



## Solicitation Addendum

**Solicitation Number:** 30-190026

**Solicitation Description:** Provider Data Contractor

**Solicitation Opening Date and Time:** September 21, 2018 at 2:00 PM EST

**Addendum Number:** 8

**Addendum Date:** September 10, 2018

**Addendum Description/Purpose:** Revisions to the Original RFP

**Contract Specialist:** Ken Dahlin

Ken.Dahlin@dhhs.nc.gov | (919) 855-4054

---

### **INSTRUCTIONS:**

- 1. RETURN ONE PROPERLY EXECUTED COPY OF THIS ADDENDUM #8 WITH RESPONSE. FAILURE TO SIGN AND RETURN THIS ADDENDUM #8 MAY RESULT IN THE REJECTION OF OFFEROR'S PROPOSAL.**
  - 2. Carefully read, review, and adhere to all revisions to the RFP in this Addendum #8.**
- 

REMAINDER OF THIS PAGE IS INTENTIONALLY BLANK.

**Revisions to Original RFP:**

1. **Section II. General Procurement Information & Notice to Offerors, A. General Procurement Information, 15. Important Events and Schedule, as revised in Addendum #3, is deleted in its entirety and replaced with the following:**

**15. Important Events and Schedule**

The Department will make every effort to adhere to the following schedule. The Department reserves the right to adjust the schedule and will post an Addendum on the Interactive Purchasing System (IPS) website.

Action	Responsible Party	Date
Issue RFP	Department	July 27, 2018
Deadline to Submit Offeror Questions to the Department	Offerors	August 3, 2018
Addendum: Responses to Offeror Questions	Department	August 17, 2018
Deadline to Submit Additional Offeror Questions to the Department	Offerors	August 22, 2018
Addendum: Responses to Offeror Questions (Round 2)	Department	September 10, 2018
Submission of Proposal	Offerors	September 21, 2018
Offer Evaluation	Department	September 21, 2018 through October 28, 2018
Contract Award	Department	October 29, 2018

2. **Section II. General Procurement Information & Notice to Offerors, A. General Procurement Information, 9. Required Proposal Documents and Files is deleted in its entirety and replaced with the following:**

**9. Required Proposal Documents and Files**

- a. Offerors are required to complete the following documents where indicated and return all listed with their response, unless the document is designated optional:
- i. Completed and signed EXECUTION PAGE, along with the entire body of Sections I through IV of this RFP, and signed receipt pages of any addenda released in conjunction with the RFP;
  - ii. Completed and signed Attachment A: Minimum Requirements Table;
  - iii. Attachment B: Medicaid Provider File for Analysis Process Description and Layout (Analysis File), exactly as presented in the RFP (See Section II.A.9.b and Section II.A.10 for instructions regarding returning the contents of the Analysis File);
  - iv. Completed Attachment C: Technical Response to address all requirements and specifications identified within this RFP. Offerors should include detailed narratives, diagrams, exhibits, examples, samples, descriptive literature, complete specifications, etc. to demonstrate their ability to fulfill each requirement and specifications;
  - v. Completed Attachment D: Cost Proposal;
    - v.1. Completed Attachment D-1: Alternative Cost Proposal (**document is optional**);
  - vi. Completed Attachment E: Provider Data Contractor Key Personnel;
  - vii. Completed and signed Attachment F: Location of Workers Utilized by Contractor;
  - viii. Completed and signed Attachment G: Certification of Financial Condition and Legal Action Summary;
  - ix. Completed Attachment H: Client References;
  - x. Completed and signed Attachment I: State Certifications;
  - xi. Completed and signed Attachment J: Federal Certifications;

- xii. Attachment K: Anticipated Contract Requirements and Implementation Schedule;
- xiii. Attachment L: Business Continuity Plan; and
- xiv. Attachment M: Disaster Recovery Plan.
- xv. Attachment N: Offeror Request for Proposed Modifications to the Terms and Conditions (**document is optional**)

- b. Regarding Attachment B, Offerors are required to submit a response file for the Medicaid Provider File for Analysis Process Description and Layout (Analysis File) requirement on a separate CD, DVD, or flash drive. Submission of the Analysis is a *minimum requirement* to evaluate the Offeror’s response, while the content of the file analysis will be evaluated as part of the Technical Response. Offerors should not submit a paper copy of their Analysis File.
- c. To request the Medicaid Provider File for Analysis and templates to complete the Technical Proposal, Cost Proposal and other attachments, Offerors must contact Ken Dahlin at [Ken.Dahlin@dhhs.nc.gov](mailto:Ken.Dahlin@dhhs.nc.gov) or 919-855-4054

**3. Section II. General Procurement Information & Notice to Offerors, A. General Procurement Information, 10. Proposal Submission is deleted in its entirety and replaced with the following:**

**10. Proposal Submission**

Sealed responses of the Offeror’s proposal, subject to the conditions made a part hereof and the receipt requirements described herein, must be received at the address indicated below.

MAILING ADDRESS FOR DELIVERY OF PROPOSAL VIA U.S. POSTAL SERVICE	OFFICE ADDRESS FOR DELIVERY BY ANY OTHER MEANS, SPECIAL DELIVERY, OVERNIGHT DELIVERY, OR BY ANY OTHER CARRIER
PROPOSAL NUMBER: #30-190026 Attn: Ken Dahlin Department of Health and Human Services Office of Procurement and Contracts 2008 Mail Service Center Raleigh, NC 27699-2008	PROPOSAL NUMBER: #30-190026 Attn: Ken Dahlin Department of Health and Human Services Office of Procurement and Contracts 801 Ruggles Drive Raleigh, NC 27603

Offeror **must** deliver the following items simultaneously to the address identified in the above table by **September 21, 2018 at 2:00 PM Eastern Time:**

- a. One (1) signed, original executed response with the Technical Proposal and Cost Proposal submitted separately – **Offeror should NOT submit a paper copy of its Analysis File in response to Attachment B;**
- b. Ten (10) copies of the signed, original executed response with the Technical Proposal and Cost Proposal submitted separately;
- c. One (1) electronic copy of the signed, original executed response with the Technical Proposal and Cost Proposal submitted separately on CD, DVD, or flash drive marked **RFP #30-190026 - Offeror’s Name** – this CD, DVD or flash drive should NOT include Offeror’s Analysis File in response to Attachment B (see Section II.A.10.e); and
- d. One (1) electronic copy of the signed, original executed response with the Technical Proposal and Cost Proposal redacted in accordance with Chapter 132 of the General Statutes, Public Records Act, on a separate CD, DVD, or flash drive marked **RFP #30-190026 - Offeror’s Name - Redacted**. For the purposes of this RFP, redaction means to edit a document by obscuring or removing information that is considered confidential and proprietary by the Offeror and meets the definition of Confidential Information set forth in G.S. 132-1.2. Any information removed by the Offeror should be replaced with the word, “Redacted.” If the response does not contain Confidential Information, Offeror should submit a signed statement to that effect as **RFP #30-190026 - Offeror’s Name - Redacted**. To submit a redacted version of the Analysis File, see Section II.A.10.f).

- e. One (1) electronic copy of the response to the Medicaid Provider File Analysis (see Attachment B) on a separate CD, DVD, or flash drive than those used to submit the Technical Proposal and the Cost Proposal, marked **RFP #30-190026 - Offeror's Name – Analysis Response. This file must be password protected .zip encrypted. The password will be requested by the Department at a later time.**
- f. One (1) electronic copy of the response to the Medicaid Provider File Analysis redacted in accordance with Chapter 132 of the General Statutes, Public Records Act, on separate CD, DVD, or flash drive than those used to submit the Technical Proposal and the Cost Proposal. It must be marked **RFP #30-190026 - Offeror's Name – Analysis Response - Redacted.** This file must NOT be password protected. If the Analysis File does not contain Confidential Information, Offeror should submit a signed statement to that effect as **RFP #30-190026 - Offeror's Name – Analysis Response - Redacted.**

With the exception of the response to the Medicaid Provider File Analysis Process Description and Layout, the electronic copies of the response must not be password protected.

**IMPORTANT NOTE:** It is the responsibility of the Offeror to have the above documents and electronic copies physically in the Office provided above by the specified time and date of opening, regardless of the method of delivery. **This is an absolute requirement.** The time of delivery will be marked on each proposal when received, and any proposal received after the submission deadline **will not be accepted or evaluated.**

All risk of late arrival due to unanticipated delay, whether delivered by hand, U.S. Postal Service, courier or other delivery service or method, is entirely on the Offeror. Note that the U.S. Postal Service generally does not deliver mail to the street address above, but to the State's Mail Service Center stated above. The Offeror is cautioned that proposals sent via U.S. Mail, including Express Mail, may not be delivered by the Mail Service Center to the Department's Purchasing Office on the Due Date and time to meet the proposal submission deadline. The Offeror is urged to take the possibility of delay into account when submitting a proposal.

**4. Section II. General Procurement Information & Notice to Offerors, C. Responding to the Scope of Work. 4. Cost Proposal is deleted in its entirety and replaced with the following:**

**4. Cost Proposal**

- a. The Offeror must provide a proposal for the cost of the services required within this RFP and defined in its proposal by completing Attachment D: Cost Proposal. The cost proposal must provide the total, all-inclusive, turn-key costs for services provided under the Contract, including all direct and indirect costs and any other expenses. The Department reserves the right to reject proposals deemed incomplete or non-compliant with this requirement. Failure to complete Attachment D as instructed may result in rejection of Offeror's proposal.
- a.1 In addition to completing Attachment D: Cost Proposal, Offerors may propose an alternative pricing approach or methodology as part of its cost proposal. Vendors submitting alternate pricing must list and describe **ALL** costs that will be charged to the State. Any such alternate pricing must be labeled "Attachment D-1: Alternative Cost Proposal" and must propose all-inclusive, turn-key costs for services provided under the Contract, including all direct and indirect costs and any other expenses. The Department, at its sole discretion, may consider any alternative pricing approach submitted and is under no obligation to accept or negotiate Offeror's "Alternative Cost Proposal."
- b. The Department reserves the right to negotiate costs with one or more Offerors prior to Contract Award.
- c. At any time during the Contract Term, the Department reserves the right to negotiate payment to the Offeror because of a significant increase or decrease in provider participation, federal or state regulatory changes, federally-approved Medicaid waivers for North Carolina, or a change in the provider enrollment processes, including but not limited, to the inclusion of additional provider types or programs into the Medicaid Managed Care program.

**5. Section II. General Procurement Information & Notice to Offerors, D. Contract Terms and Conditions, 37. State and Federal Requirements for Information Technology Systems, 38. Sovereign Immunity, and 39. State Contract Review are deleted in their entirety and replaced with the following, for the sole purpose of correcting the enumeration:**

**39.1 STATE AND FEDERAL REQUIREMENTS FOR INFORMATION TECHNOLOGY SYSTEMS:** The Contractor's information technology systems shall meet all State or Federal statutes, rules and regulations governing information technology (including but not limited to 26 USC 6103, IRS Publication 1075, and HIPAA, as applicable) and the policies of the NC Department of Information Technology. See e.g., <https://it.nc.gov/statewide-resources/policies>; [https://files.nc.gov/ncdit/documents/files/Statewide-Information Security Manual.pdf](https://files.nc.gov/ncdit/documents/files/Statewide-Information_Security_Manual.pdf) and <https://it.nc.gov/document/statewide-data-classification-and-handling-policy>.

- a. Enterprise Architecture Standards: The North Carolina Statewide Technical Architecture standards are located at <https://it.nc.gov/services/it-architecture/statewide-architecture-framework>. This provides a series of domain documents describing objectives, principles and best practices for the development, implementation and integration of business systems.
- b. Modifications, Updates, Fixes, and Patches Requested by the Contractor: The Contractor shall adhere to any change management and control policies, procedures or other guidance provided by the Department for all system modifications. The Contractor shall not modify, update, fix, or patch any IT system that shares information with (or interfaces with) the Department's IT systems without the Department's prior written approval. The Contractor's request for approval must contain a detailed description of the changes proposed by the Contractor. The Contractor must supplement its request with all clarifications and additional information requested by the Department. The Contractor shall not place any modification, upgrade, fix, or patch into a production environment without first giving the Department an opportunity to test the modification, upgrade, fix, or patch to ensure that it does not impair the operation of the Department's IT systems.
- c. Modifications, Updates, Fixes, and Patches Requested by the Department: The Contractor shall promptly modify, upgrade, fix, or patch any part of its IT system that shares information with (or interfaces with) the Department's IT systems as requested by the Department. The Contractor shall adhere to the Department's Change Management and control policies and procedures for resolution. The Contractor shall not place any such modification, upgrade, fix, or patch into a production environment without first giving the Department an opportunity to test the modification, upgrade, fix, or patch to ensure that it does not impair the operation of the Department's IT systems. The Contractor may not unilaterally refuse to make a modification, update, fix or patch requested by the Department.
- d. The Department's Rejection of the Contractor's Modifications, Updates, Fixes, and Patches to the Contractor's IT Systems: The Department reserves the right to reject any modification, update, fix, or patch that does not meet the Department's IT standards or could impair the operation of the Department's IT systems.
- e. Cost of Modifications, Updates, Fixes, and Patches to the Contractor's IT Systems: The cost of all modifications, updates, fixes, and patches to the Contractor's IT systems (whether proposed by the Contractor or required by the Department) shall be borne solely by the Contractor; however, the cost of the tests described in the first two paragraphs above shall be borne solely by the Department.

**39.2 SOVEREIGN IMMUNITY:** Notwithstanding any other term or provision in this Contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity that otherwise would be available to the Department and State under applicable law.

**39.3 STATE CONTRACT REVIEW:** This RFP and subsequent contract is exempt from the State contract review and approval requirements pursuant to G.S. 143B-216.80(b)(4).

**6. Section III. Scope of Work and Requirements, Section E. Staffing and Key Personnel is revised to add the following:**

- 7. Contractor key personnel, and any other personnel required by the Department, shall attend all meetings and perform all duties on the premises of the Department during State Business Days, except as otherwise authorized by the Department or specifically agreed. The Department shall provide space for Contractor personnel required to work on-site.

**7. Attachment K: Anticipated Contract Requirements and Implementation Schedule is hereby deleted in its entirety and replaced with the following:**

The following represents the *anticipated dates* for activities, deliverables, implementation of services, and other milestones related to or impactful to the services under the Contract. Adjustments may be made in consultation with the Contractor at the commencement of services based on the Contract Award Date. The date for the implementation of the data exchanges with the Department, PDC, and PHPs are dependent upon the award of the PHP Contracts. The Department will work with the PDC to align Key Milestone/Deliverables and Due Dates accordingly. In the event of conflict between the dates in this table and deadlines and deliverables specified in Section II. General Procurement Information & Notice to Offerors, Important Events and Schedule, Section III Scope of Work and Requirements and Section IV. Contract Performance, Sections II, III and IV prevail.

Key Milestone/Deliverable	Anticipated Date
Contract Award Date	October 29, 2018
Medicaid Credentialed Provider File from NCTracks ready for transmission to Contractor	November 12, 2018
Implementation Plan	Thirty (30) days after Contract Award Date, November 28, 2018
Disaster Contingency and Recovery Plan	Thirty (30) days after Contract Award Date, November 28, 2018
Systems Documentation	Thirty (30) days after Contract Award Date, November 28, 2018
System Interface Plan	Sixty (60) days after Contract Award Date, December 28, 2018
Contractor Accepting the Daily Medicaid Credentialed Provider File from NCTracks	January 15, 2019
Contractor has Credentialing Data Available for Retrieval by the State	January 15, 2019
PHP Contracts Awarded by the State	February 4, 2019
Contractor working with PHPs to ensure PHP access to the Medicaid Credentialed Provider File	February 11, 2019
Contractor has executed documents/contracts with PHPs to establish PHP access to the Medicaid Credentialed Provider File.	March 15, 2019
PHPs will Provide Initial List of Providers to Enrollment Broker.	May 27, 2019
Medicaid and NC Health Choice Beneficiary Open Enrollment Period	July 15, 2019 – September 3, 2019
State’s Managed Care Launch	November 1, 2019

**End of Agency Response to Offeror Questions**

**Addendum Execution Page Follows**

**Failure to acknowledge receipt of this addendum may result in rejection of Offeror's response.**

**Execute Addendum #8:**

**Offeror:**

---

**Authorized Signature:**

---

**Name and Title (Typed):**

---

**Date:**

---