



Solicitation Addendum

Solicitation Number: 30-190465-DHB

Solicitation Description: External Quality Review Organization Services

Solicitation Opening Date and Time: June 21, 2019 at 2:00 PM ET

Addendum Number: 3

Addendum Date: June 14, 2019

Purpose of Addendum: Department's Response to Offerors' Questions

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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 THE OFFEROR'S PROPOSAL.
 2. FOLLOWING ARE QUESTIONS RECEIVED FOR THE SOLICITATION AND THE DEPARTMENT'S RESPONSE TO THE QUESTIONS.
 3. CAREFULLY READ, REVIEW, AND ADHERE TO ALL DEPARTMENT RESPONSES IN THIS ADDENDUM.



Question #	Citation	Vendor Question	Department's Response
1	Attachment B, Section V.A. p. 72	The instructions state "Offeror should limit responses to 5 pages, excluding samples, templates, and other requested, unless specified otherwise." Is the Offeror allowed 5 pages for each response unless otherwise specified?	Yes. The Offeror is allotted 5 pages per question number unless otherwise indicated.
2	Attachment B, Section V.A. p. 72	Should responses to questions in Section V.A. Proposed Work Plan and Approach be included in the table provided?	Yes. Responses to Attachment B Technical Proposal must be submitted in the table provided. See Addendum 4.
3	V. Scope of Work & Requirements, A. Contractor Project Plan and Approach, p. 45	Item b) states "The initial EQR Project Plan ("initial Project Plan") shall cover a one-year period beginning on the Contract Effective Date. Can you provide the Contract Effective Date or an estimated Contract Effective Date?"	See Section III. Section A. Definitions, 8. Contract Effective Date: The date the Contract is fully executed by the Parties and approved by CMS. A specific date is not available at this time.

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Question #	Citation	Vendor Question	Department's Response
4	V. Scope of Work & Requirements, number 10, CMS Protocol 5: Consumer Satisfaction Surveys, p. 51	Item a) states " Each Calendar Year, Contractor shall assist the Department administer and validate selected consumer satisfaction surveys." How many consumer surveys would the contractor be expected to administer and validate?	Contractor is required to administer and validate one (1) consumer satisfaction survey per year. The survey must include (a) a statewide summary, and (b) sections for each of the PHPs. See Addendum 4.
5	V.B. Table 1: EQRO Reports Table and Liquidated Damages p. 60	For the Consumer Satisfaction Survey, the Quantity and Frequency indicates 1 report per calendar year. However, on page 52 under letter v., the quantity noted as a summary report for each PHP. Can you verify the quantity in EQRO Reports Table for the Consumer Satisfaction survey?	See response to Question #4.
6	V.B. Table 1: EQRO Reports Table and Liquidated Damages, p. 61	For the Provider Satisfaction Survey, the Quantity and Frequency indicates 1 report per calendar year. However, on page 52 under letter e., the quantity is noted as a summary report for each PHP. Can you verify the quantity in the EQRO Reports Table for the Provider Satisfaction Survey?	Contractor will administer and validate one (1) provider satisfaction survey per year. The survey must include (a) a statewide summary, and (b) sections for each of the PHPs. See Addendum 4.
7	V. Scope of Work & Requirements,	Under number 3, the areas that are subject to review, letter j. mentions PHP Finance.	See 42 CFR 438.66.

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Question #	Citation	Vendor Question	Department's Response
	F. Data Exchange and Web Portal, p. 68 & 69	Can you provide the specific state requirements and federal regulations regarding what is expected to be reviewed for the PHP Finance?	
8	V. Scope of Work & Requirements, p. 67	1.iii Medical Director - is this position required to be full-time?	Yes. See Addendum 4.
9	V. Scope of Work & Requirements, p. 67	What are the qualifications and credentials required for the Project Director Role?	In addition to the information stated in the RFP, the Project Director must have a minimum of five (5) years of project management experience with PMP certification. See Addendum 4.
10	V. Scope of Work & Requirements, p. 67	What are the qualifications and credentials required for the Medical Director Role?	In addition to the information stated in the RFP, the Medical Director must have a minimum of 10 years' experience providing direct patient care. See Addendum 4.
11	V. Scope of Work & Requirements, p. 67	What are the qualifications and credentials required for the Project Manager Role?	In addition to the information stated in the RFP, the Project Manager must have a minimum of five (5) years of project management experience. PMP certification is preferred. See Addendum 4.
12	V. Scope of Work & Requirements, p. 68	1.f Should staff be in place within 90 days of contract award or at the time of proposal submission?	See Section V. E. 1. Contractor Qualifications f). Personnel must be in place within ninety (90) Calendar Days of Contract award.

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Question #	Citation	Vendor Question	Department's Response
13	V. Scope of Work & Requirements. P. 95	Should we provide job descriptions or resumes/bios?	See Addendum 4.
14	Attachment C: Cost Proposal, Tab 2 Activities and Deliverables Pricing, p. 99	Under the Activity CMS Protocol 2: Validation of Performance Measures, the unit definition is listed as Performance Measure and the # of Annual Units is listed as 6. Can you clarify the number of annual units? Is the contractor expected to perform validation of 6 Performance Measures of each of the 5 PHPs?	There is one (1) annual unit. The annual unit means the Contractor will validate six (6) performance measures for each of the 5 PHPs. See Addendum 4.
15	Attachment C: Cost Proposal, Tab 2 Activities and Deliverables Pricing, p. 99	Under the Activity CMS Protocol 4: Validation of Encounter Data, the unit definition is listed as PHP and the # of Annual Units is listed as 8. Can you clarify the number of annual units? Is there other encounter data validation that the contractor would be expected to perform other than the 5 PHPs?	The number of annual units should be 5. See Addendum 4. There is no encounter data other than the data from the PHPs.
16	V. Qualifications,	What information should be included in the org chart that	The organizational chart should detail staff names, titles, and designate reporting relationships.

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Question #	Citation	Vendor Question	Department's Response
	Staffing Plan and Personnel Requirements, p. 90	identifies the complete structure of the Offeror? This question in not referring to the functional org chart.	
17	7. North Carolina Identity (NCID) Service, pg. 42	Will we be required to implement NCID for the web portal that plans use to upload review materials if DHB employees also access the materials via the web portal?	The Contractor may be required to set up an NCID for identity management and authentication.
18	7. North Carolina Identity (NCID) Service, pg. 42	Will beneficiaries need the ability to access the health plan report card that is created under this contract? if so, would they access that via the DHB site/portal, or via the contractor's EQRO web portal?	Beneficiaries will not need to access the web portal. Documents intended for beneficiary review will be made publicly available.
19	7. North Carolina Identity (NCID) Service, pg. 42	Do all beneficiaries have NCID credentials?	All beneficiaries have the ability to create an NCID.
20	7. North Carolina Identity (NCID) Service, pg. 42	Do all of the health plans have NCID credentials?	Yes. All of the PHPs have NCID credentials.

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Question #	Citation	Vendor Question	Department's Response
21	5.c (Information Technology - Enterprise Architecture Standards), p.39	The NC statewide architectural guidelines are not accessible (Access Denied) https://it.nc.gov/services/it-architecture/statewide-architecture-framework	The Department has verified the NC statewide architecture website address is functioning correctly as follows: https://it.nc.gov/services/it-architecture/statewide-architecture-framework .
22	F.2 (Data Exchange and Web Portal, p. 68	Can DHB provide more info on the "department's solution" that is mentioned in this section? Does DHB expect the contractor to interface with that solution to push desk materials, reports, etc. or to pull data from the state? if so, what options are provided for interfacing with that solution?	The Department will use the PHP Contract Deliverable Utility (PCDU). This solution is a cloud-based, Manage File Transfer (MFT) solution. The Contractor will use this tool to transmit data, reports, and files with the Department.
23	F.2 (Data Exchange and Web Portal, p. 68	Will DHB expect the contractor to upload encounter data or other data received as part of EDV or network adequacy? If so, how does DHB want to receive it?	The Contractor will receive encounter data from the PHPs. The Contractor will upload the validation file to the Department.
24	Section: V.E: Qualifications, Staffing Plan, and Personnel	Are we required to submit complete organizational charts for subcontractors? Or should we simply show how	Subcontractor relationships may be reflected in the Offeror's organizational chart.

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Question #	Citation	Vendor Question	Department's Response
	Requirements, p. 90	they will fit into our organization chart?	
25	V.A.8.c, p. 49	Regarding statistically significant sample sizes, is there a preferred confidence level (e.g. 95%) and/or margin of error (e.g. 8%) for the selection of samples?	The Department and Contractor will work together to develop a strategy for statistical sample sizes, confidence levels, margins of errors, and comparisons.
26	V.A.7.a, p. 49	Will PHPs be required to submit a minimum number of PIPs per year? Additionally, is there a requirement on the number of clinical and non-clinical PIPs to be conducted?	Each PHP is required to submit a minimum of 3 Performance Improvement Plans. If a PHP does not meet the CMS-416 (Annual Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Participation Report) rate of, at least, 75 percent, the PHP will be required to submit a separate PIP to demonstrate how the PHP will achieve the required rate of 75%. Two (2) clinical PIPs and one (1) non-clinical PIP is required. See Addendum 4.
27	V.A.6.a. p. 48	To validate the comparison of the PHP-reported performance measures, is there a specific improvement rate (e.g. 5%) that will be considered as having "met" validation for year-to-year rate comparisons?	See response to Question #25.
28	V.A.8.d., p. 50	Are the secret shopper surveys to be conducted on an annual basis, with 1 survey per PHP?	Yes.
29	Scope of Work, Protocol 2,	How many performance measures are to be validated each year?	See response to Question #14.

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Question #	Citation	Vendor Question	Department's Response
	Cost Proposal, p. 49, 99		
30	Scope of Work, Protocol 3, Cost Proposal, p. 48, 99	How many performance improvement projects (PIPs) are to be validated each year?	See response to Question #26.
31	Scope of Work, Protocol 4, Cost Proposal, p. 50, 99	Should this be one validation of encounter data per PHP per year? (5)	Yes, this should be one validation of encounter data per PHP. See Addendum 4.
32	Data Exchange and Web Portal, p. 69	Is there a contractor financial review component to the EQR onsite annual reviews?	See response to Question #7.
33	Scope of Work and Requirements, p. 7, 51	Are the CMS Protocol 5: Consumer Satisfaction Surveys required or optional? They are not labelled as optional, however, on pg. 7, it states that only Protocol 1-3 are required.	Currently, CMS has designated Protocols 1 through 3 as required and Protocols 4 through 8 optional. While CMS has determined Protocols 4 through 8 to be optional, the Department may require the Contractor to provide these services at any time during the term of the Contract. The Offeror is required to respond to each question in Attachment B: Technical Proposal and to provide fees for all services designated in Attachment C: Cost Proposal. See Addendum 4.
34	Scope of Work and Requirements, p. 7, 52	Are the CMS Protocol 5: Provider Satisfaction Surveys required or optional? They are not labelled as optional, however, on pg. 7, it states that only Protocol 1-3 are required.	See response to Question #33.

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Question #	Citation	Vendor Question	Department's Response
35	Attachment C: Cost Proposal, p. 97-102	Since costs for tabs 2 ,3 and 4 do not total within the workbook, should the contractor assume the scored cost proposal amount is the cumulative total of Tabs 2, 3 and 4?	No. The Offeror should not assume that is true. The Department will evaluate the Cost Proposal based on Tab 2 Activities and Deliverables Pricing and Narrative and Tab 4 Web Portal Pricing and Narrative. See Addendum 4.
36	Scoring Criteria, p. 19	Will the scoring for the cost proposal be on all 6 years costs or costs for the base 3-year period?	The Department will consider all six (6) years.
37	Section VII. Attachment N. Table 2, p. 135	Annual Monitoring for Patience on Persistent Medications (MPM): Measure description bullet #2 included Annual Monitoring for patients for Digoxin. NCQA retired this indicator a couple of years ago. Would the Department be providing Technical Specifications for this indicator? If yes, would the Department be providing a tool to PHPs to submit data for this indicator of MPM measure?	The technical specifications for all measures are in North Carolina's Medicaid Managed Care Quality Measurement Technical Specification Manual, which can be found at: https://files.nc.gov/ncdma/documents/NC-Medicaid-Managed-Care-Quality-Measurement-Technical-Specifications-Public.pdf . While this measure is a part of the Department's complete measure set, it is not a priority or withhold measure that will be validated.
38	Section VII. Attachment N. Table 2, p. 136	Flu Vaccination for Adults Ages 18-64. This is a survey measure but included under	See response to Question #37.

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Question #	Citation	Vendor Question	Department's Response
		Table 2. Can you please clarify.	
39	Section VII. Attachment N. Table 2, p. 137	<p>Frequency of Prenatal Care (FPC) (>81% of expected visits only): (1) Measure description included <81% indicators as well. But the Measure name indicated only >81%. Please clarify.</p> <p>(2) NCQA retired FPC is measure a couple of years ago. NCQA retired this indicator a couple of years ago. Would the Department be providing Technical Specifications for this measure? If yes, would the Department be providing a tool to PHPs to submit data for this measure?</p> <p>Is the contractor expected to conduct MRRV for any of the non-HEDIS measures and/or NCQA retired-HEDIS measures such as FPC?</p>	See response to Question #37.
40	Section VII. Attachment N. Table 2, p. 137	Is the contractor expected to conduct MRRV for any of the non-HEDIS measures and/or NCQA retired-HEDIS measures such as FPC?	See response to Question #37.

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Question #	Citation	Vendor Question	Department's Response
41	Attachment B, Section V.A., Leading Collaborative Quality Improvement Forums, p. 84	Define the different information you are seeking in B.i and B.iv. Both ask for: Potential risks and proposed mitigation plans for the tasks in this protocol.	See Addendum 4.
42	Section 1, B, 6, p. 7	There are 5 PHPs contracted. The state has been parceled into 6 regions. How many PHPs will be selected for each region? Could impact PHP review cost estimate.	The Department has contracted with five (5) PHPs. There are 4 statewide PHPS. The fifth PHP will cover regions 3 and 5.
43	V. A. 2. a , p. 44	Will there be an official notification by the state if quality review criteria change or will the ERQO be responsible for tracking changes? Will impact a portion of the project plan and approach	The Contractor is responsible for tracking changes and remain updated with all protocols, as detailed in the RFP.
44	Attachment B, Question 1, b, p. 72	The sub-question references a need to respond to all other CMS protocols – Is a response required for those sections marked optional or should an ERQO only include responses for optional areas it intends to provide support for? Could play into length of response concerns.	See response to Question #33.

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Question #	Citation	Vendor Question	Department's Response
45	II.D.1, p. 12	As stated in the RFP schedule, the anticipated contract award date is August 27, 2019. What is the expected Contract Effective Date?	See response to Question #3.
46	II.E.3.iii, p.13	Is the intent that the offeror should use the entire body of the RFP to contain its responses, i.e., should the offeror fill in the blanks and submit the completed RFP itself as the EQRO Program Proposal?	The Offeror must return the entire body of the RFP as issued with the execution page signed, all addenda issued and signed where indicated, and all attachments and forms unfilled. The Offeror's response must include completed attachments and forms were required by the RFP. The Department will provide fillable documents of all attachments and forms for completion. Offeror's must contact Melissa Pressley at Melissa.pressley@dhhs.nc.gov to receive the fillable attachments and forms. See Addendum 4.
47	II.E.3.iii, p.13	Please confirm that the offeror should include the entire body of the RFP with its response.	See response to Question #46.
48	II.E.3.iii, p.13	Are we permitted to create our own document to contain our responses instead of using the documents within the RFP?	No. The Department has made the attachments available in their native format. These can be obtained by contacting Melissa Pressley at Melissa.pressley@dhhs.nc.gov .
49	II.E.3.iii, p. 13	When including the entire body of the RFP, are we to discard the original Attachment B that was superseded by Addendum #1?	See response to Question #46.

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Question #	Citation	Vendor Question	Department's Response
50	III.E.5.d, p. 39	Are the SFTP and/or web portal considered "system(s) that shares information with the Department's Information Technology systems"?	Yes.
51	III.E.5.n, p. 41	What types of assessments will satisfy the requirement for the third-party risk assessment and security assessment mandated on the third year of a three-year cycle?	Federal Risk and Authorization Management Program (FedRAMP) certification, SOC 2 Type II, SSA 18, or ISO 27001. See Section E. Confidentiality, Privacy and Security Protections, 5. Information Technology, n.iii.B.
52	III.E.5.n, p. 41	Subsection II.A. states "Contractor shall perform the required assessments, either through a third-party or a self-assessment, on a three-year cycle (with a third-party assessment mandated every third year." Can the third-party assessment be conducted on Year 1 or Year 2 of the three-year cycle?	The Contractor can complete the self-assessment in years 1 and 2. A third party must complete the self-assessment in year 3.
53	V.A.5.c, p. 48	Please confirm that the reference to the annual technical report should be instead made to the annual PHP performance report.	There is not a reference to an annual technical report in the section referenced. If this question references V.A.4.c), the question is confirmed. See Addendum 4.
54	V.A.5, p. 48	As the CMS Protocol allows for a 3-year cycle, is it the Department's intent for the EQRO to conduct a	A comprehensive review will be performed once every 3 years, and partial reviews will be performed in the intervening years.

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Question #	Citation	Vendor Question	Department's Response
		comprehensive review annually (i.e., all contract requirements) or a comprehensive review once every 3 years with a partial review (i.e., select requirements) during the intervening years?	
55	V.A.6, p. 48	Are the PHPs required to contract with a HEDIS licensed audit organization for an audit of their HEDIS measure production and reporting processes?	Yes.
56	V.A.6.a, p. 48	Please provide clarification of the statement, "The contractor shall also validate the comparison of the PHP-reported performance measures from the previous 12 months for each PHP."	The Department requires the Contractor to validate the PHP-reported performance measures and compare to the previous 12 months for each PHP.
57	V.A.10, p. 51	Will the Children with Chronic Conditions (CCC) CAHPs be included in the CAHPs submission?	Yes.
58	V.A.12, p. 52	Is the intent that the contractor 1) develop, 2) calculate, or 3) validate the performance measures, or is the intent for the contractor to perform all three tasks?	The Department develops the performance measures. The Department requires the Contractor to calculate and validate the performance measures.

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Question #	Citation	Vendor Question	Department's Response
59	V.A.15 and V.B Table 2, p .53 & 61	<p>Page 53 states that the Evaluation of the Department's Quality Strategy task is to occur "once during the Initial Term of the Contract." Page 61 states that we are to conduct the evaluation "at least once during the Initial Term of the Contract, at the request of the Department," but the frequency column states that there is to be one report per calendar year.</p> <p>1) Please confirm the frequency of the Evaluation of the Department's Quality Strategy task.</p> <p>2) If the task is not to occur every year, in which specific calendar years is the task to occur?</p>	<p>1) The Department currently plans for an Evaluation of the Department's Quality Strategy once during the initial term and once during the option Contract Years, which are 4, 5, and 6.</p> <p>2) Years 2 and 5.</p> <p>See Addendum 4.</p>
60	V.A.15 and Attachment C, p. 53 & 99	Under which option year should the offeror include the Evaluation of the Department's Quality Strategy task?	See response to Question #59.
61	VI.C.2, p. 69	It is noted that the contractor shall comply with the Department's readiness	The readiness review requirements are not available at this time.

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Question #	Citation	Vendor Question	Department's Response
		review requirements. Are these requirements available for review?	
62	VII, Attachment A, p. 70	Where should we include the signed attestations referenced in Item 2 and Item 3?	Offeror may include the signed attestations behind Attachment A: Minimum Qualifications Table; however, if the signed attestations are included elsewhere, please include the section citation, exhibit name/number and page numbers where the attestations can be found in Offeror's response.
63	Attachment C, p. 99	The unit definition for CMS Protocol 2: Validation of Performance Measures is performance measure and the annual number of performance measures is noted as 6. Please confirm that the unit cost includes validation of 6 performance measures for all 5 PHPs.	See response to Question #14.
64	Attachment G, p. 108	Item #5 directs us to disclose information in a gray shaded space. However, this attachment does not have a gray shaded space. Please clarify.	See Addendum 4.
65	Addendum 1, Section V.B/V.C, Question 15, p. 14	Please confirm that Item b. should be removed, as it is a duplicate of Item a.	Confirmed. See Addendum 4.
66	Addendum 1, Section V.B/V.C,	Please confirm that Item iv. in Questions 17, 18, 19, and 20 should be removed, as they	See response to Question #65.

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Question #	Citation	Vendor Question	Department's Response
	Questions 17-20, p. 16-18	are duplicates of Item ii. of each question.	
67	Addendum 1, Section V.E, Question 36, p. 29	Please describe how the offeror's Single Sign-on capabilities are applicable to this RFP.	The Department will respond to this on Monday, June 17, 2019.
68	Addendum 1, Section V.E, Question 36, p. 29	What is the approximate size of the data that the Contractor should expect to receive on a monthly basis and by contract end?	The Contractor will receive data from the PHPs. The Department is unable to estimate the approximate size of the data files at this time.
69	Addendum 1, Section V.E, Question 37, p. 30	Item #1 appears to require job descriptions only for supervisors, while Item #3 requires job descriptions for Key Personnel. Please confirm that job descriptions are only required for Key Personnel.	See Addendum 4.
70	B.4.b, p.7	Upon implementation of the Tailored Plans, does the Department intend for the EQRO to provide oversight of these entities? If so, how many is expected?	The scope of this RFP excludes external quality reviews for the Department's LME/MCOs.
71	C.2, p.7	As the Department has sole discretion to add additional optional activities, would these optional activities be reimbursed in addition to the contract cost?	If the Department requires the Contractor to perform any or all of CMS Protocols 4 through 8 at any time during the term of the Contract, it shall do so via Amendment. The Contractor will be reimbursed in accordance with the Cost Proposal, which must be completed and submitted in its entirety.

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Question #	Citation	Vendor Question	Department's Response
			See Addendum 4.
72	E.3.iii, p.13	Is our understanding correct that we must provide the entire body of the original RFP or are we just to certify that our proposal is predicted on the entire RFP?	See Question #46.
73	D.34.f, p. 34	The contract requests costs developed on a per unit basis. Will payment also be rendered upon deliverable of each unit or a monthly pro-rated fixed price per deliverable?	Section III.D. Terms and Conditions, 34 does not have a subsection f. If this question references Section III.D. 32. Payment and Invoice Terms, subsection f., payment will be made for services and deliverables accepted by the Department in accordance with the Contract's requirements. The Department will not pay Contractor on a pro-rated price per deliverable.
74	D.32.k, p.34	Have any liquidated damages been assessed during the current contract performance period?	The Department is not able to respond to this question.
75	Attachment B, p. 72	Are bidders to input their response into the table format on pages 72-96? Are alterations to that format allowed?	Offerors must use the format provided by the RFP. See Addendum 4.
76	V.A. 1, p. 72	Are bidders allowed to have a graphical response to this requirement in the Proposal appendix? If it will not fit within the 10-page limit.	Offerors may provide graphical responses; however, responses must meet the page limit. See Addendum 4.

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Question #	Citation	Vendor Question	Department's Response
77	V.A.6, p. 75	Does the Department require an NCQA Licensed Organization to conduct the Protocol 3. Performance Measure Validation.	Yes.
78	V.A.9., p. 78	CMS Protocol 4: Validation of Encounter Data (Optional Service). Is this an optional service the Department would request at its discretion as indicated in C.2? Or is this a required activity under the scope of services?	See response to Question #33.
79	V.A.10., p. 79	CMS Protocol 5: Consumer Satisfaction Surveys. Is the vendor required to conduct a CAHPS survey and be a Licensed CAHPS Vendor?	Yes. The survey must be completed by a licensed CAHPS vendor.
80	V.A.12., p. 80	CMS Protocol 6: Calculation of Performance Measures in Addition to Those Reported by a PHP and Validated by an EQRO (Optional Service). Is this an optional service the Department would request at its discretion as indicated in C.2? Or is this a required activity under the scope of services?	See response to Question #33.

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Question #	Citation	Vendor Question	Department's Response
81	V.A.13., p. 81	CMS Protocol 7: Conduct PIPs in Addition to Those Conducted by a PHP and Validated by an EQRO (Optional Service). Is this an optional service the Department would request at its discretion as indicated in C.2? Or is this a required activity under the scope of services?	See response to Question #33.
82	V.A.14., p. 81	CMS Protocol 8: Conduct Studies on Quality that Focus on an Aspect of Clinical or Non-Clinical Services at a Point in Time (Optional Service). Is this an optional service the Department would request at its discretion as indicated in C.2? Or is this a required activity under the scope of services?	See response to Question #33.
83	V.A.16, p. 83	Information Systems Capabilities Assessment (ISCA). Can this activity be performed in conjunction with Protocol 3. Validation of Performance Measures?	These two (2) activities are separate and should be completed separately.
84	V.E.3.e, p. 92	RFP Bullet states: "A description of its relevant experience providing services	Offerors without experience in North Carolina may bid.

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Question #	Citation	Vendor Question	Department's Response
		to the State of North Carolina". Does this mean potential bidders who have <u>no</u> experience providing services in North Carolina are <u>ineligible</u> to bid? Or be awarded this contract?	
85	Attachment F. a, p. 106	May a link be provided for the Financial Audit Information or must it be copied and placed in our proposal?	All information must be provided with the Offeror's proposal; a link is not acceptable.
86	General	Are any elements of the current proposal additional services not currently provided by the incumbent? Are there elements that have been removed from the current contract?	The incumbent performs and the Contractor will perform external quality reporting activities in compliance with 42 CFR 438 and other applicable law. The scope of this RFP excludes external quality reviews for the Department's LME/MCOs.
87	Section II. D. Table 1: RFP Schedule, p. 12	The RFP award is in August 27, 2019. When is the engagement start date?	The Department expects the Contractor to begin work upon the Effective Date. See response to Question #3.
88	V. Scope of Work and Requirements, A. Contractor Project Plan and Approach, 3. Annual Technical Report, p. 46	Will the first report be for the 2019 calendar?	No. The first Annual Technical Report will be completed for Calendar Year 2020.

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Question #	Citation	Vendor Question	Department's Response
89	Attachment P: North Carolina Medicaid and Health Choice Historical Enrollment, p. 153	Can we confirm the total Medicaid membership for year one? The tables provided on page 153 are 2016 numbers. Is total estimated membership 1.525 million?	The current Medicaid membership is approximately 1.6 million.
90	V. Scope of work and Requirements, F. Data Exchange and Web Portal, p. 68	How will data be supplied? Will state provide extracts in their own determined format or will we be able to request specific formatting for data extracts/feed? Can you also confirm the data sources that will be provided and in what format they will be supplied?	The Contractor will receive data from the PHPs. The Department is unable to respond to the remaining parts of this question.
91	Section VIII. Attachment N. Table 2: General Measures, p. 134	Will there be a Medical Record Review component required for all hybrid measures?	Currently, the Department does not use hybrid measurements.
92	Section VII. Attachment P. Figure 1: Map of Regions, p. 153	Can we confirm the distinct population report breakouts are rates reported out by individual PHP and/or other stratifications? (e.g. The table on page 153 shows 6 regions)	Attachment P. Figure 1 was produced by the Department and is based on its data. The data was not reported by or gathered from any of the PHPs.
93	Section VII. Attachment N. Table 2: General Measure, p. 68	For each year, does the state have a sense for which version of each measures will be used, or will this be determined by the chosen vendor? For instance, will the 2018 HEDIS	See response to Question #37.

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Question #	Citation	Vendor Question	Department's Response
		Controlling Blood Pressure measure specifications that is listed be used (as significant changes were implemented in 2019)? Does the state anticipate updated to the latest NCQA changes/updates be applied as updated specifications are released each year?	
94	II. E.4, p. 14- 15	Please clarify packaging: Can the Technical Proposal Original and Copies be packaged in one box and the Cost Proposal Original and Copies be placed in another box? Also, can the flash drives be placed in the front pocket of each Original (Technical and Cost Proposal) binders? If redacting should that CD or flash drive be placed in a separate envelope?	<p>The Technical Proposal original, copies, and flash drives, redacted and unredacted, may be included in one box.</p> <p>The Cost Proposal original, copies, and flash drives, redacted and unredacted may be included in one box, separate from the Technical Proposal.</p> <p>It is crucial to ensure labeling of documents and flash drives are in accordance with the RFP.</p>
95	V. F. 1, p. 68	What is the department's current solution? Please include technical details	<p>See response to Question #22.</p> <p>The Department will respond to the question regarding technical details on Monday, June 17, 2019.</p>
96	V. F. 1-7, p. 68-69	Does the department consider an Secure File Transfer Protocol (SFTP) site and transfer process acceptable?	Yes.
97	V. F., p. 69	Is there a standard data agreement that the	The Department has a data agreement; however, Contractor may use its own agreement.

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Question #	Citation	Vendor Question	Department's Response
		department uses, or may contractor use its own?	
98	General	Are the Medicaid Managed Care Plans required to be NCQA-accredited?	Yes.
99	V. a 3 and V. a 4, p. 46-47	Vendor would like to confirm that the technical report includes all PHP information and that the Annual PHP Performance Report is plan-specific.	This is correct.
100	V. a 5, p. 48	Vendor would like to confirm that North Carolina requires a comprehensive compliance review annually, rather than triennially as required by the regulations.	North Carolina requires a comprehensive compliance review annually.
101	General	Is it permissible to respond to the RFP Attachments in the Offeror's own template, providing the template contains all required elements?	See responses to Questions #47 and #48.
102	II.E. 3.iii, p. 13	This section states: "The <i>entire body</i> of this RFP, and signed receipt pages of any addenda released in conjunction with the RFP." Should the Offeror include the entire RFP Sections I thru VII?	See responses to Questions #47 and #48.

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Question #	Citation	Vendor Question	Department's Response
103	V.A.4., p. 47	Regarding the Annual PHP Performance Report, is it permissible to make each PHP's Performance Report either a chapter of, or an attachment to, the Annual EQR Technical Report?	Yes. Either option is permissible.
104	V.A.6.a, p.48	Regarding the requirement to compare PHP-reported performance measures from the previous 12 months for each PHP, data for the previous 12-month period will not be available in the first contract year as MCOs will not have been operational long enough to have data. Please confirm that the comparison to the previous 12-month period will begin in contract year two.	The comparison to the previous 12-month period will begin in Contract Year 2.
105	V.A.6., p. 48 & 49	Given that most regions will receive enrollment by February 2020, we anticipate the first full calendar year of data can be validated in 2021. Is this consistent with the Department's understanding?	The Contractor will validate data from Calendar Year 2020, and the report will be due no later than April 1, 2021.
106	V.A.6.d., p.49	The RFP states that 60 days prior to Contractor beginning Validation, the Department's	Confirmed.

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Question #	Citation	Vendor Question	Department's Response
		Contract Administrator for day to day activities will provide Contractor with the Department's approved measures. Please confirm that this 60-day timeline will start at the commencement of PMV activities, which starts approximately 4-6 months prior to on-site validation.	
107	V.A.6.d., p. 49	Please confirm the methodology for the measures required for review each year (e.g., how many measures will be reported administratively and how many will require hybrid reporting?).	The Contractor is required to validate six (6) measures each year for each PHP and none will include hybrid reporting.
108	V.A.6.d. , p. 49	Are the audits required to be HEDIS Compliance Audits or CMS performance measure validation audits?	CMS performance measure validation audits.
109	V.A.6.e, p. 49	Will the performance measure validation activities include an assessment of the Department's proposed program in place to monitor PHP performance overall? Or will the activities only be related to specific measures reported?	The performance measure validation activities will be based upon six (6) specific measures per PHP and will be consistent with the Department's program.

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Question #	Citation	Vendor Question	Department's Response
110	V.A.8.a, p. 49	For the Validation of Network Adequacy review, when are the PHPs first scheduled to provide network adequacy analysis results to the Department? Based on the timing of the PHPs' initial network adequacy reports, will the Contractor validate the PHPs' network adequacy reports during the first contract year?	The Contractor will validate the PHPs' network adequacy reports during the first Contract Year.
111	V.A.8.a, p. 49	For the Validation of Network Adequacy review, does the Department maintain a crosswalk of PHP provider specialty types or other document(s) defining the PHPs' provider categories to ensure consistency in categorizing providers?	Yes.
112	V.A.8.a, p. 49	What are the anticipated data sources for the Validation of Network Adequacy review? Will the PHPs submit provider data directly to the Contractor? Or will data be provided to the Contractor by the Department or another vendor? Please describe the frequency and format/layout	The Contractor will receive data directly from each PHP. The frequency and format/layout are not currently available.

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Question #	Citation	Vendor Question	Department's Response
		of provider data submitted to the Contractor.	
113	V.A.8.c, p. 49	For the secret shopper and telephone surveys, will the selected sample be based on a statewide sample within each PCP? Or will each PHP's sample need to contain a statistically representative number of providers by region?	The selected sample must be statistically representative of each PHP on a statewide basis.
114	V.A.8.d, p. 50	Will the Contractor be required to submit additional written reports or analytic datasets containing the quarterly network adequacy validation results to the Department? Or will quarterly results only be reported in the Annual PHP Performance Report?	Quarterly results will be reported in the Annual PHP Performance Report.
115	V.A.8.d, p. 50	Does the Department require the quarterly validation of provider information to be sampled from each PHP's statewide provider network? Or will the sample need to contain a statistically representative number of providers by region?	The validation must contain a statistically representative number of providers, per PHP, by region. See response to Question #25.

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Question #	Citation	Vendor Question	Department's Response
116	V.A.9., p. 50	Does the Department expect to see statistical comparisons of PHPs, or by populations of interest?	See response to Question #25.
117	V.A.9. , p. 50	Is the Department interested in any statistical comparison among subgroups (i.e., race, geographic regions) for the EDV analyses?	See response to Question #25.
118	V.A.9.d. , p. 50	Please provide any expectations surrounding sampling parameters (e.g., confidence level, margin of error) and anticipated substrata for conducting medical record reviews.	See response to Question #25.
119	V.A.10., p. 51	Will the Department require any oversample for the CAHPS survey? If yes, what is the required oversample rate?	See response to Question #25.
120	V.A.10. , p. 51	Can the Department confirm which Child Medicaid Health Plan survey instrument they would like the Contractor to administer; Child Medicaid CAHPS 5.0H Health Plan Survey without the children with chronic conditions (CCC) measurement set, or Child Medicaid CAHPS 5.0H Health	Currently, the Department will require Contractor to administer the Child Medicaid CAHPS 5.0H Health Plan Survey with the CCC measurement set.

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Question #	Citation	Vendor Question	Department's Response
		Plan Survey with the CCC measurement set?	
121	V.A.10. , p. 51	Will the CAHPS results need to be submitted to NCQA or the CAHPS Health Plan Survey Database? If the data will be submitted to NCQA, will the Contractor be required to audit the sample frame files?	Both NCQA and the CAHPS Health Plan Survey Database. The Contractor is required to audit the sample files.
122	V.A.10. , p. 51	Will the CAHPS surveys be required to be administered in languages other than English?	Yes. The CAHPS survey must be administered in English and Spanish. See Addendum 4.
123	V.A.10. , p. 51	How many supplemental questions does the Department intend to add to the CAHPS surveys?	Currently, the Department uses the Healthcare Effectiveness Data and Information Set (HEDIS®) supplemental item set and the Children with Chronic Conditions (CCC) measurement set.
124	V.A.10. , p. 51	What data collection mode would the Department like to employ (e.g., mail only, mixed mode [mail with telephone follow up]) for the CAHPS surveys?	Mixed mode.
125	V.A.10. and 11., p. 51 & 52	Please confirm the Department will provide all necessary eligible population files for both the CAHPS and Provider Satisfaction survey activities.	Yes. The Department will provide all necessary eligible population files for both the CAHPS and Provider Satisfaction survey activities.
126	V.A.10.	In the Cost Proposal for the CAHPS surveys, the unit is 1 survey. Please clarify the	One survey means Contractor has surveyed, in English and Spanish, for each of the following: 1. Adult Medicaid; and

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Question #	Citation	Vendor Question	Department's Response
	and Attachment C, p. 51 & 99	definition of 1 survey. For example, the scope of work states the Contractor will be required to administer an Adult and Child CAHPS survey for each PHP. Therefore, should the Contractor include the cost of administering both the Adult and Child CAHPS survey to each PHP (i.e., the cost of administering to a total of 10 survey samples) in the per unit cost or should this price be limited to administering one of the surveys (i.e., adult or child) to one PHP (i.e., the cost of administering to one survey sample)?	2. Child Medicaid, including NC Health Choice See Addendum 4.
127	V.A.10., p. 52	For the CAHPS survey, the contractor may be required to participate in a conference call or in-person meeting. Should the Contractor budget for an in-person meeting as part of their cost proposal or assume the findings will be presented via a conference call?	Conference call is acceptable.
128	V.A.11., p. 52	Please clarify whether the Contractor will be required to administer or validate provider surveys.	The Contractor will administer and validate provider surveys.

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Question #	Citation	Vendor Question	Department's Response
129	V.A.11., p. 52	<p>If the Contractor will administer a provider survey:</p> <ul style="list-style-type: none"> - What data collection mode would the Department like to employ? - What is the required sample size for each reporting unit? - Which languages will the survey be required to be administered in? - Will the Contractor need to develop a custom survey instrument or will the Department provide an existing survey instrument? - What is the anticipated length of the survey? 	<ol style="list-style-type: none"> 1. Data Collection will be telephonic and by e-mail. 2. The sample size is not available at this time. 3. Both English and Spanish. 4. The Department will provide the survey instrument. 5. The anticipated length of the survey is not available at this time. <p>See Addendum 4.</p>
130	V.A.10. and Section V.B, p. 52 & 60	<p>Per the scope of work, the Contractor will need to produce one aggregate report and five PHP-specific reports; however, Table 2 in Section V.B states the only report deliverable required is one final report of the results. Please clarify the deliverable reports required for the CAHPS survey activity.</p>	<p>See response to Question #4.</p>

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Question #	Citation	Vendor Question	Department's Response
131	V.A.11., p. 52 & 61	Per the scope of work, the Contractor will need to produce one aggregate report and five PHP-specific reports; however, Table 2 in Section V.B states the only report deliverable required is one final report of the results. Please clarify the deliverable reports required for the Provider Satisfaction survey activity.	See response to Question #6.
132	V.A.11. and Attachment C, p. 52 & 99	In the Cost Proposal for the Provider Satisfaction surveys, the unit is 1 survey. Please clarify the definition of 1 survey. For example, the scope of work states the Contractor will be required to administer a for each PHP. Therefore, should the Contractor include the cost of administering both the survey to each PHP (i.e., the cost of administering to a total of 5 survey samples) in the per unit cost or should this price be limited to administering one survey to one PHP (i.e., the cost of administering to one survey sample)?	See response to Question #6.
133	V.A.14, p. 53	What are the intended audiences for these studies?	The Department and its stakeholders.

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Question #	Citation	Vendor Question	Department's Response
134	V.A.14, p. 53	Where will data necessary to complete the focused study analyses be obtained; from the PHPs, from the Department, or via a direct connection to the Department's data systems?	The Contractor and the Department will work together to obtain the data after Contract award.
135	V.A.14, p. 53	Have any clinical or non-clinical focused study topics been identified for the first contract year? Are there clinical or non-clinical areas of interest to the Department for purposes of studies on quality?	See pages 18-19, Figure 5. Linking Interventions to Objectives in the Department's Quality strategy, which can be found at: https://files.nc.gov/ncdma/documents/Quality_Strategy_4.5.19.v2.pdf
136	V.A.14., p. 53	What is the Department's preference as to whether focused studies are conducted using a hybrid methodology (i.e., inclusion of medical record review), or using administrative data sources? If a hybrid methodology is used: <ul style="list-style-type: none"> - Will the selected study sample be based on a statewide sample, or should the sample be stratified by PHP such that comparisons can be made between PHPs? - Do the PHPs' provider contracts outline any 	See response to Question #91.

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Question #	Citation	Vendor Question	Department's Response
		<p>requirements for the procurement and submission of medical records to the Contractor?</p> <ul style="list-style-type: none"> - Do the PHPs have a minimum required time frame to procure and submit medical records for EQR activities? - Will PHPs be expected to procure and submit requested medical records to the Contractor for abstraction, or will the Contractor be required to abstract the medical records from either physician offices and/or the PHPs? 	
137	V.A.16.iii., p. 54	Does the Department expect the EQRO to validate a statistically sound sample of the 837-file format files or to validate the PHPs' process for identifying and conducting a sample of the 837-file format files?	The Contractor will validate a statistically sound sample of the file.
138	V.E.1.e.i., p.68	The first sentence in this section states the Contractor	Licensed professionals must hold current, valid North Carolina licenses.

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Question #	Citation	Vendor Question	Department's Response
		<p>must have North Carolina licensed doctors, nurses, etc. on staff, but the final sentence states clinical staff must have a valid and current license to practice in their profession. Please clarify which licenses are required for staff and whether they must be licensed in North Carolina.</p>	<p>See Addendum 4.</p>
139	<p align="center">VII. Attachment B. Question #8., p.8</p>	<p>Is it acceptable to submit multiple reporting samples if separate documents will more effectively display reporting options for secret shopper surveys, telephone surveys, and other aspects of network adequacy validation? If so, would the Department want to see the full report for each sample, or only the section that displays the specific area submitted as the sample?</p>	<p>Offerors should submit reporting samples that most effectively and comprehensively demonstrate their ability to comply with the Contract's requirements.</p>
140	<p align="center">VII. Attachment B Questions #10 and #11, p. 10 & 11</p>	<p>Regarding CAHPS and Provider Satisfaction Surveys, respectively, sub-bullet (d) states: "Description of staff, systems, procedures, or materials used to validate the PIPs." Should this read, "Description of staff, systems, procedures, or materials used to conduct survey activities"?</p>	<p>See Addendum 4.</p>

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Question #	Citation	Vendor Question	Department's Response
141	VII. Attachment B Question #26, p. 22	<p>The Proposed Work Plan and Approach for the Value-Added Services look to be requirements for a PHP, not an EQRO. For example, the specification of: the services areas for the proposed value-added services; eligible category, group, or managed care members who would benefit from the value-added service; description of how the value-added service will be identified in the encounter data.</p> <p>Are there other criteria the Department will use for value-added services provided by an EQRO?</p>	Offeror should include any other services, not specifically included in the RFP, that would add value to the Department's EQRO.
142	VII. Attachment B Question #37, p. 30	Can the Department confirm if the Offeror will be required to have an office located in North Carolina?	The Contractor is not required to have an office located in North Carolina but must have the ability to meet in North Carolina, as the Department requires or requests.
143	VII. Attachment C: Cost Proposal, p. 98	What is the anticipated amount per year of this contract?	The Offeror should provide its most competitive proposal.
144	VII. Attachment C: Cost Proposal, p. 98	Does the Department anticipate contracting with additional PHPs in the future?	The Department cannot respond to this question.

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Question #	Citation	Vendor Question	Department's Response
145	VII. Attachment C: Cost Proposal, p. 98	CMS Protocol 2: Validation of Performance Measures states the number of annual units as 6. Please confirm whether the 6 units refers to six measures required for validation each year for each PHP (which would be 6 units multiplied by 5 PHPs), or six separate rates for each of the six regions (which would be 6 rates multiplied by 6 regions).	See response to Question #14.
146	VII. Attachment C: Cost Proposal, p. 99	For the scoring criteria, will the Cost Proposal be evaluated based on Tab 2 Activities and Deliverable Pricing or the total of Tabs 2, 3, and 4?	See response to Question #35.

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Execute Addendum 3:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____