

**Questions for RFP # 305PUR-DHHRFP-EQR-MVA
External Quality Reviews (EQR)**

Question #	RFP Reference	Question	Answer
1	General	What is the proposed budget for this scope of work?	The State has not had a previous EQRO contract; therefore, DHH is unable to give an approximate value of the contract
2	General	How many members are on the Proposal Review Committee? From what backgrounds do members of the Proposal Review Committee come?	There will be 5-7 members. Currently, the members' backgrounds include medical, legal, communications, program manager.
3	Page 11 Item B.1	CCNs: Are the entities already established? i.e., they might have commercial members?	The RFP process for the CCNs has not yet been completed.
4	Page 11 Item B.1	CCNs: When does DHH expect the CCNs to begin enrolling members?	November 15, 2011 for GSA A January 16, 2012 for GSA B March 15, 2012 for GSA C Please see the CCN-P and CCN-S RFPs in the procurement at: http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47
5	Page 11 Item B.1	CCNs: Are the entities currently or expected to be NCQA accredited?	Yes
6	Page 11 Item B.1	CCNs: Will/are the entities submitting HEDIS data?	Yes

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7	Page 15 Item C.1.a.i.	Readiness Reviews: Does Louisiana have an order in which they anticipate completing the readiness review for each entity?	Please see the CCN-P and CCN-S Schedule of Events; CCN-P Appendix JJ and CCN-S Appendix AA. http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47
8	Page 15 Item C.1.a.ii. Page 15 Item C.1.b.	Does DHH want the readiness report and/or annual report to be shared with the CCNs prior to submission to DHH? If yes, does DHH have recommendations for turnaround times for the CCNs to respond to the report? Does DHH plan to edit the submitted reports? If so, does DHH have recommended turnaround times for revisions? Should the vendor expect to post reports to a public website?	Yes, the readiness report and annual report can be shared with the CCNs prior to submission. The contractor will assist DHH in establishing turnaround times. DHH reserves the right to edit the reports. The contractor will assist DHH in establishing turnaround times. Yes
9	Page 16 Item C.1.b.	Review of Policies and Procedures: For clarification, does "review of policies and procedures" refer to those that are relevant to the protocols?	Yes

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10	Page 16 Item C.1.c.	PIPs: For planning and budgeting purposes, how many PIPs are to be reviewed annually?	The CCN shall perform a minimum of two (2) DHH approved PIPs in the first Contract year. The DHH required PIP during the first Contract year is the Ambulatory Care Measure – ED Visit category. The CCN shall choose the second PIP from a list provided by DHH. DHH may require an additional PIP each successive year to reach a maximum of four (4) PIPs. All PIPs performed by the CCNs shall be validated.
11	Page 16 Item C.1.d.	PMs: For planning and budgeting purposes, how many performance measures are anticipated to be reviewed for each entity annually?	<p>All performance measures will not require validation by the EQRO. The EQRO will validate seven (7) performance measures per CNN annually which shall include the five (5) incentive-based measures and two (2) additional measures to be determined by DHH at a later date. The two (2) additional measures will include one (1) hybrid measure and one (1) administrative measure.</p> <p>See Addendum #6 Revisions to EQRO RFP Language See CCN-P Performance Measures and CCN-S Performance Measures in the Procurement Library.</p>
12	Page 17 Item C.1.e.	Compliance Review: For clarification, is compliance review for Subpart C (Enrollee rights and protections); Subpart D (Quality Assessment and Performance Improvement); and F (Grievance System) included?	Yes

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13	Page 21 Item 3. d. i	<p>National background checks: "The results shall include all felony convictions and shall be submitted to DHH for review prior to the staff's start of work on the contract."</p> <p>Does DHH require the results of all background checks, including those with no findings, or just those with felony convictions or other hits?</p>	DHH requires the results of all background checks.
14	Page 25 Item E	<p>Fraud and Abuse: Because this refers to "internal controls" we interpret this to refer to fraud and abuse within the contractor's own organization, not fraud and abuse detected in the CCNs. Is this interpretation correct?</p>	This section refers to fraud and abuse within the contractor's own organization.

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15	<p>Page 26 Item F.4.</p> <p>Page 27 Item F.5.</p> <p>Page 34 Item 4.d.iii.</p> <p>Page 36 Item 5</p>	<p>DR/BCP: The RFP mentions including a Disaster Recovery and Business Continuity Plan (DR/BCP) on pages 26, 27, 34, & 36. It doesn't specifically say to appendix a copy of the entire plan, which often is lengthy and contains proprietary information, but to include a plan in the proposal.</p> <p>Should the bidder include a summary of the details of our DR/BCP in the proposal and provide a full copy upon award? Or should a copy of the full plan be attached to the proposal and redacted?</p>	<p>A summary of the plan with submission of the proposal is allowable. However, the contractor must make the complete plan available to DHH upon request.</p>

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16	Page 30 Item D.	<p>Code of Ethics: Are proposers required to inquire of the Louisiana Board of Ethics to determine there is no conflict or violation of the Ethics code if awarded the contract?</p> <p>Or do we state that we do not believe there is a conflict or violation?</p>	It is the contractor's responsibility to determine if an inquiry to the Board of Ethics is required or not.

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17	Page 31 Item K. 2.	<p>Proposal Submission: “Cost proposal and financials should be submitted separately from the technical proposal.”</p> <p>Does this mean that the bidder should submit three separate packages; 1) the Technical Proposal, 2) the Cost Proposal, and 3) the financial statements?</p> <p>If the financial statements are submitted separate from the cost proposal and technical proposal, can the financial statements by themselves be marked confidential in their entirety?</p>	<p>The proposer shall submit 1 original hard copy, and should submit 1 electronic copy and 10 hard copies of the cost and pricing proposal. Only one (1) copy of audited financials shall be submitted.</p> <p>The Technical and Cost Proposals should be in separate binders. The Financial statements may be included with the Cost Proposal under a separate tab or as a separate binder.</p>
18	Page 36 Item O.6.a.	<p>Corp Exp: This item requires references from projects that are completed. May the bidder use references from ongoing contracts with annual EQRO activities that have been completed in the past?</p>	Yes

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19	Page 37 Item 7. f.	<p>Resumes: "Resumes of all known personnel should be included."</p> <p>May resumes be included as appendix items or must they be included in the narrative section of the proposal?</p>	Resumes can be included as an appendix.
20	Page 39 Section IV	<p>Contractual Information: Will the contractor bill the State monthly at a fixed fee-for-service, at the rates noted for each year by CCN-type as contained in the contractor's Cost and Pricing Template (Attachment IV of the RFP)?</p>	Yes
21	Page 41	<p>The electronic version of the RFP on the State website includes Attachment IV. Cost Template as a pdf file.</p> <p>Will DHH provide the cost template in a format respondents can reproduce and use in their proposals (non-pdf)?</p>	Yes

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22	Attachment IV	<p>Cost Template: The form only allows for entering a single price per CCN for years 2 and 3. Is it a requirement that pricing for years 2 and 3 be identical?</p>	<p>See Addendum #8 Revised EQRO Cost and Pricing Template and Addendum #8 Cost Template Instructions</p>
23	Attachment IV	<p>Cost Template: None of the four detail cost tables have a total row. May one row be added to note the total for each of these four tables?</p>	<p>See Addendum #8 Revised EQRO Cost and Pricing Template and Addendum #8 Cost Template Instructions</p>
24	Attachment IV	<p>Cost Template: In the RFP, the total number of CCNs are estimated at between 12 and 18. Failure to specifically state the number of each type CCN may skew the bidder pricing scoring criteria in the RFP.</p> <p>For example: Bidder A and Bidder B derive identical total contract costs of \$1,000,000 per year. However, to calculate price per CCN, Bidder A guesses at 18 CCNs while Bidder B guesses at 12 CCNs per year. Bidder A's estimate of \$55,555 per CCN will prevail over</p>	<p>DHH anticipates a range of 6 – 8 CCNs; however, DHH reserves the right to increase this number based on the number of contracts approved. Awards will be based on per review cost of one (1) CCN-S and (1) CCN-P</p>

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		<p>Bidder B's \$83,333 per CCN, due to setting a lower number of CCNs. This does not substantiate the best value for the state.</p> <p>To ensure apples-to-apples cost comparisons among bidders, please supply the exact number of CCN-S and CCN-P entities to be used in deriving prices, and require disclosure of such on Attachment IV.</p> <p>If, the state is going to supply the number of CCNs, will bidders who fail to use these amounts have their cost proposal treated as non-responsive?</p>	
25	Attachment IV	<p>Cost Template: As we interpret the cost and pricing template, only costs for 1 CCN-P and 1 CCN-S for year 1, as well year 2 and 3 costs for 1 CCN-P and 1 CCN-S should be included.</p> <p>How may we</p>	<p>Yes, the cost evaluation will rely on the total cost for 1 CCN-P and 1 CCN-S for all three years.</p>

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		<p>demonstrate that, due to economy of scale, the costs for implementing additional CCNs will be less than the costs for 1 CCN of each type? For example, administrative and management staffing costs will not necessarily be duplicated as CCN sites are added.</p> <p>Or will the cost evaluation rely solely on the total cost for 1 CCN-P and 1 CCN-S for all three years?</p>	