



Solicitation Addendum

Solicitation Number: 30-190485-DHB

Solicitation Description: Ombudsman Services

Solicitation Opening Date and Time: August 5, 2019 at 2:00 PM ET

Addendum Number: 5

Addendum Date: July 24, 2019

Purpose of Addendum: Revisions to the RFP and Extend Opening

Purchasing Agent: Charles Barnette, Contract Specialist
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- 1. RETURN ONE PROPERLY EXECUTED COPY OF THIS ADDENDUM WITH RESPONSE. FAILURE TO SIGN AND RETURN THIS ADDENDUM MAY RESULT IN REJECTION OF THE OFFEROR'S PROPOSAL.**
 - Carefully read, review, and adhere to all revisions to the RFP in this Addendum.
 - The Request for Proposal opening date is hereby changed to August 5, 2019 at 2:00 PM ET.
 - Contact Charles Barnette to request an MS Word version of *Revised and Restated Attachment B: Offeror's Response to Technical Questions*.

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Revisions to the RFP:

1. **Section II.E. Submission of Proposal and Offeror’s Response, 3. Required Proposal Documents, e. is revised and restated in its entirety as follows:**
 - e. Completed *Revised and Restated Attachment B: Offeror’s Response to Technical Questions* to address requirements and specifications identified within this RFP.

2. **Section II.E. Submission of Proposal and Offeror’s Response, 4. Proposal Submission and Number of Copies, b. Electronic Copies, i. is revised and restated in its entirety as follows:**
 - i. One (1) copy of the signed, original executed **Offeror’s Proposal** with the Technical Proposal and Cost Proposal **each** submitted on a separate flash drive marked **RFP 30-190485 – Offeror’s Name – Name of Document (i.e. Technical Proposal, Cost Proposal)**. For clarity, there should be two (2) flash drives submitted to be compliant with this section; and

3. **Section II.G. Evaluation Process and Contract Award, 3. Scoring, Criteria, and Overall Weights, d. is revised and restated in its entirety as follows:**
 - d. Scoring of proposals will reflect the following weights/percentages:

Scoring Criteria	Scoring Weight/Percentage
Technical Proposal	
Section III.D.15 Disclosure of Conflicts of Interest	3%
Section V. A. Qualifications, Experience and Federal Requirements	4%
Section V. B. North Carolina Medicaid and NC Health Choice Populations	1%
Section V. D. Core Functions	20%
Section V. E. Case Management System	4%
Section V. F.1. Communication Engagement and Outreach – Materials	3%
Section V. F.2. Communication Engagement and Outreach – Engagement with Department Partners	2%
Section V. F.3. Communication Engagement and Outreach – Member Surveys and Evaluation Questions	2%
Section V. F.4. Communication Engagement and Outreach – Engagement with Beneficiary Support System Entities	1%
Section V. F.5. Communication Engagement and Outreach – Outreach and Engagement Strategy	1%
Section V. G.1. Ombudsman Program Administration - General Program Operations	3%

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Scoring Criteria	Scoring Weight/Percentage
Technical Proposal	
Section V. G.2. Ombudsman Program Administration - Internal Policies and Procedures	4%
Section V. G.3. Ombudsman Program Administration - Ombudsman Program Website	3%
Section V. G.4. Ombudsman Program Administration - Ombudsman Program Service Line	3%
Section V. G.5. Ombudsman Program Administration - Key Personnel, Staffing, Staff Training	3%
Section V. H. Performance Reporting	2%
Section V. I. Language, Accessibility and Cultural Competency	2%
Section V. K. Readiness Review	3%
Section V. L. Implementation Plan	3%
Section V. M. Fraud, Waste and Abuse Compliance	1%
Section V. N. Business Continuity Plan	1%
Attachment H. References	2%
Attachment L. Use Case Scenarios	4%
Total Technical Proposal	75%
Cost Proposal	25%
Total	100.0%

4. 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>.

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5. **Rename Attachment B.** All references in the RFP to *Attachment B: Technical Proposal* are hereby changed to *Revised and Restated Attachment B: Offeror's Response to Technical Questions*.
6. **Attachment B is revised to insert the following evaluation questions between the rows entitled *Communication Engagement and Outreach: Section V.F.3. Member Surveys and Evaluation Feedback* and *Ombudsman Program Administration; General Program Operations Section V.G.1*.**

<p><i>Communication Engagement and Outreach:</i></p> <p><i>Section V.F.4. Engagement with Beneficiary Support System Entities</i></p>	<p>The Department requests the response to this section be limited to three (3) pages</p> <ol style="list-style-type: none"> 1. Offeror must confirm adherence to the expectations of the Department and describe their ability and approach to meet the requirements of <i>Section V.F.4. Engagement with Beneficiary Support System Entities</i>. 2. Offeror must describe any limitations and issues meeting the requirements of this section. No response will be interpreted as no limitations or issues.
<p><i>Communication Engagement and Outreach:</i></p> <p><i>Section V.F.5. Outreach and Engagement Strategy</i></p>	<p>The Department requests the response to this section be limited to three (3) pages</p> <ol style="list-style-type: none"> 1. Offeror must confirm adherence to the expectations of the Department and describe their ability and approach to meet the requirements of <i>Section V.F.5. Outreach and Engagement Strategy</i>. 2. Offeror must describe any limitations and issues meeting the requirements of this section. No response will be interpreted as no limitations or issues.

Addendum Execution on Next Page

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Failure to acknowledge receipt of this addendum may result in rejection of the Offeror's proposal.

Execute Addendum #5:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____