

Addendum #2
Questions and Answers

EARLYSTEPS

OFFICE FOR CITIZENS WITH DEVELOPMENTAL DISABILITIES

DEPARTMENT OF HEALTH AND HOSPITALS

RFP # 305PUR-DHHRFP-SPOE-2014-OCDD

Proposal Due Date/Time: 4:00 pm CT

October 20, 2014

1. What is the current rate being paid for these services?

Answer:

The current contract amounts for a 12 month period is as follows:

Region 1 – \$470,134

Region 2 - \$527,040

Region 3 - \$544,974

Region 4 - \$720,069

Region 5 - \$419,191

Region 6 - \$394,956

Region 7 - \$576,463

Region 8 - \$629,513

Region 9 - \$543,458

Region 10 - \$407,591

2. How will the region be determined and if vendor has a preference will that be taken into consideration?

Answer:

As indicated on page 28 of the RFP, the content of the proposal should state in which region(s) the proposer will provide services. A proposer will submit a separate response to the RFP for each region for which services will be provided. Multiple proposals submitted for a region will be evaluated according to the criteria identified in the RFP.

3. Will current case management providers be able to bid on this RFP?

Answer:

Yes

4. Can one vendor be selected for more than one region?

Answer:

Yes. As indicated on page 6 of the RFP, DHH is inviting qualified proposers to submit proposals for services in one or more of the ten DHH/OCDD regions.

5. Will the regional offices be responsible for verifying Medicaid eligibility?

Answer:

Yes, the SPOE regional offices are responsible for verifying Medicaid eligibility for children in EarlySteps as indicated in Section III. Scope of Work. B. Deliverables outcome 1.6.

6. On page 9 of the RFP reference is made to Performance Indicators, “percentages”, can you please clarify what the percentages are?

Answer:

Contractors shall utilize a continuous quality assurance process as part of its operations and evaluate successful performance with the SPOE monthly report and against other performance data. Generally 95% performance of each indicator is acceptable with the exception of the OSEP compliance indicators which require 100% performance. These can be found in the Annual Performance Report posted on the EarlySteps website at <http://www.earlysteps.dhh.louisiana.gov> .

7. RFP Page 9 - In the Performance Indicators for Outcome 1 of the Deliverables it states, “parent CQI survey results shall be conducted by the contractor and consistent with targets set for the Louisiana Annual Performance Report (APR) for Indicator 4 for appropriate SPOE region.” Does this mean the SPOE will actually be responsible for sending out the survey?

Answer:

As part of the Quality Assurance process that an agency is required to have, family surveys are one means that an agency can utilize to self-assess performance. The family surveys that EarlySteps uses to report for Indicator 4 on the APR, will not be conducted by the SPOE contractor.

8. RFP - Page 10 - In the Performance Indicators for Outcome 2 it states, "Identification of children shall be referred to EPSDT by the Bureau of Health Services Financing Contractor." What does the SPOE do to meet this Indicator?

Answer:

The SPOE contractor would document referrals for Medicaid-eligible children who do not meet EarlySteps eligibility to EPSDT services if needed.

9. RFP – Page 12 – Outcome 4.2 states that "subsequent service authorizations shall be received from and processed for the FSC and service providers within three (3) days following an IFSP review/revision". NOTE: This is dependent on timely receipt from the FSC. Can the language of deliverable 4.2 be amended to state that the SPOE will process with three (3) days of receipt?

Answer:

The outcome will remain as written in the RFP.

10. RFP - Page 13: (Service Providers shall be able to provide timely services following access to service authorizations). Are we (SPOE) responsible for this now? It was the FSC's responsibility. We know we (SPOE) are responsible for putting the authorization in timely.

Answer:

In the event that an intake coordinator acts in the role of an ongoing FSC, it would be the intake coordinator's responsibility to meet this requirement. This is currently a requirement in this specific situation as stated on page 13, item #2 at the top of the page.

11. RFP – Page 22 & 23 – We see that any vendor we subcontract with relative to the Hudson/Veterans initiatives will be responsible for maintaining the same insurance coverage limits as the primary contractor. In reviewing the list of certified vendors, we would like to point out that these are small businesses who would not need and would likely not have \$1,000,000 in general liability coverage, and therefore might be deemed ineligible to participate. Is the amount of general liability insurance required of the subcontractor something that can be reconsidered in the terms of the RFP?

Answer:

The requirements for subcontractors' insurance will remain as written in the RFP. However, it should be noted that these requirements can be satisfied by having the subcontractor "protected under the Contractor's own insurance policies". See paragraph 6 on p. 23 of the RFP.

12. Page 32, Evaluation and Selection - Hudson/Veteran Small Entrepreneurship Program. Are we understanding correctly that partial points will be granted if we are not a certified vendor, but can demonstrate that we will purchase ancillary services (janitorial, computer hardware/software) from a certified vendor?

Answer:

Yes.

13. Page 32 - Is an agreement(s) with the Hudson/Veteran Small Entrepreneurship Program parties required to be included in the proposal?

Answer:

No. See Attachment 1 in the RFP.

14. Please explain the circumstances requiring an SSAE 16 SOC1 and /or type II audit. (RFP: SPOE 2014-PAGE 40)

Answer:

This provision has been removed from the RFP. See Addendum #3

15. Please clarify the SPOE be required to collect and/or record data on the number of eligibility evaluations completed by the multidisciplinary eligibility team? (RFP:SPOE 2014-Page 10 RE: Performance Indicators)

Answer:

Yes

16. When will Module 8 of the Early Steps Training Requirements be available online? (RFP: SPOE 2014-Page 16 Outcome 7.1)

Answer:

The online module “Talking to Families about their Rights” is currently posted to the EarlySteps website at <http://www.earlysteps.dhh.louisiana.gov> under training modules.

17. Could you please provide the current number of Intake Coordinators for each region?

Answer:

The numbers below represent the number of full time and part time Intake Coordinators in the OCDD regions.

Region 1—3 (FTE)

Region 2—5 (FTE)

Region 3—5 (FTE)

Region 4—5.5 (FTE and a part-time)

Region 5—3 (FTE)

Region 6 3 (FTE)

Region 7-5 (FTE)

Region 8—5 (FTE)

Region 9—5 (FTE)

Region 10—4 (FTE)

18. What is the maximum number a cases each intake coordinator can carry at any given time?

Answer:

According to Chapter 4 of the EarlySteps Practice Manual which can be found at <http://www.earlysteps.dhh.louisiana.gov> the maximum caseload for an Intake Coordinator is 50 referrals per month.

19. Can a current Louisiana Support Coordination agency working with Louisiana Earlysteps submit a RFP?

Answer:

Yes.

20. Are any technologies currently being used facilitate the intake process? (i.e. electronic signatures for documents, paperless record or e-forms management systems etc)

Answer:

The current technologies in place do not support these components.

21. What is the current amount each intake coordinator is paid annually?

Answer:

The current salary amount for an intake coordinator is as follows:

Region 1 – \$34,000

Region 2 - \$35,000 – 38,000

Region 3 - \$35,000 - \$38,000

Region 4 - \$23,000 - \$49,000

Region 5 - \$47,000 – 58,000

Region 6 - \$40,000

Region 7 - \$37,000

Region 8 - \$34,000

Region 9 - \$36,000

Region 10 - \$39,000

22. Are there any internal software programs being used currently to coordinate communications related to cases?

Answer:

No internal programs are being used to coordinate communications.

23. How much is currently being spent per region on Travel expenses?

Answer:

Region 1 - \$7,100

Region 2 - \$15,000

Region 3 - \$22,600

Region 4 - \$34,000

Region 5 – 13,300

Region 6 - \$15,300

Region 7 - \$25,000

Region 8 - \$28,000

Region 9 - \$22,000

Region 10 - \$12,000

24. Are any data management systems in place currently?

Answer:

The RFP describes the data management system in place beginning on page 5 of the RFP.

25. Are Current SPOE employees offered Healthcare benefits Packages? If so could you please provide a list of benefits?

Answer: Yes

Medical Insurance

Dental Insurance

Life Insurance

Retirement

26. Will any additional training be offered outside the standard literature listed in the manual to make sure the new provider understand what's required?

Answer:

Yes.

27. How many FSC agencies are there per region? Is the number expected to increase, decrease or stay the same based on the proposed managed care system?

Answer:

The number of FSC agencies varies from region to region, from a minimum of 2 to a maximum of 7. The list of agencies can be obtained from the EarlySteps service matrix found at <http://www.laeikids.com>.

The specifics regarding FSC agencies in managed care are not part of this RFP.