



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: September 25, 2020

RFP# HSS-20-015
Independent Verification and Validation Services

for

The Department of Health and Social Services

Date Due: October 28, 2020
By 11:00 AM EDT

ADDENDUM # 1
Questions and Answers

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE
MENTIONED RFP.

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Purchasing Services Administrator

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**HSS 20 015 Independent Verification and Validation Services (IVV)
Q and A**

Page 3 III. B. General Evaluation Requirements

1. How will these requirements relate to the Proposal Selection Criteria on page13?

Vendor must address all General Evaluation Requirements, which are further detailed in the Proposal Selection Criteria. The Proposal Selection Criteria list the weights assigned to each category and determines how proposals will be evaluated.

Page 11, Section IV. B. 25. Business References

2. Are these references the same as the references requested on page 47 and 51?

The references requested in Appendix B should entail a list of states and agencies for which a vendor has performed a specific task, such as Outcome-Based Certification (OBC). Formal references as described in the business reference section on page 11 of the RFP do not need to be provided here.

Page 13, Section IV. C. (2.) Proposal Selection Criteria

3. Please explain how the Criteria Weights relate to the proposal sections. Ideally each proposal section would be assigned a certain number of points.

Evaluation criteria and weights are listed on page 17.

Page 13, Section IV. C. (2.) Proposal Selection Criteria

4. What proposal content will Suitability of Approach/Methodology apply to?

Appendix B, Scope of Work

Page 47, Appendix B, C. Technical Specifications

5. A technical proposal is mentioned here, but it is not mentioned elsewhere or referred to in the evaluation criteria. Please clarify what this section of the proposal should include and where in the proposal package it should be included.

Proposals can be separated into two sections as follows:

- a. Technical proposal – which describes how the vendor will provide the requested services
- b. Business Proposal – which lists pricing and/or a narrative explaining pricing

Page 47, Appendix B, C. (3.) Approach and Methodology

6. Would DHSS prefer a point by point response to B. Vendor Requirements, or would a description of our IV&V methodology be better?

The vendor should provide a point by point response and any additional narrative necessary to explain the vendors methodology.

Pages 47-51 Appendix B, D. DMMA REQUIREMENTS AND SPECIFICATIONS

7. Please provide an outline and an organized set of instructions on how to respond to pages 47-51. It is difficult to know what should be addressed in the proposal and what is a general requirement. Are these separate requirements from other DHSS divisions?

A point by point response is required from the vendors. Acknowledgement of the requirement, discussion of vendors understanding, discussion of experience, and/or any additional narrative that explains the vendors approach to each point should be provided.

Page 51 Appendix B, D. DMMA REQUIREMENTS AND SPECIFICATIONS; 3. Explain in detail all CMS IV&V work completed...

8. This requirement asks for detail on CMS IV&V work and for 3 state references. Are there references in addition to the references requested under Appendix B, C. Technical Specifications?

The references requested in Appendix B should entail a list of states and agencies for which a vendor has performed a specific task, such as Outcome-Based Certification (OBC). Formal references as described in the business reference section on page 11 of the RFP do not need to be provided here.

Appendix B, D. DMMA REQUIREMENTS AND SPECIFICATIONS; 2. OBC experience

9. Are the OBC references in addition to the other references requested in the RFP?

The references requested in Appendix B should entail a list of states and agencies for which a vendor has performed a specific task, such as Outcome-Based Certification (OBC). Formal references as described in the business reference section on page 11 of the RFP do not need to be provided here.

Page 52-57, Appendix C PERFORMANCE STANDARDS AND QUALITY MANAGEMENT

10. Are the penalties described in this Appendix negotiable either at the master contract level or the statement of work level?

Identify any exceptions to requirements on the Exception Form (Attachment 3 of RFP). This can be discussed further during contract negotiations.

11. Given the additional information and requirements listed for DMMA CMS mandates, does it represent the “current need” for IV&V services? Will IV&V work associated with MMIS be awarded to a single vendor as a part of this solicitation?

Multiple systems make up DMMA’s MMIS system. There are various modules including a data warehouse with SUR support, Core MMIS (Provider, Claims, Member, Managed Care, Prior auth, TPL, etc.), Pre-Admission Screening and Resident Review (PASRR), and Electronic Visit Verification (EVV) system and an Eligibility system. DMMA is preparing to assess the Medicaid enterprise using the Medicaid Information Technology Architecture (MITA) in 2021. This will allow us to identify a roadmap for achieving future goals and align our systems with our needs. We do not yet know the system projects that will be involved. It is possible that one or multiple IV&V vendors would be used, depending on timing and interdependencies of the projects.

12. Has Delaware replaced MMIS Modules and which modules are being considered for the next phase of replacements?

Multiple systems make up DMMA's MMIS system. There are various modules including a data warehouse with SUR support, Core MMIS (Provider, Claims, Member, Managed Care, Prior auth, TPL, etc.), Pre-Admission Screening and Resident Review (PASRR), and Electronic Visit Verification (EVV) system and an Eligibility system. DMMA is preparing to assess the Medicaid enterprise using the Medicaid Information Technology Architecture (MITA) in 2021. This will allow us to identify a roadmap for achieving future goals and align our systems with our needs. We do not know the system projects that will be involved.

13. Appendix B Section D3.2 - Oversight: What SDLC methodology does the State of Delaware use? Waterfall, Agile or a combination of both? Is the current version of the Delaware SDLC publicly available, and if so, where is it posted?

For DSS, the methodology we have used has been waterfall or hybrid agile. For the other Divisions the State uses a combination of both methodologies. This is decided on a project by project basis. There is no standard version to share.

14. Appendix B - C.1: Is there a minimum number of qualifications needed to be provided for this RFP?

There is no minimum number of qualifications, but evaluation will be based on the quality of the qualifications and the amount of experience demonstrated.

15. Appendix B -C.1c: Are the references identified in the qualifications section supposed to be the same as, or different than, the Attachment 5 – Business References?

DSS is looking for one set of comprehensive references.

16. Appendix B: D. DMMA REQUIREMENTS AND SPECIFICATIONS: Are these three state references in addition to the three references requested to be listed in Attachment 5?

The references requested in Appendix B should entail a list of states and agencies for which a vendor has performed a specific task, such as Outcome-Based Certification (OBC). Formal references as described in the business reference section on page 11 of the RFP do not need to be provided here.

17. DMMA References ("Outline your experience with OBC and provide other State references if applicable.") Is this state reference in addition to the others requested?

Yes. Delaware is trying to understand your experience. This is not a formal list of references as requested for Attachment 5. Please list the states and projects for which you have provided the services.

18. Appendix C ("Performance Standards and Quality Management") Is this section meant to be considered part of term and conditions? Should this section be included in the RFP response?

Yes. Please address in the RFP response.

ACORD Statement

19. Page 22, Item 5. Is it correct that your request for an ACORD statement from the awardee should NOT include the State as an additional insured?

The State of Delaware should never be listed as an additional insured.

Certifications/Licenses

20. Page 3, Item A.1. Which Delaware license(s) and/or certification(s) are we expected to provide with our proposal?

A Delaware Business license issued by the Division of Revenue must be provided upon Contract Award.

Proposal Deadline

21. In the RFP it states that the deadline for receipt of proposals is 10/28/20 at "11:00 AM (Local Time)" but in the portal it shows the closing time as "11:00 PM EDT" - which time is correct?

Bonfire will allow submissions of proposals until 11:00 PM EDT.

Order of Proposal Responses

22. Section III (page 2) requests that proposals be structured in the order presented under III.A and III.B. Other sections of the proposal suggest other elements to be addressed in our proposal and/or in a different order. To ensure we submit a proposal that is both compliant and easy for the reviewers to evaluate, would it be acceptable to structure our proposal as follows?

1. Transmittal Letter
2. Minimum Requirements
3. Capability, Capacity, and Qualifications
4. Staff Qualifications
5. Approach/Methodology
6. PMBOK Experience
7. CMS Certification Experience
8. References
9. Pricing (including the ACA Safe Harbor Additional Fee)

Proposal assembly should follow Section III and include a Table of Contents to easily locate requested information.

Response Referencing

23. Section III.A.2 (page 3) asks proposers to provide responses to the RFP scope of work and clearly identifies capabilities as presented in the General Evaluation Requirements. To minimize repetition of content in our proposal and provide a response that is easy for reviewers to evaluate, would it be acceptable to refer evaluators to other sections of our

proposal that speak to our experience, capacity, ability, etc., rather than responding to this information in multiple sections of our proposal?

Bidders should organize proposal in accordance with Section III and provide a Table of Contents to easily locate requested information.

Pricing

24. Section III.C.2 (page 13): Please clarify what information you would like proposers to provide related to pricing. If you are seeking hourly rates by position, do you want proposers to identify the positions we recommend? Would you like both on-site and off-site rates? How will costs be evaluated to ensure an “apples to apples” comparison of proposers’ costs?

Specific pricing was not provided in this proposal. Bidders can suggest positions and provide hourly rates for off-site as well as on-site services.

25. Appendix A, #3 (page 45): Should pricing be included in our Technical Proposal or would you like that submitted as a separate attachment?

Pricing should be a separate attachment.

26. Are hourly rates to include all the cost to provide requested services including travel?

Yes

27. Can the State please provide direction for the format and content of Vendor Pricing information?

Specific pricing was not provided in this proposal. Bidders can suggest positions and provide hourly rates for off-site as well as on-site services.

28. Is there Pricing Proposal form that vendors/proposers will need to complete? How should vendors/proposers address the Pricing section?

Specific pricing was not provided in this proposal. Bidders can suggest positions and provide hourly rates for off-site as well as on-site services.

29. Appendix A, page 45: The third bullet on the mandatory submission requirement states, “Pricing as identified in the solicitation”. However, it doesn’t appear pricing instructions are included in the RFP. How does the State intend to evaluate vendor pricing?

Specific pricing was not provided in this proposal. Bidders can suggest positions and provide hourly rates for off-site as well as on-site services.

Resumes

30. Appendix B, C.2 (page 45): Since DHHS plans to award multiple contracts for IV&V services and the scope and timing for specific projects is unknown, would it be acceptable to provide representative resumes for the types of resources that are available to provide services under this contract?

Representative resumes can be provided with proposal submission, however, specific resumes would be needed at the time of actual solicitation of services.

31. Per RFP Appendix B, item C.2.a, can resumes be submitted as an appendix to the Technical proposal?

Yes, resumes can be submitted as an Appendix. Clearly label proposal sections in the Table of Contents.

Emergency Contact

32. RFP page 22, item K Vendor Emergency Response Point of Contact states the "awarded vendor" shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive. Please clarify if this information is a proposal requirement.

Yes, an emergency contact person is required in case there is a problem or question about the performance of the contract.

Other Questions

33. How many vendors does the State anticipate selecting?

The State has no set number of vendors to award at this time.

34. With the selection of multiple vendors, how will task order process work as individual projects arise?

Division can ask one or multiple vendors selected to provide a quote for required services.

35. What other state agencies can leverage this contract?

The resulting contract will be for Department of Health and Social Services (DHSS) usage. Other State agencies, school districts and municipalities may utilize the contract upon vendor and DHSS agreement.

36. What systems builds are currently active / planned over the next 5 years?

Multiple systems make up DMMA's MMIS system. There are various modules including a data warehouse with SUR support, Core MMIS (Provider, Claims, Member, Managed Care, Prior auth, TPL, etc.), Pre-Admission Screening and Resident Review (PASRR), and Electronic Visit Verification (EVV) system and an Eligibility system. DMMA is preparing to

assess the Medicaid enterprise using the Medicaid Information Technology Architecture (MITA) in 2021. This will allow us to identify a roadmap for achieving future goals and align our systems with our needs. We do not know the system projects that will be involved.

37. General: The RFP does not provide information about how work/task orders will be handled under this multi-award contract. For vendors awarded this contract, what will be the process for bidding on work/task orders associated with this contract?

Users of the contract can select which Awarded Vendors best meets their needs and request a quote from those vendors.

38. Will vendors receive solicitations to submit proposals for work/task orders?

Users of the contract can select which Awarded Vendors best meets their needs and request a quote from those vendors.

39. Will all work/task orders be competitively procured?

IVV services are being competitively procured through this RFP. Users of the contract can select which Awarded Vendor(s) best meets their needs and request a quote from those vendors.

40. Is it the intent of DMS to award multiple vendors who provide qualifying proposals to serve as a pool of potential bidders on subsequent "task order" type future solicitations addressing the future needs?

Yes

41. Section III.A, page 3: Are all of the Minimum Requirements to be addressed within the proposal? If so, in which section should bidders respond?

Bidders should follow the format of Section III and clearly label proposal submission in the Table of Contents.

42. Section IV.B.15, page 9: Typically, subcontractors are selected based on the needs of a specific task order scope. Can subcontractors be added after contract award?

Sub-Contractors can be selected after award, however, must be approved by the State of Delaware.

43. Section IV.C.2, page 14: Responses to the questions in the table are also required on Bonfire hub. Do bidders need to provide responses on both the website *and* in the proposal?

Questions can just be answered through the Bonfire Portal.

44. Appendix B, Section A. Background, page 46: Section A Background references a number of programs within DHSS, but only specifically describes requirements associated with Medicaid Enterprise Systems (MES) / Medicaid Management Information Systems (MMIS) in Section D. Does the State anticipate using this multi-award contract for all of the programs described in Appendix B, Section A or will work be limited to MES/MMIS?

The resulting contract will be for the entire Department of Health and Social Services' needs.

45. Appendix B, Section B. Vendor Requirements, page 46: Section B Vendor Requirements lists high-level tasks the selected vendor is expected to perform. While the identified tasks are relevant to a comprehensive IV&V program, these requirements do not detail the size and scope IV&V tasks. Will more detailed IV&V requirements be provided through a subsequent work/task order process?

Divisions will provide the specific requirements for each project when assigned.

46. Appendix B, Section B, page 46: Does the State want a point by point response to items 1-15 in Section B.B or should the response start with Section C?

A point by point response starting with Section B is acceptable. Be sure to include a Table of Contents to easily locate required information.

47. Appendix B, Section B.13 and B.14, pages 46-47: Requirements 13 and 14 are duplicate statements – is 14 meant to state a different requirement?

Yes, this is a duplicate.

48. Appendix B, Section C.1.c, page 47: Are these references in addition to those cited on Attachment 5? Does the State want the references cited here or in the Attachment?

The references requested in Appendix B should entail a list of states and agencies for which a vendor has performed a specific task, such as Outcome-Based Certification (OBC). Formal references as described in the business reference section on page 11 of the RFP do not need to be provided in Appendix B.

49. Appendix B, Section D.3.3, page 51: Can these three references include references cited in Attachment 5?

The references requested in Appendix B should entail a list of states and agencies for which a vendor has performed a specific task, such as Outcome-Based Certification (OBC). Formal references as described in the business reference section on page 11 of the RFP do not need to be provided in Appendix B.

50. Appendix B, Section D.3.3.1, page 51: The RFP states "1. Outline your experience using Appendix D from above." Can the State please clarify what specific experience the State is referring to?

The State is looking for the vendor's experience with providing MMIS IVV Progress Reports using the template in MECT 2.3 Appendix D. Link:

<https://www.medicaid.gov/medicaid/data-systems/medicaid-enterprise-certification-toolkit/index.html>

51. Appendix C, Section 5, page 53: Why is “Month of self-reporting” repeated three times in the SLAs?

Please disregard the lines for “Month of self-reporting. This is an excerpt from a state template and will be used for monthly reporting but does not have to be addressed in your response. We do need you to address your ability to meet the SLA itself.

52. Will there be mini bids under the RFP for each division?

No, each Division will choose the vendor that suits their needs from the Awarded Vendors and request a quote from those vendors.

53. Will a list of pre bid meeting attendees be supplied?

Yes, it will be posted.

54. Will vendors be able to ask questions after today?

Only administrative questions regarding submission of the proposal will be answered after today. No program specific questions will be addressed.