



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Solicitation Addendum

Solicitation Number: 30-190485-DHB

Solicitation Description: Ombudsman Services

**Solicitation Opening Date and
Time:** July 16, 2019 at 2:00 PM EST

Addendum Number: 1

Addendum Date: June 20, 2019

**Addendum
Description/Purpose:** Department Response to Questions

Contract Specialist: Charles Barnette
Charles.Barnette@dhhs.nc.gov | (919) 527-7790

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- 1. RETURN ONE PROPERLY EXECUTED COPY OF THIS ADDENDUM WITH RESPONSE. FAILURE TO SIGN AND RETURN THIS ADDENDUM MAY RESULT IN THE REJECTION OF OFFEROR'S PROPOSAL.**
 2. Following are questions received for the solicitation and the Department's response to the questions.



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Q #	Document Section	Offeror Question	Response
1.	III.A.13, III.D.15, V.D.g., V.D.j., and Attachment J p. 25, p. 33, p. 57, p. 57- 58, and p. 116	<p>Our organization is an association of the sixteen (16) regional councils of governments in North Carolina which are each a unit of local government. Each of our organizations is accountable to elected officials at the local level and is subject to the same public disclosure requirements as the North Carolina Department of Health and Human Services. As units of local government we are accountable to elected officials and public disclosure requirements in all actions that are taken. Our organizations are also the local equivalents to the a state department, such as the NC Department of Health and Human Services as we often administers various components of the same funding stream, similarly to how the NC Department of Health and Human Services will be administrating the various components of Medicaid Reform including dealing with both the PHPs as well as the Ombudsman entity.</p> <p>As our organization is structured the same way as NC Department of Health and Human Services including the same public records disclosures and the accountability to elected officials it is our belief that our engaging with both the PHPs and the Medicaid Ombudsman program would not produce a conflict</p>	<p>The Contractor shall not enter into Formal Referral Agreements with any of the Department’s Prepaid Health Plans.</p> <p>See Addendum 2.</p>

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		<p>of interest in the matter as it would be an equivalent extension of the NC Department of Health and Human Services engagement with both parties. We do understand that any involvement with both parts of the program would have to be disclosed in a similar manner to the way in which NC Department of Health and Human Services is disclosing their involvement with both components.</p> <p>Furthermore, we would like to confirm our plain text reading of section V.D.5.g. and j. in regards to the Formal Referral Agreement. Based upon a plain text reading of these sections of the RFP in their purposefully drafted incorporation of each other, it is our understanding that the prohibition of contracting with a PHP would only apply to a contract with the PHP in regards to a Formal Referral Agreement and not in regards to other contractual activity such as the delivery of social determinants of health services.</p> <p>Thank you for your time and confirmation.</p>	
2.	Attachment C. Cost Proposal, Question #1 Page 102	Will one-time implementation costs be provided in a lump sum or on a reimbursable arrangement after costs are incurred?	See Section III.D. 30. Payment and Invoice Terms. Offerors may make a proposal for an alternative invoicing approach.
3.	III.A.41. p. 28	Can the Offeror be a consortium of two or more North Carolina nonprofit entities submitting a joint proposal/application? If yes, would there need to be one lead organization with other entities as subcontractors?	Yes, the Offeror can be a consortium of two or more North Carolina nonprofit entities submitting a joint proposal/application. A lead organization that meets all of the Minimum Qualifications, as set forth in the RFP, is required.
4.	III.D.37. p. 40	If the Offeror contemplates having subcontractors perform some of the duties and services related to the Ombudsman Program, should those subcontract	No. See Addendum 2.

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		agreements be included in the Offeror’s response to the RFP?	
5.		If an Offeror receives the contract for the Ombudsman Services and then (subsequently) wishes to engage the services of subcontractor, what is the process and expected timeline for the State to review and approve those subcontracts?	The Department will approve subcontracts in a reasonable amount of time; however, actual timelines will depend on the complexity of and specific facts and circumstances surrounding each subcontract.
6.	V.G.1.a. p. 65	Do the “spokes” within the “Hub and Spokes” Model include subcontractors that provide some Ombudsman functions? Or, does this term only refer to the collaborating referral agencies (i.e., those that provide services that are either out of scope for the Ombudsman Program or the Program is not able to provide) as described in Section III.A.24 “Formal Referral Agreement” on page 26? As for the referral agreement with an external entity, is there any payment attached to this agreement/relationship (e.g., payments by the Ombudsman Program for the legal assistance provided to enrollees/clients)?	Yes. The “Hub and Spokes” model may include subcontractors that provide Ombudsman functions. If the entity is providing key core and required, services, that entity is a “Hub.” Otherwise, the entity is a “spoke.” The entities with whom the Contractor has a “Formal Referral Agreement” are also “spokes.” The question regarding payment is at the discretion of the Contractor.

End of Agency Response to Vendor Questions

Addendum Execution Page on Next Page

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Failure to acknowledge receipt of this addendum may result in rejection of the response.

Execute Addendum 1:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____