

State of Delaware

RFP for Professional Services:  
Office of Value-Based Health Care Delivery  
Contract No. DOI 19002- HEALTH\_CARE

Potential Bidder Question/Response Matrix – Supplemental Response

Question Number	Section Number	Paragraph Number	Page number	Text of Passage Being Questioned	Question	Department's response
1.	Section II. A.8.	1	5	Disclosure of any contractual relationship with insurance entities. The successful Vendor will be one who is independent of the insurance industry, not including other state or federal regulating bodies.	Please provide more detail on your definition of "independence from the insurance industry." Please confirm if you mean to exclude bidders who are owned or partially owned by insurance companies, not firms that provide consulting advice to insurance companies. If we provide consulting services to insurance companies or managed care organizations but we firewall staff to preclude conflict, do you consider that "independent of the insurance industry?"	The Department is interested in appealing to as wide an array of bidders as possible. It is for this reason that the Department is requesting that potential bidders disclose any contractual relationships with insurance entities, rather than using a contractual relationship with an insurance company as an automatic disqualifier.

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2.	A. Discrete Billable Services	4, bullet point 3.1	44	The calculation of the amount of primary care spending in this State, including data from the Delaware Health Care Claims Database	Will the vendor be responsible for the cost of licensing the Delaware Health Care Claims Database (HCCD) or will the State provide the data without a licensing fee? Will all data processing occur on the vendor's servers or will the State allow access to data and reports in the Delaware Health Information Network?	The vendor will not be required to pay a licensing fee for the HCCD. The data processing will occur on the vendor's servers; the State will not allow direct access to the Network. See also RFP page 30 paragraph 3. "Production Environment Requirements."
3.	A. Discrete Billable Services	4, bullet point 3	44	Collect data and develop reports regarding carrier investments in health care to monitor and evaluate all of the following: . . . .	In addition to using the HCCD, what is the scope of data collection required to obtain information from carriers regarding carrier investments in health care, carrier compliance, and spending data throughout the state?	The successful vendor is responsible for identifying what other data are required to make complete and appropriate evaluations as required by the statute.
4.	Appendix B—A. Discrete Billable Services	3	44	The purpose of the Office, as stated in the enabling statute is to "reduce health care costs in Delaware by increasing the availability of high quality, cost-efficient health insurance products that have stable, predictable, and affordable rates" (see 18 Del.C. § 334(a)).	Does the statute provide the Office any enforcement or other means to encourage participation by carriers and providers?	No. However, the Office is to be established within the Department of Insurance, and the Department has a variety of means for enforcing the requirements of the legislation.

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5.	Appendix B—A. Discrete Billable Services	All	44-45	N/a	Will the Contractor need to provide training or support to carriers and providers in the State regarding new policies or procedures?	Carriers and providers generally handle their own training, but are welcome to seek the Department's advice as needed. To the extent that questions are specific to the Office of Value Based Health Care Delivery, Department staff may reach out to the Office for advice in responding to them.
6.	Appendix B Discrete Billable Services	4, bullet point 2	44	"Establish targets for carrier investment in primary care...." and "Annually evaluate primary care spending, with consideration of overall total health-care spending;"	Is the vendor expected to use previously published approaches to evaluating primary care spending relative to overall total health-care spending? Or should the vendor have the capability to develop a revised approach relevant to the organization and delivery of primary care in Delaware?	The vendor should have the capability to evaluate existing approaches as well as to develop alternative relevant approaches.

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7.	Appendix B and Appendix B—Discrete Billable Services	1-3	44	n/a	How will this Office integrate and work with other DOI offices and other state agency offices?	<p>The Primary Care Collaborative (PCC) is convened by the Delaware Health Care Commission. See <a href="#">16 Del.C. § 9904A</a>. The Office of Value Based Health Care is established in the Department pursuant to 18 Del.C. § <a href="#">334(a)</a> and <a href="#">82 Del. Laws, c. 189, § 2</a>. The Office will collaborate with the Department and the PCRC as required under 18 Del.C. § 334. See also ChooseHealthDE.com for more information regarding Delaware's "<a href="#">Road to Value-Driving change to make health care better for all of us</a>" plan.</p> <p>Additionally, the Department is a member of the <a href="#">National Association of Insurance Commissioners</a>, which is actively involved in the healthcare innovation space and in whose progress the Department monitors and participates.</p>

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8.	Appendix B. Scope of Services	2	44	The successful Vendor will enter into a contract with the Department and will hold the title of Director, Office of Value-Based Health Care Delivery of the Delaware Department of Insurance.	What is the expected EOI for the project?	The Department is not able to respond to this question for lack of a definition of "EOI."
9.	Appendix B. Scope of Services	2	44	The successful Vendor may maintain a primary office at a location of its choice, but it is expected that the successful Vendor will be available for consultation in person and by other means as reasonably requested by the Department.	What percentage of time should the Vendor be available for consultation in person?	The Department does not have a set estimate of time for which the successful vendor should be available for in person consultation. Note that the Department understands the remote working space and has teleconferencing capabilities.
10.	Appendix B—A. Discrete Billable Services	17	45	Be responsible for forming and directing the Office and providing adequate staffing to fulfill the requirements of the Office . . . .	Based on other Delaware state office staffing models as well as comparable offices in other states, we assume you are looking for 4-6 FTE to provide staffing for this Office. Please confirm if this matches your expectations.	Given the complexity and novelty of the project to the Department, the Department does not have an estimate of the number of full time employees that will be necessary to staff the Office.

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11.	Appendix B—A. Discrete Billable Service	21	45	Provide training, technical and IT support for all of its employees/contractors.	Can you clarify how this Office will be integrated with DOI's IT infrastructure and if DOI will provide any IT support?	The Office will not be integrated into DOI's or the State's infrastructure.
12.	Appendix C. Payment Schedule	n/a	47		What is the contract type and budget for this project?	The terms of the contract are included in the RFP at section 7 beginning on page 19. Given the complexity and novelty of the project to the Department, the Department and the State are continuing to explore a budget for this project.

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	Required reporting		31	In accordance with Executive Order 44, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes: minority (MBE), woman (WBE), veteran owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded contract.	Is there and MBE, WBE, VOBE or SDVOBE requirement under this contract?	No.