

REQUEST FOR PROPOSAL
Developmental Disabilities Administration (DDA)
QUALITY IMPROVEMENT ORGANIZATION SERVICES (QIO)
MDH/OPASS #19-17890/MDM0031039377

Questions and Answers #2			
RFP Page Number	Section Number	Question	Response
	Section 2.3.9.8	Is it an absolute requirement that MIS staff with three years of experience in Utilization Review of Medicaid Services? This requirement is extremely restrictive since IT is a shared resource, let alone finding a IT resource that has this specific experience. Will experience in the Healthcare field be allowed?	No
		For the MIS staff position, can vendors substitute 20 years of experience in place of a Bachelor's or Master's degree?	No
	2.3.9.9	For budgeting purposes, the number of training hours would need to be incorporated, does the awarded Contractor budget by hours or by people?	Training is uncompensated
	2.3.9.9	With respect to the first sentence, are we to understand that this goal pertains to the NCI Family Surveys only?	Yes
	Financial Section of the RFP	Concern: This RFP gives the impression that there may need to be some capacity building in partnership with the DDA. It looks like there is no mechanism for compensation (invoicing) until the survey process begins and usually in a contract you usually see a wrap-up or start-up cost.	Correct
	2.3.9.6.2	Can an active RN license be substituted for a Bachelor's degree?	No
	2.3.9.7	Is there a requirement for on-site review staff to work in an individual DDA Regional Office when they not on-site or can they work from a Maryland location determined by the Contractor (i.e., a contractor site)?	They can work from any MD location

	2.3.9.9	This section states that a minimum of 50% of the interviewers employed by the contractor shall be people with ID/DD. Please clarify that the term, employed, in this instance, covers any staff serving in this role including those provided by a subcontractor or staffing agency and is not limited to being employed by the prime contractor.	At least 50% of the staff conducting the face to face interviews need to be people with ID/DD
	2.3.9.9	The last 2 sentences of this section read as follows: "The Contract Monitor must approve all staff two weeks in advance before beginning work. The Contractor must submit the resume for review 7 business days before the proposed survey date." Please clarify when approval must occur – one or two weeks ahead of time. If personnel have been approved two weeks in advance, why does a resume need to be submitted one week prior to an actual survey date?	The resume should accompany the request for staff two weeks before they begin work
	2.3.10.2	This section states that DDA trainings will be held via webinars across the state. Section 2.3.20.3 states that the Contractor must provide for its staff travel, lodging, and food in order to attend trainings. For pricing purposes what is the volume and the time that should be allocated for the webinar trainings required for Contractor staff for each of the years of the contract? Is it correct to assume that webinar training is remote training and does not require travel to a specific location?	Training could be onsite or webinar.
	2.3.10.2	This section states that DDA trainings will be held via webinars across the state. Section 2.3.20.3 states that the Contractor must provide for its staff travel, lodging, and food in order to attend trainings. For travel-related pricing purposes, how many of the trainings will be conducted in-person each year, where are the expected locations of such trainings, and what amount of time should be allocated to such trainings to be attended by Contractor staff?	Training could be onsite or webinar and is one time only.

	2.3.11.1.2	<p>Is the Contractor require to compile the information from Incident, Serious Incident, and Monitoring reports to perform the tracking and trending addressed in this section, or will the information be provided to the Contractor as a data file for analysis by the Contractor? If the latter, who will provide the information and in what format?</p> <p>ATTACHMENT J – HIPAA Business Associate Agreement</p> <p>The State of Maryland and HSBC waiver beneficiaries will be disclosing patient information to the Contractor as a representative of the State of Maryland in compliance with Maryland and Federal law. In other similar contracts with the State of Maryland, a Business Associate Agreement (BAA) was not required (but the Data Use Agreement was required as it is in this solicitation). Will you agree to eliminate the BAA as a requirement under this contract? If not, please explain the rationale for the BAA.</p>	The DDA will provide the data. A BAA and/or DUA will be required
	2.3.9.5	Can an active RN license be substituted for a Bachelor’s degree with 4 additional years of experience so that the total years of relevant clinical experience is 14?	No
		Targeted review volume was in the RFP's Financial Proposal Form as 100 for year 1 and 50 thereafter. If additional targeted review are necessary, will the contractor be required to notify the state for approval, obtain a notice to proceed along with a contract amendment and funding to support the additional volume? if no, please explain how the effort and cost will be covered.	Yes

	2.3.11.3.2	In answers to questions regarding RFP Section 2.3.11.3.2 it is stated that interviews are to be performed as detailed in Basic Assurance. Please clarify if the state is expecting the contractors to perform interviews with participants/ consumers for each of the following types of reviews: Level of Care, Service Record, Qualified Provider	No
	2.3.9.2	In answers to questions regarding 2.3.9.2, please clarify that the Project Manager would be acceptable with a Bachelor's Degree and 5 years of experience	No
		The Financial Proposal Form shows complete years: 3 base years and 2 additional options. Is the contractor to price to the pricing templates or will the RFP be amended to include 3 years and 6 months from Jan 2,2019 to June 30,2022 as stated in the answers to questions regarding Attachment M, 3.1	The contract is only 5 years. Each year is one year
		The instructions in the financial proposal template state that the quantities are estimates only and that there is no minimum or maximum guaranty. There is no line item to cover the full-time key personnel (who must be on the contract no matter the quantities.) This same comment applies to the 4 regional supervisors that are also required (no matter the quantity). How are the contractor's cost to be covered if there are no guaranteed minimum quantities of work? please consider adding a line item that will cover management costs in a manner like the data systems are presently covered.	Minimum quantities are noted for each type of review- Utilization Review
		Since all sampling is retrospective and is applied to services delivered in the prior year, why would any of the quantities be unknown or subject to change. Please explain this.	Standard language, however, the scope of work contains minimum quantities

2.3.3	14	Does the annual Utilization Review sample of 380 mean that 380 of the 6,000,000 paid claims need to be reviewed via a remote audit, or does it mean 380 individuals will be sampled and some portion of their claims need to be reviewed?	380 individuals will be sampled
2.3.3 - 2.3.3.4	14-16	Are the activities associated with Sections 2.3.3.1.1 and 2.3.3.1.4 connected to and driven by the 380 sample of claims (or individuals per above question) established in 2.3.3, or are unique/independent samples required for these activities?	380 individuals will be sampled
2.3.8.2 (b)	21	What type of "link" is expected for the other State owned and/or contracted information systems to the Contractors data system? Please name and describe these other State owned and/or contracted information systems. Do they have unique identifiers for providers and consumers?	Yes, there is a unique identifies for the provider and consumers. DDA uses the PCIS2 and LTSS
2.3.8.3	21	Is there a required timeframe within which the public web page needs to be up and running?	No, timeframe we expect to be included in the proposal
RFP Key Information Summary Sheet & Attachment M Contract Section 3.1	iv and 125	<p>"RFP Key Information Summary Sheet Contract Duration states, ""Three (3) based years with two (2), one (1) year options. Attachment M Contract, Section 3,1 states, ""From this Go-Live date, the Contract shall be for a period of approximately (3) years beginning 01/01/2019 and ending on 6/30/2022.""</p> <p>Is the intended period of performance dates for each Contract Year, begin with Year 1 as 18 months and then by fiscal year for the remaining years (see below)?</p> <p>Year 1: 01/01/2019 - 06/30/2020 (1st Year + 6 months)</p> <p>Year 2: 07/01/2020 - 06/30/2021</p> <p>Year 3: 07/01/2021 - 06/30/2022</p> <p>Option Year 1: 07/01/2022 - 06/30/2023</p> <p>Option Year 2: 07/01/2023 - 06/30/2024"</p>	The Contract shall be for a period of approximately (3) years beginning 01/01/2019 and ending 12/31/2022.

Attachment B-2 Financial Proposal Form, Excel	Attachment B-2, MS Excel Spreadsheet	<p>The Excel version of Attachment B-2 Financial Proposal Form is a "Protected Sheet" which prevents input into required data fields such as on the QIO Summary Sheet, rows 30-36 the FEIN, eMM# and other Company Information.</p> <p>Could we get a MS Excel version of Attachment B-2 Financial Proposal Form with the "Protect Sheet" removed?</p>	The input fields are not protected. Lines 30 to 36 are intentionally protected. Vendors have to print and complete that section, including the signature line.
Attachment B-2 Financial Proposal Form, Excel	Attachment B-2, MS Excel Spreadsheet	<p>"Attachment B-2 Financial Proposal Form, Tab: QIO Year Two has (2) Tasks with the same Task numbers. 2.3.2.5.3 Critical Incident Reviews 2.3.2.5.3 Qualified CCS Provider Reviews</p> <p>In Tab Year Two; should Task 2.3.2.5.3 Qualified CCS Provider Reviews be Task 2.3.2.5.4 as in Year One?"</p>	Correction: 2.3.2.5.4 - Qualified CCS Provider Review
Attachment B-2 Financial Proposal Form, Excel	Attachment B-2, MS Excel Spreadsheet	<p>Attachment B-2 Financial Proposal Form, Tab: QIO Year Three has (2) Tasks with the same Task numbers. 2.3.2.5.3 Critical Incident Reviews 2.3.2.5.3 Qualified CCS Provider Reviews</p> <p>In Tab Year Three; should Task 2.3.2.5.3 Qualified CCS Provider Reviews be Task 2.3.2.5.4 as in Year One?</p>	Correction: 2.3.2.5.4 - Qualified CCS Provider Review
Attachment B-2 Financial Proposal Form, Excel	Attachment B-2, MS Excel Spreadsheet	<p>"Attachment B-2 Financial Proposal Form, Tab: QIO OPTION Year One is missing Task ""2.3.2.5.3 Critical Incident Reviews"" as seen in Years One through Three.</p> <p>Should OPTION Year One include the Task ""2.3.2.5.3 Critical Incident Reviews""?"</p>	No, the option years do not include Critical Incident Reviews

Attachment B-2 Financial Proposal Form, Excel	Attachment B-2, MS Excel Spreadsheet	<p>"Attachment B-2 Financial Proposal Form, Tab: QIO OPTION Year Two is missing Task ""2.3.2.5.3 Critical Incident Reviews"" as seen in Years One through Three.</p> <p>Should OPTION Year Two include the Task ""2.3.2.5.3 Critical Incident Reviews""?"</p>	No, the option years do not include Critical Incident Reviews
Attachment B-2 Financial Proposal Form, Excel	Attachment B-2, MS Excel Spreadsheet	<p>"Attachment B-2 Financial Proposal Form, Tab: QIO Year Three Task ""2.3.5.1.1 Adult Consumer Survey-Face to Face"" Quantity is 2520 with a *Note this was adjusted for a 5% increase. However, Tab Year Two Task ""2.3.5.1.1 Adult Consumer Survey-Face to Face"" Quantity of 1680 x a 5% increase = 1764 Total. This is 756 less than the Quantity 2520 shown in Tab Year Three for this task.</p> <p>Is Tab Year Three Task ""2.3.5.1.1 Adult Consumer Survey-Face to Face"" at a Quantity of 2520 correct?"</p>	The quantity is incorrect. I should be 1,764 for Year 3; 1,852 for Option Year 1; and 1,945 for Option Year 2. This will be corrected
Attachment B-2 Financial Proposal Form, Excel	Attachment B-2, MS Excel Spreadsheet	<p>"Attachment B-2 Financial Proposal Form, in all Years 1-3 and Option Years 1-2, lists Task ""2.3.3 Utilization Reviews"" at a Quantity 380 for pricing.</p> <p>Should Task "2.3.3 Utilization Reviews" be a Section Header with No Quantity or Price; the same as Tasks Headers for Sections 2.3.2 Basic Waiver Assurances, 2.3.5 NCI Survey and 2.3.6 CQL Accreditation?</p>	Correct
2.3.9.9	24	RFP states: Interview Personnel shall possess a minimum of three (3) years of experience within the last five (5) years in public sector quality satisfaction survey of people with ID/DD. Are there exceptions to this for people with IDD?	Yes

2.3.3.4	18	If a Remote Audit does not result in a Targeted Audit, is an "in person" or face to face exit interview still required with the provider?	No
2.3.8.3	21	What does the State envision in the Provider Quality Reporting System?	The Provider Quality Reporting System should focus on the areas of the review
RFP Section 2.3.6.1 and Attachment B-2 Financial Proposal Form, Excel	RFP Page 20 and Attachment B-2, MS Excel Spreadsheet	RFP Section 2.3.6.1 references (a), (b) and (c) requirements, however Attachment B-2 Financial Proposal Form, in all Years 1-3 and Option Years 1-2, does not include the 3rd requirement of 2.3.6.1.(c) Assessment of capacity building, networking accreditation, person-centered and infrastructure analysis. Should Task "2.3.6.1.(c) Assessment of capacity building, networking accreditation, person-centered and infrastructure analysis" be included in the 2.3.6. CQL Accreditation section on the B-2 Financial Proposal Form?	This task is not required in the option years.
2.3.3, 2.3.3.1.4, and Financial Proposal Form Attachment B-2	14, 16, and Attachment B-2	In Section 2.3.3 DDA defines the sample size for Remote UR Audits as 380. In Section 2.3.3.1.4, DDA says the Year 1 sample should be drawn from two previous years of data. We interpreted this to mean we would still use a sample size of 380, but we would be pulling it from a larger pool of paid claims (two years' worth). In looking at the Financial Proposal Form however, Year 1 shows a quantity of 760. Is it DDA's desire to double the sample size and resulting Remote UR Audit activity for Year 1, or for the contractor to conduct 380 Remote UR Audit activities in Year 1 but simply pull the sample from a two year pool of paid claims?	Since the Year 1 sample includes 2 prior years, DDA expects a sample size of 760.

2.3.5.1.1 (a-b) and Financial Proposal Form Attachment B-2	18 and Attachment B-2	We previously submitted a question regarding the difference between the 1600 Adult Consumer Face to Face Surveys in 2.3.5.1.1.a and the 400 in 2.3.5.1.1.b, anticipating the state wanted 400 total surveys completed to operate in line with the standard NCI requirements for reporting. We would like to also note the discrepancy between these numbers and the quantity of Adult Consumer Face to Face Surveys identified on the Financial Proposal Form, which start at 1600 in Year 1, and increase to 1680, 2520, 2646, and 2778. These are all numbers well in excess of NCI expectations that will result in significantly higher contract costs for the state. Are these the expected targets or is 400 the target number to be used for cost purposes?	The DDA is requesting face to face surveys of 1,600 to ensure there is a minimum of 400 complete and accurate face to face surveys.
2.3.5.1.2 (a-b) and Financial Proposal Form Attachment B-2	19 and Attachment B-2	Similar to the question above, the expectation is that DDA would like to get 400 responses for each of the two mail out surveys, however, the Financial Proposal Form lists 11,000 in Year 1, and 11,550, 12,127, 12,733, and 13,360 for future years. Are these the expected targets or is 400 per mail out survey type the expected return number to be used for cost purposes?	The 11,000 in Year 1 is the number of surveys that need to be sent out to ensure there are a minimum of 400 complete surveys for the Adult/Family survey and the Family/Guardian survey.
Financial Proposal Form		Portions of the Excel price sheet are locked.	All cells except those in which the Offeror enters its line item prices must be locked. Include the signature block (date, company name, address, FEIN, eMM#,telephone and fax number) in your Financial Proposal Form.

*** See Revised Financial Proposal Form***