

**Pre-Proposal Minutes**  
**Tuesday December 18, 2018**  
***"Administrative Service Organization for Maryland's Public Behavioral Health System"***  
**DHMH/OPASS 20-18319**

**MDH Participants:**

Queen Davis – Office of Procurement and Support Services (OPASS)  
Rebecca Frechard – Office of Health Services  
Dana Dembrow – Office of Procurement and Support Services (OPASS)  
Janelle Robinson – MBE Director

**Vendor Attendees:**

Sherron Fulton (MBE) – Momentum, Inc  
Tara McWilliams – Community Care  
Drew Pate – Beacon  
James Giammarco – Community Care  
Dawn Motovidlak (MBE) – Janus Associates  
Melissa Schobure – Univ. of MD SSW  
Stephanie Clark - Beacon  
Stephanie Bryan (MBE) - CMT  
JJ Nathan (VSBE) - ATS  
Elizabeth Britt (MBE) – Britt's Industries  
Mark Junazski – Community Care  
Lisa Benson (MBE) – Mary Kraft  
Lavern Cichon - OPTUM  
Dan Ohler - OPTUM  
Varma Jampana – OPTUM  
Tony Baldwin (MBE) – CMT Services, Inc  
Jennie Yuda (MBE) – Bridging Environments for Health LLC  
William Kowalski – FEi Systems  
Scott Greene – Montgomery County HHS  
Meghan Stokes (MBE) – Janus Associates  
Karl Steinkraus – Beacon  
Ted Ridley (MBE) – Black Stream Technologies, LLC  
Jim Holstein (MBE) – A-Team Solns  
Lisa Kugler – Beacon  
Jo Anne Schneider (MBE) – Chrysalis Collaborations  
Lin Leslie (MBE) – Quality Health Strategies

**Introduction**

Ms. Queen Davis opened the Pre-Proposal Conference held at 10:00 p.m. at 300 West Preston St., Auditorium, Baltimore, Maryland 21201, on December 18, 2018. Ms. Davis reminded everyone to sign in on the sign in sheet in case we need to reach you regarding this procurement.

Maryland Department of Health (MDH) is issuing this RFP in order to secure a Contractor to serve as an Administrative Services Organization (ASO) to provide MDH with administrative support services

to operate the Maryland Public Behavioral Health System (PBHS). The ASO will provide the following support services to MDH: Provider Management and Maintenance; Participant Relations; Registration, Authorization and Utilization Management; Participant and Provider Assistance and Communication; Quality Management and Evaluation; Eligibility; Claims Processing; and Special Projects/New Initiatives.

MDH intends to make a single award as a result of this RFP. See RFP **Section 4.9**.

The contract resulting from this solicitation will be for five (5) years with one one-year renewal option.

Carefully review **Section 1 – Offerors Minimum Qualifications** beginning with page of the RFP. Ms. Davis gave an overview of the minimum qualifications as listed below:

### **1.1 Offeror Minimum Qualifications**

To be considered reasonably susceptible of being selected for award, the Offeror must document in its Proposal that, within the last seven (7) years, the following Minimum Qualifications have been met:

**1.1.1** The Offeror shall be accredited under National Committee for Quality Assurance (NCQA) or URAC (formerly Utilization Review Accreditation Commission) as a managed behavioral health care organization. Required Documentation: As proof of meeting this requirement, the Offeror shall provide with its Proposal evidence of accreditation.

**1.1.2** Offeror or any subcontractor of the Offeror shall not be a Maryland Medicaid provider. As proof of meeting this requirement, the Offeror shall certify in its Proposal that it is not enrolled as a Maryland Medicaid provider nor will subcontract with a Maryland Medicaid provider.

**1.1.3** The Offeror will have a minimum of three consecutive years of experience as an Administrative Services Organization (ASO) managing an array of services for individuals who have moderate to severe behavioral health needs that are financed with Medicaid (State and federal funds) and State-only-generated funds, or similar braided funding. As proof of meeting this requirement, the Offeror shall provide with its Proposal evidence of managing a system that serves a minimum of 100,000 Medicaid covered lives for a single publicly funded behavioral system.

Ms. Davis reminded attendees to carefully review specific sections of the RFP for critical instructions and guidance on the procurement process as follows:

**Section 2 – Contractor Requirements: Scope Work** which begins on page 9 of the RFP. She also instructed the attendees to carefully review

**Section 3 – Contract Initiation Requirement** which begins on page 73 of the RFP as this section lists the expectation of the Contractor and the methodical management of the contract from initiation through award and requirements compliance.

**Section 4 – Procurement Instructions – pg 100** - lists the general rules and regulations of the State of Maryland's procurement process. This section also lists the procurement requirements, in detail, for a contract to be awarded as a result of this solicitation.

Please note, there is an MBE participation goal associated with this solicitation. That goal **MBE is 18%. There is also a 2% VSBE participation goal for the contract resulting from this solicitation.**

**Ms. Janelle Robinson, MDH's MBE Director will give you more detail on this participation and what is expected from you. See the attached instructions and sample of a completed MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D1A) form.**

So, again be sure to complete the MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D1A). This attachment must be provided in a separately sealed envelope. *If an offeror fails to submit Attachment D1A with the offer as required, the Procurement Officer shall deem the proposal non-responsive and shall determine that the offer is not reasonably susceptible of being selected for award.* **See section 3.12 Minority Business Enterprise (MBE) Reports** MBE Goal (see **Section 4.26**)

In addition, a 2% VSBE (Veteran-Owned Small Business Enterprise) goal has been established for this contract. Be sure to complete the VSBE Utilization and Fair Solicitation Affidavit (Attachment E1). **See section 3.13 Veteran Small Business Enterprise (VSBE) Reports** VSBE Goal (see **Section 4.27**)

**Section 5 – Proposal Format** - Offerors are required to submit their responses to the RFP in two parts, Volume I – Technical Proposal (separately sealed envelope) and Volume II – Financial Proposal (separately sealed envelope). Each envelope shall bear the RFP Title and number, name and address of the Offeror, and closing date and time for receipt of the proposal. Pages of both volumes shall be consecutively numbered. The general format for this proposal is clearly stated under **Section 5.2 - Proposal Delivery and Packaging**. Section 5.2.5 lists the number of proposals to be submitted. MDH requires one (1) original and 6 duplicate copies of each Volume (technical and financial) marked and sealed accordingly. In addition, the Technical Proposal in searchable Adobe PDF format and a second searchable ADOBE PDF copy of the Technical Proposal with Confidential and Proprietary information redacted is required (see Section 4.8). an Electronic version of the Financial Proposal in searchable ADOBE PDF Format and a second searchable ADOBE pdf copy of the Financial Proposal w/confidential and proprietary information redacted is required (again, see section 4.8)

Please see section 5.2.6 for labeling of the sealed submissions.

NOTE: Omit all pricing information from the Technical Proposal (Volume I). Include pricing information only in the Financial Proposal (Volume II).

A brief transmittal letter prepared on the offeror's letterhead and signed by someone who is authorized to commit the offeror to the services and requirements of the RFP is requested. Be sure to include your FEIN or SSN, acknowledgement of addenda, if applicable and please include your e-mail address.

Please read Section 5.2.7 – 5.2.9 for additional Submission formatting Instructions.

### **5.3 Volume II – Financial Proposal**

The Financial Proposal shall contain all price information in the format specified in **Attachment B**. The Offeror shall complete the Financial Proposal Form only as provided in the Financial Proposal Instructions and the Financial Proposal Form itself. Do not amend, alter, or leave blank any items on the Financial Proposal Form or include additional clarifying or contingent language on or attached to the Financial Proposal Form. Failure to adhere to any of these instructions may result in the Proposal being determined to be not reasonably susceptible of being selected for award and rejected by MDH.

**Section 6 – Evaluation and Selection Process begins on pg. 124** are outlined starting with Subsection 6.1 (page 124). Your proposals will be evaluated by a committee organized for that purpose and will be based on the criteria set forth in the RFP. The Technical Criteria, listed in descending order of importance, can be found in Subsection 6.2. (page 124) with the Financial Criteria listed in Subsection 6.3 (page 124). The Selection Procedure is highlighted in Subsection 6.5 (page 125). As noted, the contract will be awarded to the responsible Offeror that submitted the proposal determined to be the most advantageous to the State considering technical evaluation factors and price factors as set forth in the RFP. In making the most advantageous Proposal Determination, technical factors will receive greater weight than financial factors.

Other than composing your technical and financial proposals, the most important matter is to get your proposals to us by the date, time, and location listed. Your proposals are due no later than ***Tuesday, January 22, 2019 at 2:00 p.m. Local Time.*** The address for receipt of proposals is listed on the Key Information Summary Sheet (page 3) ***No proposals will be accepted after Tuesday, January 22, 2019 2:00 p.m. Local Time.*** Please address your proposal packets to the same address listed for the Procurement Officer on the Key Summary Sheet. The three acceptable means of delivering a proposal are (see subsection 4.3 Delivery): (1.) The U.S. Postal Service, (2.) Hand Delivery by Offeror - ask for receipt and (3.) Hand Delivery by Commercial Carrier - ask for receipt.

Currently the closing date for questions is December 28, 2018 at 2:00 Pm Local Time.

Please review the Key Information Summary Sheet beginning on page 2 as it lists contact information as well as other information important to this solicitation.

### **Program's Overview:**

Ms. Frechard reviewed the key components of the contract as well as desirable qualities in an ASO. The ASO must be collaborative with MDH, flexible, nimble and responsive to necessary changes that aim to improve the overall delivery of behavioral health services in Maryland. Although this is a similar contract in the key areas there are new components and new expectations for this “2.0” contract now that Maryland has a better understanding of the SUD landscape and is expanding technical expertise in these areas.

Specific areas highlighted include:

- Provider Relations department requires Maryland specific knowledge, use of Maryland terminology in responding to external inquiries and in communications with the Department, and be responsible for routine updates to all provider relations staff.
- The claims Department need to be responsive to the needs of providers which are the entities serving consumers of behavioral health services with a robust and accurate Management Information System for both Medicaid and State only claims payments.
- Provider Manual and Provider Website must be nimble, searchable, functional, easy to use, connected and updated routinely. The manual and website are the backbone of all services. It is the first place providers should be able to turn for assistance.

- The ASO should be bringing their national expertise in advising the Department of how they manage services in other states, even as a different health entity and to lead the effort of surveying other state's landscapes to make recommendations for improvements to Maryland's system.
- The Audit and Compliance unit teams should possess a clear, concise, and meaningful understanding of Maryland's regulations and be able to cite source materials for providers undergoing audits to improve their business practices and compliance with regulations. The immediate goal of the audit and compliance teams should be to support compliance efforts and to drive quality of care within Maryland's Public Behavioral Health System.
- Expectation of clinical excellence and ability to give clinical input, advice and direction from the ASO's clinical teams

In drafting responses to the RFP, the bidders should list each focus and assumption in a clear manner and, in particular, use experiences in other markets/other State's to demonstrate the unique qualities you would bring to Maryland's efforts.

Note that the Optional services, while important, are 20% of the financial evaluation. These services are important, but the primary responsibility of the ASO is the implementation of the key components: Provider Management and Maintenance; Participant Relations; Registration, Authorization and Utilization Management; Participant and Provider Assistance and Communication; Quality Management and Evaluation; Eligibility; Claims Processing; and Special Projects/New Initiatives.

**See chart for Q&A** – some were raised during the meeting and others were added by 12/26.

Additional questions may be sent until 12/28 and a second Q&A document will be issued within 2 weeks of 12/28 and will include all current outstanding responses.

Meeting adjourned at 11:14 a.m.