



Solicitation Addendum

Solicitation Number: 30-190465-DHB
Solicitation Description: External Quality Review Organization Services
Solicitation Opening Date and Time: June 28, 2019 by 2:00 PM ET
Addendum Number: 4
Addendum Date: June 14, 2019
Addendum Description/Purpose: Revisions to the RFP
Contract Specialist: Melissa Pressley
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NOTIFICATIONS AND INSTRUCTIONS:

1. Return one properly executed copy of this Addendum 4 with response. Failure to sign and return this Addendum #4 may result in the rejection of Offeror's proposal.
2. Carefully read, review, and adhere to all Department responses in this Addendum #4.

Revisions to the RFP:

1. **Section II. D. Schedule and Important Events, Section II.D. Table 1: RFP Schedule is revised and restated as follows:**

Section II.D. Table 1: RFP Schedule		
Activity	Responsible Party	Due Date
Issue Request for Proposal	Department	May 17, 2019
Deadline to Submit Written Questions to the Department	Offeror	May 24, 2019 by 12:00PM ET
Issue Addendum with Responses to Offerors' Questions	Department	June 14, 2019
Deadline to Submit Proposals	Offeror	June 28, 2019 by 2:00PM ET
Conduct Evaluation of Proposals	Department	June 28, 2019 through August 20, 2019
Contract Award	Department	August 27, 2019

2. **Section II.G. Evaluation Process and Contract Award, 3. Scoring, Criteria, and Overall Weight, subsection d. is added as follows:**

- d. The proposal with the lowest cost for a particular tab, section, or component of the cost proposal to be scored will receive the total number of points allocated for that tab, section or component. Other proposals will receive a portion of the maximum score using the following formula:

Total number of points allocated for a tab, section or component multiplied by the lowest cost proposal received for that tab, section or component divided by the proposed cost for that tab, section or component of the proposal being evaluated.

$$[\text{Total points allocated}] \times [\text{lowest cost bid}] \div [\text{proposed cost of bid being evaluated}]$$

3. **Section II.G. Evaluation Process and Contract Award, 4. Contract Award is revised and restated in its entirety as follows:**

4. **Contract Award**

Upon conducting a comprehensive, fair, and impartial evaluation of the proposals received in response to this RFP, the Department reserves the right to award a Contract. The Offeror whose proposal is determined to be in the best interest of the Department will be

recommended for award. The scoring processes described herein will be used as factors in the selection process but may not be determinative. The Department reserves the right to award to the Offeror determined to be in the best interest of the Department regardless of technical and cost scores. Upon award, the Department will sign the "Acceptance of Proposal" found at the bottom of the Execution of Proposal Section or require the signing of an Execution of Contract, thus resulting in the formation of the Contract(s). Within two (2) business days after notification of award, the Offeror must register in NC E-Procurement @ Your Service. See <http://vendor.ncgov.com>.

4. **Section V. Scope of Work and Requirements, introductory paragraph, is revised and restated in its entirety as follows:**

As part of its Technical Proposal, the Offeror must confirm adherence to the expectations of the Department and describe their ability to meet the entire Scope of Work and Requirements of this RFP.

The Offeror must provide a detailed narrative, diagrams, process flows, exhibits, examples, sketches, descriptive literature and/or detailed information specifically tailored for the Offeror to demonstrate its ability to meet the EQR requirements.

All links to websites referenced in this RFP are current as of the date the Department issues the RFP. The links are provided solely for your information and convenience, and the Department has no obligation to update them, as they may change from time to time.

5. **Section V. Scope of Work and Requirements, A. Contractor Project Plan and Approach, subsection 1. is revised and restated in its entirety as follows:**

1. Contractor shall complete all reports, perform all activities, and produce all deliverables as required and requested by the Department as detailed in this Section V.A. and in Section V.B.

As of the issuance of this RFP and pursuant to 42 CFR 438.358, CMS has designated Protocols 1, 2, and 3 as requirements. While CMS currently designates Protocols 4 through 8 as optional, the Department may require the Contractor to provide these services at any time during the term of the Contract.

If the Department chooses to require 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, pursuant to Section III.D.3. Amendments.

6. **Section V. Scope of Work and Requirements, A. 6. CMS Protocol 2: Validation of Performance Measures, subsection a) is revised and restated in its entirety as follows:**

- a) The Department requires PHPs to report standardized measures of quality, access, and utilization. Each Calendar Year, the Contractor shall validate a minimum of six (6) of the performance measures that have been submitted by the PHPs to the Department. The Contractor shall also

validate the comparison of the PHP-reported performance measures from the previous twelve (12) months for each PHP.

7. Section V. Scope of Work and Requirements, A. 4. Annual PHP Performance Report, subsection c) is revised and restated in its entirety as follows:

c) Contractor shall work with the Department to determine the format and guidelines for the Annual PHP Performance Report. The Department has sole discretion on all format and guideline decisions.

8. Section V. Scope of Work and Requirements, A. 7. CMS Protocol 3: Validation of Performance Improvement Projects (PIPs) is revised and restated in its entirety as follows:

7. CMS Protocol 3: Validation of Performance Improvement Projects (PIPs)

a) Each PHP is required to submit a minimum of three (3) Performance Improvement Plans annually. Two (2) clinical PIPs and one (1) non-clinical PIP are required. If a PHP does not meet the CMS-416 (Annual Early and Periodic Screening, Diagnostic and Treatment 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%.

b) Each Calendar Year, Contractor shall validate a minimum of three (3) performance improvement projects (PIPs) submitted by the PHPs to the Department. Validation of performance improvement projects shall include an assessment of the PHP methodology for conducting the projects and evaluation of the overall validity and reliability of the projects.

c) Validation shall be conducted in compliance with the most current CMS Protocol 3 in effect at the time of the validation, which can be found at <https://www.medicare.gov/medicaid/quality-of-care/downloads/egr-protocol-3.pdf>.

9. Section V. Scope of Work and Requirements, A. 10. CMS Protocol 5: Consumer Satisfaction Survey, subsection c) is revised and restated as follows:

10. CMS Protocol 5: Consumer Satisfaction Surveys (Optional Service)

c) Contractor shall conduct the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey as follows:

i. Contractor shall conduct the CAHPS survey, in English and Spanish, on an annual basis in accordance with the CMS protocol for conducting surveys as follows:

a) CAHPS Health Plan Survey 5.0H, Adult Version; and

b) CAHPS Health Plan Survey 5.0H, Child Version, which includes Medicaid and NC Health Choice.

ii. Ensure surveys are completed at one time and with samples selected at the PHP-level to allow the results to be generalized to all PHPs. Each CAHPS survey will meet the minimum NCQA standards.

- iii. Contractor shall validate the CAHPS Survey utilizes information from the preceding twelve (12) month period for each PHP.
- iv. Contractor shall determine the sample size based on the active population. Contractor must submit to the Department's Contract Administrator for day to day activities, within thirty (30) calendar days of Contract Award, its proposed sampling plan, which is subject to approval by the Department.
- v. On an annual basis, Contractor shall submit to each PHP a raw data set containing results of the CAHPS survey and a summary report for each PHP.
- vi. On an annual basis, Contractor shall provide the Department with the results of the CAHPS Survey for each PHP. A separate, statewide summary report shall also be provided.
- vii. At the Department's request, Contractor shall participate in a conference call or in-person meeting with the Department to discuss survey findings and improvement strategies with the PHPs.

10. **Section V. Scope of Work and Requirements, A. 11. CMS Protocol 5: Provider Satisfaction Survey, subsection f) is revised and restated as follows:**

11. CMS Protocol 5: Provider Satisfaction Surveys (Optional Service)

- f) On an annual basis, Contractor shall provide the Department with the results of the provider satisfaction survey for each PHP. A separate, statewide summary report shall also be provided.

9. Section V.B. Table 1: EQRO Reports Table and Liquidated Damages is revised and restated in its entirety as follows:

Section V.B. Table 1: EQRO Reports Table and Liquidated Damages				
Report	Description	Quantity and Frequency	Due Date	Liquidated Damage
Annual Technical Report	<p>A program-wide detailed technical report summarizing the findings of the annual external quality review and quality of care across all PHPs. The report shall include comparative information about all of the PHPs as methodologically appropriate. The findings from the following CMS protocols and activities must be included:</p> <ul style="list-style-type: none"> • Protocol 1: Assessment of Compliance with Medicaid Managed Care Regulations • Protocol 2: Validation of Performance Measures • Protocol 3: Validation of Performance Improvement Projects (PIPs) • Protocol 4: Validation of Encounter Data • Validation of Network Adequacy 	One (1) report per Calendar Year for the prior Calendar Year.	April 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Annual PHP Performance Report	<p>Detailed performance reports for each PHP describing the results and findings of the following CMS protocols performed:</p> <ul style="list-style-type: none"> • Protocol 1: Assessment of Compliance with Medicaid Managed Care Regulations 	One (1) report per Calendar Year for the prior Calendar Year.	April 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.

	<ul style="list-style-type: none"> • Protocol 2: Validation of Performance Measures • Protocol 3: Validation of Performance Improvement Projects (PIPs) • Protocol 4: Validation of Encounter Data • Validation of Network Adequacy 			
Information Systems Capabilities Assessment (ISCA)	<p>Outlines the capabilities of a PHP's information system (IS) is essential to effectively and efficiently:</p> <p>(a) Validate PHP encounter data, (b) Calculate or validate PHP performance measures, and (c) Assess a PHP's capacity to manage the health care of its enrollees well. Please see the CMS ISCA protocol:</p> <p>http://www.medicaid.gov/medicaid-chip-program-information/by-topics/quality-of-care/downloads/app5-isassessment.pdf</p>	One (1) report per Calendar Year for the prior Calendar Year.	April 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Annual Care Management Performance Evaluation	Analysis, results, and findings from the annual collection and Validation of data submitted by PHPs regarding their Advanced Medical Home (AMH), At-Risk Child, High-Risk Pregnancy, and LTSS care management programs. The report shall include findings and results from CMS Protocol 2: Validation of Performance Measures.	One (1) report per Calendar Year for the prior Calendar Year.	July 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.

Annual Health Equity Report	Assesses individual PHP and program-wide performance against select measures indicated in the Quality Strategy, which can be found at https://files.nc.gov/ncdma/documents/Quality_Strategy_4.5.19.v2.pdf) based on age, race, ethnicity, sex, primary language, and by key population group. The report shall include findings and results from CMS Protocol 2: Validation of Performance Measures.	One (1) report per Calendar Year for the prior Calendar Year.	August 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
PHP Report Card	Comparison of PHPs to each other in key performance areas with the purpose of assisting Medicaid members in the selection among the participating PHPs.	One (1) report per Calendar Year for the prior Calendar Year.	April 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Monthly Progress Reports	Summary of review of all monthly activity and status of the deliverables.	Twelve (12) reports per Calendar Year.	By the 25 th day of each month for the immediately preceding month.	\$1,000.00 per Calendar Day for each Calendar Day a report is late.

10. Section V.B. Table 2: EQRO Activities and Deliverables and Liquidated Damages is revised and restated in its entirety as follows:

Section V.B. Table 2: EQRO Activities and Deliverables and Liquidated Damages				
Activities and Deliverables	Description	Quantity and Frequency	Due Date	Liquidated Damage
Consumer Satisfaction Survey	A final survey report of the results of the CAHPS Survey. The report shall follow CMS Protocol 5: Validation and Implementation of Surveys.	One (1) report per Calendar Year	May 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.

Provider Satisfaction Survey	A final survey report of the results of the Provider Satisfaction Survey. The report shall follow CMS Protocol 5: Validation and Implementation of Surveys.	One (1) report per Calendar Year	May 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Evaluation of the Department's Quality Strategy	Evaluation of the State's Quality Strategy pursuant to 42 CFR 438.204 and 42 CFR 438.358 at least once during the Initial Term of the Contract, at the request of the Department.	One (1) report per Calendar Year	At time of annual evaluation	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Collaborative Quality Improvement Forum Report	The minutes, attendee lists, and summary of survey results from each Collaborative Quality Improvement Forum.	One (1) report per Forum	At time of annual evaluation	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Program Integrity Reviews and Ad Hoc Reports	Compliance with Section 1902 (a)(68) of the Social Security Act, 42 CFR 438, 455 and 1000-1008, including proper payments to providers and methods for detection of fraud and abuse. In addition, compliance with 42 CFR 438.608.	One (1) report per PHP per Calendar Year	At time of annual evaluation	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Annual Access to Care Report	Includes the findings from the EQR activities, CAHPS measures, impact of utilization/high-cost services, and specific measures around perception of access.	One (1) report per Calendar Year	August 1	\$1,000.00 per Calendar Day for each Calendar Day a report is late.
Annual EQRO Activity Summary Report	Annual report covering the contract year summarizing all of the Contractor's activities during the previous year, analysis from environmental scans, and trends in health care quality.	One (1) report per Calendar Year for the prior Calendar Year.	At time of annual evaluation	\$1,000.00 per Calendar Day for each Calendar Day a report is late.

11. **Section V. Scope of Work and Requirements, E. Qualifications, Staffing Plan, and Personnel Requirements is revised and restated in its entirety as follows:**

E. **Qualifications, Staffing Plan, and Personnel Requirements**

1. **Contractor Qualifications**

- a) The Contractor shall not use the services of, participate with, nor enter into any agreement with any individual or entity that has been excluded from participation in federal health care programs or has been debarred from doing business with the State of North Carolina. Contractor is responsible for screening all employees and subcontractors to ensure this Contract requirement is met.
- b) Contractor shall have and maintain a staffing plan with sufficient administrative personnel and an organizational structure to comply with all requirements described in this RFP. Contractor shall provide qualified persons in numbers appropriate to the requirements of this RFP, including any value-added services, if approved by the Department.
- c) Contractor's staff assigned to perform technical review functions must have NCQA CAHPS and NCQA HEDIS certification.
- d) Contractor shall maintain the following Key Personnel, which are subject to the Department's approval:
 - i. Project Director is responsible for all aspects of contract performance, including the operation of all aspects of the requirements of this RFP, including invoicing, data submission, and reporting to the Department. The Project Director:
 - a) Will have a minimum of five (5) years of project management experience, with PMP certification;
 - b) Will remain available to communicate with the Department by telephone and e-mail as requested by the Department; and
 - c) Will have the authority to allocate and coordinate resources and engage additional resources as needed for the Offeror to meet all contractual requirements.
 - ii. Project Manager(s) is responsible for managing daily activities and working with the Project Director to ensure deliverables are on time and of high quality. The Project Manager:
 - a) Will have a minimum of five (5) years of project management experience; and
 - b) PMP certification is preferred.
 - iii. A full-time Medical Director, responsible for overseeing the clinical aspects of the EQR activities and serving as a liaison between the Contractor and the Department's Business Intelligence Office (BIO) team. Additionally, the Medical Director:
 - a) Must have prior Medicaid experience;
 - b) Must have a current, valid license to practice medicine in the State of North Carolina and a minimum of 10 years' experience providing direct patient care;
 - c) Will allocate and coordinate clinical staff as needed to perform all activities under this RFP.

- iv. At least one (1) Ph.D. level staff member who shall provide confirmation of all statistical analysis plans and results.
 - v. Key Personnel responsible for information systems, claims, and encounters.
 - vi. Clinical staff, including physicians and nurses, with current, valid licenses in the State of North Carolina, to provide functions including but not limited to medical record reviews, analysis of clinical standards and guidelines, conducting focused clinical studies, clinical data Validation, and PIP Validation.
- e) In addition to Key Personnel, Contractor shall maintain the following staff, at minimum:
- i. Medical Doctors, Doctors of Osteopathy, obstetricians, pediatricians, registered nurses, pharmacists, mental and behavioral health providers, social workers, and other health care professionals with the experience and training necessary to perform review activities. Clinical staff must have a valid and current license to practice in their profession in the State of North Carolina.
 - ii. Qualified staff for data collection, analysis, and reporting. Each activity requiring statistical analysis shall include the written support for methodology, data validation, and results.
 - iii. Qualified staff to review, edit, and design, as appropriate, all draft and final reports.
- f) Personnel must be in place within ninety (90) Calendar Days of Contract award.
- g) Contractor shall provide all training, education, and technical assistance to all designated Key Personnel and staff to ensure Key Personnel and staff can meet the requirements of this RFP and any resulting contract.
- h) Upon Department's request, Contractor shall provide the Department's Contract Administrator for day-to-day activities all of the individuals assigned to the Contract and their related resumes or biographies.
- i) Contractor shall not substitute Key Personnel assigned to the performance of this Contract without prior written approval by the Department. Contractor shall notify the Department's Contract Administrator for day to day activities of any desired substitution, including the name(s), resumes or biographies, and references of Contractor's recommended substitute personnel. The Department will approve or disapprove the requested substitution within thirty (30) Calendar Days.
- j) The Department may, at its sole discretion, reject a potential candidate or require the removal of any Key Personnel providing services under the Contract.
- k) Contractor shall notify the Department's Contract Administrator for day to day activities of any staff changes for assigned Contract resources within fifteen (15) days of Contractor's knowledge of such change.

12. Attachment B: Technical Proposal is revised and restated in its entirety as follows:

ATTACHMENT B: TECHNICAL PROPOSAL

The Technical Proposal must address all requirements and specifications of this RFP. Offeror should limit responses to five (5) pages per question number, excluding samples, templates, or other requested documents, unless specified otherwise.

Information Required and Questions	
Section V. Scope of Work and Requirements	
The Offeror shall provide a statement confirming adherence to the expectations of the Department.	
Question Number	Section V.A: Proposed Work Plan & Approach
1	<p>The Offeror shall provide an implementation plan which must include and address, at a minimum, the following:</p> <ul style="list-style-type: none"> a. A comprehensive list of each task and deliverable to meet the requirements of mandatory CMS Protocols 1, 2, and 3, as detailed in Section V. of the RFP. Offerors should propose a schedule and identify Key Personnel and any other business and technical owners. Offeror must detail its strategy and approach to work with and provide technical assistance to the PHPs in order to successfully meet the requirements of this RFP. b. A comprehensive list of the tasks and deliverable to meet all other CMS protocols and RFP requirements, as detailed in Section V. Offerors should propose a schedule and identify Key Personnel and any other business and technical owners. Offeror must detail its strategy and approach to work with and provide technical assistance to the PHPs in order to successfully meet the other CMS Protocols and requirements of this RFP. <p>Offeror should limit its response to fifteen (15) pages.</p>

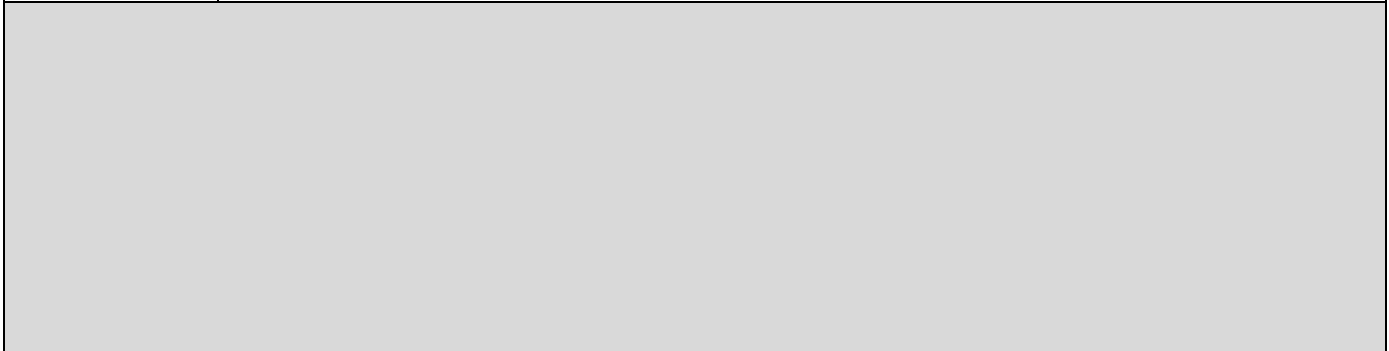
2	<p>The Offeror shall provide the following:</p> <p style="text-align: center;">Project Plan and Methodology for Scope of Services: The Offeror shall include a draft project plan and methodology to implement the Initial Project Plan, pursuant to Section V.A.2.b), which shall:</p> <ul style="list-style-type: none"> i. Include the elements stated in Section V.A.2.c) i – Section V.A.2.c) viii.; and ii. Describe the Offeror’s management approach and detail how the Initial Project Plan will be executed. <p>Offeror should limit its response to fifteen (15) pages.</p>

Question Number	Section V.B and V.C.: Required Reports, Activities, and Deliverables
3	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.3. Annual Technical Report</i>, as follows: The Offeror shall indicate who will prepare the report (e.g., Offeror, Subcontractor(s)) and detail any limitations and/or issues with meeting the Department’s expectations and requirements. The response shall also include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; b. Detail and describe the resources Offeror proposes to use in the production of the report, including: <ul style="list-style-type: none"> i. Human resources, including staff functions and roles; and ii. Data collection methods and tools; and iii. Other systems and tools; and

	<p>iv. Potential risks and proposed mitigation plan to timely producing the report.</p> <p>c. Two (2) EQRO Technical Reports from two (2) different states prepared by the Offeror or Offeror’s proposed subcontractor that will be performing this activity. If the Offeror or Offeror’s proposed subcontractor has not previously prepared a report, the Offeror shall indicate such and provide a proposed report template.</p>
<p>4</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.4. Annual PHP Performance Report</i>. The Offeror shall indicate who will prepare the report (e.g., Offeror, Subcontractor(s)) and detail any limitations and/or issues with meeting the Department’s expectations and requirements. The response shall also include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach b. Detail and describe the resources Offeror proposes to use in the production of the report, including: <ul style="list-style-type: none"> i. Human resources, including staff functions and roles; and ii. Data collection methods and tools; and iii. Other systems and tools; and iv. Potential risks and proposed mitigation plan to timely producing the report. <p>The Offeror shall provide the following supporting documentation to accompany its response: A sample report of the Annual PHP Performance Report that was prepared by the Offeror or its proposed subcontractor that will be performing this activity. If neither Offeror nor subcontractor have previously prepared a report, the Offeror shall indicate such and provide a proposed report template.</p>



5	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.5.CMS Protocol 1: Assessment of Compliance with Medicaid Managed Care Regulations</i>. The Offeror shall indicate who will provide the services (e.g., Offeror, subcontractor(s)) and detail any limitations and/or issues with meeting the Department’s expectations and requirements. The response shall include:</p> <ul style="list-style-type: none">a. A detailed explanation of the Offeror’s proposed approach;b. Description of staff, systems, procedures, or materials used to perform this assessment, including at a minimum:<ul style="list-style-type: none">i. Human resources, including staff functions and roles; andii. Data collection methods and tools; andiii. Other systems and tools; andiv. Potential risks and proposed mitigation plan.c. Procedures and mechanisms the Offeror will utilize to remain up-to-date on applicable Federal and State regulations.
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6	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.6. CMS Protocol 2: Validation of Performance Measures</i>. The Offeror shall indicate who will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s expectations and requirements. The response shall include:</p> <ul style="list-style-type: none">a. A detailed explanation of the Offeror’s proposed approach;b. Description of staff, systems, procedures, or materials used to validate the performance measures, including at a minimum:<ul style="list-style-type: none">i. Human resources, including staff functions and roles; andii. Data collection methods and tools; andiii. Other systems and tools; and
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	<p>iv. Potential risks and proposed mitigation plan to timely validating performance measures.</p> <p>c. The Offeror shall provide the following supporting documentation to accompany its response:</p> <p>A sample report on Validation of Performance Measures activities and findings previously prepared by the Offeror or its proposed subcontractor that will be performing this activity. If neither Offeror nor subcontractor have previously prepared a report, the Offeror shall indicate such and provide a proposed report template.</p>
7	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.7. CMS Protocol 3: Validation of Performance Improvement Projects (PIPs)</i>. The Offeror shall indicate who will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s expectations and requirements. The response shall include:</p> <p>a. A detailed explanation of its proposed approach; and</p> <p>b. Description of staff, systems, procedures, or materials used to validate the PIPs, including at a minimum:</p> <p style="padding-left: 40px;">i. Human resources, including staff functions and roles; and</p> <p style="padding-left: 40px;">ii. Data collection methods and tools; and</p> <p style="padding-left: 40px;">iii. Other systems and tools; and</p> <p style="padding-left: 40px;">iv. Potential risks and proposed mitigation plan to timely validating the PIPs.</p> <p>c. A sample report on CMS Protocol 3: Validation of Performance Improvement Projects previously prepared by the Offeror or its proposed subcontractor that will be performing this activity. If neither Offeror nor subcontractor have previously prepared a report, the Offeror shall indicate such and provide a proposed report template.</p>



8	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section A.V.8. Validation of Network Adequacy</i>. The Offeror shall indicate who will provide the services (e.g., Offeror, subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none">a. A detailed explanation of its proposed approach for conducting “secret shopper” and telephone surveys;b. A detailed explanation of the process the Offeror will use to validate the accuracy of the provider information, including the provider directory as reported by the PHP;c. Description of staff, systems, procedures, or materials used to perform this requirement, including at a minimum:<ul style="list-style-type: none">i. Human resources, including staff functions and roles; andii. Data collection methods and tools; andiii. Other systems and tools; andiv. Potential risks and proposed mitigation plan to timely validating network adequacy.d. Sample reporting formats.
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9	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section A.V.9. CMS Protocol 4: Validation of Encounter Data</i>. The Offeror shall indicate who will provide the services (e.g., Offeror, subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none">a. A detailed explanation of its proposed approach;b. Description of staff, systems, procedures, or materials used to validate the Encounter Data, including at a minimum:<ul style="list-style-type: none">i. Human resources, including staff functions and roles; and
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	<ul style="list-style-type: none"> ii. Data collection methods and tools; and iii. Other systems and tools; and iv. Potential risks and proposed mitigation plan to timely validating the encounter data. <ul style="list-style-type: none"> c. Methodology to validate the completeness and accuracy of encounter data. d. The Offeror shall provide the following supporting documentation to accompany its response: <p>A sample report that includes both narratives and charts/graphs on CMS Protocol 4: Validation of Encounter Data previously prepared by the Offeror or its proposed subcontractor that will be performing this activity. If neither Offeror nor subcontractor have previously prepared a report, the Offeror shall indicate such and provide a proposed report template.</p>
10	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section A.V.10: CMS Protocol 5: Consumer Satisfaction Surveys</i>. The Offeror shall indicate who will provide these services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its survey approach; b. Proposed sampling plan and size based on estimated enrollment provided in <i>Attachment P</i>; c. Protections for confidentiality (e.g. PHI, PII); and d. Description of staff, systems, procedures, or materials used to conduct the Consumer Satisfaction Surveys, including at a minimum: <ul style="list-style-type: none"> i. Human resources, including staff functions and roles; and ii. Data collection methods and tools; and iii. Other systems and tools; and iv. Potential risks and proposed mitigation plan to timely administering and validating the surveys.



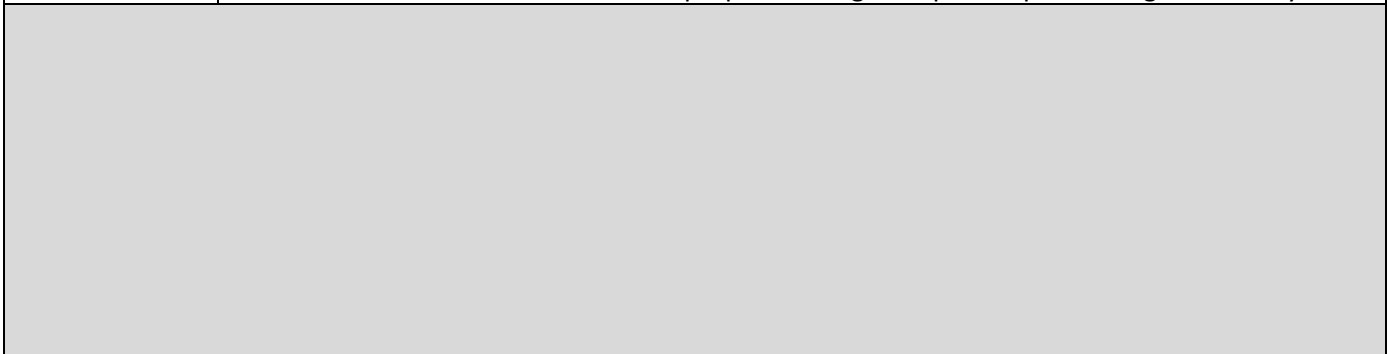
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The Offeror shall describe its approach and detail how it will meet the Department’s requirements of *Section V.A.11. CMS Protocol 5: Provider Satisfaction Surveys*. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:

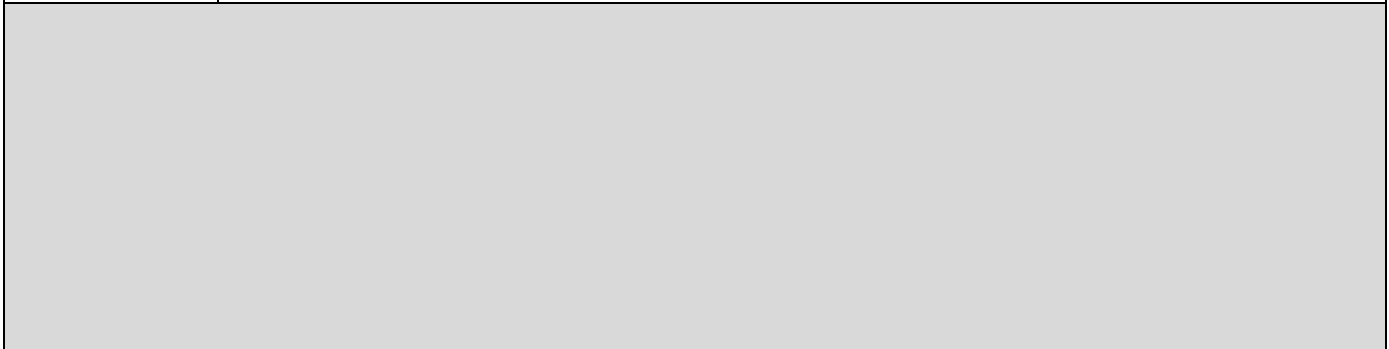
- a. A detailed explanation of its proposed survey approach;
- b. Proposed sampling plan and size, including minimum percentage of surveyed network providers and minimum response rate, based on estimated enrollment provided in Attachment E. North Carolina Medicaid and Health Choice Historical Enrollment;
- c. Protections for confidentiality (HIPAA); and
- d. Description of staff, systems, procedures, or materials used to validate the PIPs, including at a minimum:
 - i. Human resources, including staff functions and roles; and
 - ii. Data collection methods and tools; and
 - iii. Other systems and tools; and
 - iv. Potential risks and proposed mitigation plan to timely administering and validating the encounter data.



12	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.12. CMS Protocol 6: Calculation of Performance Measures in Addition to Those Reported by a PHP</i>. The Offeror shall indicate who will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; and b. Description of staff, systems, procedures, or materials used to calculate the performance measures, including at a minimum: <ul style="list-style-type: none"> i. Human resources, including staff functions and roles; and ii. Data collection methods and tools; and iii. Other systems and tools; and iv. Potential risks and proposed mitigation plan to performing this activity.
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13	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.13: CMS Protocol 7: Conduct PIPs in Addition to Those Conducted by a PHP and Validated by an EQRO</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; and b. Description of staff, systems, procedures, or materials used to conduct these PIPs, including at a minimum: <ul style="list-style-type: none"> i. Human resources, including staff functions and roles; and ii. Data collection methods and tools; and iii. Other systems and tools; and iv. Potential risks and proposed mitigation plan to performing this activity.
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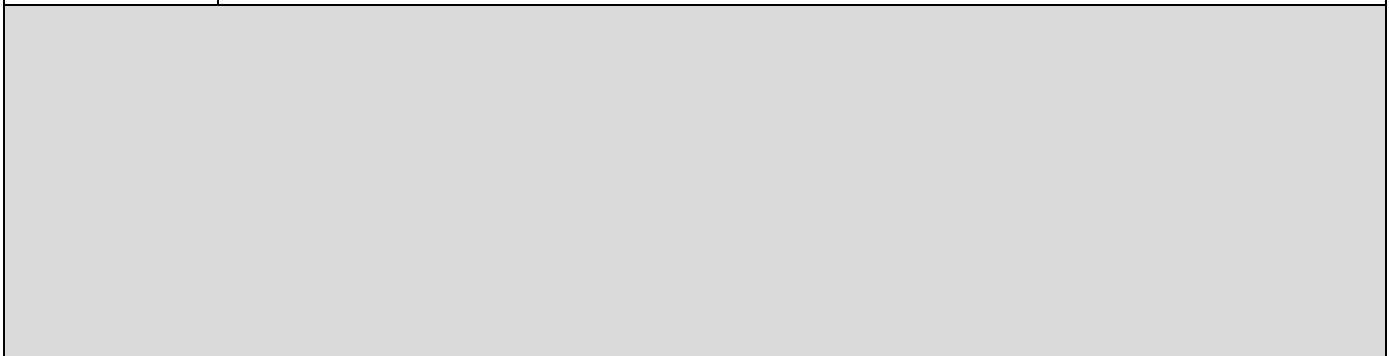
14	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.14: CMS Protocol 8: Conduct Studies on Quality that Focus on an Aspect of Clinical or Non-Clinical Services at a Point in Time</i>. The Offeror shall indicate who will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; and b. Description of staff, systems, procedures, or materials used to conduct these studies, including at a minimum: <ul style="list-style-type: none"> i. Human resources, including staff functions and roles; and ii. Data collection methods and tools; and iii. Other systems and tools; and iv. Potential risks and proposed mitigation plan in conducting these studies.
15	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.15: Evaluation of the Department’s Quality Strategy</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; b. A detailed explanation of its proposed approach; and c. Description of staff, systems, procedures, or materials used to conduct these studies, including at a minimum: <ul style="list-style-type: none"> i. Human resources, including staff functions and roles; and ii. Data collection methods and tools; and iii. Other systems and tools; and iv. Potential risks and proposed mitigation plan to evaluate the Department’s quality strategy. d. Sample report formats.



16

The Offeror shall describe its approach and detail how it will meet the Department’s requirements of *Section V.A.16: Information Systems Capabilities Assessment (ISCA)*. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:

- a. A detailed explanation of its proposed approach; and
- b. Description of staff, systems, procedures, or materials used to conduct these studies, including at a minimum:
 - i. Human resources, including staff functions and roles; and
 - ii. Data collection methods and tools; and
 - iii. Other systems and tools; and
 - iv. Potential risks and proposed mitigation plan to perform the ISCA requirements.
- c. The Offeror shall provide the following supporting documentation to accompany its response:
 - i. A sample report on an ISCA previously prepared by the Vendor or its proposed subcontractor that will be performing this activity. If the Vendor or its proposed subcontractor that will be performing this activity has not previously prepared a report, the Vendor shall indicate as such and provide a proposed report template.
 - ii. Example interview questions and guide for PHP staff interviews.



<p>17</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.17: Leading Collaborative Quality Improvement Forums</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; b. Description of any staff, systems/tools, procedures, or materials used to perform this activity, including at a minimum: <ul style="list-style-type: none"> i. How each task will be performed; ii. Potential risks and proposed mitigation plan to perform this activity; and iii. Functions of staff members. c. Sample schedule and agenda that includes Forum topics; and d. Sample survey questions for attendees to have the opportunity to provide feedback on the Forum.
<p>18</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.18: Annual Care Management Performance Evaluation</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; b. Description of any staff, systems/tools, procedures, or materials used to perform this activity, including at a minimum: <ul style="list-style-type: none"> i. How each task will be performed; i. Potential risks and proposed mitigation plan to producing the annual care management performance evaluation; and ii. Functions of staff members. c. Current or previous EQRO experience with Care Management evaluation methods or performing an activity similar in nature, if applicable. d. The Offeror shall also provide the following supporting documentation: A sample report on Annual Care Management Performance Evaluation activities and findings previously prepared by the Offeror or its proposed subcontractor that will be performing this

	<p>activity. If neither the Offeror nor its proposed subcontractor have previously prepared a report, the Offeror shall indicate as such and provide a proposed report template.</p>
<p>19</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A.19: Annual Health Equity Report</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; and <ul style="list-style-type: none"> i. How each task will be performed; ii. Potential risks and proposed mitigation plan to producing the annual health equity report; and iii. Functions of staff members. b. The Offeror shall provide the following supporting documentation to accompany its response: A sample Annual Health Equity Report previously prepared by the Offeror or its proposed subcontractor that will be performing this activity. If neither the Offeror nor its proposed subcontractor have previously prepared a report, the Offeror shall indicate as such and provide a proposed report template.

<p>20</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements of <i>Section V.A. 20: Program Integrity Reviews and Ad Hoc Reports</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <p>A detailed explanation of its proposed approach; and</p> <ul style="list-style-type: none"> i. How each task will be performed; ii. Potential risks and proposed mitigation plan to conducting the program integrity reviews and producing the ad hoc reports; and iii. Functions of staff members.
<p>21</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements for <i>Section V.A.21: Annual Access to Care Report</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach, including proposed measures to include; and b. Data collection methods and tools; and c. Potential risks and proposed mitigation plan to analyzing the annual access to care report.

<p>22</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements for <i>Section V.A.22: PHP Report Card</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; and b. Data collection methods and tools; and c. Potential risks and proposed mitigation plan to developing the annual PHP report card. <p>A sample PHP Report Card previously prepared by the Offeror or its proposed subcontractor that will be performing this activity. If neither the Offeror nor its proposed subcontractor have previously prepared a report, the Offeror shall indicate as such and provide a proposed report template.</p>
<p>23</p>	<p>The Offeror shall provide a template for <i>Section V.A.23: Monthly Progress Reports</i>. The report template must include:</p> <ul style="list-style-type: none"> a. Status of major activities and tasks in relation to the Offeror’s project plan; b. Target dates for completion of remaining or upcoming tasks/activities; c. Any potential risks or delays anticipated or encountered in reaching target dates, the reason for such delays, and proposed mitigation plan; and d. Revisions to the overall work schedule.

<p>24</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements for <i>Section V.A.24: Annual EQRO Activity Summary Report</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach, including leveraging the use of environmental scans; and b. Data collection methods and tools; and c. Potential risks and proposed mitigation plan to developing the annual EQRO activity summary report.
<p>25</p>	<p>The Offeror shall describe its approach and detail how it will meet the Department’s requirements for <i>Section V.A.25: Technical Assistance</i>. The Offeror shall indicate who specifically will provide the services (e.g., Offeror, Subcontractor(s)) and detail any limitations and issues with meeting the Department’s requirements. The response shall include:</p> <ul style="list-style-type: none"> a. A detailed explanation of its proposed approach; b. Examples of technical assistance that would be offered to both the PHPs and Department staff; c. An explanation of how the need for technical assistance would be assessed; and d. Potential risks and proposed mitigation plan to providing Technical Assistance.

Question Number	Section V.D: Value-Added Services
26	<p>The Offeror shall describe each value-added service, related to the scope of this RFP but not specifically included in the RFP, Offeror could provide to the Department as follows:</p> <ul style="list-style-type: none"> a. Describe the value-added service; and b. Specify the applicable service areas for the proposed value-added service; and c. Identify the eligible category, group, or managed care members who would benefit from the value-added service; and d. Note any limitations or restrictions that apply to the value-added service; and e. Describe how the value-added service will be identified in the encounter data. <p>Offeror should limit its response to three (3) pages per value-added service.</p>

Question Number	Section: V.E: Qualifications, Staffing Plan, and Personnel Requirements
27	<p>The Offeror shall provide the following:</p> <ul style="list-style-type: none"> a. Name, address, telephone number, fax number, and e-mail address of the legal entity with whom the Contract is to be written; b. The name, title, email address, physical address, and telephone number of the person(s) with authority to bind the Offeror with regard to this RFP; c. The state in which the Offeror is incorporated or organized; d. Name, email address, telephone numbers of principal officers (president, vice-president, treasurer, chair of the board of directors, and other executive officers); e. A brief overview of the Offeror's history and the services provided by Offeror; f. List of board members and their organizational affiliations; g. Legal status (i.e. whether the Offeror is an individual a corporation, a general partnership, a limited partnership, a joint venture or some other legal entity) and whether it is a for-profit or a not-for-profit company; h. Whether the Offeror is a Historically Underutilized Business (HUB) as defined by the State; i. Current organization chart identifying the complete structure of the Offeror; and

j. Any specific licenses and accreditations held by the Offeror.

Offeror should limit its response to ten (10) pages.

28

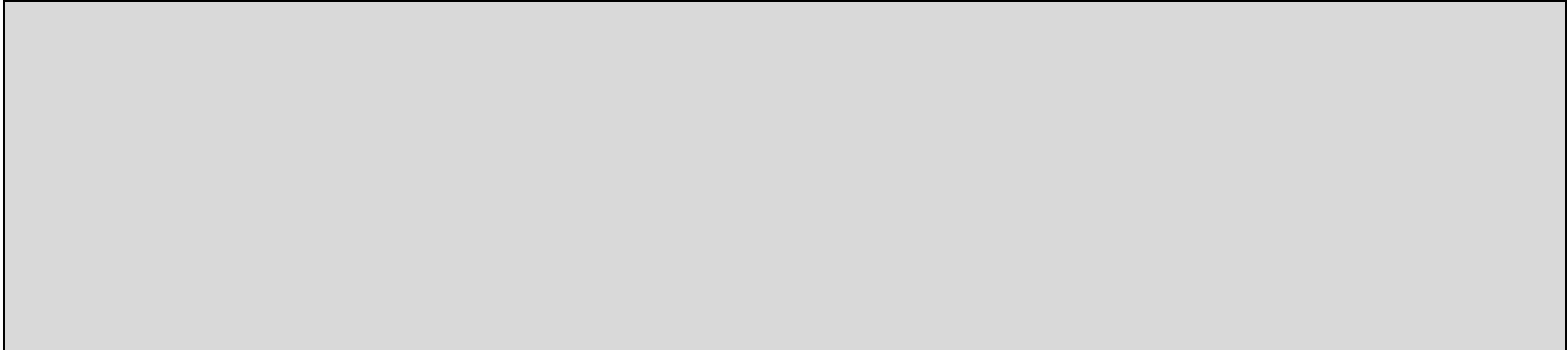
The Offeror shall provide a statement of whether any of the Offeror’s directors, partners, proprietors, officers, or employees or any of the proposed project staff are related to any Department employees. If such relationship(s) exist, identify the related individuals, describe their relationships, and identify their responsive employers.

29

The Offeror shall provide a description of the physical location of the central business office and satellite offices, if applicable. The hours of operation should be noted for each office, as applicable to this RFP. In addition, the Offeror shall describe how it intends to establish a presence in North Carolina, if any, to fulfill the requirements of the RFP.



30	The Offeror shall provide a statement that the Offeror and the proposed Offeror staff are not excluded from participation by Medicaid or the Office of the Inspector General of the United States Department of Health and Human Services.
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31	<ol style="list-style-type: none">1. The Offeror shall summarize its mission, corporate and governance structure, and experience qualifying it to successfully meet the requirements of this RFP.2. Offeror must detail its strategy and approach to work with and provide technical assistance to the PHPs in order to successfully meet the requirements of this RFP.3. Offeror shall also provide the following:<ol style="list-style-type: none">a. The number of years Offeror has provided similar services;b. Detailed organizational background, with an emphasis on experience performing Medicaid external quality review activities with state agencies and Medicaid managed care organizations;c. Background and experience with NCQA accreditation standards, NCQA HEDIS measures, and CAHPS surveys;d. Knowledge of and experience working with Medicaid and CHIP populations and their communities;e. A description of its relevant experience providing services to the State of North Carolina;f. Detailed description of the number of clients, customers, and geographic locations Offeror currently provides services within the scope of this RFP; andg. Any other related experience Offeror determines to be relevant to this RFP. <p>Offeror should limit its response to ten (10) pages.</p>
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The Offeror shall disclose, in *Attachment B. Table 1: EQRO Contract Termination or Non-Renewal in the Past 5 Years*, whether, in the past five (5) years, the Offeror has voluntarily terminated all or part of any contract for EQRO or similar services or if Offeror has had a contract for EQRO or similar services partially or fully terminated before the contract end date (whether with or without cause); or whether Offeror has had a contract for EQRO or similar services not renewed.

32

- a. If so, the Offeror shall describe the type of contract and the services provided; the month and year of the contract action; the reason(s) for the termination or non-renewal; the parties involved; and provide the name, address and telephone number of the client/other party.
- b. If the Contract was terminated/non-renewed based on the Offeror’s performance, the Offeror shall describe any corrective actions taken to prevent any future occurrence of the problem leading to the termination/non-renewal.
- c. If the violation(s) was the subject of an administrative proceeding or litigation, the Offeror shall indicate the result of the proceeding/litigation.
- d. If a claim was made on a payment or performance bond, the Offeror shall submit full details of the termination and the bonds including the other party’s name, address, and telephone number.

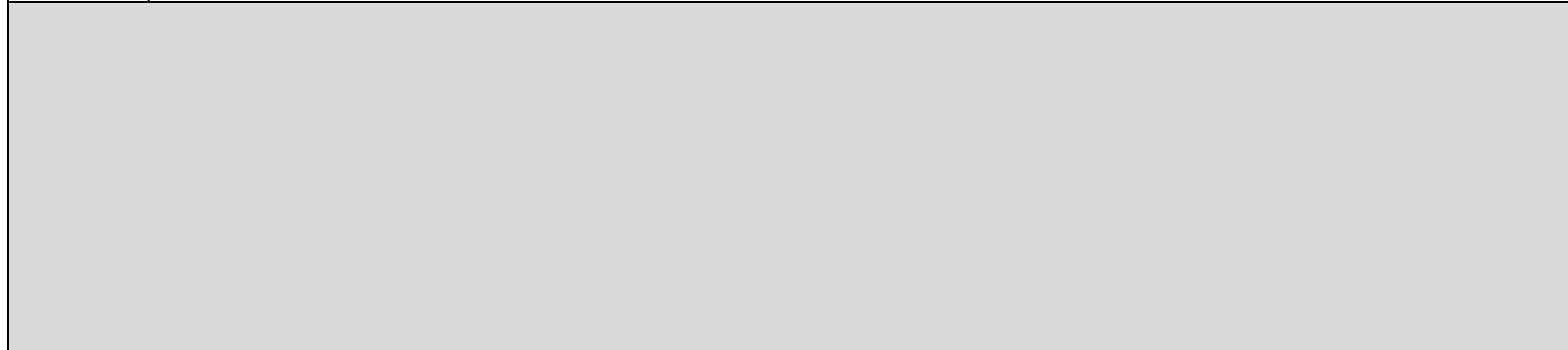
Attachment B. Table 1: EQRO Contract Termination or Non-Renewal in the Past 5 Years

Type of Contract	Services Provided	Month & Year of Corrective Action	Reason(s) for Termination or Non-Renewal	Involved Parties	Name of Other Party	Was the contract terminated/not renewed based on the Offeror’s performance? If “Yes,” describe any corrective actions taken to prevent future occurrence of the problem leading to the termination/non-renewal. If “No,” enter N/A.	Was the violation the subject of an administrative proceeding or litigation? If “Yes,” indicate the result of the proceeding/litigation. If “No,” enter N/A.	Was a claim made on a payment or performance bond? If “Yes,” include full details of the termination and the bonds including the other party’s name, address, and telephone number. If “No” enter N/A.

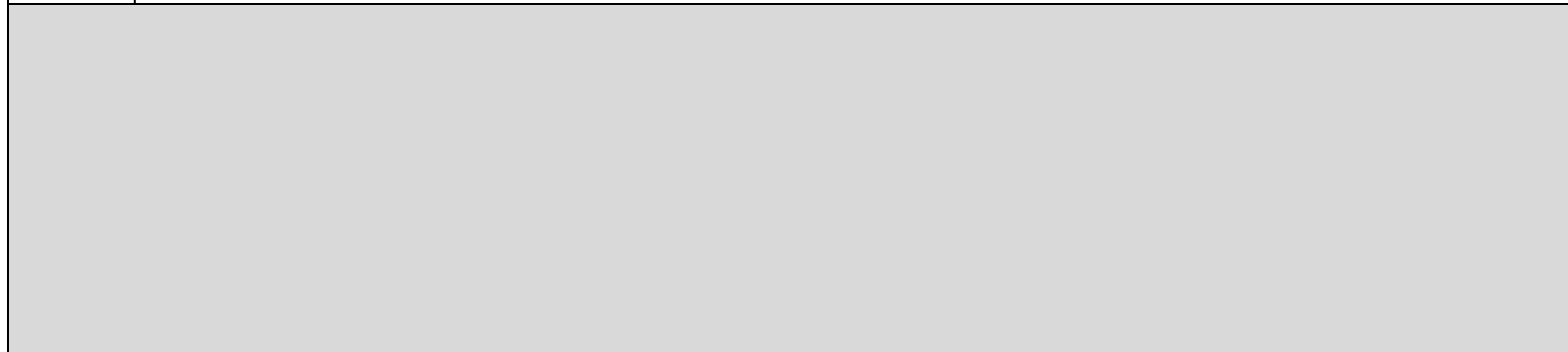
33	<p>The Offeror shall disclose all sanctions imposed against the Offeror as part of a contract for EQRO or similar services in the past five (5) years in <i>Attachment B. Table 2: Disclosure of Imposed Sanctions as part of an EQRO Contract in Past 5 Years</i>. For the purposes of this question, a sanction shall include any monetary penalty (e.g., civil monetary penalty or liquidated damage).</p> <p>a. If imposed, describe the nature of the sanction, the underlying action leading to the sanction, the market in which the sanction was imposed, and the assessed monetary amount (if applicable).</p> <p>b. Describe any corrective actions taken to prevent any future occurrence of the problem leading to the sanction(s).</p> <p>c. If the sanction(s) was the subject of an administrative proceeding or litigation, indicate the result of the proceeding/litigation.</p>
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Attachment B. Table 2: Disclosure of Imposed Sanctions as part of an EQRO Contract in Past 5 Years						
Type of Contract	Services Provided	Describe the nature of the sanction	Describe the underlying action leading to the sanction	Describe the assessed monetary amount, if applicable	Describe the corrective actions taken to prevent any future occurrence of the problem leading to the sanction(s)	Was the sanction the subject of an administrative proceeding or litigation? If "Yes," indicate the result of the proceeding/litigation. If "No" enter N/A.

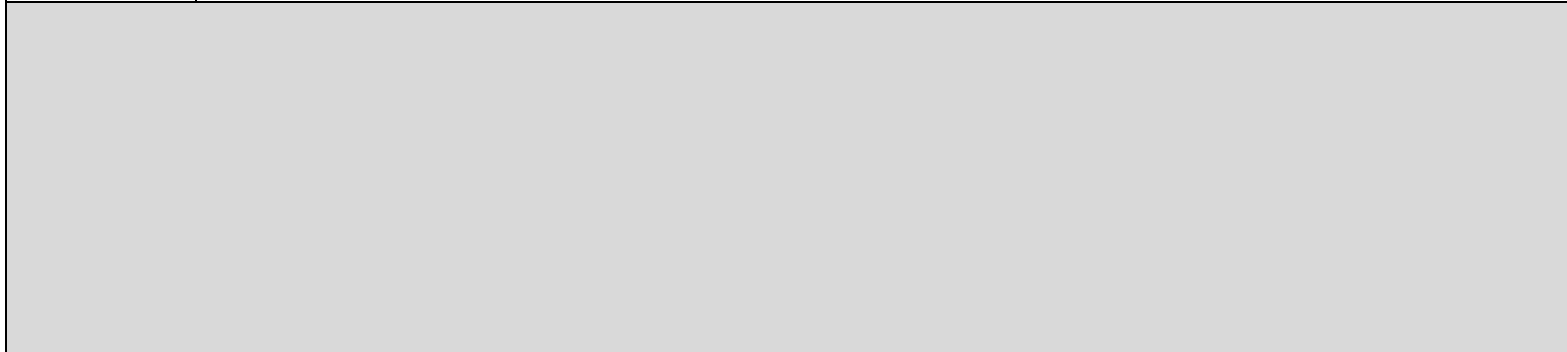
34	<p>The Offeror shall describe:</p> <ul style="list-style-type: none"> a. The Offeror’s experience in using Medicaid claims, provider, and eligibility data for research and in evaluations; b. Ongoing internal controls to safeguard access to data as well as the Offeror’s contingency plan for data system failure in any critical EQR areas; c. The Offeror’s data storage, management, transfer, verification, and analytics approach; and d. Offeror’s current data security protocol offerings and data protection capabilities.
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35	<p>The Offeror shall indicate whether it currently has an existing web portal for the secure transfer of data.</p> <ul style="list-style-type: none"> a. If so, describe the web portal’s functionalities and protocols, including permissions, and its user interface framework. b. If not, describe Offeror’s plan and approach to create a web portal and include the portal’s functionalities and protocols. <p>Offeror should limit its response to ten (10) pages, including diagrams, charts, figures, etc.</p>
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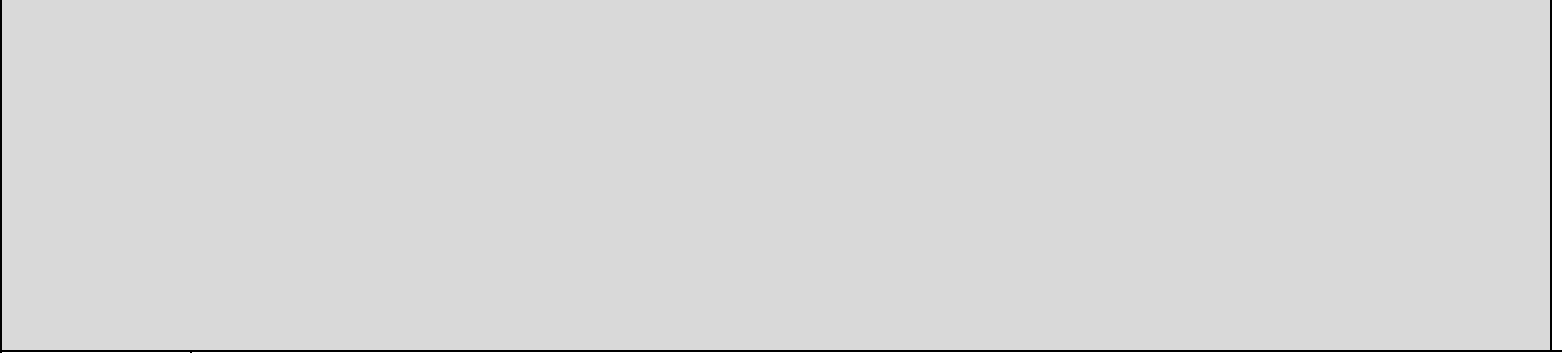
36	<p>The Offeror shall provide:</p> <ul style="list-style-type: none"> a. The Offeror’s Enterprise Architecture Framework; b. The Offeror’s Single-Sign On (SSO) capabilities; c. The Offeror’s Secure File Transfer Protocol (SFTP) link; d. Any file size limitations on files sent through the EQR file transfer site; and e. Any file size limitations on files sent through the SFTP file transfer site.
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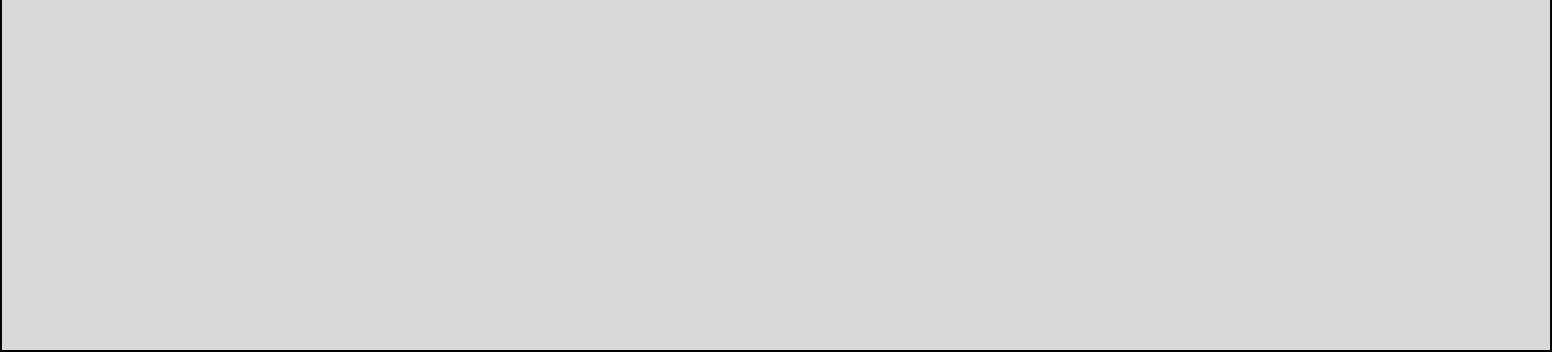
37	<p>The Offeror shall provide the following:</p> <ol style="list-style-type: none"> 1. Staffing Plan: Offeror shall submit a detailed description of its staffing plan, including Key Personnel and positions required to perform the required and optional activities. Offeror shall detail the proposed employment status of the positions (e.g. full-time, part-time, or temporary employees of Offeror; independent contractors or subcontractors to Offeror), who will supervise the positions, and a brief summary of each position. 2. Functional Organizational Chart: Offeror shall provide a functional organizational chart of the proposed project structure and organization, identifying the lines of management for proposed staff directly involved in performance of this RFP and relationships of the staff to each function of the organization. 3. Staff Qualifications and Resumes or Biographies: Offeror shall provide job descriptions for all Key Personnel defined in <i>Section V.E.1.d</i>), including job summary, qualifications, experience, and expertise requirements. Offeror shall provide a resumes or biography of individuals serving in Key Personnel positions. Resumes or biographies are limited to two (2) pages per position and shall include: <ul style="list-style-type: none"> a. Longevity with Offeror, including applicable dates; b. Relevant education, experience, and training; c. Certifications and licensures; d. Percentage of time to be devoted to the project; and e. Contact information. <p>Offeror should limit its response to ten (10), excluding job descriptions and resumes or biographies.</p>
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38	The Offeror shall describe how it will train and educate its staff regarding the roles and responsibilities described in the RFP. The Offeror shall include specific strategies to educate personnel on North Carolina’s Medicaid Managed Care Program and indicate ongoing training to be provided to personnel.
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39	The Offeror shall describe how it will oversee and ensure review and rating consistency among its staff. The Offeror shall describe its internal controls to assure consistency, accuracy, and completeness of external quality review activities.
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13. **Attachment C: Cost Proposal is revised and restated in its entirety as follows:**

ATTACHMENT C: COST PROPOSAL

Instructions for completing Attachment C: Cost Proposal

The Cost Proposal must be submitted using the MS Excel Spreadsheet, Attachment C: Cost Proposal, which may be requested by contacting Melissa.Pressley@dhhs.nc.gov.

1. All costs quoted in the Offeror Cost Proposal must be firm and fixed for the duration of the Contract.
2. The Cost Proposal must include the total all-inclusive, turnkey costs associated with the services to be provided as part of this RFP and any subsequent contract, including postage and travel.
3. Offeror should complete the requested information in the Excel Spreadsheet as follows:
 - a. **Tab 1 Instructions.** Please review the instructions included with Attachment C: Cost Proposal, Tab 1 Instructions.
 - b. **Tab 2 Activities and Deliverables Pricing and Narrative**
 - i Offeror shall provide its all-inclusive cost per unit for each activity and deliverable, by Contract Year, in Attachment C: Cost Proposal, Tab 2, Table 1: Activities and Deliverables.
 - ii Offeror should complete the grey highlighted or designated cells only and should not alter any other cells.
 - iii Offeror shall provide a narrative detailing its proposed costs in Attachment C: Cost Proposal, Tab 2, Table 2: Activities and Deliverables Narrative. As an alternative, Offeror may attach a separate narrative detailing its proposed costs and reference that document in Attachment C: Cost Proposal, Tab 5 Narrative.
 - iv The Units and # of Annual Units, as listed in Tab 2, Table 1: Activities and Deliverables Pricing, are defined as follows:
 - A. **Activity:** Technical assistance as detailed in the RFP.
 - B. **Forum:** The number of Quality Improvement Forums the Contractor will organize, conduct, and document, on an annual basis.
 - C. **Performance Measure:** Regarding CMS Protocol 2, the number of Performance Measures Contractor will validate on an annual basis for each PHP. Regarding CMS Protocol 6 a single unit is listed to obtain Contractor's pricing for additional Performance Measures, if requested by the Department.
 - D. **PHPs:** The number of Prepaid Health Plans entities to which the Department has awarded contracts. As of the issuance of this RFP, the Department has awarded a total of six (6) contracts to five (5) entities. Four (4) of the contracts will cover the entire state, one (1) contract was awarded for Region 3, and one (1) contract was awarded for Region 5. The contracts awarded for Regions 3 and 5 were to the same entity.

- E. **PIP:**
 - I. Regarding CMS Protocol 3, the number of Performance Improvement Plans Contractor will validate on an annual basis.
 - II. Regarding CMS Protocol 7, a single unit is listed to obtain Contractor's pricing for additional PIPs, if requested by the Department.
- F. **Report:** The number of each report Contractor will be required to produce on an annual basis.
- G. **Study:** The number of each study Contractor will be required to produce on an annual basis.
- H. **Survey:**
 - I. **Consumer Satisfaction Survey:** one statewide survey is required annually. The survey must provide detail for each PHP.
 - II. **Consumer Satisfaction Statewide Summary:** in addition to the detailed information for each PHP, a statewide summary must separately be produced.
 - III. **Provider Satisfaction Survey:** one statewide survey is required annually. The survey must provide detail for each PHP.
 - IV. **Provider Satisfaction Statewide Summary:** in addition to the detailed information for each PHP, a statewide summary must separately be produced.

c. **Tab 3 Value-Added Services Pricing and Narrative**

- i Offerors are encouraged to provide fees for related, value-added, services not otherwise specifically requested as part of the RFP, in Attachment C: Cost Proposal, Tab 3, Table 1: Value-Added Services Pricing.
- ii Offeror should complete the grey highlighted or designated cells only and should not alter any other cells.
- iii Provide a narrative description of any such fees, including assumptions, restrictions or other considerations in Attachment C: Cost Proposal, Tab 3, Table 2: Value-Added Services Narrative. As an alternative, Offeror may attach a separate narrative detailing its proposed costs with additional exhibits or information and reference that document in Attachment C: Cost Proposal, Tab 3, Table 2: Value-Added Services Narrative.

d. **Tab 4: Web Portal Pricing and Narrative**

- i Offeror shall provide its all-inclusive cost, by Contract Year, for the web portal in Attachment C: Cost Proposal, Tab 4, Table 1: Web Portal Pricing.
- ii Offeror should complete the grey highlighted or designated cells only and should not alter any other cells.
- iii Offeror shall provide a narrative detailing its proposed costs in Attachment C: Cost Proposal, Tab 4, Table 2: Web Portal Narrative. As an alternative, Offeror may attach a separate narrative detailing its proposed costs with additional exhibits or information and reference that document in Attachment C: Cost Proposal, Tab 4, Table 2: Web Portal Narrative.

Attachment C: Cost Proposal, Tab 1 Instructions

Offeror Name:	
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- 1 This workbook consists of four (4) tabs: Activities and Deliverables Pricing and Narrative, Value-Added Services Pricing and Narrative, and Web Portal Pricing and Narrative. **Additional instructions can be found in Attachment C: Cost Proposal of the RFP.**
- 2 Offeror should enter its company name in cell C2 of this tab.
- 3 All proposed fees in this Attachment C must include Offeror's total, all-inclusive, turnkey costs associated with the services to be provided as part of this RFP and any subsequent contract.

Attachment C: Cost Proposal, Tab 2 Activities and Deliverables Pricing and Narrative

Offeror Name:

Total Cost: \$

Tab 2, Table 1: Activities and Deliverables Pricing

Activity Name	Units	# of Annual Units	Contract Year 1		Contract Year 2		Contract Year 3		Contract Year 4		Contract Year 5		Contract Year 6	
			Not to Exceed Unit Cost	Annual Cost Contract Year 1	Not to Exceed Unit Cost	Annual Cost Contract Year 2	Not to Exceed Unit Cost	Annual Cost Contract Year 3	Not to Exceed Unit Cost	Annual Cost Contract Year 4	Not to Exceed Unit Cost	Annual Cost Contract Year 5	Not to Exceed Unit Cost	Annual Cost Contract Year 6
Required Activities														
CMS Protocol 1: Assessment of Compliance with Medicaid Managed Care Regulations	PHP	5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 2: Validation of Performance Measures	Performance Measure	6	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 3: Validation of Performance Improvement Projects (PIPs) (CMS Protocol 3)	PIP	15	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other Activities														
Annual Technical Report	Report	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Annual PHP Performance Report	PHP	5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Validation of Network Adequacy	PHP	5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 4: Validation of Encounter Data	PHP	5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 5: Consumer Satisfaction Surveys	Survey	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 5: Consumer Satisfaction Statewide Summary	Survey	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 5: Provider Satisfaction Surveys	Survey	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 5: Provider Satisfaction Survey Statewide Summary	Survey	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 6: Calculation of Performance Measures in Addition to Those Reported by a PHP	Performance Measure	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 7: Conduct of PIPs in Addition to Those Conducted by a PHP and Validated by an EQRO	PIP	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CMS Protocol 8: Conduct Studies on Quality that Focus on an Aspect of Clinical or Non-Clinical Services at a Point in Time	Study	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Evaluation of the Department's Quality Strategy	Report	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Information Systems Capabilities Assessment (ISCA)	PHP	5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Leading Collaborative Quality Improvement Forums	Forum	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Annual Care Management Performance Evaluation	PHP	5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Annual Health Equity Report	Report	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Program Integrity Reviews and Ad Hoc Reports	PHP	5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Annual Access to Care Report	Report	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PHP Report Card	Report	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Monthly Progress Reports	Report	12	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Annual EQRO Activity Summary Report	Report	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Technical Assistance	Activity	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			Year 1 Total	\$ -	Year 2 Total	\$ -	Year 3 Total	\$ -	Year 4 Total	\$ -	Year 5 Total	\$ -	Year 6 Total	\$ -

Tab 2, Table 2: Activities and Deliverables Narrative

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Attachment C: Cost Proposal, Tab 3 Value-Added Services Pricing and Narrative

Offeror Name:

Tab 3, Table 1: Value-Added Services Pricing

Description/Service	Fee Basis (e.g., hourly rate, per occurrence rate, per report or deliverable)	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6

Tab 3, Table 2: Value-Added Services Narrative



Attachment C: Cost Proposal, Tab 4 Web Portal Pricing and Narrative

Offeror Name:

Tab 4, Table1 : Web Portal Pricing							
	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Total Cost
	<i>Annual Cost</i>	<i>Annual Cost</i>	<i>Annual Cost</i>	<i>Annual Cost</i>	<i>Annual Cost</i>	<i>Annual Cost</i>	
Web Portal Annual Cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Tab 4, Table 2: Web Portal Narrative

14. **Attachment G: Disclosure of Litigation and Criminal Convictions is revised and restated in its entirety as follows:**

ATTACHMENT G: DISCLOSURE OF LITIGATION AND CRIMINAL CONVICTIONS

The Offeror must provide information regarding litigation and criminal conviction in response to the RFP by completing this Disclosure of Litigation and Criminal Conviction Form.

1. The Offeror shall disclose if it, or any of its subcontractors, or their officers, directors, or Key Personnel who may provide Services under any contract awarded pursuant to this solicitation, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to fraud, misappropriation, or deception.
2. The Offeror shall disclose if it, or its any of its subcontractors, are the subject of any current litigation or investigations of noncompliance under Federal or State law.
3. The Offeror shall disclose any civil litigation, regulatory finding or penalty, arbitration, proceeding, or judgments against it or its subcontractors during the three (3) years preceding its offer that involve (1) Services or related goods similar to those provided pursuant to any contract and that involve a claim that may affect the viability or financial stability of the Contractor, or (2) a claim or written allegation of fraud by the Contractor or any subcontractor hereunder, arising out of their business activities, or (3) a claim or written allegation that the Contractor or any subcontractor violated any Federal, State or local statute, regulation or ordinance. Multiple lawsuits and or judgments against the Offeror or subcontractor shall be disclosed to the State to the extent they affect the financial solvency and integrity of the Offeror or subcontractor.
4. In the event the Offeror, an officer of the Offeror, or an owner of a twenty-five percent (25%) or greater share of the Offeror, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of North Carolina employees; convicted under State or Federal antitrust statutes; or convicted of any other criminal offense which, in the sole discretion of the State, reflects upon the Offeror's business integrity, such Offeror shall be prohibited from entering into a contract for goods or Services with any department, institution, or agency of the State.
5. The Offeror shall disclose in the space below any legal action that could adversely affect the Offeror's financial conditions or ability to meet the requirements of any Contract resulting from the RFP.

By signing the RFP, Offeror certifies that the information provided in response to the RFP is true to the best of its information and belief. Offeror agrees to notify Department of any changes to the information provided that arise prior to award of any Contract resulting from the RFP. By signing the RFP, Offeror further acknowledges the requirements set forth in the BACKGROUND CHECKS AND DISCLOSURE OF LITIGATION AND CRIMINAL CONVICTION OR ADVERSE FINANCIAL CONDITIONS term of the Contract and the resulting obligations should a Contract be awarded to the Offeror.

Execution Page Follows

Execute Addendum #4:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____