



**STATE OF WASHINGTON
HEALTH CARE AUTHORITY**

RFP NO. 3866

Amendment #1

PROJECT TITLE: External Quality Review Organization (EQRO)

PROPOSAL DUE DATE: September 9, 2019 by 2:00 p.m. Pacific Time, Olympia, Washington, USA.

Faxed bids will not be accepted.

ESTIMATED TIME PERIOD FOR CONTRACT: January 1, 2020 to December 31, 2023

The Health Care Authority reserves the right to extend the contract for up to three (3) additional years at the sole discretion of the Health Care Authority.

The above referenced RFP is amended as follows:

1. Section 1.3.11, Minimum Qualifications, is amended to read as follows:

1.3.11 The Bidder must be an organization, or subcontract with a vendor, that is licensed by NCQA to conduct HEDIS® audits.

2. Section 2.5, Submission of Proposals, is amended to read as follows:

2.5 Submission of Proposals

The electronic proposal must be received by the RFP Coordinator no later than the Proposal Due deadline in Section 2.2, *Estimated Schedule of Procurement*.

Proposals must be submitted electronically as an attachment to an e-mail to the RFP Coordinator at the e-mail address listed in Section 2. Attachments to e-mail should be in Microsoft Word format or PDF. Zipped files cannot be received by HCA and cannot be used for submission of proposals. If necessary, due to file size, Bidder may submit multiple emails. Bidder must indicate in the subject line of each email that it is "(# of #)" to ensure HCA receives all parts of the Proposal submission. The cover submittal letter and the Certifications and Assurances form must have a scanned signature of the individual within the organization authorized to bind the Bidder to the offer. HCA does not assume responsibility for problems with Bidder's e-mail. If HCA e-mail is not working, appropriate allowances will be made.

Proposals may not be transmitted using facsimile transmission.

Bidders should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. Late proposals will not be accepted and will be automatically disqualified from further consideration, unless

HCA e-mail is found to be at fault. All proposals and any accompanying documentation become the property of HCA and will not be returned.

3. Section 3, Proposal Contents, *Introduction*, has been amended to read as follows:

Proposals must be written in English and submitted on eight and one-half by eleven inch (8 ½" x 11") paper, with no smaller than 10 point font, with tabs separating the major sections of the proposal. Charts and graphs may be submitted on eleven by seventeen inch (11" x 17") paper. The major sections of the Proposal are to be submitted in the order noted below:

- A. Letter of Transmission, including:
 - a. Letter of Submittal (Exhibit B);
 - b. Signed Certifications and Assurances (Exhibit C);
 - c. Red-lined copy of Draft Sample Contract (Exhibit F);
 - d. Completed Diverse Business Inclusion Plan (Exhibit G); and
 - e. Completed Executive Order 18-03, Workers' Rights Certification (Exhibit I).
- B. Technical Proposal (Section 3.2);
- C. Management Proposal (Section 3.3);
- D. Related Information (Section 3.4);
- E. Cost Proposal (Exhibit D to this RFP); and
- F. Business References (Exhibit E to this RFP).

Proposals must provide information in the same order as presented in this document with the same headings.

Items marked "Mandatory" or "(M)" must be included as part of the proposal for the proposal to be considered responsive; however, these items are not scored. Items marked "Scored" or "(S)" are those that are awarded points as part of the evaluation conducted by the evaluation team.

4. Exhibit A, Certification of Minimum Qualifications, is amended to revise the introductory statement to read as follows:

Bidder must respond to all questions in the space provided below. If you need additional space to provide answers, you may use a separate page; please identify the question number and corresponding question that you are responding to and attach that document to this Exhibit A.

5. HCA's responses to the submitted questions, as attached.

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Question #	Document Reference (RFP, Exhibit, Attachment etc.)	Section or Subject Matter #/Title	Page # or Location	Bidder Question	HCA Response
1	RFP	1.3.11	21	<p>Minimum Qualifications: We are a bit confused by the wording of "NCQA-Licensed licensed" description for a HEDIS auditor. Can you please clarify what this line item is referring to?</p>	<p>This requirement is being amended to read as follows: "The Bidder must be an organization, or subcontract with a vendor, that is licensed by NCQA to conduct HEDIS® audits."</p>
2	RFP	1.3.3	20	<p>Minimum Qualifications: What is an "equivalent" to a SOC2 report? Does the audit have to be done by an independent organization, or is an internal audit acceptable?</p>	<p>HCA would prefer a SOC 2 Type 2, FISMA, or FedRamp in depth report done by an independent reviewer, to ascertain if the Bidder complies with trust services criteria. This provides HCA with a vast majority of the information needed to conduct the Security Design Review. Security Design Review approval is required to contract with HCA. HCA is willing to accept internal audits, policies, and processes, however this will take additional time to achieve the required Security Design Review approval and may result in the Bidder not being named an Apparent Successful Bidder or awarded a contract for this work.</p>
3	Exhibit A		1	<p>The first paragraph states, "Bidder must respond to all questions in the space provided below. If you need additional space to provide answers, you may use a separate page; please identify the question number and corresponding question that you are responding to and attach that document to this Exhibit B."</p> <p>Is this a typo and should it say, "attach that document to this Exhibit A?"</p>	<p>Yes. This is a typographical error. Please see attached, updated Exhibit A-1 with the correction to state: "Bidder must respond to all questions in the space provided below. If you need additional space to provide answers, you may use a separate page; please identify the question number and corresponding question that you are responding to and attach that document to this Exhibit A."</p>

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4	Exhibit A		2, 3	<p>Exhibit A is to be submitted with the Letter of Intent. Per item 8, bidders and subcontractors must certify they have and will maintain independence from the State Medicaid agency and from all MCOs, PIHPs, PAHPs, or PCCMs that will be reviewed by the EQRO, including..."</p> <p>From this, it appears we need to have already identified and selected our subcontractors so we can complete this section. Please clarify if subcontractors need to be selected by the time Exhibit A is submitted with the Letter of Intent so their information can be included in Exhibit A. Or, can this information be provided with the proposal?</p>	<p>HCA expects that any subcontractors the Bidder has already identified should be included in the certification. The intent is that the Bidder will ensure that any subcontractors they contract with after this point are also independent from the State Medicaid agency and all MCOs, PIHPs, PAHPs, or PCCMs that will be reviewed by the EQRO.</p> <p>HCA does not expect the Bidders to have all of their subcontractors chosen for submission of the Letter of Intent and Exhibit A.</p>
5	Exhibit A		3, 4	<p>Exhibit A is to be submitted with the Letter of Intent; per items 10 and 11, a copy of NCQA-certified CAHPS vendor certificate and a copy of a NCQA-licensed to conduct HEDIS® audits is required for Exhibit A.</p> <p>From this, it appears we need to have already identified and selected our subcontractors so we can include a copy of these certification forms. Please clarify if subcontractors need to have been selected in time for their information to be included in Exhibit A and submitted with the Letter of Intent. Or, can this information be provided with the proposal?</p>	<p>HCA expects the Bidder is able to submit their NCQA license to conduct HEDIS® audits. If this is something the Bidder <u>has</u> subcontracted out for already, HCA expects the subcontractor's license. If the Bidder <u>intends</u> to subcontract this work, but has not identified a subcontractor at this time, HCA will accept that statement and a commitment to deliver the NCQA license at the time of Proposal submission.</p> <p>HCA does not expect the Bidders to have all of their subcontractors chosen for submission of the Letter of Intent and Exhibit A.</p>
6	Exhibit B			<p>Do we need to include Exhibit B with our Letter of Intent that is due on Aug 15th? It is referenced in Exhibit A, but that may be an error.</p>	<p>No. This was a typographical error in the Exhibit A. HCA does not expect the Exhibit B to be submitted with the Letter of Intent.</p>

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7	RFP	2.5	30	<p>Proposals must be submitted electronically as an attachment to an email. Please advise what the file size limitation is for emails sent to the HCA.</p> <p>Due to the file sizes of some of the information required (e.g., the requirement to submit two annual technical reports), the proposal may need to be submitted via multiple emails. If this turns out to be the case, please advise if this will be acceptable to the HCA.</p>	<p>Yes, this will be acceptable. Please indicate in the subject line that it is "(# of #)" to ensure HCA receives all parts of the Proposal submission.</p>
8	RFP	3.A.c (Exhibit F)	36	<p>Can you please provide a Word version of the Contract for red-line purposes?</p>	<p>Exhibit F is available as a Word document on both HCA's website (https://www.hca.wa.gov/about-hca/bids-and-contracts) and WEBS for download (https://pr-webs-customer.des.wa.gov/)</p>
9	RFP	3.4	36, 42	<p>Section 3 identifies five major proposal sections and says they should be tabbed and submitted in the order noted (i.e., A=Letter of Transmission, B=Technical Proposal (Section 3.2), C=Management Proposal (Section 3.3), D=Cost Proposal, and E=Business References.</p> <p>While mandatory, Section 3.4 is not listed as a major section of the proposal. Please advise where the information requested in Section 3.4 should be placed in the proposal (i.e., in one of the sections (A-D) listed above. or in its own separate section).</p>	<p>Section 3.4 has been added to the major proposal sections as "D. Related Information (Section 3.4)." All subsequent requirements have been relettered. Please see amendment for clarification.</p>