



DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

REQUEST FOR PROPOSALS
Developmental Disabilities Administration Solicits
(Re-Solicit) Quality Improvement Organization Services (QIO)
MDH-OPASS #21-19004
eMMA# BPM024313 - Issue Date: May 24, 2021

Vendor Questions and Answers #1
Received: June 10, 2021

- Question: (2.3.4.6)** Does "in-person" include the use of video conferencing?
Response: As per the RFP, in-person, face-to-face surveys remain the gold standard, however, survey contractors should prepare to build in capacity to support both in-person and remote surveying; or a hybrid of both depending on varying factors. This flexibility will support changing needs during the COVID-19 Public Health Crisis.
- Question: (4.3)** Proposals are due July 15, 2021 – Just eight (8) days after the due date for questions to be submitted (i.e., July 7, 2021). Bidders will need an adequate amount of time between receipt of the RESPONSES to the questions and the submission due date. Will the Department please provide at least two (2) calendar weeks between the Responses to the questions and the submission date?
Response: Vendors are advised to submit questions as soon as possible. Questions Due Date and Time is 7/7/2021, 2:00pm EST Local Time. Additional information regarding questions may be found by reviewing Section 4.3 within the RFP.
- Question: (2.2.5.1)** It is stated that the sample size for the Monitoring of Basic Waiver Assurances (a-e) is based on the approved performance measure sampling methodology and should be projected at the beginning of the State's fiscal year. Is it the State's expectation that the selected Contractor will select a statistically valid sample by Waiver, or a statistically valid sample from the combined total across all three (3) Waivers?
Response: The sampling must be per waiver.
- Question:** What is the state's anticipated total budget (5 contract years) for this contract they would like to get approved by the Public Review Board?
Response: The total budget will be based on the awarded vendor.



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5. **Question: (2.5.3.3)** Please confirm that the selected Contractor will not complete the HRST, but instead complete an evaluation of: (1) the completed HRST, and (2) the review of the HRST completed by the State. Also, sampling was not referenced for this item. Please confirm that the selected Contractor will complete reviews on a statistically valid sample of HRST assessments and reviews completed.

Response: The selected Contractor will not complete the HRST. Contractors will complete quality reviews.

Reviews include quarterly reviews of HRST Rater and HRST Reviewers completion of the HRST; HRST scores in comparison to incident reports; and HRST scores in comparison to mortality reports.

Specific Performance Measure assessments including:

(a) PM1 - Number and percent of HRSTs completed by HRST Rater based on IntellectAbility standards and within the required timeframe. Numerator = number of HRSTs completed based on IntellectAbility standards and within the required timeframe. Denominator = number of records reviewed; and

(b) PM2 - Number and percent of HRST with a level score of 3 or higher completed by the HRST Reviewer based on IntellectAbility standards and within the required timeframe. Numerator = number of HRSTs completed by the HRST Reviewer based on IntellectAbility standards and within the required timeframe. Denominator = number of records reviewed. These measures will be based on a statistically valid sample approved by the DDA.

HRST Comparison to Incident Reports - Annual comparison of HRST scores with incident reporting including hospital emergency room visits and unplanned hospitalizations. This is based on total hospital emergency room visits and unplanned hospitalizations.

HRST Comparison to Mortality Reports - Annual comparison of HRST scores with mortality reports. This is 100% review.

6. **Question: (5.3)** Can the Department please confirm if vendors should be listing our references in Tab D, Tab H, or both tabs? RFP Section 5.3.2.F.5 discusses the location from which a provider proposes to provide services for this contract. Is this location required to be in Maryland?

Response: The Contractor does not need to be in Maryland. The Offeror shall identify in the Proposal the location from which services will be provided.



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7. **Question: (2.3.4.2.4)** It is indicated that the first year of Utilization Reviews must cover two (2) years of activity. Is it the Department's expectation that the statistically valid sample would be drawn from two (2) years of activities, or that a statistically valid Sample(s) be drawn from each of the two (2) years (i.e., 380 for year 1, another 380 for year 2)?

Response: A sample is drawn for each year. Therefore 380 for year 1 and 380 for year 2.
8. **Question:** Can the Presentation slide deck that was given be distributed to attendees for future reference?

Response: A copy of the presentation slide deck will be distributed to attendees. In addition, a copy will be uploaded to eMMA and the MDH website for future reference.
9. **Question: (Attachment B)** Since startup expenses will vary significantly from ongoing program costs, would the state consider adding a line items for Startup to the Financial Proposal Form, Base Year One? *Also, the two (2) claim tables included in the RFP were not clear. Could they Department please circulate updated/clear copies?

Response: The state will not be providing startup cost. Clear copies of Section 2.3.4.1 Table 2 Provider and 2.3.4.1 Table 1 Claims Tables have been uploaded onto eMMA and the MDH website for review.
10. **Question:** Does the state have an anticipated date to award the contract?

Response: It is the State's goal to award a Contract to the responsible Offeror(s) submitting the Proposal that has been determined to be the most advantageous to the State, considering price and evaluation factors set forth in this RFP (see COMAR 21.05.03.03F), for providing the goods and services as specified in this RFP as feasibility possible. See RFP Section 6 for further award information.
11. **Question: (2.3.2.3)** For the BWA review processes, do you want a representative sample at 95% confidence level with a 5% margin of error for each waiver every quarter? Or for each waiver by review year and then divide that sample by quarter?

Response: Each waiver for each quarter related to the specific measure.

For example: LOC – PM1 Number and percent of new enrollees who have an initial level of care determination prior to receipt of waiver services. Numerator = number of new enrollees (during the quarter) who have a LOC completed prior to entry into the waiver. Denominator = number of new enrollees (during the quarter).
12. **Question: (2.3.2.3)** Sampling requirements outlined in the RFP for this project are complex and significantly drive up the costs due to the large number of reviews the state is requesting. Is it possible to meet with MDAS analytic staff prior to submission of the proposal to ensure all bidders understand the sampling requirements?



DEPARTMENT OF HEALTH

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Response: Sampling requirements are noted in the federally approved waiver applications.

References:

Community Pathways -

<https://dda.health.maryland.gov/Documents/Waiver%20Documents/Community%20Pathways%20Waiver/CPW%20Amendment%203%20effective%20011921.PDF>

Community Supports -

<https://dda.health.maryland.gov/Documents/Waiver%20Documents/Community%20Supports%20Waiver/1.20.21/Community%20Supports%20Waiver%20-%20Amendment%203%20eff%201.19.21.PDF>

Family Supports Waiver -

<https://dda.health.maryland.gov/Documents/Waiver%20Documents/Family%20Supports%20Waiver/1.20.21/Family%20Supports%20Waiver%20-%20Amendment%203%20eff%201.19.21.PDF>

13. **Question:** Does HRST have sampling as well?

Response: Yes. HRST has sampling.

14. **Question:** If not meet, would it be possible for State to release a table that includes the estimated number by review type?

Response: Not applicable.