

Bureau of Health Services Financing
RFP # 3000011955
 External Quality Review Organization (EQRO) Request for Proposal
Addendum #1
Questions and Answers

Question Number	Document Reference	Section Number	Section Heading	Page Number in Referenced Document	Question	Response
1	RFP 3000011955	1.4; 1.6	Term of Contract; Schedule of Events	16-17	Section 1.4 states that the contract term shall begin on or about September 1, 2019, while Section 1.6 states that contract execution will occur on or about October 1, 2019. Please clarify.	The contract will begin on or about September 1, 2019. Section 1.6, the Schedule of Events, is being corrected to reflect this. See Revision No. 1 in Addendum #2.
2	RFP 3000011955	2.2	Confidential Information, Trade Secrets, and Proprietary Information	21	We are instructed to mark the cover sheet of the proposal with a legend to specify the proposal sections to be protected. The legend we are to use is a paragraph with only one blank space to fill in: "The data contained in _____ pages have been submitted in confidence..." 1) Please confirm that the blank space is intended to follow the word "pages" and that the blank space should be filled in with page numbers corresponding to protected content. 2) Please also confirm that the list of page numbers is sufficient to identify protected sections of the proposal.	1) To confirm, the blank space is intended to follow the word "pages." Please indicate the page numbers corresponding to the protected content. Section 2.2 is being corrected to reflect this. See Revision No. 2 in Addendum #2. 2) The list of page numbers is not sufficient to identify protected sections. In order to protect information that it considers confidential, the Proposer must also submit a redacted version of the proposal showing where the confidential information has been blacked out. Please note, it is indicated in Section 2.2 of the RFP, "If the Proposer does not submit a redacted copy, it will be assumed that any claim to keep information confidential is waived." In addition, the Proposer must "specifically identify and mark" each page with confidential data within the proposal as noted on the 2nd to last paragraph on page 21 of the RFP.
3	RFP 3000011955	2.2	Confidential Information, Trade Secrets, and Proprietary Information	22	We are instructed to submit a redacted copy of our proposal if it contains confidential information. Please confirm that the redacted copy need only be submitted in electronic form.	To confirm, the redacted copy need only be submitted in electronic form. Section 2.6 is being revised to reflect this. See Revision No. 3 in Addendum #2.
4	RFP 3000011955	2.15.4	Proposal Response Format	25	The required format and order of the proposal is given on page 25, with Staffing Requirements coming before Entity's Background and Experience. This order doesn't match the order of these sections as they are presented in the rest of Part 2. Additionally, the order of these sections differs in the compliance matrix on page 100. Please confirm the required order of the proposal sections.	The required format and order of the proposal is: Cover Letter, Table of Contents, Entity's Background and Experience, Staffing Requirements, Approach to Scope of Work, Technical Requirements and Required Attachments. Section 2.15.4 is being corrected to reflect this. See Revision No. 4 in Addendum #2. The order in the Compliance Matrix is correct as indicated previously.

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5	RFP 3000011955	2.15.5.4	Cost Proposal	30	The RFP states that proposers shall submit the cost breakdown in the format of the sample Cost Template form (Attachment VIII), for each year of the contract and that a Cost Proposal must be completed in a similar format. There is an Attachment VII: Cost Proposal Templates, but there is no sample Cost Template or an Attachment VIII. Please advise.	Section 2.15.5.4 is being revised to correct this discrepancy. See Revision No. 5 in Addendum #2. Please submit cost breakdown in the format in Cost Proposal templates in Revised Attachment VII .
6	RFP 3000011955	3.3.3	Determination of Responsibility	31	Where in our proposal should we include the required audited financial statements?	Please note in Section 2.6, the cost proposal and financial statements shall be submitted separately from the technical proposal.
7	RFP 3000011955	3.4.3	Cost Evaluation and Cost Proposal Templates	33 and 101-105	The cost evaluation is based upon the total cost. As each of the Cost Proposal templates, Fixed Rate Deliverables, and Technical Assistance and Optional Activities include a total cost for 3 years, will the evaluation consider the overall total cost summed from both schedules?	Yes, the cost evaluation will be based upon total cost summed from the <i>Fixed Rate Deliverables Cost Proposal Template</i> and the <i>Technical Assistance and Optional Activities Hourly Rate Cost Template</i> .
8	RFP 3000011955	6.2.8	Compliance Reviews	72-73	Subsection 6.2.8.1 includes comprehensive reviews every 3 years, annual case management targeted reviews, and additional optional topics as determined by LDH. To assist bidders in preparing budget assumptions, please provide the estimated frequency of the additional operational reviews and number of MCEs subject to review.	The frequency can range from quarterly to annually or as needed. The number of MCEs subject to review is seven (7), based on current operations. Please refer to Revised Attachment VII , Fixed Rate Deliverables Cost Proposal Template. Under the Compliance Review section for each year of Revised Attachment VII, "Targeted Reviews" outline an estimated frequency of case management reviews and additional operational reviews.
9	RFP 3000011955	6.2.9	External Quality Review Technical Report	73-74	Please confirm that only an aggregated technical report is required, rather than seven MCE-specific reports. It is noted that the Cost Proposal template includes one unit.	A detailed technical report is required for each MCE. The report must be specific to each MCE. Please refer to Section 6.2.9.4, " <i>The Contractor must electronically submit the Annual Technical Report to LDH after the completion of the annual review of each Medicaid MCE and it must be submitted thirty (30) days prior to the CMS deadline of April 30th.</i> " The Cost Proposal template is being updated to indicate the correct number of units. See Revised Attachment VII: Cost Proposal Templates.

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10	RFP 3000011955	6.2.11	Additional Technical Assistance and Optional Activities	76	Subsection 6.2.11.4.8 includes validation of network adequacy as an optional activity reimbursed at an hourly rate whereas section 6.2.6 includes Network Adequacy and Availability Validation reimbursed at a fixed price. Please clarify.	Network Adequacy and Availability Validation will be reimbursed at a fixed price as indicated in Section 6.2.6. However, as noted in Section 6.2.6.1, additional requirements may be added related to Network Adequacy Standards when CMS releases new protocols related to 42 CFR §438.358(b)(1)(iv). These additional activities are indicated in Section 6.2.11 and will be reimbursed at an hourly rate.
11	RFP 3000011955	2.15.4	Proposal Response Format	25 of 105	In this section, the RFP states "proposals submitted for consideration should follow the format and order of presteation listed below: <input type="checkbox"/> Cover Letter <input type="checkbox"/> Table of Contents <input type="checkbox"/> Staffing Requirements <input type="checkbox"/> Entity's Background and Experience <input type="checkbox"/> Approach to Scope of Work <input type="checkbox"/> Required Attachments" However, in the following subsequent sections, the RFP instructs to place the "Entitiy's Background and Experience" before the "Staffing Requirements". This is also the case in Attachment Vi: Proposal Compliance Matrix. Can you verify that the "Entity's Background and Experience" should be listed before	Please see response to Question #4.
12	RFP 3000011955	4.2	Payment	35	How would work activity that has been accomplished, and is then discontinued at the direction of LDH be compensated?	Section 4.2.1 states, "Payments are predicated upon successful completion and written approval by the State of the described activities and deliverables as outlined in Sections 6, Scope of Work." Work that is successfully completed will be compensated, even if it is then discontinued at the direction of LDH.
13	RFP 3000011955	5.2.2	Termination of Contract for Convenience	39	Thirty (30) days notices seems a bit short for termination. Is there a possibility to extend that?	LDH will negotiate final contract terms with the successful Proposer.

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14	RFP 3000011955	6.2.3	MCE Quality Rating System (QRS)	64	CMS requires that states post the Quality Rating System to the internet. Will LDH provide IT/website technical support to the QRS development or will that be the responsibility of the Contractor?	The QRS will be posted to the LDH website. If there are any technical issues with the LDH website, technical support will be available.
15	RFP 3000011955	6.2.4	Provider Satisfaction Surveys	66	The section under "Deliverables tied to payment" states "One Executive Summary ... that contains narrative summary findings ... submitted to LDH at the commencement of data analysis." How would you have summary findings at the beginning of the analysis?	The Executive Summary will be submitted when data analyses are complete as well as the Full Report. Section 6.2.4 is being revised to reflect this. See Revision No. 6 in Addendum #2.
16	Attachment VII		Cost Proposal Templates	102	The Compliance Review section of the Fixed Rate Deliverable Cost Proposal Template includes deliverables for targeted reviews and an executive summary report. Where should the bidder include costs for the comprehensive reviews?	Please refer to Revised Attachment VII : Fixed Rate Deliverables Cost Proposal Template, Year Three under the Compliance Review section.
17	Attachment VII		Cost Proposal Templates	102	For the Compliance Review section of the Fixed Rate Deliverable Cost Proposal Template, please clarify the number of units estimated for the targeted reviews and executive summary report. It appears that the targeted reviews are MCE-specific, 7 units. What is the unit of measure for the 3 executive summaries?	The targeted reviews are MCE-specific and there will be one aggregated Executive Summary for the Managed Care Organizations (MCOs), one Executive summary for the Prepaid Inpatient Health Plan (PIHP) and one Executive Summary for the Prepaid Ambulatory Health Plan (PAHP).
18	Attachment VII		Cost Proposal Templates	105	Please confirm that the Technical Assistance and Optional Activity Hourly Rate Cost Template includes costs for SOW tasks 6.2.1.3 and 6.2.11. For task 6.2.11, are costs for both technical assistance and optional activities to be included or technical assistance only?	Yes, the Technical Assistance and Optional Activities Hourly Rate Cost Template includes tasks 6.2.1.3 and 6.2.11 as indicated by the Payment terms in each section. Proposer should identify an hourly rate for technical assistance and identify an hourly rate for each optional activity listed in section 6.2.11. See revision number 7 in Addendum #2.

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19	Attachment VII		Cost Proposal Templates	105	What content, if any, is expected in column one of the template, Deliverable Tied to Payment. Should technical assistance and each optional activity be listed separately with corresponding positions, hourly rates, anticipated hours, and position descriptions?	Yes. In column one, the technical assistance being provided and each optional activity(ies), indicated in the Scope of Work, should be listed separately with corresponding positions, hourly rates, anticipated hours, and position descriptions.
20	Attachment VII		Cost Proposal Templates	105	Section 6.2.11 includes several EQR-related optional activities. Please provide additional guidance on the anticipated activities and their frequency in order to assist us in determining our anticipated hours per year. Depending upon the activity, the level of effort may vary widely.	Please refer to CFR § 438.358(c) and Section 6.2.11.4 for a list of optional activities that may be requested of the EQRO. These activities shall be performed at the discretion or as requested by LDH.