



**State of Oklahoma
Health Care Authority**

Amendment of Solicitation

Date of Issuance: February 24, 2016

Solicitation No. 8070000885

Requisition No. 8070000885

Amendment No. 2

Hour and date specified for receipt of offers is changed: No Yes, to: March 16, 2016 3:00 p.m. CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:

U.S. Postal Delivery:

Kimberely Helton
Contracting Officer

405 - 522 - 7465
Phone Number

, OK -
or

Personal or Common Carrier Delivery:

Kimberely.Helton@okhca.org
E-Mail Address

,OK -

Description of Amendment:

a. This is to incorporate the following:

- 1. The RFP schedule is deleted in its entirety and replaced with the following:

ACTIVITY	DATE
RFP available on OHCA website/email vendors	Thursday, December 17, 2015
RFP Questions Due at 3:00 CDT	Thursday, January 07, 2016
RFP answers available on website	Wednesday, February 24, 2016
Proposals Due to OHCA by 3:00 PM CDT	Wednesday, March 16, 2016
Interviews (optional)	Wednesday, April 20, 2016
Proposal presentation (optional)	Wednesday, May 11, 2016
Award of Contract	Wednesday, May 18, 2016
Implementation / Operations begin	Thursday, May 19, 2016

- 2. Incorporating the Questions and Answers in accordance with the RFP.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**)

Title

Authorized Representative Signature

EQRO RFP Questions

Question #	RFP Section(s):	Entity Question	OHCA Answer
1	<p>“Contractors should anticipate the budget for the subsequent fiscal years (July 1, 2016 to June 30, 2022) shall not exceed \$1,400,000.00. Final approval of renewal amounts will be at the sole discretion of the OHCA. Increases or decreases at the time of renewal shall not require a modification in accordance with this RFP’s amendment clause.”</p>	<p>Is the \$1.4M the total budget for all years (7/2016 – 6/2022) combined or is the \$1.4M the budget for each individual year?</p>	<p>The \$1.4 million budget is for each individual state fiscal year, for example - July 1, 2016 - June 30, 2017 will have a \$1.4 million budget.</p>
2	<p>Section I: General Information, D. Budget</p>	<p>The RFP states: "Contractors should anticipate the budget for the subsequent fiscal years (July 1, 2016 to June 30, 2022) shall not exceed \$1,400,000.00". Please clarify if the \$1.4M is per year or a total cap for all 6 years?</p>	<p>See question 1 above.</p>
3	<p>1: General Information D. Budget</p>	<p>The RFP states that "Contractors should anticipate the budget for the subsequent fiscal years (July 1, 2016 to June 30, 2022) shall not exceed \$1,400,000.00." Is this the annual amount or the period of performance amount?</p>	<p>See question 1 above.</p>
4	<p>I.C.</p>	<p>If the mandated care project described in section C. Contract Overview is implemented and the EQR contractor is required to complete Quality Assessment and Performance Improvement reports, will additional funds be provided?</p>	<p>Yes, additional funds shall be provided to incorporate the additional scope should Quality Assessment and Performance Improvement reports be required.</p>

5	II.A.2.5	Please clarify, what if any costs will be incurred by the Contractor for its statistician being housed at the Telligen Oklahoma City office?	The reference to Telligen is a typo. Telligen Oklahoma City Office is hereby deleted from the RFP, and replaced by Contractor's Oklahoma City Office.
6	II.A.2.5	Please clarify the rational for requiring the contractors statistician being housed at the Telligen Oklahoma City office rather than the contractor's own office site.	Please see number five above.
7	II.A.2.5	What role, if any, will Telligen have in this contract?	Please see number five above.
8	RFP Section II. A. 2.5. 5, pg.10	The RFP states that the "Contractor shall use a statistician, to be located in the Telligen Oklahoma City office..." Can you clarify this requirement?	OHCA requires a statistician to perform statistical analysis related to the scope of work. The reference to Telligen is deleted as shown in question four above.
9	Evaluation and Award, Proposal Response, III, B.2	Please explain the scoring used to evaluate this proposal.	OHCA is unable to disclose the scoring used to evaluate the proposal.
10	Form OMES-FORM-CP-004SA	The top of this form as 2 editable fields: Agency Name and Agency Division/Dept Name. How are we supposed to complete these two fields?	OHCA shall fill in those two fields.

11	RFP Section II, D. 4, Pg. 12	The RFP states that the font shall be 12 point and 1 inch margins on all sides. Since we are required to use protected forms, we have no control over the formatting. The font for responses is not 12 pitch and some of the forms appear to have margins and footers that are not in compliance. How do we address this conflict since we cannot alter the forms?	Please fill out the forms in their as is state, and since the forms cannot be altered, OHCA will not evaluate the formatting. The only exceptions are forms 3.a, 4, and 5. As amended in questions 14 and 19 below, these forms will now be accepted as separate word documents, and shall be required to conform to the formatting standard In Section II.D.4.
12	RFP Section II, D. 2, Pg. 12	Do we understand correctly that the two OMES forms and signed amendments are not included in the 25 page limit count?	Correct, the OMES forms and amendments are not part of the 25 page limit.
13	Form 2, Proposal Response Question #1	This question asks if we maintained a 20 page limit. This conflicts with RFP Section II, D. 2, Pg. 12 table indicating a 25 page limit. Please clarify.	Please conform to the 25 page limit. A new Forms package shall be added to the bidder's library to amend the page limit.
14	Form 3, Question 9	The table on question 9 will not allow us to add any additional rows. What if we have more items to enter?	A separate form labeled 3.a is available in the revised forms package to submit the entire Implementation Schedule.
15	Form 3, Question 12	This question asks for references for "other Medicaid Agencies currently utilizing the Bidder's services" If we do not have any Medicaid Agencies currently using our services, may we provide other references who can speak to our ability to do this work?	Yes, please submit references irrespective of Medicaid agency status.

16	Form 3, Question 12	Regarding references, are we to obtain reference letters in addition to listing the reference information on this form? If we are to include reference letters, where are they to be placed, and can you confirm that they will not be counted in the 25 page limit?	Please provide only contact information for the references. OHCA may contact the references through the email or phone numbers provided directly. Reference letters are not required.
17	Form 3, Question 13.a	This mentions including a resume for subcontractors in key positions, but there is no other reference to including resumes for the prime contractor. May we include resumes, and if so, where are they to be located, and will they not count in the 25 page limit?	Please provide resumes for all individuals listed in question 13. The resumes shall not count toward the 25 page limit, but each resume shall not exceed three pages for each individual.
18	Form 4	Can you provide more clarification of what you are looking for on this form? Is this what is typically included in a proposal where we explain how we will operationalize our work?	OHCA recommends listing each scope item, for instance "2.0 Retrospective Review," from the RFP and writing the scope of work in the RFP, and a description of the work proposed to complete the scope. With the limited page response, OHCA anticipates a focused summary response to each scope item.

19	Form 4	<p>We do not understand the logic for the 2-10 text fields with each question or what the numbering of these fields means.</p> <p>Additionally, when we are typing, if we hit enter to create a new paragraph, it creates a new number/field. We can hit a Shift+enter to get a new paragraph without creating an additional field. Is this what was intended?</p>	<p>A new forms package will be provided. Form 4 shall be a separate word document with the same text, but shall not be formatted as a form.</p>
20	Form 4, Point 2	<p>Please explain what OHCA is looking for from the bidder on point 2. OHCA Responsibilities.</p>	<p>The bidder may suggest responsibilities to be assumed by OHCA in order to facilitate a more efficient and beneficial contractual relationship. OHCA may agree to accept these suggestions and incorporate them into the final contract.</p>
21	Form 5, Question 1.c	<p>The instructions state: "If additional space is necessary Bidders may use the space below the table, ensuring they utilize the correct number. Each additional space is limited to 10 lines of text." There are two tables. What is the purpose of the second table that does not include a cost column? What is the "space" being referred to that only allows 10 lines of text? We are able to enter more than 10 lines of text in the fields provided. The form is locked and we are not able to type outside of the table fields.</p>	<p>A new forms package will be provided to clarify form 5.</p>

22	RFP Section II, D. 7, Pg. 12	This mentions a "Cost Proposal". Is that the same as the Form 6 "Price Proposal"? If so, can you clarify the direction because the Price Proposal is a part of the Bidder's Response, so the direction is confusing. If the Cost Proposal is something else, please clarify what this is.	The cost proposal and price proposal are the same document. A new forms package shall be added to the bidder's library to amend the title of Form 6.
23	Form 6, Question 1.a	Please explain what you are looking for in the response field to question 1.a (detail of pricing methodology). This appears to be a text response.	Form 6 1.a is deleted in its entirety. A revised form shall be provided to incorporate this change.
24	Section II, A, pg. 3	The RFP states that the bidder is required to "develop and write a detailed statement of work, requirements, and performance measures". Is this what Form 4 is for? It doesn't seem set up to follow this requirement and we cannot edit the form. Given that there is a 10 page limit can OHCA define what is meant by "detailed."?	The statement of work, requirements and performance measures shall be provided on Form 4. Please see questions 18 and 19 above for further guidance.
25	2.2.1.	Please provide sample size estimates for the bi annual adult CAHPS survey and the annual child CAHPS survey.	The sample sizes for the most recent versions of the survey were: 1,873 adult, 1,966 child. OHCA requires the total number of completed surveys to be equal to or greater than 411. The Contractor may determine how many surveys to perform to ensure a response rate of at least 411 completed surveys.

26	2.2.1	Is a Certified CAHPS Survey Vendor required or is a non-certified contractor allowed to follow CAHPS methodology to perform the task?	CMS requires we contract with a a NCQA certified HEDIS survey vendor to administer the survey.
27	RFP Section II. A. 2.0.2.e.iv and v, pg 3	OHCA identified a sample of 200 additional cases for focused review of quality of care trending. Readmissions and transfers are included in this sample and will require 2 records for each case reviewed. Does the 200 sample number represent the number of records or does it represent the number of patient cases regardless of the number of records per case?	It represents 200 patient cases regardless of the number of records per case.
28	RFP Section II. A.2.0.2, A.2.0.3, A.2.0.5, pgs 3-6	OCHA references timelines for performing/completing specific tasks. Some timelines specify days as “business days” or “calendar days” but some are only specified in “days”. Please clarify if these should all be business days. If not, how are the references to “days” to be interpreted?	For the sections in question, A.2.0.2.a is amended in question 47 below. All other 'day' references in these sections that do not specify 'business' days are calendar days. Section II. A.2.2.h.i is amended to say Contractor receives data from OHCA within 6 weeks of sending data request with survey specifications.
29	RFP Section II. A.2.0.2.f, pg 4	Based on historical information, can OHCA provide an average number of unique hospitals that might be included in the PAM sample?	There are about 150 claims, but no more than 200, extracted each cycle that require a DRG review. As the extraction is performed on the entire universe of claims, the number of hospitals can change each year.

30	RFP Section II. A.2.0.2.f, pg. 4	What is the timeline for completing the initial reviews on the PAM cases?	All PAM cases shall be reviewed, and a report delivered to OHCA by October 31st each year.
31	RFP Section II. A.2.0.2.e.vi and A.2.0.2.g, pg. 4	For cases paid by DRG, will OHCA identify the assigned DRG?	These cases will be identified by the vendor. The vendor will collaborate with OHCA Medical Unit to identify the DRGs to be reviewed.
32	RFP Section II. A.2.0.4, pgs 5-6	Please clarify if the 45 day timeframe for observation cases is to complete the initial first level review or to complete all levels of review and finalize the case? For example, on page 5 of the RFP in the Inpatient Claims Analysis, OHCA identifies that the first level of review must be completed within 60 days of the Receipt Date.	The 45-days is for the initial review.
33	RFP Section II. A.2.0.5.a, pg 6	OHCA referenced "D2", please clarify the RFP location for this reference	D.2 is hereby deleted and replaced with 'b. below'. This is in reference to the three consecutive levels of review for provider denial and reconsideration.
34	RFP Section II. A.2.0.5.b.ii, Pg.6	Second Level Review: OHCA states that the case needing physician review (second level review) must be completed within "60 days of the Date". Please clarify the definition "of the Date."	This is defined as the "Receipt Date" in 2.2.a.
35	RFP Section II. A.2.1.2, Pg. 7	The RFP states that OHCA may refer random cases that are outside of the regularly scheduled review. Based on prior history, could OHCA provide a projected review volume for these random referral reviews?	Yes, on average, the OHCA refers approximately ten (10) additional cases during each fiscal year.

36	RFP Section II. A.2.1.2, Pg. 7	Who will notify the providers of the review outcome? Will the contractor do this, or will this come from OHCA ?	The Vendor notifies the providers. However, OHCA will be notified initially before the final review is submitted to the provider.
37	RFP Section II. A.2.1.3.d, pg.7	Will the MEIT quarterly profiling be on a "rolling" quarter basis?	Yes, this is considered a "rolling" quarterly basis.
38	Form 6, 1.b	In the cost table, there is a reference to "Retrospective Review/Recon –100 cases". Please reference the section where in the RFP we could find information related to this item, or clarify as to what this is referring.	Retrospective Review/ Reconsideration is Section II A.2.0.5.
39	Form 6, 1.b	In the cost table, there is a reference to "QAPI". Please provide additional detail regarding the QAPI work specifications to allow the contractors to determine the level of effort necessary to price the QAPI work. The Detailed Analysis Document (DAD) could not be located in the RFP Bidder's Library.	All references to Quality Assessment and Performance Improvement (QAPI) reports are hereby deleted from the RFP. Should a QAPI be needed, it shall be requested under the provision in Section 2.4.1 Additional Reports.
40	RFP Section II. A.2.0 Retrospective Review: 2.0 Claims Selection, pg 3	Are there any other selection criteria that need to be included in the sampling scheme other than those already specified in 2.b-2.g?	Reference 2.2.h "Contractor and OHCA shall collaborate to establish any other samples, criteria, or guidelines for the claims selection process."

<p>41</p>	<p>RFP Section II. A. 2.0.2.f, pg. 4</p>	<p>OHCA will provide up to 200 cases for the annual PAM project. When will OHCA provide the date on the 200 cases for the PAM project?</p>	<p>Cases will be provided in January of the year they are due, unless unforeseen issues arise. Should unforeseen issues arise, OHCA and Contractor shall work together to establish due dates for completion of the review. However, OHCA will be the final determinor of the dates for completion.</p>
<p>42</p>	<p>RFP Section II. A. 2.0.2.g., pg. 4</p>	<p>DRG validation will be completed on up to 300 records monthly. Will these 300 records come from the cases selected in Section II, A, 2.0.2.b (810 medical admissions), Section II, A, 2.0.2.c (90 adult psychiatric care admissions), and Section II, A, 2.0.2.e (200 hospital admission for focused review)? If not, will the contractor need to randomly select cases separately without the overlap with those preselected cases?</p>	<p>Yes, this is included in the 1100 inpatient records.</p>

43	RFP Section II. A. 2.0, Pgs. 3-6	The Scope of Work frequently talks about random sample or the use of sound statistical sampling methodology. Besides the statistical computations, certain criteria used in the determination of an appropriate sample size involve some type of professional judgment based on prior experience and taking into account budget limitations. Does OHCA allow exchange of professional opinions with the contractor during this process prior to the final determination of the sample size?	Yes.
44	RFP Section II. A. 2.0, Pgs. 3-6	How does OHCA exchange datasets (containing patient personal identification and confidential information) with the contractor in a secure fashion? Does OHCA provide the contractor secure electronic remote access to the database so that no physical transfer of the data is needed? Or does OHCA mail or deliver the datasets to the contractor using some secure transportable media?	OHCA uses Secure File Transfer Protocol (SFTP) connection to transfer data. SFTP requirements are available in the Contract Terms and Conditions in Section B.21.

<p>45</p>	<p>RFP Section 2.5 Location and Staffing, Pg. 11</p>	<p>The RFP states that “the statistician shall use OHCA’s Business Objects analytic tool to support all projects in the Contract.” Does “Business Objects” analytic tool refer to a specific statistical software package OHCA requires that its contractor statistician should use? If so, what is that software? Does OHCA allow its contractor to use other professional statistical software programs such as SAS (Statistical Analysis Software, SAS Institute, Cary, NC) when deemed appropriate by the contractor?</p>	<p>Business Objects is a suite of front-end applications that allows users to extract raw data from the OHCA data warehouse. The contractor shall be use other analytical software to perform analytics on the data; the analytical software the contractor uses shall be at the discretion of the contractor.</p>
<p>46</p>	<p>RFP Section II. A. 2.0.1 Retrospective Review - Medical Records, Pg. 3</p>	<p>What is the file format of the Medicaid Claims file submitted to the contractor each month? Is there a sample data dictionary for the Medicaid Claims file?</p>	<p>Except PAM cases, OHCA does not submit a file of claims information to the contractor. Instead a SFTP is established, licenses to Business Objects are issued to contractor staff, and contractor staff obtain raw data from the data warehouse independently of OHCA.</p>

47	2.2a	"OHCA will transmit an electronic file of all..." Does this mean OHCA will send the claims information to the contractor rather than the contractor logging into the data warehouse to obtain claims data?	No. The language in 2.2a shall is hereby replaced with the following: Between the 5th and 10th business day of each month, Contractor shall extract inpatient and outpatient (with revenue code 76X) hospital paid claims. (The date Contractor extracts the claims file is referred to hereafter as the "Receipt Date".) Within 15 business days of the extract, Contractor shall utilize a statistically sound methodology to randomly select claims samples as follows. Contractor shall exclude Medicare claims from all samples.
48	RFP Section A, .2.0 Retrospective Review. 1 Medical Records, Pg. 3	What are the primary and secondary delivery methods of patient charts to the current contractor? As an example is the primary method of delivery mail, fax, or digital?	OHCA's primary and secondary methods of obtaining medical records are mail and fax.

<p>49</p>	<p>RFP Section II, A, 2.0.2.g, pg. 4</p>	<p>DRG validation will be completed on up to 300 records monthly. Will these 300 records come from the cases selected in Section II, A, 2.0.2.b (810 medical admissions), Section II, A, 2.0.2.c (90 adult psychiatric care admissions), and Section II, A, 2.0.2.e (200 hospital admission for focused review)? If not, will the contractor need to randomly select cases separately without the overlap with those preselected cases?</p>	<p>Please see question # 42 above.</p>
<p>50</p>	<p>A.2.i.Reports, monthly and quarterly iii & iv</p>	<p>This contract reviews acute psychiatric admissions. There is no psych population. Is the monthly report requirement separating the adult psych population still in this scope of work.</p>	<p>All references to psychiatric admissions shall be deleted in their entirety.</p>