

New York State Department of Health
 Implementation Assistance for Health Home and Patient Centered Medical Homes RFP #1106211121
 Questions and Answers
 July 20, 2011

Question Number	RFP Section Reference Number	Question	Answer
1.	C.3	Is it the Department of Health's (DOH) intention that currently employed staff may be assigned to this contract, and would therefore travel to Albany for assignment on a daily basis, or would the Contractor be expected to hire staff for assignment at DOH offices? The statement at D.2.b indicating that "travel is minimal" suggests the latter; however, the short start-up and variety of staffing suggests that staff should be currently employed.	<p>If the bidder has current staff that could be assigned to this contract that is acceptable. However, all staff assigned to this contract will be located in DOH offices in Albany. Travel costs to and from work will not be reimbursed. The travel in D.2.b refers to travel done for out-of-office work related purposes.</p> <p>The bidder may also choose to hire new staff for this assignment. The RFP requires only that the bidder be able to provide qualified staff within 52 days of the date of contract execution.</p>
2.	C.3	Please provide additional information about the types and experience levels for Operations Staff, as these factors will have a significant impact on the proposed hourly rate.	Please refer to Attachment 4 for detailed information regarding the types and experience levels for Operations Staff. In addition, review the workplans posted on the website and the tasks associated with the projects.
3.	C.7.c	Please provide additional information about the migration of DOH data files, such as estimated number of records and file sizes for each file to be transferred.	The contractor will utilize the Department's data systems and data bases. In an instance that requires the contractor to be offsite, it is the responsibility of the contractor to coordinate and migrate data to their system. We do not anticipate the contractor moving the large claims data base to their systems, but primarily summarized data.
4.	C.7	This section indicates that activities will begin immediately. Please provide examples of what activities could be expected to start immediately.	The Health Home project is underway. The duties the contractor will be asked to assist with immediately are dependent upon DOH's progress with the initiative at the time of the contract work beginning. The workplan is available on the website. Initial tasks may include enrolling beneficiaries, setting up a call center, further systems work to support future payment structures, developing means of supporting communications with patients, Managed Care Plans, Behavioral Health Organizations and designated health home providers and

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			systems for accepting referrals.
5.	C.9	Conflict of Interest- This section discusses situations which might be in conflict with this contract. Would a contractor who is awarded this contract by DOH be precluded from bidding on specific operation work in support of the PCMH?	The entity awarded this contract would not be precluded from bidding on specific operation work in support of PCMH. At the time of bid submission for specific operation work in support of the PCMH, the bidder may be required to provide documentation addressing any potential conflict of interest, to be reviewed by the Department.
6.	D.2.f	What advance notice will the Contractor have to locate staff in Albany after a meeting with the Contract Manager has occurred indicating they are needed?	Please refer to section C.3 regarding the time frames for the development and approval of staffing plans. Contract staff should begin working in Albany within 52 days of the date of contract execution.
7.	D.2.f	What category of staffing should include the Contract Manager hourly rate?	As stated in the RFP: "Hourly rates must be inclusive of the costs for: salaries, fringe benefits, administrative costs (including the contract manager); overhead; presentation costs; and profit." The salary for the contract manager would be spread across one or all of the hourly rates as determined by the bidder. The contract manager would not be considered one of the hourly rate employees as included in the Bid Form.
8.	D.2.g	Does DOH have an estimate of the minimum number of hours per category that may be anticipated within the first six months of the contract?	Exact numbers of staff will be determined in the preliminary meetings described in section C.3. However, it is likely that the maximum number of staff required in each category will not exceed those listed in section D.2.f. Staff will be expected to be full time during the first six months.
9.	Attachment 5 Transmittal Form	The notation under question #5 states ".*Answering yes to question #2 will not automatically disqualify the bidder. Each business relationship detailed will be reviewed to determine if a conflict of interest exists that would prohibit the Department from awarding the contract to the bidder." Should this read ".*Answering yes to question #5....."?	Yes, this notation is in reference to question #5, not question #2. The first sentence is hereby amended to read as follows: ".*Answering yes to question #5 will not automatically disqualify the bidder."
10.	General	Given the difficulty and expense providers encounter in transforming to a true patient centered medical home, will all NYS resources for technical assistance to providers be	Additional State resources will not be available for technical assistance through this contract.

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		included in this contract, or will additional State resources be available for TA, coordinated through the selected entity?	Outside of this contract there are other resources available to providers, e.g., through HITEC/ARRA/Meaningful Use and potentially through HEAL and through NYeC and the Regional Extension Centers (RECs).
11.	General	Please explain the financial and organizational relationships between the Health Home contractor, the managed care or behavioral health organization and the providers. Are there one, two or three layers between the State Medicaid program and the providers?	Health home providers may be managed care plans or a number of other provider types, approved by the State. Health homes will be reimbursed by the State on a PMPM basis for health home services. The BHO will work collaboratively with the health home providers regarding enrollees whose services are being managed by the BHO.
12.	General	Will care management and coordination be done by the contractor or will it be done at the provider level? If they are done by the contractor, how do they interface with the provider? What health home functions are expected from the provider? What are the anticipated responsibilities of providers?	This procurement is not to provide health home services. The selected contractor of this procurement will assist the State in implementing and operationalizing health homes and patient centered medical homes. Care management and care coordination will be done at the provider level.
13.	General	Given that hundreds of individuals and organizations in New York are actively working on PCMH/HH implementation, and sharing information among stakeholders is crucial to success, how will stakeholder engagement figure in to this project? Will it be a funded and required activity? Will there be an advisory committee or any external input?	Stakeholder engagement is currently being done and will continue. The contractor will be required to assist with this activity as detailed in Section C.3 of the RFP.
14.	General	What role will the selected organization have in determining payment levels and formulas for PCMH incentive, and eligibility of PCMH/HH supported activities?	Payment levels for PCMH have been determined by the State and will be determined by the State for the immediate future. Eligibility for HH and PCMH will continue to be primarily defined by the State potentially with input from health plans and BHOs as the project matures.
15.	Section C.7.c., Page 9	Will the Contract Manager be expected to conduct all contract related activities primarily on-site in State offices located in Albany?	Please refer to Sec. C.7.c and C.7.e of the RFP. The contract manager will be expected to appear in Albany twelve times in the first year of the contract and must be available by phone at other times.
16.	Section D: Proposal Requirements, Pages 12-16	Please confirm that the Financial Proposal and the Technical Proposal should be included in the same binder and separated by a tab divider.	This is correct. The technical and financial proposals should be easily separable.
17.	Section D: Proposal Requirements,	Must the entire appendix, including organizational policy documents that already have numbered pages, be numbered sequentially?	No. Attachments with page numbers need not be renumbered.

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18.	D.2. Part 2 - Financial Proposal, Page 16	Please clarify the number of staff needed, i.e., will the contractor need 24 Operations Staff in addition to or inclusive of the 1 Physician, 11 Registered Nurses, 11 Data Analyst/Technicians, and 1 Administrative Assistant?	The staffing figures in D.2 are to be used as a guide when developing hourly rates. The 24 operations staff listed are <u>exclusive</u> of the 1 Physician, 11 Registered Nurses, 11 Data Analyst/Technicians, and 1 Administrative Assistant figures.
19.	General Question	If a utilization and quality control peer review organization (QIO or QIO-Like) submits a proposal, will their eligibility for the 75% FFP be included in the determination of net cost to the State?	The level of FFP for which a bidder may be eligible is not relevant to the evaluation of the proposals.
20.	Section D.3	The RFP states: “The successful bidder should provide evidence of their financial ability to perform the terms and conditions of the contract. Each vendor should include audited financial statements for the last three years of operations. If the vendor is not required to have independent audits performed, a statement to that effect should be included with the cost proposal.” Should any audited financial information/statements be submitted with the proposal, or should they only be submitted by the winning vendor?	RFP Section D.3 is amended to read: “The successful bidder will be required to provide evidence of their financial ability to perform the terms and conditions of the contract. The successful bidder will be required to provide audited financial statements for the last three years of operations. If the successful bidder is not required to have independent audits performed, a statement to that effect will be required. If independent audits are not required, other evidence of the vendor’s financial ability to perform will be required. At a minimum, this should include an audited annual financial statement, report by a third-party service (e.g., Dunn and Bradstreet), etc.”
21.	F.12, paragraphs 1 through 4	Please confirm that Offerors are not required to complete and submit Sales Tax Forms CA-220 and TD-220 with the proposal submission. Please confirm that these forms are only required to be submitted by the contractor who is awarded the contract. In the event Offerors must submit these forms with the proposal, must forms also be submitted for an Offeror’s subcontractors?	Only the winning bidder(s) will be required to submit the Sales Tax Forms ST-220-CA and ST-220-TD.
22.	D.3 , paragraph 1	Because three years of audited financial statements for a large company can span several hundred pages, will the State allow vendors to provide an electronic link to their audited financial statements rather than providing hardcopies?	See answer to Question #20.
23.	Attachment 11 - State Consultant Services Form A	Please confirm that Offerors are not required to complete and submit Attachment 11 - State Consultant Services Form A and Attachment 12-State Consultant Services Form B with	Only the winning bidder(s) will be required to submit Attachments 11 and 12.

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	and Attachment 12 - State Consultant Services Form B	their proposal. Please confirm that these forms are only required to be submitted by the contractor who is awarded the contract.	
24.	Attachment 7 – Vendor Responsibility Attestation	Must subcontractors submit Attachment 7 or is it just required for the Offeror?	<p>No, subcontractors are not required to submit Attachment 7 at the time of proposal submission. Only the bidder is required to submit Attachment 7.</p> <p>RFP Section D.1.f.f) is amended to read: “Winning vendors will be required to provide a Vendor Responsibility Questionnaire and a Vendor Responsibility Attestation for any subcontractor that is known at the time of award whose subcontract will equal or exceed \$100,000 in any year during the contract period.”</p>
25.	Attachment 5 Transmittal Form	<p>Attestation #2 states: “The bidder accepts the contract terms and conditions contained in this Funding Availability Solicitation (FAS), including any exhibits and attachments, and has received and acknowledges all Department amendments to the RFP.”</p> <p>Are the terms Funding Availability Solicitation (FAS) and RFP synonymous?</p>	Yes, the terms Funding Availability Solicitation (FAS) and Request for Proposals (RFP) are synonymous.
26.	Section A.1	Has NY DOH worked previously with any contractor in the development of this RFP, strategy, or visioning related to Health Homes and Patient Centered Medical Homes?	No.
27.	Section B.3	Has NY DOH initiated conversations with CMS related to the State Plan process under Section 2703 of the Patient Protection and Affordable Care Act (PPACA) for “Health Homes”? If so, could those materials be shared with prospective bidders?	<p>Yes. A draft of the Health Home State Plan Amendment pertaining to Health Homes for Individuals with Chronic Medical or Behavioral Health conditions is available at our website: http://nyhealth.gov/health_care/medicaid/program/medicaid_health_homes/index.htm</p>
28.	Section E.2	Can you further describe the members of the review team – how many people will be a part of the team, what specific bodies will they represent, and will the team include members of the Medicaid Redesign Team?	The answer to this question is not relevant to proposal submission.
29.	Section D.2	We would like some additional clarification regarding the Financial Proposal. Item d. indicates “Contract staff will be required to work 37.5 hours per week, Monday through Friday...” and Item f. provides the number of staff per	The financial proposal Bid Form should include only the hourly rate of the staff in each category.

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		category (e.g., Operations, Physician, etc.) as a guide. For purposes of constructing the Financial Proposal, should bidders provide just the hourly rates for each staff category or should bidders provide a total estimated cost of the project that assumes 52 weeks per year (not including state and federal holidays), 37.5 hours per week and the total number of staff/rates for each category? Bidders may have varying estimates regarding the number of hours, number of staff and type of staff needed to complete each of the Performance Requirements in Section C.3, Page 6.	
30.	Attachment 4 Summary of Staffing Needs Registered Nurse	The qualifications require, “Bachelor’s degree and current licensure as a registered professional nurse in New York State.” Would current licensure as a registered professional nurse in a state other than NY be considered acceptable for meeting this qualification?	Yes. New York State licensure is a preference. SEE AMENDMENT #1 ON THE DOH WEB SITE FOR A REVISED SUMMARY OF STAFFING NEEDS FOR THIS CATEGORY.
31.	Attachment 4 Summary of Staffing Needs Physician	The qualifications require, “Current license to practice medicine in New York State.” Would a current license to practice medicine in a state other than NY be considered acceptable for meeting this qualification?	Yes. New York State licensure is a preference. SEE AMENDMENT #1 ON THE DOH WEB SITE FOR A REVISED SUMMARY OF STAFFING NEEDS FOR THIS CATEGORY.
32.	Attachments	<p>Please clarify that RFP Attachments 5, 6 and 8 are required to be completed and submitted with a bidder’s proposal.</p> <p>Please clarify whether Attachments 7, 10, 11, 12 and 13 are required to be completed and submitted with a bidder’s proposal or whether they are required only of the winning bidder.</p>	<p>Attachments 5, 6 and 7 are required to be submitted with a bidder’s proposal.</p> <p>For Attachment 8, the “Bidders Proposed M/WBE Utilization Plan” form is to be submitted with the proposal. The remaining forms in Attachment 8 are to be submitted only by the winning bidder.</p> <p>Attachments 10, 11 and 12 will be submitted only by the winning bidder.</p> <p>Attachment 13 is only a sample, it is not submitted.</p>
33.	Section D	This section stipulates that the proposal must be page numbered consecutively from the beginning of the proposal through all appendices. Please clarify whether it is acceptable for bidders to include a document as an appendix that is already paginated (independently from the proposal). We are concerned that if the document references existing page numbers this may cause confusion for the reader if we are required to re-paginate the document to coincide with the	Appendices and attached documents do not need to be renumbered.

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		pagination of the proposal. There are instances where documents included as appendices may have been published documents that cannot be changed.	
34.	Section D.3	This section is included under the header SECTION D: PROPOSAL REQUIREMENTS in the table of contents, however, the text of the RFP in this section seems to indicate that these are required only of the successful bidder. Please clarify whether financial statements are included in “proposal requirements,” and if so, please clarify where in the proposal (Technical or Cost) these documents should be placed.	See answer to Question # 20.
35.	Section D.3	Our financial statements are included in our annual report which would be difficult to re-paginate for this proposal. Please clarify whether this is acceptable to leave this published document paginated as is.	See answer to Question # 20.
36.	Section D.3	[If financial statements are required to be submitted with the proposal – see Question above]: As a publicly traded company, this information will require a significant use of paper. In an effort to reduce paper consumption, would the State consider accepting one paper copy of these financial documents in the “original” proposal along with the requested electronic copies on CD and a link to the forms on-line in lieu of the additional hard copies requested in the RFP?	See answer to Question # 20.
37.	Section F.7 Vendor Responsibility Questionnaire	Please clarify whether this is required of all bidders prior to proposal submittal or whether this is only required of the successful bidder.	This is required of all bidders with proposal submission.
38.	Section A.3	Please confirm the expected start date. This section states that the anticipated date is August 19, 2011; the Schedule of Key Events states that this date is August 30, 2011.	The anticipated start date is August 30, 2011.
39.	Section A.3	Please provide the section of law that authorizes this project to begin upon approval of the Commissioner of Health.	The sections of law that authorize the projects are included as Attachment 1.
40.	Section A.1	“Through this solicitation, the DOH seeks to procure a single contractor to specifically assist with the development, implementation, and monitoring of the Health Home and PCMH initiatives and to also provide implementation and monitoring support for Medicaid Redesign Team initiatives	The contractor will be asked to assist with MRT initiatives that center around care coordination and initiatives to move the fee-for-service population into care management

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		<p>and other Medicaid related activities.”</p> <p>What other implementation and monitoring support for Medicaid Redesign Team initiatives and other Medicaid related activities does DOH envision for this contractor?</p>	
41.	Section C.7.(f)	<p>“Reimbursable costs include: postage/ mailing costs, printing costs, training space and equipment, travel, software, and webinars. These costs will be reimbursed on a dollar for dollar basis based upon actual costs. There will be no mark-up for indirect, corporate allocation or profit.”</p> <p>There are required system capabilities yet defined by DOH. Does DOH currently have these capabilities? Will DOH be defining these capabilities after award? How will they be budgeted and paid for?</p>	See answer to Question #3.
42.	Section D.2	Will the Department consider rates for staff other than those listed in the Section A of the Bid Form? If so, does the Department want an average hourly rate for these staff as well?	The Department will not consider rates for staff other than those listed in Section A of the bid form.
43.	Section D.2	The Department is requesting that the contractor provide a maximum amount payable under the contract. However, the Bid Form itself calls for only one hourly rate for each type of staff. Should contractors provide a maximum amount in their bid and, if so, how should it be provided?	<p>The RFP states “this procurement will result in a fixed hourly rate contract with a maximum amount payable under the contract.” This maximum amount will be determined at the time of contract development.</p> <p>At the time of proposal submission, only hourly rates are required to be submitted.</p>
44.	Section D.2	“The Bid Form must include an hourly rate for <u>each</u> of the five categories of staff in Section A.” Did you mean Section C. 3?	“Section A” refers to Section A of the Bid Form, Attachment 6.
45.	Section D.2.a	If a contractor believes that specific tools (e.g., software tools for analytics) will be necessary to meet the needs of the Department under this RFP, should those costs be included as “overhead” in the rates in this section or will the Department consider additional line item costs in the budget presented?	<p>The Department will not consider additional line item costs presented in the bid form.</p> <p>Please refer to Section C.7.f for information on reimbursable costs.</p>
46.	Section D.2.c	Does the Department expect that all staff, except the contract manager, will be co-located in Department of Health-owned or leased sites or can some staff (such as policy analyst and data analyst staff) work remotely?	All contract staff are required to be based in Albany with the exception of the contract manager. However, if the contractor believes there is a compelling reason to allow exceptions to this requirement, they should explain the

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			reason for the exception and how the location arrangement can work. The Department is under no obligation to agree to any exceptions.
47.	Section D.2.f	Can the Department describe in greater detail the nature of staff that they expect a contractor to provide under the category of “operations staff?”	Please refer to Attachment 4 of the RFP.
48.	Section E.2	This section notes that “proposals will be evaluated based on the criteria set forth in Section D of the RFP.” What is the breakdown/point allocation of each component of the technical and cost score? How is each scored?	This information will not be provided.