COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
600 East Broad Street, Suite 1300
Richmond, VA 23219

August 27, 2021

ADDENDUM No. 1 TO VENDORS:

Reference Request for Proposal:	**RFP 2021-02, External Quality Review Organization**
RFP Dated:	**July 30, 2021**
Proposal Due Date:	**September 9, 2021**

Below are updates that may delete, add, modify or clarify certain aspects of the aforementioned RFP. Please incorporate as necessary.

1. **Update to language in Section 2. Proposal Administration and Instruction, L. Proposal Protocol:**
   Note that cost proposals may not be redacted and should be ***submitted as*** a separate ~~redacted~~ file ***from the rest of the proposal.***

2. **Update to language in Section 3. Proposal Format, A. Supplier's Proposal Format:**
   "Supplier's response ~~by item in the tables~~ ***to the requirements*** set forth in Section 5, including the Appendix I RTM…"

3. **Section 5. Functional and Technical Requirements RFP is updated to read:**
   Detailed requirements are presented in a separate excel worksheet titled Appendix I Requirements Traceability Matrix (RTM) to facilitate direct responses and establish accountability regarding delivery of Service by Suppliers. You must respond to each requirement by entering, in the space provided in Column C ***and D,*** a code that best corresponds to its intended response for the requirement listed.
   The acceptable codes for Column C are as follows:
   Y - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in ***Column G*** an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use ***Column G*** to cross-reference a detailed explanation included in an attachment of its proposal.

   ~~F - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months from the date of the proposal). Supplier should provide a proposed start date and cross-reference any attached documentation in Column.~~

N - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within six months from the date of the proposal

The acceptable codes for Column D are as follows:
A= Functionality is currently operational
B= Functionality is planned
C= Functionality is not currently planned

4. **Update to language Task A. Contract Start-Up and Transition:**
   The Supplier shall:

   #7. Launch a ~~secure web portal~~ ***document management system*** for DMAS and the MCOs to use for exchanging files securely. MCOs cannot be able to access other MCOs' files. There should be at least one shared folder for access by DMAS and all MCOs under contract with DMAS (or deemed as eligible for access by DMAS, such as new MCOs).

5. **Update to language Task B. Operations Preparedness:**

   8."Prepare a Detailed Implementation Plan to Install and test all hardware, software, and telecommunication capabilities."

6. **Update to language C. Task C. Provide Education and Technical Assistance on Quality Improvement:**
   Task: The Supplier will provide up to 1000 hours per contract year of quality improvement education and technical assistance to DMAS (or key partners, including MCOs) upon request by DMAS ~~at no additional cost~~.

7. **Update to language Task E: Validate MCO Performance Improvement (PIPs):**
   Task: As required by DMAS, the Supplier shall validate a managed care rapid cycle performance improvement project (PIP) through the managed care quality collaborative. The PIP topic will be chosen by DMAS. DMAS may choose to use the same PIP topic for all of the MCOs or may select different topics for each MCO. ~~Due to the COVID-19 pandemic, the Supplier shall complete any remaining PIP activities from the previous cycle not completed by the termination of the emergency extension. The Supplier shall also prepare a report of a retrospective analysis of the rapid-cycle PIP process in Virginia Medicaid.~~

8. **Update to language in Task F.1: CCC Plus Performance Measure Validation (PMV):**

   Analysis and reporting: The Supplier shall complete a performance measure validation worksheet and report for each MCO's validated measures. In addition to the worksheets, the Supplier shall produce one report for each MCO that includes all of the EQRO- validated measures. In order to leverage the benefits of NCQA accreditation, the final report for each MCO shall include a description of the HEDIS audit methodology that each MCO experienced for the same measurement year and results for each MCO's HEDIS measures that were required by DMAS for annual reporting, per the ***CCC Plus*** ~~Medallion 4.0~~ contract, AND validated by the MCO's HEDIS auditor.

9. **Update to language in I.1 Medicaid Maternal and Child Health Focused Study:**

Deliverables: The Supplier will provide DMAS with an analytic dataset with submission of the final report. The final report is due no later than ***December 31*** ~~January 15~~ of each year. All final reports, unless otherwise specified by the Department, shall be submitted in 508 compliant format.

10. Update to Task K.2 : Medallion 4.0 Operational Systems Review (OSR):

Special Instruction: Replicate Task ~~L~~ ***K.***1 of RFP 2021-02. The comprehensive OSRs for the Medallion 4.0 and FAMIS Managed Care shall be conducted concurrently and align where appropriate but shall be reported separately from CCC Plus.

11. Update to Q. Task Q Encounter Data Validation (EDV):

Q. Task ~~S~~ ***Q*** Encounter Data Validation (EDV)

12. Update to Lettering C. Systems Overview:
~~C.~~ *R*. Systems Overview

13. 9. DMAS Standard Agreement language update:
Do you affirm that your response meets all of the Mandatory requirements listed in section 2.~~Q~~ ***P***"

14. Update to Appendix F:

15. Sample Contract Task Deliverables	
Task A: Contract Start-up and Transition: Approved Work Plan and Web Portal	Within 20 days of Contract Initiation
Task B: Operations Preparedness	Within 20 days of DMAS Approved AWP
Task C: Provide Education and Technical Assistance on Quality Improvement	Within 30 days of Contract Initiation
Task D: Annual Technical Reports	03/15/2023
Task E: Performance Improvement Plan (PIP) Reports	01/15/2023
Task F: Performance Measure Validation (PMV) Reports	***10/31***/2022
Task G: Consumer Decision Support Tools (CDST)	12/15/2022
Task H: Performance Withhold Program Report (PWP)	10/15/2022
Task ***I.*** 1: Medicaid Maternal and Child Health Focused Study	01/15/2023
Task ***I***.2 Child Welfare Focused Study and Presentation of Results	12/31/2022
Task K: Calculate Performance Measures	11/30/2022
Task L: Conduct MCO Operational System Review	12/15 every 3 years
Task M: FAMIS CAHPS Survey Final Report	12/31/2022
Task N: Quality Strategy	12/15/2022
Task P: Dental Utilization in Pregnant Women Data Brief	10/01/2022
Task Q: Addiction & Recovery Treatment Services (ARTS) Measurement Specification and Reporting	01/15/2023

Task ***P***.1 Appointment Standards Monitoring Prenatal Care Secret Shopper Survey Report	12/15/2022
Task ***P***.2 Appointment Standards Monitoring- PCP Secret Shopper Survey Report	12/15/2022
Task ***Q***: Encounter Data Validation	10/31/2023

16. **Update to the Instructions tab language in Appendix I RTM:**
    Appendix I RTM Instructions is updated to read:

    The Requirements Traceability Matrix (RTM) is used to document and track the project requirements from the proposal through implementation and throughout the life of the Contract. The Supplier is responsible for complying with all Requirements. Supplier is also responsible for maintaining a copy of the set of baseline Requirements directly related to the configuration of systems in this format. Additions, modifications, and deletions to these requirements post contract award will be added and modified timely, with DMAS approval and a current version of the matrix will be maintained at all times. The Supplier agrees to provide an initial RTM as part of its proposal per the instructions below. The RTM will be maintained in Excel format until or unless DMAS approves an alternate format.

17. **Appendix M- Language Update:**
    To Be Completed by Contractor and Returned with Response Files ~~#6 AND #8~~ #7.

18. **See Attachment I for the Department of Medical Assistance Services (DMAS) response to questions/inquiries as submitted by potential Suppliers. Please note this list completes DMAS' response to all questions submitted to DMAS before the due date/time as referenced in the RFP;**

19. **See Attachment II for the Preproposal Conference Transcript.**

A signed acknowledgment of this addendum must be received by this office, either prior to the proposal due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

Whitney Wallace

DMAS Procurement & Contract Officer

Name of Firm: _____

Signature and Title: _____

Date:_____

Attachment I
RFP 2021-02
Vendor Q&As

#	RFP Section	Question	Response
1.	General	What is the anticipated effective date of the contract?	DMAS does not have an anticipated award date at this time.
2.	General	What is the current contract value and associated period of performance?	The current contract value is $2,197,840 for a one year period of performance.
3.	General	For the forms required to be included in the proposal, can the Supplier place its proposal header and/or footer on the documents, or should the Supplier complete and submit each form "as is"?	DMAS prefers the required forms to be completed and submitted "as is".
4.	General	Are any of the elements required in this RFP different from the current contract, either as tasks added or possibly eliminated?	Each of the activities identified, Tasks A-Q, are currently performed by the incumbent contractor. However, some of the tasks have been modified for the latest procurement and may not represent the current form of the activity performed by the incumbent.
5.	General	Does each Managed Care organization (MCO) serve all six regions?	Yes, currently all MCOs serve in all six regions.
6.	General	Are results in each report at MCO level or regional level?	It depends on the report, but most are broken down on the MCO level.
7.	General	Are we allowed to address questions to the SPOC after the Aug 12th (today) due date?	Vendors may submit questions, however, DMAS cannot guarantee a response by the proposal due date.
8.	Introduction	The RFP states that the offering QIOs shall submit proof of their certification; however, Table 2 in Section 3, Proposal Format, does not specify where QIO documentation is to be included. Under which File Number should the Supplier submit its QIO certification?	Please include QIO Certification in File No. 3.
9.	Introduction	The RFP states that the supplier must "Have assigned staff, or have a subcontract with a qualified organization, that is designated as a NCQA as a certified Healthcare Effectiveness Data and Information Set (HEDIS) Compliance Auditor". Please confirm that DMAS is referring to an NCQA Licensed Organization (LO) that is licensed by NCQA to conduct HEDIS® Compliance Audits.	DMAS is referring to assigned staff or a subcontract with a qualified organization that is designated as an NCQA HEDIS Compliance Auditor. According to NCQA, a Certified NCQA HEDIS Compliance Auditor must show an affiliation with (contract with or employed by) an NCQA Licensed Organization (LO) that is licensed by NCQA to conduct HEDIS compliance Audits.
10.	2. Proposal Administration and Instruction, P. Evaluation Factors	If the Supplier proposes to subcontract with a qualified organization designated as an NCQA-certified CAHPS survey vendor, is a letter of intent to subcontract acceptable as evidence of a subcontract?	A Suppliers letter of intent to subcontract with a qualified organization that is designated as, an NCQA-certified Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Vendor is acceptable.
11.	2. Proposal Administration and Instruction	If RFP response is larger than 60 MB, how do we upload on eVA site? Per the instructions on the eVA link referenced in page 12 of the RFP, the maximum size allowed for each file is 60MB.	Please contact eVA Customer Care at (866) 289-7367 or email eVACustomerCare@dgs.virginia.gov for assistance in submitting a response.

#	RFP Section	Question	Response
12.	2. Proposal Administration and Instruction	Please clarify your statement: "Note that cost proposals may not be redacted and should be a separate redacted file" Should we include a redacted version of the cost proposal as a separate file?	This language will be updated in the Addendum to read: "Note that cost proposals may not be redacted and should be a submitted as a separate file from the rest of the proposal."
13.	2. Proposal Administration and Instruction	Do we need to acknowledge that DMAS has permission to make copies? If so, where? – as part of the transmittal letter or separately.	This is not required. RFP Section 2, K. Proprietary Information, reserves the right for DMAS to use information submitted in the Suppliers proposal response as it deems necessary (to include making copies).
14.	2. Proposal Administration and Instruction	When can we expect to see the point values assigned to each of the evaluation criteria?	DMAS will be publishing the evaluation form prior to the proposal due date.
15.	2. Proposal Administration and Instruction	RFP states "…submitted by a Supplier in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of § 2.2-4317 of the Code shall not be subject to the Virginia Freedom of Information Act (Code § 2.2- 3700 et seq.*) if a Supplier: i). invokes the protections of this section in writing prior to or upon submission of the data or other materials, ii). identifies specifically the data or other materials to be protected, and iii). states the reasons why protection is necessary"* *And again…* *"… the Supplier must invoke the protections of §2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other material is submitted…"* Do we need to invoke the protections of §2.2-4342F in writing as part of the proposal response? If so, should it be included in the transmittal letter? Or with Appendix M? or separately? Please specify	The Supplier should use Appendix M to identify data or other materials to be protected and state the reasons why protection is necessary.
16.	3. Proposal Format	File No. 6 requires the Supplier to return a redline version of the contract along with the completed table from Appendix E. • If the Supplier does not have any comments or edits regarding the proposed contractual terms and conditions, should a copy of the provided terms and conditions still be included in the proposal along with an incomplete copy of Appendix E? • Or will a statement indicating, "the Supplier accepts all terms and conditions," with no attachments, be accepted?	The Supplier should indicate on Appendix E that the Supplier accepts all terms and conditions and does not have any comments or edits regarding the proposed contractual terms.
17.	3. Proposal Format	The RFP includes several Excel, Word, and PDF Appendix files that must be completed and included with the Supplier's proposal.	The Supplier can PDF Word files but the Excel files should retain the original excel format.

#	RFP Section	Question	Response
		Is the Supplier required to retain the original Excel, Word, and PDF Microsoft Office formats of the RFP Appendices it includes with its proposal, or can the Supplier PDF all Appendices and any corresponding Attachments?	
18.	3. Proposal Format	The Column Header in Section 3.A.Table 2, includes the instruction: "Contents/Deliverables (Each a separate file)". • Should the Supplier submit each of the Contents/Deliverables required within each FILE No. separately in the eVA Vendor Self Service System? Or should the Supplier combine all Contents/Deliverables within a FILE No. into a single PDF? For example, File No. 3 requires Appendix I - RTM, which is an Excel spreadsheet, as well as a detailed narrative description of the requirements in Section 5. Can the Supplier submit separate attachments for File No. 3?	The Supplier should submit PDF files together and Excel documents as separate files.
19.	3. Proposal Format	Section 3.A, in FILE No. 3 includes the instruction: "Supplier's response by item in the tables set for in Section 5, including the Appendix I RTM…" Please confirm which tables in Section 5 the instruction is referring to. Or is the reference to tables in the Appendix I RTM spreadsheet?	The language in this section is updated to read: "Supplier's response to the requirements set for in Section 5, including the Appendix I RTM…"
20.	3. Proposal Format	In Table 2, File No. 7, Appendices, there is a requirement to: "Provide the implementation plan as requested in Section 5." • Where in Section 5 of the RFP is the implementation plan described or requested? • Is an implementation plan required to be submitted with the Supplier's proposal? If so, should the implementation plan be included with File No. 3 (with Section 5) or File No. 7 of the Supplier's proposal?	On Page 22: "Task B. Operations Preparedness" has been updated to include: 8. "Prepare a Detailed Implementation Plan to Install and test all hardware, software, and telecommunication capabilities."
21.	3. Proposal Format	Table 2, File No. 9, Redaction, instructs the Supplier to submit a "fully redacted complete proposal" as a separate response file. • Since the Supplier's non-redacted proposal will contain several separate files, appendices, and attachments, how would DMAS prefer the Supplier to submit its fully redacted complete proposal? Would a single PDF document with the Supplier's redacted information be acceptable for File No. 9?	A single PDF document of the Suppliers Technical Proposal submission, to include appendices, attachments, etc…, where the Supplier has removed or blacked out identified proprietary/confidential information and of the Supplier Cost proposal should be submitted under File 9. Suppliers should be aware that this file will be subject to public inspection in accordance with the § 2.2-4342 of the VPPA and the Virginia Freedom of Information Act. **FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO SUPPLIERS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.**

#	RFP Section	Question	Response
22.	3. Proposal Format	• Can the Supplier include EQR-related sample reports, or a summary of its sample reports with its proposal? If so, can the Supplier include EQR-related sample reports/summaries in File No. 7, Appendices as "optional information"?	Yes, the Supplier can include EQR-related sample reports/summaries in File No. 7, Appendices as "optional information".
23.	3. Proposal Format	Is the orientation with DMAS staff during the implementation stage of the contract expected to be in-person in Richmond, VA?	Supplier should be prepared to do either an in-person or a virtual orientation.
24.	5. Functional and Technical Requirements	If this RFP includes requirements for cloud services (Software as a Service, Platform as a Service or Infrastructure as a Service), in order to be awarded a contract, an assessment must be conducted by VITA based on Supplier's responses to Appendix K. Are the assessment results required to be included in the response to this RFP?	No. Please refer to the language in Appendix K of the RFP. The Supplier acknowledges that by submitting a response to this RFP, that in the event that VITA determines the Supplier's solution falls under the Commonwealth's Enterprise Cloud Oversight Services (ECOS) process, that successful completion of the ECOS assessment process may be a condition of this RFP/contract prior to Supplier passing readiness review. Suppliers should prepare to submit an ECOS assessment and view the sample provided in Exhibit K, while developing proposals.
25.	5. Functional and Technical Requirements	Are each of the tasks listed, A-Q, currently performed by the incumbent contractor? If not, which are new?	Each of the activities identified, listed A-Q, are currently performed by the incumbent contractor. However, some of the tasks have been modified for the latest procurement and may not represent the current form of the activity performed by the incumbent.
26.	5. Functional and Technical Requirements	Please confirm that the incumbent contractor will complete the 2022 annual technical reports for CCC Plus and Medallion 4.0.	Yes, the incumbent will complete the 2022 Annual Technical Reports for CCC Plus and Medallion 4.0. The first Annual Technical Reports for the RFP period will be for 2023.
27.	Task A. Contract Start-Up and Transition: Contract.	Will the meeting be virtual or in-person?	Supplier should be prepared to do either an in-person or a virtual orientation.
28.	Task A. Contract Start-Up and Transition	What is the expected storage requirement for the secure web portal to be used by DMAS and the MCOs?	70 or 75 GBs.
29.	Task A. Contract Start-Up and Transition	How many users are expected to use the secure web portal?	20-25 DMAS users.
30.	Task C. Provide Education and Technical Assistance	Is the 1000 hours (25 weeks) of technical assistance each year?	Yes, as stated the Supplier will provide up to 1000 hours per contract year of quality improvement education and technical assistance to DMAS (or key partners, including MCOs) upon request by DMAS The Supplier is expected

#	RFP Section	Question	Response
	on Quality Improvement		to price the cost of the initial 1000 hours as part of the pricing proposal, as well as additional pricing if the technical assistance exceeds 1000 hours.
31.	5. Functional and Technical Requirements, Task C. Provide Education and Technical Assistance on Quality Improvement	Task C requires the Supplier to provide hourly rates for appropriate labor classifications for any technical assistance that exceeds 1,000 hours. Should this information be included in the Pricing proposal?	Yes.
32.	5. Functional and Technical Requirements, Task C. Provide Education and Technical Assistance on Quality Improvement	The "Methodology" paragraph states that, "Education may also include a synthesis of new and relevant federal regulations, synthesis and presentation of MCO HEDIS scores…" • Does DMAS anticipate that the potential presentation of MCO HEDIS scores would include only the measures selected for Performance Measure Validation (PMV) (both HEDIS and non-HEDIS measures)? Or, does DMAS anticipate a wider range of measures to be included, on an as-needed basis?	DMAS anticipates that a wider range of measures could be included, on an as-needed basis as determined by the Department.
33.	5. Functional and Technical Requirements, Task E. Validate MCO PIPs	Please provide the number of PIPs and PIP topics requiring validation.	At this time, there are two PIP topics for CCC Plus and two PIP topics for Medallion 4.0, one clinical and one non-clinical. There are six MCOs per contract, meaning that each MCO will have four PIP projects at a minimum. DMAS reserves the right to change the number of PIPs and PIP topics as needed.
34.	5. Functional and Technical Requirements, Task E. Validate MCO PIPs	For the PIP validations that needs to be completed during the 12 to 18 month time frame, what is the timing expectation from MCOs for the rapid cycle PIP data review (i.e. monthly, quarterly, etc.)?	The Supplier is expected to work with the Department to determine the timing expectation of data review from the MCOs for the PIPs.
35.	5. Functional and Technical Requirements, Task E. Validate MCO PIPs	• Will the EQRO validate the same number of PIPs per MCO as in the current year? • If not, how many PIPs will the EQRO validate per MCO for each of the Medallion 4.0 and CCC Plus plans annually?	At this time, there are two PIP topics for CCC Plus and two PIP topics for Medallion 4.0, one clinical and one non-clinical. There are six MCOs per contract, meaning that each MCO will have four PIP projects at a minimum. DMAS reserves the right to change the number of PIPs and PIP topics as needed.

#	RFP Section	Question	Response
36.	Task E: Validate MCO Performance Improvement Projects (PIPs)	What is the number of measures DMAS anticipates including in the "select group of each MCO's performance scores" for Medallion 4.0 and for CCC Plus annual Performance Measure Validation?	The current number of measures included for performance measure validation is six measures for each managed care program, twelve total across Medallion 4.0 and CCC Plus. Please note that some of these measure do have sub measures as well (example: Comprehensive Diabetes Care HEDIS measure). DMAS reserves the right to change the number/selection of measures included in the PMV activity as needed.
37.	Task F: Performance Measure Validation (PMV)	In addition to one hybrid measure and one administratively calculated measure, how many additional measures per plan need to be validated?	The current number of measures included for performance measure validation is six measures for each managed care program, twelve total across Medallion 4.0 and CCC Plus. DMAS reserves the right to change the number/selection of measures included in the PMV activity as needed.
38.	Task F.1: Performance Measure Validation (PMV)	Please confirm whether the measures for validation will be from the NCQA HEDIS measure set or whether the measures will be from the CMS Adult and/or Child Core Set. Please also confirm whether any measures are DMAS-state specific measures that will be included for validation.	Currently, the measures include HEDIS measures as well as those that can be found in the CMS Adult and/or Child Core Set. At this time, there are no DMAS-state specific measures that will be included for validation but DMAS reserves the right to change the number/selection of measures included in the PMV activity as needed.
39.	Task F.1: Performance Measure Validation (PMV)	Please confirm whether the measures for validation will be from the NCQA HEDIS measure set or whether the measures will be from the CMS Adult and/or Child Core Set. Please also confirm whether any measures are DMAS-state specific measures that will be included for validation.	Currently, the measures include HEDIS measures as well as those that can be found in the CMS Adult and/or Child Core Set. At this time, there are no DMAS-state specific measures that will be included for validation but DMAS reserves the right to change the number/selection of measures included in the PMV activity as needed.
40.	Task F.2: Performance Measure Validation (PMV)	The RFP states that “At least one hybrid measure and one administratively calculated measure will be validated each year.” Please confirm how many total measures may be required for validation each year.	The current number of measures included for performance measure validation is six measures for each managed care program, twelve total across Medallion 4.0 and CCC Plus. DMAS reserves the right to change the number/selection of measures included in the PMV activity as needed.
41.	Task F.2: Performance Measure Validation (PMV)	The RFP states that the PMV for Medallion 4.0 and FAMIS managed care shall be separate from the PMV for CCC Plus managed care. While a separate PMV will be conducted, however since the same health plans are part of the Medallion 4.0 program and CCC Plus program, can the PMV for both programs be conducted simultaneously to ease the burden on the MCOs from submitting documentation twice and by combining the onsite component of the PMV activity?	Per previous instruction from CMS to the Department, the managed care programs need to be treated as separate programs while they exist as separate managed care programs, including separate EQR-reports as noted in the RFP. However, efforts should be made to minimize burden on the MCOs where possible.
42.	5. Functional and Technical Requirements, Task F. Performance Measure Validation	Do all of the MCOs undergo a HEDIS compliance audit by an NCQA-licensed HEDIS audit organization?	Yes- all of the MCOs are required by contract to be accredited by NCQA, and a part of that accreditation requires HEDIS compliance audits by an NCQA-licensed HEDIS audit organization.

#	RFP Section	Question	Response
43.	5. Functional and Technical Requirements, Task F. Performance Measure Validation	The RFP states that a select group of performance measures will be validated annually and will include at least one hybrid measure and one administrative measure. Please provide the expected total number of performance measures that will be validated annually?	The current number of measures included for performance measure validation is six measures for each managed care program, twelve total across Medallion 4.0 and CCC Plus. DMAS reserves the right to change the number/selection of measures included in the PMV activity as needed.
44.	5. Functional and Technical Requirements, Task F. Performance Measure Validation	The "Analysis and reporting" paragraph of the CCC Plus PMV, indicates PMV will take place for measures listed in the Medallion 4.0 contract. • Please confirm the PMV for CCC Plus will only include the measures listed in the CCC Plus contract and not within the Medallion 4.0 contract.	Yes, this is a mistake. The CCC Plus PMV measures would be those identified by the Department specifically for the CCC Plus program, and would not be identified in the Medallion 4.0 contract. DMAS will correct this.
45.	Task G.1: CCC Plus Consumer Decision Support Tool	Does the tool include HEDIS data or only CAHPS?	The current tool includes both HEDIS and CAHPS data.
46.	Task G.1: CCC Plus Consumer Decision Support Tool	Does tool refer to a .pdf report or a SharePoint/database application?	The current tool refers to a .pdf report, but the Supplier can provide details of alternative deliverable modalities to the Department for consideration.
47.	Task H.1: Medallion 4.0 Performance Withhold Program (PWP)	Is the Supplier expected to review ISCAT for accuracy or the IDSS?	No, not at this time for the scope of Task H. Currently, the MCOs submit the auditor-locked IDSS tool to the EQRO for the evaluation and use in the PWP calculations for HEDIS measures. Non- HEDIS measures are currently validated in accordance with CMS EQR Protocol 2, Validation of Performance Measures for the PWP.
48.	Task H.2: CCC Plus Performance Withhold Program (PWP)	The Medallion 4.0 PWP task lists *Adolescent Well-Care Visits-Total* as a PWP measure; however, this measure was replaced with C*hild and Adolescent Well-Care Visits* for HEDIS measurement year (MY) 2020. Please confirm *Child and Adolescent Well-Care Visits—Total* will replace the *Adolescent Well-Care Visits* measure in the Medallion 4.0 PWP.	Yes, DMAS confirms that *Child and Adolescent Well-Care Visits—Total* will replace the *Adolescent Well-Care Visits* measure in the Medallion 4.0 PWP.
49.	Task H.2: CCC Plus Performance Withhold Program (PWP)	Does DMAS plan on retaining the SFY2022 (CY2021) withhold methodology available on the DMAS website for SFY2023 (CY2022)?	The performance withhold methodology is reviewed annually as part of the activities for this task to determine if the methodology meets the needs of the Department for that activity year. The Supplier is responsible for updates to the methodology as needed, including at the request of the Department.
50.	5. Functional and Technical Requirements, Task	Are the two focused studies described in the RFP currently in progress?	Yes, the two focused studies described in the RFP are currently in progress; however, some modifications to the scope of each focus study has occurred in this RFP.

#	RFP Section	Question	Response
	I. Population Focused Studies		
51.	5. Functional and Technical Requirements, Task I. Population Focused Studies	For budgeting purposes, should the Supplier assume two focus studies annually?	Yes, for budgeting purposes the Supplier should assume two focus studies annually. Refer to the Optional Enhancements section for budgeting proposals related to any additional work the Department may add to the contract as needed.
52.	I.1 Medicaid Maternal and Chile Health Focused Study.	Will DMAS share the most recent example of the deck of slides developed for the Focused Study?	The focused study slides have not been made publicly available at this time. However, the current slides include information on the study purpose and methodology, report findings (including demographic findings, study indicator results, etc.), study limitations, conclusions, and recommendations.
53.	I.1 Medicaid Maternal and Chile Health Focused Study.	Does DMAS anticipate using an alternative data source (e.g., Pregnancy Risk Assessment Monitoring System [PRAMS] data) beyond administrative claims/encounter data for evaluating maternal depression screening?	At this time, DMAS currently utilizes administrative claims/encounter data for evaluation of maternal depression screening. Any additional, alternative data sources, including PRAMS, can be discussed with the Department for use in this task.
54.	I.1 Medicaid Maternal and Chile Health Focused Study.	Given that the Early Elective Deliveries measure specifications require the use of medical records, please confirm DMAS is comfortable with this measure being calculated using a mixture of claims/encounter data and birth registry data?	At this time, DMAS is aware that the measure is being calculated using a mixture of claims/encounter data and birth registry data and without the use of medical records. Appropriate notation of that approach to be included in the methodology for the study.
55.	I.1 Medicaid Maternal and Chile Health Focused Study.	For the "evaluation of women who are 12 months postpartum of delivery examining care and services received, and outcomes," • Please clarify what services and outcomes should be assessed for postpartum women. • Are there any additional data sources beyond claims/encounter and registry data that would be used for this evaluation?	The current services and outcomes assessed for postpartum women are included in the report, available on the DMAS website at: https://www.dmas.virginia.gov/media/3062/2019-birth-outcomes-focused-study.pdf. At this time, DMAS currently utilizes administrative claims/encounter data and birth registry data for this evaluation. Any additional, alternative data sources can be discussed with the Department for use in this task.
56.	I.1 Medicaid Maternal and Chile Health Focused Study.	How many focused studies will the Supplier be expected to conduct?	The Supplier should expect two focused studies annually (currently). Refer to the Optional Enhancements section for budgeting proposals related to any additional work the Department may add to the contract as needed.
57.	I.1 Medicaid Maternal and Chile	The RFP states the Supplier shall include comparisons between focused study results with *national and statewide averages and benchmarks from*	The current benchmarks and average utilized for the comparative analysis are included in the report, available on the DMAS website at:

#	RFP Section	Question	Response
	Health Focused Study.	*reputable sources*. Can you offer the names of the benchmark sources that are most commonly used to complete this comparative analysis?	https://www.dmas.virginia.gov/media/3062/2019-birth-outcomes-focused-study.pdf.
58.	I.1 Medicaid Maternal and Chile Health Focused Study.	The Deliverables section of the RFP states the final report is due no later than January 15 of each year. However, Appendix I, External Quality Review Services Solution Requirements & Requirements Traceability Matrix (RTM), Req Task I Tab states the final report is due no later than December 31 of each year. Please confirm which of the two dates is correct	The correct deliverable date is December 31 of each year, and the RFP will be updated to correct this.
59.	I.2 Child Welfare Focused Study, page, 31: DMAS requests results be trended over time.	What is the anticipated timeframe for which historical results and/or data are available for trending analysis? In what format would the supplier provide the required analytic dataset Deliverable to DMAS?	DMAS will work with the Supplier to get historical results and data needed for trending analyses, in a format and frequency as agreed upon by the Department and the Supplier. Currently, the analytic dataset is provided in Excel format.
60.	I.2 Child Welfare Focused Study, page, 31: DMAS requests results be trended over time.	The RFP states the Supplier shall include comparisons between focused study results with *national and statewide averages and benchmarks from reputable sources*. Can you offer the names of the benchmark sources that are most commonly used to complete this comparative analysis?	The current benchmarks and average utilized for the comparative analysis are included in the report, available on the DMAS website at: https://www.dmas.virginia.gov/media/3442/va-2019-to-2020-foster-care-focused-study-report-f1.pdf.
61.	Task J Calculate Performance Measure	Does DMAS anticipate the Supplier will also stratify the performance measure by MCO and/or program (i.e. CCC Plus and Medallion 4.0 and FAMIS)?	DMAS anticipates that results shall be stratified by managed care geographic region using FIPS codes and mapping software. Results will also be stratified by key demographic stratifications (e.g., race, gender, age) and other stratifications, as determined by DMAS.
62.	5. Functional and Technical Requirements, Task K. Conduct MCO Operational Systems Review	Please confirm that the OSR task is conducted every 3 years with no intermediate reviews.	The full OSR task is currently conducted every 3 years as federally required. Refer to the Optional Enhancements section for budgeting proposals related to any additional work the Department may add to the contract as needed.
63.	Task K. Conduct MCO Operational Systems Review	"Deliverables" start on page 33. Bullet 3 (on page 34) states, "Provide, no later than 15 business days after the onsite review, an initial summary letter of findings that includes a list of unmet or partially met elements." To whom (DMAS? MCO? Both?) is this "initial summary letter" provided?	Currently the initial summary letter is provided to DMAS.
64.	5. Functional and Technical Requirements, Task	What was the 3-year period included in the last OSR conducted in 2021?	The latest OSR covers state fiscal year 2021, from July 1, 2020 to June 30, 2021. This is to cover the three year period of 2018-2020 for both Medallion 4.0 and CCC Plus.

#	RFP Section	Question	Response
	K. Conduct MCO Operational Systems Review		
65.	Task K. Conduct MCO Operational Systems Review	It is noted that the last comprehensive assessment occurred in CY 2021. For purposes of this contract should the supplier assume that all health plans were assessed in this year and that this activity will therefore not take place again until CY 2024? In what month was the CY021 Review conducted?	The latest OSR covered all health plans currently under contract. The next activity is not currently anticipated until CY2024. The OSR activity was conducted in August 2021.
66.	Task K.2 Medallion 4.0 Operational Systems Review	The "Special Instruction" states, "Replicate Task L.1 of RFP 2021-02. The comprehensive OSRs for the Medallion 4.0 and FAMIS Managed Care shall be conducted concurrently and align where appropriate but shall be reported separately from CCC Plus." Should this be "Replicate Task K.1 of RFP 2021-02..."?	Yes, this is a mistake, this should be replicate Task K.1. This will be corrected.
67.	Task L. FAMIS CAHPS for Children	Will the Supplier submit CAHPS data to the CAHPS Health Plan Survey database?	Yes, the Supplier will submit the CAHPS data.
68.	Task L. FAMIS CAHPS for Children	What survey administration methodology should the Supplier use for the CAHPS survey (e.g., mail only, mixed mode [mail with telephone follow up])?	Currently, the survey administration methodology is mail only.
69.	Task L. FAMIS CAHPS for Children	What is the anticipated sample size for the CAHPS survey?	Currently, the standard NCQA specifications require a sample size of 1,650 for the general population and a sample size of 1,840 for the CCC supplemental population (for a total of 3,490 child members).
70.	Task M. Quality Strategy. Analysis and Reporting.	How does DMAS request current stakeholder input? Is this conducted via statewide, regional listening sessions or via survey? If there is a preference for active solicitation and regional meetings is there an expected number and general guidance on how and where these are held?	DMAS does not have a preference for how it requests current stakeholder input and will work with the Supplier to determine the scope, method, and location of meetings to solicit appropriate feedback.
71.	Task M. Quality Strategy. Analysis and Reporting.	It states, "Correspondence: The EQRO is responsible for communicating progress made to DMAS." Is there a set interval/timeframe for these status updates? What is the preferred method of communication i.e., via email, written report, or conference calling?	DMAS works with the Supplier to set up ongoing meetings and status updates for the activity, which can include emails, conference calls/virtual meetings, etc. as determined by the needs of the Department.
72.	Task O. Addiction & Recovery Treatment Services (ARTS) Measurement Specification and Reporting	The RFP states that the comparative analysis for Task O should *include national and statewide averages and benchmarks from reputable sources*. Can you offer the names of the benchmark sources that are most commonly used to complete this comparative analysis?	The Supplier is expected to provide national and statewide averages and benchmarks from reputable sources as available as part of the performance of this task, which could include information from NCQA, CMS, CDC, AHRQ, etc. or other nationally recognized source.
73.	Task P.1: Appointment Standards	What is the sample size for this project?	For this project, DMAS has historically utilized a random sample approach, and the sample frame must be adequate to determine a statistically valid number of unique service locations based on a 95 percent confidence level

#	RFP Section	Question	Response
	Monitoring Prenatal Care Secret Shopper Survey for		and ±5 percent margin of error. The methodology proposed by the Supplier will be reviewed and approved by DMAS prior to implementation.
74.	5. Functional and Technical Requirements, Task S. Encounter Data Validation	Should this be Task Q?	Yes, this was mislabeled and should be Task Q.
75.	5. Functional and Technical Requirements, Task S. Encounter Data Validation	Is this mislabeled? Should it be Task Q? RFP statement reads "Task S: Encounter Data Validation (EDV)"	See answer above.
76.	5. Functional and Technical Requirements, Task S. Encounter Data Validation	Are all activities, 1–5, or a subset conducted every year?	The Supplier will work with DMAS to determine which activities listed from the applicable CMS protocol will be utilized to conduct this activity to meet state and federal requirements.
77.	Task S. Encounter Data Validation	Appendix C – Pricing, and Appendix I – RTM identifies Encounter Data Validation (EDV) as Task Q; however, the RFP in the Table of Contents (TOC) and in Section 5 identify EDV as Task S. Should the RFP and TOC identify EDV as Task Q instead of Task S?	Yes, this was mislabeled and should be Task Q.
78.	Task S. Encounter Data Validation	Please specify, for CCC Plus and Medallion 4.0, how frequently DMAS will want to include a medical record review as part of the EDV activity.	The Supplier will work with DMAS to determine which activities listed from the applicable CMS protocol will be utilized to conduct this activity to meet state and federal requirements. The current EDV task does not include medical record review.
79.	Optional EQR Task Enhancements	Tasks B, C, D, and E request that the Supplier provide separate cost proposals for proposed study areas or measure development area or service area. Should these cost proposals be submitted with our RFP response or when the task is requested? If required with our proposal submission, should the cost proposals be submitted in the Technical proposal or Pricing proposal? Is there a specific format to be used?	The Supplier should submit the optional pricing in the cost proposal- but should not include the pricing in the Total cost for the solution.
80.	Optional EQR Task Enhancements	The sub-section, Optional EQR Task Enhancements, does not have an identifying letter.	Please use "Optional Task" as a label for this subsection.

#	RFP Section	Question	Response
		• For purposes of organization and cross-reference/ mapping, may the Supplier assign a letter to this sub-section in its proposal (e.g., R)? If the Supplier cannot assign a letter in its proposal, will DMAS assign a letter to this section?	
81.	5. Functional and Technical Requirements C. Systems Overview	Section 5 of the RFP contains two subsection 'Cs': 1) C. Task C: Provide Education and Technical Assistance on Quality Improvement and 2) C. Systems Overview. • For purposes of organization and cross-reference/mapping, may the Supplier assign a different letter to this sub-section in its proposal (e.g., S)?	Yes, the RFP will be update to assign letter R to the Systems Overview subsection.
82.	5. Functional and Technical Requirements C. Systems Overview	What is the expected storage requirement for the document management system to be used by DMAS and the Supplier?	70 or 75 GBs.
83.	5. Functional and Technical Requirements C. Systems Overview	How many users are expected to use the document management system?	20-25 DMAS users.
84.	5. Functional and Technical Requirements C. Systems Overview	Are there any expectations for users outside of DMAS and the Supplier to use the document management system?	No.
85.	5. Functional and Technical Requirements C. Systems Overview	Is there an expectation that DMAS will need to have admin-level access to the document management system?	No, is not the expectation.
86.	6. Supplier Profile C. Financial Information	The RFP requires "current full D&B Business Reports, and the two (2) previous reports, if D&B issues reports on the Supplier." D&B issues reports as requested and does not send annual reports. Instead, they are issued for a point in time, upon request. • Please clarify what the Supplier should include for the two (2) previous reports since D&B does not issue annual reports. Would reports from the Supplier's two previous report requests meet the RFP requirement for two previous reports?	The Suppliers two previous report requests will suffice in meeting the RFP requirement for two previous reports.
87.	6. Supplier Profile	The RFP states "Provide the resumes of all key members of the project team" including, if applicable, the Account Manager, Contract Administrator,	"Key Members" means the members of the project team that will facilitate DMAS EQR work.

#	RFP Section	Question	Response
		Project Managers, and Regional Vice President(s) responsible for DMAS' account." Can you define "key members?"	
88.	Customer Reference Information Table	Will DMAS be supplying this table in Word, or may we recreate ourselves?	Suppliers may recreate the reference table.
89.	3. Project Team	Bullet 1 states, "If an onsite or dedicated presence is part of your proposed solution, please forward the resumes of the top three candidates potentially available to lead your onsite efforts." 1. Is "onsite [or dedicated presence]" referring to "Location for Onsite EQRO Activities," appearing in the second table on RFP page 19? If not, what is meant by "onsite or dedicated presence" (e.g., at the Supplier's organization, and/or at DMAS, and/or at the MCOs)?	DMAS does not have any requirement for a dedicated presence at DMAS or the MCOs for this vendor. For any activity that does require a temporary, onside presence (eg. Compliance reviews, performance measure validation, etc.) at the MCOs, as determined by DMAS and the Supplier, resumes of key staff are encouraged to be shared in advance with DMAS or as requested.
90.	8. Pricing Information	The RFP requests "additional information and backup detail", "pricing assumptions", and also states there is a "Supplier's Option" category to allow Suppliers to submit additional pricing data/models if they desire; however, there is no "Supplier's Option" category in Appendix C and the instructions also indicate that altered formats will be considered incomplete and may be eliminated. • Where should the Supplier include this additional information? Should the Supplier describe this information within Appendix C, or should this additional information be included in a separate narrative attachment?	The Supplier should include this information in a Separate narrative attachment.
91.	9. DMAS Standard Agreement	Could you please clarify 2.Q in your RFP statement: "Do you affirm that your response meets all of the Mandatory requirements listed in section 2.Q"	This is a typo and will be updated to read 2. P.
92.	Appendix A	Should the last para of Appendix A titled 'Payment of Liquidated Damages' be included as a signed acknowledgement?	No, the final SLA table will be finalized with the Supplier prior to the contract award.
93.	Appendix A	Should Appendix A be included with the proposal response with a signed acknowledgement?	See answer above.
94.	Appendix C	Our company has only a company-wide Indirect Cost pool cost. Should we submit that pool cost since we don't keep a separate pool by program category like EQRO?	This section represents costs incurred to support functions across the entire EQRO Services. The total will be reflected in the Supplier's total cost – so the costs should reflect the indirect cost incurred for the services that will be provided.
95.	Appendix C	If the Supplier has a government approved indirect rate letter, can that be used instead of completing Tab B-Indirect Cost Pool?	Yes, if that rate represents costs incurred to support functions across the entire EQRO Services.

#	RFP Section	Question	Response
96.	Appendix C	Although the RFP states that the EDV task will be conducted every other year, Appendix C appears to request a cost proposal for each of the four years. Please clarify whether the Supplier should split the first EDV budget across the Year 1 and Year 2 columns, and also split the second EDV budget across the Year 3 and Year 4 columns.	Pricing per year should reflect the work performed. Price the EDV task for the corresponding year it will be performed.
97.	Appendix C	The RFP states that "Submit all pricing data in the Excel Pricing Submittal spreadsheet provided in RFP Appendix C - Pricing. Altered formats or blank data will be considered incomplete and may be eliminated from further consideration." The RFP also states that Supplier provide detailed pricing for each of the pricing methods set forth. Pricing must be comprehensive. Additional information and backup detail should be attached as appropriate. Please confirm that DMAS requests that the supplier provide additional supporting documentation and detail budgets for each task tab that is provided in RFP Appendix C - Pricing.	See response to question 90.
98.	Appendix F	The tasks listed in Appendix F - Sample DMAS EQRO Contract Timeline, do not align with the tasks described in the RFP Table of Contents or Section 5 Functional and Technical Requirements. • Does Appendix F require a response or is it provided only as an example? If a response is required, should the Supplier respond to the tasks and dates in Appendix F or will the State provide an updated table for Appendix F to align with the RFP tasks?	DMAS will update Appendix F to address the areas of non-alignment. However, this sample DMAS EQRO Contract Timeline was provided as an example and not meant to be the exact version of the timeline for the contract.
99.	Appendix F	The Sample DMAS EQRO timeline states that Task F: Performance Measure Validation (PMV) Reports are due on 11/15/2022 however Section 5, Tasks F1 and F2 and the RTM Task F tab state that the PMV final reports are due by October 31, 2022. Please confirm which of the two dates is correct.	DMAS will update Appendix F to address the areas of non-alignment. However, this sample DMAS EQRO Contract Timeline was provided as an example and not meant to be the exact version of the timeline for the contract. The correct deliverable date is October 31, 2022.
100.	Appendix F	The Sample DMAS EQRO timeline states that Task S: Encounter Data Validation Reports are due on 10/31/2022 however Section 5, Tasks Q1 and Q2 state that the first EDV final reports will be due by October 31, 2023. Please confirm which of the two dates is correct.	DMAS will update Appendix F to address the areas of non-alignment. However, this sample DMAS EQRO Contract Timeline was provided as an example and not meant to be the exact version of the timeline for the contract. The correct deliverable date is October 31, 2023.
101.	Appendix F	The Sample DMAS EQRO timeline lists Task J.1 as the Medicaid Maternal and Child Health Focused Study and Task J.2 as the Child Welfare Focused Study. However, these Tasks are listed as I.1 Medicaid Maternal and Child Health	DMAS will update Appendix F with the appropriate Task labels. However, this sample DMAS EQRO Contract Timeline was provided as an example and not meant to be the exact version of the timeline for the contract.

#	RFP Section	Question	Response
		Focused Study (page 30) and I.2 Child Welfare Focused Study (page 31). Please confirm which is correct.	
102.	Appendix F	The tasks listed in Appendix F do not correspond to the tasks defined in the RFP. Example: Tasks R.1 and R. 2 are listed in Appendix F as "Appointment Standards Monitoring Prenatal Care Secret Shopper Survey Report" and "Appointment Standards Monitoring- PCP Secret Shopper Survey Report."	DMAS will update Appendix F with the appropriate Task labels. However, this sample DMAS EQRO Contract Timeline was provided as an example and not meant to be the exact version of the timeline for the contract.
103.	Appendix G	The definition for a FAMIS Appeal states "After final review by the FAMIS managed care plan, there shall also be opportunity for final independent external review by **the external quality review organization i**n accordance with 12VAC30-141-40 upon request by the enrollee." Is the FAMIS Appeal review by the EQRO part of the scope of work for this RFP? If so, can you provide an estimate of the number of reviews the supplier would be expected to complete?	The FAMIS Appeal review is not part of the scope of work for this RFP.
104.	Appendix I - Instructions	The instructions sheet mentions a "Comments" column; however, there is none in any of the Required Task sheets. Please clarify.	The RTM instructions have been updated. Please see the Addendum document for the applicable changes. Please add any comments/ additional information in column G.
105.	Appendix I	The instructions for completing Appendix I - RTM contained in the "Instructions" tab on the RTM file differ greatly from the instructions beginning in paragraph 3 of Section 5 of the RFP (page 20). The differences include: The nomenclature to be used (Y, N, A, B, C versus Y, F, N) The columns that are to be completed (C, D, E, F versus C and H). Please also note there is not a column formatted for "comments" as described in the RTM instructions tab, nor is there a column H formatted for additional information as described in the RFP Section 5 narrative. • Please clarify the instructions for completing the RTM.	The RTM instructions have been updated. Please see the Addendum document for the applicable changes. Please add any comments/ additional information in column G.
106.	Appendix I	Appendix I - RTM, includes an instruction to provide cross-references to where each requirement is described in the proposal. Some tabs are clearly labeled with the respective RFP section (tasks). Other tabs do not clearly align with the RFP sections. • Do all tabs in Appendix I, and all requirements within each tab, require a response?	• Do all tabs in Appendix I, and all requirements within each tab, require a response? Answer is "Yes" The body of the proposal (assuming this is the RFP word document) – does not have a cross reference to Appendix I (RTM). The vendors need to assume that all the requirements in RFP and RTM (overlapping or not) are required.

#	RFP Section	Question	Response
		• If yes: ○ Do all requirements on the individual tabs need to be addressed in the body of the proposal and cross-referenced in Appendix I if they are not referred to or required in the RFP? and, Is N/A an acceptable response?	N/A could be an acceptable response if it truly does not apply. The vendor needs to provide appropriate comments in Column G if they choose N/A as a response to "Compliant" Col – B.
107.	EQRO-PROJ-REQ-001	Does the reference to SSO require integration to DMAS systems, OR is it referring to SSO only for all Supplier-provided systems?	Integration with DMAS systems.
108.	EQRO-PROJ-REQ-007	What are the technical requirements for the direct-user connection?	All External entities (also referred to as Trading Partners) would require a secure resilient VPN connection into ISS.
109.	EQRO-PROJ-REQ-011	Are there specific bandwidth requirements for the dedicated connection?	We can only provide details of current volume of data sent to the current contractor. E.g. how many files and total size of the files that were transmitted. The vendor should infer the bandwidth requirement to support this accordingly. • LOINC data - 729 Mb • Provider Type-Loc 510 Mb • Recipient data (eligibility, benefit, common, and TPL) for June, 2021 - 1.6 Gb • VAMMIS claims for June, 2021 - 696 Mb • BHSA claims for June, 2021 - 3 Mb
110.	EQRO-RFP-002	Is it expected that the Supplier will be providing only OR primarily cloud-based solutions?	DMAS does not expect primarily cloud-based solutions. If the EQRO vendor has on-prem systems that will process DMAS Data and generated needed quality report, then that is fine as well.
111.	EQRO-AUDIT-001	In what scenarios will additional SOC reports be required?	The Department might request other SOC reports if the business goes through significant changes such as the following: • Owner changes • Systems Changes or other IT changes such as data center moves • Cloud service provider changes • Use of subcontractors or changes in subcontractors
112.	EQRO-AUDIT-002	Is DMAS willing to sign BAA agreements with a Supplier's cloud service providers to receive their SOC 2 reports?	DMAS is a Covered Entity and not subject to executing other entities Business Associate Agreements (BAA); however, DMAS and VITA may be open to signing a Non-Disclosure Agreement (NDA).

#	RFP Section	Question	Response
113.	EQRO-AUDIT-002	Would a SOC 3 report from third-party service providers be sufficient?	No – a SOC 3 would not be sufficient.
114.	EQRO-AUDIT-001	Is the SOC 2 Type 2 audit required to encompass the entire organization, OR only at the contract level?	We would prefer the SOC 2 Type 2 focused on the controls related to this contract or services provided to the Department pursuant to this contract. However, we could ask for a SOC report that encompasses the entire organization if we saw controls issues with our business.
115.	EQRO-AUDIT-001	When is the initial SOC 2 Type 2 report due?	Overall, we prefer to have a SOC 2 type 2 within 30 days after awarding the contract and then annually after that.
116.	EQRO-MES-SSO-GLBL-001	What is the expected integration to MES?	We require Network integration.
117.	EQRO-SSDR-SAD-007	What is the timeframe to submit the initial System Security Plan	Usually within 90 days of signing the contract.
118.	EQRO-NFR-DR-020	1. What proof must be provided that the disaster recovery test was completed successfully? 2. Is a tabletop test sufficient?	1. Documentation that the systems are recovered within the RPO/RTO. 2. Tabletops help exercise the plan but do not prove that there is a technical capability that data/functions have been restored.
119.	EQRO-NFR-DR-010	Are the backup lines at each location allowed to be from the same vendor as the primary line?	It is best practice to have diverse network connectivity.
120.	EQRO-NFR-DR-007	What does the demonstration of the disaster recovery plan consist of?	I'd expect a plan based on the **NIST Special Publication 800-34 Rev. 1** would suffice.
121.	EQRO-NFR-DR-020	What are the typical agreed-upon SLA time frames for failover to the disaster recovery site?	72 hours.
122.	EQRO-DOC-006	1. Does this requirement also apply to e-mail communication? 2. What other external sources are being referenced here?	The Document Management system is primarily for the EQRO vendor to post reports to which is accessible by DMAS as well as DMAS has ability to download from them. The system can host key email communications, project artifacts like signed SOW, Issue defect and enhancements list. 'Other Systems' refers to DMAS as source.
123.	EQRO-MES-SSO-GLBL-001	What is the expected integration with the agency's ICAM system?	Within one year or when feasible.
124.	EQRO-SSDR-SAD-024A	Does the quarterly vulnerability report need to be conducted by the Supplier using current tools, OR does it have to be conducted by a third party?	You may use current tools for the Vuln scan. The annual PEN test is typically external
125.	EQRO-SSDR-SAD-011	What constitutes a "DMAS-level SSP"?	The System Security Plan or SSP, baseline uses the Commonwealth of Virginia SEC Controls. The framework is based on NIST 800-53

#	RFP Section	Question	Response
126.	EQRO-TECH-STND-006	Is de-identified data required to adhere to the same security and compliance standards and requirements as referenced in the contract?	For any testing in UAT or System testing, the data should be de-identified. In other cases such as logging ensure application logging and screen design practices such that data is protected from inadvertent disclosure (need to know basis).
127.	EQRO-TEST-004	If Microsoft SharePoint is being used as a document management system, is a new tenant required for the testing system, OR is a separate SharePoint site sufficient?	A separate SharePoint site is sufficient.
128.	Appendix J	The External Quality Review Organization Solution and Cloud Services Contract appears to have a primary focus on IT solutions and cloud-based services rather than EQRO solutions. Can DMAS confirm that this template (Appendix J), along with the cross-referenced requirements contained therein, represent the entire contract template, terms, and conditions?	Confirmed.
129.	Appendix K	• Does this RFP include a requirement for cloud services? (Reference Section 5, Functional and Technical Requirements, paragraph 2, which states “If this RFP includes requirements for cloud services…”) • If cloud services are not an RFP requirement, please confirm that Appendix K - Enterprise Cloud Oversight Services Questionnaire does not need to be included with the Supplier’s proposal. If Appendix K is required, under which File Number should it be included – File No. 6 or File No. 7?	Cloud services are not a requirement, however, DMAS will accept cloud services. If the Supplier is proposing cloud services Appendix K ECOS should be completed and include in File No. 6 as stated on page 106 of the RFP.
130.	Appendix L	Please confirm that a completed copy of Appendix L - Certification Regarding Lobbying, should be included under File No. 7, Appendices.	Under file No. 7.
131.	Appendix M	Appendix M - Proprietary/Confidential Information Identification Form instructs the Supplier to include the completed form in "Response Files #6 and #8"; however, Table 2 on page 17 of the RFP instructs the Supplier to include Appendix M in File No. 7. Under which File Number(s) should the Supplier include a completed Appendix M?	Under file No. 7.
132.	Appendix M	Please clarify what files (#6 and #8) are you referring to “To Be Completed by Contractor and Returned with Response Files #6 AND #8”	The language has been updated to read “To Be Completed by Contractor and Returned with Response Files #7”.

#	RFP Section	Question	Response
133.	Appendix N	• Please confirm that Appendix N - Business Associate Agreement does not need to be included with the Supplier's proposal but will be signed and included when an award is made and prior to executing a final contract. If Appendix N is required to be signed and/or included in the response, please confirm that it should be included under File No. 7, Appendices.	Confirmed. Appendix N does not need to be included with the Supplier's proposal, but will be signed and included when an award is made.

ATTACHMENT II

RFP 2021-02 External Quality Review Services Preproposal Conference Transcript

VIRGINIA:

Department of Medical Assistance Services

Virtual Meeting

RFP 2021-02 PRE-PROPOSAL CONFERENCE

August 11, 2021

10:00 a.m.

When heard at:

Remotely from separate locations via Google Meet videoconference

CRANE-SNEAD & ASSOCIATES, INC.

4914 Fitzhugh Avenue, Suite 203

Henrico, Virginia 23230

Tel. No. 804-355-4335

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August 11, 2021

MS. WALLACE: Okay. We're going to give it a few more minutes before starting to allow everyone to join. Please, if you haven't heard before or haven't done it yet, please, put your name and your company name in the chat feature.

All right. Thank you for joining. We're going to get started in about a minute or so. Please continue to sign in if you have not already and include your name and your company name.

Let's go ahead and get started. Good morning. I'm Whitney Wallace, Procurement and Contract Officer and the point of contact for this procurement, and I would like to welcome everyone and thank you for attending today's session.

For the record, today is Wednesday, August 11, 2021, at approximately 10:00 a.m. and this is the pre-proposal conference for RFP2021-02 entitled External Quality Review Organization. This meeting is being held virtually via Google Meet. This meeting is being recorded by the services of a court reporter. As a standard practice, DMAS plans to publish the list of offerors in attendance and a transcript of today's session.

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Before proceeding, I would like to remind everyone in attendance of the logistics for today. Please keep your phones and/or microphones on mute if you are not speaking. Please sign in via the chat feature of Google Meet and include your name and the name of the company you represent. As a reminder, all questions must be put into the chat feature. Please include your name and your company name with your question. DMAS will not respond to any questions today, however all questions submitted in the chat will be incorporated into the final questions answered document that will be submitted as an addendum to the RFP on the eVA website, the Commonwealth Enterprise Electronic Procurement System. It is the offeror's responsibility to check the eVA website for any addendums to this RFP. As a reminder, all questions or issues by e-mail in Microsoft Word format to RFP2021-02@dmas.virginia.gov, no later than 5:00 p.m. Eastern time tomorrow, Thursday, August 12, 2021.

We will go through a couple of introductions. We have a court reporter through Crane-Snead and Associates that is providing court reporting services today. We have several members of the DMAS staff; Ellen Montz, who is the chief deputy and chief health economist; Chris Banaszak, manager of the

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procurement and contract management office; myself, Whitney Wallace, procurement contract officer; Laura Boutwell, the director of office of quality and population health; and Sham Shah, senior project manager with the project management office.

At this point, I would like to introduce Dr. Ellen Montz to say a few words about the program and its importance to Medicaid. After which I will highlight some provisions on the procurement sections and proceed through the RFP.

DR. MONTZ: Good morning, everyone, and thanks to folks for joining us today. As noted in the cover page of the RFP, the Department of Medical Assistance Services is soliciting proposals from offerors to establish a contract through competitive negotiations for the purposes of external quality review services by the department. The supplier, potentially you all, must meet the external quality review organization qualifications as defined by federal regulations and have current certification as a federally designated Qualified Improvement Organization, QIO, formerly known as Peer Review Organization. The supplier shall be responsible for evaluating the access, quality, appropriateness, timeliness, and satisfaction with services provided to Medicaid and FAMIS recipients

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in Virginia. The contractual agreement with an EQRO will allow the department to meet the centers for Medicaid and Medicare services requirements for EQR and to monitor and help improve the care received through Virginia's Medicaid and FAMIS program. Thanks again for being here. I will now turn it back over to Whitney Wallace to talk about some key procurement provisions.

MS. WALLACE: All right. Thank you, everyone. As stated in the RFP, the purpose of this conference is to allow DMAS the opportunity to clarify various facets of the RFP. At this time I'm going to cover some key components of the RFP that DMAS feels are important and need emphasizing. After that we will begin going through the RFP and highlighting areas of particular importance or nuance and allow you to ask questions in the chat as we go along. However, we will not be answering any of these questions today in the chat as we stated earlier.

There have been no addendum yet issued for this procurement. Addenda will be posted in eVA to document changes to the RFP. As a reminder, eVA is the controlling website. Changes are not official unless changed by an addendum. All addenda need to be signed and dated by the authorized individual in your firm and

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submitted with your proposal. Questions are due to the department on August 12, 2021. Answers to all questions will be posted on eVA and any questions that may prompt changes to the RFP will be reflected in the upcoming addendum. Any changes to the subject text will be in red line to aid offerors in preparing a comprehensive proposal. The proposal due date is the deadline to receive a proposal is 2:00 p.m. Eastern time on September 9, 2021. If the deadline is changed it will be reflected in the upcoming addendum.

Submission method, all proposals must be submitted electronically through eVA at http://www.eva.virginia.gov as required. As a reminder as noted throughout the RFP, offerors should not contact any state employees other than the individuals specifically indicated in this RFP.

I will now turn it over to Laura Boutwell, Director of Quality Population Health.

MS. BOUTWELL: Good morning. And thank you for joining today. To provide a high level review of specific sections of the RFP, offerors should review and respond to all provisions as outlined in the RFP even if it is not specifically mentioned during this pre-proposal conference. The Department of Medical Assistance Services is a single state agency in the

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1 Commonwealth of Virginia that administers the Medicaid
2 program authorized under Title 19 of the Social Security
3 Act and the Virginia Children's Health Insurance
4 Programs known as FAMIS under Title 21 of the Social
5 Security Act for low income people. These programs are
6 financed by federal and state funds and administered by
7 the state according to federal guidelines. These
8 programs include coverage of medical services for
9 eligible Medicaid and FAMIS members.
10 Our mission at the department is to improve
11 the health and wellbeing of Virginians through access to
12 high quality health care coverage. In order to achieve
13 this mission DMAS focuses on the following core values
14 that guide the work of the agency: Service,
15 collaboration, trust, adaptability and problem solving.
16 The objectives of this RFP include providing a contract
17 for the external quality review service as required by
18 the Virginia Department of Medical Assistance Services
19 for the Medicaid and FAMIS managed care delivery system,
20 obtaining a contract with an EQRO and a group of highly
21 skilled, responsive, flexible, technically competent,
22 ethical and professional personnel, adept at conducting
23 external quality review services and to have subject
24 matter expertise. And obtaining through a contract an
25 EQRO that produces timely, accurate and meaningful

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products that are useful to the specified internal and external audiences and meet all applicable federal and state regulations.

Suppliers must meet all of the following minimum requirements, at least five years demonstrated experience in each of the following: Evaluation of Medicaid managed care organization and adhere to state contracts, evaluation of managed care delivery systems, organizations and financing, quality assessment and performance improvement methods, and researched design methods and statistical analysis. At least five years of combined experience performing external quality review activities for at least two states with Medicaid managed care. At least five years of combined experience in performing external quality review activities for at least two national committees on quality assurance and CQA accredited Medicaid managed care plans, and at least two nonaccredited Medicaid managed care plans.

Have assigned staff or have a subcontract with a qualified organization that is designated as a national committee for quality assurance and CQA as a certified health care effectiveness data and information set or HETUS compliance auditor. Have designation as or a subcontract with a qualified organization that is

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designated as a NCQA certified consumer assessment of health care providers and systems or CAPS survey member. Must possess information technology capacity that is adequate for receiving, storing, organizing, managing, synthesizing, analyzing, and transferring large data sets that cover a population of approximately 1.7 million individuals. Must demonstrate independence from the state Medicaid agency and health plans under review as required by federal regulation.

And the duration of the contract resulting from this RFP is four years from award of contract. This contract may be renewed at DMAS' sole discretion by the Commonwealth upon written agreement of both parties for up to four successive one-year periods under the terms of the current contract and at a reasonable time, approximately 90 days prior to the expiration.

For the technical proposal, each supplier must indicate its capability of fulfilling each specific requirement as outlined in section five of the RFP. Each supplier's responses will be reviewed and compared across suppliers -- in order to determine the best solution for DMAS. Detailed requirements are presented in a separate Excel worksheet titled Appendix I Requirements Traceability Matrix or RTM to facilitate direct responses and establish accountability regarding

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1 delivery of service by suppliers.

2 The supplier will be expected to coordinate

3 activities related to contract start up and transition

4 activities as outlined in this section, including the

5 development of an annual work plan to delineate each

6 task with milestones, deliverables and planned

7 completion dates through the end of the first contract

8 year. The supplier will be expected to demonstrate

9 operational preparedness as outlined in section five.

10 The supplier will also be expected to provide up to one

11 thousand hours of contract year -- per contract year of

12 quality improvement education and technical assistance

13 to DMAS or key partners including MCOs upon request.

14 The list of other EQR activities covered by this RFP

15 include but are not limited to the following: Annual QR

16 reports, performance improvement projects, performance

17 measure validation, population focus studies, compliance

18 reviews, also known as operations and system reviews and

19 quality strategy.

20 For all activities outlined in this section

21 the supplier should utilize the most current EQR

22 protocol as provided by CMS for the activity as

23 applicable. The department values innovation and is

24 looking to the future for potential opportunities to

25 improve the quality of Medicaid member services and

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experiences. To this effect, the department has outlined a select number of optional enhancements that the department may or may not elect to include in the services rendered by the supplier for this RFP. The supplier shall prepare and submit a response for each optional enhancement listed in this section and the supplier will not be evaluated based on the responses for services in this section for the overall evaluation of the RFP.

For our supplier profile, before submitting a proposal, the supplier should verify that the proposal is accurate and complete, the proposal is prepared in accordance with the solicitation requirements including providing all information, content, responses and appendices requested, and all required communication and submission instructions are followed. The supplier profile shall provide information on the supplier's future long-term vision and strategic plans as they relate to the direction of the proposed solution and describe a clear vision of how your firm plans to support emerging technologies and industry standards.

The supplier should have a demonstrable proven record of providing services similar to those defined in section five to customers of similar scope and complexity. Suppliers shall provide three customer

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1 references, preferably within the last five years, with
2 contact names, email addresses, phone numbers, solution
3 descriptions and dates implemented. DMAS may use a
4 reference check in evaluating your proposal and DMAS
5 will not accept DMAS employees as references.
6 I will now turn it over to Sham Shah to go
7 over the information technology requirements.
8 MR. SHAH: Thank you, Laura. I will cover
9 the next section. So the department last completed the
10 solicitation of EQRO services. The one that has changed
11 substantially with regard to system requirements and
12 information technology/data security requirement.
13 Specifically the department is currently in the state of
14 transition from a highly customized Virginia Medicaid
15 Information System, also known as VAMIS or MMIS, to a
16 new environment comprised of modern interoperable and
17 comparable offerings with multiple vendors, collectively
18 referred to as Medicaid Aid System or MAS.
19 The winning offeror will be expected to
20 obtain any necessary information to complete its
21 function such as to thoroughly indicate in the proposals
22 any necessary connections, interface, exchanges, file
23 formats or other related limitations of the offerors
24 proposed system for consideration by the department,
25 while simultaneously highlighting its ability to meet

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all the system data exchange, privacy/confidentiality and Commonwealth requirements in this RFP.

If applicable, the EQRO system access must be road-based and comfortable, but to allow staff authorized by DMAS to view information in the contractor's application. DMAS is currently seeking to utilize badge or near real-time queue based or real-time based service technology in support of the EQRO contract. DMAS has taken the approach to stagger this model of implementation and the selected contractor should take into account multiple design development implementation cycles for each data exchange at no cost to the department. The contractor will work with the department to ensure that the contractor system satisfies the functional and information requirement of the Virginia's EQRO requirements.

Lastly, the contractor will have to meet several additional and rigorous system and security requirements in order to be compliant with the standard mandated by both HIPAA and the Virginia Information Technology Agency also called VITA, the Commonwealth Security requirement for the data. Now I'll turn it back over to Whitney Wallace to provide information on proposal submission of comments.

MS. WALLACE: Thank you, Sham. Each

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supplier shall submit a separate technical proposal and a cost proposal in relation to the requirements described in this RFP. Both the technical proposal and the cost proposal shall be developed and submitted in accordance with instructions outlined in section three of the RFP. As previously stated, electronic proposal submission through eVA at www.eva.virginia.gov is required. Detailed instructions are located under section two, subsection L. If a supplier needs assistance submitting an electronic response, the supplier must contact eVA customer care with the number and email address located in the RFP. The proposal shall be organized in the order specified in this RFP. A proposal that is not organized in this manner risks elimination of consideration if the evaluators, at their sole discretion, are unable to find where the RFP requirements are specifically addressed.

Section two, subsection K goes over FOIA and we can't reiterate enough that this information you submit at some point in time will be open for public inspection. There's a caveat though. Trade secrets or proprietary information submitted by a supplier in connection with procurement shall not be subject to the Virginia Freedom of Information Act 2.2-700.

However, the supplier shall do three things

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to prevent this from happening: One, you can evoke the protection of the section prior to or upon submission of data to the Virginia Public Procurement Act. Identify the data or other materials to be protected. And three, state the reason why protection is necessary. This is per code, the Virginia Procurement Act 2.2-4342. Suppliers cannot classify the entire proposal or align item prices or proposal prices as proprietary and/or confidential. If then I will notify you and give reasonable time to withdraw an entire classification designation. If unwilling the proposal may be rejected.

Here's a good part. As part of the RFP, DMAS provides a form for the supplier to use to identify and comply with this requirement. Appendix M to this RFP is a proprietary confidential information identification form that should be used. We'll go over some of the required forms to submit with the RFP. So a signed RFP addenda, if one is issued, suppliers transmittal letter, Appendix D which is a slam plan, proprietary confidential information identification form which is Appendix M, the certification of compliance with the prohibition of political contributions and gifts regarding lobbying during the procurement process, which is Appendix L, the state and corporation commission form is Appendix D.

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We will go over the must have evaluation factors listed in RFP Section 2. The must haves factors for this RFP are the proposal must be received by the due date and time. No late proposals will be reviewed. All mandatory terms and conditions must be accepted and you'll see the website address link located in the must have factors table in section two. The must have designation or subcontract with a qualified organization that is designated as a NCQA certified consumer assessment of health care providers and systems or CAP survey provider. You must have certification as a federally designated quality improvement organization or QIO and must demonstrate compliance with all federal and state laws and policies including but not limited to an attestation that the supplier meets external quality review organization qualifications and ability to demonstrate independence from the state Medicaid agency and health plans review as defined by federal regulations 42.CFR part 438.354.

And moving on to the proposal evaluation form. This identifies the criteria by which proposals will be scored and the weight assigned. Evaluation form will pretty much mirror the requirements traceability matrix or the RTM, Appendix I to this RFP. DMAS intends to post this document in the near future, but before the

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deadline for the proposal.

We also included a narrative on the calculation process in section two, letter O. Appendix A, this section summarizes all the SLAs mentioned in the other sections that are associated with liquidated damages. While there are other performance indicators throughout this contract, we felt the need to highlight those with direct relationship to a successful contractual partnership between DMAS and the winning supplier. Performance indicators not corrected within DMAS's specified timeframe, penalties in Appendix A will incur. Appendix J, the solution contract. The template for the contract that will be signed between DMAS and the winning supplier. You are given an opportunity to provide comments with your suggested language in the form of note comments or red line. Any changes must be discussed with suppliers during designation and please use Appendix E, supplier exception, to the DMAS contract template document changes. There are some items that are cut in stone with not much room to change. I also encourage you to review the exhibits and links referenced in the contract throughout the RFP to ensure you have a thorough understanding of all the contractual requirements.

The last thing I'll go over is Appendix N,

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the business/associate agreement. Due to the nature of the work involving protected health information, PHI, the supplier will be required to execute a DMAS business associate agreement to BAA located as Appendix N as a part of the final contract.

That concludes our review of the RFP. As we've indicated earlier, please sign in through the chat section and indicate your name and the company that you represent. And also if you have any questions that you want to use via chat. And please note that all questions that will be -- will be answered in our upcoming addendum are required to be submitted to our RFP email box by 5:00 p.m. tomorrow, August 12, 2021.

With that I want to thank everyone for your time in attending today's pre-proposal conference and that concludes today's session. Thank you.

MR. SHAH: Thank you.

MR. BANASZAK: Thank you.

MEETING CONCLUDED AT 10:24 A.M.

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CERTIFICATE OF COURT REPORTER

I, JUAN ORTEGA, do hereby certify that I was the Court Reporter who took down and transcribed the proceedings of the Virginia Department of Medical Assistance Services Hearing, when held on August 11, 2021, at 10:00 a.m., remotely from separate locations via Google Meet videoconference.

I further certify this is a true and accurate transcript to the best of my ability to hear and understand the proceedings and other incidents of the hearing herein as set down to the best of my ability.

Given under my hand this 26th day of August, 2021.

JUAN ORTEGA
COURT REPORTER

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