



Amendment of Solicitation

Date of Issuance: 5/9/2018

Solicitation No. 8300001157

Requisition No. 8300023238

Amendment No. 1

Hour and date specified for receipt of offers is changed: No Yes, to: _____ CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:

**U.S. Postal Delivery or Personal or
Common Carrier Delivery:**
Office of Management and Enterprise Services
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Description of Amendment:

a. This is to incorporate the following:

1. Question: What is the anticipated:

- 1. Award by date;
- 2. Transition period;
- 3. 'Go Live' date for services; and
- 4. Start date of the first payroll?

Answer: This has yet to be determined but should conclude where the first payroll will start July 16, 2018.

2. Question: Who is/are the current vendor(s)?

Answer: Public Partners.

3. Question: Are there additional fees, such as Enrollment Fees, under the current contract?

Answer: No.

4. Question: What is the current vendor's PM/PM rate?

Answer: DHS will evaluate responder proposals to assess what this rate will be.

5. Question: **A.11.1. the State may award the contract to more than one Bidder by awarding the contract(s) by item or groups of items, or may award the contract on an all or none basis, whichever is deemed to be in the best interest of the State of Oklahoma. A.11.4. It is the preference of the State to award to a single Bidder. However, the State reserves the right to award to multiple Bidders when it has been determined to be in the best interest of the State.**

a. Does the State anticipate this will be a sole source award? If not, how will the contract be divided?

Answer: This is dependent on the responses received.

6. Question: Please define the difference between a Vendor used by the FMS and a sub-contractor used by the FMS?

Answer: The Bidder should refer to the guidelines pertaining to subcontracting as outlined in B.2., and are as follows:

Obligations of Permitted Subcontractor

B.2.1. If the Supplier is permitted to utilize subcontractors in support of this Contract, the Supplier shall remain solely responsible for its obligations under the terms of this Contract and for its actions and omissions and those of its agents, employees and subcontractors. Any proposed subcontractor shall be identified by entity name and by employee name in the applicable proposal and shall include the nature of the services to be performed. Prior to a subcontractor being utilized by the Supplier in connection with provision of the products, the Supplier shall obtain written approval of the State of such subcontractor and each employee of such subcontractor proposed for use by the Supplier. Such approval is within the sole discretion of the State. As part of the approval request, the Supplier shall provide a copy of a written agreement executed by the Supplier and subcontractor setting forth that such potential subcontractor is bound by and agrees to perform the same covenants and be subject to the same conditions, and make identical certifications to the same facts and criteria, as the Supplier under the terms of all applicable Contract Documents. Supplier agrees that maintaining such agreement with any subcontractor and obtaining prior approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.

7. Question: **D.1. Evaluation and Award, D.5 Evaluation Process and D.4 Selection Criteria:**

D.4.1. Selection will be based on:

D.4.1.1. Background

D.4.1.2. Current Services

D.4.1.3. Ability to Meet Supplier Qualifications as outlined in this RFP

D.4.1.4. Price and Cost

a. Other than lowest cost and responsiveness, does the State assign a point value to each of the following proposal sections: Background, Current Services, Ability to Meet Supplier Qualifications, as well as Price and Cost? Does the State have a proposal scoring or evaluation method for reviewers to follow for contract award determination?

Answer: A determination of award is made based on an evaluation to determine "Best Value". Yes the evaluation will assign a point value based upon prescribed criteria as stated in the Solicitation.

8. Question: **A.45.1.** Please confirm that the "software" referenced here does not include software existing and developed by Supplier prior to the contract start date and that such software would be consider "Utilities".

Answer: The State does not intend to purchase/own the Bidders software.

9. Question: **A.45.1.** Please confirm the State will not claim any ownership right in the selected Supplier's existing software or computer programs ("Utilities") used to provide services under the contract to be awarded.

Answer: The State does not intend to purchase/own the Bidders software.

10. Question: **Section B.10.2.7.** of the RFP references 1,000 Members; **Section C.2.1.** references 1,226 Member/Employers. What is the current number of Members/Employers and what is the current number of Attendants?

Answer: Membership will fluctuate. The 1000 Members is a reference specific to DHS strategic planning. The Membership is approximately 1226.

11. Question: What has been the average Member/Employer growth over the past three years?

Answer: The average growth would be approximately 200 members a year, but the program has expanded over the course of the past 3 years. This number is subject to change.

12. Question: What is the anticipated Member/Employer growth over the next 12 months?

Answer: The estimate growth of an additional 5 Member per month.

13. Question: **B.13. Turnover Plan:** Does the current vendor have a Turnover Plan approved by the State?

Answer: Yes

14. If so, are there timelines established for the communication of transition data from the current vendor to the new vendor?

Answer: Yes, timelines will be established.

15. Will the current vendor's Turnover Plan be provided to the new vendor upon contract award?

Answer: The plan will be provided to the Awarded Vendor.

16. Question: **C.6. Performance Standards and Identified Costs:** Under the current contract(s), what is the number and dollar amount of identified costs assessed in the past 12 months for failure to meet the performance standards?

Answer: This information will be provided to the Awarded Vendor.

17. Question: What is the volume/number of transactions of Goods and Services invoices, per pay month, per program?

Answer: This information will be provided to the Awarded Vendor

18. Question: What is the total expenditure amount on Goods and Services, per month, per program?

Answer: This information will be provided to the Awarded Vendor

19. Question: What is the current frequency of Payroll? (I.e. biweekly, semi-monthly etc.)

Answer: The current payroll is semi-monthly.

20. Question: Can the State advise how many payroll checks are issued each month? How many are direct deposits and how many are paper checks?

Answer: This information will be provided to the Awarded Vendor

21. Question: Regarding Workers' Compensation (WC) insurance, the Member is responsible to pay the WC premiums via their Individual Service Plan. What responsibility does the FMS have in facilitating this process? For example, does the FMS secure, pay, verify WC coverage is in place, etc.

Answer: This is neither provided nor required by the State.

22. Question: What is the current vendor's daily call volume?

Answer: Approximately, 2800 calls per month.

23. Question: **C.6.4.3.** Are the "**(ASA) requirements, including SLA, NFCR, and abandonment ratio**" negotiated as part of the contract process?

Answer: Yes, some will.

24. Question: **A.43.1.** For this contract the FMS vendor supplies services which are delivered via a "high technology system". Can the State clarify whether an existing technology owned and operated by the FMS provider is subject to the Acquisition element upgrade schedule disclosure?

Answer: Upgrades to system technology must be disclosed by the Awarded vendor.

25. Question: **A.44.** Can the State clarify what emerging technologies the State is considering for the services provided under this contract?

Answer: This will be discussed with the Awarded Vendor.

26. Question: **B.9.9.** Are the contents of the information security risk assessment considered confidential information? Are these contents shared with entities outside the DHS Office of Inspector General?

Answer: This information will be conveyed to all appropriate parties. It should be noted that all documentation becomes public information post solicitation and award.

27. Question: VD-HCBS Program: What is the State's status in developing the required VD-HCBS Program Manual, Veteran Guide and Readiness Review?

Answer: The required VD-HCBS Program Manual and Veteran Guide are under development. A readiness has not yet occurred.

28. Question: Can the State provide the OK VD-HCBS program manual and guide if complete?

Answer: They are not yet complete.

29. Question: What is the anticipated 'Go Live' date for the VD-HCBS program?

Answer: Unknown.

30. Question: Will the vendor be required to perform a VD-HCBS F/EA Readiness Review? If so is there an anticipated timeline for that to occur?

Answer: Yes but there is not timeline yet established.

31. Question: What is the first year anticipated size and projected growth of the program?

Answer: Unknown at this time.

32. Question: Billing: Will the vendor submit claims to the State who then submits to the VAMC, or will the vendor submit directly to the VAMC?

Answer: The vendor will submit claims to the State who then will submit to the VAMC.

33. Question: What is the anticipated length of time for the vendor to receive reimbursement of funds for correctly submitted claims?

Answer: DHS has 45 calendar days to issue payment when in receipt of a correctly submitted claim.

34. Question: Describe the ISPs, are they based on units or dollars? What is the frequency: Is there any rollover?

Answer: Uncertain as to the nature of the question.

35. Question: C.2.1: "Within CD-PASS, the ADvantage Member is employer of record, with budget and employer authority." Does this mean that there are no surrogate employers or record?

Answer: There are no surrogate employers at this time.

36. Question: C.2.2: What is the estimated time frame for enrolling veterans in the VD-HCBS program?

Answer: The Awarded Vendor will be provided with advanced notice prior to the initiation of the VD-HCBS program. No specific time frame has been identified.

37. Question: For claims submission purposes, are the workers set up as individual Medicaid providers with an individual Medicaid provider number?

Answer: Not at this time, although this may change.

38. Question: For claims submission purposes, are the participants set up as individual Medicaid providers with an individual Medicaid provider number?

Answer: Not at this time.

39. Question: When billing for goods and services provided by a vendor, does the FRA need to bill the Medicaid Fiscal Agent under its unique provider number?

Answer: A response may require additional discussion which will likely occur with the Awarded Vendor.

40. Question: Are participant-specific diagnosis codes required for billing purposes (as opposed to a single diagnosis code used across the board to represent self-directed services)? If so, how are such codes provided to the FRA?

Answer: Yes, diagnosis codes are specific. The FRA will be provided with diagnosis codes as needed.

41. Question: What is the current average inbound and outbound call volume by month for a 12-month consecutive period?

Answer: There are approximately 2800 (including in and out bound) per month. Calls are tracked by reason.

42. Question: What is the current average talk time for call center agents?

Answer: Approximately 2.31 minutes per Mbr.

43. Question: What is the current average hold time for the call center?

Answer: Approximately 0:00:27.

44. Question: Does the FRA disburse payroll prior to being paid?

Answer: Yes

45. In other words, does the FRA advance payroll from its own funds prior to being reimbursed?

Answer: Yes

46. Question: How soon after billing occurs does the FRA receive reimbursement?

Answer: The State issues all payment after services have been delivered.

47. Question: What is the average \$ payroll size?

Answer: The Awarded Vendor is expected to manage payroll.

48. Question: What dates of service are incorporated in the July 16 payroll?

Answer: Definitive date will be provided to the Awarded Vendor.

49. Question: What is the average annual size of a member/employer budget?

Answer: The number of Members determines the budget.

50. Question: Is a completed Security Certification Checklist (Section F) required as part of the proposal?

Answer: The Security Certification and the Checklist are separate things. Submit the Security Certification with your response and see Section F. for the checklist information.

Please review section F.

F.1. Check List of Submission Requirements

A Checklist of Submission Requirements is found below. The checklist may be of value to the Bidder in ensuring compliance with RFP requirements. It is recommended that the Checklist be completed and submitted with the proposal package. Submission of this checklist, however, is not mandatory so the failure to submit the Checklist will not result in the rejection of the proposal. This is not meant to be an all-inclusive list and it is the responsibility of the bidder to complete all the mandatory requirements.

51. Question: Can claims made to the MMIS system be done by submitting electronic 837 claims or is it a manual process?

Answer: Claims submission is submitted via 837 only.

52. Question: What is the average annual service authorization amount for a participant in the CD-PASS program?

Answer: This tends to vary, however this level of detail will be provided to the Awarded Vendor.

53. Question: Are participants required to have workers compensation insurance for their employees?

Answer: No. If so, is the cost of that insurance charged against the Participant's allocation?

54. Question: How often are background checks required for participant employees?

Answer: Each time an employee is hired and perhaps more.

55. Question: What is the cost of the background checks?

Answer: This cost is covered in a Members expense account.

56. Is the cost of the background check charged against the Participant's allocation or is it part of the PMPM?

Answer: The cost is covered in a Members expense account.

57. Question: What is the current payroll schedule?

Answer: Bi-monthly.

58. Question: What is the average amount of payroll paid out each pay period?

Answer: This level of detail will be provided to the Awarded Vendor.

59. Question: What is the average number of employees paid each pay period?

Answer: This number is subject to vary.

60. Question: What is the average amount of goods/services paid out each month?

Answer: Uncertain as to the nature of the question. This will be discussed with the awarded vendor.

61. Question: How many goods/services payments are made each month?

Answer: Uncertain as to the nature of the question. This will be discussed with the awarded vendor.

62. Question: What is the vendor's role in the development and implementation of Member/Employer and Support Worker/Employee orientation and training on self-directed services?

Answer: This is yet to be determined. DHS is presently addressing a number of initiatives that potentially impact Consumer Direction and the need and context for training is subject to change in order to fulfill emergent objectives.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**)

Title

Authorized Representative Signature