone has signed in. There's a sign-in sheet on the table by the door, as well as an envelope for business cards. So if you have business cards if you could drop your card in there and it will give us convenience to get in touch with you readily if need be.

I ask that all of you who are attending as well please make sure that your email address is clear on the sign-in sheet so that if there are any amendments or addenda done to this procurement during the course of this pre-proposal conference or at any

other time during this process we can email you

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directly any changes right away.

I'm going to ask now that everyone here introduce themselves. I'll start with the Office of Systems Operations, the program that's issuing this procurement.

MR. STEIN: Good morning. My name is Timothy Stein. I'm the contract manager for the EVS contract.

MS. RUTKOWSKI: Hi, I'm Jane Rutkowski. If you've given me your business card, I've already put it in the envelope for you.

MS. DAVIS: And again, my name is Queen Davis. I'm the contract officer for this project.

MS. MORRIS: Hi, I'm Zena Morris, Deputy Director of Procurement for OSOP.

MS. RUNK: Lisa Runk. I'm from OSOP & Systems.

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MR. WALKER: Good morning. I'm Jay Walker

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with Gantech. We are a certified MBE in the State of Maryland.

MR. CAFFERA: My name is Chris Caffera. I'm with Forerunner Technologies. We're a national technology provider.

MR. SCOTT: And I'm Ron Scott with MS Technologies.

MS. FAN: I'm Su Fan with Systems Integration. We are an MDOT MBE certified company focused on contact centered solutions and IT service desk services.

MR. RANDLE: Alan Randle, I work with Systems Integration as well.

MR. SHIELDS: Mike Shields, Interactive Intelligence.

MR. BUTTER: David Butter, GCOM Software.

MS. DAVIS: You, sir?

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MR. PORTER: I'm Tom Porter with AUMTech.

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We're in New Jersey. We're a certified MBE.

MR. PALANIAPPAN: I'm Chandu Palaniappan
with Cognizant Technology Solutions.

MS. DAVIS: Thank you. And in the back?

MR. KRISH: Al Krish with OSOP.

VOICE: (Indiscernible), OSOP.

MR. BOHNS: John Bohns, DHMH Director.

MS. WHITE: Angela White, Systems, OSOP.

MS. DAVIS: Thank you all. Minutes will be
taken of this meeting and they will be posted to
eMaryland Marketplace. As you see we have this
transcriber here. I ask that in the course of this
pre-proposal conference if you at any time have
questions to please state your name, the company you
are with clearly and loudly so that that can be
captured, and then state the question during the
question and answer period.

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I also ask that if you do not decide to

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submit a proposal to this request for a solicitation that you please complete the vendor's comment form. The information on this document can help the program and the department to better plan for future procurements of this nature.

Subsequent to this pre-proposal conference written questions will be accepted by the department until there is insufficient time for a response to impact on a proposal submission. The department has determined that December 1st, 2016, 4:00 p.m., will be the cutoff for questions. Questions and answers will be distributed to all persons known by the issuing office and to the Office of Procurement and Support Service to have obtained the RFP and questions and answers again will be posted on eMaryland Marketplace.

The procurement method for this solicitation is request for a proposal. It is a competitive sealed

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proposal solicitation. The contract resulting from

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this solicitation will be for three years beginning on or about July 1st, 2017 and ending on or about June 30th, 2020. At the discretion of the department the contract may be extended for two one-year option periods. That's at the sole discretion of the program.

All dates and times can be found on the key information summary sheet of the RFP proposal. Proposals are due on or before Wednesday, December 14th, 2016 at 2:00 p.m. local time. Please carefully review Section 4, Proposal Format.

Specifically review Section 4.4. It gives you information on proposal packaging for submitting your proposal via email. All proposals will be received via email. There are two forms of proposal packaging. One is Volume 1, that's the procurement technical proposal. It should be -- I'm sorry, I have a cold and I'm trying to get through this. But Volume 1 is

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the technical proposal, which should be submitted

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separately. Your heading should have the name of the proposal. It should have the OPASS/DHMH tracking number, and the subject of the email that you send. And it should also include in the email the name of the company submitting the proposal and it should include all information related to your technical proposal. Please do not include any financial information in your technical proposal submission. No financial information in that submission.

Volume 2 will be your financial proposal that will be emailed separately. That should have the, in the subject reference labeled clearly financial proposal submission. That should be submitted password protected and all your financial information should be included in that submission.

Times of submissions of your proposals are vital. All late submissions shall be rejected.

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Please pay attention to the minimum

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qualifications listed in Section 2 of the proposal beginning on page 29 of the RFP. The company and personnel qualifications are to be considered reasonably susceptible for award: an offeror must provide proof with the proposal that the following minimum qualifications have been met and the offeror shall have experience in the design, development, implementation, and hosting of at least three EVS/IVR systems. Each system implementation must meet the minimum requirements listed under Section 2.

Scope of work is listed in Section 3 of the RFP. The program after my overview will give an overview of this section.

Section 4.4 gives detailed information on how your technical proposal shall be formatted and submitted to the department. Please review and adhere to all specifics of this section, including the size

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of your submission. That's important. If your

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submission is larger than the size indicated in this section, it will probably not get to us and so your proposal if it does not get to us timely will be considered late and will not be accepted. And I think it's 25 gigabytes, or something of that nature. So please pay attention that your proposal is in the size and format indicated in Section 4.4.

Lastly Section 5 instructs the offeror on the evaluation committee duties and the evaluation criteria and the selection procedure for this procurement. Please pay close attention to that section. That is the section by which the procurement evaluation committee selected for this solicitation will review and rank your proposals. And all unsuccessful vendors at the end of this solicitation process may request a debriefing after notification of non-award.

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And if you have no questions for me -- I

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want to indicate also that there are no MBE or VSBE goals associated with this procurement. But MBEs are certainly encouraged to submit proposals.

And if there are no questions as far as the procurement process so far, I will turn it over to Mr. Stein who is the contract manager.

MR. STEIN: Good morning, all. My name is Tim Stein. I'll be the contract manager for this EVS/IVR contract. I'd like to give you a little overview of what we're looking for.

The Maryland Department of Health and Mental Hygiene Office of Systems Operations and Pharmacy, OSOP, develop and maintain systems for prompt and accurate payment to providers of health services. It maintains files of approved providers of services and Maryland residents certified as eligible to receive services due to the medical assistance program, which

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is Medicaid. It's also tasked with the responsibility

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for relaying the eligibility information to the appropriate healthcare providers.

EVS is a telephonic inquiry system that enables the healthcare providers to quickly and efficiently verify a Medicaid recipient's current eligibility status. It is available 24 hours a day, seven days a week, 365 days per year. There is one toll free number for the calls. This system is an integral part of the Maryland Medicaid Management Information System, which we call MMIS, in supporting the State's medical care programs.

The EVS system currently handles over 260,000 inquiries per month. When a provider call is received the provider is greeted and requested to enter the provider number or NPI number, which is the national provider identification number. After the number is validated the provider is prompted to enter

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the recipient number and the name code. At this point

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the provider can enter a date and past eligibility as needed. Past eligibility can be searched for up to one year. The computer reads the recipient file and formulates an answer based on our business rules.

OSOP is issuing this RFP to obtain a cost effective means to secure IVR/EVS services and maintenance. The selected contractor shall be responsible for all, again I say all, aspects of the implementation and maintenance. The contractor shall provide an end to end hosting environment, an entire infrastructure utilizing state of the art network facilities. The contractor shall make remote testing available for DHMH staff during the performance phase within 45 days of the notice to proceed date. The contractor shall furnish the work spaces, tools, equipment, and any other items needed to perform the work requirements of this RFP. All contractor

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personnel shall work at the facility proposed by the

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offeror in this response to this RFP.

There are three key items that I feel that need to be addressed under the scope of work for this RFP. First of all, the contractor shall provide a system that must support a high quality clear voice response with clear English pronunciation. The system shall have a maximum computer response time of four seconds and an average of two seconds or less in any consecutive ten-minute period. The contractor shall provide a demonstration of the proposed voice as part of the oral presentation. And lastly, the contractor shall have a unique reference number to ease EVS response and include that reference number in the audit trail back to us.

That's basically, you know, the RFP. Three main points of the scope of work that we'd like to see in this RFP in addition to some other bullet points in

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here. I'll turn it over to Jane.

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MS. DAVIS: Well, I'll ask if anyone has any questions? We'll start taking questions at this time. Yes, sir?

MR. BUTTER: Is there an incumbent vendor?

MS. DAVIS: Could you please state your name and the company that you're --

MR. BUTTER: Sure. David Butter, GCOM Software. Is there an incumbent vendor?

MS. DAVIS: Yes, there is. The incumbent is Contact Solutions.

MR. STEIN: Yes.

MR. BUTTER: Thank you.

MS. DAVIS: You're welcome. Any other questions?

MR. PALANIAPPAN: Chandra Palaniappan from Cognizant Technology Solutions. My question is, the incumbent, are they ready for this, allowed to bid?

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MS. DAVIS: We have no idea. We have not

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received any bids at this time.

MR. PALANIAPPAN: Okay.

MS. DAVIS: We have no idea who is going to bid. And that information wouldn't be public --

MR. PALANIAPPAN: My question is are the incumbent allowed to bid for this?

MS. DAVIS: Yes.

MR. PALANIAPPAN: Okay.

MS. DAVIS: Anybody is allowed. Nope, it's not restricted as long as you meet the minimum requirements. Yes, sir?

MR. CAFFERA: Chris Caffera with Forerunner Technologies. You mentioned a hosted environment. Hosted as cloud hosted? Or private in a CP, you know, private (indiscernible)?

MR. STEIN: Well the contractor will be responsible for all aspects of this RFP. I really

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don't care where you host it as long as it provides

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the correct responses back to the provider community

it would, you know, the onus would be on you.

MS. DAVIS: Yes, ma'am?

MS. FAN: Yes, actually, two questions relating to the minimum offeror requirements. First -
-

MS. DAVIS: Could you please speak the name and the company?

MS. FAN: Oh, I'm sorry. Sure. Su Fan with Systems Integration. Two questions regarding the offeror minimum qualification. The first is that can projects that's performed as a subcontractor count towards the minimum requirement?

MS. DAVIS: You want to know if the offeror is a subcontractor --

MS. FAN: Right.

MS. DAVIS: -- considered --

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MS. FAN: For certain, for certain projects

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we were the subcontractor. So would that experience count towards one of the three?

MS. DAVIS: Let me get a response back to you concerning that. We will respond more detailed --

MR. STEIN: And actually could you submit --

MS. DAVIS: Yeah, submit the questions --

MR. STEIN: -- through the website?

MS. FAN: Yes.

MR. STEIN: That would be best.

MS. DAVIS: Yes.

MS. FAN: Okay. The second question is will we plan, if we are a prime offeror and we have a subcontractor, will our subcontractor's past performance also meet as one of the minimum requirements for the three experience?

MS. DAVIS: That is basically the same question, I think. So if you could just submit your

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questions to us in writing and we will give you all a

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timely response to that.

MS. FAN: All right.

MS. DAVIS: Any other questions? Yes, sir?

MR. PORTER: Yeah, Tom Porter from AUMTECH.

To Mr. Stein, the question from that Section 3.3.3.2A, was it the high quality voice response system. Just to clarify that, are we talking about pre-recorded messages? Or automation with text to speech?

MR. STEIN: We prefer a studio voice.

MR. PORTER: Okay. All right. Very good.

Thank you.

MR. STEIN: That's what we currently have today.

MR. PORTER: Okay.

VOICE: (Indiscernible).

MS. DAVIS: Mm-hmm. Sure.

MR. PORTER: It would be a finite number of

response --

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MR. STEIN: Yes, sir. We have, you know, based on the business rules and they are included in the RFP. You will have a finite amount of responses.

MR. PORTER: Very good. It's not dynamically generated --

MR. STEIN: And the rules of the business don't change that often. They are pretty static in nature so the responses will stay the same throughout the process unless we get a business rule change from the Legislature or something.

MR. PORTER: So (indiscernible) high quality, high --

MR. STEIN: Yes.

MR. PORTER: Thank you.

MS. DAVIS: Yes, sir?

MR. RANDLE: Alan Randle, Systems Integration. Question is you said 260,000 inquiries

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per month. Do you have any statistics on the maximum

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of concurrent calls that you would have in the solution? Are there peaks, there are periods where you get more calls than others --

MR. STEIN: I get daily reports that I have in the RFP that should show you what the call volume is on a daily basis. I don't have it broken down hour by hour but I do have it broken down by day that I'm currently getting back. And it is in the RFP for you to look at. There are samples.

MS. RUNK: Lisa Runk from Systems. The peak could be the beginning of the month, like right before the beginning of the month everybody starts calling in and checking out eligibility. So that could be a peak.

MS. DAVIS: Thanks, Lisa.

MS. RUNK: No Problem.

MS. DAVIS: Yes, sir?

MR. BUTTER: David Butter, GCOM Software.

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Is the incumbent vendor meeting the SLAs as described

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in this proposal?

MS. DAVIS: We will not respond to any information regarding the incumbent at this time.

MR. BUTTER: Okay.

MS. DAVIS: Thank you very much. Yes, ma'am?

MS. FAN: Su Fan with Systems Integration again. Is the offeror responsible for the toll charges for the toll free number?

MR. STEIN: The offeror is responsible for all aspects of the contract, and that definitely does include the 1-800 number. Which will be transferred if the incumbent is not awarded. So that will be another work around, or work through.

MS. FAN: Okay.

MR. STEIN: Because DHMH would like to keep the same 1-866 number, you know, because we have

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things out there published of course.

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MS. DAVIS: Yes?

MS. FAN: Sorry, another question. Is geographical disaster recovery required for this system? Or is a switch holder is sufficient?

MR. STEIN: Well in the RFP we do request that you have some redundancy. Where you have the redundancy is up to you, or the fail over. Whether it's in Maryland, whether it's Virginia, whether it's, I don't know where. It's up to you to have the capability of in a failure situation that you will be able to rollover to an alternate site.

MS. FAN: Okay.

MS. DAVIS: Yes, sir?

MR. SHIELDS: Mike Shields, Interactive Intelligence. Is this exclusive to IVR and voice? Is there a value proposed in other media types as well within our proposal? Or should we stay away from

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that? Like email, chat, and that type of thing?

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MR. STEIN: This is strictly telephonics.

MR. SHIELDS: Okay.

MR. STEIN: The provider, the provider community will just be calling in that number and get the information that's in the RFP, you know, based on the business rules. They'll put in a provider number, and NPI, and then they will put in the recipient information, and they'll get back whether the recipient is eligible for Medicaid services or ineligible. That's basically, you know, what the IVR does today.

MR. SHIELDS: Okay. So there's no interaction with the contact center today? With the IVR?

MR. STEIN: I don't know what you mean by the contact center.

MR. SHIELDS: Actually it, routing calls

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from the IVR to live agents and that type of thing?

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MR. STEIN: No, sir.

MR. SHIELDS: Okay.

MR. STEIN: We do have a transfer where, as part of the business rules, where if that recipient is in an MCO we will transfer to that MCO. But that's part of the business rules.

MR. SHIELDS: Okay. Thank you.

MS. DAVIS: Yes, ma'am?

MS. FAN: Su Fan with Systems Integration again. Would you be able to tell us what the name of the current IVR/EVS system?

MR. STEIN: The name?

MS. DAVIS: The name?

MR. STEIN: We don't have a name --

MS. DAVIS: -- a specific name.

MR. STEIN: It's called EVS, you know, DHMH
EVS/IVR.

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MS. DAVIS: Yeah. It's eligibility

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verification system.

MR. STEIN: I mean, when you call a number it says you have reached the Maryland, you know, Medicaid Information Services, you know, eligibility system.

MS. FAN: Eligibility System?

MR. STEIN: You know, it says please provide the provider, the provider number. So there is, there is a front end message that says, you know, who you are, you know, what, you've reached the DHMH eligibility site.

MS. DAVIS: Right.

MS. FAN: Okay.

MS. DAVIS: Yes, ma'am?

MS. FAN: Do you anticipate the volume to grow over the next few years? Or it will most likely stay about the same at about 260,000?

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MS. DAVIS: Well that's the historical

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number now. They have no way of projecting. And I think the financial page is based on what they have and what they are projecting historically at this moment.

MS. FAN: Okay.

MR. STEIN: (Indiscernible).

MS. DAVIS: Go ahead and say that.

MR. STEIN: There is a sample in the RFP of a month to month inquiries telephonic. You know, where it could swipe on the board, it could decrease. I mean, it's not, this is just a best estimation of like of what we do for a 12-month period.

MS. DAVIS: Yes, sir?

MR. PORTER: Yeah, Tom Porter from AUMTECH. Does DHMH have a, the details of the current application in a flow chart or any kind of logic chart they would be able to share? Either the current

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formation or if you have a desired change to the

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current one?

MR. STEIN: The whole system was designed and implemented based on our current business rules. You know, I mean, if the contractor flowed it out, the contractor would have to flow it of what, you know, when the call comes in and based on the business rules they would flow it out. I don't have that.

MR. PORTER: You don't have a call flow? Okay.

MR. STEIN: I don't have a call flow.

MR. PORTER: Okay. You do have the rules in the documents?

MR. STEIN: But, yeah, the rules and the business rules based on that, you know, the call flow just, it's not a really detailed call flow. You know, it's either, you know, the call is either accepted or rejected based upon the recipient's eligibility.

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MR. PORTER: All right.

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MR. STEIN: So it's no really, you know,
where you are diving deep down into an IVR.

MR. PORTER: Okay. Thank you.

MS. DAVIS: Yes, ma'am?

MS. FAN: Su with Systems Integration again.
Are you satisfied with the current system?

MS. DAVIS: I don't, well, I don't think
that is information we will share at this time either.
We will not talk specifically to the current vendor.
We could give you the information, the name, and maybe
the amount of the contract, the dollar value. And
that's about it at this time. So. And I don't have
the dollar amount of the contract but I can certainly
get into that information in the questions and
answers.

MS. DAVIS: Any more questions? Yes, sir?

MR. PORTER: Yeah, Tom Porter from AUMTECH.

In Section 5.4.1 there's a phrase about reciprocal

preferences between states and so I'm an out of state

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vendor and I was a bit confused. I didn't know if
there was any way you could clarify that?

MS. DAVIS: So can you submit that question?

And because --

MR. PORTER: Sure.

MS. DAVIS: -- the reciprocal preference is
if a state allows preference to a company that is
incorporated in that state, then Maryland would use
that same preference when looking at that vendor's
reciprocal preference. I can give you more detail
through your question and answer in written form. But
that's what reciprocal preference is. We would use,
we would apply the same rules to a vendor in Maryland
as that vendor in that state applies to their vendor.

MR. PORTER: Okay. I'll submit that.

MS. DAVIS: Okay.

MR. PORTER: Thank you.

MS. DAVIS: Yes, ma'am?

MS. FAN: Su with Systems Integration again.

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I understand that the questions are due on December 1st. Do you have any anticipated date on when you will have the answers out?

MS. DAVIS: Well the deadline for questions are December 1st and so we try to answer the questions as quickly and as efficiently as possible. We will have the minutes of this meeting, any questions that was asked during this meeting, out as soon as practicable. We normally try to do it within a week, no more than ten business days.

MS. FAN: Okay. The reason I asked is because, you know, our intention to bid rests on the couple of questions I asked earlier --

MS. DAVIS: Okay.

MS. FAN: -- about the offeror's minimum requirements.

MS. DAVIS: Yes. Of course, yes. And we'll try to have that out. Send the questions to us and we

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will get the meeting minutes and questions out as soon

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as practicable. And as I said, normally within ten business days, maybe even seven. Yes, sir?

MR. PORTER: I don't think it's specified explicitly -- this is Tom Porter from AUMTECH -- whether the current system or the desired system has automated speech recognition as part of it or just touchtone.

MR. STEIN: It's all touchtone.

MR. PORTER: Okay.

MR. STEIN: You know, people can skip over the initial message. It's (indiscernible) if they want to just hit the pound C and go past it, the message, and go right into putting the patient's, they are putting, you know, the NPI number or their provider number and then the recipient's number and name code. It's all strictly telephonics. There is no speech recognition in it at all. You input the data and then the IVR gives you the response.

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MR. PORTER: Right.

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MR. STEIN: That's the way it works today.

MR. PORTER: Okay. Is there an interest or a preference in having a system that does both?

MR. STEIN: Based on the current RFP, I would say no. We just want it to be data entry.

MR. PORTER: Okay. Thank you.

MS. DAVIS: Any more questions? I'll just sit and wait. I'm sure there will be some more.

(Indiscernible). Well if there are no more questions at this time, I would like to thank you all for coming and we look forward to hearing from you all. Have a good day.

(Whereupon, the conference was adjourned.)

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WALTER MURPHY
Notary Public in and for
the State of Maryland

My Commission Expires:
